

CareLetter

Calais Regional Hospital
24 Hospital Lane Calais, Maine 04619

Statement of Purpose

Calais Regional Hospital exists to provide and plan patient care, educational and restorative services that meet our customer's expectations, commensurate with available resources.

Our Vision

CRH will be known by our customers as the best rural hospital in Maine.

Statement of Values

As an organization we value customer service, leadership and progressive management, compassion, teamwork and collaboration, stewardship of resources, and dedication to quality and honesty, integrity and ethical behavior. At CRH, quality means the continuous improvement of programs and services in an effort to exceed customer expectations.

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Volume XVI. No. 3
March 31, 2010

30 Employees Have 295 Years of Service: Mary McLellan takes top honors with 40 years

Thirty employees will receive CRH service awards this year. All employees who have completed five or multiples of five years of continuous service to May 31 will be honored at the 2010 Annual Employee Awards Banquet in May. The list of employees receiving awards is being published in advance to allow the opportunity to correct any names listed or excluded by error. Please call Human Resources with corrections. The Banquet will be held during National Hospital Week at the Redclyffe on Tuesday, May 11 at 5:30 p.m. Congratulations to the following for their loyal service to our customers:



Mary McLellan
40 Years



Phyllis Leidy
20 Years



Bonnie Sprague
20 Years



Marie McKeown
20 Years

40 years: Mary McLellan
20 years: Phyllis Leidy, Bonnie Sprague, Marie McKeown
15 years: Mona Van Wart, Bob Mealey
10 years: Nicole Leeman, Debora Kinney, Sandra Cox, Barbara Reay, Kim Spear, Allison Atkinson, Beverly Champagne, Donna Spearin, Elaine McGlaughlin
5 years: Candace Kelley, Camela Griffin, Megan LaPlant, Barbara Sprague, Donna Gawe, Sharon Johnson, Kim Mathews, Charlie Nichols, Dan Snyder, Lucy Carver, Kathy Goodine, Eleonore Sullivan, Carmela Diffin-Dewitt, Amy Day, Pauline Beach

HandBook Policy Refresher

CUSTOMER SERVICE

We cannot stress enough the importance of not only your job but of you - the employee. Many of you will be handling food and medical equipment, as well as giving direct care to our customers. This requires that you be neat and clean at all times. Cleanliness, both personal and environmental, is essential for a successful healthcare provider.

Because you represent our facility, the community's impression of you will often come to be their impression of our entire organization. In your relations with others, whether they are customers, visitors, or your working associates, you should always be courteous, tactful and fair. This will not only add to the efficiency of the organization but it will enhance your own happiness and satisfaction.

Some of us have a tendency to become careless and indifferent when dealing with people other than on a face-to-face basis, such as in telephone communications or letter writing. Because most of the time this lack of feeling is unintentional, we hope that by making you aware of the potential problem, you will make every effort to deal with others in a kind, professional manner. The idea of "treat others as you would want to be treated yourself" is always a good rule to follow. Being friendly and courteous requires little energy, yet reaps large benefits. Keeping this in mind will help you improve your relationships with the community and your associates.

Remember - you, the employee, will determine the kind of Hospital we will have by the attitude you evidence toward those around you. A good guide for everyone is to pose the question: "HOW WOULD I LIKE TO BE TREATED IF I WERE IN THIS SITUATION?" and act accordingly.

The CUSTOMER is the MOST IMPORTANT PERSON at Calais Regional Hospital.

HUMAN LIFE is a MOST PRECIOUS THING; RESPECT it and PROTECT it!

The MOST VALUABLE ASSET to Calais Regional Hospital is a GOOD EMPLOYEE who appreciates these facts.

COMPLIANCE

CRH Code of Conduct continued:

Respect for the Patient: CRH will treat all patients with dignity, respect, and courtesy. The patient's spouse or significant other will be involved in decisions regarding care delivered to the extent practical and possible. Patients will be informed about therapeutic alternatives and risks associated with the care they are seeking. The CRH Team will continually seek to understand and respect their objectives for care. In all circumstances, attempts will be made to treat patients in a manner with reasonable thought to their background, culture, religion and heritage.

Clinical Decision Making: The integrity of clinical decision making, based on identified patient health care needs, shall be preserved regardless of any compensation or financial risk the Hospital or its affiliates assumes.

ValuesLine 1-800-273-8452

Non Discrimination Notice

In accordance with Federal law and USDA Policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability (not all prohibited bases apply to all programs). To file a complaint of discrimination, write to: Calais Regional Hospital, Section 504 Coordinator, 24 Hospital Lane, Calais Maine 04619 or call 207-454-7521 (voice) or 207 454-7608 (TDD). CRH is an equal opportunity provider and employer.

Students Interested In Nursing

Two students from Beatrice Rafferty School job shadowed on the IPCU this month. Kasey Smith and Anne Soctomah are grade eight students interested in a career in pediatric nursing. They observed with Registered Nurses Beverly Champagne and Mary Beth Maxwell.



Employee News

Welcome to Toni Clark, MA, Calais per diem in the Rural Health Clinic; and to Wanda Cox, CNA from Baileyville, part time OB.

Sorry to see you go to Jody Stevens food, services and to Cody Stow, maintenance.

Congratulations to Megan LaPlant, MT and her husband Matt on the birth of their second son, Ian Scott born March 2 weighing 7lbs and 5 oz, little brother for Tyler.

Sympathy is extended to Mike Turner on the death of his step-father and to Cathy Blake on the death of her mother-in-law.

Welcome to our new coffee shop volunteer Dolores O'Connor.

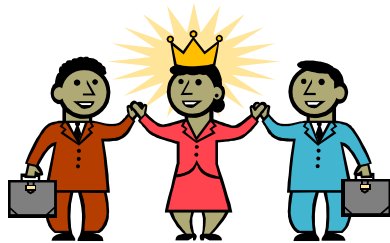


The winner from the Above and Beyond nominations for February was Kennetha Doten.

To recognize someone through the Above and Beyond Program, simply complete a recognition card available in the lobby, cafe, Inpatient Care or nursing employee lounge and submit to community relations for a chance for a prize.

Excellence Award Notice

Nominations are due by 9 a.m. Friday, April 9 for the 2010 Excellence Award. Forms were distributed in payroll of March 11 and are available from HR. This award recognizes an employee whose daily life is an inspiration to others, both personally and professionally. Someone who brings distinction to us all, exemplifies honesty, integrity and ethical behavior, demonstrates teamwork, respect for people, service to others, commitment to improving the world around them, outstanding customer service, and dedication to quality.



Past honorees still employed at CRH include Mary McLellan, Mona Van Wart, Shelly Bodkin, Sandra Sprague, Cody Stow, Kris Mesman, Shirley Richardson, Jeannine Fowler, Cheryl Trader and April Free.

Sealed nominations are to be submitted to H.R.

Kudos Korner

Kudos go out to the following CRH family members...

◆ To Beverly Champagne RN and Mary Beth Maxwell, RN for sharing their nursing expertise with students.

Submit Kudos to community relations.

American Cancer Society Relay For Life

Mark your calendars; the Relay for Life is scheduled for June 11, 6 pm-6 am. If you are interested in taking part or helping to plan this event, contact CRH Team Leader Judy Thornton at 454-8432. More information will be provided about the event as the date approaches.



April Birthdays

Lisa Trafton	2
Stacy McLaughlin	4
Trudy Gillespie	7
Pamela Beckett	12
Tomi Ellsmore	13
Dr. Edward Barrera	16
Valerie Kilby	16
Marty Colson	17
Diana Howell	19
Camela Griffin	19
Cody Stow	20
Dr. Antoanela Zaharia	21
Sharon Diffin	22
Phyllis Leidy	24
Cheryl Zwingman-Bagley	25
April Dow	28
Daniel Snyder	28
Tara Cooke	29

Schedule of Events

Cardiac Rehabilitation Support Group
CRH Classroom
Friday, April 2, 3 p.m.

Free Blood Pressure Clinic
Woodland Manor, Baileyville
Tuesday, April 6, 9 a.m.

Seniority Glucose and Cholesterol
Screening CRH Classrooms
Tuesday, April 6, 8 a.m.

Caring Connections Support Grp
Mona Van Wart's office
Health Services Building
Thursday, April 8, 3-4 p.m.

Diabetic Support Group
Eastport Health Care Clinic
Monday, April 12, 6 p.m.

Seniority Spring Fling
Cake Decorating Contest
Methodist Homes Rec Hall
Friday, April 16, 1 p.m.

Diabetic Support Group
Mona Van Wart's office
Health Services Building
Wednesday, April 21, 6 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, April 22, 11 a.m.

Auxiliary News by Pat Fellers

The CRH Auxiliary planned a busy month of activities for April. All members are reminded to meet at the Methodist Homes Rec. Hall at 6:30 p.m. on Monday, April 5. Carla Bridges and Ilene O'Hara will provide sandwiches; Heather Ross and Barbara Lang will bring sweets. A "green auction" was held at the March meeting and Mollie MacArthur won the 50/50 drawing.

A Valentine's Day Raffle of two boxes of chocolate fudge donated by the Moresides was held at the Coffee Shop. Cecil Moreside and Dale Bolton won the prizes.

The Book Fair will be held in the CRH Classroom Tuesday, April 27, from 11 a.m. to 3 p.m. and Wednesday, April 28, from 7 a.m. to 1 p.m.

The Easter Basket Raffle will be drawn on Friday, April 2. Tickets are 6 tickets for \$5.00 or \$1.00 per ticket. All money needs to be turned into Irene Moreside by April 1st.

Seniority by Carla McCann Bridges

We will have a Seniority Spring Fling cake decorating contest Friday, April 16 at 1 p.m. We will be decorating small individual size cakes. Call to register to ensure an accurate number of cakes. Come with some spring ideas. Decorating supplies will be provided.

There will be a glucose and cholesterol screening on Tuesday, April 6 in the CRH Classrooms at 8 a.m. Don't forget to fast for 12 hours. Call to register: 454-9262.

JOB OPPORTUNITIES

Rehab Services:

Physical Therapy Assistant full time
Occupational Therapist full time

Food Services:

per diem

Apply: Applications available from
switchboard or on-line
www.calaishospital.com

This newsletter is published monthly by the community relations and human resources departments. CRH is an equal opportunity provider.

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