

# 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.*

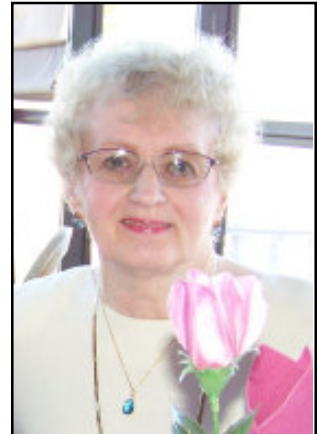
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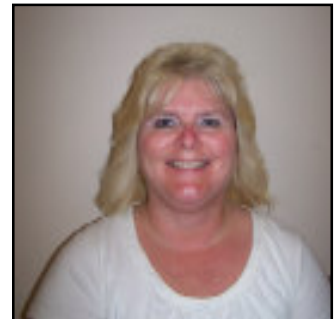
## **Norma Van Devander Retires After 41 Years**

Norma Van Devander retired this month; this time for real. She tried to leave us in 1998 after working 30 years in the position of Director of the Health Information Department. After some fancy convincing, Norma agreed to stay working one day a week responsible for medical staff credentialing; a role she held for an additional 11 years. Her total service of 41 years puts her among the very elite few with 40 plus years of service to CRH. Norma will still be seen from time-to-time, as she serves as Auxiliary member and treasurer for the Gift Shop.



## **CRMS Welcomes Lourie Swimm, FNP**

Calais Regional Medical Services (CRMS) Rural Health Clinic is pleased to welcome Family Nurse Practitioner Lourie Swimm to the practice. Lourie has been in the healthcare field for over 20 years, with a career that has spanned from a surgical technician to an LPN then RN. After many years as an RN, she decided to pursue a career as a Family Nurse Practitioner. While working full time and being a single parent of two, she went back to school to earn her Bachelor's Degree in Nursing at the University of Maine in Orono and then to the Family Nurse Practitioner Program at Husson University in Bangor.



*Lourie Swimm, FNP*

Lourie's experience includes inpatient care, pediatrics, emergency care, long-term care, home health, infection control and women's health, with a special interest in hospice care and pain management. Her experience will round out the continuum of care offered to patients at CRMS, expanding their options in health care.

Lourie will not replace patients' options with physicians at the CRMS Rural Health Clinic, but expand their access to immediate health care. While she will be carrying her own patient load, for those who prefer the greater amount of time that a Nurse Practitioner is able to devote to her patients, she will also serve as "back up" for CRMS' two physicians, whose schedules can sometimes get heavy during peak periods of patient illness.

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## Ed Fritz Joins Nursing

Edmond Fritz of Calais joined CRH in the position of Nursing Service Manager on a per diem basis.

Ed and his wife decided to semi-retire in Calais after vacationing in the area. Ed was previously a Cardiac Nurse and ACLS Instructor at Salem Hospital in Massachusetts.

He graduated from Presbyterian / St Luke's School of Nursing in Denver, Colorado studied at the University of Denver and Theatre and Performing Arts at the University of Utah. He has also held staff, flight nurse and nursing administrative positions in Montana and Virginia over his 31 year nursing career.

Ed and his wife, Christine, purchased a home in Calais Ed is spending his summer currently working on a renovation project.



## COMPLIANCE

### CRH Code of Conduct

#### Recognition of Potential Conflicts of Interest

It is recognized that the potential for conflict of interest exists for decision-makers at all levels within the hospital. This includes members of the governing board, administration, the medical staff, allied health professional staff, and employees. It is the policy of CRH that these will all request disclosure of potential real or perceived conflicts of interest, for appropriate action, ensuring decisions are not inappropriately influenced.

The CRH conflict of Interest policy when a conflict exists, there is a process for resolution. The governing board, senior management and the medical staff may also review potential conflicts (when appropriate) and take appropriate action. In the event a conflict of interest has a direct implication on patient care, the Ad Hoc Ethics Committee may be called to assist in the resolution of the issue.

ValuesLine 1-800-273-8452

## CRH Events Committee

The idea of filling a pastry cone with two scoops of ice cream, thereby inventing the walk-away ice cream cone made its debut at the St. Louis World's Fair in 1904 thanks to Charles E Minches. The Events Committee celebrated this invention with an ice Cream Cone Day for staff, complete with sugar cones.



## CRH Launches Facebook Page

Calais Regional Hospital has joined the social networking site of Facebook in an effort to better engage current and future patients and the general public. Social media has become part of many hospitals' portfolio of strategies to communicate to the community members. With Facebook and other social networking technologies, CRH can reach more people than relying on traditional media outlets alone.



The CRH Facebook page provides easy access to information, upcoming events, updates on activities and links to CRH in the news. Anyone who is a member of Facebook can check out the Hospital's page as a "fan." Those who are not members of Facebook can still view the Hospital Facebook page, but will need to join Facebook to interact. "We're excited to be a part of the social media network and hope the public finds our pages beneficial," stated CEO Michael K. Lally. Facebook users can become a fan of CRH by visiting the hospital's website, [www.calaishospital.com](http://www.calaishospital.com), and clicking on the Facebook link, or using the search feature on the Facebook website.

## Employee News



Welcome to new coffee shop volunteers: Joann Putenney from Baileyville, Dawn Libby of Calais and Mary Hazelwood from Baileyville.

Welcome to Lourie Swimm, FNP, Washburn full time CRMS RHC; Judy Tompkins, Calais Administrative Assistant CRMS; April Little, RN, Mississippi, ICU temporary; Shelley Sadler, RN, Kentucky, OB, temporary; and welcome back to Bruce Stevens, PTA, Waterville, Rehabilitative Services temporary.

Sorry to see you go to Cynthia Bosse and Joe LeClair who accepted positions closer to home.

Sympathy is extended to the family of long time CRH RN Madeline Campbell and to Debbie Bassett on the death of her mother-in-law.

## HandBook Policy Refresher

### Emergency Plans

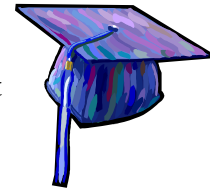
A plan of action describing assignments of employees during activation of the disaster plan, fire, bomb threat, or evacuation procedures is available in each department. Periodic drills are held to test the response of the staff. Employees are required to be familiar with the plan and their respective assignments.

The winner from the Above and Beyond nominations for July was Anna Lozier for leading CRH team donations for the Relay For Life.

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 to win a prize.

## Student Training in Physical Therapy

Three students are completing clinical rotations in physical therapy with Rehabilitative Services staff. Matthew Read is a second year graduate student at the University of Lowell in Massachusetts. He holds a bachelor degree in sports medicine. Taylor King is also a student at the University of Lowell. Deena Luftkin is a Husson University student.



*Come out to support  
CRH at the  
International Festival:  
Doll Hospital & Peanut Fair  
Thursday, Aug 5, 4-6 p.m.  
Calais Elementary School*

## Kudos Korner

**K**udos go out to the following CRH family members...

◆ To the events committee for the tasty ice cream and jean day.

Submit Kudos to community relations.

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### Schedule of Events

Free Blood Pressure Clinic  
Woodland Manor, Baileyville  
Tuesday, August 3, 9 a.m.

Cardiac Rehabilitation Support Group  
CRH Classroom  
Friday, August 6, 3 p.m.

Diabetic Support Group  
Eastport Health Care Clinic  
Monday, August 9, 6 p.m.

Caring Connections Support Grp  
Mona Van Wart's office  
Health Services Building  
Thursday, August 12, 3-4 p.m.

Seniority Barbecue  
Ann Caswell's Camp at Keens Lake  
Friday, August 13, 11:30 am - 3 p.m.

Diabetic Support Group  
Mona Van Wart's office  
Health Services Building  
Wednesday, August 18, 6 p.m.

Seniority Breakfast Club  
Wickachee Restaurant  
Wednesday, August 25, 7:15 a.m.

Free Blood Pressure Clinic  
Country View Apts, Pembroke  
Thursday, August 26, 11 a.m.

Lourie grew up in Washburn, Maine, which is the area she is relocating from. Her daughter, Kira is 18 and will be a senior at Calais High School and her son, Zachary is 25 and attending college. In her downtime Lourie enjoys riding her motorcycle, time at the beach and she is an avid reader. She also confesses to being an adrenaline junkie with a love for roller coasters and a wish to try skydiving in her lifetime.

When asked why she chose Calais to practice Lourie states, "I feel like Calais chose me." She explains that she had thought her first choice would be the Southern Maine area, but with every visit to Calais, it just felt more right. "Everyone was so nice from the convenience store employees to the waitresses at the local restaurants to the staff at the hospital," said Lourie. "I feel like the community recruited me by being so welcoming. Plus, I sense there is a real need here and my services will be appreciated."

Lourie began seeing patients at CRMS on July 13. To meet Lourie or schedule an appointment, call CRMS at 454-8195.

### Seniority by Carla McCann Bridges

The Breakfast Club will meet Wednesday, August 25 at the Wickachee Restaurant at 7:15 a.m. The free breakfast winners for June were Florence McGlinchey, Irene Moreside and Grace Meader.

On Friday, August 13, we are off to Ann Caswell's camp at Keene's Lake for a BBQ. Come join the fun. We will leave from CRH at 11:30 a.m and return by 3 p.m. Call to sign up and let me know if you can car pool.

### JOB OPPORTUNITIES

**Anesthesia:**

CRNA

**Health Information:**

Director full time

**Environmental:**

Worker part time

**Rehabilitative Services:**

PTA & PT

**Apply:** Applications available from switchboard or on-line [www.calaishospital.com](http://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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24 Hospital Lane  
Calais, Maine 04619

ADDRESS CORRECTION REQUESTED

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