

# 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.*

## Inside this issue:

*Schedule of Events  
Seniority News  
Auxiliary News  
Employee News*

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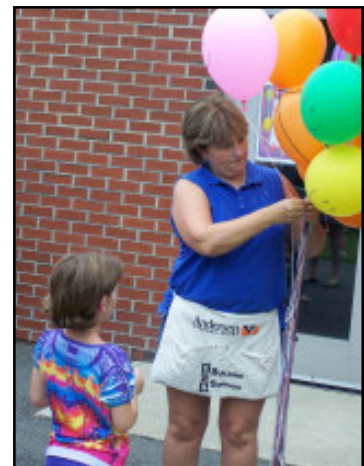
## CRH Participates in Festival Events

The Calais Regional Hospital family participated in the International Homecoming Festival activities at the Peanut Fair and Doll Hospital.

This year's Peanut Fair was a big hit with many attractions for the kids. About \$1500 was raised to benefit the Calais Elementary School. A big thank you to the following CRH volunteers who helped make the fair a hit with hundreds of local children: DeeDee Travis, Carla Bridges, Mary-Jo Burgess, Jeannine Fowler, Mary Barnett, Shelly Bodkin, Donna Mills, Angela Clark, Tiffany Carson, Mike and Laurie Cyr, Sylvia Day, Cheryl Bean, Trudy James and to all the students who helped.

Thank you to CRH maintenance staff for their help and to Riverside Electric for donating the bike and Wal-Mart for donating the helmet. The bike raffle winner was Shaylee Guire.

CRH once again sponsored the Doll Hospital during the Peanut Fair. It was a huge success with many dolls and teddy bears treated by "Dr." Forest Woodruff, "Surgeon" Alison Woodruff and "Doll Nurse" Shelly Bodkin. The special patients were registered, diagnosed and treated just like at a real hospital.



## Annual Seniority BBQ

The annual Seniority BBQ has been held at Ann Caswell's camp for the past 8 years now on Keene's Lake. It was a wonderful, hot sunny day to enjoy a BBQ. Thank you to Ann Caswell and Earl Boyd for hosting this event and Cecil Moreside for cooking. Also thanks for the entertainment by Cecil Moreside and Liman Cochran.



## HandBook Policy Refresher

### Performance Appraisals

Performance appraisals shall be used as a forum for discussion between employees and their supervisors. Space is provided on the evaluation form for the employee to respond to the appraisal. Both the supervisor and the employee shall sign the evaluation and the employee shall receive a copy, if requested. Should an employee feel unfairly evaluated, a review may be requested.

Employees are usually evaluated after the first few months of employment and annually thereafter. However, employees may be evaluated and reviewed at any time. If at any time during the initial employment period an employee's performance is found to be unsatisfactory, the employee may be subject to dismissal with no recourse under any other provision of this handbook.

## COMPLIANCE

**Test your knowledge:** What do the following healthcare abbreviations stand for? Answers on page 3.

- |          |           |
|----------|-----------|
| 1. AHA   | 10. FY    |
| 2. AMA   | 11. HIPAA |
| 3. COBRA | 12. HMO   |
| 4. CON   | 13. HSO   |
| 5. CPI   | 14. QA    |
| 6. DRG   | 15. TPA   |
| 7. ED    | 16. OR    |
| 8. ERISA | 17. CO    |
| 9. FFS   |           |

## Flu Shot Time

The flu vaccine is scheduled for CRH staff, retirees and inhouse volunteers. A complete listing of all who are eligible for this clinic is provided on postings at the hospital. Immunizations will be given in the Clinic Room off the main lobby, as follows:

**Friday, September 24, 2010**

9:00-11:00 am

2:00-3:00 pm

**Monday, September 27, 2010**

9:00-10:00 am

**Friday, October 1, 2010**

9:00 -11:00 am

2:00-3:00 pm

Vaccines for night shift staff will be provided by the Nursing Service Manager. The CDC encourages all healthcare workers to get the vaccine.

## Kudos Korner

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

- ◆ To the Forest Woodruff family for working at the Doll Hospital.
- ◆ Volunteers who helped at the Peanut Fair and Street Fair table.
- ◆ To the Events Committee and volunteers who helped make the Employee Carnival BBQ so much fun.

Submit Kudos to community relations.

## CRH Events Committee

### Upcoming Events

Calendars of Cash will be sold in October for November draws. If you are interested in buying a calendar, see any events committee member or the community relations department. Cost is \$10 with giveaways totaling \$590!



## Employee News

Welcome to Melanie Howard, RN Crawford, per diem surgery and to Judy Tompkins, Administrative Assistant Practice Management is cross training as Credentials Coordinator in Administration.

Karac Nutile CRMS Orthopedics part time has transferred to Registration and Communications part time. Sorry to see you go to Jamie Herrick, pharmacy technician, who is relocating.

Congratulations to Billy-Jo and Charlie Leighton on the birth their daughter Carlie Marie Leighton born at EMMC on August 20 weighing 8lbs.

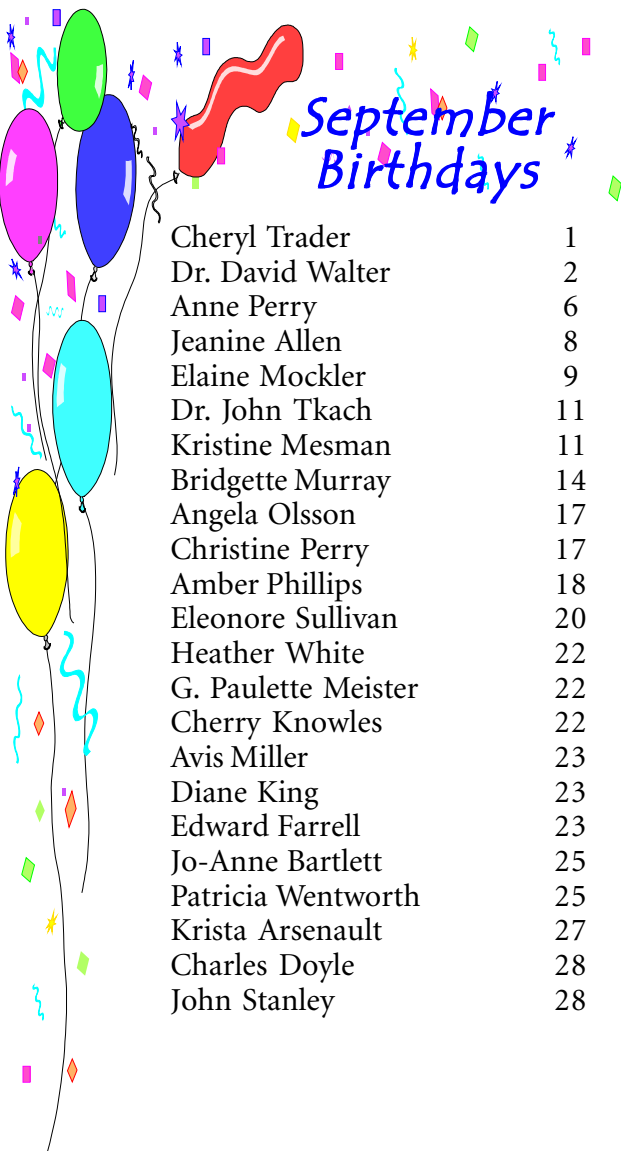
## Health Insurance Open Enrollment

Now is the time for employees to join or make dependent changes to the health insurance plan effective 11/1/10. Forms must be completed in Human Resources by September 30.



The winner from the Above and Beyond nominations for August was Mike Cyr for going above and beyond in doing your job with such a great attitude and accommodating our every request.

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.



Cheryl Trader	1
Dr. David Walter	2
Anne Perry	6
Jeanine Allen	8
Elaine Mockler	9
Dr. John Tkach	11
Kristine Mesman	11
Bridgette Murray	14
Angela Olsson	17
Christine Perry	17
Amber Phillips	18
Eleonore Sullivan	20
Heather White	22
G. Paulette Meister	22
Cherry Knowles	22
Avis Miller	23
Diane King	23
Edward Farrell	23
Jo-Anne Bartlett	25
Patricia Wentworth	25
Krista Arsenault	27
Charles Doyle	28
John Stanley	28

## Weight Watchers At Work

If anyone is interested in joining Weight Watchers, please let Pam Ivey, ext 281 know by September 2nd for a class starting Thursday, September 9, 2010.



## COMPLIANCE

### Answers:

1. American Hospital Association
2. American Medical Association
3. Consolidated Omnibus Budget Reconciliation Act
4. Certificate of Need
5. Consumer Price Index
6. Diagnosis Related Group
7. Emergency Department
8. Employment Retirement Income Security Act
9. Fee for Service
10. Fiscal year
11. Health Insurance Portability and Accountability Act
12. Health Maintenance Organization
13. Health Services Organization
14. Quality Assurance
15. Third Party Administrator
16. Operating Room
17. Compliance Officer

Seniority by Carla McCann Bridges

**Schedule of Events**

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

Free Blood Pressure Clinic  
Woodland Manor, Baileyville  
Tuesday, September 7, 9 a.m.

Caring Connections Support Grp  
Mona Van Wart's office  
Health Services Building  
Thursday, September 9, 3-4 p.m.

Diabetic Support Group  
Eastport Health Care Clinic  
Monday, September 13, 6 p.m.

Diabetic Support Group  
Mona Van Wart's office  
Health Services Building  
Wednesday, September 15, 6 p.m.

Seniority Ice Cream Social  
CRH Classrooms  
Monday, September 20, 1 p.m.

Free Blood Pressure Clinic  
Country View Apts, Pembroke  
Thursday, September 23, 11 a.m.

Seniority Breakfast Club  
Wickachee Restaurant  
Poker hand walk  
Wednesday, September 29, 7:15 a.m.

July breakfast club winners were Anne Williams, Mary Scribner and Pat Fellers. Our next breakfast is at the Wickachee Restaurant Wednesday, September 29, 7:15 a.m. We will be going for a Poker Walk after breakfast. Come try your luck and win a prize.



We are having our Annual Ice Cream Social on Monday, September 20 at 1 p.m. CEO, Michael Lally, will be joining us to serve and give an update on hospital activities.

If you are interested in joining our group, contact Carla Bridges, Seniority Coordinator, at 454-9262. The cost is only \$20 for a lifetime Seniority membership. We welcome new members.

**Auxiliary Book Fair**

Tuesday, September 28, 11 am-4 pm

Wednesday, September 29, 7 am-1 pm

CRH Classrooms

Open to the public. Come see the great display of books and gifts.

**JOB OPPORTUNITIES**

**Health Information:**

Director full time

**Pharmacy Technician:**

Worker part time

**Rehabilitative Services:**

PTA & PT

**Medical Assistant CRMS Surgery:**

per diem

**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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Calais, Maine 04619

ADDRESS CORRECTION REQUESTED

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