

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*

Volume XVI. No. 8
August 26, 2009

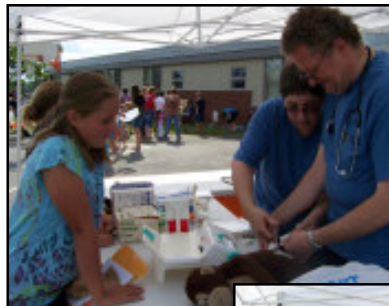
CRH Participates in Festival Events

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. Over \$1,800 was raised to benefit the Calais PTO. 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, Shelly Bodkin, Donna Mills, Melissa Johnson-Greenlaw, Pat Hoard, Jeannine Fowler, Angela Clark, Cheryl Bean and Mayez Travis.

Thank you to CRH maintenance staff for their help and to Walmart for donating a bike and helmet. The bike raffle winner was Carmen Perkins.

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 his staff of "Nurses" Sylvia Day and Tammy Davis. The special patients were registered, diagnosed and treated just like at a real hospital.



COMPLIANCE

RED FLAG RULES

The Federal Trade Commission's Medical Identity Theft, Red Flag Rule went into effect for CRH 8/1/09. Red Flag is a pattern, practice, or specific activity that indicates the possible existence of identity theft. Identity theft is fraud committed using the identifying information of another person. Jeannine Fowler, Communications and Registration Manager, is training staff registering patients and those working in patient accounts, on detecting and preventing identify theft and protection of patient information.

ValuesLine 1-800-273-8452

Note of Thanks

To all my friends and co-workers I would like to sincerely thank you for all that you have done for me and my family. Thanks for praying for Nikki and Teagan when they were in the hospital. They are home now and doing well. It's a great feeling to know that people are only a phone call away when you need them the most. I will never forget the love you all have shown to me. Thanks again.

Patty Lindsay

Annual Seniority BBQ

This Seniority event was held at Ann Caswell's camp on Keene's Lake. It was a wonderful, hot sunny day with about 20 seniority members attending. Thank you to Ann Caswell and Earl Boyd for hosting this event and to cooks Earl Boyd, John Spinney and Dick Adams.



HandBook Policy Refresher

BULLETIN BOARDS

Bulletin boards located in Hospital departments shall be used only for official Hospital announcements concerning administrative or health care matters. All postings in hallways must be placed under cover.

The covered bulletin board located outside the Director of Plant Maintenance office, may be used by employees and Hospital-related organizations for posting items of general Hospital interest, as well as for posting communications from Hospital departments. Employees or Hospital-related organizations seeking space on this bulletin board must submit the item to the Department of Human Resources for approval. A department employee will sign, date and post each item for no longer than two weeks.

Non-employees are not permitted to use Hospital bulletin boards except for Hospital-sponsored activities. Such use must conform to all the above described posting and approval requirements.

Cheryl Trader	1
Anne Perry	6
Jeanine Allen	8
Dr. Nadeem Ali	9
Dr. John Tkach	11
Kristine Mesman	11
Bridgette Murray	14
Angela Olsson	17
Amber Phillips	18
Eleonore Sullivan	20
Dr. Laurie Churchill	21
Karen Hadam	21
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	26
Krista Arsenault	27
Charles Doyle	28
Janice Brown	28
John Stanley	28

Employee News

Sorry to see you go to: Amanda Hatch, Registration; Patty Eldridge, Pharmacy Technician, who has been accepted into the bachelor degree in nursing program at the University of New Brunswick this fall; Sindi McGrath, RN who relocated to Nova Scotia; Catherine Woodson, RN, Surgery and Pam Reynolds, Patient Accounts Supervisor, CRMS who are both relocating out of state.

Welcome to Tarrah Hall, RN, Inpatient Care Unit full time; and Elizabeth Dawson, PT, Rehab Services from Texas.

Teena Dominic, RN, MSN, Nursing Service Manager changed status from part time to per diem. Teena will be lead faculty for the Calais RN Program through the University of Maine at Augusta. Wendy Dean transferred from CRMS to IP Care Unit part time Ward Clerk. Melissa Kenney transferred from CRMS Billing Clerk to CRMS Patient Accounts Manager and Tomi Elsemore transfer from CRMS Orthopedic receptionst to CRMS billing clerk.

Sympathy to Mario Umali on the death of his mother-in-law; Kim Doughty on the death of her father and to Dana Davidson on the death of his mother.

Payroll for week ending 9/5/09 will be paid on Friday, 9/11/09 due to the Labor Day holiday Monday, 9/7/09.

CRH Events Committee

Upcoming Events

The Events Committee is sponsoring "Make Your Own Sundae" on Wednesday, September 2 from 11:30-1:00 pm. This event will be held in the classroom.



Secret Pals is back! Fill out your sheet in the paycheck stubs and return them to Mary in HR no later than 8 am on Monday, August 31. Mary will randomly draw your pal's name and notify you by Friday, September 4. This activity will start September 10 with a reveal date of November 5.



We will be selling Calendars of Cash 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 \$605!



The winner from the Above and Beyond nominations for the month of July was Cindy Rhoades.

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

Health Insurance Open Enrollment

Now is the time for employees to join or make dependent changes to the health insurance plan effective 11/1/09. Forms must be completed in Human Resources by September 30, 2009.

Students Train At CRH

Thirteen students from WCCC Phlebotomy class completed their required clinical experience in the CRH Lab. Course instructor was Registered Nurse Ericka Tracy, also a CRH employee.



Kudos



Korner

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

- ◆ To staff in the many departments who provide clinical experience to students.
- ◆ Forest Woodruff, Sylvia Day and Tammy Davis for working at the Doll Hospital.
- ◆ Volunteers who helped at the Peanut Fair.
- ◆ Cheryl Trader who passed her certification exam and is now a Certified Patient Account Technician (CPAT).

If you have Kudos to report, please contact the community relations office.

Seniority by Carla McCann Bridges

Schedule of Events

Free Blood Pressure Clinic
Woodland Manor, Baileyville
Tuesday, September 1, 9 a.m.

Cardiac Rehabilitation Support Grp
CRH Classroom
Friday, September 4, 3 p.m.

Caring Connections Support Grp
Mona Van Wart's office
Health Services Building
Thursday, September 10, 3-4 p.m.

Diabetic Support Group
Eastport Health Care Clinic
Monday, September 14, 6 p.m.

Seniority Potluck
Methodist Homes Rec Hall
Guest Speaker; Pat Fellers
Monday, September 14, 11:30 am

Diabetic Support Group
CRH Health Services Building
Wednesday, September 16, 6 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, September 17, 11 a.m.

Seniority Breakfast Club
Wickachee Restaurant
Wednesday, September 30, 7:15 a.m.

July breakfast club winners were Pat Fellers, Jim Hamilton and Florence McGlinchey. Our next breakfast is at the Wickachee Restaurant Wednesday, September 30, 7:15 a.m.

Seniority is having a potluck luncheon on Monday, September 14 at 11:30 a.m. at the Methodist Homes Rec Hall. Bring a covered dish and a place setting. Pat Fellers, a Seniority member herself, will speak to us after lunch about her experiences teaching in China. Pat will bring along some of her photos.

There will be an AARP Safety Driving Course offered at CRH on Tuesday, September 15. This will be held 8 a.m. to 1 p.m. in the classrooms. The fee is \$10. Please call to register.

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

Auxiliary Book Fair

Tuesday, September 8, 11 am-4 pm

Wednesday, September 9, 7 am-1 pm

CRH Classrooms

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

JOB OPPORTUNITIES

Environmental Services Worker:

Part time

Nursing:

Nursing Service Manager part time

RN ED full time

Rehab Services:

OT and PT full time

Radiology:

Tech- full time

CRMS:

Physician

Nursing Practitioner

Clerk part time

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.

Calais Regional Hospital
24 Hospital Lane
Calais, Maine 04619

ADDRESS CORRECTION REQUESTED

Nonprofit
Organization
U.S. Postage
PAID
Calais, Maine
04619
Permit #38