



# Charting a course for the future



Photo by Gerry Managhy

**GUEST SPEAKER David Wennberg, MD, MPH, shares his views on the future of healthcare at the launch of Mid Coast Health Services 2020 Vision initiative at Brunswick High School's Crooker Theater June 7.**

**O**VER THE NEXT THREE MONTHS, Mid Coast Health Services will be bringing together patients, physicians, employees, boards of directors, corporators, business and community leaders, and volunteers to help inform and prioritize our vision of healthcare for our communities during the next decade.

*2020 Vision*, as the planning process has been called, will work with focus groups as well as the Planning Committees of our boards to chart a course for the future.

Thirty years ago a similar process took place under the leadership of President/CEO Herbert Paris.

That vision included a consolidated healthcare system built for efficiency on firm financial footing.

Such a system was designed to attract top-notch primary and specialty care physicians to our area, benefiting the region by making these services available close to home.

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## Last expansion project completed with opening of new diagnostic area

By Millie Stewart

THE LAST PHASE OF MID COAST HOSPITAL'S expansion construction was completed in early April.

Renovations of our former emergency room began last September to create an expanded preparation and recovery area for Diagnostic Imaging.

The expanded area "allows us to keep prices down, improves efficiency, and enhances patient care," explained Diagnostic

Imaging Director Paul Quill.

In the new area patients can be readied for such tests as CT scans, contrasts, hydrations, biopsies, and interventional radiological procedures.

More CT scans can be done in a day because more patients are readied quicker for their tests, Quill explained.

"The CT machine is more productive and we are giving better

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# Expanded diagnostics area opens in former emergency space

**Diagnostics**, *Continued from Page 1*  
patient care,” said Quill.

The new preparation and recovery area is a joint venture between Diagnostic Imaging and Ambulatory Care.

Patients who previously would have started in ACU to be readied for their radiological procedures now go directly to diagnostics, offering more comfort for patients and families.

Five lounge chairs (with room for growth) and four stretchers, all of which can be screened for

privacy, are available for patients.

“This is a logical expansion of Diagnostic Imaging as the hospital grows,” said Quill. “We are improving operational efficiencies, which keep costs down, and at the same time improve patient satisfaction and care.”

The renovation has also created four new black-walled reading rooms for radiologists, who previously shared one. There is a new staff break room, a Diagnostics/Emergency clinical conference room, rest rooms, and an office for lead technologists.

The work allows the transportation corridor at the rear of diagnostics to be returned to its intended use of serving patients brought by ambulance for admission, procedures, or other tests.

Off the public corridor between diagnostics and the new addition is a Family Resource Room, where community members and groups can access health-related information

*Ask the Librarian* will be a weekly feature here, where interested persons can chat with our health sciences librarian and learn about reliable sources of information. Small wellness support groups may also meet here.

The room is dedicated to the memory of Campbell B. Niven, generous friend and visionary leader of Mid Coast Hospital for many years.

## Mid Coast Health Services receives United Way's Community Builder Award



**MID COAST HEALTH SERVICES** representatives at this year's annual meeting of United Way of Mid Coast Maine were honored with the group's *2010 Community Builder Award*.

The presentation was made by United Way's Executive Director Barbara Reinertsen.

Reinertsen cited Mid Coast's founding role in the merger of the Bath and Brunswick United Ways and the volunteer involvement of employees on every level with the group's many initiatives. These have included *Success by 6*, the Safe & Healthy Community Council, Sexual Assault Support Services, OASIS free health clinic, Mental Health Initiative, Prescription Medication Collection, ACCESS Health, and fund raising campaign.

At the meeting above, from left, were Rhode Ann Jones, Pat Conner, Marla Davis, Amy Berube, Darlene Chalmers, current United Way board chairman Bob McCue, and Herbert Paris.

Lois Skillings was cited for her support and involvement and current role on the group's Overview Committee.

*For our*  
**MID COAST HEALTH SERVICES**  
*family*

**MID COAST** *LINE*

Published quarterly by Mid Coast Health Services for staff, volunteers, board members, and friends of CHANS Home Health Care, Mid Coast Hospital, Mid Coast Medical Group, Mid Coast Senior Health Center, and Thornton Oaks Retirement Community.

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# Healthcare education abounds at Mid Coast

## Nursing Students...

## Medical Students...



SEVEN NURSING STUDENTS from the University of Southern Maine have started their Spring semester with a clinical rotation in the Medical/Surgical unit at Mid Coast Hospital.

These students, under the supervision of USM faculty member Jean Dvorak, MS, RN, are learning nursing through patient care and classroom instruction.

“Our nursing colleagues at Mid Coast Hospital are wonderful mentors and role models to these students,” says Dvorak, who is on staff at Mid Coast Hospital and previously served as nursing director at the Mid Coast Senior Health Center.

Pictured from left are student nurses Anthony Caiazzo, Chris McKnickles, Mary Zurhost, Emily Morris, Andrea Coughty, Mary Will, Bethany Hand, and faculty member Jean Dvorak.



Photos by Mike L'Abbe

THREE FIRST-YEAR STUDENTS in the Maine Medical Center/ Tufts University School of Medicine (MMC/TUSM) *Maine Track Program* participate in the Competency-based Apprenticeship in Primary Care (CAP) program in May.

Under the guidance of Mid Coast Hospital medical staff physicians Nancy Hasenfus and Carl DeMars in Internal Medicine, Pamela Gardiner and David Inger in Family Medicine, and Lawrence Losey in Pediatrics, the students were introduced to their first patient care experiences. The students from left are Heather Bradford, Ryan Haley and Kathleen Brennan.

## GIVE US A HAND... *Reminding folks to* **WASH YOUR HANDS!**



Photo by Mike L'Abbe



INFECTION CONTROL Nurse Lorna MacKinnon, RN, left, and Deb Hallinan, RN, stand by a giant hand at the launch of Mid Coast Hospital's 2010 Hand Hygiene Initiative.

The drive aims to raise awareness among the public as well as employees of the positive effect good hand hygiene has on preventing the spread of infection.

The two are enlisting the help of colleagues to produce posters and signs, and to set an example for using soap and water or a sanitizer to thoroughly cleanse their hands.

“The goal is for this to be 100% the practice among our staff and employees and for it to become common place among patients, visitors, and the general public,” said MacKinnon.

# Thornton Oaks welcomes new dining services director

**W**ITH A WIDE VARIETY of restaurant experience to his credit, **Louis Lachance** has taken over the reins of the Thornton Oaks dining room.

He follows in the footsteps of John Vickery who implemented the dining program and continued to direct it for 16 years until his retirement this spring.

“I came to the restaurant business quite naturally,” says Lachance, who enjoyed growing up in a large family. “My parents were experts with food. Mother baked bread every week; we always had a garden; my grandfather was a dairy farmer and delivered milk and cream; and my dad was a professional grower in a greenhouse.”

## Maine native has culinary flair

Born in Lewiston, raised in Sabattus, Louis earned his culinary degree at Southern Maine Technical Center, and for 21 years, has had experience as a sous chef and manager, most recently at Pineland Farms in New Gloucester.

He has owned his own restaurant, was sous chef at the Blackwatch Restaurant, and executive sous chef at the Highlands, as well as at a Four Star-Four Diamond resort and lodge in Utah which attracted many celebrities.



**Louis Lachance**

Louis’s goal is to bring food as directly from the farm to the table as possible, using sustainable products and particularly Maine-grown products.

“I grew up with Franco-American foods, and enjoyed lots of ethnic foods during my restaurant experiences,” he adds.

“I want to continue John’s reputation for outstanding customer service and do my very best for the residents,” says Louis.

Louis is eager to introduce his family—wife Brandy, daughter Julia, 3, and his parents—to the Thornton Oaks community.

At MID COAST SENIOR HEALTH CENTER

## Senior Health Center rates high in survey



June Perry, CNA, left, and Sue Doucette, a direct caregiver and medical technician, work together on Mere Point long-term care nursing.

MID COAST SENIOR HEALTH CENTER

has received high resident and family satisfaction rankings in a recent national independent survey which compares assisted living and long-term care facilities in Maine and the nation.

The survey assesses quality of life, care, and service.

More than 50 percent of all residents or family members in each area responded. Participants completed the survey and mailed it directly to the survey firm which compiled and reported the results, thus assuring total anonymity of the participants.

Thornton Hall Assisted Living, The Garden—A *Special Place for the Memory Impaired*, and Mere Point Long-Term Care all received a 100% overall satisfaction rating and a willingness to recommend the care facility to others.

Long-term care facilities average a 91% satisfaction rate in Maine and 87% nationwide.



## Ounce of Prevention Joint Replacement Surgery

with **Robert D. Livingston, MD**  
*Coastal Orthopedic & Sports Medicine*

Monday, **August 9**, 11 a.m.–NOON  
MID COAST SENIOR HEALTH CENTER Community Room  
58 Baribeau Drive, Brunswick

[www.midcoastseniorhealthcenter.com/ounce-of-prevention](http://www.midcoastseniorhealthcenter.com/ounce-of-prevention)

# Local team exceeds fund goals for mental illness!



MAY 8<sup>TH</sup> WAS A LITTLE DAMP outside, but spirits were bright within as the Mid Coast Hospital/National Alliance on Mental Illness (NAMI) Bath-Brunswick team exceeded their team goal of \$5,000—bringing in more than \$6,000 in contributions for the 2010 NAMI *Walk for the Minds of Maine*.

Due to the weather, the walk was held at University of Southern Maine–Gorham’s field house. More than 700 people turned out for the event, with Glenn Close and her family attending the *Maine Walk*.

In all, \$154,296 was raised state-wide—topping the Maine goal of \$150,000.

Lois Skillings, business chairperson for this year’s *Walk*, gave opening remarks to kick off the *Walk*. Mid Coast Hospital was the largest fund raiser among the hospital teams.

## Thornton Oaks hosts 20<sup>th</sup> Anniversary events

THORNTON OAKS retirement community is celebrating its 20<sup>th</sup> Anniversary throughout 2010 with multiple events.

During July, festivities will center around a week “Under The Tent” in the backyard where several special dining events will be held. These include a barbecue, a Maine dinner, a box lunch picnic, and a Sunday brunch with jazz

music, morning coffee, a movie, and more.

This fall, Thornton Oaks will be hosting the Southern Midcoast *Chamber After Hours* as well as an art walk in the halls of Matthew Terrace apartments where more than 300 pieces of art, selected by the Art Committee, have been installed over the years. The 11th Resident Choice art exhibit, in

October, is always a favorite. It is an eclectic exhibit of art created or collected by residents.

Thornton Oaks opened in December of 1990 with residents moving into cottage homes; in November of 1994, residents began moving into the Matthew Terrace apartment residences. Today, nearly 200 residents call Thornton Oaks home.

## Follow your ‘road’ to the Mid Coast Hospital Lab



Photo by Mike L'Abbe

### Department celebrates National Lab Week

CHRISTIE ROBERT, a lab assistant with the Mid Coast Hospital Laboratory, stands with the department’s display marking Lab Week.

The theme of the display is “*Regardless of the path taken, the destination is the same: saving lives.*”

The table-top shows intertwining roads and the framed pictures on the board are of lab staff describing their role in the testing process and how it affects the lives of our patients.

# CHANS, Hospice Volunteers merge

**HOSPICE VOLUNTEERS:** *Center for Grief and Loss in Mid Coast Maine* merged and became part of CHANS Home Health Care May 1.

The combined services will use the CHANS Home Health Care name and logo.

**The merged entity will continue to offer the area's most comprehensive hospice and bereavement supports in the midcoast area,** with a commitment to serving those at the end of life, their families and loved ones with dignity, compassion, and high quality care.

Both non-profit agencies have worked together to serve the end-of-life and bereavement needs of the population of midcoast Maine for more than 20 years.

## Partnering to serve better

Leaders of both organizations say they are excited to partner for the betterment of the client populations they serve and believe the merger will provide new opportunities to further the outreach of hospice services in the midcoast area.

Director of Hospice Services Chris Corriveau, BSN, CHPN, RN, will be managing all services of Hospice Volunteers and CHANS hospice services.

**"Services to our patients and participants of the bereavement programs will continue in an uninterrupted fashion,"** said Corriveau.

"The biggest changes will be behind the scenes as CHANS provides its management team and administrative support to the day-to-day functioning of the Hospice Volunteers programs," she said.

*Providing services under the auspices of CHANS will also allow our staff to grow and enhance our services to the midcoast communities and beyond.*

—Angie Buxton

Former interim executive director  
Hospice Volunteers

**"The services of Hospice Volunteers are very much in keeping with our long standing commitment to community health** started by our foundress, Ruth Henry Weeks," said Community Liaison Amy Berube.

CHANS provides community flu and blood pressure clinics to midcoast residents and sees adding the volunteer services as strengthening the breadth of the no-cost services that it offers.

## Focus on what each does best

"Partnering with CHANS will allow our staff and volunteers to focus on what they do best: provide care and support to people at some of the most difficult times in their lives," said Angie Buxton, former interim executive director of Hospice Volunteers.

"Providing services under the auspices of CHANS will also allow our staff to grow and enhance our services to the midcoast communities and beyond."

**Hospice Volunteers was founded in 1979** and continue to offer free, caring, supportive, non-medical services to individuals, families, and community organizations coping

with dying and grief, as well as education and dialogue within the community about end-of-life issues.

Trained volunteers are available to support both the client and family by providing non-medical assistance and respite for caregivers.

Hospice Volunteers also provides grief and bereavement services to surviving family members, parents of dying children, survivors of suicide, and other grieving individuals.

## Center a key community asset

A key asset in community education is the Alyce Redman Resource Center, which is open to the public with its extensive collection of books and other media dealing with end-of-life issues.

Hospice Volunteers has continued their work through the generosity of the community through donations, grants, endowments, and most importantly the time of the volunteers.

**CHANS Home Health Care provides medically based, in-home care and services to patients and their families** in the form of nurses, home care aides, chaplain services, and social workers to support dignity, comfort, and choice through the end-of-life journey.

CHANS has been providing end of life care since its inception in 1947, with Medicare-certified hospice services beginning in 1989.



## 2010 Career Day rocks!



Photo by Mike L'Abbe

**MORE THAN 200** high school, vocational school, and home-schooled students from as far away as Belfast and Portland attended this year's Mid Coast Hospital Healthcare Career Day, making it the highest attended Career Day yet!

Career day allows students to interact directly with hospital staff, explore various fields within healthcare, and tour the hospital. Here a participant checks out a specimen under the microscope at the hospital laboratory's display.

## Successful med collection



Photo by Mike L'Abbe

**A COMMUNITY PARTNERSHIP** made up of local law enforcement, TRIAD, public health nursing, Sagadahoc Board of Health, Maine Department of Environmental Protection, and Mid Coast Hospital held its tenth highly successful medication collection effort in June.

Here Jack Underwood, director of Mid Coast Hospital's Pharmacy, catalogs on his computer the hundreds of collected medications that will not have a chance to pollute or be misused.

The group's fall collection is set for November 12.

## Healthline receives grants for asthma, med collection

The Mid Coast Hospital's Community Health Improvement Department, known for its health education center *Healthline*, has recently received two new grants to support new and ongoing programs.

**The Davenport Trust Fund has granted \$10,000 to the Mid Coast Medication Collection Partnership to help cover the disposal costs for two medication collection in 2010.**

This program has received funding in the past through the federal "Weed and Seed" program which is no longer available.

Davenport Trustee Barry Sturgeon said the medication collection program is "a great fit for Davenport because of its temperance mission. Substance abuse is a huge problem, and impacts the work of many of our non-profits."

A community partnership sponsored its tenth Medication Collection in June, and plans to offer another on November 12, in conjunction with a nationwide effort.

**The Maine Health AH! Asthma Program has granted Mid Coast Hospital \$20,000 in seed funding to help initiate an asthma education program for the community.**

The hospital is matching this amount with dedicated funds raised for health education activities. A part-time position will be established to provide home visits and outpatient education to patients with asthma.

"This could not have come at a better time" reports Community Health Improvement Director Marla Davis, MSN, RN. "A task force has spent the last few months looking at our asthma rates and the need for improved education and illness management strategies. We are very grateful to Maine Health for this funding."

The Community Health Improvement Department currently provides health education for diabetes self-management, nutrition and weight loss, fall prevention, and tobacco cessation.

**FOR MORE INFORMATION** about *Healthline* programming and to request our seasonal guide, please call **373-6585** or visit **[www.midcoasthealth.com/healthline](http://www.midcoasthealth.com/healthline)**.

# A future course

Vision, continued from Page 1



MID COAST HEALTH SERVICES  
**2020 Vision**

*Planning together  
for the future of healthcare*

That vision has essentially been achieved. But the work of planning ahead is never done, and we look to a future in which improving the quality and safety of our healthcare system is a priority like never before.

At the June launch of the 2020 Vision initiative, Executive Vice president Lois Skillings said that “the status quo is not sustainable.”

She set forth triple aims for the future:

- to improve the health of the population;
- to enhance the patient experience of care (including quality, access, and reliability); and
- to reduce or control the per capita cost of care.

With dramatic changes in healthcare expected nationwide, it is an ideal time to re-set our vision for the future of healthcare of our communities.

The 2020 Vision process will establish where we want to go and from this our administration and boards will develop the strategic initiatives for getting there.

# Pedaling for clean air, healthy lungs

MID COAST HOSPITAL FIELDLED its largest cycling team yet in this year’s 180-mile American Lung Association (ALA) *Trek Across Maine*. The team raised \$15,000.

While eight members of the team set out early, 20 cyclists packed bikes, gear, and themselves onto a school bus Thursday evening, June 17, for the ride to the starting line at Sunday River Ski Resort in Newry.

The first leg of the three-day journey took them to the University of Maine Farmington, and the second to Colby College in Waterville. The *Trek* ended at Steamboat Landing Park in Belfast.

In total, ALA raised more than \$1.5 million in pledges. The cycling event raises awareness and funds for research to fight lung disease, as well as for clean air projects to improve air quality in Maine and throughout New England.



Photo by Gerry Maraghy

## Record funds raised by Yard Sale

NEARLY \$40,000 WAS RAISED by the Mid Coast Hospital Auxiliary’s *Grand, Glorious & Green Yard Sale*. The mid-May event was held in the former Bookland at Cook’s Corner Mall.

**Auxiliary President Eleanor Tracy said the final tally was \$39,513, the most ever raised in one of the Auxiliary’s yard sales.**

“Every item that came in was a donation,” said Tracy. “It was certainly a great example of recycling and reusing at its best.”

Tracy said the yard sale could not have happened without the many hospital volunteers led by Yard Sale Chair Joy Johnson.

Funds from the event have been donated to Mid Coast Hospital toward the Auxiliary’s pledge of \$150,000 for the waiting area in the new Emergency Department.



## Mid Coast Health Services’ C.A.R.E. Initiative

We at MID COAST HEALTH SERVICES are committed to the delivery of outstanding healthcare and services to our community. We demonstrate this commitment by fostering a positive patient, family, volunteer, and employee experience through a culture of caring.

To enhance our ability to do this, we developed a Communications & Relationship Excellence team. One of the first tasks this group undertook was to develop a set of standards, for which we use the acronym C.A.R.E. to spell out our underlying goal.

### Communicating an Attitude of Respect and Excellence

Our pledge is to create an atmosphere of care, compassion, dignity, friendliness, and respect.

All MID COAST HEALTH SERVICES employees, volunteers, and medical staff will receive training in these principles during the course of the two-year campaign and will be held accountable for following the C.A.R.E. guidelines.