



## THANK YOU TO OUR 4TH ANNUAL GOLF TOURNAMENT SPONSORS & PLAYERS

The 2010 PVH Golf Tournament was a huge success. More than 80 golfers participated in the event at JaTo Highlands Golf Course in Lincoln. Our sponsors and players helped the hospital bring in more than \$18,000 toward our Annual Fund 2010. This year, we're raising money for the purchase of patient beds specially designed to prevent falls. Patient falls can be devastating, leading to increased injury and life threatening complications. PVH wants to do everything we can to ensure our patients' safety.

Thank you to all of our players and our sponsors for their support of this important cause this year. Thanks also to JaTo Highlands for helping us put on a fun, exciting event. PVH recognizes our top sponsors for their generous donations to our most successful event so far:



BERRY.DUNN.MCNEIL & PARKER



## PVH 2010 ANNUAL FUND

Help us improve patient safety! Make a donation today toward the purchase of special beds to prevent patient falls at PVH. To help us with this important cause, please return the enclosed envelope with your pledge or donation, or contact Kristie Libby at 207-794-7324 or klibby@pvhme.org. Thank you for supporting your community hospital.

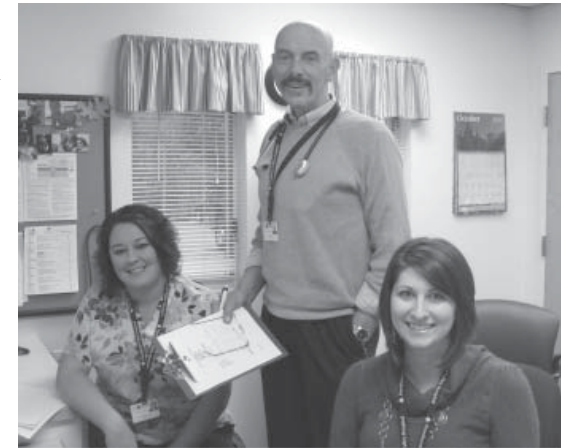
# Community HEARTBEAT

BURLINGTON CHESTER ENFIELD HOWLAND LEE LINCOLN LOWELL MATTAWAMKEAG MAXFIELD PASSADUMKEAG SEBOEIS SPRINGFIELD WEBSTER PLANTATION WINN  
PENOBSCOT VALLEY HOSPITAL LINCOLN, MAINE WWW.PVHME.ORG (207) 794-3321

## \*NEW\* PENOBSCOT VALLEY PRIMARY CARE

PVH has opened a new clinic and primary care center called Penobscot Valley Primary Care in Lincoln. The new *Rural Health Clinic* is located in the PVH Medical Arts Building, right next to the hospital, in Suite 3. This new office provides urgent care for multiple acute medical problems or illnesses, and essential health services such as sports and work exams, flu shots, smoking cessation, and more. If you are experiencing more serious symptoms, we encourage you to visit our PVH Emergency Department.

Dr. Carl Alessi is the Medical Director for the new clinic. Dr. Alessi has been in private practice in Lincoln since 1992. Patients who visit the clinic will be evaluated by William Head, PA-C, who has been meeting patients' needs in the community since 1983. Bill practiced with Dr. Boucard Nesin for eight years, and with Dr. David Dumont for twelve years, as well as in the PVH Emergency Department. The office is a small, rural health clinic focused on personal care, and is operated by two experienced staff members: Medical Assistant Kristin Coburn and Clinic Secretary Erica Voisine. Penobscot Valley Primary Care is open variable hours throughout the week, and appointments are available with a phone call to (207) 794-7215.



Medical Assistant Kristin Coburn (left), William Head, PA-C, and Clinic Secretary Erica Voisine.

## MEDICATION SAFETY ADVANCEMENTS AT PVH



Director of Pharmacy Bob Genest says the new system for medication tracking is very advanced for a rural hospital.

Penobscot Valley Hospital has made significant upgrades in its medication tracking and dispensing systems to ensure patient safety. In the last few years, our 25-bed Critical Access Hospital in Lincoln has taken steps to make sure each patient's medications are double checked and sometimes verified up to 5 times depending on the severity of the drugs being ordered.

Pharmacist Bob Genest says when he arrived at PVH in 2007, the hospital was already doing bedside bar-code scanning of medications. "We looked at how that system was working and how it could be even further improved," says Genest. "The pharmacy eliminated any bugs in the system through an internal operational audit."

Now, when a shipment of medications is received at PVH, the drugs go through a quality process to make sure everything is accurate. The bar code on the medication is scanned into the hospital system for tracking of inventory. Then the drugs are physically added to the hospital's *Pyxis*® system, a large, computerized set of locked drawers which open to allow clinicians to retrieve just the medications they need for a patient.

If the drug is a *High Alert* medication, or a more dangerous drug, the *Pyxis*® may require the clinician to verify the medication by bar code scanning it. Then the nurse administering the drug is required to scan the patient's wrist band as well as the medication to ensure it is

the "Right Drug, Right Dose, Right Route, Right Patient, and Right Time." The resulting system decreases the chance of errors and increases patient safety.

Genest says in the last two years, the hospital has made two major upgrades. PVH now utilizes the upgraded system known as *Pyxis*® Med Station 4000. There are *Pyxis*® Med Stations in the following areas: Inpatient Department, ICU, Emergency Department, and Surgical Services providing nurses, doctors, and other clinicians with quick access to the medications they need. The stations also help the PVH Pharmacy better track which departments are utilizing each type of medication the most, resulting in improved inventory management.

## SAVE THE DATES!

- PVH Auxiliary Tree of Life Celebration  
Thursday, December 2 at 6 p.m. outside Penobscot Valley Hospital in Lincoln
- Holiday Blood Drive for the American Red Cross  
Tuesday, December 7 from 12 noon to 5 p.m. at the Knights of Columbus Hall in Lincoln



### Our Mission

Penobscot Valley Hospital exists to provide quality health care and to serve as an education and referral resource that meets customer needs by:

- Providing appropriate services
- Providing health-related information
- Making arrangements for additional health services

### Our Vision

In support of our mission, we will lead our community toward optimal health by providing access to high quality services in response to demonstrated needs in a continually changing world.

### Our Values

In support of our vision, we value:

- Customers as the reason we exist
- People as our most important resource
- Efficiency
- Treating each person with honesty, respect, trust and compassion
- Speaking honestly and listening actively
- Personal and financial responsibility
- Ethical behavior
- Personal learning and professional development
- Continuous quality improvement

*The people you know —  
the care you trust.*

## CEO'S CORNER

This year has been a big adjustment period for PVH. We've made some significant improvements in patient safety, advanced technology, facility operations, space utilization, and cost savings for your community hospital.

In September, we started a new contract for the hospital's pharmacy services which ensures that PVH will have pharmacist coverage 24 hours a day, 7 days a week. We have upgraded software which provides advanced medication tracking to ensure patient safety, and we have done a major overhaul of our plant operation systems to make the hospital more energy efficient. These changes and others this last year will all help the hospital provide the highest quality of services more efficiently, increase patient comfort, and help aid in the longevity of PVH.

Our 25-bed, Critical Access Hospital is in its third year of a large customer service program called our Service Excellence Initiative. The multi-year effort includes every aspect of the hospital operations, from our maintenance staff to our physicians with everyone working to constantly provide the best service for the people in the communities we serve. Each department meets regularly to talk about ways to improve things like wait times, patient comfort, access to services, efficiency, and communication. Special teams have been formed to develop specific plans for improvement. Some of our advancements have even won national awards, including our "H.U.S.H." campaign to eliminate unnecessary noise in the building. We are very proud of the steps we have taken in the last few years, and we look forward to continuing this Service Excellence Initiative to make regular, significant improvements to the service we provide to you.

I encourage you to support the PVH Auxiliary Tree of Life Celebration to honor a loved one. Also please consider donating to this year's Annual Fund to help improve patient safety for all at PVH.

Sincerely,

David A. Shannon, Chief Executive Officer

## PVH AUXILIARY TREE OF LIFE CELEBRATION

The PVH Auxiliary Tree of Life Celebration is scheduled for Thursday, December 2, 2010 at 6:00 p.m. The Tree of Life lighting event will take place in the front parking lot of Penobscot Valley Hospital, by the new helipad.

The Mattanawcook Academy honor and treble choirs will be providing holiday music. Please join us for some great refreshments inside the hospital after the tree lighting.



## COMMUNITY BENEFITS FROM PVH

- Charity care for those who have no insurance
- Community flu clinics
- Fundraisers for local charities
- Youth advocacy programs through S.P.R.I.N.T. for Life
- Tours for local schools
- Blood drives
- Meeting space
- Gifts for local nursing home patients
- More than 200 local jobs
- Educational seminars on diabetes, physical activity, and childbirth

## ANNUAL FUND 2010--PREVENTING PATIENT FALLS



PVH is focusing its fundraising efforts this year toward the prevention of patient falls. This is a serious and life-threatening issue facing healthcare facilities around the world, and PVH wants to do all we can to prevent these incidents. We are hoping to purchase special beds designed to prevent patient falls. Each bed costs approximately \$8,000.

All of our fundraising efforts this year will be going toward the effort, including our recent golf tournament which brought in more than \$18,000 in proceeds and in-kind donations. The hospital will also soon be promoting a new Adopt-a-Bed program through which we will ask local and national businesses as well as individuals to donate half or the full cost of one of these new beds to prevent patient falls. This is your chance to have your name on a plaque right in a patient room. Your name could be on display for years to come, showing your support of your community hospital and your personal commitment to patient safety in our region.

For more information on how you can support our Annual Fund 2010, contact Kristie Libby at 207-794-7324 or [klibby@pvhme.org](mailto:klibby@pvhme.org). You may also use the donation envelope in this mailing to send your donation to PVH. Please help us prevent patient falls and preserve patient safety. It could be one of your loved ones--a grandmother, father, or brother--who benefits from these specially designed beds. Please join our efforts to keep the people who live and work in our community safe.

## ENERGY EFFICIENCY INCREASED AT PVH

Your community hospital has taken some big leaps forward in the last year to enhance energy efficiency both to be more environmentally responsible and to lower overall costs. We have installed sensors in lighting to eliminate wasteful electricity usage. New bulbs and ballasts have been upgraded to more energy efficient models.

We rechecked our Heating Ventilating and Air Conditioning (HVAC) systems to make sure they were working well and also changed out controls that were not working properly. The hospital has upgraded the overall electrical systems to make sure that equipment that is not needed during certain hours of the day or night gets shut down except when in use. We're also lowering the temperature in the administrative areas of the hospital over the weekends to lower costs.

Our boilers have been replaced with new, hot water units, instead of our former steam models. The units are a little smaller, because the efficiency is higher. Variable frequency drives were installed in the heating system to allow the hospital to automatically adjust the speed of the pump motors. By being able to lower the speed when appropriate, it's more efficient.

Even the hoods over the kitchen cooking area have been improved. Variable frequency drives, again, are being used to adjust to the amount of heat in the hoods; and the fans automatically adjust their speed to control the amount of smoke. Also, sensors on our soda and snack machines help us save money by turning off the units when no one is using them for long periods of time.

Probably one of the most interesting changes is our new ozone laundry system. We had been using 180 degree water for proper disinfection of fabrics. Ozone kills bacteria up to 99.99% with water that is only 105 degrees. This saves fuel, and the staff members who handle the laundry say the sheets and other fabrics smell even better with the new system. The ozone actually opens the pores in the fabric to make it cleaner.



*Sharon Wallace of PVH Central Supply removes clean laundry from the new washers at PVH.*

## PVH THANK YOU NOTES

"We would like to thank your incredible ER staff for the wonderful treatment my husband received. Even though we arrived after midnight, we were treated with the utmost care throughout the entire experience."

"I must say how impressed I was with my surgeon, Dr. Samer Sbayi. His surgical expertise, professionalism, and genuine concern for his patient's comfort were unequalled in my experience, as well as his attentive follow up care. PVH is very fortunate to have him on staff."

"The nursing staff was excellent. I vividly recall their attentiveness to my post surgical needs and discomforts."

"The staff was quick to respond to any request or questions I had and were not only cheerful and efficient but also made you feel like you had a new friend. That extra TLC goes a long way in making a hospital more pleasant."

"All staff were very professional. The nursing staff was extremely helpful and accommodating."