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Fred Woodman
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Eleanor and George Worcester

PVH 2008 ANNUAL FUND

Help us improve patient rooms! You can make a donation today to the PVH 2008 Annual Fund, and help us make our patient rooms more comfortable and appealing to your neighbors, friends, and loved ones. Just use the envelope inside this newsletter to mail your gift. You can also visit our website at www.pvhme.org, and click on "Donate Now".

Thank you for supporting your community hospital.

Community HEARTBEAT



Dr. Samer Sbayi speaks to students from Kingman Elementary School about surgical procedures.

NEW LAPAROSCOPIC SURGEON AT PVH

Penobscot Valley Hospital has a new surgeon who will be providing a wide range of surgery using "Minimally Invasive" techniques in Lincoln. Dr. Samer Sbayi is originally from Toronto, Canada, but most recently, he did his sub specialty training at the University of Texas Health Center in San Antonio. He also worked extensively with the Veterans Administration Hospital in that same city. Monday, September 8 was the doctor's first day on the job at PVH.

"I've always been active in the community, especially working with youth and health-related efforts," says Sbayi, who volunteered at the San Antonio Food Bank. "I realized a career in medicine would allow me to have an even greater impact on people's health."

"Often Laparoscopic Surgery allows us, as physicians, to get patients back to work and home to their families sooner than conventional treatments," says Dr. Sbayi, who says he believes listening is a crucial aspect of customer service. "I really strive to hear my patients' concerns and feelings, so I can find ways to help and make them feel comfortable."

Dr. Sbayi says he also tries to be as detailed as possible when speaking with patients, including information about what's going to happen, recovery time, and medications. "I want to give people the same time and consideration that I would want for my wife or my children." If you are interested in procedures available through Dr. Samer Sbayi at Penobscot Valley Hospital, please speak with your family physician.

NEW PVH NURSES

PVH continues to strengthen its ties to the local college and university community by inviting local student nurses to gain more experience at our facility. The first group enrolled in a 10-week internship program earlier this year, and most of them completed their course-required clinical rotations right at the hospital in Lincoln. The first four weeks were devoted to instruction, demonstration, and application of nursing skills toward the development of critical thinking. The final weeks involved rotations with assigned Registered Nurse Preceptors. The preceptors--or staff mentors--also received training to enrich their skills as instructors. Before the program ended, all five graduate nurses received their licenses to practice as RNs.

This program came about after Chief Nursing Officer Karen Mueller and other staff members visited local colleges and universities. "We're proud to have a group of nurses who are so skilled and support local nursing programs and students," says Muller. "These new nurses will bring energy and excitement to our hospital."

SAVE THE DATE!

- PVH 35th Anniversary Celebration/Donor Wall Unveiling

Wednesday, November 19 from 2-3 p.m. in the hospital's main lobby

- PVH Auxiliary Tree of Life Celebration

Thursday, December 4 at 6 p.m. outside the hospital in Lincoln



Back Row: Kim Jimmo (Preceptor); Jessica Swain (Husson Grad); Wendy Scofield (UMO Grad); Ashley Cox (Preceptor); Jennifer Stone (Husson Grad); Kristy Langley (Preceptor); Jamie McCarthy (Husson Grad); Beth Shorey (Preceptor) Front Row: Karen Mueller CNO; Lisa White (Preceptor); and Kathleen Shields (Husson Grad)

PVH OFFERS CHILDBIRTH EDUCATION

This six-week course covers a wide range of childbirth information including exercise, proper health during pregnancy, options during labor, baby care, reducing stress, and more.

For more information contact Inpatient Services Director Jana Rolerson at 794-7332





CEO'S CORNER

Customer service has become the predominant focus of Penobscot Valley Hospital this last year. With the help of our new Service Excellence Initiative, the entire hospital staff is finding new ways to provide better, faster, more efficient, and more caring service to our community. This is a three-year program to help our employees improve the experience for our patients, their loved ones, and visitors.

PVH is very excited to have Dr. Brian Miller and Dr. Samer Sbayi joining our staff. Dr. Miller is an ear, nose, and throat specialist, and Dr. Sbayi specializes in laparoscopic surgery and other general surgical procedures. In 2006, PVH added a beautiful and spacious surgical suite, and it's wonderful to see these two, experienced and reliable physicians make the most of our new, up-to-date facilities.

PVH is working with many local agencies, including Millinocket Regional Hospital, Health Access Network, and local police and fire departments to ensure the safety of our patients and employees. Focusing on pandemic flu planning and preparing the community for other local disasters, these groups are using all their resources to make sure we all do our part to keep your family and loved ones safe.

Please mark the date for the PVH Auxiliary's Tree of Life Celebration on Thursday, December 4 at 6 p.m. This yearly fundraiser helps our auxiliary volunteers raise money for a variety of efforts, including local scholarships for folks entering health-related fields of study. For more information, visit our website at www.pvhme.org.

We're continuing our efforts to improve patient rooms to make them more comfortable and accommodating, but we need your help to finish the work. We've already added new televisions and repainted the inpatient spaces, but we're hoping to add chairs, new curtains, and bedding. Please consider donating to the PVH Annual Fund 2008, and thank you for all you do to support PVH.

Sincerely,

DR. BRIAN MILLER JOINS PVH

Dr. Brian Miller is a former smoke jumper and paramedic who specializes in ear, nose, & throat care and procedures. After many years as a fireman, he went to med school at Pennsylvania State University at age 40. Dr. Miller says he chose otolaryngology, because as an ear, nose, and throat doctor, you can work with every age group and form a practice that is as broad as you wish.



Dr. Miller will be practicing at PVH on the 2nd & 4th Wednesday and 2nd & 4th Thursday of each month. PVH joined forces with Millinocket and Mayo Regional Hospitals to bring Dr. Miller to the region. He will be dividing his time among the three facilities to reach a greater number of patients in the region.

PVH CELEBRATES ITS 35TH ANNIVERSARY AND ITS DONORS

PVH is focusing its fundraising efforts this year on improving patient rooms. Through your generous donations, we've been able to purchase new televisions for each of the inpatient rooms along with other small improvements. A grant from the Agnes Lindsay Trust will help us purchase new patient chairs, and we're still raising money to do more to make our spaces as comfortable as we can for our patients and their loved ones. Some of these upgrades may include new windows, bedding, curtains, drapes, and artwork. Please check out our list of donors from 2007 on the back page of our newsletter, and consider a donation to the 2008 Annual Fund. You can donate by calling 794-7324 or visiting our website at www.pvhme.org.



Our new donor wall will feature our founding donors and those who donate to each year's PVH Annual Fund.



PVH is celebrating its 35th anniversary this year, and we're marking the occasion by unveiling a new permanent donor wall--a place to honor all our founding donors who helped start the facility that would become Penobscot Valley Hospital. Please join us for the celebration on Wednesday, November 19 from 2-3 p.m. in the main lobby of PVH. All our founding donors, their families, and other community members are invited to be part of the unveiling. We'll also have refreshments and hear from some of the folks who helped start your community hospital in Lincoln. *(To the left: hospital employees gather for a picture in 1976.)*

EXCEEDING PATIENT EXPECTATIONS

PVH has won an award from Avatar International for the 2nd year in a row. The honor, for exceeding



patient expectations, comes as hospital staff have been working hard to improve patient satisfaction. It's a great vote of confidence and lets us know that our local communities appreciate our services & our efforts to enhance customer service.

COMMUNITY BENEFITS FROM PVH

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

NEW S.P.R.I.N.T. FOR LIFE COORDINATOR

Robin Carr-Slaunwhite is the new leader of S.P.R.I.N.T. for Life, a grant-funded Healthy Maine Partnership which is managed by PVH. Robin has a long history of non-profit leadership, and she's known for her proactive, energetic attitude. "We want to make a difference in people's lives," she says. "Our goal is to help educate the community about how they can make healthy lifestyle changes when it comes to eating, exercise, and the use of tobacco and alcohol."



One of Robin's first tasks as S.P.R.I.N.T. Coordinator was to chair the committee planning the PVH 5K Run/Walk for Wellness during Lincoln's Homecoming Weekend. The event on July 20 boasted more than 60 runners and walkers. This time of year, Robin and S.P.R.I.N.T. Project Assistant Amy Theriault are busy working with local youth groups and providing educational information to the community. S.P.R.I.N.T. recently hosted a Family Day Dinner to promote better communication between kids and their parents. More than 50 people showed up for great food and story-time with folks from the Lincoln Memorial Library. Thanks to everyone who helped!

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.*

PVH THANK YOU NOTES

"The care my husband received at PVH was outstanding! He was very ill for several weeks, but thanks to all the hard work of many of your staff, he did recover."

"The entire staff was very kind and made me feel comfortable. I appreciate their friendliness."

"Thank you so much for the wonderful service I received at the hospital when I needed trained and sympathetic doctors and nurses to help me. Your hospital is vital to the Lincoln area. I would recommend it to all."

"I got excellent care from all of the people who took care of me."

"I've been there other times, and the service is just great. They work above and beyond. The place is spotless."

"I would like to thank everyone who works at Penobscot Valley Hospital for the kind, considerate, thoughtful, caring, respectful attention you gave (my loved one) during his stay in your hospital. I would especially like to thank everyone for greeting me, listening to me, making me feel welcome—every time I came into your hospital to be with (him). Thank you, everyone who works at Penobscot Valley Hospital. I thoroughly appreciate your kind hospitality."