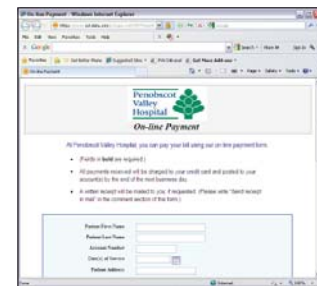


SEND PATIENT GREETINGS AND PAY BILLS ONLINE

Many people take advantage of the interactive features available on the PVH website, www.pvhme.org. One of the features most enjoyed by our patients is the "Online Greeting Cards" section of the site. From any computer with internet access, friends and family can send a greeting card to any patient staying in the hospital. There are many cards to choose from and you have the ability to add your own note to the patient. Cards are printed each weekday and distributed by staff to the patients. The online greeting cards are a great way to connect with a loved one when you are away or unable to come in for a visit.



Another feature growing more popular is the online bill payment option. Under the "Online Features" section of the PVH website, you will find the text "Pay Your Bill Online" which allows past patients to make payments by credit card. Your payment information is sent by a secure connection from the website to the hospital. Payments will be processed during regular business hours. Be sure to have your patient account number and credit card information when you log in to pay your bill online.

CARDIOPULMONARY PROGRAMS MAKE DAILY LIVING EASIER

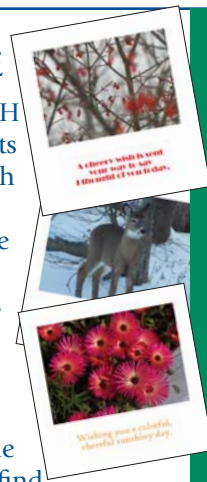
Doing simple things like getting out of bed or walking can be difficult and sometimes impossible if you are suffering from breathing problems. Whether breathing issues are caused by lung disease, respiratory illness, or injury, there are ways to make the task of daily living easier.

Pulmonary Reconditioning is offered at PVH to people with chronic breathing problems. It's aimed at helping those with breathing difficulties to live more active lives through:

- Physical exercise
- Dietary counseling
- Education
- Group interaction
- Strength training
- Motivation

Progress is monitored by a Registered Respiratory Therapist or Registered Nurse who works with the patient's family physician. A Dietitian, Pharmacist, and Physical Therapist are available to assist when needed. This unique program is tailored to the needs of each individual.

There are many diagnoses covered by insurance carriers. For a detailed list, visit our website www.pvhme.org for a detailed list, and be sure to ask your physician if Pulmonary Reconditioning is right for you.



THANK YOU TO OUR GIRLS NIGHT OUT SPONSORS



H. Joseph Thibodeau D.M.D.
Family Dentistry & Orthodontics

Judy McComb, Independent Beauty Consultant

Cheryl Russell, Independent Manager with lia sophia

VENDORS

Angels and More - Cathy Edwards
Capello Hair Studio & Day Spa
Do You Bake? - Amanda Worcester

It Works! - Jodi Gomm
Jewelry by Deb - Deb Stroud
Jonathan Douglas Massage
Label Shopper

Loree's Miche Bags - Loree Libby
Misc Monique - Monique Landucci
PVH Cancer Support Group
Riverview Photography

Silpada Designs Jewelry - Gayle Stevens
Scentsy - Amy Renaud
Sister Stuff - Brenda Brehaut
TD Bank

The Pampered Chef - Mary-Beth Libby
Thirty-One - Marisa LeBlanc
Transitions Hair & Tanning

Community HEART BEAT

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

PVH SURGEONS ACCEPTED AS FELLOWS OF THE AMERICAN COLLEGE OF SURGEONS



Brian Miller, MD, FACS
Dr. Miller is an otolaryngologist specializing in head and neck surgery. He provides comprehensive medical care for patients with diseases of the ear, nose and throat, often referred to as an ENT physician. Dr. Miller is employed through a collaborative agreement and sees patients at Mayo Regional Hospital, Millinocket Regional Hospital and PVH, spending time at all three locations.



Samer Sbayi, MD, FACS
In October, Dr. Sbayi joined surgeons from across the globe in San Francisco to be initiated into the American College of Surgeons. He has been practicing as a general surgeon at Penobscot Valley Hospital since 2008. As a general surgeon, Dr. Sbayi is trained to diagnose, treat and manage patients with a broad spectrum of surgical conditions.

This October, Dr. Brian Miller and Dr. Samer Sbayi were both accepted as Fellows in the American College of Surgeons. (ACS) The ACS is a scientific and educational association of surgeons. It was founded in 1913 to improve the quality of care for the surgical patient by setting high standards for surgical education and practice.

Members of the American College of Surgeons are referred to as "Fellows." The letters FACS (Fellow, American College of Surgeons) after a surgeon's name mean that the surgeon's education and training, professional qualifications, surgical competence, and ethical conduct have passed a rigorous evaluation, and have been found to be consistent with the high standards established and demanded by the College.

Fellows are board-certified surgeons. When you choose a surgeon who is board certified in a surgical specialty, you are assured that he or she has completed years of residency training in his specialty and has demonstrated his knowledge and competence by successfully completing a rigorous examination. Congratulations to these two, fine surgeons!

GIRLS NIGHT OUT: A GREAT SUCCESS

In November, hundreds of people attended the Girls Night Out: Food, Fashion & Fun event put on by Avanti Bridal Salon, Penobscot Valley Hospital, and the PVH Auxiliary. The main attraction was the fashion show featuring bridal gowns, bridesmaids' and mothers' dresses, tuxedos, prom gowns, cruise wear and faux furs, all presented by Avanti and nearly 30 models. Major sponsors included: Modern Woodmen of America; H. Joseph Thibodeau DMD Family Dentistry & Orthodontics; Judy McComb, Independent Beauty Consultant; and Cheryl Russell, Independent Manager with lia sophia.



Bryn, Jaelyn & Alysha along with Miss Maine 2010 Arikka Knights show off some of the bridal fashions at the fundraiser. Riverview Photography photo.

The evening included shopping with local vendors and snacking on the fine refreshments catered by the PVH Food Services staff. All the money raised at the Girls Night Out fashion show was applied toward the 2011 Penobscot Valley Hospital Annual Fund to purchase specially designed beds that aid in the prevention of falls and lifting injuries. The event brought in over \$13,000 in cash and in-kind contributions!

PVH would like to thank all of the models for a job well done! Another thank you goes out to Black Bair Limo Service from Bangor for providing the VIP winner, Linda Round, with a ride to and from the event in a white, stretch limousine. Tim Horton's provided the coffee for the evening. Capello Hair Studio & Day Spa provided all the makeup and hair styles for the models. Riverview Photography donated their time to photograph the event. National Honor Society students from Mattanawcook Academy helped with set up and food service. Also a special thank you goes out to Ray Grindle, Master of Ceremonies, who volunteered time and equipment for the weekend.

For information and photos from the event, visit www.pvhme.org and join the Girls Night Out event on the PVH Facebook page. Thank you to everyone who came out to support our hospital!



Models pose on stage at the end of the bridal segment of the fashion show. Photo by Daryl Kessler at Riverview Photography.

PVH 2011 ANNUAL FUND

Help us improve patient safety! Donate today toward the purchase of special beds to improve patient comfort. To help us with this important cause, please consider making a donation with the included envelope or donate online at www.pvhme.org and click "Donate Now" at the top, right of the page. Thank you for supporting your community hospital!



CEO's CORNER

As our new mission states, staff have been working hard at Penobscot Valley Hospital to demonstrate that we are "Committed to Patients First." We are working on many projects throughout the hospital to bring you more services and better processes. With facility improvements and software upgrades, our fall months have been busy.

The Maintenance Department and other contractors collaborated to replace the flooring in the Cafeteria, Emergency Department, and Imaging Department. We have also painted the walls in colors that promote healing, added some new artwork created by local students, and replaced many of the ceilings throughout the hospital. PVH installed a new x-ray machine in the Imaging Department and will soon have new nuclear medical equipment. We also opened a new Infusion Room which provides a comfortable space for outpatients to receive medications and IV therapies.

Throughout 2011, we have worked hard to recruit for some key positions at the hospital. I am pleased to announce that we have successfully recruited an Orthopedic Surgeon, Dr. Philip Scaglione, who will be starting in February. Additionally, Dr. Carl Alessi will be joining our Rural Health Clinic starting in early January. We look forward to working with these physicians and providing even more services for you in 2012.

I would like to thank those of you who came out to support our hospital at the first Girls Night Out fundraiser in November. It was great to see so many people affiliated with PVH and others there to support our cause. Our fashion show hosts, models, volunteers and sponsors put on one of the nicest events our hospital has ever been a part of. We have heard so many kind words and positive comments about this event and hope to make this an annual tradition.

As we draw near to the end of 2011, I encourage you to please consider donating to the PVH Annual Fund to help improve patient safety. Over the last two years, we have been working hard to replace 23 patient beds throughout the hospital. These state-of-the-art beds are more mobile and easy to use, offering more comfortable positions for patients. We have successfully replaced 15 beds, but still need to raise another \$45,000 to be able to reach our goal. We would truly appreciate any contribution you can afford.

Best wishes for a safe and healthy holiday season.

Sincerely,

David A. Shannon, Chief Executive Officer

Our Mission
Committed to Patients First

Our Vision
To be a Leader in Healthcare Excellence

Our Values

*Responsibility
Engagement
Service Excellence
Professionalism
Empowerment
Compassion
Teamwork*

By standing true to our values, we will establish a culture of respect in support of our mission and vision.

PVH EMPLOYEES GIVE BACK

In early October, Lincoln Regional Food Cupboard representatives (pictured left to right) Linda Ilse, Emmy Barker, and Pastor Roy Richards accept a \$500 check from Penobscot Valley Hospital Food Services Director, Pete Merritt and Marketing Manager, Kristie Libby. Over the last several months, staff and visitors at the PVH Cafeteria have been saving their spare change to support the local Food Cupboard.

Additionally, Merritt and other PVH employees contributed time and energy earlier this year to build shelving units at the Food Cupboard. They also helped set up a new inventory system at the facility. Barker estimates the Lincoln Regional Food Cupboard is currently assisting about thirty percent more families than this time last year.



THANK YOU NOTES

I was treated like family – or better from arrival to DC [discharge]. I've known most of the staff for many years! They are awesome at what they do and how they do it. Always gets better too. Thanks PVH – always there when we need you, always caring, always competent.

My family and I were very impressed with my treatment and care. The staff was great, very caring and helpful from the doctors to the people delivering meals. The hospital was spotless and we were impressed with infection precautions. Thank you from my family and me.

MAKE SOME CHANGES FOR A HEALTHIER, LESS STRESSFUL HOLIDAY SEASON

The holiday season brings lots of rejoicing and a chance to share happy memories with loved ones. However, the desire to make the holidays picture perfect can also bring some serious stress. Overindulging on holiday treats, racking up miles with far-away family visits and excessive spending on those "holiday specials" can make stress very difficult to manage.

The Journal of the American Medical Association has linked holiday stress and behavior changes to weakened immune systems and increased risks of heart attacks, digestive disorders, depression, insomnia and autoimmune disease. As we roll into the New Year, it's important to understand that keeping your stress level in check affects not just our happiness, but also our health!

How you can banish winter holiday blues

The good news is, that even when stress seems to be at its peak, there are still ways to relax and enjoy holidays. The American Psychological Association offers the following tips to help tame and reduce holiday stress:

- Take time for yourself and recharge your energy with a long walk, a relaxing bath or a good book.
- Volunteer to experience the joy of giving to those in need.
- Forget about making every detail perfect so that you can enjoy and embrace the moments you are experiencing.
- Determine your budget before you go gift and food shopping. Set realistic expectations.
- Focus on the core meaning of the season by attending a church service, sharing family memories or pursuing other activities that give you satisfaction.
- Share your concerns and goals with friends and family to gain their insight and support.

Additionally, the online health information source WebMD suggests that by filling your plate with essential antioxidants like beta-carotene (apricots, broccoli, cantaloupe, carrots, peaches, spinach, etc.), Vitamin C (blueberries, broccoli, grapefruit, kiwi, oranges, strawberries, etc.) and Vitamin E (margarine, nuts and seeds, vegetable oil and wheat germ, etc.), you can help your body fight off the free radicals that slow the immune system.

When you talk about rattled holiday nerves and stress with others, you'll no doubt find a reassuring camaraderie that helps put things in perspective. And consider professional help if you're overwhelmed. While other factors might contribute to depression during the holiday season, experts advise that those suffering from debilitating stress or anxiety should talk to a doctor or counselor. Don't try to wait it out until January hoping you'll feel better by then.

This article provided courtesy of Quorum Health Resources.

STAFF ARE DEVOTED TO QUALITY HEALTHCARE

Staff at PVH work daily to ensure that the care you, or a loved one receive is in line with the Institute of Medicine's goals. The quality of services provided at PVH make it an excellent facility. Below are the highlights from some of the projects that PVH has been working on to ensure quality and exceed your expectations.



Sue Jipson and Linda Hollifield are part of the Environmental Services team at PVH.

The Environmental Services team is working to keep infections at a minimum by providing specialized cleaning. Checklists have been developed which are designed to limit skipping a step, similar to those pilots use for take-off. The team has had great success and has routinely scored greater than the 90th percentile in the Avatar National data for cleanliness in the hospital.

The Falls Team and all staff have been working on decreasing the likelihood of falls. Falls are a significant risk for someone on new medications, an unfamiliar environment, or in a weakened condition. The new patient beds are helping; policy development, assessment tools, and alerts are areas of focus.

The Food Services Team and Nutritional Services are working on improving satisfaction with meals and increasing the number of healthy options available. Illness can decrease appetites and good nutrition is necessary for healing. The appeal and satisfaction of the meals is very important. According to a national survey, this team has achieved a greater than 90% success rating for several months.

The Laboratory is asking each patient to state their full name and date of birth to avoid confusion with patients who may have the same or similar names, such as Jr. and Sr. "Right patient" and "Right Specimen" are two of the five rights of specimen collection identified by the laboratory to improve patient safety and prevent errors. The Lab has also assessed the hours of availability that our community needs and opened additional hours on the weekends as an added convenience for patients.



(Back row) Lucy Mallet, Brenda Brehaut, Luann McPhail, Scott Warner, Amy Kimball, (front) Nicole Piché, and Shawnee Drummond from the Lab team.

Patient Registration has recently started e-signatures for the consent to treat. The new system allows for forms to be saved electronically. There are also processes in place to reduce the wait times with pre-registration for testing and surgery.

All of these advances in patient care show that Penobscot Valley Hospital and our staff are truly committed to patients first.

Everybody did an excellent job in taking care of me. Doctor was excellent. They took an x-ray of my knee. He told me the results and what to do. I did everything that he said at home and my knee was better in two days.

Overall my experience at PVH was very good or excellent, and quite friendly, better than I expected from a small town hospital.

Thank you for the great care!