

Penobscot  
Valley  
Hospital



## Showing Our Holiday Spirit

### Inside this issue:

CEO's Message	2
Extra Mile Winner	2
A New Look for '08	3
Holiday Presents	3
Thank You Notes	4



### New Year's Baby '08

The first baby born at PVH in '08 came into this world at 5:43 p.m. on Jan. 1.

Seamus Patrick Herlihy was born 8 pounds, 8 ounces, and his mom, Andrea Herlihy, says he looks just like his father, John. Several local businesses and individuals helped PVH put together a gift basket for the new parents. Thanks to everyone who helped make it a special day for the Herlihy family.

The holidays have been a whirlwind of activity at PVH, starting with our Holiday Taste Testing, sponsored by the Wellness Committee. Dozens of staffers offered their favorite recipes for the yearly cookbook and actually made the treats for others to try on December 6th. We also had a drawing for a number of prizes, including live plants and the grand prize—an Ipod Shuffle. Martha Martin of Fiscal Services went home with the tiny wonder, after our final drawing of the day.



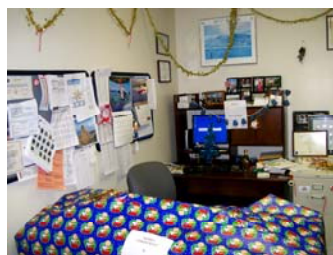
That same evening, the PVH Auxiliary hosted its annual Tree of Life Celebration, which raised more than \$2,000 for a variety of efforts at the hospital. Local high school students helped lead the group of supporters in carols as the large tree outside PVH was lit up with white, green, and red bulbs. In the Main Lobby, onlookers could see who was honored by donors.



Inside the hospital, staff members decorated their offices for the holidays and shared cards with other departments throughout the facility. As a team building exercise, nurses representing various departments made gingerbread houses.



There were even some "hit and run" decorators in the building: Some staffers thought Dr. David Dumont's office was too "Ba-Humbug" for their taste. They put wrapping paper, tinsel, and other decorations in his space. They hoped that all the cheer would take him back to being a child... ..and maybe when he saw them again, he'd grace them with a smile.



## Heartbeat

### A Message from CEO Dave Shannon



CEO Dave Shannon

To Our Hospital Family,

As we rest our tired backs from shoveling more snow than an average December, I hope you all had a nice holiday, after a year of solid, hard work. So much has been accomplished in our hospital in the last 12 months, and so many wonderful people have helped add to our list of services, accomplishments, and our ever-improving patient care.

Thank you to everyone who has played a part in en-

hancing PVH and continuing to provide great care to the community.

Thanks to our patient surveys, we've been given a glimpse of how the public views our facility, and Penobscot Valley Hospital is gaining a reputation of high quality, especially for the size of our facility.

2008 is already gearing up to be a year of new challenges, including our customer service initiative which will be a hospital-wide effort to improve how

our patients, visitors, and others see PVH. It's going to take everyone's help to make this fun and empowering program work, and I look forward to sharing more with you in the next few months.

Wishing you all a Happy New Year and a productive and exciting 2008,

David A. Shannon

### Resolutions

*Making some personal, New Year's Resolutions? What about work? Here are some suggested resolutions that could make your job easier and your work more effective in 2008:*

1. **Delegate**—don't take too much on yourself, and be willing to work with others when appropriate
2. **Take Time to Plan**—make time each day and week to prioritize your work
3. **Set Realistic Goals**—then take the time to share them with others, and work together
4. **Change What You Can Change**—but drop the methods that haven't ever really worked
5. **Don't Just "Make Do", Make it Better**—throw out the old methods that "got you by", and dare to try new ways to accomplish the goal in a better way

—Excerpt from *about.com*  
by Susan Ward



*Congratulations to Sue Johnstone, Monica Vanadestine, and Melissa Pelkey for achieving their CNOR Certification. The program enhances the knowledge & skill level of the perioperative nurse to demonstrate professional achievement in their practice. The exam is based on the "AORN Standard, Recommended Practices and Guidelines". The perioperative nurse has an in-depth knowledge of these standards & an ability to interpret and apply them to a real work setting.*

### A Successful Winter Blood Drive



The American Red Cross has extended a formal "thank you" to the PVH staff and volunteers for all their hard work in making our December blood drive a success. Each pint of blood donated during the blood drive in Lincoln could potentially help save up to three lives. There were 64 presenting donors at the blood drive on December 19th, which resulted in 55 units of blood. Robin Lindsey from the Red Cross says, "The most wonderful thing, as humans, we can give is the gift of life."



### Extra Mile Winner

November's Extra Mile winner was Shannon Dill, who was nominated by Sue Head. A patient from Wisconsin was passing through Lincoln on his way to Newfoundland to hunt and required an extended and unexpected stay at PVH. His family stayed at a local motel for several nights waiting for their ride to return to Lincoln from Newfoundland, so they could head home to Wisconsin. Shannon invited the patient and his wife to her home for dinner and offered to let the couple enjoy an evening in front of her fireplace. Although the patient was not feeling well enough to join them, the wife had supper with Shannon. Sue says she nominated Shannon for having exceptional kindness, compassion, and friendliness toward our patients.

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**EXTRAmile**

## Heartbeat

### A New Look for a New Year

Starting this year, the internal, Employee Heartbeat will have a new look. You'll find it's very similar but not exactly like the Community Heartbeat, which local residents received several times in 2007.



The new Employee Heartbeat will be published every other month. It will still have information on the newest PVH staff members, safety notes, a message from Dave Shannon, news and events happening around the hospital, and other fun nuggets, and it will continue to be published in-house by our Marketing and Fund Development Department. We're always willing to consider new ideas, stories, pictures, and information to share with the PVH staff, so don't hesitate to contact us with your suggestions or submissions. Just call Allison Bankston at x124, or email her at [abankston@pvhme.org](mailto:abankston@pvhme.org).

### New Hire

**Lauren Neal**  
Dietary Aide

### Hot Trends for 2008

#### Hottest Gadget of 2008

**The Amazon Kindle:** it stores downloadable ebooks at a price of \$9.99 each, only needs charging once a week and weighs less than a paperback. **Cost: \$399**  
from [Askmen.com](http://Askmen.com)



#### Hottest Fashion Colors of 2008

1. Golden Olive
2. Spring Crocus
3. Rococco Red

from [Trend Blog](http://Trend Blog)



#### Hottest Car of 2008

**The Audi R8**  
Top Gear Magazine calls this car agile and beautifully engineered.  
**Cost: only \$118,000**



This year, PVH wanted to show its appreciation for all the staff's hard work by giving everyone something they could wear with pride. During the annual holiday party, staff were given fleece jackets. Sizes were requested in advance, to make sure we accommodated everyone. If you haven't picked up your new, fleece jacket with the PVH logo, contact Rusty Dicker at X326 or Jessica Fogg at X324.

### Holiday Presents for Nursing Homes

During the weeks leading up to the holiday season, PVH staffers rallied together to purchase presents for nursing home residents in the region. A tree was set up in the hospital, and staff members chose tags bearing the names of gifts for residents. Each gift had been recommended by people who work at the nursing homes. A few people also gave organizer Kathy Schneider money to go toward presents no one else had chosen from the tree. This is a standing traditional at PVH, and we're very grateful to have Kathy's leadership in making this present-drive a reality.

from *Kathy Schneider*

It is with heartfelt thanks and appreciation I am writing this note. On December 20th, Dave Shannon, Allison Bankston, and I delivered your bountiful and beautifully wrapped gifts to both Colonial Health Care in Lincoln and Cummings Health Care in Howland. We were able to meet the needs and or requests of 31 residents whose stockings would have been empty without your generosity. The gifts were distributed at their holiday parties.

Thank you for sharing the true spirit of Christmas!



*Melinda Goslin of Cummings H.C. accepts presents from Dave S. & Kathy S.*



## Thank You Notes



***These "thank yous" were a special gift from some children after of our staff had visited the Enfield Station School:***

### **Getting Started in Family Child Care: An Orientation**

Penquis is sponsoring a training on Monday, Jan. 14th in Conference Room A at PVH. The seminar runs from 9:00-3:30 p.m., and you must register in advance at 973-3533. The cost is \$15, and that fee is non-refundable.



### **Coming Soon!**

PVH is starting a new customer service program in 2008. Soon, you'll be hearing more about how you and your department will play a key role in making our hospital an ever safer, friendlier, and more effective facility for the community.

Dear Nurses of PVH,

I look up to you guys as a hero, because you help save people and might bring a new person into the world. I also look up to you guys because you give people surgery that is severely needed. You're always there when people need you. Thank you, again, for everything you do. Sincerely,

Monica

P.s. I have been there a couple of times myself.

Dear Emergency Nurses,

I think that all nurses are heroes, because you help people in large disasters and save their lives, and especially, thank you for working day and night even if you don't want to.

Sincerely,

Rebecca



*Lots of kids aspire to one day become doctors & nurses*

Dear Doctors at the Penobscot Valley Hospital,

Thank you! Without you guys I wouldn't be born. I wouldn't be able to breath either. You guys know how to save people. You guys cut out my grandfather's and my mother's appendixes when they were sick. You guys are lifesavers—great ones!

Sincerely,

Cameron

P.S. I was born at your hospital.

Dear Cathy,

Thank you for being a paramedic, because every day you save people's lives. You saved my grandfather's life. I was lucky to meet such a kind person when you worked with my mom! You are caring when you need to be and humorous when you want to be. Thanks again for being such a caring person!

Sincerely,

Kasha

### ***Other Thank you notes from the community:***

All of the staff that worked with me were very professional, passionate and nice.  
*Anonymous Survey Comment*

My daughter was given excellent care from the emergency department, to the nurses, doctors, and kitchen which went out of its way to make sure that she had the right food for her diet. We are so fortunate to have a facility so close to home that has such caring and knowledgeable people.

Thank you all again,

*Jamie & Stewart McCarthy  
(Emma's parents)*