



## going the EXTRAmile

Judy Hanscom is the winner of the 2008 Extra Mile Award. This honor is a contest among all the periodic winners during the entire year. Judy makes more than 100 baby blankets a year for our young patients, and she's been volunteering her time and talents on this same commitment since 1999. She was nominated by Jeff Page.

Congratulations, also, to quarterly winner for October, November and December '08, Stacey White. She was asked to go to Millinocket Regional Hospital, late in the day, for a speech evaluation on a patient. She went out of her way to educate MRH staff and the patient to prevent further problems. The MRH nursing staff and the patient's family were grateful for not having to transport the patient by ambulance for the evaluation. Stacey then returned to PVH to see an inpatient at 8:30 p.m. She was nominated by Katie Neal and Mike Butterfield.

## Holiday Cheer



*Dave Shannon, CEO and Kathy Schneider (right) deliver presents to Jennifer at Colonial Acres.*

PVH employees joined forces during the holiday season to buy holiday presents for nursing home patients at Colonial Acres Nursing Home and Cummings Health Care in Howland. The resident look forward to this long-standing tradition each year, and it brings a lot of joy to the PVH staff, as well.

Thanks to Kathy Schneider for coordinating the effort and to everyone who helped bring a little holiday cheer to these dear folks.

**Got an Idea for the Heartbeat?**  
Contact Allison Bankston, editor at 794-7124  
or [abankston@pvhme.org](mailto:abankston@pvhme.org)

## Sharing Our Knowledge



Cub Scouts Pack 50-Den 1 visited the PVH Laboratory in February. Wanda McLaughlin is the group's Den Leader. Lucie Mallett, MT gave the group of young men a tour and even showed them some of the equipment represented on one of their badges. If your club or group would enjoy visiting PVH, contact Allison Bankston at 794-7124 to set up a tour.

## Hospital Celebrates 90.78!



*CEO Dave Shannon and Fund Development Coordinator Jessica Fogg announce the winners of a special prize drawing.*

PVH has reached a new landmark with a patient satisfaction score of 90.78 out of 100. The hospital held a special celebration to thank employees for all their hard work. The number is an average across most of 2008, and it reflects an increase of nearly 5 points.

Increasing our HCAHPS and Avatar scores is very important.



People in the community can currently get online and look at our satisfaction scores at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov), and soon insurance companies will be choosing what hospitals to reimburse based on the facilities' satisfaction scores.

## HCAHPS Survey

This survey is mandated by the federal government, and the results are viewable online at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov). Insurance companies will use these results to decide which hospital's services are covered.

## Avatar Survey

This is the patient satisfaction survey paid for by the hospital to help us improve in a variety of ways. These results are not viewable by the public.

## Service Excellence Breeds New Goals and Successes



*The PVH Leadership Team meets to review what's been accomplished through the DOIT process.*

Senior Directors, Department Directors, and other key staff involved in the Service Excellence initiative met in early February to review what's been accomplished through the DOIT meetings conducted through your departments. "You folks have done some really interesting things this year," said Susan Freeman, an educator brought to Lincoln by the Custon Learning Institute to facilitate the meeting at the Congregational Church in Lincoln. "You should all be very proud of what you've accomplished, and I think PVH is going to become an example to other hospitals through our program." Here are some examples of some of the DOIT projects:

1. **Patient Care Management** put together an article for the Lincoln News addressing the call bell system and why delays might occur. Also, white boards have been installed in patient rooms to improve communication.
2. **The Operating Room and Clinic** staff decided to focus on quietness in their areas. A new ice machine was installed, and their next project will be improving communication with families.
3. **Marketing and Fund Development** established an online project list through which people can request projects, track progress, and manage deadlines and resources.
4. **Environmental Services** developed a "while you were out" card for patient rooms explaining that rooms have been cleaned.
6. **The Imaging Department** formulated a survey so that they could improve their overall level of service.

## Service Recovery OASIS Team

Our Service Recovery OASIS Team will be disbanding soon, because the group's work is essentially done. Service Recovery aims to empower staff to take steps to ensure that clients and patients are satisfied with the service they received. Patient Registration Department Director Bob Coyle has agreed to manage the program on a long-term basis. He will be making sure that the Service Recovery Tool Kits have the resources they need. Bob has been asked to manage the data on the program and bring information back to the OASIS Team in about 6 months. The group will then reassess how the program is working. Meanwhile, employees are using the program, and each month, everyone who utilizes Service Recovery is entered into a drawing for a \$5 gift card to Subway. As the Service Recovery Program was a "year-one" project in the Service Excellence Initiative, this same OASIS team will soon be getting a new project for year two. Congratulations for a job well done and for pulling together your varied skills and talents for this successful program!



## CEO's Corner

To Our Hospital Family,



The federal government stimulus package which became law on February 17 may make a big difference to small hospitals such as ours. The latest reports are that the order signed by President Obama will allot \$1.3 billion for Maine programs. About \$470 million will help reimburse the state for its Medicaid costs. The package also includes \$262 million for education and \$133 for transportation projects. This is great news on the heels of the Maine Legislature's recent decision to maintain the reimbursements for rural hospitals in Maine. PVH had stood to lose more than \$600,000 in the next year if the the original supplemental budget had not been changed.

A number of physicians and other medical professionals have visited PVH in recent weeks to see if our hospital would be the right place for them to advance their careers. We've had some great site visits. Thank you to everyone who has made these individuals feel welcome. After the recent and very successful recruitment of Dr. Brian Miller and Dr. Samer Sbayi, we look forward to finding other highly competent and motivated clinical professionals to join our PVH team.

Recently, I have had numerous comments from people in the community about "something" changing for the better at PVH. Although folks may be having a hard time putting their finger on the nature of the change, they know things are improving from all angles. To me, this is an indication that our Service Excellence Initiative is having a positive effect. It's working, and we should all be very proud of our hard work in the last year.

Congratulations to the Service Recovery OASIS Team which has completed the bulk of its work on the Service Recovery project. Bob Coyle has graciously agreed to manage the program. Every month, employees are making use of the tool kit and ensuring that people leave PVH satisfied with the level of customer service. The group will be temporarily disbanding and then reassembling in the coming months to take on a new project.

Judy Hanscom is the winner of the 2008 Extra Mile Contest. She was nominated because of her commitment to making children's blankets for the young patients at PVH. Judy receives \$500, and the person who nominated her will get a check for \$100 for recognizing greatness in a co-worker.

Please remember to stop by the Main Lobby between 2:30 and 8:00 p.m. on Thursday, March 5 for our Employee Appreciation Day Event. Our Employee Activities Committee has been hard at work putting this and other events together for our enjoyment. Thanks to everyone involved in this new committee which is coming up with some great, refreshing ideas.

Thanks, also, to all of our coworkers who have been sprucing up the appearance of PVH. Many hands have been painting and doing other work to make our hospital look its best. This all fits into our Service Excellence Initiative and our efforts to make our patients, visitors, and hospital family as comfortable as possible. Things are truly looking great.

Finally, I am sad to have had to make the announcement that David Woodbury, Senior Director of Human Resources, is retiring at the end of February. David has been with PVH for many years, and we deeply appreciate his commitment to the organization. Please join me in wishing him well in his retirement.

Take care,

Dave Shannon  
Chief Executive Officer

*"Life's most urgent question is,  
what are you doing for others?"  
Martin Luther King, Jr*

## SPRINT for Life Changes Direction

by Robin Carr-Slaunwhite, SPRINT for Life Program Director



SPRINT for Life is doing some new and exciting things in our local communities. SPRINT is a one of twenty eight "Healthy Maine Partnerships" and is a grant-funded program supervised through the hospital. Healthy Maine Partnerships are a statewide system of public health organizations bringing together people and resources to improve the health and well-being of the communities we serve. The prevention, education and advocacy work we do helps the people in the Lincoln Lakes Region become healthier and gives everyone access to the state's local public health resources.

The SPRINT offices are located in downtown Lincoln, right across from Lincoln House of Pizza. My name is Robin Carr-Slaenwhite, and I am the Program Director for SPRINT. Amy Theriault is the SPRINT Coordinator. Two grants pay for this work: a Healthy Maine Partnership Grant and a Drug-Free Communities Grant.



The goal of our work is to ensure that when people are at work, school or play, they have healthier options available to them and that those choices are supported, encouraged, and easy to make. We do this by working with many different systems in the community such as businesses, school districts, and healthcare organizations to create lasting changes on a large scale.

One of SPRINT's focuses is preventing and reducing substance abuse. We are doing many things locally to reach this goal. We provide trainings for merchants that serve alcohol about how to serve them responsibly. We partner with law enforcement agencies to enforce the laws that keep adults from providing alcohol to minors. We offer education for school faculty and staff members to help them identify at-risk students, so they can receive the assistance they need. We sponsor media campaigns that educate parents about the importance of spending time with their kids and giving them straightforward messages about substance abuse. We also work with community partners to ensure that there are safe and fun alternatives to drinking and drug use for our youth.

While substance abuse prevention is just one aspect of the public health work SPRINT is engaged in, it is a good example of the type of work you can expect to see from our office. If you have questions, please feel free to contact me at [rslaunwhite@pvhme.org](mailto:rslaunwhite@pvhme.org) or ext. 242.

## David Woodbury Retires

After nearly a decade as head of the Human Resources Department at PVH, David Woodbury is retiring as of February 27. The Maine Guide, parent, husband, foster parent, and advocate for children with disabilities certainly has always had a full plate and a dedicated heart. Most of our employees got to know David nearly from day one, if not through the hiring paperwork then through new employee orientation, which he organizes and leads. David says, "I'm expecting to still do some work in the community, but I'm looking forward to spending more time with my family and enjoying the great Maine Outdoors after the arrival of warmer weather." David, the employees of PVH will miss you and think of you often.



## Employee Appreciation Day

Thursday,  
March 5

Stop by the  
Main Lobby at PVH  
between  
2:30 & 8:00 p.m.  
to receive a special  
thank you for all  
your hard work.

## New Hires

Jessica Cloukey  
Unit Secretary

Andrea Munson  
Phlebotomist

Kelly Coffin  
Pharmacy Tech

Charles Lowell  
Surgical Tech

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



"Anytime I've used PVH's service, I've always been treated with courtesy and respect. Our family has always appreciated the fact that we have such a great hospital within 20 miles of our home."

"The nurses were very attentive and caring."

"I was impressed and thankful that the doctor called me at home three days later to inquire about my recovery, which was excellent."

"Dr. Afshari called me as soon as he got the results of the mass he removed. It was checked and (they) found no cancer. I was very relieved! It was after hours, and I think he called from home."

"Wonderful, caring staff!!!"

"The staff at Penobscot Valley Hospital was wonderful. They made my experience a stress-free and beautiful one. They were always kind and reassuring. They were quick to make me comfortable and pain free."

"I am a disabled veteran and always get good care at the hospital. Thank you all. Keep up the good work."

"Everyone is great at PVH."