



New Helipad and ED Renovations



PVH broke ground on Monday, June 15, 2009 on its new helipad, on the corner of Transalpine and Enfield Roads in Lincoln. CEO Dave Shannon was joined by key staff, project leaders, and representatives from contributing agencies. The helipad, on the front corner of the hospital grounds, will accommodate the aircraft from LifeFlight of Maine. LifeFlight helped secure more than \$140,000 in funding for the project. This amount includes over \$18,000 from the U.S.D.A., and the remaining funds came from a 2003 state transportation bond.

Additional renovations are being done at the hospital in conjunction with the helipad project, including new doorways to accommodate the stretchers designed for transporting patients to the helicopters and rerouting a hallway for more direct access to the Emergency Department. This new hallway will change the flow of foot traffic in the building to better ensure patient safety and privacy and improve staff efficiency.

The cost of the entire project, including the helipad and ED improvements, is estimated at \$398,000, and the hospital is seeking additional funding. Bangor Savings Bank is providing \$5,000 toward the ED renovations. "We had originally planned a multi-million dollar improvement project for 2009 at PVH, but with the current economy, we knew this was not possible," says CEO Dave Shannon. "Instead, we've scaled it down to include only the improvements we need to ensure better patient flow, safety, and privacy." The project will also include two new beds in the ED, and the work is expected to be completed in about five weeks. LifeFlight of Maine estimates that access to the new helipad will cut an average of 29 minutes off transport time.

Employee Activities

The Employee Activities Committee is planning a number of events in the next few months. The committee has just completed an online survey concerning the PVH Cookbook. The results of this survey will help the group track interest in the project. The committee is also going to be running the Book and Bake Sale this year. The fundraiser is tentatively planned for September 18. Anyone who would like to donate books or baked goods can contact Kathy Schneider at ext. 187.

Finally, the committee will hold its annual craft fair on October 16. Watch the Heartbeat and the intranet for more information on all of these events. If you are interested in joining the Employee Activities Committee, contact Jodi Miller at ext. 125 or jmiller@pvhm.org.

Do you have an idea for the Employee Heartbeat?

abankston@pvhme.org

New Hires

Kimberly McLain, CNA

Ashley Engstrom,
Cook's Assistant

Dennis McRae,
Maintenance &
Emergency Services

Jessica Raymond,
Patient Registration
Representative

Jon Myers, RN & EMT

Anna Hallett, RN

Adam Huard, PT Aid

Sarah McLaughlin, CNA

Hae Yun Ki, RN

Stacy Cote, RN

Joshua McNally, Paramedic



Riverdriver's Homecoming Events



Overall winners: (right to left)
Katie Neal, PT,
Molly Damon
Cole Schmauder,
& Matt Guidod

A total of 78 people participated in the 2nd Annual PVH 5K Run/Walk for Wellness during the Riverdriver's Homecoming Festival in Lincoln on Sunday, July 19. That's about a dozen more than last year's event sponsored by PVH and S.P.R.I.N.T. for Life. The course looped through 3.1 miles (5K) of Lincoln. Hannaford and Wal-Mart provided snacks and drinks for the event, and S.P.R.I.N.T. for Life donated the water for the runners and walkers. Each walker and runner received a free t-shirt and was entered into a free raffle for a variety of prizes, including a jump-rope, resistance bands, an inflatable exercise ball, a first aid kit, and exercise mats.

The top overall male winner was Matt Guidod with a time of 18:24. Second place in the overall category for men was Cole Schmauder with a time of 20:18. In the women's overall standings, the top woman was Katie Neal with a time of 24:02, and second place went to Molly Damon with a time of 25:51. The rest of the results appeared in the Lincoln News and are viewable on the PVH website at www.pvhme.org.

Thanks to our Employee Wellness Committee for all their hard work spearheading the organization of the 5K Run/Walk for Wellness and to all our other staff and volunteers who helped make the contest a success.

Also during the weekend's festivities, the PVH float for the parade on Saturday, July 18 won first place for "most original" display. Our Gilligan's Island themed float was not the only one which paid tribute to that particular, popular sitcom, but something about it caught the judges' eyes. The flatbed featured all the characters in full costume as well as live music from Food Services Director Peter Merritt. PVH staff also walked on either side of the float passing out bandaids, temporary EMS and PVH tattoos, and other goodies to the crowd.



3rd Annual PVH Golf Tournament



Golfers will be hitting the green on Friday, August 21 for the 2009 PVH Golf Tournament at JaTo Highlands in Lincoln, Maine. The 4-person scramble will start at 12:30 p.m. with registration starting at 11:00 a.m. Teams or individual players can sign up in advance using the forms located on the intranet and the PVH website, or they can sign up on the day of the tournament. Each player will receive a goody bag filled with snacks and special gifts from PVH and local businesses. The cost is \$200 per team or \$60 per person--the same as last year. Sponsorship slots are still available as well as player spots, so help us spread the word.

All the money raised from this year's tournament will go toward the PVH 2009 Annual Fund to help pay for Emergency Department Renovations. Players will also have the chance to win several raffle prizes including golfing equipment, gift certificates, and greens fees at several top-notch courses in the region, and everyone is welcome to join us for the award presentation and bar-b-que at the Snowhounds Club House after the tournament.

PVH also has men's and women's Reebok polos and women's Adidas golf shirts available for purchase. The Reebok shirts are \$25, and the Adidas polos are \$35 each. Contact Rusty Dicker at ext. 326 for more information. The shirts will also be on sale in the Main Lobby on Tuesday, August 11 from 9:30 to 11:00 a.m. You can also stop by and pick up one of our shirts from last year at a discounted price. If you'd like to volunteer to help at the tournament, please call Jessica Fogg at ext. 324.

CEO's Corner

To Our Hospital Family,



Congratulations to all the staff and volunteers who helped PVH win "Most Original Float" during the Riverdriver's Homecoming Festival in Lincoln, on Saturday, July 18. Our Gilligan's Island themed display featured our new Director of Food Services Peter Merritt playing live music, and lots of people added their talents, skills, and time to make sure PVH had a great showing. Thanks to everyone who helped out.

Construction continues on PVH's new helipad and the renovations within the Emergency Department and other areas of the building. All these improvements are designed to make access easier and safer for patients, our teams and the crews from LifeFlight of Maine. The upgrades will also result in better patient privacy and will allow our clinical staff to better supervise and attend to the needs of patients.

Our departments have worked hard to lower costs resulting in the hospital showing gains for the first time in several months. Although we have a long way to go, I appreciate all of your hard work in improving our efficiency and cutting costs. All of your efforts have helped, tremendously.

Our 2009 Service Excellence Advisors will be taking on their new positions helping our PVH DOIT Teams starting in September. Our former advisors are now known as Service Excellence Ambassadors, and they will be helping as mentors to the new group. Thank you to all of these team members for all their perseverance.

PVH's new greeter program is going well. Volunteers have been helping the Patient Registration staff members direct patients and visitors, answer phones, and complete other tasks that are helpful to the hospital. We've had many favorable comments from people in the community about our new Main Lobby and the increased customer service we are offering in this renovated space.

Congratulations to everyone who participated in the *Walk before You Run* Contest. More than sixty employees spent weeks logging their hours of exercise in teams of four and competing for prizes. The contest was designed to lead into the 5K Run/Walk for Wellness which was also a great success with 78 participants--a dozen more than last year.

Sponsors and players are lining up for the 3rd Annual PVH Golf Tournament at JaTo Highlands in Lincoln on August 21, 2009. Player and sponsorship forms are available online at www.pvhme.org and on the PVH intranet. I'll be there, playing, rain or shine, and thank you to everyone who is volunteering and coordinating the contest.

Sincerely,

David A. Shannon
Chief Executive Officer

Annual Fund 2009



PVH's Annual Fund 2009 is in full swing with the goal of raising money toward the Emergency Department renovations which are already underway. If you have questions about the 2009 Annual Fund or would like to make a donation, contact Jessica Fogg at ext. 324.

Childbirth Education

The next round of childbirth education through PVH is scheduled for Saturday, Aug. 29, 8:00 a.m. to 1:00 p.m. and Sunday, Aug. 30, 8:00 a.m. to 3:00 p.m. in Conference Room A. Questions? Contact Jana Rolerson at ext. 332.



PVH's First Big Idea Winners



Three PVH employees have been honored in the first round of Big Idea awards for the 2nd quarter, 2009. The Big Idea Awards will be given out for each quarter, and one or several winners may be selected at a time, based on how effective the idea is, the impact, potential cost savings, and other factors. Many of the good ideas presented for this last quarter were already in the plans for projects such as our ED renovations, our transition to 9-1-1, and our energy-efficiency project through Siemen's. Although most of the ideas were great (some ideas may be held over for the next quarter to offer time for more research), the Senior Leadership Team chose to honor three people for their original ideas which can be implemented in the next few months:

1. *Virginia House*: special baskets of activities, coloring books, crayons, and pre-wrapped toys for kids who are at PVH for extended periods of time such as after a serious accident or in an end of life situation.
2. *Lisa White*: post-op "belly" pillows to increase the comfort of the patients instead of using folded towels or blankets.
3. *Lisa Tomilson*: a shelf or holder in patient showers for soap, shampoo, and other toiletries.

The Incredible Collectables Win!



PVH's Employee Wellness Committee contest called *Walk before You Run* ended with three top teams. The winners are:

The Incredible Collectables--Team Total of 317.75

Rossie Fitzgerald
Jodi Miller
Debra Rancourt
Valerie Stevens

Holy Walkamolies--Team Total of 277.00

Robin Carr-Slauenwhite
Amy Theriault
Allison Bankston
Jessica Fogg

Bodacious Babes--Team Total of 275.00

Karen Marquis
Shannon Dill
Marion McDormand
Kim McLain

*Thanks to our Employee Wellness Committee for coordinating the contest and for organizing the 5K Run/Walk for Wellness.

*Rossie
Fitzgerald
logged the most
exercise time of
any employee in
the contest with
a total of
129 hours.*

August:

Cataract Awareness Month
Children's Eye Health & Safety Month
Neurosurgery Outreach Month
Psoriasis Awareness Month Spinal Muscular
Atrophy Awareness Month

August 1-7 Breastfeeding Week
August 9-15 Health Center Week

August 2 KidsDay®
August 23 Health Unit Coordinator Day

September:

Cholesterol Education Month
Craniofacial Acceptance Month
Gynecologic Cancer Awareness Month
Healthy Aging® Month
Leukemia, Lymphoma,
& Myeloma Awareness Month
Pain Awareness and Prostate Health Month
Reye's Syndrome Awareness Month
Sickle Cell Awareness Month
Sports and Home Eye Safety Month
Thyroid Cancer Awareness Month

Sep. 7-13 Suicide Prevention Week
Sep. 13-19 Assisted Living Week
Sep. 13-19 Healthcare Environmental
Services and Housekeeping Week
Sep. 13-19 Nephrology Nurses Week
Sep. 20-26 Child Passenger Safety Week
Sep. 20-26 Farm Safety & Health Week
Sep. 20-26 Prostate Cancer Awareness Week
Sep. 20-26 Rehabilitation Awareness Celebration
Sep. 20-26 Surgical Technologists Week
Sep. 27-Oct. 3 Adult Immunization Awareness

Sep. 13 Grandparents Day
Sep. 15 Neonatal Nurses Day
Sep. 15 Take a Loved One for a Checkup Day
26 Family Health & Fitness Day
30 Women's Health & Fitness Day

The people you know — the care you trust.



"I wanted to take a moment and thank everyone who helped me Saturday afternoon and evening. I do not remember everyone's name, I wanted you to know how very much I appreciate everything that you did for me at my lowest moment. I am so thankful for all that everyone did, and your care and compassion were very much appreciated. Your hours are long, and I thank you for your dedication."

"This is to thank Angela and David for ambulance service when I was involved in an ATV accident. Angela did an awesome job of being calm, which helped me remain calmer. She has lots of people skills and knows her skills in the back of an ambulance. David did fantastic helping with getting me in the ambulance. Please let them know how thankful I am for their service."

"All my needs were met exceptionally well. An excellent facility!"

"I think your hospital is tops. They even called my doctor in NY to check on my needs."

"I really felt that the doctor had concern for my injuries and told me just what to watch for at home. It was also written down clearly. Very satisfied."

"Everything for me was done in a way that made me feel that I was in very good hands. I feel lucky to live close by to such a wonderful hospital."