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## Surgical Tours



Starting Saturday, August 11th, the PVH Surgical Services Department will be offering tours to help educate the community about what the hospital offers and how our new surgical wing has enhanced patient satisfaction and surgical options. To sign up for a tour call 794-7270 (extension 270 from within PVH).

## PVH Wins Awards for Wellness and Excellence

Penobscot Valley Hospital has been recognized as a national leader in healthcare service quality. Avatar International, Inc. presented the award in July to the Lincoln Hospital for "exceeding patient expectations." Avatar International is a surveying organization utilized by many hospitals to measure patient satisfaction.

In making the announcement, the CEO of Avatar, Michael Everett, Ph.D., said, "The hallmark of exceptional service to patients is to consistently meet or exceed their expectations—not always an easy task. Penobscot Valley Hospital has demonstrated that it exceeds its patients' expectations in a tangible and measurable manner. As a winner of Avatar's Exceeding Expectations Award, I gladly congratulate PVH for its continued and impressive efforts to put patients first."

"We are very happy to accept this award," said hospital CEO Dave Shannon. "PVH has made a tremendous effort to improve patient satisfaction levels. These survey results show that our staff has gone the extra mile to give the best customer service and patient care."



ED Director Jill Bouchard, Dr. David Dumont, and Nurse Manager Kathy Frodahl accept the Avatar Award

## Volunteers Make a Difference at PVH

Janice Currie holds up one of her multi-colored quilts designed to help bring comfort to PVH's young patients.



Evelyn Stinson receives a clock for more than 20 years of volunteering, mostly in the Health Information Department.

As PVH strives to beef up its active volunteer program, the hospital continues to benefit from the efforts of long-time and new volunteers. During the PVH Annual Meeting in June, Evelyn Stinson was recognized for her many years working as a member of the PVH Auxiliary and for regularly donating her time in Health Information. Late Board Member Jay McFalls was also honored at that same meeting, along with outgoing Chief of the Medical Staff, Dr. John Shannon.

We have some new young men working as volunteers at the hospital, including John French, Lisa French's son. Then there are the volunteers who quietly make commodities for the hospital, slipping under the radar sometimes for some time.

One of those such cases is Janice Currie of East Millinocket, who has been making small quilts for young Emergency Department patients for years. Janice was inspired by her own granddaughter, who was given a small blanket when she was transported by ambulance years ago. Her granddaughter, who was suffering from asthma, clung to that little blanket. Ever since then, Janice has been making small, colorful quilts for kids at PVH. In fact, she estimates she's made more than 300 of them. PVH is very lucky to have such kind, giving people in the community. If you'd like to help out, contact Allison Bankston at ext. 124.

# Heartbeat

## A Message from CEO Dave Shannon



CEO Dave Shannon

**Don't forget the Ice Cream**



**Every Friday in August 2 p.m. in the PVH Cafeteria**



Gerald Laird shows off his new puppy "Hunter".

**Thanks to Our Major Golf Tournament Sponsors!**



To our hospital family,  
This summer has been a busy one for PVH with our first PVH Annual Meeting, a state survey, a golf tournament and many other events.

We have also added more than a dozen new staff members in the last few months, so you're bound to see some new faces around the hospital. Please take the time to introduce yourself and make our latest additions feel at home.

Our first ever PVH Golf Tournament will kick off the 2007 fund-raising campaign with a bang. As long as there's room, you can still sign up to play golf even on the day of the event at JaTo Highlands in Lincoln, so please, join us for some fun on August 24th. Contact Rusty Dicker at ext. 324 for more information.

Our Emergency Depart-

ment has been riddled with moose accidents this summer, so be cautious on the roads especially at night. Please, put safety first.

Many of the hospital's departments are reviewing and updating their original Quality Improvement plans. These written charts are designed to help each department figure out clear goals and the path to achieving them. These are living documents, so periodically, please review your objectives and make sure they're still in the best interest of the hospital and the best use of your valuable time. Even though each division is doing its own plan, we all work together to accomplish the goal of providing the best possible service & care, and many of your objectives are influenced by other departments. Please remember to communicate with one another. It's everyone's re-

sponsibility to protect patient safety, so please be watchful. If you see a patient safety concern, contact ext. 444.

The hospital is continuing its search for a new Chief Nursing Officer. Several interviews are scheduled during the month of August. We are also looking for a Senior Director of Ancillary Services. These positions are crucial to the future growth of PVH, so we want to make sure we have the right people in place to provide senior leadership.

Summer's coming to a close, and soon the kids will be back in school. It won't be long before you're buying this year's mittens, instead of beach towels. Enjoy the sunshine while it lasts.

All the best,

## This car could be yours...

We're just a matter of days away from the first annual PVH Golf Tournament at JaTo Highlands in Lincoln. We already have more than 60 people signed up to compete for players prizes, hole-in-one contests, and a putting competition.

The hole-in-one contests include a car, a trip to Myrtle Beach, and a motorcycle. Each player will be receiving a goody bag with donations from Select Embroidery, Philips Lifeline, and other companies. More than 20 businesses and organizations have signed up to sponsor the tournament scheduled for Friday, August 24th.

There's still time to sign up as a team of 4 for \$260 or as an individual for \$75. Don't have a team? Don't worry. We'll help you join up with other individuals on the day of the tournament, or you can choose to play on your own and compete for some of our fabulous prizes for individual scores. For more information, contact Rusty Dicker at ext. 324 or grab a sign up sheet outside Allison Bankston's office at PVH, next to Human Resources. Sign up sheets are also available at JaTo and on JaTo's website at [www.jatohighlands.com](http://www.jatohighlands.com).



This car has been put up by Cole-Whitney Ford in Lincoln for one of our hole-in-one contests.



# Heartbeat

## The Safety Zone: Beat the Heat by Scott Warner



Most of us think of August as the “dog days” of summer. (And aren’t hot dogs a summer food?) The term dates to ancient Greeks who noted the Sun passing through Sirius – the Dog Star – on its way across the heavens. Sirius reappears August 11, the end of “dog days.” In other words, it’s wicked hot.

OSHA recognizes the risk. “Operations involving high air temperatures, radiant heat sources, high humidity, direct physical contact with hot objects, or strenuous physical activities have a high potential for inducing heat stress in employees.” Emergency response personnel are especially at risk. Age, weight, degree of fitness, hydration, hypertension, and use of alcohol or drugs are risk factors. Protective clothing can make things worse. Conditions range from heat fatigue (loss of performance) to heat stroke (a potentially fatal rise in body temperature).

The Heat Stress Index (HSI) describes the combined effects of heat and relative humidity, expressed as a number below 10 or as a “real feel” temperature. It’s similar to the “wind chill factor” we Mainers know about.

### Here how you can beat the heat:

- Drink water. Evaporation of sweat is crucial to cooling body temperature. If you feel thirsty it may be too late.
- Drink water throughout the day, every 15 or 20 minutes. Avoid beverages with sugar, caffeine, alcohol, or sodium – they make it harder to stay hydrated.
- Lower your activity level, or take more breaks
- Use the heat stress table to gauge the risk of activities. Generally, below 80° is tolerable, but anything above 90° can be dangerous.
- You can get used to the heat over time if you gradually increase exposure. Be sure to drink plenty of water before an activity. Acclimation can take up to several weeks.
- Wear clothing that is loose fitting (present more skin surface to evaporate sweat), light colored (reflect energy), and absorbent (soaks up excess sweat to prevent rashes).

If the heat is getting the best of you, REST. You may lose if you try to fight it. The dog days of summer are for working and playing outside. Beating the heat is just part of staying safe.

		Air Temperature (F)					
		70°	80°	90°	100°	110°	120°
Relative Humidity	0%	64°	73°	83°	91°	99°	107°
	10%	65°	75°	85°	95°	105°	116°
	20%	66°	77°	87°	99°	112°	130°
	30%	67°	78°	90°	104°	123°	148°
	40%	68°	79°	93°	110°	137°	
	50%	69°	81°	96°	120°	150°	
	60%	70°	82°	100°	132°		
	70%	70°	85°	106°	144°		
	80%	71°	86°	113°			
	90%	71°	88°	122°			
100%	72°	91°					

### New Hires

Amy Kimball  
Medical Lab Tech

Ashley Dawson  
EMT-B

Denise LaGasse  
Support Clerk

Mary-Angela Rawson  
Patient Registration Rep.

Velvet Breeden  
RN-2

Susan A. Jipson  
ES Tech

Marilyn Crowley  
House Manager

Sarah Baillargeon  
RN

Judy Cushman  
Cook’s Assistant

Herman Ammermann  
Sous Chef

Amanda Bailey  
Dietary Aide

Heidi Priest  
Patient Registration Rep.

Dr. David Ettinger  
ED Physician

Michael Legere  
Maintenance Coordinator

### Got something for the PVH Heartbeat?



Contact Editor  
Allison Bankston in  
Marketing and Fund  
Development at ext.124.

### New Website

Thanks for all of the amazing photographs you donated to be used on the new PVH website. A number of the staff pictures sent to Allison Bankston will be used on the new site ([www.pvhme.org](http://www.pvhme.org)), which is scheduled to be launched August 31st. QHR is handling the design of our site, with guidance and direction from Bankston, and the Marketing and Fund Development Department will be updating the site as needed. Please realize that we can’t put EVERYTHING the hospital does on the site, but we definitely want it to be the best representation of the talents and great character we see at PVH every day. Ultimately, the site will be an easy-to-use marketing tool for our patients, visitors, clients, and vendors.





## Congratulate our Latest Extra Mile Winners!



Linda Osborne, PT knows what it means to go the Extra Mile for a client. Lisa French nominated Linda for the monthly award after Linda baked a strawberry-rhubarb pie for a terminally-ill patient. Not only was that going above and beyond her duties, it was the first pie Linda had ever baked.



Kathleen Neal, PT is our latest Extra Mile winner. Linda Osborne nominated her. Linda had rolled her car and was out of work for two days. Katie covered for Linda, while already dealing with the acting director duties and handling a full caseload. Katie also checked on Linda several times to make sure she was alright. Linda says this is just the sort of caring leadership she's come to expect from Katie.

Don't forget to submit your nominations for this month's **Extra Mile Contest.**



## Thank You Notes



*"I realize you were 'just doing your job', but our family certainly appreciates how well you do it. The kind-hearted thoughtfulness that you, Lisa French, and Donna Kimball showed to our family was comforting. Thanks so much." (A note to Dave Shannon from the family of Barbara Tilton)*

*"A big thank you to all of you for taking care of me when I had my car-moose accident. I will never forget the compassion and kindness I received on that evening." (Robin Knowlton)*

*"The staff was awesome! We are very fortunate to have caring, qualified, & compassionate medical personnel working at this hospital." (survey comment)*

*"My nurse was wonderful. Her name was Pearl Bledsoe. Many thanks to her. She made my brief stay at the hospital very heartwarming." (Betty Oliver)*

*"Laurel Deveau is an excellent nurse. The staff is great!" (survey comment)*

## My Appreciation from Joan Kirkpatrick

Dear Fellow PVH Employees:

I want to thank you for your support during the time I have been recuperating from surgery and radiation treatment.

For those who are unaware of the reasons for my surgery, I was diagnosed with Endometrial Cancer in early February, and I had a complete hysterectomy on February 27th. Due to the location and extent of the cancer it was recommended that I have radiation therapy. This entailed traveling to Bangor five days a week for 28 days. More intense internal radiation followed. That leaves me with about a 10% chance of a recurrence of cancer.

I wanted to express my gratitude for all of the good wishes, prayers, cards, flowers, food, and especially the donations that were made for me. The money donated was used to buy me a gas card to help with the expenses of traveling to Bangor everyday. I was also given gift certificates for Gilmore's Restaurant. I appreciate everyone's generous contributions. I cannot explain how much the emotional support from everyone here at PVH means to me. Words are not adequate to express my thanks.

## Still Watching Out for Moose



Doctors and Maine Wardens are warning people to continue watching out for moose on the Maine roads. It's becoming a major problem in the Lincoln

region this season. "We've had numerous accidents lately that have resulted in some serious injuries," says PVH Hospitalist Dr. David Dumont. "People should not take this risk for granted."

Roland D. Martin, Commissioner, Department of Inland Fisheries and Wildlife, says, "Drivers need to be alert when driving in areas populated by moose, and be certain to use their seatbelts."

From dusk till dawn is the peak time for moose-vehicle collisions. The moose tend to move more during the evening after the temperature starts to drop. Moose are hard to see at night. Because of their height, car headlights sometimes beam under their torsos. Moose often travel in a group, so if you see a moose on the side of the road, be prepared to encounter more of them. Wardens recommend several tips to stay safe at night:

- Reduce your speed when it is dark.
  - Use your high beams where it is appropriate
  - Always have everyone buckle up
  - Search the roadway ahead for the animals
- Above all else, this time of year, just be aware. Watch for the animals, and don't presume that your vehicle will protect you from a crash with a moose.