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A NEW PVH DIETITIAN ENHANCES PATIENT CARE

A new dietitian is helping keep patients healthy. Mark Robinson grew up in Massachusetts, but he's lived all over the country, spending time working in the mid-west, the south-west, and even in Hawaii.

Robinson was contracted as a per diem, or when-needed, employee in January, while he was still a resident of Rhode Island, but he quickly realized he'd like to make Lincoln his home. "I always saw myself settling in northern New England," he says. "I enjoy the outdoor lifestyle, and Maine offers some great, seasonal activities." Robinson has worked in acute and long-term care facilities helping patients of all ages. He says what attracted him most to PVH was how well he was received and accepted. "A like the friendly atmosphere that comes with rural communities like Lincoln, and the people here have made me feel very welcome."

"Mark has a wide variety of experience, including time spent in the Marines," says CEO Dave Shannon. "He's a great addition to the PVH staff, and we're lucky to have found someone with his expertise."

PVH WELCOMES NEW AMBULANCES

Penobscot Valley Hospital has unveiled its two, new emergency vehicles. PVH cut the ribbon on the new machines April 4th, with the help of George and Joan Mason. The Howland couple are two of the longest-serving emergency crew members on the PVH team. Also helping cut the ribbon were Director of the PVH Emergency Department Jill Bouchard, CEO Dave Shannon and Board Member Stephanie Stanley.

"Throughout my years as the head of the department, I've had a lot of proud moments," says Bouchard. "This is a hard-working group of people, and it's great to see how the community has rallied behind the effort to buy the new ambulances."

The hospital's original plan was to purchase one new ambulance and upgrade one of its existing ones. After some research and the generous support of the community, PVH was able to purchase two, new ambulances. The hospital will be trading in at least one of our older emergency vehicles in the near future and possibly upgrading another.

PVH is happy to report that we had 100% board participation in our ambulance fund drive, and a large percentage of our staff also donated.



The new PVH ambulances and the PVH Emergency Medical Team



JUNE 2007

Community HEARTBEAT

BURLINGTON CHESTER ENFIELD HOWLAND LEE LINCOLN LOWELL MATTAWASKAG MANFIELD PASSADUMAUG SERBES SPRINGFIELD WEBSTER PLANTATION WNN
 PENOBSCOT VALLEY HOSPITAL LINCOLN, MAINE WWW.PVHME.ORG (207) 794-3321

PVH PROVIDES FIRST AID KITS FOR LOCAL LITTLE LEAGUE TEAMS

Penobscot Valley Hospital in Lincoln is helping kids stay safe this summer! The hospital has donated several, large first aid kits for use on the little league fields in the region. With 17 local baseball teams and 4 softball teams (that's more than 150 area youth and their visiting competition) playing more than a dozen games, there can be a big need for band-aids. The kits can easily be refilled; they're easy to carry, have a number of compartments, and are weather resistant.

The first aids kits are just one of the services provided by the PVH Emergency Department. EMT Angela Helms is a "Bike Safety" certified instructor. She's working with PVH and other local agencies to provide Bike Safety Days throughout the area. "Kids can learn a lot of great tips from these safety events," says Helms. "We talk about helmet safety, the laws for single and group riders, and how to adjust your bike for the right fit." Keep an eye on your local calendar listings for Bike Safety events in your community this summer.

The Emergency Department team at Penobscot Valley Hospital is also busy taking its two new ambulances around the region, giving young people a chance to learn more about emergency vehicles and what PVH does for the community.



PVH has given custom first aid kits to local little league fields this year. Ashley Dawson (left), Angela Helms, and Ken Lovdahl helped fill them up with supplies.

PVH Wellness Committee Tip

Now that Maine is getting warmer, make sure to hydrate. Drink at least eight 8 oz. glasses of water a day, and don't skip meals just because of the heat. Instead of depriving your body and lowering your metabolism, the Wellness Committee suggests picking a healthy, small meal, such as a small piece of cold chicken and a salad. Give your body the fuel it needs to become healthy and fit!

GOING "THE EXTRA MILE"



PVH has unveiled its new peer recognition program to honor those who go above-and-beyond in the area of customer service. "The Extra Mile" asks staff to nominate employees who go out of their way to do their best for patients, visitors, and others.

One winner is chosen each month by the PVH Board of Directors. The monthly winner receives \$100, and the person who nominated that winner gets a \$25 reward for recognizing greatness in one of his or her coworkers.

Our first Extra Mile winner was Jana Rolerson, who went beyond the norm to make sure a physically challenged patient, who did not have money with him at the time, got something to eat in the cafeteria when his wait for care became longer than expected. She also kept him company for an extended period of time. Thank you, Jana, for going The Extra Mile!

Lisa French nominated Jana Rolerson (right) for the PVH Extra Mile Award



CEO'S CORNER

DAVID A. SHANNON, CHIEF EXECUTIVE OFFICER

To our hospital family and neighbors,

The forward momentum that began in late 2006 continues to motivate us to improve each patient's experience at the hospital. A number of changes have recently made headlines, and more are in the works for enhancing patient care in 2007.

We have two new ambulances to help us better respond to emergencies in the communities we serve. Our new surgical suites continue to offer new treatment options and increase services offered right in your community. The PVH Leadership Team recently streamlined our management group to cut down on unnecessary costs and better organize the work load experienced by staff members. These changes are designed to make your local hospital more efficient and ready to respond to your healthcare needs.

PVH has a new medical staff leader. Dr. Todd O'Brien is a podiatrist who has been working with the Lincoln hospital since 1997. He's an innovative medical inventor who, I'm sure, will bring new concepts and great ideas to the table. Thank you to our outgoing President of the PVH Medical Staff, Dr. John Shannon, for his commitment to excellence and his time spent in leadership at PVH.

We offer special thanks to Dr. Dumont, our hospitalist, for wonderful strides in service in our emergency department. Because of his leadership and our committed staff, patients are being seen in a more timely fashion. Thanks also to the Health Access Network. Many of its doctors recently helped PVH fill a gap in coverage in our ED. PVH would especially like to give credit to Dr. Carl Alessi, Dr. John Shannon, Dr. Noah Nesin, Dr. Eric Metzler and Dr. Sarah Irving. It takes a lot of friendly and talented people to make PVH so special, and we're very fortunate to have such a caring team.

Have a fun and safe summer,

David A. Shannon, CEO

OSGOOD FAMILY GIVES BACK

Sandra Hurd of Lincoln has presented a donation from her parents' estate to Penobscot Valley Hospital. Roderick Osgood, or "Rod" as he was known by many of his friends, passed away recently and was cared for at the end of his life by the staff at PVH.

Hurd and her sisters lost their mother, Marjorie Osgood, just one year before their father's death, and the Osgoods had made arrangements to honor PVH after they passed. The Osgoods left a generous gift of \$10,000 to the hospital, in thanks for the care they received at the facility.

"It's so wonderful to know that we helped make a difference in the lives of the Osgoods and their family," says CEO David Shannon. "We're very grateful for this generous donation, and it will help us continue to upgrade our facilities and enhance our services."

Rod Osgood was well known in the community. After owning and operating a motel in Florida for many years, Osgood had returned to Maine and bought the family business, which was founded by his father. Osgood's Department Store was a bustling part of downtown Lincoln and was located where customers can now find Marden's Department Store.

FIRST PVH GOLF TOURNAMENT PLANNED FOR JATO

Golfers around the state are practicing their swings for the First Annual Penobscot Valley Hospital Golf Tournament. The event is scheduled for Friday, August 24th at JaTo Highlands in Lincoln. Tee time is noon, with a BBQ and awards ceremony to follow the scramble.

This is the first time the hospital has used a golf tournament as a major fundraiser. The competition has room for 36 teams of four or up to 144 individual players, and the cost for each team is \$260. Individual golfers can sign up for \$75 each.

"JaTo is a beautiful and fun course," says PVH CEO and golfer Dave Shannon. "The PVH family is looking forward to sharing those amazing views with golfers from all over the state, while we raise money for a great cause—your community hospital."

The registration fee includes 18 holes of golf, a goody bag, a power cart, a free putting contest, and a BBQ dinner after the tournament. JaTo's spectacular layout plays over rolling hills and through hardwood forests offering breathtaking views of Mt. Katahdin along with the surrounding lakes and hills.

There are plenty of opportunities to get involved in the golf tournament, even if you choose not to golf. Local businesses are signing up to sponsor tee signs and other parts of the event. "Cole Whitney Ford was our first, big sponsor," says Shannon. "They were kind enough to offer the vehicle for a hole-in-one contest." Two other hole-in-one prizes are up for grabs: a Harley Davidson motorcycle could go to one happy golfer thanks to Unidine, and a trip to Myrtle Beach is being sponsored by Machias Savings Bank. Select Embroidery in Lincoln is donating shirts for the golfers in the tournament. Prizes will be available for the low net, the low gross, men's and women's longest drive and closest pin, and most gross. Sponsorships are still available from \$50 to \$1,500, or businesses can donate items for the goody bags.

You can learn more about JaTo at www.jatohighlands.com. Registration sheets for the golf tournament are available at JaTo, on JaTo's website, and at patient registration at PVH. For more information on the event, contact Allison Bankston at 794-7124.

PVH WELCOMES NEW CHIEF OF STAFF



Chief of the PVH Medical Staff Dr. Todd O'Brien

Todd O'Brien, DPM has been elected President of the PVH Medical Staff. The chief is chosen by his or her peer group. The PVH Medical Staff members rotate in leadership, and Dr. O'Brien was chosen to take over for Dr. John Shannon, who rotated out of the chief's position this spring.

Dr. O'Brien has practiced podiatric medicine and surgery in Lincoln since 1997. He has served on numerous hospital committees including one that focused on quality improvements including "fall prevention." Like many other hospitals which have a large percentage of senior patients, PVH has been working on ways to cut down on the number of falls that take place at the facility.

Dr. O'Brien is President of the Maine Foot and Ankle Society and founder of West Enfield-based O'Brien Medical, LLC. His company, which operates out of his home, is the owner of several patents and licenses for specialized surgical products. Dr. O'Brien has been gaining national exposure as a medical inventor, and he has even invented toys that have had successful sales in other countries.

Dr. O'Brien is married and has a 10 year old son and a 7 year old daughter. He is originally from Massachusetts but has lived in Maine for about 10 years. O'Brien did his undergraduate work at Bates College and continued his education at Scholl College of Podiatric Medicine in Chicago, IL.

Our Mission

Penobscot Valley Hospital exists to provide quality healthcare and to serve as an education and referral resource that meets customer needs by:

- Providing appropriate services
- Providing health-related information
- Making arrangements for additional health services

Our Vision

In support of our mission, we will lead our community toward optimal health by providing access to high quality services in response to demonstrated needs in a continually changing world.

Our Values

In support of our vision, we value:

- Customers as the reason we exist
- People as our most important resource
- Efficiency
- Treating each person with honesty, respect, trust and compassion
- Speaking honestly and listening actively
- Personal and financial responsibility
- Ethical behavior
- Personal learning and professional development
- Continuous quality improvement

The people you know—the care you trust.

CELEBRATING YEARS OF SERVICE TO THE COMMUNITY



PVH honored more than 30 staff members this year for their long-time employment, in increments of 5 years. Several people celebrated their 25th year at the hospital with the turning of the calendar year, including Dorothy Harding, Penelope Kneeland, Debra Rancourt, and Brenda Sutherland. We also recognized several people employed by PVH for 5, 10, 15, or 20 years, but only one person has committed three decades to the hospital in Lincoln — Brenda Brehaut. Brenda is a Medical Technologist, working in the laboratory. On behalf of the entire PVH family, we offer our sincere gratitude and congratulations to Brenda for this lifetime accomplishment.

Medical Technologist Brenda Brehaut Celebrates 30 years with PVH

HELPING DOCTORS IN INDIA

Penobscot Valley Hospital has donated surgical equipment to a program that helps provide machinery and medical tools to doctors working in India. Dr. Rodney A. Rozario of Eastern Maine Medical Center in Bangor is the coordinator of the program called Maine Missions to India. He collected the pieces of equipment in May.

PVH offered four surgical lights to the program. The hospital recently added new surgical suites to the facility, and the donated lights came from PVH's old surgical section.

PVH Director of Materials Management Paul Smith shows one of the donated surgical lights to Dr. Rodney A. Rozario

