



## Year Two Training

PVH is asking all employees to sign up for one of the mandatory customer service trainings as part of year two of the Service Excellence Initiative.

Wednesday, June 3 at 9:00 00-1130  
Tuesday, June 9 1300-1530  
Thursday, June 18 1800-2030  
Friday, June 19 0900-1130  
Tuesday, June 23 1800-2030  
Thursday, July 9 1800-2030  
Friday, July 10 0900-1130  
Tuesday, July 14 1300-1530  
Thursday, July 23 1300-1530  
Tuesday, July 28 0900-1130  
Wednesday, August 5 1300-1530  
Tuesday, August 11 1800-2030

Please sign up by calling Central Scheduling at ext. 270 or by email at [conference-rooms@pvhme.org](mailto:conference-rooms@pvhme.org).

## Expo 2009



PVH participated in this year's Lincoln Expo Trade Show by educating the community about personal medication records. The hospital received a grant to help promote better tracking of medications by patients. The materials handed out during the Expo event at Mattanawcook Academy encouraged people to keep all their medication information in one place and share that information with their doctors and other caregivers.

The Expo also gave PVH a chance to promote its new green folder program, in which the hospital provides folders for patients leaving the hospital to help them track all their information.

## Benefit Information

The Barresi Benefits Group will be holding private informational sessions for employees:

Monday, May 4  
7:30 a.m. to 2:00 p.m.  
in Conference Room A

Reserve your time by calling Julie Burleigh at 794-7179.

Also, all employees are invited to hear an overview of Social Security benefits and information about retirement, disability, survivorship, & windfall elimination.

Tuesday, May 12  
7:30-8:00 a.m. & 2:00-3:00 p.m.  
in Conference Room A

## Just DOIT!



By now, nearly every PVH department is holding active and regular DOIT meetings as part of our Service Excellence Initiative.

The Performance Improvement Department and Health Information Management put together a board showing their recent work.

## Congratulations!

to  
**Bonnie Tash**  
of PVH Food Services

*She has been honored  
on the Region III  
Wall of Fame  
in Lincoln.*

## New Hires

Darlene Stormann  
Medical Office Coordinator

Arline Tetreault  
Patient Registration Rep

James Shutts, III  
EMS Tech

Christopher Matson  
EMS Tech

Jennifer Kesaris  
RN

## Got an Idea for the Heartbeat?

Call Allison Bankston, editor at 794-7124/[abankston@pvhme.org](mailto:abankston@pvhme.org)



## Bill Head Honored by His Peers



The Downeast Association of Physician Assistants is honoring William Head of Lincoln. Head received the 2009 Robert J. Lapham Outstanding Service Award at the group's Annual Membership Meeting on April 4. Bill has been with Penobscot Valley Hospital off and on for more than 25 years and has provided services through Mayo Regional Hospital's Family Medicine in Dover-Foxcroft since 2007. He also works with Dr. Carl Alessi in Lincoln. Head was unable to attend the ceremony, but Dr. Alessi accepted the award on his behalf. Head's wife, Susan, who is the Director of Case Management at Penobscot Valley Hospital in Lincoln, and the couple's son, Bert, were also present for the awards ceremony in Manchester, Maine, and Ben Dever represented Mayo Regional Hospital.

Before becoming a physician assistant, Head received his masters degree in divinity and served as a chaplain to the University of New Hampshire. He remains committed to true healing--involving the physical, emotional and spiritual aspects of life.

## New Greeter Program



PVH is adding a new "greeter" program in the Main Lobby of the hospital. Rusty Dicker handles volunteer orientation, training, and placement. The Main Lobby Desk is now staffed on weekdays until 4:30 p.m.;

however, from 4:30 to 8:00 p.m., there is no staff person in the Main Lobby to greet or direct people. The first goal of the volunteer greeter program will be to fill this weekday evening gap from 4:30 to 8:00 p.m. Once those shifts are filled on a regular basis, PVH may also try to fill volunteer shifts in the Main Lobby on the weekends. If you know someone who would be interested in becoming a greeter, please contact Rusty Dicker at 794-7326.

## New Service Excellence Advisors



A new group of SEAs has been chosen to lead the hospital through the second year of the customer service program. These frontline staff members will be training their peers on how to provide the best customer service and improve patient satisfaction scores. The group is

divided into small teams which will be doing the educational sessions throughout 2009. Each team did a brief skit at the recent SEA graduation in April to help bring to life what they had learned during their training. The new SEAs are:

Team 1: Sue Jipson, Burt Weed, II, Jamie McCarthy, Angela Hanscom  
Team 2: Terrina Nicholson, Lydia Dodge, Lisa Coyle, Sue Johnstone  
Team 3: Melissa Grant, Marian McDormand, Matt Bouchard

## Volunteer Appreciation!

During the week of April 19-25, people around the nation celebrated Volunteer Week. We'd like to say a special thank you to all our PVH Auxiliary members and volunteers who donate their time, talents, and materials to make PVH a better place. Here are just a few of the wonderful things our volunteers do for our community hospital:

- Filing and other administrative duties
- Helping coordinate and run events
- Making goods such as blankets and baby booties
- Putting together gift bags for the parents of new babies
- Bake sales and other fundraisers to benefit PVH

## The Big Idea Program

PVH has launched a new program to encourage people to share their brilliant ideas for cost-savings, improving efficiency, and other positive impacts. It's called the Big Idea Program, and you can share your ideas by going to the *intranet* and clicking on the Big Idea icon on the home page. You can fill out an online idea submission form, or print out a sheet that you can fill out by hand. If you have trouble accessing the page on the intranet, just ask your supervisor to print a submission form for you. We've already received more than 15 ideas for this quarter. Keep them coming!



## CEO's Corner

To Our Hospital Family,



As I discussed during the employee meetings, this has been a challenging year but one in which I have seen the best in many people. Our Service Excellence Initiative has brought out the leaders and motivators in our PVH Family, and I'm very proud of the work the departments are accomplishing through the DOIT process.

Now that warm weather has arrived, we have some exciting projects planned for the next few months. Plans are underway for the helipad which will allow LifeFlight of Maine to transfer patients from one facility to another much more quickly and with less strain to the patients being moved. We are working on plans for improvements to our Emergency Department, and these ideas include energy saving efforts which will help us save money in the coming years.

This last year has been difficult for us, financially, and I'd like to thank everyone for the steps you have taken to enhance revenue or reduce costs. Because of your diligence, we have avoided significant cuts to services or staffing, but the efforts must continue. The Maine Hospital Association is working with state legislators to develop a plan that could lower the state budget without causing devastating effects to rural hospitals. Please continue to look for ways for your department to save money and cut unnecessary spending, and share these ideas with your department directors.

Congratulations to all of our new 2009 Service Excellence Advisors. These frontline staff members have committed to helping empower others with the knowledge they need to improve patient satisfaction and provide the best service at PVH. Our former advisors from last year are now known as Service Excellence Ambassadors. They'll be helping as mentors to the new group of advisors and, individually, encouraging employees to continue offering great customer service.

I'm sure you've noticed the improvements to our Main Lobby. Now, we're going to get our volunteers involved. Rusty Dicker is coordinating a greeter program in the Main Lobby to help people find their way and answer their questions. If you know someone who might like to help with this effort, contact Rusty at 794-7326.

Finally, congratulations to Bill Head, PA-C who was honored in early April with the 2009 Robert J. Lapham Outstanding Service Award. The award was presented at the Annual Membership Meeting for the Downeast Association of Physician Assistants on April 4 in Manchester, Maine. Dr. Carl Alessi accepted the award for Bill since he could not be there. His wife, Sue Head—the Director of Case Management at PVH, and their son Bert were also there at the award ceremony. I'd like to publicly thank Bill for all the work he's done in our community over the last 25 years. We're lucky to have a man of his caliber working with PVH.

Take care,

Dave Shannon  
Chief Executive Officer

## Thanks for Thinking of Others



[Special thanks goes out to the members of the Employee Activities Committee.](#) In March, the group decided to do something special for everyone in the hospital. The group, with fewer than 10 members, got together in Conference Room A and put together tiny, disposable plant pots complete with soil, colorful ribbons, and marigold seeds. The plant pots were given out in the Main Lobby of the hospital on a date the committee dubbed "Employee Appreciation Day." This was something the members of this small group of your peers decided to do, all on their own. Thank you for thinking of others and giving of your own time, off the clock, to make the day brighter for your coworkers.

## Walk before You Run!



The Employee Wellness Committee is launching its new spring wellness activity. It's called Walk before You Run! This exercise contest will ask employees to form teams of four people and keep track of their total number of exercise hours during a nine week time period from Monday, May 11, to Friday, July 10. The committee is holding a special kickoff event on Thursday, May 7 at 2 p.m. in the cafeteria. Stop by and pick up your individual tracking sheet, your team captain tracking sheet, and information on the rules and ideas for exercise options. We'll have raffle prizes for those who show up to the kickoff event, as well.

This contest is designed to encourage people to get into better shape, so they can participate in the 5K Run/Walk for Wellness—a hospital-sponsored community event during Homecoming Weekend in downtown Lincoln. Last year, more than 60 people participated in the first Run/Walk, but we'd like to see more PVH employees on the course this summer. Although the employee contest may HELP people prepare for the 5K, these are independent events. You can participate just in the Walk before You Run employee contest, or just the 5K this summer, or both.

The forms will also be available on the intranet, and we'll be having a half-way event on June 12 at 2 p.m. in Conference Room A. Everyone who's participating in the contest will be entered into a raffle for several prizes during the Half-Way Event. You will not need to be present to enter, but you'll want to join us for some healthy snacks and information. The results of the contest will be posted in the cafeteria and on the intranet from week to week. After forming your foursomes, please let Jodi Miller at ext. 125 know who's on your team. If you need help lining up a team, also, please contact Jodi. Each week, your team leader will be reporting your totals to Val Stevens at ext. 123. Thanks to everyone on the committee who's been hard at work organizing this event. The members of the committee are: Val, Jodi, Sarah Loman, Kelly Wakefield, Amy Theriault, Robin Carr-Slaunwhite, Allison Bankston, and Mark Robinson.

## May Baskets



The Employee Wellness Committee is reminding everyone to sign up to win a May Basket. These baskets are located in the cafeteria, at both nursing stations, at Patient Registration, and in Billing. All the names from ALL the baskets will go into one big drawing, and then five people will each win a prize. The baskets have themes, including: Game Night, Pamper Yourself, Gardening, Cooking, and Movie Night.

## Nurses Week and Hospital Week

We're planning a number of events in conjunction with:

- Nurses Week (May 6-12)
- Hospital Week (May 10-16)

Watch for emails, intranet announcements, and signage around the hospital for the upcoming events for staff including yoga sessions, scrapbooking, an ice cream social, and special recognition events.

## Health Observances

### April is:

Alcohol Awareness Month  
Autism Awareness Month  
Occupational Therapy Month  
Foot Health Awareness Month

Healthcare Administrative Professionals Week  
April 19-25

Healthcare Volunteer Week  
April 19-25

Medical Lab Professionals Week  
April 19-25

### May is:

American Stroke Month  
Arthritis Awareness Month  
Better Hearing & Speech Month  
High Blood Pressure Education Month  
Skin Cancer Detection and Prevention Month

Nurses Week  
May 6-12

Hospital Week  
May 10-16

Emergency Medical Services Week  
May 17-23

Employee Health and Fitness Day  
May 20

Senior Health and Fitness Day  
May 27

Sun Safety Week  
June 1-7

Healthcare Risk Management Week  
June 15-21

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



"My experience at PVH was good. The nurses and doctors were polite and answered all my questions in a nice way. The service was quick and easy."

"The nurses and doctors were very kind to my husband while he was in the hospital. They were also kind to my family which was there 24/7."

"Everyone has been excellent--beyond outstanding."

"I think they were all well trained to work as a team to keep the patients comfortable. I thank them all very much."

"I was treated professionally and with dignity. I was very satisfied with the care and treatment that I received there and would not hesitate to go or recommend family and friends to seek treatment at (PVH)."

"The nurse was very good and so was my doctor. The food was hot and good. I joked with (the staff) that I didn't want to go home."

"Excellent, compassionate care. I felt the staff including Registration was sincerely concerned and caring in a professional manner regarding my condition. At 66 years old, this was my first ER visit, and I was favorably impressed."

"All staff members were really nice."