



Service Excellence Trainings

As part of our *Service Excellence* initiative, several of our front-line staff have been hard at work preparing presentations to help everyone become the best we can be at customer service. All staff need to sign up for one of the following seminars, which are all being held in Conference Room A, except for the one on July 10, which will be in Conference Room B:

- 6-23 1:30-4 pm
- 7-1 1:30-4 pm
- 7-8 9-11:30 am
- 7-10 4-6:40 pm
- 7-15 4-6:30 pm
- 7-23 1:30-4 pm
- 7-28 9-11:30 am
- 7-30 1:30-4 pm
- 8-4 9-11:30 am



To sign up for the class that best suits your schedule, call Central Scheduling at ext. 270 or email Central Scheduling at conference-rooms@pvhme.org. These meetings are crucial to the success of our customer service improvements, and we need everyone's help to raise our patient satisfaction scores.

Also, please take a few minutes to fill out the *Internal Support Services Scorecard*, which is an on-line survey through our PVH Intranet. The survey will be live from Friday, June 27 to Friday, July 11. Most of our departments have patient survey questions through Avatar and our own local surveys that show us areas in which we can improve, but some of our staff only directly serve other employees or departments. This survey will help those internally focused departments find great ways to improve, as well. Thanks to everyone involved with making these surveys and trainings possible for the rest of our PVH staff.

Know Your Patient/Customer

Here's a helpful tip when dealing with customers of the hospital. Make sure you know what the person is really hoping to receive from you. When a customer goes into a hardware store looking for a drill bit, what she or he really wants is a hole. Make sure you constantly ask yourself, "What kind of holes do our customers want?" Then make sure you are providing the right kind of holes.



Congratulations to our April & May Extra Mile Winners: Jim Morrill and Judy Hanscom

Don't miss your chance to recognize excellence in others. Nominate a co-worker for an "Extra Mile" award this month!



Save the Date

Look for more information about these upcoming PVH events in your email.

- July 20: 5K Run/Walk for Wellness--Homecoming Weekend in Lincoln
- August 22: PVH Golf Tournament at JaTo Highlands in Lincoln
- December 23: American Red Cross Blood Drive/Conference Room A

Employee HEARTBEAT



New Graduate Nurses Join the PVH Team

Back: Kim Jimmo (Preceptor); Jessica Swain (Husson Grad); Wendy Scofield (UMaine Grad); Ashley Cox (Preceptor); Jennifer Stone (Husson Grad); Kristy Langley (Preceptor); Jamie McCarthy (Husson Grad); Beth Shorey (Preceptor)
Front: Karen Mueller CNO; Lisa White (Preceptor); Kathleen Shields (Husson Grad)

New Hires

Tanya Niles
Phlebotomist

Kathleen Shields
Graduate Nurse

Jennifer Stone
Graduate Nurse

Amy Theriault
Patient Registration Rep.

Jennie Harvey
Patient Registration Rep.

Robin Carr-Slauenwhite
Project Director, S.P.R.I.N.T.

Jessica Swain
Graduate Nurse

Wendy Scofield
RN

Matthew Bouchard
Physical Therapist Aide

2nd Annual Public Meeting

PVH staff, volunteers, and members of the public gathered at Mattanawcook Academy on June 16th to talk about the accomplishments of the last year and future goals.

This year, PVH honored three current staff members who were also on the payroll back during the first year the hospital was operating. Bonnie Gray, George Mason, and Ellen Butterfield have been with PVH for 35 years.



We also honored the one active volunteer who was also actively donating her time to PVH back in 1973. Barbara Tourtillotte and the three honored employees all received Howard Miller commemorative clocks engraved with their names.

Our keynote speaker for the event was a real treat. Pat Hughes is a division president for Fallon Community Health Plan and a former New York Giants Linebacker.

Pat talked about current trends in healthcare and how the shape of hospitals and healthcare will change in the coming years.

Ann Marie Rush reviewed the financials for 2007, along with some interesting statistics. There were 47,107 outpatient visits last year, along with 1,230 inpatient visits, 1,771 ambulance runs, 14,578 imaging exams, 18,380 physical therapy appointments, and 99,483 laboratory tests. In the end, PVH had a net income of \$629,554 in 2007 with \$3,729,000 still owed to us by insurance companies at the end of the calendar year.



CEO's Corner

To Our Hospital Family,

I'm pleased to announce a general surgeon who grew up in Toronto has agreed to move to Lincoln. Samer Sbayi, M.D. has signed a multi-year contract, and he and his family will be moving here from San Antonio, TX where he is currently doing a fellowship. Dr. Brian Miller comes to us from Kansas City. He is an ear, nose, and throat doctor who grew up in California. PVH will be sharing Dr. Miller with Millinocket Regional and Mayo Regional Hospitals. Dr. Miller starts in August.

Our PVH Annual Public Meeting went well at Mattanawcook Academy on June 16. Special thanks to Pat Hughes, our keynote speaker. This year we honored three current employees who were also working for PVH during its first year of operations. We also recognized Barbara Tourtillotte, who is the only current PVH volunteer who was also donating her time to the hospital during its first year.

Congratulations to all our dedicated staff who received years of service pins during this year's reception. We had four people who reached the 30 year mark at the end of 2007--Marilyn Whitney, Doris Bates, Margaret Carter, and Annabelle Sutherland.

Bob Coyle has graciously agreed to lead our Homecoming Parade Planning Committee. The group has agreed on a picnic theme, and we're going to need a lot of help to make sure PVH has the best showing at the event. Please give Bob a call at ext. 121 if you are interested in being part of PVH's entry into the parade.

The hospital is sponsoring and organizing a 5K Run/Walk for Wellness during Homecoming Weekend in Lincoln. Our new S.P.R.I.N.T. for Life Director, Robin Carr-Slauenwhite, is spearheading that effort. Already some of our committed runners have agreed to help out, including Dr. Dumont and Mike Corbin. Plus, we're getting a lot of support from members of the community, including Shelly Crosby from the Lincoln Rec Department and Police Chief Bill Flagg.

Please also mark your calendars for the 2nd Annual PVH Golf Tournament on August 22. The hole-in-one prizes this year include a car, a bass boat, and a trip to Williamsburg, VA. If you're interested in volunteering for the event, please call Rusty Dicker at x326. This year, we're crossing our fingers for no rain and bright sunshine.

Our Service Excellence Advisors—the frontline staff who will be training the rest of us—have been working hard to prepare some amazing presentations. Please make sure you sign up for one of these mandatory trainings by emailing conference-rooms@pvhme.org. The dates and times are posted on the intranet.

Thanks to all the nurse managers who have been filling in while we have some openings. I know it's been difficult to fill all the shifts, and everyone has really pulled together. Also, you're going to be seeing some new faces around PVH. This is the first time we've hired graduate nurses from local colleges and universities, and I'd like to thank all those who have agreed to be preceptors for these new employees. Please take a look at the "New Hires" list, introduce yourself to these folks, and welcome them into our PVH family.

All the best,

Dave Shannon

"The secret of joy in work is contained in one word -- excellence. To know how to do something well is to enjoy it."

-Pearl S. Buck



Doris Bates receives her 30 year pin from CEO Dave Shannon.

How Cute is This?



PVH has had a variety of interesting guests cheer our patients, but we might have had a first in June. A baby goat was brought in for patients to pet. And the name of Barbie Smith's goat? Camel. That's right--Camel. That same day, one of our long-time favorite volunteers decided to grace our day room with song. We call him the "Cowboy". Pastor Bill Buell delighted patients with his special brand of old-school country and gospel music. Thanks to all those who regularly donate their time, talents...and goats to PVH.



5K Run/Walk for Wellness



We need volunteers, runners and walkers to make the first PVH 5K Run/Walk for Wellness a success during Homecoming Weekend. The event, on Sunday, July 20, will allow people of all fitness levels and ages to participate. In fact, we're hoping to see everyone from the serious runner to moms with small kids take on this course through Lincoln. Registration is from 7-8 a.m., and the race starts at 8:15. Hannaford has graciously offered to provide snacks for the runners and walkers.

The event is being organized by a committee led by new S.P.R.I.N.T. for Life Project Director Robin Carr-Slauenwhite, and we're lucky to have PVH staff, local police, town officials, and other volunteers helping with the preparations. If you'd like to help, please contact Robin at ext. 242. It's going to take a lot of people to make this event run smoothly, so please join us.

"Be the Goose"

It may sound crazy, but we can learn a lot from a flock of geese. Flocks are very appropriate examples of how a team can achieve the same objectives as an individual, but with better efficiency and safety. Consider:

- * Each member is responsible for getting itself to wherever the flock is going, and each member looks to itself, not the leader, to determine what to do.
- * Each member knows the direction of the flock. Sharing the common direction makes assuming the leadership role easier for everyone involved. Each member is willing to assume the leadership role when the flock needs it.
- * Members look after each other. If a wounded goose goes down, two geese follow it, protect it and feed it until it recovers or dies.
- * Followers encourage the leader. Members honk from the rear to encourage the first goose to keep the same pace. Plus, when the nature of the work changes, the geese reorganize themselves for the best results. They fly in a "V", land in waves, and feed in fours.



Teeing Off in August

The Marketing and Fund Development Department and volunteer solitictors have been working hard to build up the sponsorship list for this year's PVH Golf Tournament at JaTo, but with the recent worry over gas and fuel prices, this year's donations are lacking, somewhat. We still have another month to beat last year's fund raising level, but we could use your help. Do you have a suggestion of a business that might like to sponsor our tournament? Sponsorship levels vary from \$100 to \$1,500, so there's something for every size business or organization which would like to be involved. Got an idea for a sponsor or just want to play in the tournament? Contact Jessica Fogg at ext. 324.



We're also looking for volunteers to help us on the day of the tournament. You'll have the chance to help with registration, monitor tees for hole-in-ones, and other duties. We had a lot of fun last year, even though it rained cats and dogs. Even the golfers had a good time. To get involved this August, contact Rusty Dicker at ext. 326.

The people you know — the care you trust.

"Thank you so much for helping me through a very hard time. You are a very professional nurse!"

To Jill Bouchard from Joyce and Family

"I want to extend my sincerest thanks to everyone who assisted my mother during her stay with you. I can't stop talking about the warmth, kindness, and compassion that we experienced from you. My mother is safely home and has seen her doctor. You went beyond expectations in caring for her and we are deeply thankful. You are all our angels!"

"We were well informed as to what was happening and how to remedy it. We were very pleased with the prompt information and the attentive way we were treated."

"Rated A-1 okay. Enjoyed my stay very much. Thanks to all who took care of me."

"The day we took my husband to the emergency room, because of a reaction to his pain meds, really helped both (of us). The ER staff was excellent, and we left there a lot less stressed than when we arrived. We were well informed as to what was happening and how to remedy it. We were very pleased with the prompt information and the attentive way we were treated."

"Everyone that day was outstanding."

