



DOITs Doing It!

Most departments are now incorporating the DOIT meetings into existing gatherings or holding separate meetings to handle the DOIT responsibilities associated with our Service Excellence Initiative. The idea behind the meetings is to get each department to pinpoint specific ways to improve customer service.

It's not about creating more work. It's designed to help each department be more efficient and increase customer satisfaction--even if your customer is another department in the hospital.

Jessica Fogg is the Program Director. "Reaching these small goals through the DOIT process will help us be encouraged to go to the next level of customer service."

Red Cross Blood Drive Dec. 23

It's that time of year again! Our next PVH/American Red Cross Blood Drive is on Tuesday, December 23. This time, it's not on hospital property. The folks at the local Knights of Columbus Hall have offered to let the ARC use the facility for this important community event.

The Red Cross blood supply reaches a critical level during the holidays, so everyone's help is appreciated. We'll need many volunteers to make this a great event. If you or a loved one can help for all or part of the day, contact Volunteer Coordinator Rusty Dicker at 794-7326 or rdicker@pvhme.org. Teenagers 14 & up are welcome to help, and younger kids can volunteer if their parents are present.



Disaster Planning

PVH is involved with a number of community disaster preparedness efforts. The hospital is working with the Health Access Network and Millinocket Regional Hospital to prepare for a possible pandemic flu outbreak. The three organizations are learning to utilize a new web-based program to help the employees of all three entities stay connected during a disaster. It's called Fast Command, and it allows the organizations to see where more staff members are needed, how many patients are being seen at each location, and what resources are being depleted. Senior Director of Marketing and Fund Development Allison Bankston is the administrator who oversees disaster preparedness. She and Lab Director Scott Warner attend these committee meetings with HAN and MRH officials.

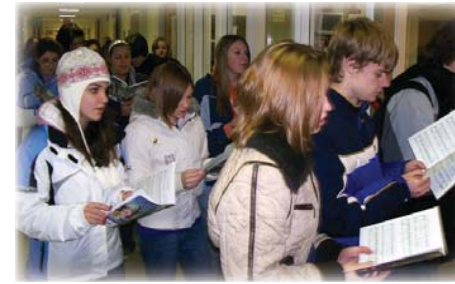
Being Prepared

The hospital is also working with a group of local school and public safety officials to prepare for school emergencies, such as a shooting or other mass-casualty event. These community committee meetings happen once a month, and Allison Bankston attends these sessions on behalf of the hospital.

Stress Reduction Tips

1. Realize you can't fix or do everything.
2. Exercise regularly.
3. Seek the help of others when needed.
4. Set aside time to relax or do something fun.
5. Get at least 8 hours of sleep.

Tree of Life Brings in more than \$2,000



The MA Honor Choir sings for patients at PVH.

The PVH Auxiliary raised the money during this year's Tree of Life fundraiser. People throughout the region donated money to fill the holiday tree outside PVH with colored and white lights. Staff, donors, auxiliary members, and other supporters were there for the lighting of the tree on December 4. The Mattanawcook Academy Honor Choir sang several songs for the crowd and then led the group throughout the hospital singing seasonal songs for our patients. The money raised will help provide additional baby bags for new moms and local scholarships for people pursuing careers in health-related industries.



PVH Auxiliary Members Jean and Francis Crucianni enjoy the crisp night air at the tree lighting outside PVH.

Cookie Contest in the Main Lobby



PVH Staff are planning a cookie contest for Friday, December 12 with the judging at 8 a.m. and the sale of the sweets to follow. Cookies can be dropped off in the main lobby between 7 and 7:30 a.m., and please make sure you have a copy of the receipt to share with others. Need more information? Contact Abby Sabol at asabol@pvhme.org.

PVH Craft Fair

The PVH Holiday Craft Fair is set for Friday, December 12 in Conference Room A from 7 a.m. to 5 p.m., and many local crafters will be selling their goods. Ten percent of the sales will go to the Employee Activities Committee to help with future events, and all the money from the bake sale within the craft fair will go directly to that fund to ensure more fun activities throughout 2009. We're also raffling off this beautiful afghan.



A New Founding Donor Wall at PVH

Dozens of employees and supporters gathered in the main lobby of PVH on Wednesday, November 19 for the unveiling of the new PVH Founding Donor Wall in celebration of the hospital's 35th anniversary. The event featured a cake in the shape of the PVH logo, a speech by CEO David A. Shannon, free give-a-ways, and an unforgettable visit by Mary (Wakefield) Faulk of West Enfield, who worked at PVH during the early years.



CEO Dave Shannon

It was a moving reunion for many of our long-time employees. Faulk normally gets around quite well on her own, but her son used a wheelchair to make it easier for her to move about the hospital on the day of the event. As Faulk was wheeled up to the wall for a better look at the design, she put her hand to her face and said, "It's beautiful. We've needed something like this for a long time."

The design of the Founding Donor Wall pays tribute to the Lincoln Lakes Region, with its bodies of water and expansive forests which provide an amazing backdrop for many outdoor activities. The lower section pays tribute to the original donors of the hospital. The upper section will honor our PVH Annual Fund donors, starting with those who give toward our 2008 campaign to improve patient rooms.



Current and former PVH employees catch up with Mary Wakefield Faulk

CEO's Corner

To our hospital family,



As we enter this holiday season, we have many reasons to be thankful. This past year has brought us new leaders and managers, new services, new physicians, and updated equipment. Our hospital has also been nationally recognized with an award for Exceeding Patient Expectations from Avatar--our patient survey company. Our laboratory received an amazing review with no deficiencies, and the state review of our facility showed significant improvement, drawing praise from the surveyors.

During these winter months, we often consider the difficulties that face those less fortunate. Thank you for your generosity in giving to various causes this year, including the hospital's Annual Fund 2008, which will go toward patient room renovations. We had a great turnout for the PVH Auxiliary's Tree of Life event, and I'm pleased to say the group raised more than \$2,000 toward auxiliary programs, including scholarships and gift bags for new babies.

The Board of Directors and the Senior Leadership Team are working to finalize a strategic plan for the hospital. Some of you may be asked to review the plan and offer feedback. This has been part of a long effort to focus our efforts where the time and energy is most needed. Finalizing the three year plan will help ensure the longevity of the hospital and the economic status of the facility.

Please make sure you join us on December 17 from 1-3 p.m. for our annual PVH Holiday Gathering. This year, instead of giving each employee a physical gift, we have chosen to give each person a gift card to Hannaford. The Board and Senior Leadership Team hope that during these difficult economic times, you will be able to use these cards to help your family share a holiday dinner. No matter how you use the gift card, we hope you will enjoy this small token of our appreciation and know that in these difficult economic times, we are thinking about you and wanted to reward you for all your hard work throughout the year.

As you enjoy this special time with your family and loved ones, please take a moment to remember those in our PVH family who are facing difficult challenges.

I hope that you and your family have a safe and happy holiday season.

Dave Shannon

"A group becomes a team when each member is sure enough of himself and his contribution to praise the skills of the others."

Norman Shidle

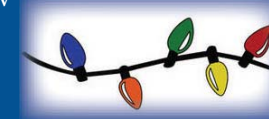


Annual Fund 2008

Fundraising for this year is coming to a close. We're close to doubling the number of PVH employee donors for this year compared to 2007. Please be a part of this special effort. Want to help? Consider a payroll deduction of just \$1 a pay period. That's just \$26 a year! Contact Jessica Fogg at 794-7324 or jfogg@pvhme.org.

PVH Holiday Party

Join us on Wednesday, December 17 from 1-3 p.m. in Conference Room A for the hospital's annual holiday party. Because last year's event was such a great success, we're doing POT LUCK again. Please bring your favorite sweet, finger food or other appetizer for people to try. This year, all staff will be receiving a special gift from PVH to help in these difficult financial times. Each employee will receive a \$15 gift card to Hannaford. We hope you will enjoy a great holiday dinner with family, and know that PVH appreciates all your hard work this year.



EAC Caroling Event



Staff will be gathering at 5 p.m. at PVH on Friday, December 19 to go caroling around town. This is a great chance to bring your family and loved ones to a hospital event and have them meet some of your coworkers. Everyone is welcome to enjoy the fun. Dress warmly, and enjoy some refreshments at the end of the evening. This event is being coordinated through our new Employee Activities Committee. Call Virginia for more information at 794-7270 or vhouse@pvhme.org.

Celebrating Service Excellence

Six staff members attended the 9th Annual Healthcare Service Excellence conference in Louisville, Kentucky earlier this month. Over 250 healthcare workers from around the country attended. The employees were at the conference representing the hospital, which has been instituting a customer service initiative since January of 2008. The theme of the gathering was implementing service, safety, and operational excellence.

Many nationally known authors and speakers were in attendance including LeAnne Thieman, author of Chicken Soup for the Nurses Soul, Chicken Soup for the Healthcare Givers Soul, Chicken Soup for the Christian Woman's Soul, and many other books. Ms. Thieman spoke about the power of love and courage that healthcare providers must possess to heal patients. Another speaker, Judson Laipply, who is well known for his Evolution of Dance on YouTube, spoke about the importance of change and how to manage change in your life. He had the crowd laughing and dancing before the end of his presentation.



Left to Right: Sarah Loman, Amy Kimball, Jessica Fogg, Dave Shannon, Debbie Rancourt, Amy Woodman, & Sue Butts of Custom Learning Systems

"We are so lucky to have been chosen to go to this conference," said Debbie Rancourt, "We all got so much from the presenters to bring back and share with our peers." The staff members are planning to create a presentation to share with fellow staff members about the conference in the near future.

Holiday Safety Tips

Each year fires occurring during the holiday season claim the lives of over 400 people and injure 1,650 more.

1. Christmas tree needles should be fresh & green and hard to pull back from the branches.
2. Do not place your tree close to heat sources.
3. Do not dispose of your tree in the fireplace or woodstove.
4. Inspect holiday lights for frayed wires.
5. Do not overload electrical outlets.
6. Use nonflammable decorations.
7. Do not put wrapping paper in a fireplace or woodstove
8. Don't leave lit candles unattended, and never put candles on a tree.
9. Make sure smoke alarms are working properly.

New Hires

Kenneth Chambers
Cook

Melissa Hesseltine
CNA

Katie Braley
Patient Registration Rep

Erin Anderson
CNA

Monique Babineau
RN

The people you know — the care you trust.



"The emergency room nurses were very friendly and helpful. They even rushed out with a wheelchair when they noticed me struggling in the parking lot. They also kept me comfortable and informed."

"Very fast service--responsible, pleasant staff."

"We were very courteously cared for by all. The reception area was pleasant, knowledgeable and obviously capable."

"JoAnne was fabulous. She went above & beyond to care for my daughter. She provided the best care we've ever received at any hospital. She made sure our questions were answered and kept us in the loop through the entire process. A special nurse like JoAnne is hard to find and we really appreciate all she did for my daughter and I during our brief stay at PVH."

"The doctor who examined me was very professional, knowledgeable, and easy to talk with. He didn't appear rushed and stayed to explain procedures and answer questions. My experience was very positive."

"I saw (a doctor) when I went into the emergency room for xrays on my hand, and I enjoyed our conversations and was treated really nice by him and the nurses."