



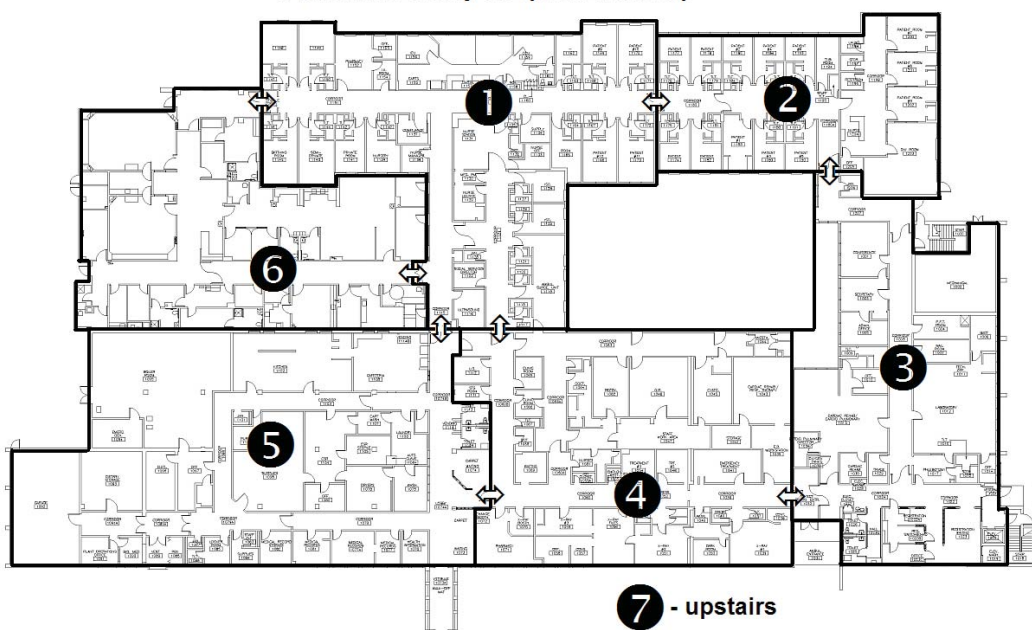
PVH Fire Plan Changing by Scott Warner

Exciting developments are making PVH safer in the event of a fire. There have been some significant and important changes from our previous fire response plan. To manage the breadth and size of the physical plant, we have divided it into seven zones, which are generally separated by fire doors – those with magnetic latches that release when there is an alarm. The zones start at Station One. When a fire alarm sounds, the switchboard announces the zone, and only those employees in the zone respond to the fire. Employees in adjacent zones control traffic and station a person at the “cold” side of the affected zone. All other personnel clear hallways, account for fellow employees, and listen for more instructions.

The chance of a fire may seem small, but many areas of the hospital have flammable materials, electrical equipment, chemicals, and even open flames that create risk. It’s important to understand the risks in your zone and to know where the fire extinguishers and exits are. This knowledge could save your life and the lives of patients and coworkers. Please take a moment to review the map and find the zone in which you work. Should there be a fire in your zone, you’ll need to respond. The acronym R.A.C.E. can help – it stands for *Rescue, Alarm, Contain, and Extinguish or Evacuate*.

Remember this: 1) when in doubt, pull the alarm and 2) once contained, always contained. In other words, if a fire is down the hall and a red pull box is on the way, pull the alarm on the way to the scene. Once doors are closed and the fire is contained, keep out and wait for the fire department.

Penobscot Valley Hospital Zone Map



Where are the extinguishers in your work area, and what type of extinguishers are they? Using the wrong kind of extinguisher could make the fire worse. Just remember: 1) type “A” is for wood and paper fires – anything that leaves an ash; 2) type “B” is for fuels, oils, paints, and other liquid hazards – anything that boils or bubbles; 3) type “C” is for energized electrical appliances, plugs, and equipment – anything that carries a live current. **Most extinguishers – the red ones with the gauge – are type “ABC” and safe to use on all fires.**

Our new fire plan will be in effect after a January table top drill and department training. Questions? Check with your manager or Safety Officer Scott Warner at 794-7119.

ED & Helipad Project



Our hospital is celebrating the completion of its helipad and the PVH Emergency Department (ED) improvement project which started with a ground-breaking in June.

The helipad portion of the project was made possible by about \$140,000 in government funding organized through the LifeFlight Foundation of Maine, but the hospital decided to also do a number of improvements to the inside of the building, at the same time, to enhance patient care and improve security and privacy:

- 1) PVH added a new corridor that runs down the middle of the building.
- 2) The hospital built a new ED treatment room which accommodates two patients.
- 3) We added a new ED Nurses Station which allows clinicians to carefully watch the patients in the new ED treatment space.
- 3) A new door has been added leading to the helipad which allows for larger stretchers and enhanced security.
- 4) New signage has been placed, so people visiting the hospital have an easier time finding their way around the building.

The total cost of the ED improvement project and helipad construction, together, is a little over \$400,000. LifeFlight of Maine officials estimate that having the helipad on site at PVH is saving approximately 29 minutes off transportation time for each patient who must be taken to an alternate treatment site such as a facility in Boston or Bangor. At the completion ceremony on Saturday, December 12, Executive Director Tom Judge of LifeFlight of Maine and several other LifeFlight employees joined hospital officials in celebrating what the project means to the community. About 35 people came to the event, toured the new ED spaces, and got to see the inside of one of LifeFlight’s helicopters.

The PVH Auxiliary’s Tree of Life

The PVH Auxiliary raised more than \$1,900 through this year’s Tree of Life fundraiser. Each year, the auxiliary holds a holiday tree lighting ceremony, and the white and colored lights on the tree represent loved ones who are being honored.

During this year’s Tree of Life Event, students from Mattanawcook Academy sang holiday carols around the large tree outside PVH. The young people serenaded the people who attended the ceremony and then went throughout the Inpatient area of the hospital sharing holiday cheer.

After the tree lighting ceremony, supporters were invited inside for some hot drinks and delicious treats in the cafeteria. The names of the donors and those who are being honored with lights on the tree will be listed on the Welcome TV in the Main Lobby through January 15. Thank you to everyone who donated toward the cause or helped organize the holiday event.



Throughout the year, the auxiliary funds a variety of projects including scholarships for young people pursuing careers in the healthcare field and purchases for the hospital such as a Wii system for the Cardiopulmonary Department. The group also organizes the canvas gift bags given to families of newborns.

New Hires

Delores Anderson
Respiratory Therapist

Cory Stratton
EMT

Kristie Libby
Marketing Assistant

Kristin Coburn
Medical Assistant

Rhonda Kimball
ES Tech

Amy Fullerton
Cook’s Assistant

CEO's Corner

To Our Hospital Family,



I'm happy to announce that once again, we will be giving everyone who works or volunteers at PVH a turkey this year as a holiday present. This time, you'll be receiving a voucher specifically for turkeys we ordered through Steaks N' Stuff in Lincoln. Your voucher will be available through your direct supervisor, and you'll have a window of several days to pick up your turkey. All of the frozen turkeys must be picked up at Steaks N' Stuff before Wednesday, December 23. We hope you will accept this token of our appreciation for all of your hard work during 2009. Although it has still been a challenging year in many ways, we are in a better place thanks to your diligence.

Meanwhile, services and patient care have continued to expand and improve. Our attention to detail and to the highest level of customer service is being noticed by the communities we serve, and our patient satisfaction scores are reflecting the work you are all doing for PVH and our patients.

Our PVH Auxiliary held their annual Tree of Life event earlier this month and raised more than \$1,900 toward several projects we're sure to hear more about in 2010, and on December 12, we held the completion ceremony for our helipad and ED renovation project which included a new treatment room, new ED Nurses Station, new hallways and other features to help our hospital be more safe and to improve patient care, observation, and privacy. During the ceremony, we specifically thanked a number of people, including our amazing maintenance and environmental staff members who know the ins and outs of every inch of PVH. Thanks to everyone that worked closely with our designers and the construction crews to make sure things were done properly and as quickly as possible. Finally, thanks also to everyone who had to sacrifice space during our renovation project to accommodate others who were displaced.

Please remember to complete the mandatory Care Learning Education. Seminars were held by Human Resources to show everyone how to do this internet-based training, but if you have any questions, please contact Sarah Loman at ext. 369. All employees must complete the Care Learning Education by December 31, 2009.

Sincerely,

David A. Shannon
Chief Executive Officer

PVH Blood Drive



The American Red Cross/PVH Blood Drive on December 8 went smoothly with dozens of people giving the gift of life. A total of 55 viable units were collected at the event held at the Knights of Columbus Hall. Several of our PVH Auxiliary members were there to help with registration, hand out snacks, and monitor those who had just given blood. This is a critical time for our nation's blood supply. As the weather gets colder in Maine, the number of donors tends to go down. These blood drives are definitely a group effort, so thanks to everyone who donated their time or blood to help others in need this holiday season.

Holiday Cheer



Employees of PVH got together on Wednesday, December 16 for a PVH holiday party. It was a pot luck affair, and many staff members brought tasty treats to share with one another. Our Food Services staff also prepared a wide array of appetizers and sweets for the employees to enjoy.

The party included a "Guess the Gift" game, and several people won prizes for having the best guesses. Plus, every employee's name was placed in a drawing for the beautiful centerpieces on the tables in Conference Room A. Thanks to everyone who made delicious food for the event, and thank you, especially, to our Food Services crew who always do such a great job making refreshments for our events.



A New PVH Publication

Compassion & Caring

PVH is starting a new monthly publication designed to draw attention to the wonderful things employees are doing through our Service Excellence Initiative. The single-sheet, two-sided newsletter will be called "Compassion & Caring," and it will be written and designed by Marketing Assistant Kristie Libby.

Kristie will be speaking regularly with the OASIS Team leaders and PVH Department Directors to get the latest scoop on your DO IT Meetings and other efforts to make PVH a great place to work and receive services. The newsletter will be available on the intranet and internet, emailed to staff, and in wall-mounted holders throughout the hospital. Please share updated information about what your groups have been doing and the progress you've made, so others can learn from your experiences, be inspired by your ideas, and celebrate your accomplishments. You can reach Kristie at klibby@pvhme.org or 794-7324.

Ready for Disaster



Several PVH staff members have been trained to be part of a new decontamination team for the hospital. This team would respond in a chemical incident in which our patients or staff needed to be decontaminated. The group held a drill, recently, to test the equipment housed in the portable trailer owned by the hospital. Rusty Dicker, Mark Robinson, Pete Merritt, and Rusty Burnham all completed the training to be part of the team.

January:

Cervical Health Awareness Month
Glaucoma Awareness Month
National Birth Defects Prevention Month
National Radon Action Month
Thyroid Awareness Month
National Folic Acid Awareness Week

February:

AMD/Low Vision Awareness Month
American Heart Month
International Prenatal Infection Prevention Month
National Children's Dental Health Month
National Wise Health Consumer Month

Feb. 1-7 World Salt Awareness Week
Feb. 7-14 Congenital Heart Defect Awareness Week
Feb. 7-13 Burn Awareness Week
Feb. 14-20 Children of Alcoholics Week

Feb. 5 Give Kids A Smile Day
Feb. 5 National Wear Red Day

The people you know — the care you trust.



"Everything for me was done in a way that made me feel that I was in very good hands. Every person I came in contact with was great, whether it was housekeeping, doctors, nurses, or the kitchen help. I feel lucky to live close to such a wonderful hospital."

"All needs and services were met exceptionally well. Great service from the staff and doctors. An excellent facility!"

"Everything was handled well, and I was very satisfied."

"The staff members were very pleasant and made my stay very comfortable."

"Do not change a thing. You're doing it all."

"I liked the fact that the doctor took the time and did a great job explaining my problem."

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