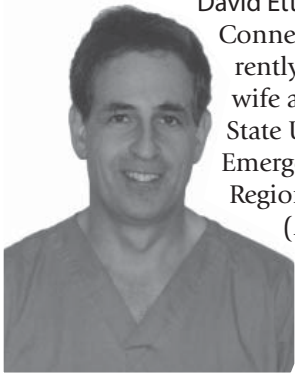


Community HEARTBEAT

BURLINGTON CHESTER ENFIELD HOWLAND LEE LINCOLN LOWELL MATTAWAMKEAG MAXFIELD PASSADUMKEAG SEBOEIS SPRINGFIELD WEBSTER PLANTATION WINN
 PENOBSCOT VALLEY HOSPITAL LINCOLN, MAINE WWW.PVHME.ORG (207) 794-3321

WELCOME TO TWO NEW ER DOCS

Two new physicians are providing care for patients in the Emergency Department of Penobscot Valley Hospital. Both have a long history of experience in Emergency Medicine.



David Ettinger, MD

David Ettinger, MD, was born in Hartford, Connecticut and was raised in Ohio. He currently resides in Camden, Maine with his wife and four children. A graduate of Ohio State University, Dr. Ettinger's specialty is Emergency Medicine. Dr. Ettinger is also the Regional Medical Director for EMS Region 6 (Mid Coast Region). He enjoys fishing and hiking, and in his spare time, he coaches youth basketball, soccer, and softball.

Paul Turnquist, MD, hails from Texas City, Texas. He currently resides in Boxford, Massachusetts with his wife and 2 boys, who are 18 and 15 years old. Dr. Turnquist's specialties are Family and Emergency Medicine. He earned his medical degree at the University of Pittsburg. The 54 year old is also a U.S. Airways pilot and a flight surgeon for an Air National Guard Unit in Massachusetts that flies F-15s. He has a private practice and has done work in physics and engineering. In his spare time, Dr. Turnquist enjoys kayaking, sailing, SCUBA diving, and many other water sports.



Paul Turnquist, MD

Chief of Emergency Medicine Dr. David Dumont said both physicians are very experienced. "These two men are doctors we've known for a long time, and they're both great fits for the PVH Emergency Department and the greater Lincoln community."

A NEW LOOK ONLINE

PVH has a new website featuring updated information and some helpful, interactive features. The new address is www.pvhme.org, and you'll find lists of physicians and services, contact information, links to our newsletters, details on how to donate to PVH and a unique service called "Online Greeting Cards" on the site.

From any computer with online access, you now can send a greeting card to any patient at PVH. The cards are printed each day and distributed by staff and volunteers. It's a way for loved ones to have immediate access to patients in our care, the response to the cards has been overwhelmingly positive.

Keep an eye on your local paper, because soon, PVH will be sponsoring a drawing contest for local kids. The winning drawing will be featured on the PVH Online Greeting Cards page, and people will be able to choose the image as the front of their card. We'll have information on the contest on our website, as well.

Job seekers will find some helpful items on the new website, too, with printable applications, job listings, and information on applying for positions at PVH.

Billing Help
 Directions to PVH
 Email the CEO
 Patients & Families
 Giving to PVH
 Online Greeting Cards
 Phone Directory
 Find a Physician
 Services

Patient Greetings

Let a patient know you are thinking of him or her.

PVH makes it easy for you to send a message to a patient. Just click on the card of your choice below, and fill in the blanks. Include as much information as you can, and we will do the rest.

Please keep in mind that this is the equivalent to sending a post card. We cannot provide confidentiality. Please do not include any personal, medical, or diagnostic information on your greeting.

PVH cannot respond back to you on behalf of a patient, nor do we provide outgoing email services to our patients. We also cannot confirm delivery of e-cards to patients, but we will do our very best to make sure your message is conveyed. Delays in delivery may occur, especially during weekends and holidays.

Step 1 of 2: Select a Patient Greeting

WINTER BLOOD DRIVE

The American Red Cross will be at the hospital from 11 a.m. to 5 p.m. on December 19th, giving local folks the chance to conveniently give the gift of life. You must be 17 and at least 110 pounds. It only takes about 10-15 minutes to give blood, and you can reserve your spot today by calling PVH Central Scheduling at 794-7270.

Penobscot Valley Hospital

The people you know — the care you trust.

Home About Us What's New Jobs at PVH Contact Us Thank You

Billing Help
 Directions to PVH
 Email the CEO
 Patients & Families
 Giving to PVH
 Online Greeting Cards
 Phone Directory
 Find a Physician
 Services

What's New at PVH

- Watch out for Moose
- New Chief of the Medical Staff at PVH
- PVH Wins "Best Workplace Award"

Online Features

- Make a Donation
- Patient Greetings
- Net Nursery
- Calendar

Penobscot Valley Hospital in Lincoln has been serving the community for more than 30 years with a wide variety of services and treatment options. We strive to provide the highest quality care in an efficient, caring, and professional manner.

It's our goal to be your healthcare resource for all your

You can send e-cards to PVH patients using the new online greeting service on our website: www.pvhme.org.



CEO's CORNER

DAVID A. SHANNON, CHIEF EXECUTIVE OFFICER

To our hospital family and neighbors,

This season has been one of renewal at PVH, with new ideas, new leadership, and new objectives. Our long-time Chief Nursing Officer, Penny Kneeland, retired in September, and although we will miss her guidance, wit, and expertise, we wish her well as she starts this new chapter in her life.

Joining the PVH Leadership Team this fall are Chief Nursing Officer Karen Mueller and Senior Director of Ancillary Services and Business Development Joe Grant. Both executives come to PVH with a wide array of experience and skills to help promote the values and goals of your community hospital.

I want to thank everyone for helping make the First Annual PVH Golf Tournament a success. Together, we raised more than \$9,600 for the hospital, which will go toward the patient room renovations that are part of the 2007 Annual Fund goals. We hope to raise enough money to add new televisions, visitor chairs, bedding and curtains, and new end tables to our patient rooms. Studies have proven that the more comfortable and at home hospital patients are, the more speedy their recovery. Thank you to every golfer and sponsor, and we look forward to seeing you again at JaTo Highlands in August 2008.

The PVH Board of Directors, physicians, Leadership Team, and department Directors have been engaged in strategic planning in recent months, and we are tackling some significant projects. Last year, the community helped us purchase two, new ambulances. As we look ahead into 2008, we are taking significant steps toward improving patient satisfaction and customer service. Much of the next calendar year will be spent revamping how we deliver services to make sure every PVH employee is doing everything he or she can to improve our patients' experience at PVH.

As our mission statement says, "PVH exists to provide quality health care and to serve as an educational and referral resource that meets customer needs." These next months, and the results of our strategic planning efforts, will help define how we can meet our customers' needs. I look forward to reporting our progress, and I welcome your suggestions.

In the meantime, I wish the residents of Penobscot County a season full of thanks and cheer. This has been a year of incredible change and remarkable accomplishments at PVH, and I am grateful for the community's support in our mission delivery.

Best wishes for a safe and healthy holiday season,

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.**

THANK YOU NOTES

I was on vacation, and I could not have received better care than I received at PVH. I have never been in a hospital as nice. Everyone was kind, courteous and extremely professional.

Anonymous

Within the past 6 weeks, I have been in 3 other emergency departments. The ED staff at PVH is outstanding in their care and compassion for people who seek medical attention. The staff are competent and confident. They are attentive and make patients feel comfortable. I would bring any member of my family here.

Anonymous

NEW VOLUNTEER PROGRAM

PVH has been giving a boost to its volunteer program, utilizing some new categories of people willing to offer their time to the hospital and our patients. Several teenage volunteers are helping out, doing everything from filing to playing games with patients to help them pass the time. Some of these students donate their time just for fun and for the experience, but others are actually getting school credit for their efforts. Our new PVH Work Study program allows young people who are interested in the health-care field to get some first hand experience in a hospital setting. PVH is fostering the Work Study program in a variety of schools and towns.

Leading our volunteers is the new PVH Volunteer Coordinator, Rusty Dicker. "It's so rewarding to help these kids get a bird's eye view of the industry, and they make a huge difference in the lives of our patients." Dicker also supervises our adult volunteer program and is the hospital liaison to the PVH Auxiliary, which meets once a month and supports the hospital through fundraising events, community service, and awareness activities.

If you'd like to volunteer at PVH, contact Rusty at 794-7326 or rdicker@pvhme.org.

QUILTS FOR KIDS

PVH is lucky enough to have a number of volunteers who make gifts for patients. One of those volunteers is Janice Currie of East Millinocket, who has been making small quilts for young patients. Currie was inspired by her own granddaughter, who was given a small blanket when she was transported to the hospital by ambulance years ago. The young girl was suffering from an asthma attack, and she clung to that little piece of cloth with all her might.



Currie saw a need and she estimates she's made more than 300 of the little quilts for kids at PVH. PVH is a better place because of the generosity of people like Janice Currie. It takes more than just medicine and expertise to provide the best care—it takes heart and compassion, and volunteers are part of the heart of PVH.



PVH's Chief Financial Officer, AnnMarie Rush (right) presents a check to Pastor Keith Cushman and Nancy Whitney, board members of the Lincoln Regional Food Cupboard.

SPARE CHANGE FROM PVH EMPLOYEES

Spare change is making a difference for the Lincoln Regional Food Cupboard. Over several months, employees and visitors at Penobscot Valley Hospital have been placing their spare change in a container by the cash register of the PVH cafeteria. That change has been adding up, and in August, it reached over \$100.

The PVH Leadership Team also wanted to show its support for the local, charitable organization, so the hospital matched the spare change donation. On Tuesday, August 18th, Chief Financial Officer Ann Marie Rush presented a check for \$200 to the Lincoln Regional Food Cupboard. "So many people in this community just need a helping hand once in a while, and the food cupboard is there for them," says Rush. "We want to help further that mission, because like the food cupboard, PVH exists to help people stay healthy and well."

The Lincoln Regional Food Cupboard is open on Tuesdays from 9-11 a.m. This winter, the hours will be extended to 9 a.m. to noon. This time of year, the cupboard helps about 25 families each Tuesday with free food and clothing. During the winter, that number reaches up to 50 families a week.

It was a terrible thing that left us stranded in Lincoln, but a blessing (that it happened here). We have never felt the warmth and friendship from so many wonderful people. Yes, it is your job at the hospital, but many of you went far beyond your jobs. We were invited to a home for a family night, visited at the motel and met family and afforded help while awaiting the return of our daughter from her hunt in New Foundland.

Yes, she did get a moose for her dad and a caribou for herself. We can never thank you all enough, other than to do for others what you have done for us.

God bless you all,
David and Diana Schultz of Wisconsin

NATIONAL RECOGNITION FOR PVH

Penobscot Valley Hospital has been recognized as a national leader in healthcare service quality. Avatar International, Inc. presented the award to the Lincoln hospital for "exceeding patient expectations". Avatar International is a surveying organization utilized by many hospitals to measure patient satisfaction.

In making the announcement, the CEO of Avatar, Michael Everett, Ph.D., said, "The hallmark of exceptional service to patients is to consistently meet or exceed their expectations—not always an easy task. Penobscot Valley Hospital has demonstrated that it exceeds its patients' expectations in a tangible and measurable manner. As a winner of Avatar's Exceeding Expectations Award, I gladly congratulate PVH for its continued and impressive efforts to put patients first."

"We are very happy to accept this award," said hospital CEO Dave Shannon. "PVH has made a tremendous effort to improve patient satisfaction levels, and these survey results show that our staff has gone the extra mile to give the best customer service and patient care."



Emergency Department Director, Jill Bouchard; Dr. David Dumont; and Nurse Manager Kathy Frodahl accept the Avatar Award on behalf of the patient care team of PVH.

ANNUAL FUND 2007

Like many rural hospitals, Penobscot Valley Hospital serves as a "Critical Access Hospital," providing emergency and primary care to more than 6,000 households in northeastern Maine. In addition to the 14 towns served by PVH, the hospital also serves as the primary care provider for thousands of visitors to the Lincoln Lakes Region.

Each year, over one thousand residents and visitors to Penobscot County are admitted as inpatients to PVH. In 2006, those admissions translated into 5,257 patient days at PVH. Each patient room at PVH is utilized to meet demand, and each patient receives the optimal care and treatment.

There is no doubt that the caregivers at Penobscot Valley Hospital provide high quality, personalized medical care. However, the surroundings and accommodations leave something to be desired. The PVH Board of Directors has approved plans to make much-needed improvements to enhance patient comfort and visitor satisfaction. These goals include: new televisions, new lighting fixtures, new patient furniture and guest chairs, new curtains & bedding, bathroom faucets, and painting & artwork to brighten each room. The total cost of the proposed improvements is \$96,100.

To date, PVH has raised \$35,000 from individuals and local businesses toward the necessary improvements. Your gift to the Annual Fund will provide a wonderful year-end tax write-off for any dollars received by PVH before December 31, 2007. And, perhaps most importantly, your generous support will answer an obvious need to improve the comfort and atmosphere for PVH patients and their families. Please respond today by sending your gift in the Annual Fund envelope provided. Thank you for your continued support of PVH!

UPCOMING EVENTS

Join us for the PVH Auxiliary Tree of Life lighting at 6 p.m. on Thursday, December 6th.

You can remember or honor loved ones by purchasing an ornament to be placed on the tree. Each colored light on the tree represents a gift of \$2.00 or \$5.00, and for each \$10.00 donation, a white light will adorn the star on top of the tree. Donors and their loved ones will also be recognized on a display in the hospital lobby. All the money raised through the Tree of Life will support meaningful projects at PVH, including free canvas nursery bags for newborn families, children's books, tray favors for patients, and scholarships for local students. Mail your Tree of Life donation to: PVH Auxiliary, P.O. Box 368, Lincoln, ME 04457.

THANK YOU ALL ANNUAL FUND 2006 DONORS

Gifts received prior to March 31, 2007 are listed below.
Please call 794-7324 with questions or corrections

Manoucher Afshari, MD
Jocelyn Alasaas
Carl Alessi, MD
Anonymous
Anonymous — In memory of Beatrice Daigle
Aubuchon Hardware
Babson Capital Management, LLC
Bangor Hydro Electric Company
Bangor Savings Bank Foundation
Allison Bankston
Doris & Earle Bates
David & Nancy Bean
Omar Bean
Fred and Sandra Beck
Clyde & Jean Bickford
Elizabeth Bickford
Jill & Jason Bouchard
Jane Brann
Brenda Brehaut
Caroline Breznyak
Lori-Jean Brown
M. Janelle Burgoyne — In memory of Clayton Wayne Harris Sr.
Gordon Burnham
Patricia Burnham
Ellen Butterfield
Doris Carney
Barbara Caron — In memory of Lawrence "Joe" Caron
Chandler Lake Raffle
Hervey Clay
Winifred Clemons — In memory of Alfredo, Ann, and Blaine Clemons
Cole Whitney Ford
Robert Cole — In memory of Gladys Johnson Cole
Michael Corbin
Dahl-Chase Pathology Associates
Davis Family Foundation
Laurel Deveau
Donna Dicker
Douglas & Norma Dill — In memory of Maria Dill
David Dumont, MD & Melaine Fox
Earth's Bounty Natural Foods
Joseph Edwards
Amin El-Mallawany, MD
Eva & Judy Fogg and Jane & Russ VanArsdale — In memory of Alec Fogg
Jessica & Kirk Fogg
Dorrice Foss — In memory of Stanley C. Foss
Lisa French
Friends of The Lincoln Library
Judith Galm
William Gardner
Diane Gasch — In honor of Howland EMT & PVH ER Staff
Gateway Press/Lincoln News
Doris Glines
Jane Goode

Bonnie Gray
Loren, Dereck, Jake & Jenny Hale — In memory of Arthur P. & Doram Lee
Jonnie Hallet — In memory of Clayton Wayne Harris, Sr.
Hannaford
Dorothy Harding & Cecile Pelletier
Nancy Harris — In memory of Clayton Wayne Harris, Sr.
Wayne Harris — In memory of Clayton Wayne Harris, Sr.
William Head
Angela Helms
Linda Ilse
Harold Inman
Dr. Sarah & David Irving
J.K. Vose, Fine Jewelers
Johnson Johnson Crabtree Architects, P.C.
Cathy Kecki
Paul & Tracy Kelley
Joan Kirkpatrick
Frank & Guila Kirsch
Douglas & Barbara Kneeland
Penelope & Stephen Kneeland
Penelope Kneeland
Jeanette Lancaster — In memory of Victor Lancaster
Theodore Landry — In memory of Maxine Sheedy Landry
Louise Leighton
Trudy Libby
Ursula Limric
Lincoln Chiropractic Center
Lincoln Maine Federal Credit Union
Edgar Mace
Machias Savings Bank
Mainley Rent To Own, Inc.
Amie Mallet
Carol Marino
Gilberte Mayo
Milledge & Myrna McConnell
Michael McFalls
Lucy McNally
LuAnn McPhail
Meridian Mobile Health/Capital Ambulance
William & Carolyn Merrit
Eric Metzler, MD
Paul Michaud
Rodney & Shelda Milner
Hillie Moody
Atwood Moore — In memory of Alice & Atwood Moore Jr.
Carolyn & Ray Moore
Kathleen & Jason Neal
Noah Nesin, MD
Terrina Nicholson
Todd O'Brien, DPM
Arlene Parker — In memory of Willard & Michael Parker
Melissa Pelkey

Leonard J. & Rena Pelletier
Penobscot Valley Hospital FHHP 5071
Jodie Perfect
Possibilities
Leland & Phyllis Priest — In memory of our son, Michael Priest
PVH Nursing Staff — In honor of the PVH Physicians
Don Ramsay — In memory of Joanne Ramsay
Debra Rancourt
Ellen & Lawrence Reed
Robert & Catherine Reymer — In memory of Galen Stevens
Virginia Rich — In memory of Clayton Wayne Harris, Sr.
Rockport Fire Department
AnnMarie & David Rush
Barbara & Cedric Russell
Lynn Sanderson
Kathleen Schneider
Joan & Roland Scribner
David & Nancy Shannon
John Shannon, DO & Amy Wade
Ellen & John Simone
Nancy & Robert Smalley
Maria Smith
Paul & Brenda Smith
Spectrum Medical Group
Stephanie Stanley
Steaks N' Stuff
Stephen & Tabitha King Foundation
Lawrence & Joan Sturgeon
Subway
Brenda Sutherland
TD Banknorth Charitable Foundation
Donald & Joyce Theriault — In memory of Clayton Wayne Harris, Sr.
Elizabeth & Frederick Thomas — In memory of Clayton Wayne Harris, Sr.
Patricia Thompson — In memory of Richard F. Thompson, Sr.
Thorton Brothers, Inc.
Town of Lowell
Treeline Inc.
Gilbert Tremblay
USW Local 4-0396
Andrew & Betsy Vanadestine — In memory of Clayton Wayne Harris, Sr.
Dena Ventucci — In memory of Clayton Wayne Harris, Sr.
W.T. Gardner & Sons, Inc. — In memory of Clayton Wayne Harris, Sr.
Wal-Mart
Pauline Webster
Burton & Jacqueline Weed
John Wermer
Wing Wah Restaurant
David Woodbury
Fred & Shelia Woodman
Mary Woodward
Edwin Woolley III



SURGICAL TOURS

Having surgery can be a stressful process for any person, and Penobscot Valley Hospital is hoping to ease some of those worries and educate the community about surgical services. The Lincoln hospital added a new surgical suite in 2006 with expanded patient areas, larger operating rooms, and enhanced technology.

"It's a never ending process of improvement," says Surgical Services Director Brenda Sutherland, RN. "We are constantly striving to make sure PVH offers up-to-date surgical services to our patients."

Our physicians are ready to help you with your surgical needs. Dr. Afshari's office is open for surgical visits and referrals Monday through Thursday from 8 a.m. to 5 p.m.

In addition to working with your family physician, we encourage you to inquire about surgical services directly through the hospital. Throughout the year, PVH will be making tours of the new surgical suite available for groups and individuals who want to learn more about the PVH Surgical Services. To set up a tour, please call the PVH Central Scheduling Desk at 794-7270.

PVH COLORING CONTEST

Calling all young artists! Your drawing could be the one chosen to be part of the online PVH greeting cards. The winner of this year's competition will be featured on the new PVH website for up to one year after the coloring contest ends. Any child 10 and under is invited to compete. All you'll need is an 8 ½ by 11 piece of white paper and whatever you like to draw with—crayons, markers, colored pencils, or even pastels.

The winning drawing in this year's PVH Coloring Contest will be on display in the Online Greeting Card section of www.pvhme.org, so your artwork could be on the front of cards delivered to PVH patients. To enter the contest, send your drawing to: Penobscot Valley Hospital, Coloring Contest, P.O. Box 368, Lincoln, ME 04457

You can also drop off your drawing at PVH Patient Registration in Lincoln. The deadline is Friday, December 14th, and remember, all entries must be on an 8 ½ by 11 inch piece of white paper. The winner will be decided by the PVH Senior Leadership Team. Here's a tip: make your drawing colorful and cheerful. The patient greetings are designed to brighten the day of hospital patients, so make the images vibrant and fun.

SURGICAL SERVICES PROVIDED AT PVH

General and Abdominal Surgery

- Appendix
- Gallbladder
- Colon Surgery
- Liver/Pancreas
- Laparoscopic procedures
- Breast Cancer Surgery
- Hernia Surgery

Obstetrics and Gynecology Surgery

- Bladder Suspension
- Abdominal or Vaginal Hysterectomy
- D & C/Thermal Balloon Ablations
- Diagnostic Laparoscopy
- LEEP Procedure
- Diagnostic Fertility Testing
- Caeserean Sections
- Sterilization Prosedures/ESSURE

Orthopedic Surgery

- Carpal Tunnel
- Hand Surgery
- Arthroscopy (knee)
- Shoulder Manipulation

Scope Procedures

- Screening and Diagnostic

Colonoscopy

- Gastroscopy
- Prostate Biopsy
- Urinary Bladder Cystoscopy

Eye Surgery

- Cataract Surgery
- Eye Lid Procedures

Tonsil Removal

Podiatry (Foot) Surgery

- Bunions
- Hammer Toes
- Bone Spurs
- Joint Replacement of the Toe

Vascular Surgery

- Varicose Veins
- Dialysis Access
- Thyroid Surgery