



Allison Bankston Takes on a New Challenge



Senior Director of Marketing and Fund Development Allison Bankston has accepted a position as a Project Manager for the Northeastern Regional Resource Center, a division of the Centers for Disease Control and Prevention. The team she will be leading will be housed at Eastern Maine Healthcare's offices in Brewer, just 3 minutes from her home, and the group will be teaching emergency preparedness and disaster plan development to nursing homes and other facilities that care for seniors in our state. Allison's last day at PVH is October 22.

"I have made some wonderful friendships here in Lincoln, and I'm extremely grateful for the opportunities I had to learn new skills while I was here," says Allison. "That's the wonderful thing about working for a Critical Access Hospital--you have the chance to do a wide range of work and learn so many different things." While working at PVH, Bankston has

served as spokesperson for the hospital and represented PVH on a wide range of boards and community groups. She has supervised the marketing and image of the hospital and PVH's publications and promotional materials as well as overseeing and assisting in many other aspects of the hospital at different points in time, including wellness, emergency preparedness, service recovery, patient complaints, public and media relations, and physician recruitment.

Safe Transfusions at PVH by Scott Warner

Safe blood transfusions depend on identifying the right patient. About half of transfusion fatalities happen because the wrong patient or unit was identified, and as little as 50 mL (about 3 1/2 tablespoons) of ABO-incompatible blood can kill a patient. These identification errors can be undetected, since two thirds of the time blood is likely to be ABO compatible (an A patient can safely receive type O, etc.).



To make transfusions safer, PVH is implementing the Bloodloc Safety System, listed by the Agency for Healthcare Research and Quality as a way to mistake-proof healthcare. Bloodloc is a barrier designed to prevent a unit being transfused to the wrong patient. The Bloodloc system detects identification errors. A ten-year study at Dartmouth Hitchcock of 100,000 transfusions detected 35 errors. At another setting during the first year of use the system prevented three fatalities in almost 5,000 units given. Bloodloc is estimated to reduce the risk of fatal mistransfusion from 1 in 600 thousand to 1 in 8 billion. How it works is simple. When a crossmatch specimen is drawn, a unique three-letter code is added to the patient wristband. When the unit is dispensed to nursing, the blood bag is placed in a bag sealed with a plastic, single-use padlock. In order to retrieve the unit for transfusion, the attending nurse has to open the padlock by entering the code on the wristband. Such a behavioral constraint to prevent human error adds a predictable, controlled step that can save a life. Cost: \$4 a lock.

Congressional Visits to PVH



Sen. Olympia Snowe (R)
and CEO David Shannon

Congressman Mike Michaud (D), Senator Olympia Snowe (R), and Senator Susan Collins (R) have all paid visits to PVH in the last couple of months. The congressional delegation came to get a better look at the progress PVH has made in terms of technology, the physical building, the new helipad, ED renovations, medication safety upgrades and other improvements in the last year.

Each of the members of Congress also spoke with Senior Leadership at the hospital and a number of guests such as board members and people who live in the community, including Denise Wotton (pictured right) who provides the education called "Look Good. Feel Better" at PVH. Her program, in connection with the American Cancer Society, helps women who are undergoing treatment for cancer learn

how to use makeup and wig techniques to enhance their appearance. Denise has also been an outspoken member of the community in support of PVH.



Congressman Mike Michaud
(D) and Community
Member Denise Wotton

All three delegates have shown their support for PVH in a variety of ways including working toward new legislation to increase reimbursements and fund equipment needs.

Diabetes Education

Pharmacist Bob Genest speaks to the Diabetes Support Group in Lincoln about medication safety during one of the group's regular meetings. The Diabetes Support Group is free to the public and meets on the fourth Tuesday of every month at the PVH Rehabilitation & Wellness Center in downtown Lincoln, across from Marden's, starting at 10:00 a.m. At October's meeting PVH Physical Therapist Matt Bouchard will speak about exercise and safety.



Employee Appreciation



Ken Chambers from PVH Food Services takes care of the bar-b-que on the day of the PVH Employee Appreciation Day Picnic. Employees from all shifts came to the meal, and additional treats were brought in for the night staff.

CEO's Corner



We have seen many changes here over the last couple of years. Most recently we have added telemedicine in the ICU and for trauma in the ER. We also added remote 24 pharmacy coverage. We signed an agreement with a CRNA firm that will give us the ability to cover vacations and sick time, when needed. We are in the process of recruiting physicians to fill positions in our Rural Health Center, expanding our Hospitalist Surgical Services. Our Rehab Department has installed a new electronic medical record system. These changes, although sometimes unsettling at first, will all result in ensuring the best patient safety, care and coverage at our hospital.

At our last Department Manager meeting, it was decided to take on the local food cupboards in our region as a community cause. We have already been holding occasional bake sales and collecting change for the Lincoln Regional Food Cupboard at the register of our cafeteria. This coming year, we want to do even more for these outlets which help people in our local area.

Our Senior Director of Marketing and Fund Development has resigned from her position. Allison Bankston's last day at PVH will be on Friday, October 22. Allison has made a lot of positive improvements and overseen a large number of projects during her four years at PVH. Please join me in wishing her well.

Finally, thanks to our outgoing Service Excellence Advisors who have been helping us with our DOIT meetings and other customer service work in the hospital for the last year. We appreciate everything you have done to make PVH a better place to work and receive care. Welcome, also to our new SEAs. Thank you to both the former & current SEAs for making the commitment to helping PVH improve.

David A. Shannon, Chief Executive Officer

Improvements in Flow and Pain Management



Sandra Stahl, RN, EMT

The Emergency Services Department is working on two Quality Improvement Projects that have already shown significant success. One is to improve the satisfaction scores of pain management scores, and the other is to improve the triage times of ED patients awaiting care.

The pain initiative was lead by Heidi Wheaton, RN in collaboration with other staff. There were educational sessions, changes to the initial nursing assessment, monitoring of the Avatar scores and the initiation of new pain educational materials for patients. The staff was kept up to date on the current status of the scores, and the numbers have improved for the last two months. PVH plans to sustain the process by adding the education for new employees and placing posters in the ED treatment

rooms. The Triage study is another project in Emergency Services that strives to improve triage times to less than 10 minutes. The staff members looked into best practices, reviewed the current documentation, and changed the triage assessment tools to reach their goals. The project was lead by Laurel Deveau, RN with collaboration from others.

Golf Tournament Raises \$18,000



Thanks to all our golfers, sponsors, and staff who helped organize and put on the 4th Annual PVH Golf Tournament at JaTo Highlands in Lincoln. The annual hospital fundraiser was a big success this year, bringing in more than \$18,000, which was about a \$4,000 leap from last year's total. We had a

total of 84 golfers, and thanks to many local businesses and vendors, we were able to offer some fabulous player and raffle prizes. Thanks also to JaTo Highlands for hosting the event and for all their help on the day of the tournament and to our Food Services staff for the great meal at the end of the tournament.

Former Board Members Honored



Two former board members were honored recently for their long-time commitment to PVH. Stephanie Stanley & Cathy Severance were both given a special clock with the PVH logo to commemorate their departure from the hospital's governing body.

Board President Fred Woodman (left to right), Former Board Member Stephanie Stanley, Former Board Member Cathy Severance, and CEO Dave Shannon

New Hires

Rich Pante'--Medical Records Clerk
Amanda Hesseltine--Patient Registration Rep
Jessica Levesque--RN
Carl Alessi--Medical Director, Rural Health Clinic
Jamie Stiehl--RN
Carl Birt--Maintenance/EMT
Sherry Campbell--House Manager
Lynn Lane--Medical Records Clerk
Benjamin Cyr--Respiratory Therapist
Kenneth Lovdahl--EMT

Health Observances

November

Alzheimer's Disease Awareness Month
Diabetes Month®
Epilepsy Awareness Month
Family Caregivers Month
Home Care Month
Hospice Month
Hospice/Palliative Care Month
Lung Cancer Awareness Month
Pancreatic Cancer Awareness Month
Prematurity Campaign
Sexual Health Month

Nov. 1-7--Diabetes Education Week
Nov. 1-7--Medical-Surgical Nurses Week
Nov. 1-7--Urology Nurses and Associates Week
Nov. 7-13--Allied Health Professions Week
Nov. 7-13--Aspiring Nurse Leader Week
Nov. 7-13--Health Info./Technology Week
Nov. 7-13--Mental Health Wellness Week
Nov. 7-13--Patient Transport Week
Nov. 7-13--Radiologic Technology Week®
Nov. 8-14--Perioperative Nurse Week
Nov. 14-21--Bladder Health Week

Nov. 18--Great American Smokeout®
Nov. 20--Family Volunteer Day

December

Safe Toys and Celebrations Month

Dec.1--World AIDS Day

The people you know — the care you trust.

"We would like to thank your incredible ER staff for the wonderful treatment my husband received. Even though we arrived after midnight, we were treated with the utmost care throughout the entire experience."

"I must say how impressed I was with my surgeon, Dr. Samer Sbayi. His surgical expertise, professionalism, and genuine concern for his patient's comfort were unequalled in my experience, as well as his attentive follow up care. PVH is very fortunate to have him on staff."

"The nursing staff was excellent. I vividly recall their attentiveness to to my post surgical needs and discomforts."

"The staff was quick to respond to any request or questions I had and were not only cheerful and efficient but also made you feel like you had a new friend. That extra TLC goes a long way in making a hospital more pleasant."

"All staff were very professional. The nursing staff was extremely helpful and accomodating."

