



Wal-Mart Gift to PVH



Our recent PVH Golf Tournament was a great success, raising more than \$13,000 overall. Several organizations and businesses gave *after* the event. The biggest of these donors was our local Wal-Mart in Lincoln, which gave \$1,000 for patient room improvements, as part of Annual Fund 2008. Senior Director of Marketing & Fund Development Allison Bankston picked up the check from Barbara Dicker, who handles community relations for the store.

The Lighting of the Tree of Life

Join us for the annual Tree of Life Celebration outside the hospital on Thursday, December 4 at 6 p.m. This event, sponsored and organized by the PVH Auxiliary, raises money for a variety of programs, including the auxiliary's scholarship program.

Colored lights can be purchased for \$2 and \$5, and for each \$10 donation, a white light is added to the tree. Music will be provided by young people from Mattanawcook Academy, and we will have refreshments for everyone in the cafeteria after the tree lighting. For more information on the event, contact Project and Volunteer Coordinator Rusty Dicker at 794-7326.



Are You Managing Up?

When was the last time you *managed up*? This means taking the time to build a relationship with your supervisor or boss by better understanding his or her goals and obstacles. It also means remembering that your boss needs to hear the good as well as the bad, just like you do.



When was the last time you told your boss he or she was doing a good job? Brought to light a great success and how much it meant to your department or thanked your boss for all he or she does to help you succeed? Bosses need to hear compliments, too, and you might find it drastically improves your relationship with your supervisor. So the next time you're feeling as though your department is lacking in morale or that you're not feeling connected with your department head, try a little encouragement. You might find it does as much for you as it does for your supervisor.

Teddy Bear Clinic

PVH is holding a Teddy Bear Clinic for kids in Kindergarten to Second Grade. The clinic from 9-noon on Saturday, Nov. 15 will help young people better understand what happens when you go to the hospital. For more information, contact Sue Johnstone at 794-7184.



PVH Celebrates 35 years of Service



2008 marks the 35th year that our hospital has provided services to the Lincoln Lakes Region, and we're marking the occasion with a really big cake and the unveiling of our new founding donor wall, which will be placed in the main lobby. Staff, the community, our board, and our donors are all invited to join us for the celebration on Wednesday, November 19 from 2-3 p.m. PVH has gone through a lot of changes in the last 3+ decades. Did you know, in the early years of the hospital...

- A hospital employee donated money in the names of several of her goats.
- Our first computer was named "Fred" and was equipped with a shower to keep it cool.
- In 1973, 35 women started the PVH Auxiliary, and there were 173 members by year's end.
- In the first few years, the auxiliary raised enough money to purchase a heart pressure monitor, audio-visual machinery, and equipment for the Howland-based ambulance.
- A weekend open house in 1973 (our first year) drew between 2,000 and 3,000 people.

Sharing Knowledge with Young People

One of our many goals for the coming year is to better engage the community and involve them in what Penobscot Valley Hospital is doing, and one way we've started this process is to offer regular tours to area schools, to give young people a chance to see, first hand, what PVH has to offer.

Recently, a group of kids from Kingman Elementary School visited PVH and had a chance to visit with one our of new surgeons, Dr. Samer Sbayi.

Also, Pharmacist Bob Genest showed them how nursing and medical staff members utilize the Pyxis system to dispense and track medication. If your child's class would like to visit PVH, contact Allison Bankston at 794-7124 or Jessica Fogg at 794-7324.



Pharmacist Bob Genest explains to a group of young people how the hospital's Pyxis room helps nurses and doctors track medications.

PVH Exceeds Patient Expectations



PVH has received an award from Avatar International for Exceeding Patient Expectations. Avatar is the surveying organization which contacts our patients after they are discharged to ask them to rate our services. This is the second year in a row that PVH has won this award, and we captured the honor in 2002, as well. Allison Bankston says this honor shows that our customer service efforts through the Service Excellence initiative are making a difference.

New Hires

Kenneth Chambers
Cook

Pearl Bledsoe
House Manager

Ashley Stratton
ES Tech

Samer Sbayi, MD
General Surgeon

Morgan Murchison
Patient Registration Rep

Jessica King
RN

Justin Cloukey
RN

Connie-jo Fiske
RN

Angela Hanscom
CNA

Chris Butler
Maintenance/EMT

CEO's Corner

To Our Hospital Family,



It hardly seems possible, but we're headed into the holiday season. Next week, our employees are working together in teams to provide a couple of fun activities for the community.

The recently revived Employee Activities Committee is organizing its first event--Trick-or-Treating on Halloween, October 31 from 4-6 p.m. in the main lobby of the hospital. Some of the Food Services crew will be helping provide old fashioned treats for the kids in costume. We're providing a safe environment for people to get these traditional sweets that most people won't accept from houses in their neighborhoods anymore. It should be a lot of fun for everyone involved.

Earlier that same day, a group of employees is organizing a book and bake sale in the main lobby, again, on October 31, from 7 a.m. to 3 p.m. All the proceeds of this event will go to the local food cupboard to help people during what could be a very difficult winter. If you'd like to donate baked goods or books, contact Brenda Sutherland at 794-7333.

PVH, with the support of Dr. Amin El-Mallawany, is very excited to once again be offering childbirth education classes. This six-week course, spearheaded by Assistant Director of Inpatient Services Jana Rolerson and others on the nursing team, will make a big difference to expectant moms and families in the community. We've also had a great response to our recent flu clinics offered to adults in the region through our specialty clinic and at some local schools and other organizations. As we head into flu season, please remember to take extra precautions to prevent the spread of viruses. Please do your best to remain healthy so that we can care for others.

Now that school is back in session, we're opening our doors to local classrooms, and we've already done a couple of tours for area elementary schools. Thanks to everyone who spoke to these groups and made them feel welcome. It's important that PVH reaches out to these young people and their parents so that people in the community have a better idea of what our hospital has to offer.

Many of you have already arranged for a payroll deduction toward our Annual Fund 2008. I appreciate your support, and all the proceeds will go toward patient room improvements. Please remember our 35th anniversary celebration on Wednesday, November 19 from 2 to 3 p.m. in the main lobby, during which we'll be unveiling our new donor wall to honor those who helped start the hospital. Also, the PVH Auxiliary is sponsoring the Tree of Life Celebration on Thursday, December 4 at 6 p.m. I hope you can join us at these important and fun events.

Don't forget to vote on Nov. 4,

Dave Shannon



Book and Bake Sale

Join our PVH staff for a book and bake sale in the main lobby on Friday, October 31 from 7 a.m. to 3 p.m. Proceeds go to the local food cupboard to help people this winter season.



Surgical Tech Steve Arsenault helps with a tour at PVH.

Childbirth Education Returns to PVH

PVH is again offering childbirth education. The latest six-week training started on October 16, and each week, expectant mothers and their significant others are learning important lessons that will help them keep their babies safe, healthy, and happy. Each mom will also learn how to enhance her own health and options during delivery. Assistant Director of Inpatient Services Jana Rolerson is heading up these classes, which are already being received very well in the community. This has been a significant need in the region for quite a while, and PVH is very pleased to make it available to new families. If you're interested in learning more about the program, contact Jana at 794-7332.



Employee Activities Committee



We need your help! The Employee Activities Committee is sponsoring a Halloween Trick or Treating event for area kids. We'll be handing out free, old fashioned Halloween treats for kids like brownies, cookies, and candy apples on Friday, October 31 from 4-6 p.m. in the main lobby. Can you help? Are you willing to dress up and pass out tasty treats or participate in the next committee meeting? Contact Jodi Miller at 794-7125.

Annual Fund 2008

Our yearly fundraiser is in full swing, and several employees have already turned in their payroll deduction forms. Thank you to everyone who is donating a small part of their paycheck toward patient room improvements, such as the new TVs we recently installed. You can give as little as a dollar a pay period--the cost of one soda every two weeks. Every donation makes a difference, and we want to show the community how much our PVH Family supports these efforts. If you would like to make a one-time donation, or arrange for payroll deduction, contact Jessica Fogg at 794-7324.



A Special Note from Leigh Garland



Take care and God Bless,
Leigh Garland

A note to say Hi. I have been out of work since June as I have been diagnosed with Multiple Sclerosis. The neurologist I am seeing thought I would be better than I am right now. On this note, let me say I am certainly better now than when I started but NOT where I need to be. I tire very quickly and have some difficulty walking. I am able to get around, but it really takes a lot of concentration. So if you should see me in public and I do not say hello, it is because I did not see you due to the concentration it requires for me to do any task. As it is right now, it is unknown if I will recover enough from this "flare up" to resume normal activity, or if I will live this way for the rest of my life.

I also have difficulty focusing sometimes and my thoughts tend to run in different directions. Working on the computer is something I usually refrain from as the brightness from the screen bothers me. I want to thank all of you for the well wishes and prayers you have sent my way.

When an employee is on a medical leave of absence, the hospital is expected to protect that person's privacy and avoid publicly disclosing the reason for the absence; however, that does not prohibit the employee from discussing it. Leigh Garland recently sent us this note and asked that it be included in the PVH Employee Heartbeat. She also gave us permission to share her address, which is P. O. Box 134, Mattawamkeag 04459.

The people you know — the care you trust.

"I'd like to thank each and every one of you for the T.L.C. while I was a patient. I really enjoyed my stay."

"The nurses were very friendly and went out of their way to do extra. The food was excellent and very enjoyable."

"All of the attending staff and nurses were of great help and extremely efficient. Dr. Dumont has been our family doctor in the past, and we were very, very pleased to see a well known and loved man taking care of us. Thank you to all."

"The maternity/breast feeding nurse was great. Dietary was very friendly. Overall, staff were respectful and helpful."

"My mother suffered a severe stroke and was admitted to your hospital. The following day, I and other family members met with Stacey White to discuss her treatment. Stacey was very helpful and explained the goals set for my mother's recovery. While visiting mom, Stacey arrived and continued her treatment, even though she was not scheduled to work that day. My mother is on the road to recovery, and it is due to the efforts and kindness of Stacey and the other staff members at the hospital. You should be very proud of your staff, and we look forward to Mom's recovery."

