



Adapting to Change *by Pete Chavonelle, HR Consultant*

From the moment of birth, we begin the process of change. Like it or not, we move from childhood to adulthood, experiencing many stages between. As an adult, the changes continue although increasing in complexity. In short, life happens, and through it all, people come to realize that so much of life is beyond their personal control.

If life itself consists of a continuum of change, why then would we not expect our work to also consist of constant shifts? In order to survive, organizations need to react quickly and steadily to changes. Consider the rapid changes in healthcare technology and how much things will change before that benefit of life-long hard work--retirement.

Although the forces of nature have largely been beyond our control and will continue to be, we can certainly control how we cope with change. The choices are simply to fight or resist, to flee, or to embrace and accept change. Clearly acceptance is the most desirable outcome, as it provides us with an opportunity for growth. We must modify the old adage to, "Nothing is certain but death, taxes, and change!"

In spite of our acceptance, change brings uncertainty, and uncertainty brings fear, anxiety, and, in some cases, extreme stress. All of these reactions are normal. We need strategies to help us deal successfully and thrive during these turbulent times.

The following recommended strategies* may be helpful:

1. Pay attention to self-talk (encouraging statements to one's self), and challenge your mind set.
2. Admit concerns, but don't act out in anger.
3. Acknowledge the challenges, and look for what's positive.
4. Ask questions of appropriate people, and listen to the answers.
5. Keep working. Do something productive instead of just waiting.
6. Give new ideas and new people a chance.
7. Practice effective stress management techniques, like exercise.
8. Upgrade knowledge and skills as necessary to remain a valuable asset.
9. Utilize appropriate professional resources if necessary (EAP, etc.)
10. Stand out by fitting in, in a positive way.



Rise to the challenge of change. Reframe your situation, and view it as an exciting challenge or an opportunity rather than an obstacle. Live in the present, look to the future, and learn from the past. By positively accepting the change in our personal and professional lives, we will add to both the quality and longevity of our years spent on this earth.

The Employee Heartbeat is prepared and published by the Marketing and Fund Development Department. Contact Allison Bankston at 794-7124 for more information.

Annual Fund '09

More than \$16,000 has been collected toward PVH's Annual Fund 2009. The PVH Golf Tournament gave the fund a big boost, but the community and employees have stepped up, offering donations of their own toward the improved Emergency Department, the new corridor, and other upgrades in connection with our helipad project. Thanks to everyone who has been part of this effort, and it's not too late. There's still time to turn in your payroll deduction sheet or to make a one-time donation. For more information, contact Allison Bankston at 794-7124 or abankston@pvhme.org.

New Hires

Mark Joanis, RN

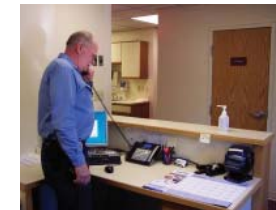
Wanda Smith, RN

Paige Smith, RN

Shae-Lynn Vose, CNA

Kari Clark, RN

A Story about Teamwork *by Kathy Schneider*



Late on a Friday afternoon, a small group of leadership staff, Mike Legere and myself met and decided that from the rumble and tumble of the former podiatry suite would emerge, in 10 days, a fully functional and spotless Ear, Nose and Throat Clinic! Oh my! Mike immediately sprang into action, formulating a plan. He had no choice but to "spring" as he was leaving on vacation that very afternoon. So a quick posse formed of maintenance & environmental services staff, and a task list was speedily crafted. More employees were recruited to work extra days and hours to accomplish all that needed to be done.

It was no small job. Walls needed to be patched, sanded, and painted in seven rooms, two bathrooms and a hallway. Tammy and Ashley were our resident Picassos. Plumbing from a previous x-ray machine required removal. Wires needed to be "run" for 3 computers, 3 phones and a fax machine. Computers and phones had to be purchased. Ceiling tiles required replacement due to previous water damage. Windows and screens needed washing; miniblinds needed repair and re-hanging in addition to rods and drapes. Adhesive had to be scraped off almost every surface. The floors and baseboard required Janet to be on her hands and knees scraping up stubborn areas. Then came the washing, waxing and buffing until the floors shined. All the cupboards were washed by Linda, including the new exam tables which arrived with layers of dust from the warehouse.

So many items needed to be attached to the walls: paper towel holders, soap dispensers, sharps containers, glove racks, and shelves, and many small items were ordered: trashcans, chairs, rolling file totes, scales, digital thermometers, etc. David Larlee was tired of hearing from me. Kate and Mariea were busy in the Specialty Clinic while all the activity was going on in the Medical Office Building, organizing and packing up all the boxes of ENT supplies. Maintenance staff was kept busy walking miles back and forth between the buildings. Too bad the *Walk Before You Run* contest had ended, because there would have been even stiffer competition!

As the rooms started to come together, new challenges arose. First the special ENT chair and accompanying equipment would not fit into the planned room, so everything was backed out and placed in another space. It was still a tight fit but manageable. Then the waiting room furniture needed a good washing. The floor had some stubborn stains, but Otis made quick work of that. The hall carpeting also was given a thorough cleaning which really brightened up the whole place. We scurried around to "borrow" some things--an end table here, a blood pressure cuff there--nothing major. All three desks placed into the clinic were recycled and spruced up, again, by the maintenance staff. So the afternoon before the clinic opened, we were as ready as we could be. A vase of gladiolas on the desk and we were ready to roll. On Wednesday and Thursday 20 patients were seen in the clinic without a hitch. Dr. Miller was extremely impressed and thankful for his new office. He even sent an email to an employee of Mayo Regional, telling them how nice his new office was. Turned out he sent the note to my daughter! Goods news travels fast!

I cannot thank all of the folks involved enough in helping us get this clinic up and going in only 10 days!
To all of you I say: GREAT JOB!!!

The PVH Lab Needs Volunteers

It's that time of year again, when the lab has to validate new lots of reagents, so the lab needs volunteers to give specimens. Each person willing to volunteer will be asked to offer a small, blue-top tube to help the laboratory staff with its patient "normal range" study. In return, you'll receive results of a cholesterol test. To qualify, each donor must: not be taking antibiotics, not be taking blood thinners or anticoagulants, and not be acutely ill.
For more information, contact Lab Director Scott Warner at 794-7119.



CEO's Corner

To Our Hospital Family,



PVH's new hallway is open, and people in our community are starting to get used to using it, instead of passing the Emergency Department rooms. We'll be having a grand opening event later this fall, but until then, please be prepared to help people find their way around the hospital. Permanent signage will be ordered soon, and a new curtain will be installed to block the window which provides a view of the Cardiopulmonary Care area.

October is a month full of health observances, including Breast Cancer Awareness Month, Domestic Violence Awareness Month, and a slew of dates which celebrate the accomplishments of many of our departments and functions, including patient accounting, nuclear medicine, food services, and more. Please check the complete list of 2009 Health Observances on the intranet under "forms" for more information on when your department might want to recognize employees for their hard work.



Although our Employee Activities Committee had planned a fun Halloween event for kids on October 31, PVH has chosen to cancel the event due to the rising number of people falling ill from various strains of the flu. PVH is also asking employees to enter and exit through the garage door and to avoid bringing children (those under 18) to the hospital unless they need medical treatment in the Emergency Department. We hope this will help diminish the spread of the flu in our facility.

A special committee at PVH is planning a health fair at Mattanawcook Academy in Lincoln on November 14. This fair will specialize in information on medication reconciliation which helps people lower the chances of medication errors. Lisa French is leading this effort, so feel free to contact her if you're interested in helping out.

Virginia House is going to be hosting scrapbooking sessions in Conference Room A every Thursday starting on October 22. Bring your books, pictures, and supplies, and plan for a great time sharing ideas and resources. The sessions will run from 4:30 to 6:30 p.m. Occasionally, the sessions may need to be held in another room due to larger gatherings taking place at the same time, so just keep an eye on the conference room schedule. We have a lot of activities and events going on at PVH this season, and I just want to thank everyone who goes above and beyond their expected duties to make PVH a more enjoyable place to work.

Sincerely,

David A. Shannon, Chief Executive Officer

A Special Note of Thanks from Rachel Tolman

I would like to thank everyone who donated money or played in the benefit golf tournament that was held for me on September 20, 2009. I appreciate everyone's support for me and my family. We are fortunate to live in a town where people support each other during difficult times. Thank you all so much!

A Big Thank You to Food Services from Debbie Rancourt

Many thanks to the Dietary Department Staff from the downtown hospital employees. Dietary graciously provided us with goodies on ice cream social day for the past few weeks. The Patient Financial Services and Transcriptionist Staff were especially thankful for the ice cream treats that were provided on one particular Friday. Not only were there ice cream cups but hot chocolate and additional toppings, too. That was our favorite! Thank you for your thoughtfulness.

PVH Wins Three Pinnacle Awards



We're award winners! Penobscot Valley Hospital is receiving three Pinnacle Achievers awards at the Healthcare Service Excellence Conference at the end of October in Nashville for great accomplishments in customer service.

Chief Nursing Officer Karen Mueller will be accepting an award on behalf of PVH's Nursing Care OASIS Team, which calls itself "The Incredibles." Karen was also recently appointed the program director of PVH's Services Excellence Initiative and will be supported by a team including Christine Weymouth, Val Stevens, Debbie Rancourt, Laurie LaFlamme, and Amy Kimball.

The hospital's Health Information/Performance Improvement DO IT Team has won an award, which will be accepted by Medical Records Clerk Lisa Coyle. Lisa is also a Year II Service Excellence Advisor (SEA); she will be attending the Nashville conference with 3 of her fellow SEAs. Finally, PVH, as a whole, is winning an award as a Hospital/Provider of Choice. CEO Dave Shannon will be accepting the award at the "Night of Excellence" ceremony at the end of the convention.



Breast Cancer Awareness Month



October is Breast Cancer Awareness Month, so you'll likely see lots of folks sporting pink ribbons and other pink items to draw attention to the importance of self-exams and mammography services. "If all women age 40 and older took advantage of early detection methods – mammography plus clinical breast exams – breast cancer death rates would drop much further, up to 30 percent," says Imaging Director Heather Hines. "The key to mammography screening is that it be done routinely – once is not enough."

Lincoln Area Health Fair

PVH is organizing a health fair focused on reducing the number of medication errors by improving communication and helping patients keep more accurate records of their medications. Lisa French is heading up the event on November 14. If you'd like to help, contact Lisa at 794-7269 or lfrench@pvhme.org.

October:

- Breast Cancer Awareness Month
- Chiropractic Month
- Dental Hygiene Month
- Domestic Violence Awareness Month
- Eye Injury Prevention Month
- Healthy Lung Month
- Liver Awareness Month
- Medical Librarians Month
- Medical Ultrasound Awareness Month
- Pharmacists Month
- Physical Therapy Month
- 1-8 Gerontological Nurses Week
- 4-10 Healthcare Resource/Materials Mgmt. Week
- 4-10 Midwifery Week
- 4-10 Nuclear Medicine Week
- 5-11 Healthcare Food Service Workers Week
- 6-12 Physician Assistants Week
- 8-14 Perioperative Nurses week
- 9-15 Pediatric Nurses Week
- 11-17 Case Management Week
- 11-17 Emergency Nurses Week
- 11-17 Healthcare Security Week
- 12-18 Patient Accounting Week
- 18-24 Healthcare Quality Week
- 18-24 Hospital & Health-System Pharmacy Week
- 18-24 Infection Prevention Week
- 19-23 Medical Assistants Week
- 20-26 National Surgical Technologists Week
- 25-31 Healthcare Facilities and Engineering Week
- 25-31 Respiratory Care Week

October 16--Mammography Day
October 28--Lung Health Day

November:

- Alzheimer's Disease Awareness Month
- Diabetes Month®
- Epilepsy Awareness Month
- Pancreatic Cancer Awareness Month
- 1-7 Diabetes Education Week
- 1-7 Health Information & Tech. Week
- 1-7 Medical Staff Services Awareness Week
- 1-7 Medical-Surgical Nurses Week
- 8-14 Aspiring Nurse Leader Week
- 8-14 Lung Cancer Awareness Week
- 8-14 Perioperative Nurse Week
- 8-14 Radiologic Technology Week®

November 19--Great American Smokeout
November 21--Family Volunteer Day

The people you know — the care you trust.



"It was the fastest and most pleasant experience I have ever had at a hospital."

"All the nurses and doctors are excellent people. I had to stay overnight, and they were all great. You all deserve an excellent A+ for everything you all did in taking care of me."

"The members of the medical staff were very good to me, and the people in the ER were very good, too."

"I was very satisfied with the care I got at the hospital. All the staff were pleasant, helpful, and courteous."

"Nurses were very pleasant in the emergency room. The staff were excellent including the young man who brought my meals. Thanks to all the staff."

"Don't change a thing. I was very much impressed."

"ER staff is also proficient and professional. Couldn't ask for better people."

"The staff was great and assisted me when I needed help. The doctor and nurses explained everything to me that I didn't understand."

"No problems. Good Service. Nice People. Keep it up!"