

5TH ANNUAL PVH GOLF TOURNAMENT

The 2011 PVH Golf Tournament takes place on Friday, August 19 at JaTo Highlands in Lincoln. Last year, our sponsors and players helped the hospital bring in more than \$18,000 toward our Annual Fund 2010. This year, we are hoping to surpass that record! We are raising money for the purchase of patient beds specially designed to prevent falls. Patient falls can be devastating, leading to increased injury and life threatening complications. PVH wants to do everything we can to ensure our patients' safety. If you would like to support this cause, please consider making a donation to the PVH 2011 Annual Fund.

We'd like to give a special thank you to our major tournament sponsors:



SLEEP CENTER NOW AVAILABLE IN LINCOLN

Over the last few months, many changes have taken place on the second floor of PVH. First of all, the Specialty Clinic moved to Suite 5 of the Medical Arts Building to be more accessible to patients without them having to travel up a flight of stairs. Shortly after, Maintenance began renovations to allow for a new Sleep Center to occupy the old Specialty Clinic sites. HR moved into two newly renovated offices and the Quality Improvement Department can now be found in the old HR space.

The old Specialty Clinic space was remodeled to include two patient examination rooms, an office, supply room, bathroom and waiting area. In May, the Sleep Center began seeing patients who have been referred for services by their primary care physician. Over 88 different sleep disorders can be diagnosed at the Sleep Center.

During the hours of 8:00 p.m. to 7:00 a.m., people who may be on the second floor of PVH are reminded to H.U.S.H. (Help Us Support Healing) to provide a quiet and restful environment for the patients who may be trying to sleep at the Center.



PVH 2011 ANNUAL FUND

Help us improve patient safety! Make a donation today toward the purchase of special beds to prevent lifting injuries and falls. To help us with this important cause, please consider making a donation with the included envelope or donate online at www.pvhme.org and click "Donate Now" at the top, right of the page.

Thank you for supporting your community hospital.

Community HEART BEAT

PVH PROVIDES OVER \$1 MILLION IN FREE CARE TO THOSE IN NEED

Penobscot Valley Hospital provides a significant community benefit to the Lincoln Lakes Region. Many changes have been made at the hospital over the last few years including adding a helipad, expanding the Emergency Department, and putting cutting edge technology to work with advanced medication dispensing systems and new patient beds. PVH offers so much more than delivering babies and treating the sick.

The list of what the community gains from PVH is not small. In 2010, the hospital handled or performed more than:

- 77,976 lab tests
- 39,159 patient visits
- 26,766 respiratory therapy treatments
- 12,369 physical therapy modalities
- 8,144 visits to the emergency room
- 3,639 speech therapy treatments
- 2,969 occupational therapy treatments
- 2,930 EKGs
- 1,930 CT scans
- 1,386 ambulance runs
- 1,379 mammograms
- 858 operating room cases
- 700 MRIs
- 449 cases involving nuclear medicine
- 182 bone density tests
- 96 newborns

FREE CARE:

As more and more Mainers are going without insurance, PVH is providing more "Free Care." The hospital does not turn away people who need vital care, regardless of whether they have insurance or if they are able to pay out of pocket. Consequently, during 2010, PVH gave away more than \$1,028,500.00 in free care!

NEW PATIENT BEDS INCREASE SAFETY

In February, the first round of new patient beds arrived at PVH. The money raised through the 2010 Annual Fund allowed us to purchase 8 beds. This spring, the PVH Auxiliary sponsored a bed through the Adopt-A-Bed program and staff have contributed to purchase a bed in memory of a former employee who passed away, Edith "Sue" Federico, RN. PVH now has a total of 10 new beds in use and is hoping to raise an additional \$78,000 to replace 13 additional beds by the end of the year.

Patients and staff are very happy with the important features of these new beds, including:

1. Ultra-low bed height
2. Patient placement guides and articulation of bed frame to decrease patient sliding
3. Bed scale so patient does not have to get out of bed to be weighed
4. Ergonomic hand grips to assist patients to standing position
5. Bed controls on each side of the bed and storage compartment for patient's personal items
6. Digital angle display with locking capability for patients at risk for aspiration
7. Exit alarm to notify care providers when a patient is getting out of bed
8. Visual safety reminders for care providers verifying top side rails in proper position, bed exit is set, brake is on, and bed is in the lowest position
9. Connection to the nurse call bell system

If you would like to contribute to the purchase of these special beds, please call (207) 794-7324.



New beds help decrease lifting responsibilities on care givers as demonstrated by Melissa Pelkey, RN and Kim McLain, CNA at a spring open house.

COMMUNITY BENEFITS FROM PVH

Blood drives • Community flu clinics • Drug use prevention & smoking cessation programs • Educational seminars on diabetes, physical activity, and childbirth • Falls risk assessments and prevention exercise training • Free care for those who have no insurance • Gifts for local nursing home patients • Lincoln Food Cupboard fundraising and manpower • Meeting space • More than 200 local jobs • Tours for local schools • Youth advocacy programs through S.P.R.I.N.T. for Life

SAVE THE DATE!

Girls Night Out: Food, Fashion & Fun

Saturday, November 5 from 4:00 - 7:00 p.m. at the Mattanawcook Academy Cafeteria in Lincoln

Read the article on the next page for more information about this upcoming event.



CEO's CORNER

Half way into the year, 2011 has already proven to be a busy and productive year for PVH. Our Senior Leadership Team has been working hard to compile a new strategic plan for the hospital and also has begun to roll out the new mission, vision and values for PVH. The team saw an opportunity to better align our mission, vision and values for the present and future of the hospital. Over the next few months, we will be phasing out our old tag line of "The people you know - the care you trust" and replacing it with our new mission: *Committed to Patients First*. This new mission is very memorable and fully embodies the commitment PVH has made to our patients and the community. You can read the full mission, vision and values statement on the left of this page. Whether we are searching ways to better serve our patients or looking at additional services to improve the health of our community, you can be sure PVH will utilize our new mission, vision and values as a guide for the future.

In May, we celebrated National Hospital Week from May 9-13 with special recognition, activities and treats for all of our staff throughout the week. Over 200 staff members at PVH were treated to special breakfasts, daily snacks, gifts, free exercise classes, free chair massages and an ice cream social as part of the celebration. We also presented 31 staff members with special pins to commemorate their milestone anniversaries ranging from 5 to 35 years of service at PVH. We are grateful to have so many dedicated individuals working and caring for our patients.

Earlier this year, the hospital won a "Pinnacle Award" for Hospital Provider of Choice at a national conference in New Orleans. This award honored PVH for its dedication to quality service to patients and the improved work life and performance of the healthcare organization. In June, we were also honored with the "Exceeding Patient Expectations Award" from Avatar, a research and consulting company based in Orlando, Florida.

Our hospital is just beginning year four of our customer service program called the Service Excellence Initiative. Groups at PVH are working on many projects including renumbering rooms and shadowing patients to obtain new ideas for improvement.

I encourage you to please consider donating to this year's Annual Fund to help improve patient safety for all at PVH. We have a hefty goal to raise \$78,000 by the end of the year and would truly appreciate any contribution you can afford.

Sincerely,

David A. Shannon, Chief Executive Officer

EVERY 15 MINUTES

On Thursday, April 28, two students from Mattanawcook Academy were transported to PVH as part of a mock accident set up at the high school. Students Nicolette Smith and Mike Parent were treated for "injuries" as part of the drill to teach students the harsh realities of drunk and distracted driving. "Every 15 Minutes" is a national program designed to remind us about all of the dangers associated with driving while impaired or texting.

The event was a true community-wide effort including students, parents, educators, school personnel, law enforcement, legal representatives, medical professionals, media, and many local businesses. All juniors and seniors at Mattanawcook Academy play a role in the event, whether they are part of the accident or bystanders at the scene. The two-day event is filled with harsh realities and consequences. Some students lose lives and some lose freedoms in this mock drill, but all of the students see the impact they have on the community when they choose to drive while impaired or text while driving.



CANCER SUPPORT GROUP

A new Cancer Support Group has recently started at PVH. The meetings are open to cancer patients and caregivers who are looking for emotional support. The group occasionally discusses topics like finances, transportation, cancer centers and schedules guest speakers. Join PVH PA-C Bill Head, Terri Coolong and other cancer survivors from 6-7:00 p.m. on the 2nd and 4th Tuesdays of each month at PVH to be part of this new support group.



"The Cancer Support Group tends to be a free-flowing meeting, generally with a suggested topic," explains cancer survivor Terri Coolong, "but we are open to discuss any topics that interest the attendees. We focus primarily on emotional support to the survivors. Recently, we have discussed strategies to help patients adjust to life after treatment and special issues pertinent to caregivers."

PVH has set up a new Cancer Support Line (207-794-7149) which is open for calls any time of day. The caller will be instructed to leave a name and number, and a volunteer will return their call shortly. Volunteers are not able to offer medical advice, but can help callers by listening and directing them toward specific resolutions such as who to call for transportation to treatments.

If someone you know is affected by cancer, let him/her know there is now a local group available for emotional support at PVH.

PVH RECEIVES NATIONAL AWARD

Penobscot Valley Hospital is being awarded Avatar International's Exceeding Patient Expectations award. This is a very prestigious award given nationally for excellent healthcare service. Penobscot Valley Hospital has received the Exceeding Patient Expectations award four out of the last five years.

In making the award announcement, David Medvedeff, PharmD, MBA, CEO of Avatar said, "Exceeding a patient's expectations reflects an inherent sense of compassion. Penobscot Valley Hospital has succeeded in its aim to putting the needs of the patient first. I congratulate PVH for winning Avatar's Exceeding Patient Expectations Award."

Patient surveys are a source of feedback that identify both excellence in care as well as opportunities for improvement. If you are ever an inpatient at Penobscot Valley Hospital, you may receive a survey in the mail asking specific questions about your experience. If you are chosen to be surveyed, please be sure to complete and return it. Your feedback is very important as it provides a means for PVH staff to continuously improve service for patients like you.

Upon receiving the Exceeding Patient Expectations award, PVH CEO Dave Shannon said, "Receiving the Exceeding Expectations Award is a sign that our Service Excellence Initiative works. The staff here at Penobscot Valley Hospital have really embraced the new culture where we are 100% committed to our patients first. We are seeing those strides in patient satisfaction scores, and other companies like Avatar are recognizing PVH for our achievements as well."

LINCOLN HOMECOMING CELEBRATION

On Saturday, July 23, PVH staff participated in Lincoln's Dancing Thru the Decades parade as part of the Homecoming Celebration. Staff voted to create a float from the 1970's titled Disco Fever and they worked hard all week making tie-dye t-shirts, disco balls, lava lamps and speakers. It all paid off on Saturday when judges awarded PVH with 1st place in Best Entertainment and 2nd place in Best Overall.



(Top) Left to right: Eric Himes, Lisa & Martin French, Brittany Shorey, Jessica Raymond, Jesse McNally & her 3 daughters, Kari Clark, Megan & Lisa O'Connor, Karen Mueller, and Monica Vanadestine



Racers line up for the start of the 4th Annual 5k Run/Walk for Wellness

The next day, PVH and S.P.R.I.N.T. for Life, a Healthy Maine Partnership, hosted the 4th Annual 5k Run/Walk for Wellness. A total of 85 people came out to participate in the event which is designed to promote healthy lifestyles. The course looped through 3.1 miles of Lincoln, and spectators cheered as first and second place finishers Matthew Guidod and Nolan Dumont approached the finish line

with times of 18:18 and 18:21. First place male and female finishers in the 0-12 age category were Zach Doore and Leela Stockley who completed the course in 23:48 and 25:21 respectively were also inspiring to watch. The Marquis Heating Runners in bright yellow t-shirts and teams of walkers were also highlights of the morning.

A complete listing of race results is available at www.pvhme.org by clicking on the 2011 5k Run/Walk Results under the "What's New" section of the website.



(Right) A group from Marquis Heating came out for the race

Our Mission
Committed to Patients First

Our Vision
To be a Leader in Healthcare Excellence

Our Values

*Responsibility
Engagement
Service Excellence
Professionalism
Empowerment
Compassion
Teamwork*

By standing true to our values, we will establish a culture of respect in support of our mission and vision.

SAVE THE DATE FOR THE FIRST PVH GIRLS NIGHT OUT EVENT

This fall, the Fund Development Committee at Penobscot Valley Hospital will be hosting a Fashion Show along with Avanti Bridal Salon and the PVH Auxiliary. On Saturday, November 5, the group will be rolling out the red carpet at the Mattanawcook Academy cafeteria.

Attendees at the event will be treated to fabulous food, giveaways, and of course, fashion. Models will walk the runway showing off the latest styles in cruise wear, evening wear, prom and wedding gowns. If you are planning an upcoming vacation, prom night or wedding, you will not want to miss this event! Look for tickets on sale beginning this fall. Vendor tables are available, please visit www.pvhme.org and click on Fall Fashion Show under the "What's New at PVH" tab.