

5th Annual PVH Golf Tournament - Friday, August 19 at JaTo

Current sponsors include: ADEX Medical Staffing, Barresi Benefits Group, Canfield Systems, Clay Funeral Home, Comprehensive Pharmacy Services, Dahl-Chase Pathology Associates, DeLaitte Trucking, Gillmor's Restaurant, Kelly Rimmel & Zimmerman, Nurse Anesthesia of Maine, Quorum Health Resources, Unidine Corporation



PVH Wins Softball Tournament

Congratulations to Penobscot Valley Hospital Team #1 for winning the softball tournament put on by the PVH Employee Activities Committee on Sunday, June 26 at Mattanawcook Academy! Teammates include (left to right) Sabrina Fogg, Blaine Marston, David Larlee, Jacob Smith, Katie Smith, Mike Butterfield, Jim Morrill, Adam Huard, Karen Marquis, Tracie Murchison, JJ Murchison, and Adam Boyington. Runner's up were from Health Access Network and other participants in the tournament included the Lincoln Police & Fire Departments and PVH Team #2. Thanks to all the players and volunteers that participated, to Hannaford, McDonalds, and Wal*Mart for donating toward this event and to Mattanawcook Academy for the use of their softball field.

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.



Staff members assisting in this program included Angela Helms, George Mason, Dr. David Dumont, Brenda Sutherland, Spring Hanson, Karen McCarthy, Kristi Langley, Ashley Cox, Sherry Campbell, and Amy Woodman. 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.

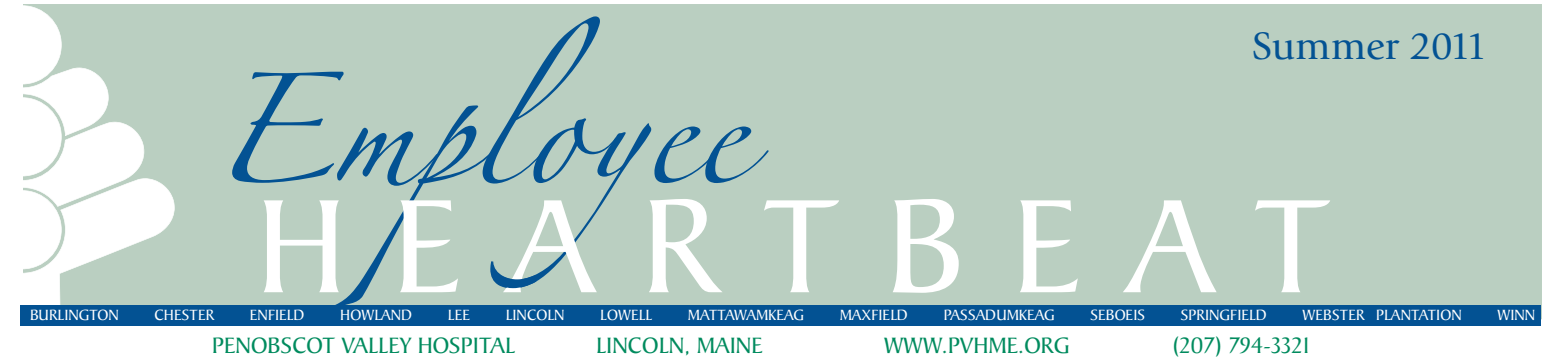
Phillip Dawson, Jr. organized the 2011 event and has already begun planning for the 2013 mock accident. He hopes to expand the program to have an even larger impact on the students and families involved. PVH would like to thank Mr. Dawson for creating a surreal experience that will change the way students view the responsibility of driving.

Girl Scout Troop #632 Volunteers at PVH

Three members of Girl Scout Troop #632 have earned another badge for their sashes by decorating the Imaging waiting room. This Spring, Elise Arnold, Bailee Bartash, and Tori Jordan offered to spruce up the waiting area in memory of their friend, Betty McEwen. The girls personally selected the paint color and decorations with Betty in mind. While the bright colors and inspirational quotes are meant to boost the spirits of our patients, the Girl Scouts also hope to pass along Betty's free spirit and passion for life. Be sure to thank these Girl Scouts for a job well done the next time you see them!



The PVH Employee Heartbeat is now a quarterly publication. Submissions or suggestions? E-mail klibby@pvhme.org.



Summer 2011

PVH Celebrates National Hospital Week

PVH employees were treated to a variety of events as part of National Hospital Week during May 9-15. This year's theme was "Champions of Care" which showed the community PVH is more than a place where people come to heal. Our hospital is a part of the community that fosters health and represents hope.

Throughout the week, staff had the opportunity to participate in many free events including Zumba classes, Tai Chi, chair massages, a fully catered breakfast, an ice cream social and a daily afternoon snack cart. On Wednesday, May 11, the hospital honored all employees with insulated tote bags and special recognition to those that have made a long-term commitment to PVH. Thirty-one staff



members were presented with pins to commemorate their milestone anniversaries ranging from 5 years all the way up to 35 years of service at PVH!

"National Hospital Week, first and foremost, is a celebration of people," says Human Resources Director Sarah Loman. "We are extremely proud of each member of our staff. Hospital Week is a great opportunity to recognize the important role staff play in extending a sense of trust to our patients and our communities."



Years of Service Awards

35 Years
Brenda Brehaut

30 Years
Debra Rancourt
Brenda Sutherland

25 Years
Luann McPhail

20 Years
Kimberly Jimmo
Nicole Piche

15 Years
Martha Martin
Jodie Perfect
Valerie Stevens

10 Years
Janice Anderson
Angela Helms
Debra Anderson
Jamie McCarthy
Nancy Emery
Doris Glines
Lisa French
Leslie Neal
Scott Warner
Carol Marino
Kathleen Budden
Angela Gordon
Linda Hollifield

5 Years
Angela Columbe
David Dumont, MD
Kristy Johnson
Kristy Langley
Susan Head
Beth Peters
Misty Slomienski
Rachel Tolman
Lisa Tomilson

Sleep Center Now Open

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 pm to 7:00 am, staff 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.



CEO's Corner



The patient census has been up over the last few weeks here at PVH and I would like to commend our staff for working so hard to take care of our patients. We have received many positive comments which can be attributed to our commitment to customer service. Soon, PVH will be embarking upon Year 4 of our Service Excellence Initiative with new Service Excellence Advisors and workshop announcements forthcoming. We plan to officially unveil our new mission, vision and values as part of this program.

Patients and visitors are also noticing other positive changes around the hospital including new paint, floors and ceiling tiles. Our Maintenance Department has not only been busy creating the new space for the Sleep Center on the second floor, they have also replaced most of the aged ceiling tiles in the building and have added a fresh coat of paint on many surfaces. Girl Scout Troop #632 also finished up their project in the Imaging waiting room as a tribute to their friend Betty McEwen. The Marketing Department has added a welcome sign outside of the Central Scheduling waiting area as well as new logos for each of PVH's three vehicles.

With all of the physical changes taking place at PVH, I also want to let you know about some leadership changes in our Board of Directors and Medical Staff. At our board meeting in May, Fred Woodman, Jr. was elected to another term as Board President, Gilberte Mayo will remain the Vice President, and Victor Jipson will now serve as our Treasurer. Other Board Members include: Carl Alessi, MD; Hervey Clay; Phillip Dawson, Jr.; Michael McFalls; Lynn Sanderson; Richard Wyman; and Ed Woolley. Dr. Samer Sbayi was elected to serve as our next Medical Staff President to lead Medical Staff meetings and to act in coordination and cooperation with me in all matters of mutual concern within PVH. Thank you all for your time and service to our community.

On Tuesday, May 24, the Department Leaders gathered in Conference Room A for the first Department Head meeting with a new format. The group had brief presentations from staff on handwashing and safety planning, and then had the opportunity to discuss performance evaluations with Anne-Marie L. Storey, Esq. from Rudman & Winchell. Ms. Storey emphasized the important role performance evaluations play in both an employee and supervisor level. Our performance evaluations at PVH are typically conducted annually and are meant to help communicate expectations in your current job. If you have any questions about the evaluation process, don't hesitate to ask your supervisor.

Looking ahead at PVH, we continue to work with recruiters and agencies to fill current provider needs. We are hoping to hire an additional Hospitalist, a Family Practice Physician to work at Penobscot Primary Care, a General Surgeon, and an Internist who would meet the needs of the aging population in our community. If you know anybody in these professions that may be interested in these positions, please let me know. We also have many fun events coming up this summer which I hope you will all take part in including a softball tournament, 5K Race, parade, and golf tournament. Thanks again for all that you do for PVH and enjoy this Maine summer weather!

Sincerely,

David A. Shannon, Chief Executive Officer

Blood Drive Surpasses Goal

In early June, PVH sponsored a Red Cross Blood Drive at the Lincoln Knights of Columbus Hall. There was a total of 56 whole blood and 8 double donors processed at the blood drive and we even had one first-time donor. Thank you to all of the Auxiliary and PVH staff members who volunteered. Your help made this a very successful event. PVH would especially like to thank all of the donors who took time out of their busy schedules to donate blood and give the gift of life.



"Dr. Turnquist is an excellent doctor! The food is great!"

"I enjoyed the atmosphere and the feeling of being received by the staff. Keep the sun shining!"

"Absolutely wonderful and kind. Great job!"

Upcoming events:

Homecoming Parade
Starting at Mattanawcook Academy
Saturday, July 23 at 10:00 am

5K Run/Walk for Wellness
Starting at PVH Rehab & Wellness
Sunday, July 24 at 8:00 am

Patient Safety Academy
University of Southern Maine
Monday, August 1 from 9:00-3:30

5th Annual Golf Tourney
JaTo Highlands
Friday, August 19 at 12:30 pm

Handwashing Cards in Trial

by Infection Prevention Practitioner Sherry McCafferty

The Emergency Department is currently testing out the new hand hygiene reminder cards. These new cards are designed to be friendly, pleasant reminders passed from one staff member to another to help encourage handwashing.

Staff members in the ED will have a supply of the hand hygiene reminder cards to pass along to another staff member if they notice proper handwashing techniques were not completed. It's important to remember that we are all here for our patients and hand hygiene is one aspect of patient care that we can all improve upon. If you receive a card, please accept it as a friendly reminder and know that the person delivering the card is playing a very important role as the patient's advocate.

The group also plans to introduce "Thank you" cards when they see other staff practicing good hand hygiene.



Orientation Binders for Physicians



Laurie LaFlamme in the Quality Improvement Department identified a need for an orientation process at PVH to better introduce visiting physicians to our facility. She has come up with the idea of an orientation binder for new physicians coming to practice at PVH.

"The first education book was created in January 2010," explains LaFlamme. "The books contain an immense amount of information that any physician needs to know when they come to work here from facility maps, blood bank inventory, Swing Bed Program, to the CMS measures and QI projects."

The binders are mailed to the incoming physicians ahead of time so they are able to review the information prior to seeing a patient at PVH. This allows the physicians to prepare any questions they might have for PVH staff members. Each time Laurie reviews the orientation binder with an incoming physician, she notes different questions they have and makes any necessary changes to the book.

Knowing these binders are an excellent tool to prepare a physician for work at PVH, orientation binders have now been created for many specialties. LaFlamme has created binders for the Hospitalists, ED Physicians, Surgeons, and Obstetrical Physicians. A new CRNA book is also in the works.

After the physician leaves PVH, Laurie conducts a satisfaction survey on all physicians in regards to the orientation process. Here are a couple of comments that she has received: "Excellent preemployment packet," and "I think this orientation was about the best of all compared to my previous experiences in a number of hospitals in many states."

New Hires

Jordan McLaughlin - Cook's Assistant
Tara Dill - ES Tech
Martine Daigle - Physical Therapist
Jesse Beaudry - Pharmacy Technician
Jaime McNeal - Medical Records Clerk
Amy Theriault - Community Health Promotion
Eric Himes - Director of Inpatient Services

Thank You, Dr. O'Brien

At the May meeting of the Board of Directors, Dr. Todd O'Brien, DPM was presented with a clock to commemorate his years of service as the Chief of the Medical Staff at PVH. We appreciate all that you have done and continue to provide for the people in our community.



June

Month-long observances
Home Safety Month
National Safety Month
Week-long observances
6/5-11 Headache Awareness Week
6/13-19 Men's Health Week
6/6-12 Sun Safety Week
6/16-22 Nursing Assistants Week
Recognition days
6/5 Cancer Survivors Day
6/16 Career Nursing Assistants' Day

July

Month-long observances
Fireworks Safety Month

August

Month-long observances
Immunization Awareness Month
Children's Eye Health & Safety Month