



Dietary Increases Efficiency

by Food Services Director Pete Merritt

The team in PVH Food Services has made some tremendous strides to increase efficiency. Inventory, at one time, took two employees about 6 hours to complete, and the overall dollar values were not accurate. The stock rooms have been reorganized, and the team has developed a sequential corresponding spreadsheet. Now one worker can inventory the entire house in less than an hour with complete, accurate information. This has effectively reduced food waste that had been caused by over-ordering and has also lowered the overall inventory level by about 20%. That translates into a big cost savings to PVH.

With new menu forms, workers can now take patient orders much more quickly and accurately, including calculating carbohydrates for diabetes and offering options. Workers are also spending less time gathering food items from the storerooms and coolers, thanks to the reorganization efforts. Products are remaining fresher because of proper rotation, and with two food deliveries a week, fresh items like fruit are less likely to spoil. Here are some of the other upgrades and improvements:

- Upgraded coffee brewers & pump pots to better maintain quality and temperature and to remerchandise the coffee station.
- Leveled prices on items like soup, grill specials, & deli sandwiches & implemented individual price stickers on many items.
- Implemented signage to advertise and identify daily and weekly menu options.
- Rolled out new retail menu with seasonal choices and increased the frequency of popular items.
- Introduced more healthy options, such as fat-free dressings, veggie sticks with fat-free dip, & vegetarian sandwiches.
- Installed fountain soda and juice as a lower-priced option to the vending machine.
- Upgraded deli sandwiches with new types of high-quality breads and introduced new deli sides and larger packaged salads.
- Rolled out a new patient menu with more variety and seasonal choices.
- Increased the accuracy of items ordered thanks to the new patient menu order forms.
- Increased concentration on food temperature, timely delivery, and in-room customer service through training.
- Increased quality and variety of desserts for patients on limited or strict diets.



New Technology at PVH

PVH is leasing a new CT machine for diagnostics. This 8-slice scanner from General Electric is an upgrade from the model the hospital had been utilizing, which was only a single slice machine. Hospital staff worked hard in March to take out the older model and prepare the room for the new piece of technology. The speed of the new scanner will make scans much more comfortable for patients and lead to quicker results.

The PVH Employee Heartbeat is now a quarterly publication. Submissions or suggestions? Email abankston@pvhme.org.



Patient Safety Begins with Me!



PVH employees recently had a chance to show other departments what they do and some of the goals they've achieved in the last year or so. The internal Patient Safety Health Fair in Conference Room A featured a wide range of projects and displays to show what steps departments have taken to improve patient safety at PVH. Each person who came to the fair was treated to refreshments and a new pen which stated, "Patient Safety Begins with Me." Many of the displays were also shown at a recent community health fair at Mattanawcook Academy in Lincoln.

PVH has made significant improvements in the last year. Here are just a few of the things we're doing to enhance patient safety at the hospital:

- Bedside reporting and hourly rounding
- Using SBAR (situation, background, assessment and recommendation) as a method of communication
- Order "read backs" for telephone orders & patient "teach backs" to make sure directions are understood
- Regular multidisciplinary team meetings so that people of different expertise can share information
- Utilizing SMART pump technology for IV medications
- Bar code scanning and computer system for dispensing medications accurately
- Green folders and medication lists to help patients keep accurate records
- Bedside education on medication by the PVH Pharmacy
- Red slipper program to prevent falls

New Hires

Sarah Gordon
RN

Brittany Lowe
Environmental
Services Tech

Barbara Malvin
House Manager

Tammy Elliott
Medical Office Coordinator

Stacy Emery
Medical Records Clerk

Reducing the Number of No Shows

by Rehab Services Director Mike Butterfield



The PVH Rehabilitation and Wellness Center has been involved in a concerted effort to reduce the number of appointments in which no one shows up, or "no shows." To diminish this number and the lost revenue related to the missed appointments, the staff decided to implement a variety of strategies including:

1. Booking New Evaluations--New evaluations are scheduled over the phone, and a reminder letter is mailed on the same day to the patient. The rehab tech who books the initial evaluation takes time to answer questions the patient may have about the therapy process. The tech also offers to transfer the patient to a therapist or have a therapist call if needed.
2. Discharge Policy Review--The staff member is now reviewing the PVH discharge policy with the patient during the evaluation process. No-shows can delay the healing/therapy process and negatively affect the staff members' ability to see other patients in a timely manner. Patients are strongly encouraged to call if they cannot make an appointment.
3. Scheduling Subsequent Appointments--At the end of each session, the patient is given a card with the details of his or her next visit. The staff member also asks, at that time, if the patient needs to reschedule the appointment. This helps avoid no-shows in the future.

CEO's Corner



As we look at the health care legislation that has been passed, it is too early to tell how it will eventually affect us, but there are a couple of items in the bill that will certainly help. Both items restore 101% reimbursement for certain outpatient visits and lab tests. It is expected that there will be many changes to the legislation that has been approved, and we will try to keep you informed as we know more. The Maine State Budget picture is a little uncertain at the present time. It appears that there will be reductions in our reimbursements. The latest information is a recommendation from the Maine Hospital Association that all Maine hospitals increase their annual tax payment, one time, by 0.113% of net revenue. Statewide, this payment would amount to \$4.2

million. There are additional cuts to physician reimbursement that have yet to be analyzed. In the meantime, we all need to manage our budgets by eliminating unnecessary expenses where we can. PVH is working hard to boost revenue and exploring new ways to make the hospital more sustainable. Unfortunately, as of April 23, we will be eliminating our Phase III Cardiopulmonary Exercise Classes which have been held in Conference Room D in the Rehabilitation & Wellness Center. Phases I & II will continue.

In the meantime, we are actively requesting political support to help us minimize the impact to Maine's Critical Access Hospitals. Senator Elizabeth Schneider, Representative Jeff Gifford, and Representative Everett McLeod have been very supportive, and we recently met with Senator Collins, Congressman Mike Michaud, and Senator Snowe's staff to share some of our concerns. In early March, Jason Levesque visited PVH. He's seeking the Republican nomination for the 2nd District and would be running against Congressman Mike Michaud in the next election. Mr. Levesque told us, "Without access to health care services, communities cannot have economic prosperity and growth." We've also extended an invitation for Congressman Michaud to visit this spring.

PVH has received a networking grant for \$85,000 in collaboration with Health Access Network, Millinocket Regional Hospital, and Katahdin Valley Health Center. The money will help the collaborative group assess the health needs of our local communities.

We have new clocks around the hospital which all work on a common system. The clocks are linked so that the time is the same throughout the building. This will help with accurate delivery of medication and record keeping.

PVH recently had a review of our Performance Improvement practices by Quorum Health Resources (QHR). The visiting consultant met with staff at all levels to see how well the quality projects were doing and if there was a firm understanding of quality initiatives by all of us. The consultant had some great suggestions but, overall, was very impressed with the work our small hospital has accomplished. Thanks very much to Lisa French and Laurie LaFlamme for all their hard work.

Finally, National Doctor's Day is on March 30. Thanks to all of our physicians for all they do for PVH.

Sincerely,

David A. Shannon, Chief Executive Officer

**National Doctor's Day
is Tuesday, March 30!**

The Biggest Loser Contest at PVH



The PVH Wellness Committee is sponsoring and organizing a Biggest Loser contest at the hospital. The competition starts with a confidential weigh-in, healthy snacks, and the chance to sign up for exercise groups. All staff 18 and over are welcome to participate, and it just costs \$5 to enter. This 12-week contest will include monthly weigh-ins, a variety of fun activities to get you moving during the event, and prizes.

The kick off and initial weigh-ins will take place at three times: 1) Wed., March 31 from 7:00-8:00 a.m. in Conference Room A, 2) Thurs., April 1 from 9:30-10:30 a.m. in both Conference Room A and Conference Room D at Rehab and Wellness in downtown Lincoln, and 3) Thurs., April 1 from 2:30-3:30 p.m. in both Conference Room A and Conference Room D.

Human Resources Working for You

by HR Director Sarah Loman

Benefits enrollment for 2010 has been completed. The process was much smoother for everyone this year, and Barresi Benefits was a wonderful support. HR is planning education with all of our managers this year. In January, education was provided on the new Employee Evaluation Form and the Leader Evaluation Form. We believe the new evaluation documents will prove themselves to be very user friendly and effective. Care Learning will continue in 2010.

Julie Burleigh and I are looking at HR processes on an ongoing basis and appreciate any feedback from staff and managers as we go forward. Our office is open Monday through Friday 7 a.m. to 4 p.m. so that both night shift and day shift employees have an opportunity to come by to see us as needed. We will also be planning our annual Employee Appreciation Day again in the spring, so watch for more information on that celebration. As always, please feel free to contact Julie at extension 179 or me (Sarah Loman) at extension 369 when questions or concerns arise. We are here to serve our customers – the PVH family.

Improving Communication with PFS



The staff in Patient Financial Services (PFS or Billing) has been working to improve communication internally and with patients. The best way to reach each of the billing staff members is through email, since they are usually on the phone with patients, insurance companies, disability officials, and federal and state agencies. If

a billing staff member doesn't pick up when you call, please leave a message, and they'll be glad to return your call as soon as possible. If a staff member is out of the office that day, the outgoing message on her phone line will say so. You can always contact another PFS staff member if you have an urgent need. Did you know each staff member has a specific focus?

- Jodi Miller--Commercial insurance & military
- Rossie Fitzgerald--Collections, free care, & patient questions
- Cindy Brown--Medicare and swing beds
- Wendy Kinney--Free care, sliding scale, & patient questions
- Valerie Stevens--MaineCare, worker's compensation
- Debra Rancourt--Department Director

Feel free to contact the staff at PFS any time!

April

Month-long observances

Alcohol Awareness Month

Autism Awareness Month

Occupational Therapy Month

Week-long observances

4/4-10 Healthcare Access Personnel Week

4/5-11 Public Health Week

4/11-17 Health Information Privacy & Security Week

4/12-18 Patient Advocacy Week

4/18-24 Healthcare Admin. Professionals Week

4/18-24 Healthcare Volunteer Week

4/18-24 Medical Lab Professionals Week

Recognition days

4/4 Health Day

4/8 Radiology Nurses Day

May

Month-long observances

Arthritis Awareness Month

Better Hearing and Speech Month

High Blood Pressure Education Month

Stroke Awareness Month

Trauma Awareness Month

Week-long observances

5/6-12 Nurses Week

5/9-15 Hospital Week

5/9-15 Nursing Home Week

5/16-22 Emergency Medical Services Week

5/17-23 Medical Transcriptionist Week

June

Month-long observances

Men's Health Month

Week-long observances

6/6-12 Headache Awareness Week

6/6-12 Sun Safety Week

6/7-11 Vascular Nursing Week

6/10-17 Nursing Assistants Week

6/14-18 Healthcare Risk Management Week

6/14-20 Men's Health Week

Recognition days

6/1 Health Care Recruiter Recognition Day

6/6 Cancer Survivors Day

6/10 Career Nursing Assistants' Day

The people you know — the care you trust.



"When we arrived at PVH, I breathed a sigh of relief when I saw Dr. Dumont's face. I knew right then that my care would be excellent. Everyone who tended to our needs was so pleasant, helpful, and extremely professional. Thanks to all."

"All the nurses were wonderful and caring. The food was very good, and the cook was great. Thanks to everyone, I got to go home."

"The physician was excellent--very caring. He looked at me while talking and listened to me--a very good man."

"The staff has always been efficient and polite. The hospital is an asset to Lincoln."

"You have a wonderful staff (of) nurses & doctors. They took good care of me while I was there. They were all excellent."

"I found my visit to PVH the most pleasant, quiet, comfortable emergency room experience I've ever had. I'm moving to Lincoln from New Jersey in April, and I'm so happy to know there is a good hospital nearby."

"All people who attended to me were great."