

# What's Happening?

A NEWSLETTER

FOR THE MAINE MEDICAL CENTER FAMILY

## MaineHealth names Government & Employer Relations Director

Anne Dinsmore has been named Director of Government and Employer Relations at MaineHealth. She comes to MaineHealth from the Maine Heart Center, where she was Executive Director.

Dinsmore will be responsible for increasing the involvement of MaineHealth and its members with local and state officials, and with employers. She will be developing programs that will help MaineHealth and its members work in partnership with officials and employers to improve community health and access to healthcare services.

"Anne brings a wealth of experience to this new role," says MaineHealth Treasurer Francis McGinty. "She has a background in the insurance industry, and her work in developing the Maine Heart Center network gives her a solid introduction to healthcare finance and the interplay of providers and purchasers in Maine.

"We look forward to Anne's help in developing more productive relationships with our government and employer constituencies, which are vitally impor-

DINSMORE, SEE P.6

## Patient Safety: A Way of Life at MMC

"Patient safety is not a program...it's a way of life," said Lucien Leape, MD, Professor of Health Policy at the Harvard School of Public Health, during the Seventh Annual Howard R. Ives, MD, Interdisciplinary Lecture on Topics in Healthcare at MMC earlier this month.

At Maine Medical Center, patient safety *is* a way of life. In fact, MMC's goal is the pursuit of an error-free hospital experience. Just two of MMC's current initiatives are in the forefront of

error prevention: developing an enhanced patient identification system and achieving 100% physician participation in a computerized medication order entry system. This commitment is nothing new: in August of 2001, MMC became one of the few hospital-based pharmacies using RobotRx for automated dispensing—with an error rate of less than 1%.

According to Leape, the challenges among hospitals to

SAFETY, SEE P.5

## Nutrition Services receives two national awards

### Proof that hospital food is *not* boring!

Within the past month, MMC's Nutrition Services Department received two national awards. Maine Medical Center is the recipient of the Ivy Award, given by *Restaurants and Institutions* magazine with voting by the food service industry at large. Mary Keysor, MS, RD, FADA, has been selected to receive the Silver Plate Award, presented by the International Foodservice Manufacturers Association, which represents a broad spectrum of the total food service industry leadership. These

are the two highest honors in the \$4 billion food service industry.

The Ivy Award is a competition among over 85,000 food service operations in the United States with only six to ten awards given each year. Winners of the Ivy Award are typically elite, high-end restaurants. With this recognition, MMC joins such venerable previous Ivy winners as Aquavit and the Four Seasons in New York, Olives in Boston, Emeril's in New Or-

AWARDS, SEE P.5





## Benefits Update

### New ID Cards

Anthem BlueCross/BlueShield has announced that they are mailing out new combined Medical and Prescription ID Cards to all members covered under the MaineHealth HMO or PPO products.

The new cards will be identified with a "red" logo rather than the current "blue" logo. These cards were mailed to members beginning March 18.

You should continue to present the "blue" ID card to providers and pharmacies up until March 31, 2002. Your "red" ID card will be activated April 1, 2002. On April 1, please begin using the "red" ID cards and destroy your old "blue" Anthem ID card.

### Paid Time Off and Disability Program

PTO&D (Paid Time Off and Disability) is finally here! The new Paid Time Off and Disability program goes into effect March 31, 2002. Important information about this program is contained in a packet mailed to all eligible employees at their homes. Anyone currently paying for Voluntary STD, Voluntary LTD, and all STD buy-downs will see those deductions stop in the paycheck they receive April 4. *Traci Rickards*

If you have any questions about your benefits, please call the Benefits Office at 871-2310 or email [benefit@mmc.org](mailto:benefit@mmc.org).

Family Practice  
Grand Rounds

*Basic & Clinical Science of  
Medical Acupuncture*

Joseph Helms, M.D

Tuesday, April 16

0800-0900 hours

Dana Center Auditorium

Dr. Helms is a nationally and internationally recognized speaker and instructor on medical acupuncture. He is the author of *Acupuncture Energetics: A Clinical Approach for Physicians* and the Director of the UCLA CME Medical Acupuncture for Physicians Course, designed to teach healthcare practitioners trained in allopathic or osteopathic medicine effective ways to incorporate acupuncture into their clinical practices. He also directs the Helms Medical Institute in Berkeley, California.

Following Grand Rounds there will be a workshop for Family Practice residents and faculty.



Brighton Campus Nutrition Services staff celebrated Nutrition Month with the DASH (Dietary Approaches to Stop Hypertension) Diet as a tool for chronic disease prevention. From left, Eddie Hammonds, Mary Doyle, RD, Michael Tardiff, and Towanna Ahearn, DT. Customers who bought the weekly DASH special for lunch were eligible for raffle prizes; winners were Kathy Sawyer, RN, Peg Foster, RN, and Wendy Blake. Many Brighton Campus staff donated items to a food drive to benefit the Preble Street Resource Center. AV Photo.



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# Caring

**TO MAKE A DIFFERENCE**

*What's Caring To Make A Difference all about? It's about people who make MMC special. It's about the folks who are quietly working hard each day to improve themselves, improve their departments, and improve the quality of life at MMC for everyone who enters our doors.*

## 2002 Quality Fair: Bigger Than Ever! *Bringing Out the Magic*

This year's Quality Fair, to be held Thursday and Friday, April 4 and 5, on the Bramhall campus, Tuesday, April 9, at the Brighton Campus, and Wednesday, April 10, at the Scarborough Campus, is shaping up to be the biggest ever! More than 40 projects will represent the work of more than 60 departments. The response has been so overwhelmingly positive, in fact, that this year the fair will need extra space!

In addition to the usual space in the Impressions Cafe seating area, the fair will spill out into the ground floor bypass corridor in order to include as many presentations and departments as possible. Some departments with multiple projects will change them over during the fair and make them available in their own departments for staff to enjoy.

Here are just a few of the projects you will see at the fair:

- "Floor Stock Medication Re-Design" — Emergency Department
- "Respect/Ethics Initiative" — MRI/Radiology
- "Smart Evaluation" — Cardiac Surgery
- "Support Group for Families" — NICU
- "Nutrition Service Safety" — Nutrition Services
- "The Magic of Participation" — Development

See you at the Quality Fair!

## MIDAS+ System Now Live

On Tuesday, March 5, MIDAS+ was turned on at MMC. MIDAS+ is a data information system that will allow us to collect patient information from many areas, such as Admissions, Infection Control, Risk Management, Quality, Claims, Patient Relations, Care Coordination, and Health Information Management (Medical Records).

Rather than individuals each collecting data on stand-alone systems, MIDAS+ will take information entered by many individuals and allow us to analyze and report through the integration of information. Clinical information can be collected and shared among departments for patient care, quality improvement, and research activities. To learn more, contact Pat Caporino, System Administrator, at 871-6977 or [caporp@mmc.org](mailto:caporp@mmc.org)

## JCAHO Question of the Week Contest!!

Complete the information below and the questions on the reverse, and send this page to Cindy Bridgham, CPI Department, by Friday, April 19. All entries (regardless of entrant's score) will be entered in a drawing for a \$50 L.L.Bean Gift Certificate. *Good luck!*

Name:  
Department:

Telephone:  
Email address:



## JCAHO Question of the Week Contest

- 1) What is worn by all MMC employees to clearly identify their name and role to patients, families, and other staff? \_\_\_\_\_
- 2) \_\_\_\_\_ describes for employees, patients, and visitors the safest, most direct route of egress from an environmental emergency or fire.
- 3) What describes the ingredients and proper handling of potentially harmful substances in the workplace?  
\_\_\_\_\_
- 4) The makeup of a PI team's membership is multi-\_\_\_\_\_
- 5) What should you do before and after any patient contact? \_\_\_\_\_
- 6) \_\_\_\_\_ must be stored no higher than 18" from the ceiling and no closer than 6" to the floor.
- 7) MMC will be visited by the \_\_\_\_\_ team April 22 through 25.
- 8) How have you contributed to patient safety today? \_\_\_\_\_
- 9) What location **cannot** be used for storage of supplies, furniture, parked (unattended) carts, mobile computers or medical equipment, charting stations, or waste containers greater than 32 gal.? \_\_\_\_\_
- 10) What method would you access in MIS to report medication errors or near misses? \_\_\_\_\_
- 11) What are the steps you would take in case of a fire in your area? R\_\_\_\_\_ A\_\_\_\_\_ C\_\_\_\_\_ E\_\_\_\_\_
- 12) This should be worn by **all** patients at **all** times and verified before delivering **any** treatments or procedures to a patient. \_\_\_\_\_
- 13) MMC is working hard to reduce or eliminate what two chemicals to make the environment safer?  
\_\_\_\_\_
- 14) The Center for \_\_\_\_\_ offers consultative PI data and project management support.
- 15) Where would you call to confidentially report an ethical dilemma? \_\_\_\_\_
- 16) How do employees show respect for patients' rights to confidentiality? \_\_\_\_\_
- 17) MMC's model for performance improvement is P\_\_\_\_\_ D\_\_\_\_\_ C\_\_\_\_\_ A\_\_\_\_\_
- 18) Are most medical errors the result of **system** errors or **human** errors? \_\_\_\_\_
- 19) What document outlines what patients and families can expect of MMC and what MMC expects of patients and families? \_\_\_\_\_
- 20) MMC has recently adopted a non-punitive Patient Safety Incident Reporting policy. True or False?
- 21) MMC is focusing on two organization-wide areas of patient safety. Name one: \_\_\_\_\_
- 22) What plan is activated in the event of threat from weapons of mass destruction, bio-terrorism, mass casualty, extreme weather, loss of utilities, or large chemical or radioactive emergencies? \_\_\_\_\_
- 23) What are the three elements of MMC's Mission?  
\_\_\_\_\_
- 24) Patients have a right to participate in research projects. True or False?
- 25) The two most common types of injury MMC workers experience are:  
\_\_\_\_\_

*Caring To Make A Difference is a monthly publication of the Center for Performance Improvement. Ideas, questions, and comments may be directed to Cindy Bridgham, CPI Office, at 871-2009, fax 871-6286.*



reduce medical errors are still great. To understand the extent of medical injury across hospitals throughout the country, Leape and his colleagues conducted three studies, two large studies in Colorado and Utah and a smaller one in New York. They found that “adverse events” occurred in approximately 3.4 percent of hospitalizations. (An adverse event is defined as an untoward, undesirable, and usually unanticipated event, such as injury or harm of a patient, an employee, or a visitor in a healthcare organization. Incidents such as patient falls or improper administration of medications are also considered adverse events even if there is no permanent effect for the patient.) After a close examina-

tion of the patient records in the referenced studies, Leape extrapolated that approximately two-thirds of the annual estimated one million nationwide hospital errors are preventable. These investigations were identified by the Institute of Medicine (IOM), which published the report *To Err is Human: Building a Safer Health System*. The report drew national attention, spurring patients and the media to become more focused on medical errors.

“The problem is not bad people, carelessness, or incompetence...it’s bad systems,” said Leape. “Errors are normal behavior. We all make mistakes—all of the time.”

It’s true: Healthcare is a human endeavor. People do make mistakes. But it’s the ability to learn from those

mistakes that will help minimize the potential for future errors.

That’s why MMC firmly supports a non-punitive or “blame-free” error reporting system. Without knowing when an error or “near miss” has occurred, there’s no way to learn for improvement in the future. Much of the success in a non-punitive reporting system lies in open communication between supervisors and employees. MMC staff are strongly encouraged to speak with their supervisors in regard to error prevention and reporting.

Leape concluded his lecture by noting that the key to creating a culture of safety is to recognize that every employee plays a role in patient safety and that safe, effective healthcare is a collaborative effort among all disciplines.

leans, Middlebury College, Vanderbilt University, and Harvard University.

Not only is it unusual for a healthcare facility to receive the Ivy, it is rare that one institution is the recipient of both the Ivy *and* the Silver Plate in the same year. The Silver Plate is awarded to one representative from each of the nine major food service industry categories; Keysor and Maine Medical Center were selected out of a field of more than 5,000 healthcare facilities.

“It takes the entire team of skilled production and nutrition staff to accomplish what we do at MMC,” says Keysor. “My management team is the best in the country and I feel fortunate to work with them. We are very excited about the awards and I

am proud of my staff’s dedication to quality and customer service. Both awards recognize MMC for unique educational and retail programs, such as I Love Food, the Impressions Café, our Mediterranean Café at the Atrium at MMC-Scarborough, the Café at the Brighton Campus, catering services, and a variety of patient menu programs. We are proud of our in-house national food safety certification, with 27 of our staff meeting the requirements for certification.

“There is a perception that healthcare food service doesn’t compare with the commercial food service marketplace,” Keysor continues. “These awards acknowledge that healthcare can compete with the best. It’s very exciting for us to win both of these awards and

gain recognition for programs we offer to our patients, our staff, and the public.

“Our Room Service Demand Feeding program caters to our sickest patients, offering them what they want to eat when they want it. Our customer service staff is there to assist our patients with their nutrition needs, and our chefs prepare food to order in our retail centers for staff and visitors. A special Kid Type menu is offered for the young appetites of patients of The Barbara Bush Children’s Hospital.” *Colleen Jones-Turner*

Keysor and members of the Nutrition Services management team will travel to Chicago in May to enjoy the food industry’s highest tributes and to join the ranks of previous Ivy and Silver Plate award winners.



## Events to benefit

# The Barbara Bush Children's Hospital

• "A World Of Dance", featuring The Gorham Community Ballet Company & The Competition Dance Troupe from The Dance Studio of Maine. Benefits The Barbara Bush Children's Hospital and The Children's Miracle Network.

South Portland High School

Saturday, April 13, 1900 hours

Adults \$10; Children 12 & under \$5. Reserve tickets by calling 854-8701. Tickets may also be purchased at the door.

A great family show! Please bring your children of all ages... All children are invited on stage after the performance to meet the dancers and receive a special surprise! FMI, please call 871-2101.

• Mark your calendar NOW!

Spend the spring outside curled up with a great book! Our next round of book fairs is coming soon.

MMC-Scarborough Campus: April 23 & 24

Bramhall Campus: May 1- 3

Brighton Campus: May 14 & 15

The fair benefits The Barbara Bush Children's Hospital and its Children's Miracle Network. You'll find thousands of books, including: educational books, cookbooks, religious books and inspirational titles, sports, photo albums, stationary, toys, videos, music, executive gifts and much more. ALL AT A 20-70% DISCOUNT!!!

FMI, contact Tammy Murray, at [murrata@mmc.org](mailto:murrata@mmc.org) or 871-2101.

• The Barbara Bush Children's Hospital proudly presents *The Best Of Broadway*, an evening of song and dance featuring some of Maine's best talent. The program benefits the children and families cared for at Maine's only children's hospital.

Saturday, May 11, 1930 hours

Merrill Auditorium, Portland

Tickets on sale April 1 (\$30, \$25, \$20); email [porttix.com](mailto:porttix.com), or call 842-0800.

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## Computer Room work will require shutdown

On Sunday, April 7, from 0900--1500 hours, a total power shutdown will take place in MMC's Computer Room. This will permit replacing of the motor generator and UPS, major components of the electrical feed to the Computer Room. The outage is needed so the electricians can work safely. All data services hosted from the Computer Room will be unavailable during that time. Services include MIS, SCM, Meditech, Cerner, NorDx SCC, MPI, Internet access & E-mail, remote access services, Logician, QuadRIS, Medipac, to name a few. Systems and applications will be restored for use as quickly as possible when the work is completed.

For status updates on April 7, beginning at 0900 hours and continuing until all systems and applications are again functional, please call the Helpdesk at 871-6400. For more information, contact your IS technical coordinator or Dennis Pfeffer, Manager of Computer Operations ([pfeffd@mmc.org](mailto:pfeffd@mmc.org) or 871-4693).

DINSMORE, FROM P.1

tant to our work as the state's premier healthcare system," he said. "We all share the vision of healthier communities with improved access to the best healthcare."

Dinsmore was previously with UNUM in Portland, leaving in 1999 as Senior Vice President, Disability Benefits. Her previous UNUM experience included long term care products and human resources. She has been active on the board of directors of Community Health Services, and has worked with the United Way, the Maine Youth Center, and Literacy Volunteers.

She holds a Bachelor of Science degree in Business Administration from the University of Southern Maine/Westbrook College.

The growing family of MaineHealth members and affiliates includes: Maine Medical Center, St. Andrews Hospital and Healthcare Center (Boothbay Harbor), Miles Healthcare (Damariscotta), Community Health Services (Portland, Windham), Western Maine Health Corporation (Norway), MaineGeneral Health (Augusta and Waterville), Southern Maine Medical Center (Biddeford), Mid Coast Health Services (Brunswick), Sisters of Charity Health System (Lewiston), NorDx, Maine Physician-Hospital Organization, PracticePartners, and Synernet.

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If you find your name in this newsletter, call 871-2196 and we'll send you a prize! Two winners every issue!  
*Names hidden in articles and announcements, upside down in italic type.*



# Marketplace

In order to ensure that everyone has an opportunity to use the Marketplace, ads may be placed *once only*. Repeats will be permitted only on a space-available basis.

## FOR SALE

*This End Up* pine furniture. Great cond. Classic and durable. Couch \$200, loveseat \$160, chair \$120, ottoman \$60, coffee table \$80, 2 night stands \$80 ea, 1/2 bunk bed w/ trundle \$110, end table \$65, 2 hutches \$150 ea, 5 drawer bureau \$170, 3 drawer bureau \$120, stereo cab \$100, behind-couch table \$80. Call 318-1726 or email [dbb2@maine.rr.com](mailto:dbb2@maine.rr.com).

2000 1952 19ft Bayliner Capri Cuddy inboard/outboard, with 135HP Merc motor, trailer, portable toilet, fish finder and more. Valued at \$15,000, will sell for \$13,000. Call 892-6299.

Playstation 1. Perfect cond., blank memory card, 12 games, four controllers, 1 multi tap, and three wire hook up. Asking \$200. Call 892-7469.

Oak crib & mattress with matching changing table, used once. \$140, exc cond. Graco 3spd swing, cr/navy, \$40. Call 856-2193.

Futon. Twin bunk on top, couch/full size bed on bottom. Comes with mattress and cover. 1 year old. Paid \$600, asking \$400. Call 767-3101 after 6 PM.

"Mr. Max" Burton butane stove. Ideal for camping, picnics, power outages. New. \$50. 767-2474.

3 BR, 1.5 BA Garrison in Portland, Deering area. Hdwd flrs, 2 fplc, 3 miles to MMC. \$174,500. Call 874-9861.

Baxter Blvd area. Centrally located, minutes to downtown Portland. 2BR, 2 car garage. Ranch features open LR, DR, and den with fplc. New FHW heat and large yard. \$249,900. Call 773-2242.

4BR, 2BA Garrison. Family neighborhood. Great Schools. Oil heat.

25 Crossing Brook Rd, Cumberland. Call 829-3034.

1994 Honda Civic DX, 2dr auto, 50K miles. A/C, Sony AM/FM stereo CD player, tilt steering. Runs well. \$6000/BO. Call 865-6744.

1985 Ford Bronco, 300 cu 6cyl, 4WD, runs good, sticker good until June. New alternator, shocks, belts, brakes, exhaust needs some work. \$2,000/BO. Call 934-7806 or 822-8557.

## FOR RENT

Studio apt. 3<sup>rd</sup> floor, newly remodeled. 803 Congress Street, 5 minute walk to MMC. \$600 + util. Cats and small dogs OK. Call 773-0074.

Waterboro. Situated on 2 acres in Lake Arrowhead, 2BR, 1BA, W/D hook-up, deck, new carpets. Amenities incl clubhouse, tennis courts, beaches. NS, NP. \$850/mo + util. Call 247-4813.

SPortland Condo. 2BR, 1BA, ocean views, quiet location, pkg and fully applianced. \$1,125/mo incl condo fees. Call 799-5238.

Portland Duplex townhouse built 1998. 2BR, 1BA, W/D hkup, desirable neighborhood, private yard, gas heat. NS, NP. \$850/mo + util. Call 767-4622.

Beautiful Falmouth Foreside cottage, wraparound porch, great views. State of the art K, 2BR. Avail now through 8/1/02. Furn. option possible. \$2,200/mo. Call 781-2546.

Yarmouth Village. Charming, 1 BR. 1<sup>st</sup> fl, W/D hook-up, NS, pets considered. \$700/mo + util. Call 846-6850.

Psychotherapy office, SPortland, Meeting House Hill area. Avail. June 1. Lg, sunny office, waiting room, BA, shared K, pkg. Call 799-2810 or 799-0422 for details.

Summer rental: 3 BR Scarborough Cape in quiet neighborhood, 2 mi from sandy beach. Avail 6/15-8/15,

The deadlines for announcement-length items and **MARKETPLACE** are

April 2 for the April 10 issue

and

April 16 for the April 24 issue.

*All items must be in writing*

and may be sent by

interoffice mail to the Public Information Department, by e-mail to [barstj](mailto:barstj), or by fax to 871-6212.

\$1400/mo. NS, NP. Call 885.0686.

## ROOMMATE WANTED

Easy-going M seeks resp, mature M/F for 2BR in East End. Lg room, quiet, coin-op, pkg, easy access by foot, bike or bus. \$312.50/mo. Avail 5/1. Call 775-7735.

Lg house to share, SPortland. 5 min to MMC, utils incl, W/D, pkg, 2 priv rooms on third floor, must be F NS. \$120/wk. Call 773-7142.

## WANTED

MMC employee wants to share apt in Portland area. Prefer F NS, mid 20s-30s. Email [sweetness04043@yahoo.com](mailto:sweetness04043@yahoo.com).

Used single jogging stroller in good cond. Call 318-4229.

House to rent in Saco, OOB, or Camp Ellis area. 3-4 BR, 2BA. Call 934-3318.

Will trade eve or w/e nanny services, housecleaning, gardening, painting etc for room/suite near MMC. Need April/June 1<sup>st</sup>. Call 491-0443.

Facility to host family reunion, mid-week, 7/30 - 8/1 or 2. Prefer near water, lodging on grounds or nearby for 25. Call 854-8407.

## SERVICES

Guitar lessons in S Portland home. Beginners welcome. \$20 an hour. Call 773-7142.



## What's Happening?

### at Maine Medical Center

- All month** **Healthviews.** Cable Channel 4, Thurs., 1400 & 2000 hrs; Fri., 0700 hrs.
- April 1** National Sleep Awareness Week: *Sleep for Success*
- April 6** *Surviving After Suicide*, a healing conference for those who have experienced a loss through suicide. Dana Center. FMI, Connie Korda, 871-4226.
- May 15** Annual Luncheon for MGH-MMC School of Nursing RN Graduates. Call 797-2352 or 846-9618 by 4/30.
- May 16** United Way Day of Caring. Sign up by April 10. Contact Cindy Bridgham, 871-4887 or [bridgc@mmc.org](mailto:bridgc@mmc.org).
- May 16** I Love Food: Kids' Night Out, 1700-1900 hours. Watch for registration details!
- June 7** Honor Night 2002, 1700 hrs, Holiday Inn By the Bay.

## Parkinson's Disease Awareness Day symposium offered

MaineHealth, the Maine Chapter of the American Parkinson Disease Association, and the Maine Parkinson Society will present "How NOT to be a Victim of Parkinson's Disease", an educational session for people touched by this disease.

Keynote speaker Dr. Edward Drasby, a leading neurologist and specialist trained in Movement Disorders, from Boston University School of Medicine, will discuss ways to better manage Parkinson's disease while maintaining independence.

Thursday April 4, 0800--1430 hours  
Verrillo's Conference Center, Exit #8 Maine Turnpike  
Call 885-7560 to register or for more information.

### MMC's Junior Volunteer Program

July 1--August 23

Students must be 14 (and entering freshman year) to 18 years old (if entering senior year of high school).

Interviews held April 16--19 and after school April 22 -- 26.

Mandatory Orientation: Wednesday, June 26.

TB screening is required.

For information or to schedule an interview, call

Volunteer Services, 871-2205, by April 10.



### Healing Touch classes offered

Healing Touch is a program in energy-based therapy endorsed by the American Holistic Nurses' Association.

HT Level 1: April 12-14.

HT Level IIA: June 7-9.

Held at the Dana Center and taught by Steven Anderson, RN, BSN, HNC, CHTPI, and coordinated by Joye Rutherford, RN, CHTP, R3 staff nurse. CEUs available. FMI, contact Joye at 846-9738.

*What's Happening* is published every other week at Maine Medical Center for members of the hospital community and for friends of the institution throughout Maine and northern New England. Comments, questions, and suggestions may be addressed to the Office of Public Information, MMC, 22 Bramhall Street, Portland, Maine 04102-3175. (207) 871-2196. Editor: Wayne L. Clark.

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## What's Happening?

MAINE MEDICAL CENTER 22 BRAMHALL STREET PORTLAND, ME 04102-3175