



# BRIGHTON Rounds

August 1995

Volume 4: 8

## A Bit of History:

*(The following information was taken from the July /August 1952 editions of the Portland Evening Express, Press Herald and Boston Globe.)*

**W**ith the merger of Brighton Medical and Maine Medical the history of this hospital will be taking on a new phase. We thought you would be interested in a bit of exciting past history.



On, July 7, 1952, healthy quadruplets were born here at Brighton Medical Center (formally Osteopathic Hospital of Maine) to Mrs. Elizabeth Pinkham and her husband, Silas of Standish, Maine. There were three girls and a boy. Rebecca weighed 4 pounds 1 ounce, William 4 pounds 15 ounces, Melissa 4 pounds and Jane 3 pounds 14 ounces. Mrs. Pinkham had been told to expect more than one child. She thought that meant twins. The quadruplets were a complete surprise to her, to her husband, to Dr. Edwin E. Morse who delivered them, and to the hospital. Mr. & Mrs. Pinkham also had a nine year old daughter.

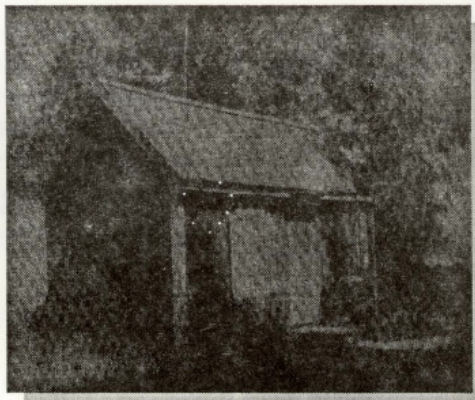
Quadruplets occur once in every 680,000 birth. The Pinkham quads were the second set born in New England that year in 19 days. Another set was born in Weymouth, Massachusetts on, June 18, 1952, with 3 boys and a girl. Maine records showed that the quadruple births were not a first for the State.

The family lived in a two room house and plans were immediately set in place to have a new home built. The United States Marine Corps' First Engineer Reserve Company volunteered the services of men and heavy equipment in the building of a new home. A building lot was donated by Harold Lowell and his sister Mrs. June Fraser. The new home consisting of five rooms and a nursery was designed by widely know architect, William O. Armitage. Portland Pump Co. donated services of a steamshovel and an operator for the excavation for the home that was to be built in the Cabbageyard district of Standish, ME.

The Portland Evening Express Bruce Roberts Quarters for Quads Fund was established as contributions came in from children who held events to raise money and people from around the country that wanted to help the babies. Mr. & Mrs. Pinkham arranged for guardianship for the babies. This consisted of Dr. Stanley H. Rowe, the babies physician; Harold Eaton, retired West Buxton farmer and Mrs. Pinkham's father; and Albert Libby an official of the Casco Bank & Trust Co. to govern the financial affairs for the quads. Custody of the children remained with the parents.

The hospital staff and employees basked in the glory of the quads. The hospital and its famous residents were pictured from coast to coast. People were so impressed that donations were made to the hospital's building fund from as far away as Iowa. Dr. Edwin Bell, Jr. who graduated that May, was in his first week of internship when he assisted at the delivery. "I was looking after the mother and I was more impressed by her than anything else. She had no anesthetic, didn't want it -- and she was remarkable." Dr. Bell was undecided on what type of medicine he wanted to practice after he finished his training -- until

(continued on page 2)



(Quads continued)

the quads came along and he became very interested in obstetrics.

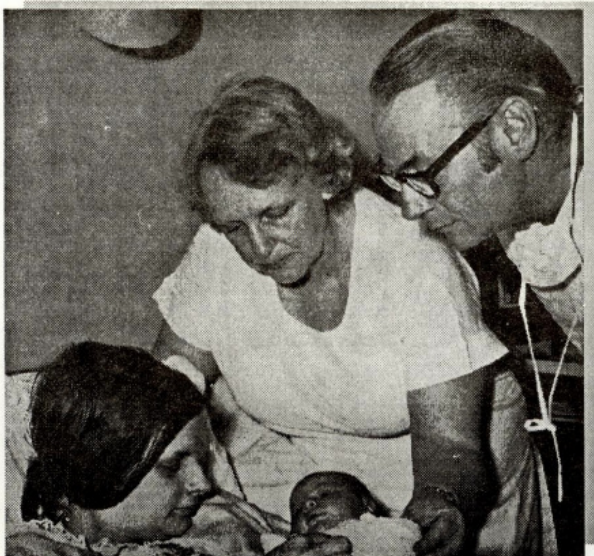
Mrs. Thelma Newell, RN the night superintendent helped with the births. When she got home that night she stated that she was so excited she could not sleep for a while. The superintendent of nurses, Mrs. Ruby Bakke, RN had to run the switchboard between 7:00 and 8:00 a.m. until the day operator came to work. It was lit up like a Christmas tree with every trunk line flashing with calls from all over New England. During that hectic hour she made friends with the operator in the Portland telephone office who was handling the overwhelming number of calls to the hospital. When the day operator arrived she found that there would be no time for lunch and that she would survive on aspirin for the day.

The daily care of the babies was arranged in three shifts. Mrs. Alice Toothaker was the nurse in charge of their care. Mrs. Elizabeth Potter who worked the night shift recalled that the babies were tiny and required a lot of care. She told us she would come in when she was off duty to help Mrs. Pinkham care for the children. She declared it was an exciting time for all the nurses that cared for the babies. The babies were in a private room that cost \$45 to cover expenses.

The quads had to remain in the hospital until accommodations could be made for a home.. Mr. and Mrs. Pinkham were offered a home to rent and the babies were released to their parents on October 8, 1952.

The new house was under construction, with Silas doing most of the construction. Late in the Fall the project had to be put on hold until Spring and better weather. The following Spring the family moved into their new home.

On May 27, 1972 Mrs. John F. (Melissa) Conners delivered her baby, Kathleen here with physician, Dr. Morse and nurse Priscilla Deetjen, the same team that delivered her. We were unable to locate any of the quads to give you an update on their whereabouts. As of 1982 two were living in Maine and the remaining out of State.



## On the job at.....

As we move forward with the merger the following Brighton Medical Center employees have accepted positions at Maine Medical Center:

**Engineering Department:** Robert Cloutier accept the position of Property Manager. He will be responsible for overseeing the various properties of Maine Medical & Brighton Medical Center campuses for the outside maintenance and care of these various facilities. This position take effect August 1, 1995.

Richard Spicer will continue as the supervisor of Brighton Medical Center 's Facilities Management. He will report to Stephen Bellantone, Assistant Director Engineering Services at Maine Medical Center. Mark Reingold will continue as Supervisor of Environmental /Linen Services here at Brighton Medical Center. He will report to the Assistant Director of Environmental/Linen Services at Maine Medical Center. **Security and Parking** will be transferred to Maine Medical Center effect August 1, 1995 and will report to David Young, Director Security/Parking Services.

**Materials Management** will be moving to Maine Medical Center August 1, 1995. Steve Gauthier will be assuming the role of Assistant Director, Materiels Management at Maine Medical Center.

**Pharmacy Services** has merged with MMC effective 8/1/95 under the leadership of William Gousse, Director of Pharmacy Services at MMC.

**Anatomic Pathology** - Eva Stewart, Chief Technician

**Cardiology** - Holly Howe, ECG Technician II

**CICU** - Beverly Martin, CNA

**Data Management** - Julie Candura, Director

**Human Resources** - Laurie Anderson, Receptionist; Libby Keller, HR Assistant

**Medical Records** - Lisa Despres, Analyst II

**Pathology** - Elaine Parsons, Phlebotomies

**P3CD** - Nancy Frazee, RN

**P4CD** - Shane Ellis, RN

**SCU** - Dawn Marie Bernard, RN

**Surgery** - Wayne Hutto, Transportation Aide

**Special Care Unit** - Sandra Lachtara, CNA

**P6** - Willow Femmechild, RN

The Following employee will be transferring from MMC to BMC:

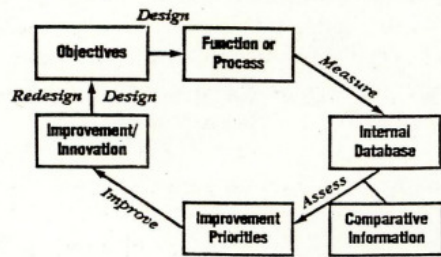
**Food & Nutrition Services** - Mark Coro, Cook

# Performance Improvement

By Elliot Sarantakos

This is the first in a series of four articles which will describe in detail the framework, or cycle for performance improvement. The four elements in this process are DESIGN, MEASURE, ASSESS, and IMPROVE.

## Cycle for Improving Performance



Transporting a patient from the Operating Room to the Special Care Unit...arranging for home care services for a discharged patient...prescribing a medication...implementing a new computer system... establishing an infrastructure for performance improvement...no activity, process, or function in our hospital is an end in itself. All are logical parts of a larger whole. In other words, they should be designed to fulfill an objective.

At the leadership, department, unit, or individual level we need to regularly stop and ask ourselves two questions:

- What goals are we trying to accomplish?
- How can we best accomplish those goals?

These questions encompass the concept of design. Once objectives or goals are determined, functions and processes necessary to achieve those objectives can be designed and implemented. Before proceeding further, it is important to distinguish between design and redesign. Design is creating new processes while redesign is taking a fresh look at an existing process or, in effect, revising and improving the process.

Successful health care delivery is driven by goals, both narrow and broad. For example, an activity such as scheduling a follow-up appointment for a positive test result has a range of goals from reaching the individual on the telephone to facilitating an examination to serving the patient's health needs. Unfortunately, many goals are often unexpressed. Once established, goals should regularly be reviewed to determine the following:

- Are they relevant and valuable?
- Can they be met by the activity and processes in place?
- Are they effectively and efficiently pursued?

- Should any new goals be established?

Development of goals and the design of activities to pursue those goals should occur within the context of the following:

**Mission, Vision and Plans:** Without question, our merger with Maine Medical Center represents a new vision and mission. Our goals should address how we can best fulfill strategies and plans to help ensure a successful transition and meet the demands of the changing health care environment. We must also maintain goals for our present mission and continue to analyze our patient care activities during the transitional period.

**Needs/Expectations of Patients, Staff and Others:** An accomplishment is understanding the needs and expectations of patients, staff, clients, residents, and their families. These groups are our primary consumers of our health care services.

Through our Service Quality Improvement efforts we have met or exceeded our customers needs in many areas. This has been accomplished because our culture is 'high touch' and we demonstrate a customer focused approach on a daily basis. The feedback we receive through our Press-Ganey patient surveys is a valuable source of information from which we can measure our success with meeting the expectations of patients. We also measure our clinical performance on a continuous basis to ensure the best possible outcomes.

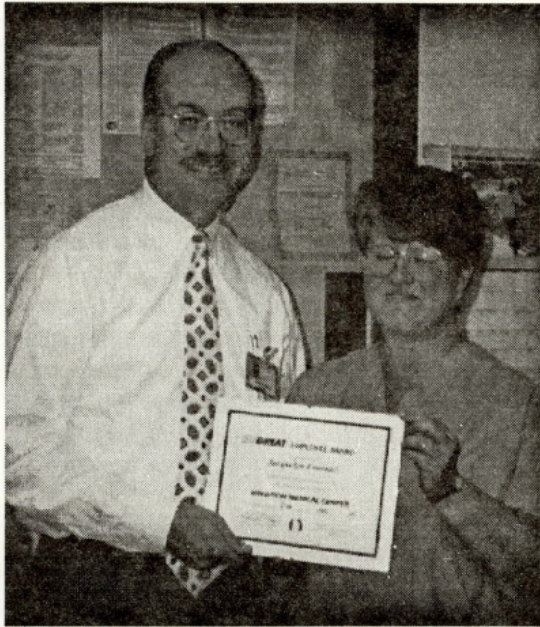
**Relevant Data:** Successful designs as well as successful improvement efforts require data. The improvement of valid data, and effective use of those data cannot be overemphasized. For example, an organization would not decide to construct a new emergency department without knowledge about patient volume, staffing, equipment use, and so on. Information about patient outcomes is especially valuable. It should encompass both performance from within an organization and as a result of analyzing external reference databases. This helps determine goals for clinical outcomes.

**Availability of Resources:** In the current climate, health care organizations are painfully aware that resources are limited. Every hospital seeks ways to control costs and improve efficiency without sacrificing quality. The availability of resources must be weighed against the potential benefits - for patients and for the organization.

By applying a systematic planning method, basing decisions on data, involving the right people, and finding the best information, we will ensure a process of continuous performance improvement.

# **GREAT UPDATE**

## ***Jacquelyn Fournier, of Obstetrics is August's GREAT EMPLOYEE Winner***



employee from their Department Grouping to be the Employee Spotlight of the Month. Nomination forms can be found in the Human Resources Department or nominations may be made via the Office Automation (OA) message system. All nomination forms and OA messages should be sent each month to the current Employee Spotlight of the Month for your Department Grouping or directly to Venita Weatherbie, Reward & Recognition Committee Chairperson in the Human Resources Department. Employees are also encouraged to elect employees from other departments by sending the nomination to that Department Grouping's current Employee Spotlight of the Month or directly to Venita Weatherbie.

**Congratulations to the 15 Employee Spotlights for the month of August in the following Department Groupings:**

- #1. Nursing Administration, Education & Health Resources, Print Shop , Executive Offices, Community Services, Business Office, Patient Registration, Central Scheduling - **Marion Goodwin** -Business Office
- #2. 1 Care- **Brian Barlag**, CNA
- #3. 2nd Floor- **James Kindness**, CNA
- #4. Peds, OBS/GYN -**Jackie Fournier**, RN/OBS
- #5. SCU, Respiratory - **Jayne Boulos**/Respiratory Surgery, PACU, ASU, Pre-Admission, Special Services -**Teresa Champagne**/ Pre-Admission Coordinator
- #6. Emergency Services - **Andrea Weiss**, PA
- #7. Laboratory - **Dru Pedro**, Medical Technician
- #8. Radiology - **Maureen Parrott**, Nuclear Medical Technician
- #9. Materials Management - **Brian Bragdon**, Inventory Control Coordinator
- #10. CHP/PT/OT-**Diane Brenner**, Patient Account Representative
- #11. Performance Improvement Services, HIMS/Library, Medical Affairs/Education, Physician Coordinator, Interns/Residents - **Amy Hodges**, Medical Records Clerk II
- #12. Food & Nutrition Services - **Freda Finlay**, Cafeteria Worker
- #13. Facilities Management - **Chris Coyle**, Floor Technician
- #14. Pharmacy, Accounting, Information Services, Telecommunications, Human Resources, Employee Health, Chaplain -**Ginny Souviney**, Telecommunications
- #15.

**Congratulations** to Jacquelyn Fournier, RN, of Obstetrics, who was selected as August's GREAT EMPLOYEE Award recipient!

Jackie has been employed at Brighton Medical Center since January 31, 1972. She was nominated by many employees who felt she exhibits outstanding Service Quality skills and abilities. Here is a summary of the comments that appeared on the nomination forms:

Jackie is truly an asset to the department. She is loyal, dependable, and willingly does extra to help in staffing crises. She is a caring and vocal patient advocate. The patients and her peers have great respect for her. she is "diplomatic" and "uniquely" capable of seeing "both sides" of any issue -- and supportive of all -- which has been extremely necessary during these stressful times of the merger. She is above all, a good friend and co-worker, and someone I like and respect very much.

As Brighton's GREAT EMPLOYEE Award recipient, Jackie received a framed GREAT Employee Certificate, a silver GREAT Lapel Pin, an engraved name plate on the GREAT Employee plaque in the main lobby, a \$50.00 Maine Mall Gift Certificate, 20 free lunch passes to the cafeteria and a reserved parking space in the physician's row near the front of the hospital.

The GREAT Employee is selected each month by the Reward & Recognition Committee from one of the 15 Employee Spotlights of the Month. Each Employee Spotlight of the Month receives a \$25.00 Maine Mall Gift Certificate. Every employee of Brighton Medical Center is responsible for nominating one

# HUMAN RESOURCES UPDATE

By Human Resources Staff

## MILESTONES

### NEW EMPLOYEES:

Renee Berry-Huffman	-Telecommunications
Alexander Brazalovich, D.O.	-Intern
Paul E. Coons	-Radiology
Amy E. Crocker	-Emergency Services
Christine L. Cyr	-Nursing, 2ND Floor
June L. Dyer	-Nursing, 2ND Floor
Roberta C. Eaton	-Nursing, 2ND Floor
April Fontaine	-Food & Nutrition Services
Samantha L. Haskell	-Emergency Services
Victor H. Huck, III	-Food & Nutrition Services
Christina M. Kelly	-Center for Health Promotion
Mary E. Lafond	-Nursing, 1-Care
Elizabeth L. Legro	-Interns
Nancy C. Lehouillier	-Radiology
Angela M. Martin	-Nursing, 1-Care
Raeleen M. Miles	-Nursing, 1-Care
Laurie J. Neal	-Nursing, 2ND Floor
Wendy A. Noel	-Nursing, SCU
Donna J. Quinn	-Nursing, 1-Care
Ronna L. Rault	-Nursing, SCU
Brenda J. Raymond	-Nursing, Float Pool
Gerold R. Reynolds	-Materials Management
Melissa A. Sawyer	-Nursing, 1-Care
Sherri E. Schweickhardt	-Nursing, 2ND Floor
Richard S. Stockwell, D.O.	-Intern
Timothy A. Theobald, D.O.	-Intern
Ralph W. Thieme, D.O.	-Intern
Stacey L. Thompson	-Radiology
Dennis P. White, D.O.	-Intern

### 1 YEAR:

Maria A. Atkins, D.O.	-Resident
Elizabeth Barnaby	-Radiology
Jeffrey S. Brown	-Respiratory
Brian D. Cyr	-Respiratory
Lawrence V. Presby	-Radiology Administration
Jane M. Storey	-Surgery Administration
Linda M. Willard	-Center for Health Promotion
Therese J. Young	-Cardiology

### 5 YEARS:

Lisa A. Joy	-Surgery Administration
Mohammad Kargar	-Environmental Services
Jane McPhillips	-Performance Improvement

### 10 YEARS:

Freda Finlay	-Food & Nutrition Services
Maria Hebert	-HIMS

### 15 YEARS:

Carol A. Marshall	-Nursing, 2ND Floor
Phyllis Snowman	-Nursing, 2ND Floor
Mary Jayne Woodside	-Laboratory

## Wellness Program Update

The following employee(s) have completed the Level I Incentive Goals and have received a water bottle, Wellness mug, T-Shirt, duffel bag, sweatshirt and the grand prize of 4 hours of PTO time.

NAME	DEPARTMENT
Ruth Bachelder	Materials Management
Rose Mills	Medical Affairs
Sharolyn Pezzopane	Accounting

The following employee(s) have completed the first hurdle of the Level II Incentives. For their accomplishment they received a \$10 gift certificate to the Maine Mall.

NAME	DEPARTMENT
Jane Walker	OBS

The following employee(s) have completed the second hurdle of the Level II Incentives. For their accomplishment they received a BMC Wellness Fanny Pack.

NAME	DEPARTMENT
Shirley Buzzell	Environmental Services

The following employee(s) have successfully completed the third hurdle of the Level II Incentives. For their accomplishment they received BMC Sweatpants.

NAME	DEPARTMENT
Elaina Duquette	OBS
Anna Kenney	Patient Registration

The following employee(s) who have successfully completed the FINAL hurdle of the Level II Incentives. For their accomplishment, they received a \$75.00 gift certificate to the Maine Mall.

NAME	DEPARTMENT
Julie Ackerman	1 Care
Linda Aspinall	ASU
Ann Darling	Surgery
Nora Hemphill	ASU

Congratulations!

## "Someone Thinks You're GREAT Recipients"

**ACCOUNTING:** Barry Williams; **CARDIOLOGY:** Tara Linskey; **COMMUNITY SERVICES:** Jeanne Flagg; **ENVIRONMENTAL SERVICES:** Marie Hammond, Millie Shannon, Shirley Welch; **FOOD & NUTRITION SERVICES:** Roland Gosselin; **INFORMATION SERVICES:** Jack Murphy; **LABORATORY SERVICES:** Michelle Daigle, Darleen Douglas, Pam Jordan; **1 CARE:** Jennifer Bodwell; **PATIENT CARE SERVICES:** Ruth Walton; **PATIENT REGISTRATION:** Lana Onassis, Norma Quint; **RESPIRATORY:** Jayne Boulos; **2ND FLOOR:** Gail Beals; **SPECIAL SERVICES:** Martha Mita; **SURGERY:** Barbara Strehlke; **TELECOMMUNICATIONS:** Beverly Bamford, Margaret Connolly, Sylvia Harmon, Jeannine Roos, Ginny Souviney, Leslie Wilhelmsen; **WOMEN'S HEALTH:** Nancy Skapinsky.

# HUMAN RESOURCES UPDATE

By Human Resources Staff

## MILESTONES

### NEW EMPLOYEES:

Renee Berry-Huffman	-Telecommunications
Alexander Brazalovich, D.O.	-Intern
Paul E. Coons	-Radiology
Amy E. Crocker	-Emergency Services
Christine L. Cyr	-Nursing, 2ND Floor
June L. Dyer	-Nursing, 2ND Floor
Roberta C. Eaton	-Nursing, 2ND Floor
April Fontaine	-Food & Nutrition Services
Samantha L. Haskell	-Emergency Services
Victor H. Huck, III	-Food & Nutrition Services
Christina M. Kelly	-Center for Health Promotion
Mary E. Lafond	-Nursing, 1-Care
Elizabeth L. Legro	-Interns
Nancy C. Lehouillier	-Radiology
Angela M. Martin	-Nursing, 1-Care
Raeleen M. Miles	-Nursing, 1-Care
Laurie J. Neal	-Nursing, 2ND Floor
Wendy A. Noel	-Nursing, SCU
Donna J. Quinn	-Nursing, 1-Care
Ronna L. Rault	-Nursing, SCU
Brenda J. Raymond	-Nursing, Float Pool
Gerold R. Reynolds	-Materials Management
Melissa A. Sawyer	-Nursing, 1-Care
Sherri E. Schweickhardt	-Nursing, 2ND Floor
Richard S. Stockwell, D.O.	-Intern
Timothy A. Theobald, D.O.	-Intern
Ralph W. Thieme, D.O.	-Intern
Stacey L. Thompson	-Radiology
Dennis P. White, D.O.	-Intern

### 1 YEAR:

Maria A. Atkins, D.O.	-Resident
Elizabeth Barnaby	-Radiology
Jeffrey S. Brown	-Respiratory
Brian D. Cyr	-Respiratory
Lawrence V. Presby	-Radiology Administration
Jane M. Storey	-Surgery Administration
Linda M. Willard	-Center for Health Promotion
Therese J. Young	-Cardiology

### 5 YEARS:

Lisa A. Joy	-Surgery Administration
Mohammad Kargar	-Environmental Services
Jane McPhillips	-Performance Improvement

### 10 YEARS:

Freda Finlay	-Food & Nutrition Services
Maria Hebert	-HIMS

### 15 YEARS:

Carol A. Marshall	-Nursing, 2ND Floor
Phyllis Snowman	-Nursing, 2ND Floor
Mary Jayne Woodside	-Laboratory

## Wellness Program Update

The following employee(s) have completed the Level I Incentive Goals and have received a water bottle, Wellness mug, T-Shirt, duffel bag, sweatshirt and the grand prize of 4 hours of PTO time.

NAME	DEPARTMENT
Ruth Bachelder	Materials Management
Rose Mills	Medical Affairs
Sharolyn Pezzopane	Accounting

The following employee(s) have completed the first hurdle of the Level II Incentives. For their accomplishment they received a \$10 gift certificate to the Maine Mall.

NAME	DEPARTMENT
Jane Walker	OBS

The following employee(s) have completed the second hurdle of the Level II Incentives. For their accomplishment they received a BMC Wellness Fanny Pack.

NAME	DEPARTMENT
Shirley Buzzell	Environmental Services

The following employee(s) have successfully completed the third hurdle of the Level II Incentives. For their accomplishment they received BMC Sweatpants.

NAME	DEPARTMENT
Elaina Duquette	OBS
Anna Kenney	Patient Registration

The following employee(s) who have successfully completed the FINAL hurdle of the Level II Incentives. For their accomplishment, they received a \$75.00 gift certificate to the Maine Mall.

NAME	DEPARTMENT
Julie Ackerman	1 Care
Linda Aspinall	ASU
Ann Darling	Surgery
Nora Hemphill	ASU

Congratulations!

## “Someone Thinks You’re GREAT Recipients”

**ACCOUNTING:** Barry Williams; **CARDIOLOGY:** Tara Linskey; **COMMUNITY SERVICES:** Jeanne Flagg; **ENVIRONMENTAL SERVICES:** Marie Hammond, Millie Shannon, Shirley Welch; **FOOD & NUTRITION SERVICES:** Roland Gosselin; **INFORMATION SERVICES:** Jack Murphy; **LABORATORY SERVICES:** Michelle Daigle, Darleen Douglas, Pam Jordan; **1 CARE:** Jennifer Bodwell; **PATIENT CARE SERVICES:** Ruth Walton; **PATIENT REGISTRATION:** Lana Onassis, Norma Quint; **RESPIRATORY:** Jayne Boulos; **2ND FLOOR:** Gail Beals; **SPECIAL SERVICES:** Martha Mita; **SURGERY:** Barbara Strehlke; **TELECOMMUNICATIONS:** Beverly Bamford, Margaret Connolly, Sylvia Harmon, Jeannine Roos, Ginny Souviney, Leslie Wilhelmsen; **WOMEN’S HEALTH:** Nancy Skapinsky.