



BRIGHTON Rounds

MAY 1995

VOLUME: 4:5

BRIGHTON'S BRIGHT FACES ON TAKE OUR DAUGHTERS TO WORK DAY



On Thursday, April 27, 1995, Brighton Medical Center celebrated Take Our Daughters To Work Day.

This is the third year of a program conceived by the Ms. Foundation for Women, for 9 to 15 year old girls. This program allows these young women to understand more about the variety of jobs and workplaces available to them in both traditional and non traditional employment.

The program has expanded so that many fathers are also participating and many more businesses have opened their doors to this nationally accepted program.

This year Brighton Medical Center was proud to host Whitney Lamson, Amy Shook, Tila Esposito, Naomi Gosselin, Sarah Hauke, Amy Olfene, Alison Breckenridge, Katie Richards, Mandy Anderson, Caitlin Dahms, Maureen Martineau, Emily Fogg, Meghan Jordan, Alison Lunt, Lynn Perkins, and Carin Roewer.

Roland Gosselin, BMC's Food Services Manager was accompanied throughout the day by his daughter Naomi Gosselin. Naomi was involved in all the preparations for the day, including the monthly employee luncheon, which was held in the Board Room with the hospital President, James W. Donovan

and Human Resource Director, Michael P. Pierce.

Caitlin Dahms, daughter of Kathy and Russ Dahms who work in OBS and Environmental Service rode in the Shuttle Van with her dad for part of the morning, a few hours with Marlene Baxter learning how the departments of Medical Education and Medical Affairs operate and the remainder of the in the Shuttle Van with her dad Russ.

Sarah Hauke, daughter of Steve Hauke, Pharmacy Department observed the technicians on their daily rounds, watched all the various duties that her dad and all the other Pharmacy staff do every day.

Whitney Lamson, daughter of Cary Lamson, Human Resource Director helped by assembling new employee packets, answering the phone and by shredding confidential information.

Lynn Perkins daughter of Gail Perkins, Discharge Planner of Performance Improvement observed her mother interacting with physicians, staff and families regarding arrangement of services for patient discharge upon leaving the hospital.

It was a wonderfully productive day and a pleasure to see so many energetic and polite young women in our midst.

Employee Spotlight/News

Anne White, RN (Materials Management/Central Sterile Supervisor) recently passed a Healthcare Risk Management Program given by the New England Healthcare Assembly.

SQI POSTER WINNERS

"Quality Built on Respect": You've seen the Performance Improvement Vision Statement posted on SQI bulletin boards around the hospital and published in ROUNDS.

Recently, many departments participated in the Poster Contest using great creative skills, ingenuity, and a variety of pictures as well as "time" for the effort. Your participation is very much appreciated; and the posters - displayed in the Cafeteria - have contributed to the awareness aspect of the SQI/Performance Improvement culture of Brighton Medical Center.

On Tuesday, April 18th the winners were announced and Ruth Walton, Vice President of Patient Care Services presented the awards in the Cafeteria.

They are as follows:

1st Place - \$100 - Laboratory

2nd Place - \$ 50 - 2ND Floor

3rd Place - \$ 25 - 1 Care



1st Place - Laboratory



2nd Place - 2ND Floor



3rd Place - 1 Care

On Wednesday, April 12, 1995 at Maine Medical Center the Spell Off for the BMC-MMC spelling team took place.

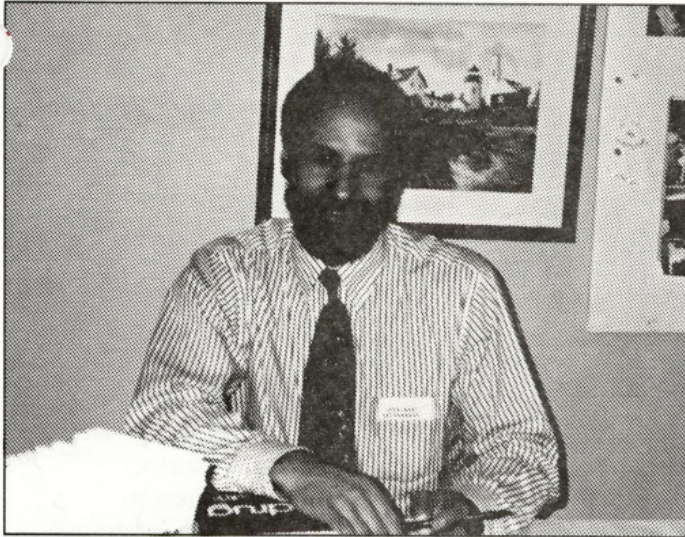
This team will represent us in the Portland Partnership Corporate Spelling Bee on Monday, May 22, 1995 from 3-5:30 p.m. at Deering High School Auditorium.

We had two Brighton Medical Center employees participate in the spell off: **Jackie Roode** and **Louise Wakefield**. Maine Medical Center had a much larger contingent.

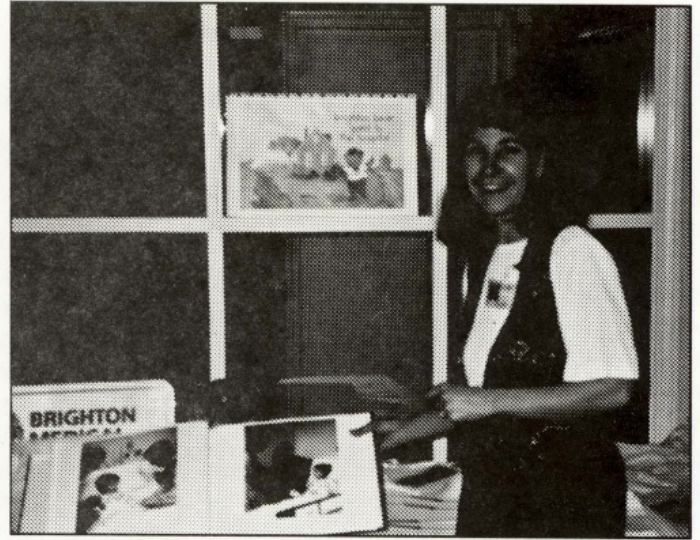
The final team consists of our own Louise Wakefield from Emergency Services who was the champion speller of the Spell Off. She will be accompanied on the team by **Barbara Marston** and **Marc Stone** from Maine Medical Center with **Debbie Courtney** as alternate.

Lets support **Louise** and the Team. We need to cheer them on to victory on May 22nd. **Louise, we are proud of you!!!**

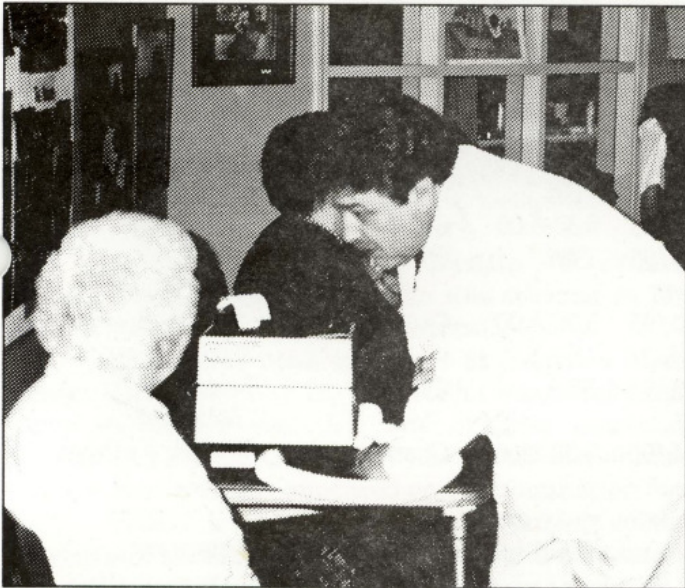
Highlights of the Health Fair at Ocean View & Volunteer Banquet 1995



Steve Hauke at Ocean View set up to review participants prescriptions



Debbie Irish with the "Brighton Bear Program"



Roland Michel explaining the Pulmonary Test to a participant



(L to R) Martha O'Grady, Jeanne Grassi, Joan Staples & Rose Stern



(Front row) Earl Viles, Blair Cummings, Ken Viles, Roy Carlson,
Bob Cloutier (Back row) Betty Lou Small, Viola Bragan, Mary Griffin



Charlie Fortier at his last banquet, he retired from volunteering

"SQI" to "I," Improvement

By Steve Wojtysiak

We will be hearing more and more about service quality in the coming years. It may be delivered in the form of different names like "TQM" and "CQI" (the T stands for Total and the C stands for Continuous); but no matter what form it takes, it still means one thing: always attempting to enhance the quality of the services that we offer to patients, their families, and each other.

The quest for quality can only be accomplished through teamwork; and teamwork can only take place after each team member has conducted their own self-assessment and come to the conclusion that they do, in fact, want to embark upon this quest. Before joining the team to help BMC serve our community with health care that meets the highest standards achievable, we should each ask ourselves...

1. Am I willing to lend my ideas and make the effort to improve?
2. Am I willing to sacrifice for the good of BMC customers?
3. Do I take pride in the quality of service that I provide to other departments?
4. Am I giving my best effort to my customers at BMC in this time of transition?

Brighton Medical Center has provided us with a place of employment and we should be proud to be an important part of this great health care facility. It will be easier for us to fulfill our mission if we put our differences aside and work together as a group. We have to remember that it takes more time and energy to complain than it does to just do the task at hand.

The future of our organization is in a state of transition and, while none of us have a crystal ball, we do all have each other. So let's look at each other for support and be there for each other to extend a helping hand. It will then be easier for us to keep a positive outlook and go forward with confidence. Our strength through unity will be visible to anyone who has a need for our vast array of services and talents.

P.S. -- **Welcome to our family, M.M.C.** I look forward to your strengths and to health care being an even more exciting field to be in now.

Brighton Medical Center Softball Team Schedule



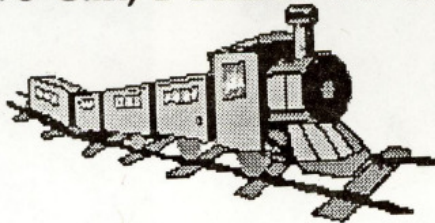
Date	Time	Field	Team
05/03/95	5:30-8:00	Quinn	Practice Only
05/11/95	5:30-8:00	Thornton*	NERH*
05/15/95	5:30-8:00	Quinn	Tamarlane*
05/18/95	5:30-8:00	Quinn	Acadia Ins.
05/23/95	TBA	Quinn	Cole-Haan*
05/30/95	TBA	Jack	Amistad*
06/01/95	5:30-8:00	Quinn	Friedman /Babcock
06/05/95	6:00-8:00	Jack	Forum Financial*
06/15/95	5:30-8:00	Quinn	Forum Financial
06/19/95	5:30-8:00	Quinn	Tucker Anthony*
06/29/95	5:30-8:00	Quinn	NERH
07/03/95	TBA	Dougherty	Barry, Dunn, McNeil & Parker*
07/13/95	5:30-8:00	Quinn	Cole-Haan
07/14/95	TBA	Quinn	United Public*
07/18/95	TBA	Jack	Acadia Ins.*
07/25/95	TBA	Jack	Amistad*
07/27/95	5:30-8:00	Quinn	Tamarlane
08/03/95	TBA	Quinn	Lowry & Associates*
08/10/95	5:30-8:00	Quinn	Lowry & Associates
08/22/95	TBA	Quinn	Friedman/ Babcock*
08/24/95	5:30-8:00	Quinn	Tucker Anthony

* Indicates away game

• Thornton Field is near Tony Roma's Restaurant

Please contact Elliot Sarantakos in Performance Improvement if you would like more information or would like to sign up.

I Think We Can, I Think we Can.....



During the week of April 17th Pat Holloway from Caretrack Conducted intensive training in the Performance Improvement Department. Susan Eastman, Rachel Reed, and Sandi Larose expended a great deal of time and effort into this process which was a success. Clinical monitors have been established and we will soon be producing reports from this patient care review system.

GREAT UPDATE

Venita Weatherbie, Human Resources is May's GREAT Employee Winner



Mike Pierce, VP Human Resources and Venita Weatherbie

Congratulations to Venita Weatherbie, Human Resource Specialist, who was selected as May's GREAT EMPLOYEE Award recipient!

Venita has been employed at Brighton Medical Center since February 22, 1993. 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:

Venita is an individual who exudes customer service and satisfaction. Comments continue to be made about the way Venita goes out of her way to provide the information and products that are necessary for her customers to do their work. Venita's enthusiasm in her job performance is contagious. She represents her department and our medical center in a positive and professional manner.

As Brighton's GREAT Employee Award recipient, Venita 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 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 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 May in the following Department Groupings:

- #1. Nursing Administration, Education & Health Resources, Print Shop, Executive Offices, Community Services and Development, Business Office, Patient Registration, Central Scheduling - **Ann Morton**, Business Office/Customer Representative
- #2. 1 Care- **Bonnie Randall**, CNA
- #3. 2nd Floor- **Janet Nutter**, Support Service Associates
- #4. Peds, OBS/GYN - **Jane Walker**, RN IV, OBS
- #5. SCU, Respiratory - **Sylvia Dow**, RN III, SCU
- #6. Surgery, PACU, ASU, Pre-Admission, Special Services - **Carolyn Mazer**, RN II, ASU
- #7. Emergency Services - **Theresa Young**, Unit Secretary
- #8. Laboratory - **Nancy Shibles**, Medical Technician
- #9. Radiology - **Patricia Beaulieu**, Lead Nuclear Medical Technician
- #10. Materials Management - **Anne White**, Central Sterile Supervisor
- #11. CHP/PT/OT - **Peter Williams**, Reimbursement Specialist/Accountant
- #12. Performance Improvement Services, HIMS/Library, Medical Affairs/Education, Physician Coordinator, Interns/Residents - **Sheri Dirrigl**, Infection Control Coordinator
- #13. Food & Nutrition Services - **Michael Asselin**, Cook
- #14. Facilities Management - **Stephanie Hawkes**, Environmental Services Technician
- #15. Pharmacy, Accounting, Information Services, Telecommunications, Human Resources, Employee Health, Chaplain - **Sharolyn Pezzopane**, Accounting Director

HUMAN RESOURCES UPDATE

By Human Resources Staff

MILESTONES

NEW EMPLOYEES:

Karen L. Babb	-Surgery Administration
Jennifer L. Bodwell	-Nursing Float Pool
Teresa D. Boyd, D.O.	-Center for Health Promotion Clinic
Merribeth Gaudet	-Surgery Administration
William E. Holmes	-Food & Nutrition Services
Andrew W. Johnson	-Center for Health Promotion/PT
Elaine A. Parsons	-Nursing, 2ND
Elizabeth A. Plata	-Nursing, Float Pool

1 YEAR:

Kathleen Hodgetts	-Emergency Services
Leone M. Lavoie	-Cardiology
Holly A. Nason	-Physical Therapy
Jamie K. Nowinski	-Nursing, SCU
Lana M. Onassis	-Patient Registration

5 YEARS:

Julie A. Ackerman	-Nursing, 1Care
Jane Dumais	-Nursing, 2ND
Ernest G. Enck, Jr.	-Financial Services
Irene Rounds	-Surgery, Administration

10 YEARS:

Vicki L. Downs	-Pharmacy
Michelle Duval	-Nursing, 2ND
Nancy Knudsen-Plourde	-Nursing, 1Care
Lois Lefebvre	-Special Services

15 YEARS

Lucille Caron	-Nursing, Float Pool
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20 YEARS

Gail Crocker	-Nursing, SCU
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"Someone Thinks You're GREAT Recipients"

Environmental Services: Bunny Butterfield, Marie Hammond, Stephanie Hawkes*, Millie Shannon; **Food & Nutrition Services:** Dawn Symbol; **OB/GYN:** Jackie Collins; **Pharmacy:** Larry Pierce.

*Indicates more than one GREAT card.

Wellness Program Update



Congratulations to the following employee(s) who have completed the Level I Incentive Goals and have received all Level I Incentives including a Water Bottle, Wellness Mug, T-Shirt, Duffle Bag, Sweatshirt and the grand prize of 4 hours of PTO time.

<u>NAME</u>	<u>DEPARTMENT</u>
Lori Basso	-Surgery
Dawn Marie Bernard	-SCU

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

<u>NAME</u>	<u>DEPARTMENT</u>
Patty Faulk	-2ND

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

<u>NAME</u>	<u>DEPARTMENT</u>
Patty Faulk	-2ND

The following employee(s) have successfully completed the fourth hurdle of the Level II Incentives. For their accomplishment they received a \$25 gift certificate to the Maine Mall.

<u>NAME</u>	<u>DEPARTMENT</u>
Diane Devou	-Radiology
Maria Hebert	-HIMS

Congratulations to 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.

<u>NAME</u>	<u>DEPARTMENT</u>
Beverly Martin	-2ND