

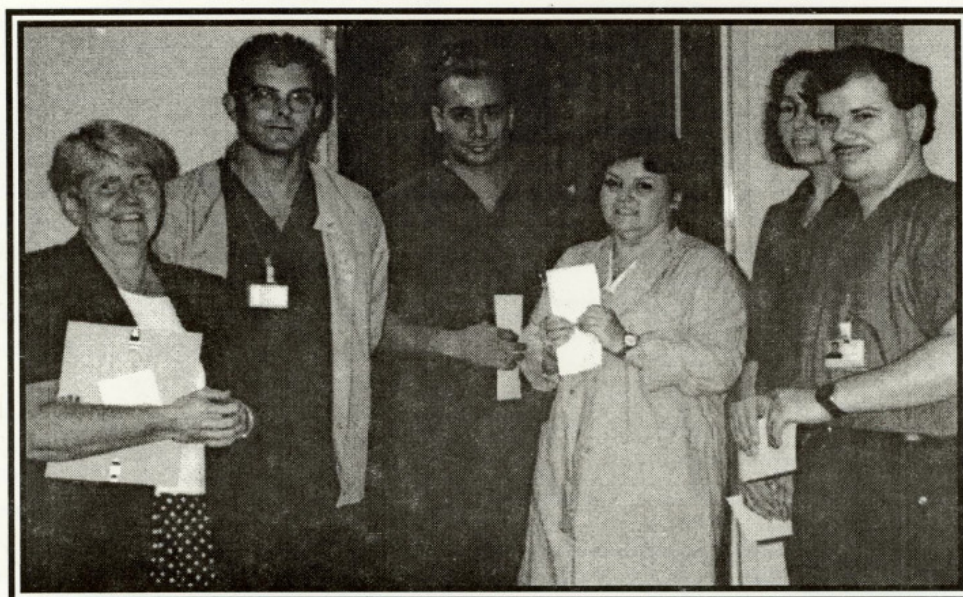


# BRIGHTON Rounds

October 1995

Volume 4:10

## SUPPORT SERVICE ASSOCIATE A New Model for Patient Care



*Pictured above: Jean Small, R.N., Scott Aston, SSA, Mark Sacco, SSA, Brenda O'Brien, SSA, Melinda Sicotte, SSA and Terry Grant, SSA.*

**B**righton Medical Center recently celebrated the latest published Press Ganey Patient Satisfaction Surveys which reported a significant increase in the categories of patient room cleanliness and quicker discharge response time. These results put our hospital in the 98-99 percentile with regard to these services when compared with our peers. Our Performance Improvement Division in cooperation with Human Resources recognized our newest employee group the **Support Service Associates** for their role in this enhancement to patient care services. Our SSA's were presented with a "**GREAT CARD**" honoring their commitment and dedication to this newly created position.

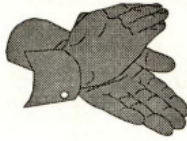
In an effort to provide an integrated patient-focused approach to the delivery of patient care, BMC initiated the role of the **Support Service Associate** in January of this past year. This new position combines the responsibilities formerly associated with three separate departments. Dietary-aides, environmental service workers and patient transporters have transitioned into a new multi-skilled role, the SSA!

After a comprehensive classroom and hands-on educational program, the SSA's have been assigned to work with individual patient care units as part of the health care team. Although they do not provide any direct patient care, the SSA's perform their critical duties while providing our patients with a consistent friendly figure during their hospitalization. One goal of this initiative was to decrease the number of staff interacting with patients on any given day, thereby improving patient care and patient satisfaction. Additionally, this position was created to improve employee satisfaction while increasing job skills and competencies. Our SSA's have integrated well in this new role, and all involved with the development and implementation of this new initiative are to be congratulated!





## MILESTONES



### NEW EMPLOYEES

Tina M. Bowers	Nursing Administration
Sheryl A. Smith	M/S Unit 2ND

### 1 YEAR

Caroline A. Baker	Float Pool
Laureen Biczak, D.O.	BSG
Kathy E. Cole	CHP Office
Laurie A. Davis	Environmental Services
Thomas Eslinger, D.O.	LRPCS
Ann Giguere	M/S Unit 2ND
Robert D. McArdle, D.O.	BSG
Rebecca A. Menario	M/S Unit 2ND
Kahterine A. Perry	Accounting
Peter R. Williams	CHP Office

### 5 YEARS

Billie Conant	Laboratory
Barbara Davis	M/S Unit 1 Care
Pamela Fisher	Surgery
Kathleen Genna	M/S Unit 1-Care
Iris Perkins	Radiology

### 15 YEARS

Karen A. Chouinard	Surgery
Janice L. Gibson	Patient Accounting
Nancy Johnson	Nuclear Medicine
Charles Massie	M/S Unit 2ND
Jeanine C. Roos	Telecommunication

### 20 YEARS

Helena S. Bracken	Accounting
Cathy Hibbard	OBS

## VOLLEYBALL

Contact Human Resources if you are interested in joining MMC's Volleyball Team - Call Ext. 8065



## BMC - MMC Quality Fair

Help us CELEBRATE the Quality Improvement accomplishments of MMC and BMC at our "Quality on Parade" Fair!!! Floats, Games and Entertainment Galore!

OCTOBER 26 - 27, 1995  
Around the Clock

Shuttle will be operating between both campuses during prime hours!

## WELLNESS FAIR UPDATE

There were approximately 126 employees who made their way through the Employee Wellness Fair where blood pressure, body composition, cholesterol, vision and nutrition screenings were all being done. The cholesterol screening and body composition results have been mailed to employees who chose to have these done. A breakdown of the cholesterol results are as follows:

COUNT	# OF EMPLOYEES	% OF TOTAL
80 - 100	0	0
101 - 150	10	08
151 - 200	56	52
201 - 250	52	33
251 - 300	7	6
>300	1	< 1

If you are concerned with your cholesterol or the results, please call your doctor for a complete examination and evaluation of your individual needs concerning this matter.

Any comments or questions regarding the Employee Wellness Fair or any other Wellness Committee activity may be addressed to Venita Weatherbie, Chairperson at Extension 8071.



# GREAT UPDATE

## Jean Small, R.N., Director 2nd fl., 1C & WHS is October's GREAT EMPLOYEE Winner



Congratulations to **Jean Small, R.N.**, Director 2nd Fl., 1-C & WHS, who was selected as October's **GREAT EMPLOYEE** Award recipient!

Jean has been employed at Brighton Medical Center since May of 1974. 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:

*Jean consistently demonstrates excellence in all that she does. She is the essence of BMC and we all love and admire her! I am nominating Jean for her dedication to her staff and wonderful support that she offers to everyone in these difficult times. She is accepting her increased responsibilities so courageously. Jean's professionalism is noteworthy as is her ability to handle stressful situations. She has a great sense of humor!!!*

As Brighton's GREAT EMPLOYEE Award recipient, Jean 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 BMC 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 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 October 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 - **Claudia Foster** - Business Office Supervisor
- #2. 1 Care - **Althea Green** - Unit Secretary
- #3. 2nd Floor - **Jean Small** - Nursing Director
- #4. Obs/GYN - **Rhoda Libby** - LPN III
- #5. SCU, Respiratory - **Mary Willett** - Assistant Director, SCU
- #6. Surgery, PACU, ASU, Pre-Admission, Special Services - **Linda Martel, R.N., II** - Surgery
- #7. Emergency Services - **Linda McAlvey, R.N. II**
- #8. Laboratory - **Michelle Allen** - Medical Technician
- #9. Radiology - **Patti Roberts** - File Room
- #10. Materials Management - **Ruth Bachelder** - Central Supply Technician
- #11. CHP/PT/OT - **Dr. Susan Upham** - Medical Director
- #12. Performance Improvement Services Dept., HIMS/Library, Medical Affairs/Education Physician Coordinator, Interns/Residents - **Jane McPhillips** - Continuing Care Coordinator
- #13. Food & Nutrition Services - **Susan Weaver** - Primary Care Nutrition Consultant
- #14. Facilities Management - **Mike Harkins** - Lead Maintenance
- #15. Pharmacy, Accounting, Information Services, Telecommunications, Human Resources, Employee Health, Chaplain - **Kate Perry** - Senior Accountant

*Congratulations!*



# HUMAN RESOURCES UPDATE

## 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 grand prize of 4 hours of PTO time.

NAME	DEPARTMENT
Ann Gatchell	Radiology
Donna Clukey	Central Sterile
Rachel Reed	Performance Impr.
Kristie Tanner	PT/OT

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
Carmella Orlando	Emergency 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
Carol Marshall	2nd Floor
Lois Lefebvre	Special Services

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

NAME	DEPARTMENT
Donna DeSimio	Emergency Services
Shirley Wallace	Food & Nutrit. Serv.
Gina DiBiase	Surgery

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

NAME	DEPARTMENT
Vicki DePaolo	Surgery
Maria Hebert	HIMS

## “Someone Thinks You’re GREAT Recipients”

**Accounting:** Barry Williams, Balinda Washington, Rodney Knights; **Environmental Services:** Bunny Butterfield, Kathy Rand; **HIMS:** Martha Tice; **Human Resources:** Venita Weatherbie; **Information Services:** Jo-Ann Gillette; **Laboratory Services:** Pat Schott; **Maintenance:** Steve Parker; **Radiology:** Elaina Breyng, Wendy Jenkins; **Security:** Bob Kent; **Shuttle:** William Babbidge; **Surgery:** Debbi Irish.

All of the above employees were “caught in the act” by one of their co-workers for going out of their way for one of our guests. Each of them received a special card of recognition for their deed, as well as a free meal in the cafeteria.

## COMINGS AND GOINGS . . .

**MMC to BMC**  
NONE

**BMC to MMC**

**CARDIOLOGY**  
*Tara Linskey*, ECG Tech

**HUMAN RESOURCES**  
*Janice Scott*, Compensation/Benefits Specialist

**OR**  
*Brenda Cooledge*, Staff Nurse II  
*Thomas Staples*, Transportation Aide

**P2CD**  
*Katherine McCarthy*, Staff Nurse II  
*Geraldine Yates*, Staff Nurse II

**PATHOLOGY**  
*Karl Burby*, Lab Assistant

**PSYCHIATRY**  
*Willow Femmechild*, Staff Nurse II

**R1**  
*Sandra Brooks*, CNA

**R5**  
*Mary Lou Palman*, Head Nurse

**R9 West**  
*Bernadette Murray*, Staff Nurse II

