



Rounds

March

OSTEOPATHIC HOSPITAL OF MAINE

1990

New OHM Affiliate Acquires Kennebunk Clinic

OHM Management, Inc., a newly-formed affiliate company of the Osteopathic Hospital of Maine, is the new owner of the Kennebunk Walk-In Clinic located at 24 Portland Road (Route One) in Kennebunk. The Clinic will be operated with administrative guidance from Donald W. Cushing, Executive Director of OHM's Center for Health Promotion.

The building will remain under the ownership of William F. Bergen, D.O., who established the clinic in 1985 to provide primary and urgent medical care on a walk-in basis. Dr. Bergen, who began his private practice 29 years ago, will continue to serve as a consultant to the clinic to ensure a smooth transition. He and Merrill Farrand, D.O., will also continue to maintain private offices in the facility.

Dr. Bergen sees the change of ownership as an opportunity for the community and patients of the Clinic to benefit from the resources of the Hospital. "Although the Clinic has done well over the years," he explained, "third party regulators have made it increasingly difficult to operate it on an independent basis. Under the new management company, the Clinic will be able to offer expanded services to the community."

According to Hospital President Jim Donovan, the purchase of the Clinic will help to maintain the visibility and accessibility of osteopathic medicine in eastern and central York County.

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OHM Management, Inc., a newly-formed affiliate of OHM, purchased the Kennebunk Walk-In Clinic (KWIC) on February 1, 1990. Shown unveiling KWIC's new sign are (L to R) OHM President Jim Donovan; Don Cushing, Executive Director of OHM's Center for Health Promotion; William Bergen, D.O., founder of KWIC; Douglas McCullom, D.O., Medical Director and Staff Physician for KWIC.

President's Column



Over the last several years, many OHM employees have complained about the traffic situation on Brighton Avenue during shift changes and rush hours. All of us, at one time or another, have experienced the frustration of waiting for endless traffic to pass so that we can get out of OHM's driveway and on our way.

In response to this concern, OHM has looked at the situation many times for possible solutions. Installation of a traffic signal to ease delays is one suggestion that has been explored repeatedly. However, there are several valid reasons a traffic signal may not be approved by the city.

Current regulations require that traffic signals be maintained at approved distances from the nearest sidestreets for safety reasons. In the case of OHM, Hollis Road, Cragie and Bradley Streets contribute to the problem. Traffic regulations also stipulate that signals be a certain distance from each other. The traffic light at the intersection of Brighton and Stevens Avenue could cause OHM to be in violation of this requirement.

In certain cases, city and state traffic engineers allow exceptions to these regulations. However, in order to submit a proposal for consideration, OHM would first have to pay for a traffic study, which would in no way guarantee that a traffic light could be installed. Consulting fees for the study and installation costs for the six lights that might be required could run as high as \$25,000 - \$30,000 and possibly more.

Until a more reasonable solution can be found, I hope that all OHM employees and guests will continue to tolerate the traffic situation with patience and understanding.



Jim Donovan

Kennebunk Walk-In Clinic

(continued from page one)

"Dr.'s Bergen and Farrand, along with several other members of our medical staff in the area, have been providing the community with excellent medical care," stated Jim. "By purchasing the Clinic, our Hospital will be able to help continue that tradition. Our ability to provide support services will ensure that the Clinic can continue to provide comprehensive medical care to the increasing number of people who seek outpatient services, including the fast growing summer population of the Kennebunks."

Don Cushing of CHP agreed that the change of ownership is a positive step for the Clinic, the Hospital and the community. "OHM's depth of resources and expertise will enable the Clinic to eventually offer a broader range of health care services," he said.

Current staff members, including Medical Director Douglas C. McCullom, D.O., will remain with the Clinic and are enthusiastic about the new venture. Dr. McCullom, who joined the Clinic two years ago, said he is excited about the new relationship with the Hospital and plans to stay and grow with the operation. He stated that any changes that occur at the Clinic will benefit patients and will be developed in their best interest. He did not foresee any immediate changes in service "until we have a chance to assess how we might better serve the community."

Vicki Lyons of Kennebunk will serve as practice manager for the Clinic and also looks forward to strengthening its role as a resource for the community.

The Clinic will also function as a resource and "support center" for area physicians by providing diagnostic services such as x-ray, laboratory and mammography already available in the facility. The Clinic also plans to offer occupational medicine services to the area's business community.

Jim explained that OHM and the Clinic have shared a common approach to medicine. "Both facilities have a tradition of excellent, personal care," he said. "This common philosophy makes our association a sensible one."

Recycling Team Formed

A Recycling Team has been formed at OHM to address the issue of recycling within the hospital. The team consists of Pat Meserve, Claudia Foster, Bob Cloutier, Mark Dunston, Mike Poulin, Butch Fenton, Sandra LaRose and Matt Houle.

The group has visited a recycling plant in Scarborough and will be meeting with a representative from the Maine Office of Waste Reduction in the near future.

The goal of the team is to present a list of recommendations for recycling to Senior Management by July 1990. If you have any suggestions, please call Claudia Foster at ext. 8304.

Child Care Update

OHM's Child Care Task Force reports that it has visited and interviewed three local day care providers who have agreed to offer OHM employees "first option" for day care when openings arise. Since the providers are responsible for the services they offer, employees are urged to call them directly to discuss specific needs. The names and addresses of the day care homes are available by calling Personnel at ext. 8065.

Poison Prevention Week

The OHM Pharmacy is once again gearing up for National Poison Prevention Week, March 18-24. The annual event is intended to raise awareness of the dangers of accidental poisonings and measures that can be taken to prevent them.

Last year, Steve Hauke, R.Ph., of OHM's Pharmacy led a pilot program to involve the department in Poison Prevention Week by presenting a program to area school children and organizing an information table in the hospital cafeteria. This year, the pharmacy expanded its activities by providing Ipecac Emergency Packets to interested physicians for free distribution to their patients. They also hope to offer a fun educational program for the children of OHM employees.

According to Steve, children under five years of age are most often involved in accidental poisonings, while those ages 1 - 3 are at highest risk.

"At these young ages, children are at a growth and development stage where they are constantly exploring the world around them," explained Steve. "This is the way they learn. Unfortunately, what they see and reach for often ends up in their mouth."

For further information on how to prevent accidental poisonings, be sure to visit the Pharmacy's information table in the cafeteria during Poison Prevention Week.



Volunteers Shawn Hall (left), Sean Emmons (right) and Irene McCarthy (absent from photo) were a big help to the OHM Pharmacy recently by preparing 750 Ipecac Emergency Packets for distribution to physician offices for National Poison Prevention Week, March 18-24. Steve Hauke, R.Ph., of OHM's pharmacy (center) is coordinating the department's promotional activities. Special thanks to J.E. Gould & Company for donating Ipecac Syrup to the hospital for this project.

OHM to Co-Sponsor Sibling Class

OHM and the Childbirth Education Association (CEA) will offer a Sibling Class for Brothers-and-Sisters-To-Be on Sunday, March 11, 3:00-5:00 p.m. in the Women's Health Conference Room.

Kathy Dahms, R.N.C., of OHM's OBS Dept., and Carol Ridlon of CEA will serve as instructors.

The class, designed for 2 1/2 - 10 year old's, is a two-hour activity session to help prepare children for the arrival of a new baby. Activities include stories, a movie, a special birthday cake, coloring books, an official "diploma," and articles for parents to take home. Children also create a gift for their new baby.

Future classes will also be held on May 13 and July 15, 1990. The cost is \$10. If you or someone you know would like to register or obtain more information, please call 781-2694.

Spring Fling!

Saturday, March 24, is this year's date for Dr. Beck's Annual Spring Fling Party at the Italian Heritage Center! All employees and others associated with OHM are invited to attend.

The theme is late 60's - the era of flower power, Woodstock, etc. So find your old love beads, bell bottom pants, tie-dyed shirts and peace symbols for this visit to the past!

"Oldies" music will be provided by Larry Donavan from 8:00 - 12:00 p.m.

As before, canned goods will be accepted at the door for donation to local soup kitchens. (A box is also available in the OHM cafeteria for those of you who cannot attend). Any cash donations will be sent to the Red Cross Disaster Relief Fund.

Remember the Gift Shop!

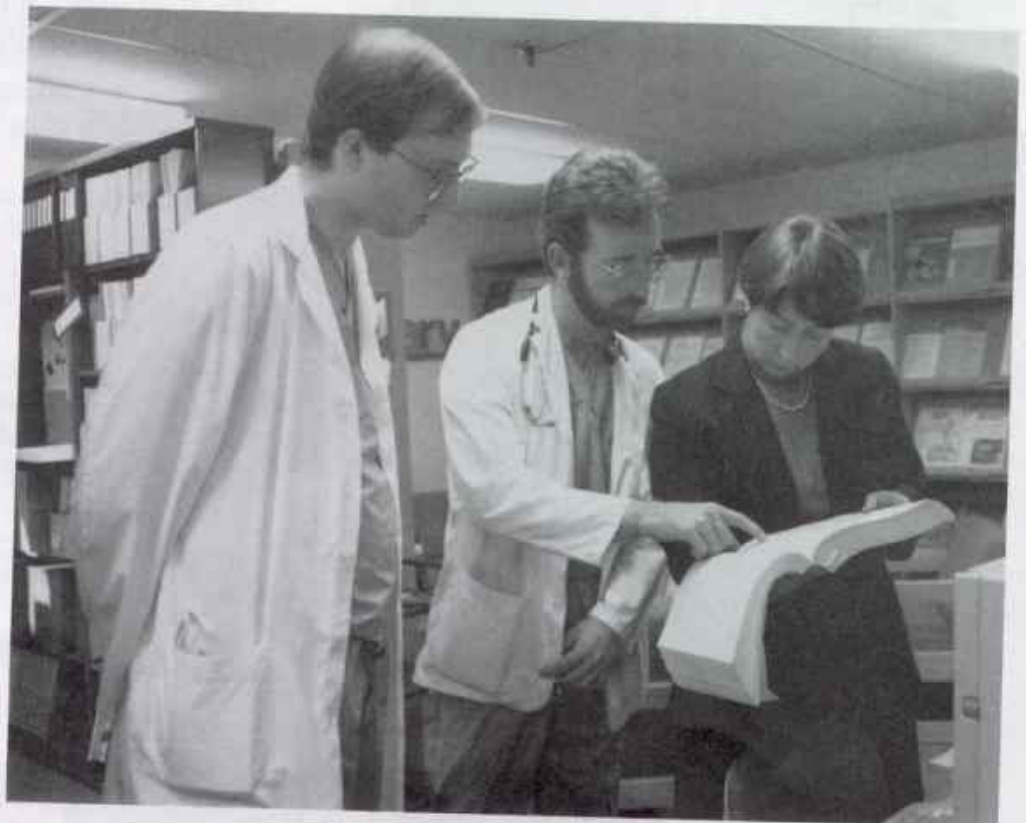
Don't forget to check the OHM Gift Shop for those special occasions! Tuscany China is now on sale at 30% off -- Visa and Mastercard are accepted. Don't miss out on this special!

Library Renamed

The library held an Open House in January to celebrate its rededication as OHM's "Health Sciences Library," which better reflects its mission to serve all allied health professions.

In the photo, OHM Intern Russ Schilling, D.O., and Donnie Bouchard, a medical student from UNECOM, talk with librarian Janet Morelli during the Open House.

Library services are available 24 hours a day for employees and others affiliated with the hospital. Jan is available for assistance Monday through Friday, 8:30-4:30 p.m.



GREAT UPDATE

From the Office of Guest Relations

Take the Fear Out of Performance Evaluations

While performance evaluations are intended to reward employees as well as point out ways they can improve, people tend to react to them with fear. OHM's Director of Personnel, Mark Dresser, says that the following techniques can help us gain control over the emotions that can arise before and during these meetings.

- * Approach the evaluation as a way for employees and managers to learn from each other. This is not a time to discuss pet peeves or to deny criticisms.
- * Recognize that managers are in as difficult a situation as the person being reviewed and would appreciate ideas and input.
- * Ask for a blank copy of the evaluation sheet a few weeks before the evaluation. Evaluating your own performance by using the manager's criteria and developing personal goals will make the evaluation a two-way communication.
- * Speak up about successes! If a project has produced results, say so.

- * Speak up about personal shortcomings and suggest ways to improve. The manager may sigh with relief since it may be awkward for him or her to raise the subject.

Taking these action steps will help make performance evaluations something to look forward to instead of something to fear.



"Someone Thinks You're GREAT" Recipients

Mike Poulin	- Pharmacy	Cindy Pellerin	- 2 South
Diane Milley	- Medical Records	Deanna Andrews	- Administration
Sandra LaRose	- Information Services	Jackie Collins	- OBS
Kathy Todd	- Env. Services	Peggy Dunlap	- OBS
Nancy Jackson	- Dietary	Gail Beal	- Per Diem Pool
Tim Mason	- Medical Records	Steve Wojtysiak	- Maintenance
Gail Day	- Financial Planning	Nancy Hanna	- 1 Care
Russ Dahms	- Audio Visual	Mary Davis	- 1A
Bonnie North	- Administration (2)	Kathy McCarthy	- 2 North
Ellie Napoleone	- Administration (2)	Bruce Seippel	- 2 North
Diane Fletcher	- Nursing Ed (2)	Charles O'Brien, DO	- Resident
Terry Champagne	- 2 North	Jan Morelli	- Library

Margaret Smith of Marketing is OHM's Great Employee for February



Congratulations to Margaret Smith of Marketing, who was selected as February's GREAT Employee Award recipient! Margaret has been employed at OHM since November 1987. She also served as an OHM volunteer for several years prior to taking on her duties as the Marketing Department Secretary.

Margaret was nominated by several OHM employees who felt she personified outstanding guest relations skills. Here is a summary of the comments that appeared on the nomination forms for Margaret:

"Margaret always goes the extra mile to make people feel comfortable and to get the job done...She inspires confidence and keeps many confidences...Margaret is a truly rare nice person who positively believes in everybody and the hospital...She never says a bad word about anybody and is always upbeat and pleasant to be with...She is clever and creative in her job and does many things without being asked...Margaret is a GREAT employee as well as a great person."

Roland Gosselin of Dietary is OHM's GREAT Employee for March

Congratulations to Roland Gosselin, Production Supervisor of Dietary, who has been selected as March's GREAT Employee Award Recipient! Roland has been employed at OHM since March of 1986.



Roland was nominated by Freda Finlay and Cindy Pease of Dietary, who both felt that Roland personified outstanding guest relations skills. Here is a summary of the comments that Freda and Cindy submitted on Roland's nomination form:

"Roland keeps things moving along smoothly in both the Kitchen and the Cafeteria... He leads the effort in producing a lot of great meals for a wide variety of hospital functions and works long hours in preparation of these superb meals... You never hear him complain...I've observed him resolve disputes quietly and quickly... it is a joy and an honor to work for him. Truly a great employee and asset to OHM!"

As OHM's GREAT Employee Award Recipients, Margaret and Roland each received a framed GREAT Employee Certificate, a silver GREAT lapel pin, engraved name plates on the GREAT Employee plaque in the main lobby and a free reserved parking space in the physicians' row near the front of the hospital.

If you know a hospital employee who demonstrates guest relations excellence day in and day out, send in a GREAT Employee Nomination Form so that we can recognize them. Forms are available in Personnel.



Nurses' Ink

News and Information from the Division of Nursing

Dept. of Nursing Resources Accredited

The Department of Nursing Resources has received six year accreditation from the American Nurses' Association to be a provider of continuing education in nursing. This accreditation is the result of 12 months of hard work by the Department of Nursing Resources staff. There are now three hospitals in the state of Maine with such accreditation: Maine Medical Center, Eastern Maine Medical Center, and the Osteopathic Hospital of Maine.

What will be the impact of this accreditation for the staff at OHM? Being accredited will facilitate the process of providing contact hours for a variety of continuing education programs. Previously, all continuing education programs had to be reviewed and approved for contact hours by the Maine State Nurses' Association. By being a provider, the ANA has stated that the Department of Nursing Resources is qualified to review their own programs and to award contact hours.

The Department of Nursing Resources is committed to providing a wide variety of continuing education programs. As an accredited provider, the staff plans to continue developing traditional courses, as well as developing non-traditional options such as independent self-study programs and computer-based learning programs.

The Department of Nursing Resources is proud of this accomplishment and believes that accreditation will assist in providing high quality education to all employees at OHM. If you have any questions or suggestions for educational programs, please contact Leslie Nicoll at ext. 8077.

Alternative Learning Methods

The Department of Nursing Resources staff has been busy developing alternative learning modules, including self-study programs and computer-based learning modules. "We believe this will help us to meet the educational needs of all nurses," stated Leslie Nicoll, Coordinator, Nursing Education. "Nurses who work evenings and nights are always asking us for self-study programs. Many people don't like attending classes and prefer to study on their own."

One self-study program, "Overcoming the Barriers to Patient Education," has been developed by Jan Stanley, RN, and Carol Upton, RN, and reviewed for 3.0 contact hours. (If you are interested in completing this self-study, contact Diane Fletcher for a packet).

(continued on next page)

Diane Bryant, RN, Appointed to State Committee

Diane Bryant, RN, Clinical Nurse III on 2 South, has been appointed by the Maine State Board of Nursing to the Advisory Committee on Nursing Practice for a two year term. This Committee is charged with providing the Board with recommendations and proposals regarding nursing practice issues. The Committee is made up of eight nurses from around the state, representing various practice areas such as home health, neonatal ICU, long term care, critical care, oncology, maternity, and surgical services. Diane will be representing medical/surgical nursing practice as a member of the Committee.

This is a prestigious appointment for Diane and OHM. Congratulations!

Nurses' Ink

News and Information from the Division of Nursing

Alternative Learning Methods *(continued)*

Developing self-study programs is an intense process that requires a review of the program by people who represent a "typical learner." This review is done to determine how long it takes to complete the program, if it is useful, if the information is correct, and how many contact hours to award for the program. Reviewing programs meets the educational criteria for the Clinical Ladder and can be done in lieu of presenting an educational program to staff. If you are interested in reviewing a self-study program for the Department of Nursing Resources, contact Leslie Nicoll.

The Department of Nursing Resources has also been exploring computer-aided instruction. Through an agreement with the Florida Hospital Association, a computer has been acquired for educational purposes. The computer is located in the Department of Nursing Resources, but is available for educational use. The following programs have been loaded onto it: Basic Life Support, Advanced Cardiac Life Support, Type II Diabetes, Therapeutic Communication, Stupor and Coma, Abdominal Pain, and Managing the Side Effects of Chemotherapy. If you are interested in trying any of these programs, contact Leslie Nicoll for more information.

Critical Care in Obstetrics

On Wednesday, May 16, 1990, NAACOG (Nurses Association of American College of Obstetricians & Gynecologists) will be presenting Michael Pinette, M.D., who will be discussing "Critical Care in Obstetrics."

This presentation will be hosted by OHM from 7:00 - 9:00 p.m. in the House Staff Dining Room. Evening programs cost \$3.00 for members and \$5.00 for non-members. Contact hours will be awarded. For more information, please contact Suzanne Mrowka, RN, Clinical Nurse Educator, at ext. 8082. All are welcome!

RN Clinical Ladder Evaluated

The Nursing Credentials Committee has completed an evaluation of the RN Clinical Ladder, coinciding with the one year anniversary of the implementation of the Clinical Ladder at OHM. For the evaluation, the committee collected data via written questionnaires and open meetings with staff from all areas of the hospital. The data that was provided was both timely and informative.

Overall, the Nursing Credentials Committee found that the model for the RN Clinical Ladder is working well. Many nurses have used the model to apply for promotion to Clinical Nurse III or IV. Department Directors are using the framework for evaluation of all nurses at levels I to IV. The model is general enough that it applies to nurses working in diverse areas--from medical/surgical units, to specialty areas such as ER, SCU, and Women's Health.

Another component of the evaluation was to thoroughly review and revise the Clinical Ladder Packet. There were changes made, the majority of which were cosmetic. A complete list detailing all the specific changes was sent to Department Directors. Copies are also available by request from Leslie Nicoll.

New packets have been printed and are available from Committee Chair Leslie Nicoll. Changes took effect March 1, 1990. If you are planning on applying for the Clinical Ladder, get a new packet before you write your application. For more information or if you have questions, please call Leslie Nicoll, or talk to any member of the Nursing Credentials Committee.

Volunteer News

By Jane O. Emmons, Volunteer Director

A warm welcome and "thank you" to the following new OHM Volunteers: Norm Sylvester, Plant Operations; Ray Marshall, Central Stores; Virginia Kane, Gift Shop; and Arlyne Bernard, Medical Records and Gift Shop.

Bon Voyage to ER Volunteer and OHM Trustee Bill Simons as he and his wife make their annual trek to Portugal for six weeks of lovely sunshine!

Volunteer Openings

BOOK AND GIFT CART - This position entails stocking the gift cart (with help from the Gift Shop Manager) with books, candy, stamps and gifts; visiting patient rooms; making change and recording sales. Openings available Monday through Friday. Best if taken out after 10 a.m.

PHYSICAL/OCCUPATIONAL THERAPY DEPT. - One or more volunteers needed to assist during March and April in particular. During March, volunteers will assist the therapists with general duties, including making up treatment rooms, assisting patients, helping in the whirlpool room, and other duties as requested. In April, assistance is needed on the reception desk answering phones, greeting patients, filing. Volunteers interested in this position can make a short-term commitment for March and/or April or make it into a regular weekly volunteer position in the department.

Please contact the OHM Volunteer Department at 879-8035 for information and an application on these and other volunteer opportunities.



Auxiliary News

by Jane O. Emmons, Auxiliary President

The Auxiliary notes with great sadness the recent passing of Margaret B. Allen. Margaret was The Auxiliary's first President in 1937 and was honored by The Auxiliary at a 50th Anniversary dinner in 1987. Although 92 when she died, Margaret was still very much an active member, making casseroles and pies for our Harvest Supper and dried flower arrangements and other craft items for the Gift Shop.

She was the first woman doctor of osteopathy, graduating from Kirksville (MO) College of Osteopathy in 1923. She practiced with her husband, former OHM physician Mason H. Allen, who died in 1975. Her son, Dr. Thomas T. Allen, was a practicing general surgeon at OHM until his recent retirement.

Her endless energy was a source of constant amazement to people around her and her cheerfulness and determination contagious. Her daughter-in-law, Auxiliary member Nancy R. Allen, aptly noted in a recent letter that "Margaret did love the Auxiliary and all her friends throughout the years that she belonged to it. We will miss her terribly." Yes, we will all miss her terribly!

Charitable Contribution

Three OHM departments joined efforts for a good cause recently and purchased a new Nintendo game for the young patients in OHM's Pediatrics Unit. The Ped's Staff, the A/V Dept. and Medical Administration saved countless empty cans and bottles to make the purchase possible. Shown in the photo above, (L to R), are Jane Aceto, Medical Staff Secretary, Russ Dahms (formerly of the A/V Dept.), Print Shop; Lucille Caron, LPN, Florida Brooks and June Keefe, RN, of Pediatrics.

NEWS FROM PERSONNEL

Forms Available 24 Hours a Day

In order to make it more convenient for employees on all shifts to pick up forms they need, frequently-used forms have been placed on a wall rack outside the Personnel Office and are available 24 hours a day. These forms include insurance claim forms, PPO provider lists, tuition reimbursement requests, W-4 tax withholding forms, and applications (both in-house and external).

Employee Discount for OHM Services

All employees, spouses and dependent children are entitled to receive a 50% discount on charges for treatment rendered by OHM that are left uncovered by their medical insurance coverage. The 50% discount is contingent upon payment being received within ninety (90) days of the time that the balance is identified as a patient responsibility by the hospital. Any charges incurred due to failure to meet pre-certification requirements are NOT eligible for the 50% discount.

Health Claims

All health claim forms should be directed to Synernet at the address on the claim form. This will expedite the processing of your claim and ensure that proper approvals are completed in a timely manner.

The Circus is Coming!

The Shrine Circus is coming to the Lewiston-Central Maine Civic Center on April 13 & 14 and to the Cumberland County Civic Center on April 16, 17, & 18. Discount tickets and additional information are available in the Personnel Department. Ticket prices are \$4.00 for adults and \$2.00 for children.

Need an ID Badge?

Photos are taken in the Personnel Office every Wednesday, 8:00-9:00 a.m. This service is for new employees as well as those who need a "retake."

March Anniversaries

1 Year

Linda Frechette	Public Relations
Karen Goyet	OBS
Ruth Haskell	ICU
Diane Menario	Nursing 2nd Fl.
Philip Oliver	Respiratory
Cindy Pease	Cafeteria
Jacqueline Roode	Radiology
Alison Thayer	CHP
Lori Walker	Central Reg.

5 Years

Julicane Irving	Communications
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10 Years

Rhoda Libby	OBS
Pat Merrill	Lab
Maxey Hevey	OBS

15 Years

Robert Spear	Nursing 2S
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20 Years

Kurt Felix	Maintenance
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25 Years

Mary Foss	Nursing 2N
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Shuttle Incentive Program Winners

Congratulations to the following Maine Mall gift certificate winners for January! Dot Faulkner \$100; Fran Vicario \$50; Dot Faulkner \$50. The incentive program is designed to encourage employees use the OHM Shuttle on a voluntary basis. Contact the Personnel Office for more information.

News to Share?

The "Rounds" newsletter is published for employees, medical staff, trustees and other friends of the hospital. If you have news to share, please send the information to Linda Frechette, Editor, c/o OHM Public Relations. News contributions are always welcome!