

Miles Memorial & St. Andrews Hospitals

Winter 2010

Lincoln Medical Partners

St. Andrews Village • Schooner Cove

Cove's Edge • Chase Point

Miles & St. Andrews Home Health & Hospice

Today

Lincoln County Healthcare



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Lincoln County Healthcare
MaineHealth

Greetings,

Lincoln County Healthcare exists to serve you. On any given day in and around our organizations, a person's life may be saved, a newborn is delivered, a senior is cared for with dignity and respect, and a student is one step closer to getting a degree. While we witness these life-changing events every day, I can tell you it never gets old.

I can also tell you these are very challenging times for small health care organizations in Maine and throughout the country. We created Lincoln County Healthcare because it was clear the only way we could continue providing high quality services to this region was by joining forces and working together. Remaining separate, competing organizations, was not an option.

As a member of our community, you play a vital role in helping to sustain and grow your local healthcare organization. Your questions, ideas, input and support are critically important to our continuing success. That's why we developed this newsletter. We believe your knowledge of Lincoln County Healthcare (of things positive and not-so-positive) makes us stronger.

Please accept this publication with our compliments, and feel free to contact me with any questions or comments you may have at (207) 633-1901 or (207) 563-4501.

Thank you, and have a Happy, Healthy 2010.

Sincerely,



James W. Donovan, President



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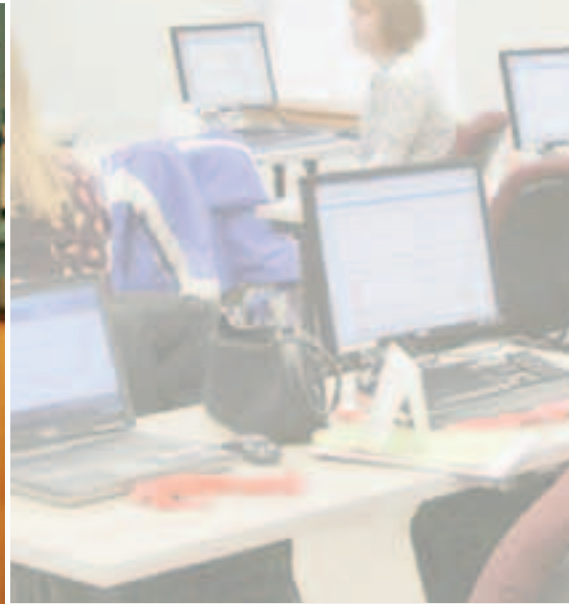


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Lincoln County Healthcare *Education Center*



DAMARISCOTTA – A year in upstate New York studying physical therapy after high school brought Alex Petrillo no closer to knowing what she wanted to do with her life.

When she came home and got a job in Patient Registration in the Miles Memorial Hospital Emergency Department, however, it wasn't long before the Lincoln Academy graduate realized she wanted to be a nurse.

“Seeing all the nurses and how they interact with the patients, I actually got to see what real nursing was all about,” said Petrillo.

But while working around nurses helped Petrillo decide on a career in health care, it took the new Lincoln County Healthcare Education Center to bring that dream close to home. Now enrolled at the Education Center, Petrillo is taking the courses she will need to earn a nursing degree. Through the

MilesPro scholarship program she only has to pay for her books.

“Having this school open up has made all the difference,” said Petrillo, who grew up in Damariscotta where her paternal grandparents ran Tony’s Market on Main Street in the 60s and 70s. The Education Center means that Petrillo can stay close to the people and community she loves while still pursuing a career she is passionate about.

A collaborative of St. Andrews and Miles Memorial Hospitals and Central Maine Community College in Auburn, the Education Center offered the first degree program in Lincoln County, a two-year nursing program when it opened last year.

The first class of Registered Nurses will graduate from the center this spring, and thanks to the help of generous donors and the support of Lincoln Academy,

the center has been able to offer more courses, including prerequisites that students will need to enter the nursing program.

High school students can often take courses at the Education Center tuition-free.

Sarah Woodward, who graduated from Lincoln Academy in 2003 and now works in the Lincoln County Healthcare Education Department, is taking Anatomy and Physiology with Petrillo in Lincoln Academy’s new science lab.

Woodward, who attended business school for a semester after high school, said classes at the Education Center feel much more personal than the courses she attended at college.

The professor has time to spend with each student and Woodward said the people taking the courses are motivated to get the most out of their education.

“Everyone in those classes is a working person. They all have a job or they are taking care of their children,” said Woodward.

Woodward said she also receives a lot of encouragement from her co-workers.

“I see a lot of support from the organization and also from the people in my department financially and emotionally. It just opens up so many opportunities,” said Woodward.

Petrillo said two of the doctors she works with ask her how her courses are going every time they see her. Knowing the people she works with are behind her makes her want to do her best.

“I just really have a strong sense of wanting to prove myself and prove that I can be everything they think I can. It is definitely life changing,” said Petrillo.



St. Andrews *Auxiliary*



On the warm May evening in 1952 when 20 women met to form the St. Andrews Hospital Auxiliary, Dwight D. Eisenhower was running for President of the United States and a gallon of gas cost 20 cents.

St. Andrews Hospital was a wooden three-story structure with eight full-time employees: four nurses, one doctor, a janitor, an X-ray and lab technician and a laundry person, according to the official Auxiliary history. Nurses lived on the third floor. Dr Philip Gregory, the owner of the hospital and only doctor, lived next door.

Auxiliary members quickly became an indispensable part of that extended family. They rolled bandages, made dressings, distributed mail and books, read to patients, manned the switchboard from 7 to 11 p.m. and ran a coffee shop that expanded in the new hospital building, dedicated in 1960.

Erla Kelley, who joined the Auxiliary about 50 years ago, worked in the coffee shop, serving casseroles, desserts and other dishes donated by local women. Good cooks developed reputations and the regulars would inquire when their favorite dishes were due, remembered Kelley.

Money raised at the coffee shop and other Auxiliary fund raisers, including fashion shows, concerts and

rummage sales, helped buy everything from filing cabinets to x-ray machines to help the small hospital care for the community. Kelley gave over 12,000 hours of her time over the years.

“People were so friendly and very, very thoughtful in every way,” she said.

A half-century later, St. Andrews has grown to meet the needs of a changing community. Now a modern critical access hospital accessible by air, land and sea, St. Andrews provides primary care through the John F. Andrews Family Care Center and retirement, assisted living and long-term care at St. Andrews Village.

And as the hospital has grown, the Auxiliary has remained a vital partner, raising well over \$1 million for life-saving equipment, including everything from an ultrasound unit that helps emergency physicians find ruptured blood vessels quickly, to telehealth units that allow nurses to monitor patients’ safety remotely so people can stay in their homes longer.

James Donovan, President and CEO of Lincoln County Healthcare, the parent company of St. Andrews Hospital, said it is difficult to imagine St. Andrews without the Auxiliary.

“The dedication and compassion of our Auxiliary members, their thoughtfulness and hard work

contribute so much to everything we do and so much to the broader community. It is impossible to quantify the importance of their contributions each year in support of everything we do.”

For many patients and visitors, volunteers are also the warm caring faces they see wheeling a comfort cart loaded with newspapers, books and games or escorting them to another part of the hospital.

In all, Auxiliary members gave well over 8,000 hours last year in direct support of St. Andrews’ mission of caring for the community.

Ellen Memory, Chairman of Volunteers for the past eight years, said Auxilians take pride in helping the hospital because it cares for their friends, their families and themselves.

“It is an important part of all our lives and we love doing it,” said Memory.

Penny Thumith, President of the Auxiliary, became Co-Chair of the Auxiliary Thrift Shop after experiencing the personal level of care at St. Andrews during her husband’s battle with cancer.

With co-chairs Joan Lancaster and then Kim Bradley, Penny helped guide the expansion of the thrift shop as it more than doubled in size.

Last year, sales topped \$100,000, a milestone that Thumith credits the economy and the generosity of donors for helping the auxiliary reach.

“It is the department store that everybody can afford,” said Thumith.

Linda Redman, Past President of the Auxiliary, said the Thrift Shop has become a resource for the entire community.

Auxiliary members use donated clothes to help families after a fire. They help school children who need gym shoes.

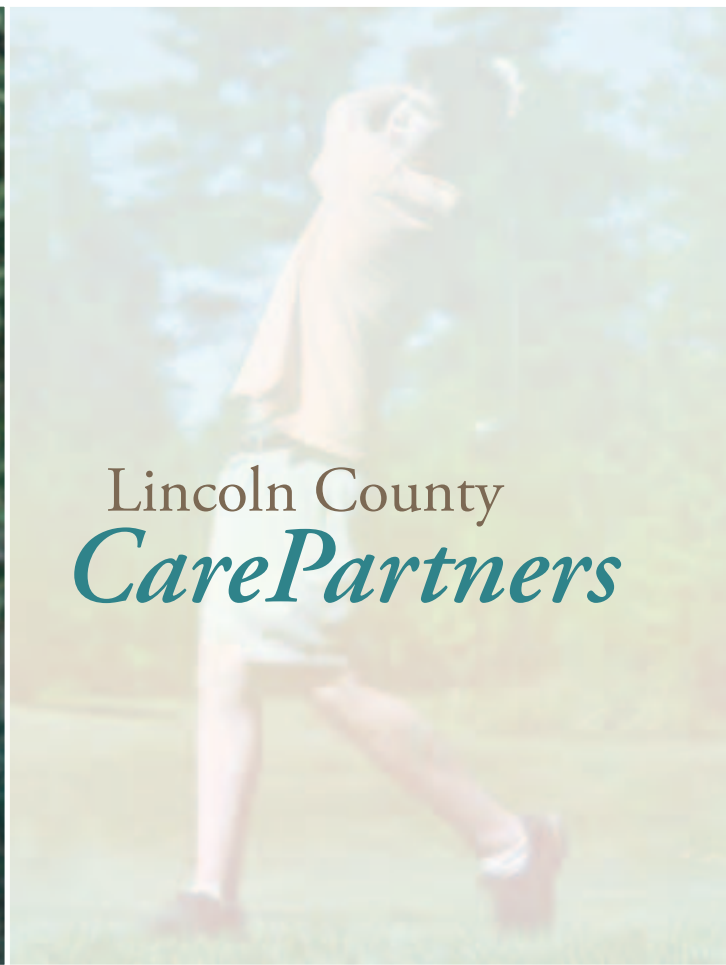
And, in the act of giving, they create a community themselves.

“Everyone looks out for each other, they become family,” said Redman. “We laugh together.”

The Auxiliary is always looking for new members. Anyone interested in volunteering at the Thrift Shop, Hospital or serving on Auxiliary committees should call Penny Thumith at 633-6168.



Lincoln County *CarePartners*



Caleb Jones was running out of insulin and running out of time when he walked into the Lincoln County CarePartners office on Belvedere Road in November.

Diagnosed with type 1 diabetes in middle school, Jones, of Wiscasset, needs insulin shots every day to stay healthy. When he turned 21 in September, however, he no longer qualified for the MaineCare insurance that had paid for his medication since childhood.

Jones graduated from the Golf Academy of America - The Carolinas. He worked as an assistant golf pro this summer but is currently unemployed. Unable to pay for his medications, which can cost \$1,200 a month, Jones had only a few days supply of insulin when he talked to Jennifer MacDonald, Lincoln County CarePartners Program Coordinator. After enrolling that same day, Caleb quickly received the insulin he needed.

“It was so fast because they understood,” said Jones, who played four sports at Wiscasset High School and was twice captain of his golf team. “They were right there when I needed them.”

Eventually, Jones hopes to get a full-time job teaching golf, but he knows it may take years to build up the necessary experience. Until then, CarePartners is helping him stay healthy while he pursues his dream.

Helping people access the health care they need before they get sick is what Lincoln County CarePartners is all about, said Jennifer MacDonald.

Supported by Miles Memorial and St. Andrews Hospitals and Lincoln County physicians in partnership with MaineHealth, CarePartners offers free or low-cost comprehensive medical care to uninsured Lincoln County residents who meet income qualifications.

By offering access to preventative care, CarePartners helps people avoid preventable health crises that can lead to expensive emergency care and poor outcomes.

While CarePartners has been helping the uninsured for many years, a Maine Health Access Foundation grant and the support of the Lincoln County Healthcare Board has allowed CarePartners to roughly

double the number of people it can help to about 400.

By working with local providers, CarePartners is able to offer the most comprehensive safety net of its kind in Maine, including primary care, mental health care, some dental care and access to prescription medications.

In the past year alone, CarePartners helped members access over \$250,000 in free pharmaceuticals.

For Dorothy Frandsen, of Whitefield, CarePartners made all the difference.

Frandsen has worked all her life and raised her three children without assistance, so it wasn't easy for her to ask for help, even when she had to choose between buying food or her medications, which cost well over \$1,000 a month.

After losing her job as a store manager, however, she found herself unable to pay for the insulin she needed to control her diabetes and stretching other medications twice as long as she should.

“I just didn't know where to turn,” said Frandsen, 61, of Whitefield.

At CarePartners, however, she met Ann Sutter, a CarePartners Care Manager. Sutter helped Frandsen access the medications she needed to take care of herself.

Six months later, Frandsen is feeling better than she has in a long time.

“It has probably saved my life. I simply wasn't taking my medications because I couldn't,” said Frandsen.

Having the medication she needs to take care of herself is not just important to Frandsen, it is important to the many people in her life.

“I have grandchildren and I would like to be around a while longer for them.”

For more information about CarePartners, call 563 – 4120.



Lincoln Medical Partners OB/GYN Carrie Bolander, DO with a CarePartners patient.

Webster & Elise Van Winkle

Excellence in Health Care Award

Jane Dunstan, RN



DAMARISCOTTA – When Jane Dunstan went back to school to become a registered nurse, she had raised a son, counseled spinal injury patients, worked as a disability examiner for ten years and taught children with special needs for 16 years.

But while Dunstan's journey to a career in health care lasted 30 years longer than she planned, the time was not wasted, according to Greg Coyne, Manager of the Miles Emergency Department.

Coyne cited Dunstan's teaching skills and passion for health care when he nominated her for the "Webster & Elise Van Winkle Excellence in Health Care Award." The award is given annually to a Lincoln County Healthcare employee who is selfless, honest and "goes the extra mile."

Dunstan is an excellent nurse who uses her teaching skills to improve care for all Miles patients, said Coyne. Dunstan developed an educational presentation on sepsis, a deadly disease that is often difficult to detect and treat, and presented it to Miles caregivers throughout the continuum.

Sepsis often develops from an untreated infection and can result in a complicated cascade of events. Over 215,000 people die in the United States each year from sepsis. About 37 percent of severe sepsis patients are seen in emergency departments.

After recognizing a need for more training in sepsis identification and treatment, Dunstan developed a program to help medical staff recognize signs and

symptoms of the disease at the earliest possible stage, when it is most treatable.

That desire to improve patient care grew from a passion for medicine that began in high school.

And while circumstances didn't allow her to pursue that career after high school, Dunstan never gave up her dream of a career in health care. Finally, during her son's senior year in college, it was time to go back to school.

At Miles, she found people who believed in her dream as well.

Lisa McIlwain, Vice President of Human Resources, approved her request for tuition reimbursement and Julia Longfellow, then the Director of the Emergency Department, offered Dunstan an entry-into-practice position upon graduation.

A Miles Emergency Department nurse for five years, Dunstan said she feels like she has found the place she is supposed to be.

"I love the fast pace and the opportunity to do a lot of critical thinking. I like coming to work every single day," said Dunstan.

The best part of the job, she said, is working with patients on a personal level.

When she makes a connection, through humor, by making a patient more comfortable, or by discovering something they have in common, believes Dunstan, it builds trust and helps a patient cope with fear and uncertainty.

"I want patients to feel that they are in an environment that works to help them and get them to a place of wellness and health," said Dunstan.

That simple human connection made all the difference for Cordelia Fisher, when she arrived at the Miles Emergency Department almost a year ago.

The Damariscotta woman hadn't been inside a hospital for more than 30 years, when the flu-like symptoms she suffered before Christmas of 2008 worsened, leaving her short of breath and seriously ill.

A believer in natural remedies, Fisher associated hospitals with impersonal care, but finally her mother

and sister convinced her to go to Miles.

Minutes after arriving in the Emergency Department, Fisher was talking to Dunstan about knitting and the llamas that roam Dunstan's farm as the emergency room nurse quickly ran Fisher through a battery of tests.

That human contact and the efficient care she received helped Fisher began to relax, secure in the knowledge she was with people who cared.

"I trust these people and I think it is going to be OK," Fisher remembers thinking.



H1N1 (Swine Flu) Update

When H1N1 (swine) flu presented Lincoln County schools with unprecedented challenges this year, Lincoln Medical Partners was there, helping school nurses keep children safe.

Through school-based health centers at Boothbay Region High School and Lincoln Academy, Lincoln Medical Partners staff work with school nurses Ricki Waltz in Lincoln Academy and Lori Grinnell in Boothbay Region schools, treating illnesses and offering wellness care.

The relationship between schools and Lincoln Medical Partners (made up of the former Miles Medical Group and the John F. Andrews Family Care Center providers) was a vital resource when schools were faced with H1N1.

Lincoln Medical Partners providers helped vaccinate students and worked with school nurses to educate the community about H1N1 and seasonal flu.

Today, between 40 and 50 percent of students at both schools have been vaccinated and absentee rates have remained normal.

Both Grinnell and Waltz credit their relationship with Lincoln County Healthcare for helping them to respond quickly to a threat nobody could have predicted.

"I think having the health center and actually being part of the Miles system and working with them all along really made a difference," said Waltz.

Lincoln County Healthcare

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