

A Message from Our CEO

Dear Friends of Down East Community,

Down East Community's Mission, Vision and Values statements have been updated and we think it is important for you to know.

Recently, the pastor at my church spoke about his experience buying new tires and having the shop recommend that he have the tires aligned. He noted how the old tires wore unevenly and needed to be replaced long before expected and we know that tires out of alignment can cause the entire vehicle to shake and even damage other parts of the car. Suffice it to say that vehicles that are in alignment steer and ride much better. He went on to compare wheel alignment to a church where the sermon is about one concept, the church school about another and the newsletter about another when it comes to messages to its congregation.

This made me think about our hospital and its adoption of a revised mission, vision and values statements at our January 25 Board of Trustees meeting. The old statements no longer had meaning for most of us. They were plain vanilla statements about quality and care "close to home." Mission statements are about "what we are." Vision statements are about what we are trying to be and should be what we are stretching to achieve. And values are those all important beliefs that we share in conducting our business and caring for our patients. Collectively, these mission, vision and values statements create alignment for our hospital. In adopting and sharing our mission, vision and values, we deliberately create a single understanding about what we are and how we behave.

Our mission is to improve the health of the people in the Sunrise County by being as passionate, determined and resilient as those we serve and by balancing exceptional service, financial integrity, current technology, staff satisfaction and collaborative community involvement. The Board was very deliberate in choosing each word in this statement customizing it to our hospital and our service area.

Our vision is to make every patient experience exceptional! This means always bringing our best and defining quality as each individual patient defines quality. Some may feel this is creating an impossibly high standard of performance. My reaction is that it is the stretching for this goal that makes us better and, after all, this exceptional experience is what each patient wants - always.

Our values are Respect, Compassion, Ownership, Empowerment, Excellence, Resilience, Integrity and Compassion. These values are defined by each interaction that we have with our patients, each other and the community.

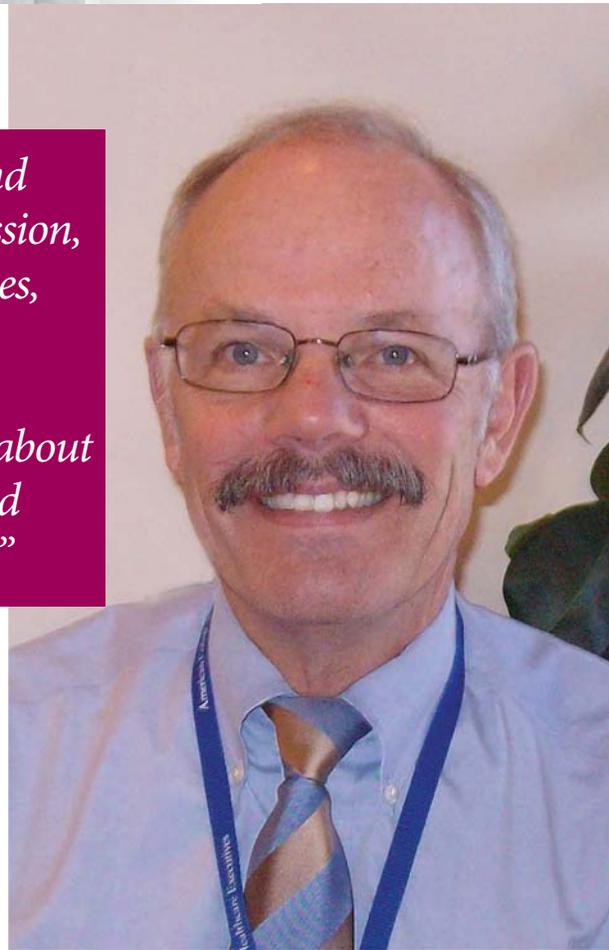
These mission, vision and values align each of our caregivers and staff with the central beliefs of our Board of Trustees. Many of our staff looked forward to the new statements because having true alignment of purpose ensures that we are ridding our hospital of those shakes, rattles and vibrations that reflect less than a well maintained organization. At Down East Community, we are about bringing our best - always.

With best regards always,



Douglas T. Jones, FACHE
President & CEO

"In adopting and sharing our mission, vision and values, we deliberately create a single understanding about what we are and how we behave."



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Header photo: Leona McBride

OB - The Best of Both Worlds

Announcing our modified Doula Program



Dr. Christian Inegbenijie and
Christine Kuhni, WHNP

We are excited to announce our modified doula program. Chris Kuhni, Women's Health Nurse Practitioner (WHNP), will begin to see OB patients with Dr. Christian Inegbenijie also involved with care and chart review. Chris will care for patients throughout the pregnancy and, whenever possible, be with the Mother during delivery, acting as their doula.

A labor doula or birth doula is someone (often trained, though this is not required) who provides non-medical support (physical and emotional) to a woman leading up to and during her labor and delivery, an aspect of care that was traditionally practiced in midwifery.

"I love the notion of combining the best of both worlds. The Nurse-practitioner Doula provides compassionate, nurturing care to low-risk women who are able to design their own birth plan. The focus is on allowing the pregnancy and labor and delivery to progress naturally in a totally supportive environment. The physician is always available. While the NP-Doula remains with the patient throughout labor, the OB-Gyn actually catches the baby. It's a great team approach!" Chris Kuhni, WHNP.

"When a patient comes to the hospital for their delivery they are most often ecstatic and filled with anticipation! They may also be confused and at times overwhelmed by the normal goings on in the labor process. A happy and stress free patient is going to be a healthier patient. We want our patients to be as safe and healthy as possible during delivery and make every effort to give them the delivery that they desire because patients should always be the ones to say how their baby comes into this world. Physicians, who are privileged enough to be involved in their delivery, assist patients in making those decisions yet sometimes the process can still be overwhelming. Our new Doula program is just what the doctor ordered to alleviate this problem. A Doula can assist a patient by helping them feel more at ease during delivery. Doulas often help the patient and the hospital staff understand a patient's labor plan. In short, Doulas decrease stress and increase understanding that make for a healthier delivery! Dr. Inegbenijie and I could not be more happy to welcome Chris Kuhni to care for our OB patients. She is kind and understanding; the type of woman that anyone would love to have with them throughout their pregnancy. I would have loved to have her with me when my children were born!" Dr. Kara Dwight.

To make an appointment with Chris at the Milbridge Medical Center call 546-2391.

A Labor of Love

It's hydrotherapy...a new option we're excited to offer at our Obstetrics Department at Down East Community Hospital. Hydrotherapy utilizes the soothing properties of warm water immersion to relax the patient and to help ease patient discomfort and anxiety while in labor. Total immersion produces buoyancy which creates a hydronamic lift, reducing gravitational pull, the hydrostatic pressure equalizes the pressure on the body below the water surface which helps to reduce pain and allows patients to easily change positions such as knee to chest, seated, and standing.

Our OB Department would be happy to tell you more. Give them a call at 255-0242.



"Hydrotherapy utilizes the soothing properties of warm water immersion to relax the patient and to help ease patient discomfort and anxiety while in labor."



Family Practice - Bringing You Our Best

Stephen Blythe, DO is board certified in family practice with past practice in rural medicine, emergency medicine, and academic medicine. Prior to medical school, he did three years of graduate study in nutrition and public health. He has a Master's Degree in Health Administration. Dr. Blythe has made numerous trips to underdeveloped countries for short-term medical missions and a human rights delegation with Witness for Peace. He has made numerous trips to the jungles of Central America and the Amazon to study plant medicines and to develop educational materials about rainforests for teachers. He has a scientific and technical background but also takes great pride in providing his patients with not just the best possible medical care but the most personalized as well.

Dr. Blythe and his wife are happy to be back in Downeast Maine. They have a daughter who attends Washington Academy and they can often be found walking on the Sunrise Trail.

David Rioux, DO grew up in Fall River, a small city in Massachusetts. He attended Stonehill College, majoring in Biology with minors in Chemistry and Soviet philosophy. In 1979, he was accepted to the University of New England College of Osteopathic Medicine and, after graduating, did his internship at Osteopathic Hospital of Maine in Portland. He then entered the US Navy and became an Undersea Medical Officer, working in submarines and diving medicine. After completing tours of duty in Hawaii and Florida in 1988, he and his wife decided to return to Maine and found their way to Machias.

"My interest in medicine today is devoted to preventive medicine and management of chronic illnesses. It is very fulfilling for me to help my patients benefit from good health and I enjoy my work very much. When not in my office I enjoy being with my wife and family. I am learning how to play the fiddle and mandolin. Gardening and landscaping is a passion I share with my wife and, in the winter, I love to ski and be outside in the cold".

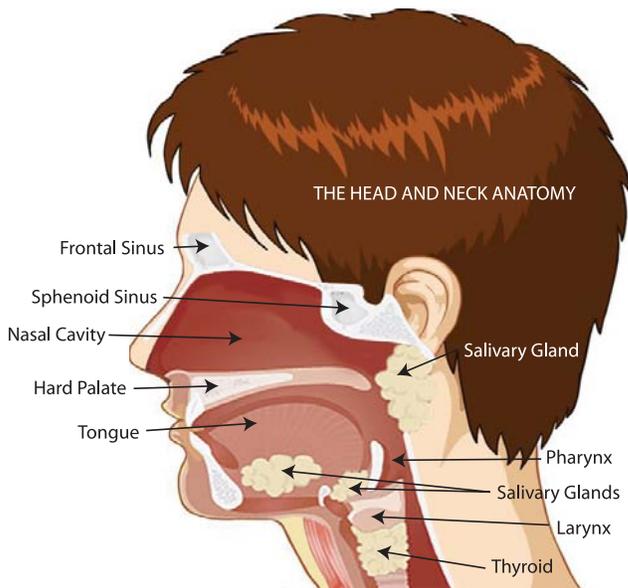
Jennifer Beal, FNP was born and raised in Downeast Maine; a true Downeast girl married to a lobster fisherman from Milbridge. She enjoys spending time outdoors with her husband, two wonderful step-daughters, and beloved golden retriever camping, fishing, hunting, skiing, snowmobiling, and boating. *"I am a HUGE Red Sox fan and try to visit Fenway Park as often as I can. I am a UMaine Black Bear and a UNH Wildcat hockey fan and acknowledge the fact that there's a conflict in rooting for both teams."*

Jennifer received her bachelor's degree in nursing from the University of New Hampshire in 2005 and practiced as a thoracic surgery RN at Brigham and Women's Hospital in Boston and then as an ICU RN at EMMC in Bangor. She received her master's degree in nursing from UMO in May 2011. She is a New England Organ Bank volunteer providing education on organ donation and raising awareness of the critical organ donor shortage in the US. *"I look forward to giving back to the Downeast Maine community."*

Christine Moulton, FNP is a family nurse practitioner. *A nurse practitioner is a registered nurse who has gone on to receive a masters or doctoral degree that specially trains them to provide primary and acute health care services to individuals of all ages. They take health histories, diagnose and treat many common acute and chronic problems; interpret laboratory results and X-Rays; prescribe and manage medications; provide health teaching and supportive counseling; and refer patients to other health care professionals as needed.*

Christine grew up in small town Bowdoinham, Maine. She completed her Bachelors of Science in Nursing in 1992 from USM. She was employed at Midcoast Hospital in Bath and Brunswick between 1992 and 1999 where she worked in the medical/surgical, pediatric, intensive care, and emergency departments. In 1999, she received her Masters of Science in Nursing and FNP certification from USM. She then moved to Downeast Maine and worked at the RMCL from 1999 to 2010 before becoming employed by Down East Community. *"I live with my husband and three children in Cutler where we are building a house. My hobbies include gardening, cooking, and playing piano. I feel truly blessed that my career led me to Washington County where I have met and cared for so many wonderful people. Don't worry, I'm not moving."*

Oral, Head, and Neck Cancer Awareness Week



Do you know what the sixth most common form of cancer is in the US without including skin and thyroid cancer? The answer is **Head and Neck Cancer**. In 1984, the *Yul Brynner Foundation* was incorporated with the purpose of educating the public and healthcare providers about the harmful effects of tobacco and its relationship to mouth and throat cancers. Since its inception, the foundation has organized and directed an annual **Head and Neck Cancer Awareness** week which is now recognized on an international level.

Karen P. Miller, MD and **Cheryl Flynn, PA-C** want you to mark your calendar for April 23-27, 2012. Down East Community ENT practice wants everyone to be educated about the risks of tobacco and alcohol use and the increasing rise of oral HPV (human-papilloma virus) found in 25% of non-smokers. The screening for head and neck cancer typically last about five minutes, and is non-invasive and painless. It can be performed by a physician, dentist, or other health care provider. Please check our website at www.dech.org for education sessions to take place in Milbridge, Machias, Lubec, and Eastport.

If you notice the following, or are concerned, please make sure you get an evaluation.

MOUTH (ORAL) CANCER

- A sore in your mouth that doesn't heal or increases in size
- Persistent pain in your mouth
- White or red patches inside your mouth or on the tongue
- Thickening of your cheek
- Difficulty chewing or swallowing or moving your tongue
- Difficulty moving your jaw, or swelling or pain in your jaw
- Soreness in your throat or feeling that something is caught in your throat
- Pain around your teeth, or loosening of your teeth
- Numbness of your tongue or elsewhere in your mouth
- A lump in your neck
- Loose dentures or change in fitting of dentures
- Bad breath

THROAT (PHARYNX) CANCER

- A sore in your mouth that doesn't heal or increases in size
- Sore throat, swallowing pain or earache
- Bleeding from mouth or throat
- Persistent pain in your mouth
- Lumps or white or red areas on your palate or tonsil
- Difficulty chewing or swallowing or moving your tongue
- Difficulty moving your jaw, or swelling or pain in your jaw
- Soreness in your throat or feeling that something is caught in your throat
- Pain around your teeth, or loosening of your teeth
- Numbness of your tongue or elsewhere in your mouth
- A lump in your neck
- Bad breath

VOICE BOX (LARYNX) CANCER:

- Changes in your voice
- Sore throat, swallowing pain or earache
- Bleeding from mouth or throat
- Persistent pain in your mouth
- Lumps or white or red areas on your palate or tonsil
- Difficulty chewing or swallowing or moving your tongue
- Difficulty moving your jaw, or swelling or pain in your jaw
- Soreness in your throat or feeling that something is caught in your throat
- A lump in your neck
- Bad breath
- Trouble breathing or coughing up blood

THYROID CANCER:

- A growth or swelling of the neck
- Difficulty swallowing
- Changes in your voice
- A lump in your neck

SINUS OR NOSE CANCER:

- Swelling of the gums, cheek or eyes
- Loose dentures
- Bleeding from the nose
- Numbness of the skin
- Paralysis of the face
- A lump in your neck

Chief Nursing Officer

Machias—**Rob Janssen, RN, BSN, CEN** assumed the position of *Chief Nursing Officer* at Down East Community Hospital. The CNO is responsible for the practice of Nursing by assuring consistency in the standard of practice over the clinical setting.

“It is always a pleasure to promote from within the hospital. Though we interviewed candidates from away, none demonstrated the professionalism, nurse advocacy or community loyalty that we were seeking. Rob has those attributes and has capably led our emergency department for two years. He has been an effective member of the senior team as Interim Chief Nursing Officer since assuming that role in June.” stated CEO Doug Jones.

Mr. Janssen first joined the Hospital in 2010 as a Nursing Supervisor. Shortly after his arrival, he was promoted to Nurse Manager of the Emergency Department and Cardiac Rehabilitation. Rob later stepped in as Interim CNO.

Rob graduated from Georgian College in Barrie, Ontario, Canada in 1990 with a degree in Nursing. He worked in the Emergency Department at St. Joseph’s Hospital in London, Ontario for the next 6 years then moved to Greenville, North Carolina to work at Pitt County Memorial Hospital where he gained experience in Emergency Medicine, Cardiac Intensive Care and was a Flight Nurse for their helicopter rescue program. While in Granville, he obtained his BSN from East Carolina University and then his Certification in Emergency Nursing.

Rob moved to Maine in 2010, with his wife Pam (also a nurse) and family, to work at our hospital. Rob and Pam both enjoy working at the hospital and serving the people of Washington County.

“It is an honor to be chosen for the position of CNO,” states Rob. *“The thing that has impressed me the most about working at Down East Community is the intense focus on patient safety and patient satisfaction. In healthcare today, patient safety remains one of the most critical issues and nurses are the center of patient care and, therefore, are the essential drivers of quality improvement. I am proud to be able to lead our nurses in obtaining such high standards and look forward to continuing the work I started as Interim CNO, working with these skilled professionals to help ensure the delivery of comprehensive quality care to all our patients.”*



Wellness is on the way...

We are excited to announce our Wellness Program. Work began late last year to research the best method to bring a wellness program to our Down East Community family - the employees, staff, and volunteers throughout our campuses. We quickly realized joining WELCOA (Wellness Council of America) Maine would be our first step towards developing a successful, sustainable program that would allow us to reach our goals. We believe that it is our responsibility to take care of our family and to make every effort to provide affordable health care. We recognize that our family spends a great deal of their time at work, caring for others, and understand that wellness needs to become part of the everyday work experience.

With avid support and participation from Doug Jones, our CEO, we have developed a dedicated team, clear mission, and aspiring vision. After putting it to a vote, the Down East Community family decided on the name “*Wellness Everyday*.” We have a lot to live up to, but we are all excited to be a part of this journey into wellness.

Mission

Foster a supportive culture of holistic wellness for our Down East Community Family that provides opportunities to make positive lifestyle choices, enhance health, and experience personal growth.



Safety - Always Improving

Our new bariatric bed brings safety and comfort for patients over 200 pounds. The bariatric bed can be adjusted in both width and length. The mattress can be adjusted for firmness and has a pulsating mode for patients with skin pressure issues. The overhead trapeze can be easily adjusted to let the patient assist themselves to the side of the bed. They are able to, through the electric hand controls, come into a seated position which is beneficial for patients comfort and circulatory issues; a great asset for patients who are not able to easily get out of bed.



Renee Gray, EMS with Moosabec Ambulance, Lois Libby, EMS with Machias Ambulance, Laurie Hayward Case Manager at Down East Community Hospital, Paula Flaherty, Director of Nursing at Sunrise Care Facility

Local Agencies Launch SAFER Project

Down East Community Hospital partnered with Sunrise Care Facility, Moosabec Ambulance, and Machias Ambulance to create a nursing facility transfer form for safer patient transfers that is now being utilized by Sunrise Care Facility for all patients being transferred to the Down East Community Hospital Emergency Department. Through the development and use of this form, vital patient information is readily available for EMS and Emergency Department personnel.

This project is funded through a \$7,000 grant by the Muskie School of Public Service at USM which was awarded a two-year demonstration grant by the Agency for Healthcare Research and Quality.

Did you know... Maine's Child Passenger Safety law is one of the strongest in the country! Yet 9 out of 10 children's safety seats are used incorrectly and car crashes are the leading cause of death for children between 3 and 14 years old. Maine law requires children to ride in a federally approved car seat until they are 8 years old, and children under 12 must ride in the back seat (and use a booster until their height and weight allows them to fit into the seat belt properly).



Maine Families (located at Down East Community Hospital) has two certified technicians on staff to ensure your child's car seat is installed properly and that it meets Maine's strict safety laws. The agency can also provide new car seats - free of charge - to any parent who has a valid Maine ID and qualifies for WIC, Mainecare, SNAP, or TANF. **To make an appointment for a safety check or to find out more about this program, contact Anneke Waag at 255-0481.**

Falling Stars



Our falling stars program is designed to identify patients at risk for falling during their stay and determine specific interventions unique to each level of risk. The screening process for each patient will address history of falls, age, cognitive, sensory, mobility abilities, emotional liability, continence status (both bowel and bladder), and medications. This program also highlights some of our safety equipment such as low beds (lower to 3 inches off the floor with mats to accompany), and bed, chair and tag alarms to alert staff. Visual indicators are also in place (red blankets, slippers, and bracelets). The logo adopted for this program will be instituted for all patients at risk for falling and will be prominently displayed. The program's purpose is to accurately identify each patient at risk, standardize implementation of proper interventions, and incorporate multidisciplinary services. The goal is to promote patient safety and reduce the number of falls. Falls prevention is a hospital wide responsibility, therefore, every department within the hospital has received education regarding falls prevention and what their responsibility is in the prevention of falls.



Infection Prevention

By Donna Stanley-Kelley, RN, CIC



You will not need to take a cruise to get the Norovirus. While this is the common viral infection which occurs on cruise ships, we often see it during the winter months. Norovirus or “the stomach bug” is highly contagious and the symptoms can last for 1 or 2 days. A person may be contagious from the moment they begin to feel ill and may remain contagious for as long as 2 weeks which creates difficulty in controlling the illness. Common symptoms of norovirus are diarrhea, vomiting and stomach pain. Often dehydration is seen in the very young, the elderly, and people with other illnesses.

The norovirus is spread by eating food or drinking liquids which are contaminated with the virus, touching surfaces which are contaminated then placing your hands near your mouth, having direct contact with someone who is infected, or by being in close proximity to someone who is vomiting.

Prevention measures recommended include: practicing great hand hygiene, not preparing food until you have been symptom free for 3 days, and by cleaning contaminated surfaces with bleach water. There is no vaccine to prevent the norovirus, no specific drug to treat it, and a person can contract it more than once. Care should be taken during a norovirus illness but, unfortunately, the virus has to run its course.



Pediatric Room

Through the generosity of The Peter and Bridgett Morningstar Foundation, a pediatric friendly room is now provided for our young patients. This room contains a flat screen TV with age appropriate video games, a colorful floor mat with activities for when they just need to get up and move around, a rocking chair for that extra added comfort that is needed for our young visitors, and much more. *Dr. Morningstar, a pediatrician, worked at Down East Community from August, 2005 to July 2011.*

Fundraising for New Suite

Palliative Care is care that moves along a continuum from curative care to death. In the beginning of a chronic illness, we do everything we can to provide “curative” treatments. When the chronic illness progresses to a place where fewer and fewer treatment provide any measurable relief of symptoms, we move more towards “end of life care.”

Within our hospital our aim is for Palliative Care services to provide comprehensive, compassionate and coordinated care for inpatients and Emergency Department patients and their families. The palliative care team assists patients and their families to have a comfortable, positive, meaningful experience throughout the progression of the illness in an environment of openness, compassion and caring. The new Palliative Care Suite will be dedicated to the comfort and caring of these patients and their families.

Two existing hospital rooms will be combined and renovated to make a comfortable homelike suite; one room for the patient and one for their family members. A comfortable pull-out couch, a refrigerator and eating nook are some of the amenities that will be provided for the family. The patient room will be remodeled from ceiling to floor complete with new furniture and a flat screen TV.

Through the generous giving of our community, \$16,000 has been raised toward our goal of \$20,000. *If you would like to make a donation toward the Palliative Care unit, contact Julie Hixson at 255-0244 or send a check or money order payable to Down East Community Hospital and reference Palliative Care.*



Calendar of Events



Support Groups & Classes

Gastric Bypass Support Group

We understand how hectic lives can be and that a live meeting is often difficult to attend and so will be taking a different approach in order to provide support to those who benefit from the group. Co-facilitators Janet Monaghan DTR/L and Denise Harris MS RD LD will be available via email (GBsupport@dech.org). Through this email we will answer your questions, give support and suggestion as well as network with other individuals in the area. Please feel free to use this as a forum for sharing new recipes, tips for success, suggestions for events etc. We very much look forward to continuing to support you as you strive toward your goal of achieving a healthy weight and lifestyle.

Diabetes Support Group

Every 3rd Friday - 12pm to 1pm at the Women's Health Resource Library in Milbridge. Call Jessie at 546-2391

Maine Families Playgroup

1st & 3rd Wednesday of the month from 11am - 12pm at Community of Christ Church in Jonesport. New families are welcome (for babies and toddlers up to 3 years old).

Childbirth Classes

May 5 and July 14

Maine Families is holding free Childbirth Classes for any expecting parent. The class will be held from 9am to 4 pm at Down East Community Hospital. Call Jane Brissette at 255-0438 to sign up.

Celiac Support Group

The support group will meet on the 3rd Wednesday of each month at 5:15 pm in the Down East Community Hospital Conference Room. Attendees will share experiences, recipes and ideas on living gluten free. For more information, please contact Angela Fochesato at 255-0225.

Relay for Life

April 20, UMM Gym

Please support Down East Community's Relay Teams as they raise money to support the American Cancer Society's research programs and services to cancer patients and their families. For more information, please contact Lori Yensan, RN at 255-0276.

Volunteer Recognition Event

April 19, 3:00 to 5:00 pm

All Down East Community and Hospital Auxiliary Volunteers are invited to attend this recognition event in celebration of their gifts of time and talent to the hospital. Please call Sharon Hext at 255-0430 for more information.

Cancer Survivor's Day Celebration

June 2, 10:00 to 11:30 am at Down East Community Hospital

This yearly event celebrates cancer survivorship and provides information and resources for cancer survivors and their family and friends. Whether you are newly diagnosed or a long-time cancer survivor, we hope you will join us for this special occasion to hear survivors and other special guest speakers. Please call 255-0244 to register.

Annual Baby Reunion

July 21, 10:00 to 11:30 am at Robertson Building

Little ones getting together and a gift they will take. There's a big party coming that we hope you can make. This event is for all babies (and their families) born at Down East Community Hospital from January 2009 to April 2012. Call 255-0244 to RSVP.

Free Dental Program Returns

The *Washington County Children's Program (WCCP)* is thrilled to announce the return of the *New York University College of Dentistry (NYUCD) Dental Outreach Program* to Machias, offering dental care to families in Washington County. The NYUCD team will provide dental services at the Lee Pellon Event

Center in Machias on April 30 - May 5, 2012. Children will receive complete care. Adults will be offered emergency dental care on a walk-in basis. During the past three programs, more than 2200 dental visits were offered. For more information, call Teresa Alley at 255-3426 or visit www.wccp.net.

"Thanks to all those who make this possible - Caring Hands of Maine, Henry Schein Cares, Delta Dental Plan of Maine, Washington Hancock Community Agency, and Down East Community Hospital with a special thanks Gloria Woodward for the hours spent sterilizing our equipment."
Teresa Alley, WCCP.

Good Medicine™

Good Medicine is published quarterly for Down East Community Hospital. We welcome comments and suggestions from readers. The information contained herein is intended to educate the community about subjects pertinent to their health, not as a substitute for consultation with a physician.

Douglas T. Jones, Chief Executive Officer

Julie Hixson, Community Relations & Marketing Coordinator

Hook Design, Good Medicine Editor/Designer · 888-353-6348

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For more information: call Down East Community Hospital at 207-255-3356, FAX 207-255-0427 or write 11 Hospital Drive, Machias, Maine 04654, Attn: Julie Hixson. www.dech.org

All information is intended for your general knowledge only and is not a substitute for medical advice or treatment.

