Dear Friends of Down East Community,

At a time when healthcare resources are shrinking and accountability for health care spending is demanded, collaboration with other healthcare providers just makes sense. Mike Lally, CEO of Calais Regional Hospital, and I have spoken a number of times about ways in which our organizations can work together and, recently, we have made collaboration a high priority and brought this to the leadership of our boards of trustees. After several meetings involving the chairs of each board and several other board representatives, we have made a presentation to each board and confirmed at a governance level that each hospital is committed to serious collaboration - collaboration where no subject is taboo.

Several opportunities represent likely areas for working together where significant savings are possible. For example, both hospitals have a need for magnetic resonance imaging (MRI) and each hospital has a dedicated machine that is not needed full-time. MRI equipment requires a well controlled environment and, rather than constructing an expensive building, some hospitals buy the equipment in a mobile configuration that can be transported to different locations or easily moved when it is time to replace the equipment. Since both of our hospitals have mobile units, sharing of one machine would likely save each hospital $50,000 to $100,000 annually without compromising our ability to provide timely service to our patients.

Other opportunities might involve sharing of specialty services. Last year Mike and I, along with the Eastport Health Center, interviewed a cardiologist who seemed receptive to a shared assignment in Calais, Eastport and Machias. Ultimately that idea did not work out but we understand that important specialties like cardiology might not be feasible in just one rural community but, in a shared relationship, we could provide such services that are also economically viable. These ideas might apply to existing specialties already here in Washington County or might represent ways in which new specialties might be introduced to strengthen local healthcare.

In an effort to improve communication between our hospitals, senior leaders and other managers have been encouraged to visit with their counterparts to establish comfortable and routine working relationships so that best practices can be shared easily across organizational lines. A great example of how this might work involves our quality improvement functions. Calais had a great process for preparing for accreditation surveys and they shared their template for that process with Down East Community. Instead of inventing solutions twice, each hospital could easily share policies, procedures and ideas in ways that can make us both more efficient and better prepared to respond to the threats of the current, or difficult economy.

Recently our hospitals met with Washington County legislators in Augusta. While we each could have done this on an individual basis, budget proposals from Governor LePage represent a significant threat to each hospital and it was important to convey that this is not just a Machias or Calais issue.

With best regards always,

Douglas T. Jones, FACHE
President & CEO

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Header photo: Gates House - Sue Sousa
The Rehabilitation Center at Down East Community is here to serve you.

All of our Physical Therapists are Board Certified, we have private treatment rooms for all patients, we aim to keep our patients with the same therapist from evaluation to discharge, and patients are scheduled within 2 days from receipt of a provider referral and insurance verification!

Down East Community Hospital’s Rehabilitation Department is considered one of the most comprehensive programs in Washington County. We offer convenient hours and flexible schedules, skilled clinicians work with each client to meet all their rehabilitation needs and our staff of professionals and support staff provides personal attention in meeting your rehabilitation needs.

The Visit

Initial visits and evaluations may be up to 45 minutes long and, during that time, a complete evaluation will be done and a plan of care established with your participation.

• All evaluations and plans of care are coordinated with your physician’s referral and communicated directly to your physician
• Subsequent treatment sessions are approximately 30 - 45 minutes long. Progress reports will be coordinated with your physician follow-up appointments.

Physical Therapy

In physical therapy, the clinician uses therapeutic exercises, mobilization of soft tissue and joints, and mobility to help relieve pain and restore overall fitness and health. Our therapists are trained in manual therapy, McKenzie back/neck, and myofascial techniques. Our therapists also evaluate and treat pediatric patients.

Occupational Therapy

Occupational therapy uses purposeful, goal directed activities to help you relearn activities of daily living. These activities are focused on home and work skills you will need to return to your normal life style. A hand rehabilitation program is also offered.

Speech Therapy

Speech therapy involves the diagnoses and treatment of patients who have difficulty swallowing, comprehending, or expressing ideas or needs and voice issues. Our Speech Therapist also provides home care services with Community Health and Counseling and school based therapy for the Lubec and Jonesport/Beals school districts.

Ergonomic Evaluation:

Our Physical Therapists and Occupational Therapist are able to evaluate work site and work stations for ergonomic safety and function.

Swallowing and Videostroboscopy Evaluations:

Heather Dodsworth, MS, CCC-SLP, along with the Imaging Department at DEC, evaluates patients with swallowing problems using video fluoroscopic imaging. In conjunction with our ENT physicians, Heather is able to perform a videostroboscopic evaluation of the vocal cords assessing voice therapy problems.

Vestibular Rehab:

Patients with dizziness and unsteady movement caused by inner ear problems are evaluated and treated with special techniques including the Epley maneuver. They are instructed in a home exercises programs to improve balance function, safety, and mobility.

Inpatient Rehabilitation:

All services are available for Down East Community Hospital patients five days a week with inpatient weekend Physical Therapy coverage as needed.

Outpatient Rehabilitation:

All services are available five days a week from 8:00 a.m. to 4:30 p.m. The primary clinic is in the second building on the left as you enter the hospital campus.

Rehabilitation Services are provided with a physician’s referral. All major insurances are accepted with authorized approval from the carrier.
Safe Lifting for Patients—For Staff

Thanks to a grant from Synernet, our workers comp company, we were able to purchase and install two additional ceiling lifts within the hospital; each lift has a 650 pound capacity. These new lifts are single axis lifts and are located in room 235 on our inpatient floor and in room 3 and 4 in the Emergency Department. Single axis means that a patient can be lifted from a wheelchair and moved to a bed or the reverse; moving the patient in a straight line only.

All the seated lift slings in the hospital, including the Liko and Molift slings, will fit these new lifts without issue.

Why Mechanical Lifts are Important

Installing mechanical lifts benefits both the patient and staff by providing a safe means for the staff to move patients.

In the Emergency Department it is difficult to move an injured or sick patient who is unable to help themselves. A mechanical, ceiling lift allows the staff to safely move that patient without causing injury to the patient or to themselves.

On the inpatient floor, a mechanical ceiling lift assures safety for both the patient and staff while enabling staff to move a patient out of bed who would, otherwise, not be able to do so.

Lab – Impresses Surveyor

The Down East Community Hospital laboratory maintains a Certificate of Compliance awarded by Centers for Medicare and Medicaid Services (CMS) with oversight from the Clinical Laboratory Improvement Amendments (CLIA) office so that our laboratory may perform diagnostic testing at a “moderate” complexity level. As such, the laboratory undergoes an inspection every other year by the Maine State CLIA office to ensure that hospital practices are in alignment with the standards set forth by CMS and CLIA.

After the hospital switched to the national CLIA inspection process back in October of 2011, there were no deficiencies found and the laboratory staff has done it again, no deficiencies! “The staff has done a tremendous job over these past 18 months and we are so proud of them all and know how much this benefits our community,” stated CEO Doug Jones. Dale Payne from the CLIA office reviewed all policies and procedures, quality control and proficiency records, preventive maintenance records, recording of laboratory results, documentation of reporting critical values, and employee competencies and training records. He was impressed with our organization’s attention to detail and documentation.

“I want to personally - and publicly - thank the laboratory staff for all their hard work! Their efforts have paid off - not just for our inspection but for our patients as well. And, I’d like to thank everyone in the DEC family for your support and participation in making the laboratory great!” declared Laboratory Manager, Christina Newman.

“The staff has done a tremendous job over these past 18 months and we are so proud of them all and know how much this benefits our community.”

CEO Doug Jones
“Best education day ever” was a common phrase shared among the nurses of Down East Community Hospital’s Surgical Services Department LifeFlight of Maine came to provide a day full of scenarios and training in February. The objectives for the day included team building, successful cardiac code scenarios, advanced airway management, safe preoperative patient care, and hospital-wide malignant hyperthermia code management. Three LifeFlight crew members, Carl Zenk, Kalem Malcolm, and Rick Simpson, came to teach and promote critical nursing skills, and DECH Doctor of Nurse Anesthesia Practice (DNAP) Martin Blaney (former member of LifeFlight) also took on the role of educator and team leader. Participants included thirteen registered nurses of the Surgery Department. The planning and preparation for the day began four months earlier in October by Martin and Erin Ingalls, Director of Surgical Services. At day’s end, LifeFlight of Maine lead a debriefing in which staff discussed the invaluable lessons and hands-on skills with which they were empowered to continue providing exceptional care to patients at Down East Community Hospital.

Sunrise Care Facility Awards

ACHCA Facility Leadership Award - Geraldine (Geri) Bryant, Administrator of Sunrise Care Facility, is one of nine Maine Administrators who will be receiving the prestigious ACHCA Facility Leadership Award! Sunrise Care Facility has been identified as one of the 1,179 top-performing long-term care organizations selected from 15,654 facilities nationwide by the American College of Health Care Administrators (ACHCA).

CMS’s MDS quality indicator (QM) for 2012 and three years of survey data were key sources for identifying organizations as top performing SNFs. The areas of excellence these facilities exhibit includes three years of performance on the Health Survey, Fire (Life Safety) Survey, and Complaint Surveys as well as LS Pain percentile and LS High Risk Pressure Ulcers percentile.

Ms. Bryant is honored to have been chosen for this award, but is quick to point out that the award belongs to everyone who works at Sunrise Care Facility who strive to give the best care to their residents.

5 Star Quality Rating - Down East Community Hospital Congratulates Sunrise Care Facility in Jonesport for receiving a 5 star overall quality rating from the Centers for Medicare and Medicaid Services (CMS). CMS gives nursing homes overall ratings in health inspections, nurse staffing, and measures of care. Sunrise received the maximum 5 stars in overall quality!
The ENT clinic, under the direction of Dr. Thomas Holzen, will be offering free oral, head, and neck cancer screening on Monday, April 15 from 11:30am-1:00pm and on Wednesday, April 17 from 12:00 Noon-1:30pm. Oral Head, Neck & Throat Cancer Awareness Week (OHANCAW) is a weeklong series of events to promote education and awareness from April 14th-April 20th. Cancer that arises in the head or neck region, including the nasal cavity, sinuses, lips, mouth, thyroid glands, salivary glands, throat, or larynx (voice box) are considered an oral, head, or neck cancer; the 6th most common cause of cancer in the United States. Please feel free to come and learn about the risks and what you can do to protect yourself.

The 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% non-smokers. The screening for head and neck cancer typically last about five minutes, are non-invasive and painless. They can be performed by a physician, dentist, or other health care providers.

**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
Over an eight week period, all our physician practices have gone “LIVE” with GE Centricity Electronic Medical Record System (EMR). This allows all patient information from Family Practice, Milbridge Medical Center, OB/GYN, Pediatrics, Orthopedics, ENT, Urology and Pain Management to be in an electronic format and easily accessible throughout all our practices via a complex computer connection.

This new technology allows for more precise documentation and patient management. We have also installed new billing software and patients will notice a significant improvement in the detail of their bills.

“Providers and staff have done a remarkable job in preparing and executing “Go-Live” of this system. I am most impressed with the dedication and patience from our providers and staff during this important transition as well as the EMR Core Team who assisted during the installations.”

Nicole Shaw, VP
Physician Practices & Ancillary Services

HOW ELECTRONIC RECORDS WILL BENEFIT YOU

• Improve communication and efficiency of care
• Quickly help providers manage medications
• Reduce risk of allergic reaction
• Allow easier access to complete records by other physician and specialists.

Occupational Therapy Awareness

Occupational therapists and occupational therapy assistants help people across the lifespan participate in the things they want and need to do through the therapeutic use of everyday activities (occupations). Common occupational therapy interventions include helping children with disabilities to participate fully in school and social situations, helping people recovering from injury to regain skills, and providing supports for older adults experiencing physical and cognitive changes.

Occupational therapy services may include comprehensive evaluations of the client’s home and other environments (e.g., workplace, school), recommendations for adaptive equipment and training in its use, and guidance and education for family members and caregivers. Occupational therapy practitioners have a holistic perspective, in which the focus is on adapting the environment to fit the person, and the person is an integral part of the therapy team.

As an occupational therapist or occupational therapy assistant, you are part of a vitally important profession that helps people across the lifespan participate in the things they want and need to do through the therapeutic use of everyday activities. Your holistic and customized approach to evaluations, interventions, and outcomes help a child with disabilities participate in school and in social situations, assist a person recovering from injuries to regain skills, aid an older adult to stay as independent as possible, and offer the specialized support and services to people of all ages and in all circumstances that only occupational therapy can provide.
DEC Volunteers Win Chamber Award

The volunteer team of Steve Calhoun and Tom McClure has contributed over 650 hours in 2012 to Down East Community. They can be seen in the hospital every Monday and Thursday performing valuable volunteer service. The work together to make sure all vending machines are full, they recycle mountains of cardboard and paper, and are instrumental in making sure all supplies delivered to the Café are unpacked and appropriately stocked, and that is just what they do on “regular” days.

There is no a job that either would refuse to attempt even if the job happens on a day that does not fit in their scheduled hours. They have endeared themselves to staff and visitors; they always have a kind word and a smile for all.

Tom and Steve truly make a difference and are definitely deserving of this award.

45 Years of Service Oh My!

Algy Wood and Gwen Jones retire from Down East Community Hospital after many years of service. Algy worked in the Maintenance Department for 45 years as a seemingly tireless piece of perpetual motion and Gwen worked for 20 years as Director of the Rehabilitation Department and started as a Physical Therapist. Gwen and Algy have been integral members of our hospital family almost as long as the hospital has existed; they will be deeply missed. We all know they deserve some "down time," but nobody is sure that either one really knows how to do that for very long (if at all).

Best wishes to you both!

Turning Blue for Colon Cancer Awareness

Down East Community joined Washington County: One Community's effort to “Turn Washington County Blue” by wearing blue on Friday, March 15 in an effort to raise awareness to the importance of getting screened for colon cancer and the importance of early detection. Staff in the hospital and the physician practices joined together in wearing blue for this awareness event.

Colorectal cancer is one of the few cancers that can be prevented as well as detected early with screening. Colon cancer starts as a polyp, or small collection of abnormal cells. Colon polyps become more common as we age. The recommendation for screening at age 50 is based upon this science. Don’t delay your screening appointment if you are turning 50 – and consult your doctor about screening if you are younger than 50 but have a family history of colon cancer or precancerous polyps. Maine CDC
Support Groups & Classes

Maine Families Playgroup

Maine Families has Playgroup every 1st & 3rd Wednesday of the month at Community of Christ Church in Jonesport from 10am – 11am. New families are welcome (for babies, toddlers up to 3 years old). For more information, call Anneke Waag at 255-0481.

Maine Families is holding free Childbirth Classes

For any expecting parent at Maine Families in Machias on Tuesday, April 16 and Tuesday, May 21 from 4pm to 7pm. Call Anneke Waag at 255-0481 to sign up.

Relay for Life
April 19 and 20

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. The relay takes place from 5:00pm to 8:00am. For more information, please contact Lori Yensan, RN at 255-0276

Down East Community Volunteer Recognition Event
April 24

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

Cancer Survivor’s Day Celebration
June 1 from 10:00am to 11:30 am

Held 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
Saturday, July 20, 10:00 to 11:30 am, at Robertson Bldg.

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 2013. Please call 255-0244 to RSVP.

Please visit our calendar of events on our website at www.dech.org for updates.

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, Executive Assistant and Public Relations Manager

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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

Dental Program

The Washington County Children’s Program (WCCP) – a division of United Cerebral Palsy of Maine is thrilled to announce the return of the New York University College of Dentistry (NYUCD) Dental Outreach Program to Machias, offering no-cost dental care to children and adults. The NYUCD team will provide dental services at the Lee Pellon Center in Machias on April 22 – 27, 2013 (closed Apr. 25). Children will receive complete care. Adults will be offered emergency dental care on a walk-in basis. For more information contact Teresa Alley at WCCP at 255-3426, www.wccp.net.

During the past three years, almost 4000 dental visits have been provided. Over 90% of children completed all the dental care they needed and hundreds of adults with serious dental emergencies received compassionate care.

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