



Summer 2012

INSIDE

Providing a Voice for Patients & Families

Hospital Receives Top Score for Patient Safety

A Word from Our President

New Faces

Giving Corner

CHANS Expands Specialty Services

New Medical Group: Gastroenterology

Calendar

Advanced Stroke Care Right Here, Close to Home

The Joint Commission, in conjunction with The American Heart Association/American Stroke Association, has recognized Mid Coast Hospital with Advanced Certification for Primary Stroke Centers. The certification demonstrates the hospital's ability to provide the most appropriate, evidence-based stroke care a community hospital can offer its patients. Mid Coast is one of only four hospitals in Maine that has achieved this status.

Joint Commission surveyors visited the non-profit hospital in June to conduct a thorough on-site evaluation that included eight standard performance measures and an in-depth review of staff and program indicators.

Stroke remains the third leading cause of death in the United States. Survival and successful recovery of stroke is greatly improved if symptoms are recognized quickly and immediate medical attention is given; the sooner a stroke patient receives treatment, the more likely that long-term damage may be avoided.

"The Joint Commission advanced certification demonstrates Mid Coast Hospital's commitment to providing our patients with the highest quality stroke care, close to home," says Deb MacLeod, Vice President of Nursing and Patient Care Services.



Continues on Page 2

STROKE PROGRAM TEAM

From left, Lauren Doran, RN, Stroke Program Coordinator, Dr. John Taylor, Stroke Program Director, and Dory Holmes, MPH, OTR/L, Director of Rehabilitation Services, were instrumental in acquiring the Advanced Primary Stroke Center certification at Mid Coast Hospital.

(Photo by Judy Kelsh)

Know the Signs of Stroke!

Knowing the signs and symptoms of stroke—and acting quickly—will help ensure the best possible outcomes by getting the patient to us as soon as possible.

Stroke symptoms include:

- sudden numbness in the face, arm or leg
- slurred speech
- blurred vision
- dizziness or loss of balance
- severe headache

Any ONE of these symptoms is reason to take action. Call 911 immediately.

Rescue teams are trained to begin taking care of the patient on route to the hospital and will speed the process for intake once the patient has arrived.

August is National Immunization Awareness Month...

Now is the perfect time to visit your primary care doctor to make sure your shots are up-to-date.

Also, remind family, friends, and coworkers to get caught up on their shots too!

www.midcoasthealth.com/mcmg/pediatrics

www.midcoasthealth.com/primarycare

Stroke

continued from Page 1

“Mid Coast residents should feel comforted in knowing that we have elevated our standards and increased access to stroke care for the entire community.”

The Mid Coast team includes four on-staff neurologists that treat a full range of neurological conditions. Dr. John Taylor heads the stroke program which is now capable of delivering the most advanced level of care for stroke patients, including new protocols and technologies that accelerate their ability to respond.

Among the hospital’s new services for stroke patients is the “telestroke” system that serves to augment the availability of a staff neurologist, providing immediate off-site evaluation when needed. This program is offered through a joint partnership with Maine Medical Center, another Maine Primary Stroke Center.

MacLeod also noted, “Mid Coast Hospital remains focused on providing education and resources to help area residents reduce their risk of stroke, supporting our vision to improve the overall health and well-being of our community.”

According to the American Stroke Association, risk factors for stroke such as being overweight or obese, having high blood pressure, smoking, and having other health conditions like diabetes, carotid artery disease, or high cholesterol are all preventable.

For resources to help, visit www.midcoasthealth.com/healthline.

Providing a Voice for Patients and Families

Patient and Family Centered Care is an innovative approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among patients, families, and health care providers.

Mid Coast Hospital is dedicated to using this team approach in managing patient care. To this end, we are pleased to announce the implementation of our Patient and Family Advisory Council.

The role of the Patient and Family Advisory Council is to assist us with providing a platform for our patients and their families to be heard loud and

Dear Friends:

Achieving Healthcare’s Triple Aim

There is no question that the future of our healthcare system will see dramatic changes both nationally and locally. As we navigate this new environment, Mid Coast Health Services has aligned itself with healthcare improvement leaders by committing to pursue healthcare’s *Triple Aim*.

Experts agree that **the key to transforming our healthcare system is achieved by addressing three things:**

- (1) **improving the health of the population** (for example, reversing the trend of increasing rates of obesity, heart disease, asthma, and diabetes);
- (2) **improving the experience, access, and quality of the health system** (always giving great care); and
- (3) **reducing the cost of healthcare** (taking waste and cost out of the system).

With our *2020 Vision* in place, Mid Coast has already made great strides in working towards the goals of the *Triple Aim*. In fact, Mid Coast is known as one of the highest quality and lowest cost community hospitals in Maine.

We consistently score at the top of publically-reported quality and safety measures. Mid Coast is the region’s only Joint Commission accredited hospital, and the only Magnet

designated community hospital in Maine. Our costs per discharge are 35% below the state average of all hospitals. We are in a strong position to navigate the tides of change in the healthcare system.

As a non-profit, charitable organization, our mission is to serve the healthcare needs of our community. We are so grateful for the generosity and vision of our supporters who see the value in a strong healthcare system in our community.

And more than ever, it is our priority and commitment to work with the community to improve overall health, prevent disease, and promote wellness.

I have no doubt that through ongoing teamwork, systematic changes, and the guidance of our *2020 Vision* we will achieve great success in attaining the *Triple Aim* of healthcare.

Thank you for being part of the team!


President & CEO



clear, as we set about improving the health of our community.

The Council will focus on setting priorities and guidance to strengthen collaboration, communication, and mutual respect between the healthcare team, patients, and families in order to achieve the highest quality health care possible.

“We have a dynamic group of individuals who have come forward to help us look at the health care delivery from the perspective of a patient and a family member,” says Deb Macleod, Vice President of Nursing and Patient Care Services.

“The perspective they bring to the table will provide us with meaningful information that we will use to continue

to build a care delivery system that is even more focused on the patient than what we have today. I am sure we will learn a lot from each member of the council.”

The Patient and Family Advisory council is an energetic and diverse group comprised of eight volunteers and four Mid Coast employees. The council will meet monthly, to discuss topics that include patient satisfaction, patient experiences, access to care, and transitions of care.

For more information, contact Cate Parker, RN, Department of Quality & Patient Safety at 373-6392, cparker@midcoasthealth.com.

Welcome!

New Physicians

Pediatrician

Whitney L. Latham, DO, has joined Midcoast Pediatrics as a board certified Pediatrician. She is a graduate of Oklahoma State University Center for Health Sciences College of Osteopathic Medicine and completed her residency at Oklahoma State University.



Dr. Latham

-(207) 721-8333

Dermatologist

Helge G. Riemann, MD, has opened Midcoast Dermatology, offering dermatology care to the community in affiliation with Mid Coast Hospital. He completed his medical degree at Westfälische Wilhelms-Universität Münster, in Münster, Germany and his residency at the University of Colorado.



Dr. Riemann

-(207) 406-2735

Who's New

Nurse Director for Med/Surg/Peds



Kessler

Beth A. Kessler, RN, BC, has joined Mid Coast Hospital as nurse director of our medical/surgical/pediatrics unit. Kessler received her bachelor of science in nursing degree from Kutztown University in Kutztown, PA.

She has worked as a clinical nurse for more than 15 years and is a member of the Academy of Medical Surgical Nurses and the American Nurses Association.

Practice Manager for Cardiology

Marjorie Marquis has been named Practice Manager of *Mid Coast Cardiology*. A Brunswick resident, Marquis brings an extensive background in healthcare administration with an understanding and commitment to providing the highest standard of care. Her past experience includes site management of Bowdoin Medical Group in Brunswick.



Marquis

Mid Coast Honored with Highest Score in Patient Safety

The Leapfrog Group, an independent national nonprofit run by employers and other large purchasers of health benefits, has honored Mid Coast Hospital with an "A" Hospital Safety ScoreSM, the highest score possible.

The Hospital Safety Score was calculated using publicly available data on patient injuries, medical and medication errors, and infections. The Hospital Safety Score uses 26 measures to produce a single score representing a hospital's overall capacity to keep patients safe.

"The mission of Mid Coast Hospital is to provide quality health care directed toward improving the health and well being of the patients and communities we serve" said Lois Skillings, President and CEO.

"As part of that mission, our 2020 *Vision* specifies that we will continuously measure and improve everything we do to provide the safest hospital care possible. The Leapfrog group affirms that we are on the right track.

"We are pleased to be recognized in the good company of 13 other Maine Hospitals, which have also earned an 'A.' This does not surprise us given the consistent high position in overall quality scores that Maine hospitals receive when compared to the nation."

CHANS Continues to Expand Specialty Services

CHANS Home Health Care is proud to announce that Barbara Jean Brown, DPT, a doctor of physical therapy, has received her Geriatric Rehabilitation Specialty Certification from the American Board of Physical Therapy Specialties (ABPTS).

By adding the additional clinical specialization, Barbara Jean has increased the level of care that CHANS can provide to our patient population.

The advanced certification, achieved through a formal examination process, indicates Barbara Jean's dedication to her field and recognition of the unique needs of our aging patients.

She will now be available to consult with her co-workers to share her advanced knowledge, supporting a higher level of care and stronger quality outcomes for CHANS services.

Barbara Jean joins a number of other CHANS staff members that have also obtained certifications in specialty areas. CHANS is committed to expanding the specialty and certification holdings of staff in our Nursing and Rehabilitation, Hospice, and Private Duty Care Programs, supporting our on-going efforts to provide the highest possible home care services to the residents of our community.

Giving Corner

Golf Fore! Health

Did you know that the 19th Annual Mid Coast Classic – Golf Fore! Health Tournament is much more than a great day of golf and camaraderie for friends of Mid Coast Hospital? In fact, it is also an important fundraising event directed to promoting health and wellness in our community.

All proceeds from the tournament support our health promotion and disease prevention programs such as childhood obesity prevention, smoking cessation, nutritional counseling, weight and lifestyle change, asthma education, and so much more. After all, improving the health of the community is a cornerstone of our vision for the future of healthcare. The quality of life and well being of the community is greatly enhanced when the population is healthier!

This year's Mid Coast Classic is scheduled for **Wednesday, September 12th at the beautiful Brunswick Golf Club.** For more information or to register online visit www.midcoasthealth.com/golf.

To learn more about sponsorship opportunities, volunteering at the event or donating raffle items, please contact Development Director **Michael Todd** at 373-6065.

Join us *Fore!* what promises to be a great day of golf and help Mid Coast Hospital offer the very best health and wellness services to our communities!

Mid Coast Hospital's Primary Stroke Center receives Advanced Certification

See story on Page One!

UPCOMING EVENTS

**19th Annual Mid Coast Hospital Classic
Golf Fore! Health Tournament**
September 12, Brunswick Golf Club
FMI: 373-6065
www.midcoasthealth.com/golf

**Center for
Weight & Lifestyle Change**
Thursdays, 4:30 - 6 pm
Next 12-Week Session begins Sept. 13
FMI: 406-7446

Living with Diabetes
Next class begins in September
FMI: 373-6585

Adult/Child Heartsaver (Basic CPR)
Next class, September 19, 6 - 10 pm
FMI: 373-6621

New Practice: Mid Coast Medical Group—Gastroenterology Opens

On July 2, Mid Coast Hospital opened a new care practice—Mid Coast Medical Group—*Gastroenterology*—to provide gastroenterology and digestive health services to the Mid Coast community.

The new practice is located at the Mid Coast Medical Office Building, 121 Medical Center Drive, Suite 3400, Brunswick, in the same space as the former Brunswick Gastroenterology Associates (BGA).

Dr. Gary Zartarian (formerly with BGA) and Dr. Alroy Chow (who founded BGA), rejoin our active medical staff and will continue to treat existing patients and welcome new patients to the practice.

Mid Coast Medical Group—*Gastroenterology* offers the latest in diagnostic and treatment capabilities for all digestive health needs. Like all Mid Coast practices, this team offers the highest quality care and treats every patient with dignity.

For more information about the practice, contact 406-7300.



MID COAST HEALTH SERVICES

Lois N. Skillings

President / Chief Executive Officer

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News & Information

Please send your news and information
for the *Mid Coast LINE* to
jkesh@midcoasthealth.com

