I want to begin by thanking all of you who participated in the Engagement and Culture of Safety survey that closed last Friday. While the survey provides a ‘snapshot’ in time of the engagement of our team members, I recognize the importance of taking the time each day to connect with team members and keep a pulse on what leaders need to cultivate an engaged workforce. Each week when our Senior Leadership Team meets, we look at ways to keep our team members engaged and well.

There are several initiatives underway to support us in achieving these goals. You will be hearing more about the Operational Excellence program, which is in place across MaineHealth and under development here. Mid Coast–Parkview Health is evaluating how to use the tools within OpEx to improve performance and processes and by doing so, we can lessen the demands on our team members and provide an even better patient experience.

In terms of patient safety, the system’s strategic goals evolve around the No Harm Index, reducing patient falls and improving patient experience scores. We’re continuously tracking safety data, recording incidents where we have fallen short of our high standards and performing rapid reviews of incidents to identify if there is a process that needs to be changed.

I hope you have noticed the enhanced focus on care team and provider wellness. We have invested in additional support services, including TalkSpace and the new Resources for Living Program that offer all kinds of help to our team members and their families. The Coastal Region team is also looking to collaborate on further wellness efforts.

Following the recent review by safety experts hired by MaineHealth to conduct an audit of all MaineHealth facilities, we have identified opportunities to improve staff safety. We are evaluating which changes to implement first and what we need to budget for in the future. The insights provided by team members during the audit has led to the inclusion of Work Place Violence reduction measures being added to the MaineHealth five-year strategic plan. I am proud of this addition because it focuses squarely on our team member’s experiences.

I share these efforts today, after our engagement survey has been closed, because we are not implementing these efforts to get you to answer a question a certain way on a survey. We are doing them based upon your feedback, suggesting ways we can make MaineHealth the best place for dedicated health care providers to work. We know that will lead to excellent patient care—the promise we make to our community.

Thank you for all you do for our patients, residents and each other every day.
TREK ACROSS MAINE 2023

Our long standing tradition of sponsoring and participating in the American Lung Association’s Trek Across Maine continued this year from June 16-18. This was the 39th rendition of the Trek, which began and ended at Thomas Point Beach and Campground with overnights at Bates College in Lewiston and St. Joseph’s College in Standish. The team included 10 members, and despite the heat, rain and wind, they rode over three days, averaged about 170 miles each, and raised over $12,000 dollars for the American Lung Association. The MCPH Trek Team members included (pictured below):

- Janet Moore, RN ICU (captain)
- Ellen Golding, RN, Director of Informatics, App Support, and Nursing Education
- Karleen Smat, RN ICU
- Michael Martin, RN
- Carolyn Ranten, MD, MCMG Pediatrics
- Katie Huntington, RN, Community Outreach HH
- Thomas Huntington
- Paul LaPrad, MD
- Nancy LaPrad
- Ann Knausenberger, CI Exercise Physiologist.

A huge thank you to Sharon Miller for her volunteering efforts and to Cate Parker, Director of Community Health and Wellness; Emily Day, Food and Nutrition Services and Christopher T. Bowe, MD, President of Mid Coast–Parkview Health for the amazing spread of food on day two.
PHYSICIANS HONORED FOR TEACHING EXCELLENCE

Six Mid Coast Hospital physicians were recently honored for their teaching of Tufts University School of Medicine/Maine Medical Center (TUSM/MMC) Longitudinal Integrated Curriculum (LIC) students at Mid Coast Hospital.

Ira Bird, MD, Christina Kapala, DO, Alexander Fiorentino, MD, David Inger, MD, Stephanie Phelps, MD, Roy Nakamura, MD, and Leah Bauer, MD, received Citations for Excellence in Teaching in the LIC from Tufts University School of Medicine.

Mid Coast Hospital has participated as a training site for the TUSM/MMC LIC program since 2011. Through this program medical students explore multiple medical disciplines including OB/GYN, Pediatrics, Family Medicine, Internal Medicine, Psychiatry and General Surgery. The program allows students to fulfill their third-year core competencies while offering a uniquely broad view of the variety of comprehensive care patients receive throughout life.

“As in years past, we are delighted to have so many Mid Coast Hospital providers receive Citations for Outstanding Teaching,” said Marybeth Ford, MD, director of the LIC program at Mid Coast Hospital. “Their ongoing level of commitment and professionalism attests to the high-quality medical education students receive at our institution. Mid Coast Hospital is honored to participate in the TUSM/MMC LIC program and very appreciative for this recognition.”

BRUNSWICK IN BLOOM

On Saturday, July 15, at 10 a.m., eight Brunswick gardeners will welcome visitors to raise money for Oasis Free Clinics' free medical and dental services at the Second Annual Brunswick in Bloom Garden Tour.

From lush shade gardens, to those bursting with color, you are invited to tour some of Brunswick's most interesting and diverse gardens followed by a fun garden party.

Tickets are $35/person. Scan the QR code, visit https://www.brunswickinbloom.org/tickets or Northeast Bank at 186 Maine Street in Brunswick to purchase tickets.

CLINICAL LADDER ADVANCEMENT

Congratulations to Karen Patterson (pictured left) in Mid Coast Medical Group – Endocrinology and Diabetes, for her recent advancement to Level III.
EARN WHILE YOU LEARN: TRAINING AVAILABLE

MaineHealth, in collaboration with Maine Adult Education programs and the Maine Community College System, is now offering a free 6-week, state approved CNA training program. Accepted applicants are offered the opportunity to be paid while they learn in exchange for one year of work.

Trainings, which start July 10 and run through August 18, are located at Franklin Memorial Hospital, Mid Coast Hospital, Southern Maine Health Care, Stephen’s Memorial Hospital and Waldo County General Hospital.

Program Highlights:

- FREE tuition through the Maine Community College System
- Taught by experienced Registered Nurses
- 5 local health system sites; small class size with individual support
- Includes the state required curriculum of 70 hours of class time, 20 hours of essential skills labs, and 40 hours of clinical training at local hospitals
- Accepted applicants are offered the opportunity to be paid while you learn in exchange for a 1-year work commitment following completion of the course

All candidates must first complete the CASAS reading assessment; the CASAS will be administered through your local Adult Education Center. To learn more and register for the CASAS assessment, scan the QR code or email Robyn Raymond at rraymond@rsu73.com. Updated immunization records are required upon applying.

GSSE FOR TOBACCO-FREE ACHIEVEMENTS

The annual Gold Star Standards of Excellence Program Awardees have been announced for 2023. The program of the MaineHealth Center for Tobacco Independence’s Breathe Easy Initiative recognized 28 hospitals, health care organizations, and behavioral health organizations across the state for efforts to address tobacco use and secondhand smoke exposure. Celebrated organizations received a plaque for their achievements in advancing their campus smoke and tobacco-free policies as well as promoting tobacco-free lifestyles.

Mid Coast Hospital was recognized for meeting Platinum through the 2023 Gold Star Standards of Excellence program for efforts to prohibit smoking and tobacco use on campus and addressing client tobacco use. This was the twelfth year Mid Coast Hospital has participated in the initiative showing a longstanding commitment to addressing tobacco use and exposure.

The Breathe Easy Gold Star Standards of Excellence program recognizes Maine health organizations that are addressing tobacco use and exposure by implementing strategies that support tobacco treatment and prevention. As leaders in health, Maine healthcare organizations, behavioral health organizations and hospitals seek to optimize the health of patients, clients and the surrounding community; these organizations provide key community support and are exemplary role models of healthy behaviors.

JULY BACON PODCAST: UNCOVERING THE MYSTERIES OF HCCS

In the world of value-based care, there’s one set of diagnosis codes that carry much greater weight than all the rest: Hierarchical Condition Categories (HCCs). What are HCCs and why are they so important? Scott Williams, MD, joins Heather and Mike with the answers.

BACON is the MaineHealth ACO’s monthly news and information podcast, hosted by Mike Clark, MD and Heather Ward, MD. Find it on your podcast app by searching for “mainehealth” or listen at our website.
MID COAST HOSPITAL HOSTS DIAPER DRIVE

An adequate supply of diapers is essential to a baby’s health. Lacking an adequate supply of diapers can cause undue stress on both baby and parent. The lack of a sufficient supply of disposable diapers for a baby to remain clean, dry and healthy can affect the short-term health of a child and impact long-term health and development. Babies use up to 12 diapers per day—costing families up to $1,200 per year! Due to rising costs, the need for diapers in our community is high.

Today in our Mid Coast community, families are struggling to meet their basic needs. In addition to making hard choices on how to get the bills paid and food on the table, the safety net families rely on does not help with the cost of diapers.

Without clean diapers:

- Babies are exposed to potential health risks and toxic stress
- Mothers are at risk for increased maternal depression
- 1 in 2 families cannot afford enough diapers to keep their infant or child clean, dry and healthy
- 3 in 5 parents miss work or school because they can’t afford the diapers they need to access child care

To support local families, Mid Coast–Parkview Health is holding a diaper drive from July 15-30 to benefit United Way of Mid Coast Maine’s Diaper Project. This year, the Diaper Project will distribute more than 100,000 diapers to local organizations supporting local families. All brands, sizes and partial packages are welcome.

Drop off locations:

- Mid Coast Hospital, Welcome Desk, Main Entrance
- Parkview Campus Lobby
- Mid Coast Senior Health

For more information, contact Constance Jones-Morris at (207) 373-6065. Thank you for helping to keep babies clean, dry and healthy!

KATIE ALBERICO WINS DAISY AWARD

Mid Coast–Parkview Health leaders and colleagues joined together in a small, in-person celebration to recognize this May’s DAISY Award winner.

On June 27, Katie Alberico, RN (center in picture), in Maternity received a DAISY Award for her impeccable patient engagement during a unique patient encounter.

Nominated by a visitor of a patient, the attention to detail and caring nature that Katie gave was incredibly helpful. The patient could only speak Portuguese, but Katie did a wonderful job connecting with the family by asking questions and listening to their needs.

“When my friend and I left the appointment, she looked at me with a big smile on her face! Katie made a huge difference in that family’s life by taking the time, listening, and making sure they understood everything before they left,” said the nominator.

Nurses within the care network are eligible to win a DAISY Award, an honor given to nurses around the world by The Daisy Foundation. All Mid Coast–Parkview Health employees, both clinical and non-clinical, are eligible to receive a Spotlight Award, except for nurses. For more information about either award or to nominate someone, visit www.midcoastparkviewhealth.com/awards.
## UPCOMING EVENTS

| 19 JULY | **MAINEHEALTH: ANDY MUELLER’S OPEN DOOR** |
|-----------------------------------------------|
| ![Open Door icon] | [https://home.mainehealth.org/2/MH/MHCEO/SitePages/Home.aspx](https://home.mainehealth.org/2/MH/MHCEO/SitePages/Home.aspx)  9 A.M. |
| ![Open Door icon] | Join MaineHealth CEO Andrew Mueller, MD, for this virtual town hall-style forum to hear more about current information at a system level. You may submit questions to AskAndy@mainehealth.org. |

| 20 JULY | **MENTAL HEALTH AWARENESS LUNCH AND LEARN SERIES: PRACTICAL TOOLS FOR INTERCULTURAL ENGAGEMENT** |
|-----------------------------------------------|
| ![Survey Monkey icon] | [https://www.surveymonkey.com/r/8MZ56TDA](https://www.surveymonkey.com/r/8MZ56TDA)  07/20: 12 P.M.; 08/03 12 P.M.; 09/21: 12 P.M. |
| ![Survey Monkey icon] | This series is appropriate for anyone who wishes to deepen their skills in cross-cultural communication and empathy as well as develop a trauma-informed approach to their interactions. Topics include “Working across cultures: Stepping out of your comfort zone,” “Lost in Translation: Language and trauma” and “What’s Wrong? Figuring out cross-cultural misunderstandings.” |
| ![Survey Monkey icon] | Each session is one hour, and registrants can sign up for one or all sessions. Registration required at the link above. For more information email MidcoastCHI@mainehealth.org or call 207-373-6925. |

| 16 AUG | **SPONSORED EVENT: BRUNSWICK DOWNTOWN ASSOCIATION’S MUSIC ON THE MALL** |
|-----------------------------------------------|
| ![Downtown Mall icon] | TOWN MALL, MAINE STREET, BRUNSWICK  5-8 P.M. |
| ![Downtown Mall icon] | Music on the Mall, Downtown Brunswick’s Summer Concert Series, presents free concerts Wednesday evenings throughout the summer. Grab a blanket or chair and relax and enjoy this week’s guest, Breakin’ Strings, Maine’s Premier bluegrass band and Nashville recording artists. |

| 19 AUG | **SPONSORED EVENT: BRUNSWICK OUTDOOR ARTS FESTIVAL** |
|-----------------------------------------------|
| ![Outdoor Arts icon] | DOWNTOWN MAINE STREET, BRUNSWICK  9 A.M.-5 P.M. |
| ![Outdoor Arts icon] | The Brunswick Outdoor Arts Festival celebrates the arts on Maine Street in Brunswick with a mission to create a vibrant and healthy downtown through the arts. The arts festival includes more than 80 artists and artisans who will be displaying and selling their work along the sidewalks of Maine Street and on the lush Town Mall (green) in downtown Brunswick. Musical performances start at 10 a.m. Admission is free. |

## OBSERVATIONS & PROFESSIONAL CELEBRATIONS

- **Ultraviolet Safety Awareness Month (July 1-31):** During this time, the mission is to spread awareness about how important it is to protect our eyes and skin from the side effects of ultraviolet (UV) rays. While sunshine is essential for your body to process vitamin D, UV radiation can quickly damage your skin, no matter your skin tone.

## MAINEHEALTH INCLUSION CALENDAR HIGHLIGHTS

- **International Non-Binary Peoples Day (July 14):** It aims to raise awareness of the issues faced by non-binary people worldwide. Launched in 2012, July 14 was chosen for being halfway between International Men’s Day and International Women’s Day.

- **Nelson Mandela International Day (July 18):** This is an annual international day in honor of Nelson Mandela, celebrated each year on 18 July, Mandela's birthday.

[LEARN MORE AND SEE ADDITIONAL HOLIDAYS AND EVENTS](https://home.mainehealth.org/2/MH/DEI/SitePages/Inclusion-Calendar.aspx)