

# true colors

maine coast memorial hospital ■ EXCELLENCE IN HEALTHCARE

## Mary Dow Center: Caring, friendly, knowledgeable

Caring, friendly, knowledgeable are the words Pam Norwood uses to describe the staff at the Mary Dow Center. She was diagnosed with cancer (stage 4) in May 2007. At that time her daughters were too young to fully comprehend what this meant. Now they understand more about cancer treatments than anyone should ever have to. For the past five years Pam has traveled regularly from her home in Southwest Harbor to Maine Coast Memorial Hospital for oncology treatments.

### Great resources

Pam learned from Dr. Molly Collins that great care was available at the Mary Dow Center. She states, "I felt very comfortable about receiving my care here. It's wonderful to have such great resources in our area. It's very comforting for me." Dr. Collins assisted Pam with navigating through the system of care, including a consultation with CancerCare of Maine and the Dana-Farber Cancer Institute in Boston.

It is with conviction that Pam speaks about the care provided by the Mary



Pam Norwood is joined by her daughters Sara (l) and Anne (r) during a break from work and studies at MDI High School.

Dow Center. "It was a no-brainer," she states. "Coming to Ellsworth is very convenient and the staff makes it so great. The level of attention and service is wonderful. I recommend the Center whole-heartedly. They offer counseling and can provide guidance for those needing financial assistance or referrals to programs helping with medication expenses."

Pam embodies the philosophy of "the glass is always half full." She tells

her family, "These are the cards I have been dealt. Every day is a gift and you

*"Every day is a gift and you deal with the disease one day at a time."*

*Pam Norwood*

deal with the disease one day at a time. Five years and counting – I think that's great! It's not what I wanted, but if I were told that I could give someone else my cancer and I could receive a million dollars, I wouldn't do it. This cancer is something I must face and I'll deal with it." Her sense of self and vigor for life is contagious, and all who know her will attest she lives her life to the fullest.

### \* Mary Dow Center

The Mary Dow Center was established in 1997 through the generosity of private donors. Today, the Center is a combined endeavor of Maine Coast Memorial Hospital and Eastern Maine Medical Center's CancerCare of Maine.



## Despite challenges we will grow and thrive

The role and mission of MCMH are very dependent upon the many important individuals, businesses and other community organizations in our service area. We have developed this newsletter with the goal of improving our communication with you, the key stakeholders and supporters of MCMH.

I arrived last July in the midst of a glorious Maine summer. As I look out the window, it strikes me that the dramatic swings in New England weather are similar to the rapidly changing health care environment. We anticipate significant changes in the way we monitor, report and improve our quality of care, our service levels, and the health of our community. It is a foregone conclusion that there will be less money available as health care reform and market

conditions will continue to drive the marketplace. Despite these challenges we are confident that our community hospital will grow and thrive.

In this newsletter, you will read about some of the great things that are going on such as additions to our medical staff, patient care programs, services and new equipment and technology. We are pleased to give you an update on your community hospital and look forward to future updates. Just as it is important for us to reach out to you, please don't hesitate to share your thoughts and feedback with me. I can be reached at 207-664-5300.

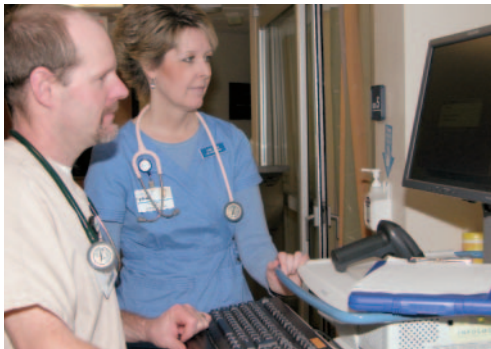
Charlie Therrien, President and CEO

## Nursing Interns *Investing in the Future*

There are many reasons why caring individuals enter the field of nursing. When Lynne Toppin's sister, Beth C. Wright, was fighting her battle with breast cancer, Lynne helped support and care for her. "My sister received much of her treatment at the Hospital's Mary Dow Center, and I saw first-hand the importance of compassionate, professional nurses."

Lynne, who is fulfilling her dream of becoming a nurse, recently completed her clinical training in MCMH's intensive care unit. "My sister's legacy continues through the Beth C. Wright Cancer Resource Center here in Ellsworth. Beth accomplished so much during her life and was such an inspiration to me. She really cared about people, and I believe that as a nurse I can do the same."

For Jay Groesbeck, the economic recession led to a new career path. After 25 years in the boatbuilding industry, Jay



Above, Nurse Intern Lynne Toppin of Columbia Falls with her preceptor, James Lobdell, RN. To right, Nurse Intern Jay Groesbeck of Hancock and Colleen Lemon, RN celebrate his final clinical shift at MCMH.



***In 2010, MCMH offered clinical training to 141 college and high school students.***

was without a job. "I knew that this was the chance for a new beginning." After his wife of five years suddenly passed away, Jay found himself drawn to a career in nursing. "She was a nurse, and I was always amazed at the impact that she had on the lives of patients."

In February 2011, Jay completed his clinical training at the F. Eugene Dixon, Jr. Emergency Center. "Colleen Lemon, RN has been in nursing for 30 years. She served as preceptor for my clinical internship, which has been great. The staff at this hospital are just phenomenal."



# Growth new providers

## MCMH: our high standards receive national attention

### Maine Coast Memorial Hospital

is a national leader in meeting or exceeding national performance standards for clinical care. Since receiving the 2009 VHA Leadership Award for Clinical Excellence, the Hospital has hosted VHA representatives who filmed and documented the award-winning procedures. In February, Medical/Surgical nurse, Tiffany Benner, led a national live webcast that highlighted MCMH's award-winning practices.

VHA is a national networking group of hospitals and health care providers whose purpose is to provide strategies to help member hospitals attain clinical and financial programs that will drive high-quality, cost-effective care.

## Doing our part for the environment

**The Green Team** at MCMH is making giant strides in recycling, saving MCMH money and reducing our carbon footprint. The Green Team, with strong support from administration, has recycle bins readily available in all departments. Our Rehabilitation Services saved over \$900 in the past four months with their recycling initiative. We are saving valuable dollars but more importantly, we are helping our environment.

As MCMH continues to grow to meet the needs of our communities, we welcome these new providers to our medical staff:

### Pediatrician Douglas N. MacGregor, MD, FAAP

Dr. MacGregor joined Maine Coast Pediatrics on February 15. He received his medical degree from New York University School of Medicine. His office at 32 Resort Way is currently accepting new patients at 664-7744.



### Radiologist Brian R. Ewy, DO

Dr. Ewy received his medical degree from the University of New England College of Osteopathic Medicine, Biddeford, and did his residency at the University of Connecticut. Dr. Ewy is certified by the American Board of Radiology.

### Rheumatologist Deborah L. Shapiro, MD

Dr. Shapiro received her medical degree from Northwestern University and specializes in rheumatoid arthritis and lupus. She enjoys hiking, bicycling, photography, exploring Acadia and Down East Maine. She is accepting new patients at the Mary Dow Center at 664-5430.



### Orthopedics Hilary Hudson, PA-C

Hilary, a graduate of the University of New England, joined Frenchman Bay Orthopedics in Suite 2100 of the Medical Office Building at 50 Union Street and is accepting new patients at 664-5770.



**Three new physicians have joined the staff in the F. Eugene Dixon, Jr. Emergency Center as MCMH provides 24 hour, 7 days a week physician coverage in our new facility.**



### James G. Baldwin, DO, FAAFP

Dr. Baldwin received his medical degree from the University of New England College of Osteopathic Medicine, Biddeford, Maine and did his residency at Warren Hospital, Phillipsburg, NJ.

### Arthur G. Manning, DO

Dr. Manning received his medical degree from New York College of Osteopathic Medicine and did his residency in Central Maine Medical Center.



### Susan A. Parlin, MD

Dr. Parlin received her medical degree from Emory University School of Medicine, Atlanta, Georgia, and did her residency in Santa Monica - UCLA.



*New Emergency Center treatment room*

# Services

Specializing in treatment of hard-to-heal wounds

## The Wound Center

The Wound Center specializes in treating acute and chronic hard-to-heal wounds. Staffed by Medical Director Paul Denoncourt, MD and wound-certified registered nurses Joan Torrey, Ellen Bilotta and Amanda Davis, the Center provides outpatients with

the same wound care one would receive if hospitalized, allowing for shorter hospital stays.

The Wound Center is located in the former emergency department area. For more information, phone 664-5950.

Safer and more convenient, no more handwritten prescriptions

## E-Prescribing

E-Prescribing (sending prescriptions electronically) is in effect at all MCMH practices that utilize the electronic medical records system. Funded by proceeds from the 2010 Poinsettia Ball, the software allows pharmacists to review prescriptions for possible drug

interactions and duplicate prescriptions.

E-Prescribing eliminates the need for handwritten scripts and long waiting times at the pharmacy, providing safety and convenience for our patients.

Our staff lend a hand to overseas medical missions

## Making a Difference

Maine Coast Memorial Hospital provides emergency, primary and specialty care, acute inpatient, diagnostic and surgical services 24 hours a day 7 days a week. Throughout the world, there are places where this type of facility and level of care are not available. Our staff makes a difference through medical missions.

### *To an orphanage in Cambodia*

**Deb Leavitt, RN - Ellsworth Internal Medicine** spent the month of January in Cambodia working at an orphanage for children with HIV.

### *Traveling clinics in the Dominican Republic*

**Judy Dakin, RN - Emergency Center** spent two weeks in February in the Dominican Republic, working in temporary clinics that provided over 1,100 people with medical care, clothing and school supplies.

### *Medical care in Guaranda, Ecuador*

**Dr. Charles Hendricks, Mary Townley, RN and Martin Sharp, Surgical Tech** traveled to Guaranda, Ecuador for two weeks in February. They provided surgical and medical care to people who would otherwise not receive such care.

Maine Coast Urology offers relief for two common medical conditions

## New minimally invasive procedures

For women, it is the Women's Incontinence Center with FNP Heidi Harmon and Dr. Martin Curlik offering relief of urinary incontinence with a one-time, 30-minute minimally invasive procedure.

For the men, Dr. Curlik performs the GreenLight Laser Therapy for enlarged prostate. GreenLight

Laser Therapy is a quick, outpatient procedure that delivers immediate and dramatic symptom relief without the side effects or the risks associated with invasive surgery.

Maine Coast Urology is accepting new patients at 664-5455.

## *Dr. Veronica Simmonds* grew up in Lubec, Maine, and decided to set down professional roots in Ellsworth

*Did growing up in the small Maine town of Lubec impact your decision to become a doctor?*

I have four brothers and they were always in and out of scrapes. Mom would faint at the sight of blood, so I became the one to call the local doctor at all hours to say, “Here’s the situation. This is what I am doing to take care of it.” The doctor joked that I would eventually put him out of a job.

When I turned 15, a young female physician at the Regional Medical Center at Lubec offered me a “job shadowing” opportunity. Then at 16, I earned my Certified Nurse Assistant Certificate and received clinical experience at the nursing home in Lubec and at Down East Community Hospital. Even though I lived in a small town, there were many female role models – family members and career mentors – for me to emulate.

*“I enjoy establishing long-term relationships with my patients.”*

*Where did you receive your medical training, and why did you choose to practice in Ellsworth, Maine at Maine Coast Women Care?*

I earned my medical degree in 2005 from the University of New England-College of Osteopathic Medicine. One of my education requirements was a medical rotation in a rural setting. I approached MCMH to see if I could do my rotation there, and Dr. Kerry Crowley agreed to sponsor me.

One of the most exciting parts of my internship was the opportunity to “scrub in” on many surgeries. I was also able to get to know many of the wonderful doctors at MCMH, and when I was offered the position at Maine Coast Women Care,



*Dr. Veronica Simmonds is a gynecologist affiliated with Maine Coast Women Care in Ellsworth. Away from the office, she shares some time with her Jack Russell Terrier puppy, Maddie May.*

I knew this was the right place for me.

*What do you like most about specializing in women’s health?*

I currently spend one day a week in the operating room – often utilizing my training in laparoscopic surgery. What I like about minimally invasive surgery is that my patients end up with smaller incisions and a shorter recovery time. Specializing in women’s health enables me to provide a full range of care for women. I enjoy establishing long-term health care relationships with patients, and I am excited to provide a continuity of care that extends to the next generation of their families.

 **Maine Coast Women Care**

Maine Coast Women Care is a center for attentive centered care, including prenatal and delivery care, family planning, and annual exams. For more information, please call 207-664-5650.





our culture ■ our values

**MCMH VALUES**

- Professionalism
- Respect
- Ownership
- Safety

**MCMH MISSION**

*Serving our communities  
with excellence in healthcare*

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Maine Coast Memorial Hospital has been awarded The Joint Commission's Gold Seal of Accreditation reflecting our commitment to meeting the highest performance standards for patient safety and quality care.

[www.mainehospital.org](http://www.mainehospital.org)

*You are invited*

**April 30**

**Chefs' Gala "A Classic Hollywood Night"**

Live music by the Tony Boffa Band, a benefit for the Breast Clinic and Mammogram Scholarship Fund

**June 9 & 10**

**Estate Planning Seminar**

For estates large and small, hosted by Maine Coast Healthcare Foundation

**Sept. 17 & 18**

**Schoodic Scramble Tournament**

A benefit for the Eleanor Widener Dixon Memorial Clinic

**Sept. 27**

**Hospital Annual Meeting**

Public presentation on 2011 outcomes and recognition

**American Heart Association CPR and First Aid Classes**

Offered monthly, meets State requirements (call 664-5588)

For more information regarding MCMH events, contact Jane Sanderson at [jsanderson@mainehospital.org](mailto:jsanderson@mainehospital.org) or call 207-664-5337. For ways of giving, contact Jack Frost at [jfrost@mainehospital.org](mailto:jfrost@mainehospital.org) or call 207-664-5548.