

Be Well

From Maine Medical Center to Your Family



fall 2010 Vol. 1, No. 1

In this issue



4

9

10

Emergency preparation, hand hygiene, healthy kids, and more...

Charting a Course for Treatment 2

Patient navigators assure patients they are not alone.

Charting a Course for Treatment

patient navigator

Hearing a diagnosis of cancer is devastating for a patient and family.

Knowing that a special member of the health care team is assigned to bring comfort, knowledge, and understanding to the treatment of that cancer can make all the difference.

“We’re here to assess the patient for barriers to expedient, safe cancer care,” says Gina Zilio-Smith, BSN, RN, OCN, CHPN, an oncology patient navigator who specializes in upper gastrointestinal cancers at the Maine Medical Center Cancer Institute. “We coordinate the team that joins the primary care provider in caring for the patient, considering preferences and needs across the care continuum from diagnosis to resolution of their disease.”

One of Zilio-Smith’s patients is Nicole Robichaud, 76, a native of Sanford, who was diagnosed with pancreatic cancer in September 2009. At her first appointment with surgical oncologist Lisa Rutstein, MD, (a member of Maine Surgical Care Group) Robichaud says, “Gina was present. She was my liaison before I even knew I had one.”

“I’m there when the patient first receives their diagnosis, and I’m there after the doctor leaves the room,” Zilio-Smith explains. “I talk with these patients and assess their readiness for new information,

provide information to help make decisions about care, and share other resources such as social work, nutrition, transportation, palliative care, or cancer risk prevention.”

Maine Medical Center’s eight clinical patient navigators are highly skilled oncology nurses who work with patients diagnosed with the most common types of cancer seen at the medical center to ensure the patient and family have all of the information they need to make the most informed and timely decisions about their treatment plan. They remain available to patients throughout the course of their diagnosis and treatment.

“Gina would meet with me when I saw my surgeon,” Robichaud says. “It made it so much easier to understand what was happening to me. She was always very thorough and caring.” This was particularly important as Robichaud readied for and underwent the complex Whipple procedure, where the surgeon removes the diseased section of the pancreas and reconnects it to multiple organs.

“The first time the family sees the patient after this surgery can be frightening,” the navigator says. “They are surrounded by serious medical equipment, there are tubes and strange sounds. I help the family prepare for this to help them be as supportive as their loved one needs them to be.”

A daughter and her husband, who are health care professionals themselves, were concerned about Robichaud, naturally, and availed themselves of the navigator as well. Because they live out of state, they wanted to stay connected and involved during her illness and help her to understand and make health care decisions. Zilio-Smith had frequent conversations with them and with other family members.

“I was never sick in my life,” says Mrs. Robichaud. “Without Gina, I would not have understood everything I needed to know about the procedures I needed or the options that were available to me. She made sure I learned everything I should know about something that was completely new to me. That

was very comforting. She always exhibits interest and caring.”

Robichaud continued to benefit from her navigator’s guidance and unique expertise as she began weekly trips to MMC’s collaborating partners: The Cancer Care Center of York County for radiation treatment and Maine Center for Cancer Medicine (a private, regional medical oncology group) for chemotherapy. She is just finishing her course of treatment and feeling

great. “She’s her usual positive self,” says Nellie Roberts, RN, Radiation Oncology. “She is a true inspiration to other cancer patients and nurses.”

Zilio-Smith encourages patients to call her with any questions or concerns. She routinely connects with other members of the health care team on behalf of her patients if needed. “Cancer is overwhelming,” she says. “I’m always available and can lend a personal touch at a vulnerable time for people.

“I love providing this crucial service. It helps the patients and the surgeons, primary specialists, and other caregivers. Patient navigators ensure that patients know they are not alone.”

Be Well

Liaison: lē-ā-zān, noun; a close bond or connection, communication for establishing and maintaining mutual understanding and cooperation. Source: www.Merriam-Webster.com



Patient navigator Gina Zilio-Smith (left) is a special member of the health care team, bringing an extra dose of understanding and comfort to patients like Nicole Robichaud.

Be Ready if Disaster Strikes

What do a broken tree branch and a winter storm have in common? Both can take down a power line, and leave you without electricity.

Whether disasters are natural or man-made, their impact can range from inconvenience to life threatening.

Many of these events are out of our control, but a little preparation ahead of time can pay off with greater comfort and peace of mind for you and your family.

“The benefit of planning for a disaster beforehand is twofold,” says Joshua Frances, MPH, Maine Medical Center’s Director of Emergency Preparedness. “First, you’ll be able to better navigate through the situation — whether it’s a couple of days without power or a blizzard that leaves you stranded at home. Secondly, emergency responders will be able to focus their efforts on those most impacted by the event.”

What you need to prepare varies with the event and your personal situation, such as whether you have a family, pets, or special health needs. For starters, Frances recommends discussing emergency plans—including an evacuation plan—with all members of your family. Stock a disaster supply kit, as well as an emergency overnight bag for each family member.

See our lists for suggested items. For more information and suggestions, visit www.mmc.org/prepare and www.ready.gov.

Disaster Supply Kits

Food and Water

One gallon of water for each person, for each day of a crisis; plan for extra water if you have pets
Keep 3-5 days’ worth of non-perishable food for each person
Store a supply of foods that need no refrigeration and little preparation or cooking
Consider canned or boxed juices, soup, peanut butter, jelly, granola bars, canned meats, fruits, and vegetables
Keep a hand-operated can opener in your kit



First Aid Kit

Sterile adhesive bandages in assorted sizes
Scissors
Tweezers
Antiseptic
Safety pins
Gauze pads
Cleansing soap
Hypoallergenic adhesive tape
Exam gloves
Sunscreen

Cough syrup
Needle
Moistened towelettes
Laxatives
Anti-diarrhea medicine
Activated charcoal to counter poisoning
Thermometer
Aspirin and non-aspirin pain medicine
Petroleum jelly or other lubricant
Medicine dropper
Gel ice pack



Tools and Supplies

Extra batteries of assorted sizes
Small ABC fire extinguisher
Paper cups, plates, and plastic utensils
Waterproof matches
Flashlight
Sewing supplies
Signal flares
Carbon monoxide and smoke detectors
Cash and/or travelers’ checks
Toilet paper, soap, and liquid detergent

Non-electric can opener and utility knife
Household chlorine bleach
Utility shut-off wrench for home gas and water
Battery-operated or hand crank NOAA weather radio
Important family documents in waterproof container
Paper and pencils
Whistle to signal for help



Clothing and Bedding

One or two complete changes of clothing for each person
Sturdy shoes or work boots
Rain gear
Blankets or sleeping bags
Hats and gloves
Thermal underwear



For Parents

Provide a list of emergency contacts to your child’s school or daycare.
Keep an emergency supply of:
Diapers and wipes
Formula and bottles
Powdered milk
Medications
Extra clothes (including socks and underwear)
Copy of Emergency Contact and Information sheet (www.mmc.org)
Comfort item (small stuffed animal or blanket)
Prescription medicines
Dry snack food (crackers, etc.)
Check the emergency policies of your child’s school or daycare. Some schools may already have plans to take care of the children at their facilities during a disaster situation.

For Pet Owners

Make arrangements now for someone to take care of your pets in an emergency. Many shelters, including the American Red Cross, cannot accept pets.
Suggestions for your pet’s basic disaster kit:
Airline-approved carrier for each pet with ID, photo, vaccination records, and special needs list
Pet’s medications
A muzzle or leash
Hand-operated can opener (if needed)
Blankets
Pet food
Paper towels, trash bags, and other waste disposal supplies
Clean water
Bowls
For more information, contact your local American Red Cross, Humane Society, or the American Veterinarian Medical Association. The Federal Emergency Management Agency website has helpful information as well: www.fema.gov/plan/prepare/animals

Learn More:

Maine Medical Center: www.mmc.org/prepare
Additional personal preparedness information: www.ready.gov
American Red Cross: www.redcross.org
Maine Emergency Management Agency: www.maine.gov/mema
Information and Referral Search: www.211Maine.org
Centers for Disease Control (CDC): www.cdc.gov
Federal Emergency Management Agency (FEMA): www.fema.gov
ASPCA Disaster Preparedness (for pets): <http://www.aspcasite.org/site/PageServer?pagename=disaster>



Be Well

Emergency responder: i-’mər-jənt-sē, ri-’spänd-ər, noun; a volunteer or paid member of an official organization, such as a police, fire, emergency medical services, public health, or emergency management agency, who has received specialized training and meets established standards, and responds to both routine and sudden, unexpected emergencies; events may be man-made, natural, or technological. Source: Joshua Frances, MPH, MMC

Where the Best in Medicine Go to Get Even Better

Maine Medical Center has opened a new, leading-edge simulation center to train medical students and staff using replicas of operating and trauma rooms, actors portraying patients, and sophisticated mannequins that mimic a variety of human conditions.

The Hannaford Center for Safety, Innovation and Simulation at Maine Medical Center is an 18,000-square-foot facility that brings state-of-the-art medical learning to the hospital's Brighton Campus in Portland. It includes operating and trauma rooms that are identical to those at Maine Med; a skills lab, where students practice procedures such as stitching sutures or performing colonoscopies; and patient rooms where students can build their patient communication skills and develop a patient- and family-centered bedside manner. Actors are used to portray patients, and are trained to behave or respond in specific ways during "patient exams."

The Hannaford Center also houses a dozen medical mannequins that mimic humans. These life-like mannequins breathe, sweat, blink, bleed, and exhibit symptoms of minor or major injury, as well as mild to life threatening diseases — almost anything clinical staff might see in live patients. Technicians and instructors observing students from behind one-way mirrors can manipulate a mannequin by raising its blood pressure, even sending it into cardiac arrest — thus exposing learners to situations they may encounter in a real-life patient situation.

"A simulation center offers many benefits to learners," says Randy Darby, MD, Director of Medical Simulation, who notes that pilots use similar technology to learn or sharpen their flying skills. "Simulation training provides a safe, efficient method to apply medical knowledge and get clinical experience in a virtual environment. Although the environment is controlled, it's very realistic, and provides an experience very similar to what learners will encounter with real patients. In addition, if students want additional practice inserting a breathing tube, for example, they'll be able to hone that skill at the simulation center, and be significantly more proficient when a real-life situation arises."

The \$5.82 million facility is made possible in part by a \$500,000

"Simulation training provides a safe, efficient method to apply medical knowledge and get clinical experience in a virtual environment."

~ Randy Darby, MD, Director of Medical Simulation

donation from The Hannaford Charitable Foundation. Only a handful of hospitals in the nation have similar facilities housed in one comprehensive location.

Be Well

Simulation: sim-yə-'lā-shən, noun; to give or assume an appearance or effect, such as imitation of physical systems. Adapted from: www.Merriam-Webster.com



The Standardized Patient Lab allows learners to practice communication skills with "actors" trained to represent patients with different medical issues. Students learn to deliver bad news, ask tough medical questions, diagnose conditions, and enhance their bedside manner.



With a virtual operating room identical to real ones at MMC, the Hannaford Center for Safety, Innovation and Simulation at Maine Medical Center features a sophisticated, realistic learning environment. Here, a medical team practices a procedure on a computerized patient simulator mannequin.

Road to Recovery is a Team Effort

The accident that brought Denis* to Maine Medical Center left him with a broken jaw and nose and other injuries that required a tracheostomy (a surgical procedure to create an opening in his neck to allow air to pass through his trachea) and emergency surgery.

A native of Central America, Denis, 29, works for a food processing company in Portland and has no health insurance. Speaking through medical interpreter Diana Coit, Denis says "I am thankful for the emergency and follow up care I received, and that the hospital allowed my local 'family' to stay with me."

Coit, one of 60 professional foreign language medical interpreters at MMC, says she has never seen a more grateful patient. Because of his serious injuries, she spent a great deal of time with Denis, interpreting for physicians, nurses, therapists, and other staff, a service provided at no charge to patients. "It was a huge pleasure to meet and help Denis," Coit says. "He's a wonderful person, willing to learn and incredibly appreciative of all that was done for him."

While in the hospital, Denis found out he had diabetes, which meant learning important self-care information and beginning treatment. Paulette Gallant, RNC, MSN, taught him about diet and basic diabetes management and identified resources to help with affordable medications and supplies, such as a blood glucose meter and testing strips.

Gallant and other members of Denis's care team, including social



workers and a care coordinator, collaborated to make sure he understood his situation and could start down the road to recovery. For Denis, that included knowing how to care for his tracheostomy, which was still in place when he was discharged. His care team also connected him with MMC's Adult Medical Clinic and home health services for follow-up care and referral to a diabetic program.

"There aren't a lot of resources available for the uninsured, working poor," Gallant says. "But as a team we collaborate to find any services that may help these patients." One tool the team turned to is MaineHealth's MedAccess program, which identifies pharmaceutical companies' affordable medication programs, specifically tailored to the patient. MMC is a MaineHealth member.

Denis is now continuing

Medical interpreters like Diana Coit are important members of the health care team, ensuring understanding between patients and caregivers throughout an inpatient stay or outpatient visit.

follow-up care with MMC's Adult Medical Clinic, and while still on the road to recovery, he's finding there are many caring people at MMC to help along the way.

**The patient's name has been changed for privacy.*

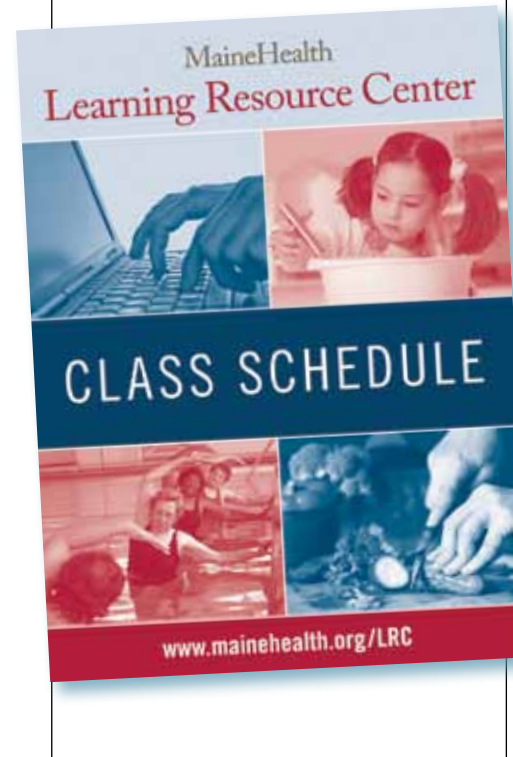
Be Well

Medical Interpretation: 'med-i-kel in-ter-pre-'tā-shen, noun; The act of receiving a message about health care in one language and sending exactly the same message in another language through a verbal exchange. The goal is to exchange messages that are understood by all parties. Source: www.mchtraining.net

MaineHealth Learning Resource Center

Looking for the best in health education?

MaineHealth's Learning Resource Center has a wide variety of offerings, including personalized health information searches for patients and classes held regularly at locations across the state. For information on MaineHealth Learning Resource Center classes, go to www.mainehealth.org/lrc or call 1-866-609-5183.



The Best Way to Prevent the Spread of Germs, Hands Down



Q & A with MMC expert Gwen Rogers

Good hand hygiene is one of the most effective tools in our battle against germs. *Be Well* spoke with Gwen Rogers, RN, MS, CIC, Director of Maine Medical Center's Department of Epidemiology and Infection Control, about the importance of clean hands.

Why is good hand hygiene necessary?

It's the number one way to prevent the spread of infection from person to person or from environment to person.

From environment to person?

Yes. The environment can become contaminated and if we don't wash our hands after we touch something — a doorknob or a table — we can spread the contamination.

If we know that good hand hygiene prevents the spread of germs, why doesn't everybody wash?

People are very busy, and perhaps being task-oriented with so many things to get done, we are focused on those things. It's also a bit like falling out of the habit of flossing our teeth. If it's not part of a regular daily routine, you might forget. Hand hygiene is the same way.

What is the proper way to clean your hands?

There are two ways to clean your hands. One is with soap and water; the other is with an alcohol-based, waterless cleaner. Both are effective for the majority of bacteria and viruses. Obviously, when using soap and water you need to stay in one place for at least 15 seconds while you wash. The nice thing about the waterless gel product is that you can grab a dollop as you walk by and use it as you're walking.

Proper hand washing takes 15 seconds?

Ten to 15 seconds is the minimum you should spend — and from research studies we know that people spend only four. You need to gauge 15 seconds for yourself — singing the birthday song or Yankee Doodle Dandy, for example. Fifteen seconds is longer than you think it is.



What about the gel?

Rub it into your hands until dry, making sure you get the fingernails, nail beds, thumbs, and between fingers.

When should you clean your hands?

Wash or gel before eating or preparing food, after using the bathroom, after handling money, before and after spending time with someone who is ill, and whenever your hands look dirty.

Take these tips in hand, teach them to your family, and have a healthier flu season!



Want a Healthy Family? Let's Go!

If you live in Greater Portland, chances are you've heard about Let's Go! or the 5-2-1-0 healthy living message. Let's Go! is a community-based program that promotes healthy lifestyles for children and families through school, early childhood, after school, health care, community, and workplace settings. The program reinforces the importance of healthy eating and being active – it's wherever families are!

To remember their healthy behaviors, children and families

learn to live by the "5-2-1-0 Every Day!" message. These behaviors are supported by science, recommended by health professionals, and used across the country.

Kids are bringing their understanding of healthy eating and increased physical activity to their families, carrying the hope of the Let's Go! partners that the behaviors will be enacted at home.

Let's Go! helps child-centered organizations by providing a toolkit full of strategies to make their environments healthy places,

where the healthier choice is the easy choice. Some of the activities include encouraging healthy choices for snacks and celebrations, including community organizations in wellness promotion, discouraging the use of food as a reward, and implementing or strengthening a wellness policy that supports the 5-2-1-0 strategies. The ultimate goal is for organizations to make environmental or policy changes to bring home the 5-2-1-0 message, positively impacting the health and well-being of children and families.

With statewide partners, Let's Go! has engaged:

- 263 schools educating more than 84,154 students
- 38 child care sites caring for thousands of children
- 65 active health care sites
- 8 after school programs supporting more than 2,500 youth members
- 5 of Portland's largest employers reaching close to 10,000 employees

To learn more about Let's Go!, visit www.lets-go.org, call (207) 662-4982, or follow them on Facebook at www.facebook.com/lets-go5210.



- 5** or more fruits & vegetables
- 2** hours or less recreational screen time*
- 1** hour or more of physical activity
- 0** sugary drinks, more water & low fat milk

*Keep TV/Computer out of the bedroom. No screen time under the age of 2.

Let's Go!, a program of United Way of Greater Portland implemented in partnership with The Kids CO-OP at The Barbara Bush Children's Hospital at Maine Medical Center, is supported by its seven founding partners, a unique combination of Maine's leading health, business, and community-based organizations: Anthem Blue Cross and Blue Shield in Maine, through the Anthem Blue Cross and Blue Shield Foundation; Hannaford Bros. Co.; MaineHealth; Maine Medical Center; TD Bank, through the TD Charitable Foundation; Unum; and United Way of Greater Portland. These funders were later joined by Harvard Pilgrim Health Care Foundation, a Platinum Supporter.

Be Well

Behaviors: bi-'hā-vyerz, noun; the manner of conducting oneself, the way in which something functions or operates.
Source: www.Merriam-Webster.com

Snacks to Love

Snacks can be yummy and healthy! With these ideas from the Let's Go! Program, you can make delicious snacks your children will love. Involve children in the preparation for even more fun.

Don't forget, portion size is important even when eating healthy. Here are some snack ideas and recipes to choose from:

Beverages

- Water
- Seltzer
- Low fat milk



Dairy

- Low fat yogurt
- String cheese
- Low fat milk
- Yogurt smoothie



Whole Grains

- Granola bars (avoid candy-type products)
- Rice cakes
- Pretzels
- Graham and animal crackers
- Cereal with or without milk
- Popcorn

Fruits & Veggies

- Fresh strawberries, blueberries or raspberries
- Applesauce
- Melon balls
- Orange sections
- Raisins
- Celery sticks with peanut butter
- Sliced colored peppers (red, yellow or green)
- Baby carrots or cucumbers with dip



Crunchy Banana Pop (2 servings)

- 2 popsicle sticks
- 1 medium banana
- 2 tablespoons peanut butter
- ½ cup low fat granola (or other crushed cereal)



- Peel banana and cut in half, width-wise. Insert a popsicle stick in each banana.
- Cover each banana with peanut butter, and roll in granola.

Nutrition information per serving = 210 calories, 9 grams fat, 2 grams fiber

Fruit Crisp (6 servings)

Filling:

- ½ cup sugar
- 3 Tablespoons flour
- 1 teaspoon lemon peel, grated
- ¾ teaspoon lemon juice
- 5 apples, unpeeled and sliced
- 1 cup cranberries

- Combine sugar, flour, and lemon peel. Mix well. Add lemon juice, apples, and cranberries. Stir.
- Spoon into a 6-cup baking dish.
- Prepare topping.

Topping:

- ⅔ cup rolled oats
- ⅓ cup brown sugar, packed
- ¼ cup whole wheat flour
- 2 teaspoon ground cinnamon

Melt 1 Tablespoon of soft (tub) margarine. Combine oats, brown sugar, flour, and cinnamon in a small bowl. Stir in melted margarine. Sprinkle topping over filling.

Bake at 375° F for 40–50 minutes until filling is bubbly and the top is light brown.

Variation: 4 cups fresh or unsweetened frozen (thawed) peaches and 3 cups fresh or unsweetened (unthawed) blueberries in place of apples and cranberries.

Nutrition information per serving = 252 calories, 2 grams fat, 5 grams fiber

Adapted from "A Healthier You, U.S. Department of Health and Human Services"



Many schools and child care programs engage children in 5-2-1-0 activities like fun runs, health fairs, and food tastings.



1,000 patients have chosen Maine Medical Center
for their robotic-assisted urologic procedures.

Make that 1,001.



My name is Dan Mahoney. When I was diagnosed with prostate cancer, the first thing I did was look for the best treatment available. What I found was Maine Medical Center — their experienced urologists and a track record of outstanding results with over one thousand robotic-assisted surgeries performed. This put me immediately at ease. Plus, it's the least invasive surgical procedure, which offers the quickest recovery time. I couldn't have been happier with my results. I was out of the hospital quickly and ready to get back to work and my active lifestyle. For more information, call (207) 662-3764.


Maine Medical Center
MaineHealth

centered around you

www.mmc.org/urology