



# NMMC INSIGHTS



Dear NMMC Employees,  
Thank you for responding to the challenge!!

It's hard to believe fall is ending and we have closed the books on yet another fiscal year on September 30, 2023. It's essential for me to take a moment to express my heartfelt gratitude for your resilience, professionalism, and commitment to those we serve. I also want to thank you for coming together and helping move NMMC forward.

Post-pandemic many healthcare organizations have experienced significant pressures including but not limited to, financial challenges related to inflation, inadequate reimbursement to cover cost, lower volumes, and much higher contracted labor related to the great resignation. Also, the industry witnessed many hospitals responding by reducing work force, closure of units/departments and even hospitals closed. Northern Maine Medical Center was not immune to these challenges, in fact, faced the challenges head on focusing on those we serve. That said, because of your resilience and dedication that we were able to navigate these hurdles successfully and moved the organization together in a positive direction.

I would also like to share some positive news with you all. NMMC finished just short of the budget but experienced significant improvement over fiscal year 2022. Thanks to the collective efforts of our talented and committed teams at NMMC, our financial situation is improving. Our careful financial management and collaborative approach have allowed us to address difficulties and ensure a brighter future for the organization. Furthermore, our services have not only endured these challenging times but have grown in key areas.

I look forward to working with all of you in fiscal year 2024 as we continue to provide excellent healthcare in the St. John Valley and Aroostook County. As we move forward, facing new opportunities and adapting to unforeseen obstacles, let us remember that our success is built upon teamwork and a shared sense of purpose. I'm extremely proud of each one of you and grateful for the strong sense of community that reigns within our organization. Here are key areas of focus for 2024:

- Patient centric culture
- Employee engagement
- Community engagement
- Access and quality improvement
- Volume growth
- Critical Access Designation and ongoing financial improvement

Once again, thank you for your unwavering dedication, resilience, and commitment to excellence. It is because of you all that NMMC continues to thrive and provide unparalleled healthcare services to those in need.

I will leave you with a very powerful quote - "Change is the law of life and those who look only to the past or the present are certain to miss the future." John F. Kennedy

Warmest regards,  
Jeff Zewe President & CEO

## Daisy Award Recipients

We are thrilled to announce and celebrate two recipients of the prestigious Daisy Award for the year 2023 within our organization. Let us extend our warmest congratulations to Connie Malmberg and Loren Plourde for being nominated and selected as our outstanding Daisy Award Winners!

The Daisy Award is a globally recognized honor bestowed upon extraordinary nurses, acknowledging their exceptional skills, compassion, and dedication towards delivering exceptional patient care. Connie and Loren have consistently exemplified these qualities, making them true role models for the entire healthcare community.

Loren, with her unwavering commitment to quality care, has touched countless lives with her compassion, empathy, and deep knowledge. Her devotion to her patients and their families is evident in every interaction, and she consistently goes above and beyond to provide comfort and reassurance.

Connie, through her thoughtful mentorship to co-workers and clinical expertise, has consistently demonstrated a high level of professionalism and dedication. Her exceptional teamwork and ability to inspire others have had a profound impact on our organization and the patients we serve.

This award would not have been possible without the nominations provided by patients and the consensus among Connie and Loren's peers. It is a testament to how Connie and Loren consistently illustrate excellence in their work and the difference they make in the lives of our patients and employees.

To express our gratitude and honor their extraordinary achievements, we acknowledged these two recipients at a special "Surprise" recognition event on October 19, 2023, in the Café. The ceremony was an opportunity for us to come together and celebrate the exceptional commitment displayed by our award winners. I want to thank everyone who came together to celebrate Connie and Loren's remarkable accomplishments.

Once again, on behalf of the entire NMMC family, congratulations to Connie Malmberg and Loren Plourde. Let their achievements inspire us all as we continue to strive for excellence in our own roles and collectively contribute to providing exceptional care to our patients.





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## Community Advisory Committee

NMMC is excited to introduce you to your Community Advisory Committee. After several years of being put on hold due to Covid restrictions, this group of St. John Valley citizens has stepped up as members of the reinstated committee. This important link between NMMC and the communities we serve will play an important role in communications between the hospital, patients and community members. Please thank these community members for stepping up and being part of this great organization.

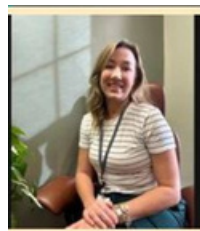


### Pictured Are:

Donald Guimond, Michelle Bernier, Michael Collins, Beurmond Banville, Darlene Dumond  
Committee Chairman-Glenn Saucier,  
Zach Voisine, Dr. George Conover, Dr. Adele Carroll, Sue Morneault, Louis Dougal, John Ezzy and Douglas Cyr

Not pictured are Lynn Wetmore, Ryan Pelletier Charles Ouellette and Danny Nicolas

### Nursing Home Construction Update Pictures



### Director of Nursing

NMMC is pleased to introduce Erin Pelletier RN, MHAS as the New Director of Nursing. Congratulations Erin on your new role.



### OR Manager

NMMC is pleased to introduce Betsy Caron, RN as the New Operating Room Manager, Congratulations Betsy on your new role.

### Enjoy Retirement Monique



For 28 years Monique Pelletier has been a fixture at NMMC. Her knowledge of the facility and employees was truly amazing and is a huge part of what made Monique so great at her job.

Monique, we wish you all the best in your retirement years and THANK YOU for all you have done to help NMMC always look the best.

**Monique Pelletier**



# NMMC INSIGHTS



## HR Department Highlights

### Referral Bonus Reminder

We are looking for great staff members like you!

Who is eligible: All full time and part time employees

What are the current bonus levels?

- \$1,000 for any open position
- \$2,000 for a Radiologic Tech, a Medical Laboratory Technician (MLT), Registered Nurse (RN)
- \$5,000 for a physician or advanced practitioner

What do you need to do to participate?

- Find someone you respect and would like to work with and ask them if they would be interested in working at NMMC
- Fill out this form and provide it to HR
- Ask the person you are referring to apply through our applicant portal on the NMMC website Careers tab

It's that easy!

- If the applicant meets the qualifications for the position and they are interviewed and
- If NMMC extends an offer of full time (32 or more hours per week) and it is accepted by your referral, then you receive a bonus (bonus pro-rated for acceptance of a part time position)

When do you receive your bonus?

- When the applicant you referred completes 90 days of employment you receive the first half of the applicable Referral Bonus
- When the applicant you referred completes six months of employment you receive the second half of the applicable bonus

For more information about this program, please reach out to the HR Department.

We are excited to be able to reward our employees for helping us fill our open positions so we can better serve our patients and our community!

Sincerely, Matt Morrin / HR Director

## Lifesaver of the Month for September



NMMC and the Health Information Services Department want to announce Shannon Severe as September's Lifesaver of the Month. Shannon works in our Medical Practice Office and has proven to be a true asset to NMMC and works to ensure the needs of NMMC's patients are put ahead of her own while going above and beyond to get those results. Here are a few things the staff has said about Shannon

"You are always right on top of things! We are so lucky to have you at NMMC!"

"Thank You for coming back to NMMC and making a difference!"

"You ROCK and thank you for being you! We appreciate you!"

"Thank you for always going above and beyond. You are the best!."

Congrats on receiving this honor and for everything you do for NMMC each and every day, it does not go unnoticed!

## Welcome To NMMC

**Jennifer Hafford**- Phlebotomist

**Linda Arbelaez** - Environmental Service  
OR/RR Specialist

**Alexandria Chamberland** - Emergency  
Room Tec



**Elaine Hutchins**- Hospital  
Receptionist

**Sierra Burby**- Phlebotomist

**Paul Dubois**- Pharmacist/Madawaska  
Retail Pharmacy

**Shirley Gendreau**- Hospital Receptionist



**Olga Danilichav** - RN

**Angelo De La Torre** - Psych Tech

**Lilly Roy**- Wisdom Student Intern



**SAVE THE DATE**

**Trunk or Treat  
Oct 29th, 2023  
Riverside Park**



# NMMC INSIGHTS



## Colonoscopy Scheduling just got simpler at NMMC!!

NMMC Now offers  
**OPEN ACCESS**  
appointments.



**#1**  
**Colon Cancer**  
**Screening**  
**Exam**



- **Schedule with No Office Visit Required**
- **Saves you TIME and MONEY**



**More Info:**  
Speak with your Primary Care Provider  
for a referral or call 834-3060 to set up  
your Open Access Colonoscopy  
appointment today



NMMC has introduced OPEN ACCESS Colonoscopy appointments to better accommodate the citizens of the St John Valley and Aroostook County.

The Open Access Program allows healthy, age-appropriate patients (those with no significant gastrointestinal symptoms) to have a colonoscopy performed without having to schedule a preop office visit. This saves you time, and money and makes colon cancer screening more accessible for everyone.

Our new, State of the Art Endoscopy Procedure Rooms, located in our new OR Suite, offers you the utmost privacy and comfort.

If you are not a candidate for open access colonoscopy, don't worry. Our trained clinical and medical staff is experienced and will talk with you about the best path for you to schedule your procedure.