

# HEALTH CENTER HIGHLIGHTS



Volume 4, No. 3

A bi-monthly newsletter of HealthReach Community Health Centers

Jul/Aug 2006



## A MESSAGE FROM THE ACTING PRESIDENT

### A Celebration of Community Health Centers

- Celebrating Patient Voice and Community Choice:  
National Health Center Week August 6-12

*Dear HRHC Staff, Board of Directors and Members of the Community:*

Each year the second week of August is a special week dedicated to recognizing the service and contribution of community health centers. The Community Health Center movement began in the 1960s when resources were mobilized to improve access to health care services. For forty years, community health centers have been offering high quality, affordable health care to people in rural and medically underserved areas of the United States. *Today more than 15 million Americans call community health centers their family doctor and health care home.*

HealthReach Community Health Centers is proud to be a vital part of this national movement in assuring continued access to primary and preventive health care for over 36,000 patients in rural central and western Maine. We strive to be the provider, employer and health care partner of choice in each of the communities we serve. *In 2005, HealthReach had a total of over 139,500 patient visits at our community Health Centers.*

According to the National Association of Community Health Centers, the theme of this year's National Health Center Week celebration is "Celebrating Patient Voice and Community Choice". A key to the success of the community health center movement is patient involvement in health care delivery. Governing boards, the majority of which must be patients according to grant requirements, guide

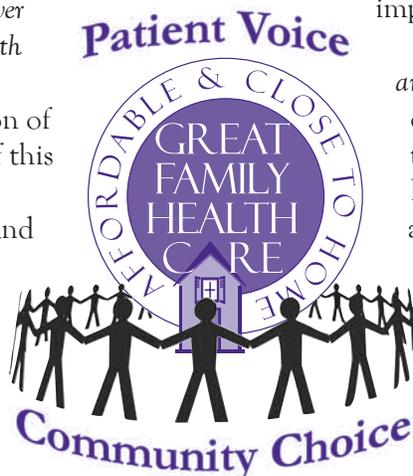
health center operations. The benefit of this "patient democracy" which is a unique feature of the community health center system is that patients "have a say" in how their healthcare is delivered through their involvement in the governing board. *HealthReach is pleased to welcome four new members to our governing board who will be introduced in this issue of "Health Center Highlights" (story on page 6).*

HealthReach also benefits from the collaboration with our local community boards. Many of these boards began years ago with committed groups of citizens working to bring health care services to their local communities. Today, these boards work in partnership with the staff at HealthReach to sponsor community educational events, welcome new providers of services, support giving opportunities to fund health center initiatives, assist with community needs assessments, and maintain the physical plants. Active patient involvement in community health centers assures responsiveness to local needs and helps guarantee that health centers improve the quality of life for patients.

*Please join me in thanking our governing and community board members. These groups of talented and dedicated people volunteer their time to assure continued access to health care in their communities. We appreciate and "celebrate their voices" in achieving the mission of HealthReach Community Health Centers.*

*Constance Coggins*

Constance Coggins  
Acting President/CEO





## MT ABRAM REGIONAL HEALTH CENTER PROFILE

According to historical records drafted in 1981 concerning the history of Kingfield, Maine, “on December 3, 1884, the first passenger train that ever ran into Kingfield, arrived with dignitaries on a borrowed passenger car.” Further in the records we find, “that with Daniel Cushman at the helm of Engine #1, the whistling of that first train into Kingfield could be heard for miles around. The initial carload of freight went to the newly constructed grocery, grain and hardware store of A.G. Winter on Depot Street.”

As Jack McKee, President of the Mt. Abram Regional Health Center Community Board recently pointed out, today that ‘newly constructed grocery, grain and hardware store’ is home to the Mt. Abram Regional Health Center. One hundred years after that first train rolled into Kingfield, the town’s lone family physician departed leaving no medical presence for the community. Folks from Kingfield and Carrabassett Valley joined together with support from Franklin Memorial Hospital and the Kennebec Valley Regional Health Agency to open the Kingfield Area Health Center.

According to Jack McKee, the original facility was located in a small 90-year old residence. “The living room served as the reception area, the lab was located in the kitchen and examination rooms were located in the bedrooms,” said Jack. It was a small space but the community had access to health care for the next six years. A few years later, a regional advisory committee was formed, which set the stage for the creation of the Mt. Abram Regional Health Center and the decision to locate to a larger facility.

In 1991, the Mt. Abram Regional Health Center

Corporation purchased the former hardware store on Depot Street, which was most recently the Tranten’s Grocery store. With a loan from the Farmer’s Home Administration and a Community Development Block Grant (CDBG), the Corporation raised the funds needed to locate to the facility on Depot Street. Senators George Mitchell and Bill Cohen participated in a ribbon cutting ceremony for the new Health Center on June 20, 1993.

### Dedicated to the Community:

Today, the medical providers, nurse and administrative support staff at the Mt. Abram Regional Health Center (MARHC) dedicate themselves to providing area residents quality and affordable health care. Many of the staff members are local residents, and are proud to serve the health care needs of their community. At Mt. Abram Regional Health Center (MARHC), the goal is to treat the whole person, with a strong focus on prevention. The Health Center offers a full range of primary and preventive care services to children and adults.

Carolyn Tranten has served as the Practice Manager for MARHC for the past nine years. If her name is familiar, it’s because her in-laws owned and operated the Tranten Grocery store where the present Health Center is located for many years.



Carolyn Tranten, Practice Manager

According to Carolyn, the Health Center provides mental health counseling and pharmacy services on-site through contractual relationships with community partners as well. A Sliding Fee Program is available to help patients

who have trouble meeting the cost of health care. The Sliding Fee Program is a benefit available at all HealthReach Community Health Centers’ locations and is based on income and family size.

A special feature offered at Mt. Abram is that the Health Center provides free blood pressure checks for

### MRHC AT-A-GLANCE



**Year Established:** 1986

**Services provided:** A full range of primary and preventive health care services for people of all ages.

**Patients served:** Over 1,618 in 2005

**Practice Manager:** Carolyn Tranten

**Medical Providers:** Robert Jacobs, MD; Cherry Baker, FNP-C

**Clinical Staff:** Cindy Atwood, LPN; Dulcey Holbrook, LPN ; Marilyn Howe, LPN

**Administrative Staff:** Lorna C. Adams, Cleaning Services; Linda Durland, Receptionist; Tara Lemieux, Patient Service Rep. 2; Sharon Newell, Front Office Coordinator; Paula White, Cleaning Services

**Central Billing Patient Account Representative:** Laurel Dyer



community members. Carolyn stresses the value of providing a free service to the community, “the staff supports the idea that we should give back to the community as much as possible.”

Carolyn perceives Mt. Abram’s greatest strength as its staff and providers. “We have a lot of long-term staff serving at Mt. Abram,” said Carolyn. “We live in a close knit community and the staff and patients know each other very well. It is a real strength for our organization.”

During 2005, MARHC served 1,618 residents from Carrabassett Valley, Coplin and Dallas Plantations, Eustis, Kingfield, New Portland and Stratton, as well as other locations in Maine and beyond. The patients at MARHC accounted for 5,704 medical visits at the Health Center last year. The Health Center is host to a full-time and part-time provider.

### The Provider Team:

Dr. Robert Jacobs serves as the full-time family practice health care provider at Mt. Abram. A 1981 graduate of Bowman Gray School of Medicine at Wake Forest University in North Carolina, Dr. Jacobs performed his residency at New England Memorial Hospital Family Practice in Massachusetts. He is a member of both the American Academy of Family Practice and the Maine Academy of Family Practice.

Dr. Jacobs began his medical career as a rural family physician serving the island communities of the Cape Hatteras National Seashore in coastal North Carolina. Prior to coming to HealthReach, Dr. Jacobs worked at St. Andrews Hospital in Boothbay, where he was an ER physician.

“Being a part of the HRCHC system allows me to better serve the community through the many resources it offers like the Sliding Fee Program,” said Jacobs. “Also, the staff at Mt. Abram is efficient, well trained and well respected in the community. They are great people to work with.”

As the Health Center’s part-time care provider, Cherry Baker, Family Nurse Practitioner, is available

every Monday at Mt. Abram where she specializes in women’s health. Baker has been a nurse for over 33 yrs and a Family Nurse Practitioner for over 10 yrs. She has rural community health center experience with HRCHC as a former full-time nurse practitioner at Rangeley Region Health Center and as a current “float” provider at multiple HealthReach Health Centers. “I love the rural community health center,” said Baker. “Mt. Abram brings me back to the mountains which I consider home.”



*Cherry Baker, FNP-C examines a young patient.*

Prior to her service with HealthReach, Ms. Baker provided care at Mercy Hospital, the University of Southern Maine, Kennebunk Medical Center and at the University of New England’s University Health Care. Baker received her Bachelor’s of Science in Nursing from Westbrook College in Portland, ME and her Master’s of Science in Primary Health Care Nursing from Simmons College in Boston, MA.

### Embracing the Future:

Looking to the future, Jack McKee and Carolyn see both minor and major changes coming for the Health Center. For example, the Community Board is currently working on securing the funding needed to install new vinyl siding at the Health Center. Maintaining a building with such historical significance for the community is important and the Community Board is dedicated to taking care of the facility.

As for major change, Carolyn is excited about the prospect of providing an electronic medical record (EMR) system at the Health Center. “One of the biggest challenges of providing health care in a rural and underserved area is our ability to communicate,” said Carolyn. “We are especially enthused about the EMR project as it will allow us to provide the detail of information and services normally provided by health care providers in more populated areas of the country. The EMR project will allow us to continue to succeed at providing quality and affordable health care to our community.”



*Robert Jacobs, MD is watched closely by a young girl while he listens to her brother's heart rate.*



## Dr. Lockwood joins the Richmond Area Health Center



The Richmond Area Health Center is pleased to welcome new medical provider Catherine A. Lockwood, MD. Dr. Lockwood joins a team of three other providers and began her new full-time practice at the Health Center on July 17th.

Dr. Lockwood recently spoke of her enthusiasm about joining the Richmond Area Health Center. "I'm excited about this opportunity because I believe in the Health Center's mission to provide quality and affordable health care, for everyone in the community, regardless of their ability to pay," said Dr. Lockwood.

Dr. Lockwood's clinical area of expertise is in wellness and preventive care issues for women and children. She is Board Certified with the American Board of Family Medicine. "Providing patients with the education they need to prevent future health related issues will be my goal at Richmond," said Dr. Lockwood.

Dr. Lockwood graduated magna cum laude with a Bachelor's of Science in Biology from Rensselaer Polytechnic Institute in Troy, New York in 1995. She went on to medical school at the University of Connecticut, receiving her medical degree in 2000. She completed her Family Practice Residency here in Maine at the Eastern Maine Medical Center

“ Providing patients with the education they need to prevent future health related issues will be my goal at Richmond.

~ Dr. Catherine Lockwood ”



Dr. Lockwood conducts a routine physical examination.

*Richmond, continued page 5*

## Dr. Toms to help out at the Rangeley Region Health Center

The Rangeley Region Health Center is pleased to announce that William B. Toms, MD will be providing medical care at the Health Center during Dr. Hofmann's temporary absence in the Fall. Dr. Toms will be providing care at the Health Center starting at the end of August through the month of October. Dr. Toms will continue to provide care at the Health Center on an interim basis following Dr. Hofmann's return.

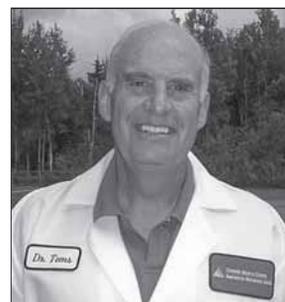
Dr. Toms is a familiar face in the Rangeley area. He has been a seasonal resident of Rangeley for over 50 years with his wife, children and grandchildren. Currently, Dr. Toms and his wife spend all four seasons at their home in Rangeley. He recently spoke of his excitement about helping out at the Rangeley Region Health

“ My family and I have received wonderful support from this community over the years, I'm just delighted to be able to give something back to the community through my work at the Health Center.

~ Dr. William B. Toms ”

Center. "My family and I have received wonderful support from this community over the years, I'm just delighted to be able to give something back to the community through my work at the Health Center," said Dr. Toms.

Prior to his service at Rangeley, Dr. Toms practiced medicine in the State of New Hampshire for over 30 years. He practiced family medicine with the



Dartmouth-Hitchcock Medical Practice in Keene, New Hampshire, a practice of over 100 physicians for 27 of those years. At Dartmouth-Hitchcock, Dr. Toms served as the Chief Medical Officer and has extensive experience in medical administration.

Dr. Toms graduated

*Rangeley, continued page 5*



## Maine Legislature recognizes Steve Walsh



State Rep. Judd Thompson congratulates HRCHC Past President Steve Walsh on his recognition by the Maine Legislature.



Steve Walsh was presented with this official Sentiment of the Legislature, recognizing his steadfast leadership of HRCHC.

The Maine State Legislature recently recognized Steve Walsh for "his successful leadership as President and Chief Executive Officer of (HRCHC)," as well as his "exemplary and compassionate dedication to the people of Maine."

At the June 28th Board of Directors meeting, State Representative Judd Thompson, a HRCHC Board member, presented Steve the official Sentiment of the Legislature. Rep. Thompson expressed appreciation on behalf of the entire Legislature for Steve's steadfast leadership of HealthReach Community Health Centers.

## Richmond

*continued from page 4*

in Bangor in 2003.

Prior to returning to Maine, Dr. Lockwood practiced medicine with Cooley Dickinson Physician Associates in Northampton, Massachusetts. Dr. Lockwood looks forward to reestablishing her family's roots back in Maine. She enjoys canoeing and antiquing in her free time.

Last year, the Richmond Area Health Center provided primary and preventive health care services to 3,127 area residents for a total of 10,035 patient visits. The Health Center is an outpatient practice.



Richmond Area Health Center

## Rangeley

*continued from page 4*

from the University of Notre Dame in 1967 with a Bachelor's of Art degree. He went on to earn his medical degree from Yale Medical School as well as a Master's degree in Public Health from the Yale University School of Public Health in 1971. Dr. Toms completed his Family Practice Residency at the University of Virginia Medical Center in 1974. He is Board Certified with the American Board of Family Medicine.

In 2005, Dr. Toms was the New Hampshire Hospital Association's "New Hampshire Physician of the Year." For 25 years, Dr. Toms has been a member of Physicians for Social Responsibility.

According to Dr. Toms, he enjoys the short but effective gardening season in western Maine and finds the tranquility of the Rangeley area the perfect place for his interests in reading and writing.

Dr. Toms previously had the opportunity to work with the staff at the Health Center during the month of June. "The staff at Rangeley are top notch and the patients are a wonderful group of people," said Dr. Toms. "I'm looking forward to assisting Dr. Hofmann by continuing the good care she gives her patients at the Health Center during her absence."



# New Board Officers and Members Announced

HealthReach Community Health Centers is pleased to announce the appointment of four new Governing Board members as well as the Board Officers for the coming fiscal year. At the June 28, 2006 Board of Director's meeting, the Board appointed Tony Marple, Tom Abbot, Jill Conover and Brenda Flanagan to serve on the Board, effective July 1, 2006. The new members are scheduled to begin their tenure on the Board at the August meeting. The new appointments increase the Board membership to 17.

Concluding membership on the Board effective July 1, 2006 was Robert Sullivan. At the close of the June 28 Board meeting, Steve Walsh, Past President and CEO of HealthReach presented a plaque to Bob Sullivan recognizing his dedication and service to the Board of Directors.

The newly elected Board Officers for the coming year include Leonard Dow as Board Chair, Judy Leadley as Vice-Chair, Dan O'Halloran as Secretary-Treasurer, and serving as Past Chair will be Margaret Bean. Incoming Board Chair Leonard Dow is Executive Director of the Kennebec Regional Development Authority (First Park) and has served as Economic Development Director at the Kennebec Valley Council of Governments. Mr. Dow has a long-standing relationship with HealthReach Community Health Centers having served on the Lovejoy Health Center board for many years. He has also previously served three terms on the governing Board of HRCHC where he held the position of Board Chair for a term.

In announcing new Board members, Steve Walsh noted that all four individuals are patients at our Health Centers.

**Tony Marple** has served for many years as Executive Vice-President of Finance for



Leonard Dow  
Board Chair



Judy Leadley  
Vice-Chair



Dan O'Halloran  
Secretary-Treasurer



Margaret Bean  
Past Chair

MaineGeneral Health. He is retiring from MaineGeneral Health in October and will be pursuing a personal interest in environmental advocacy. He will bring specific healthcare expertise as a future member of the HRCHC Finance Committee. Tony has previously served on the HealthReach Board of Directors and is enthusiastic about rejoining the Board.

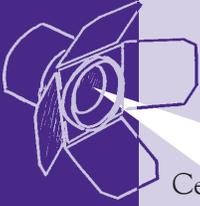
**Tom Abbott** currently serves as Dean of Libraries and Instructional Support for the University of Maine in Augusta. He serves in a number of other capacities at UMA as well where, among other things, he has responsibility for budget development and management. Tom serves as secretary of the recently reconstituted community board in Richmond. He has a strong interest in financial issues and has agreed to serve on HealthReach's Finance Committee as well.

**Jill Conover** is currently employed by Senior Spectrum as its Vice President of Development and Communications. She is familiar with the HealthReach organization having served for two years as its Director of Communications. Jill has a strong background in public policy and advocacy and has agreed to serve on the Planning and Public Policy Committee. She is passionate about the HealthReach mission and is excited about the joining the Board of Directors.

**Brenda Flanagan** is currently employed by Bangor Savings Bank in the area of customer service. She joined the community board in Madison last year. Her appointment will strengthen the connection between HealthReach and the Madison community board and she looks forward to working more closely with HealthReach as a member of the Board of Directors.

- 2006 Governing Board of Directors**
- Leonard Dow, Board Chair
  - Judy Leadley, Vice-Chair
  - Dan O'Halloran, Secretary-Treasurer
  - Margaret Bean, Past Board Chair
  - Tom Abbott
  - Nellie Blagden
  - Maribeth E. Canning
  - Jill Conover
  - Barbara Covey, MD
  - Brenda Flanagan
  - Sophie Glidden
  - Eleanor Jodrey
  - Rebecca P. Kendall
  - Tony Marple
  - Roger Renfrew, MD
  - John A. Robbins, Jr.
  - State Rep. Judd Thompson

## HEALTHREACH SPOTLIGHT



*Editor's note: This feature of our newsletter "spotlights" patients, employees, volunteers and other community members from our service areas. We hope that you enjoy hearing about featured individuals and at the same time gain a better understanding of our organization.*

Robert "Bob" Sullivan recalled his first conversation regarding HealthReach Community Health Centers (HRCHC) with Lynn Cote, a Nurse Practitioner at the Lovejoy Health Center in Albion. Lynn gauged Bob's interest in joining the HealthReach Community Health Centers Board of Directors. Initially, Bob thought Lynn was speaking of the community board at the Lovejoy Health Center. However after a conversation with Steve Walsh, HRCHC Past President/CEO, Bob discovered that he had been recruited for HealthReach's Governing Board of Directors.



After six years on the Board, his tenure came to an end on July 1, 2006. Governing Board members are limited to two consecutive three-year terms, and are then required to take a break from service. During a recent interview, Bob spoke about his experiences as a Board member for HealthReach. "It was a great opportunity to learn and participate in a subject that I had little knowledge of at first," said Bob. "However, the opportunity gave me a new appreciation for the kind of effort it takes to deliver quality health care for our

community. I truly enjoyed my service with the Board, it was a worthwhile endeavor."

Part of what makes the HealthReach Board of Directors unique is that 51% of the Board must be patients at one of our Health Centers. Bob is no exception as he is a patient of Dr. West at the Lovejoy Health Center in Albion. While serving on the Board, he was a member of the Quality Assurance Committee and worked closely with Dr. Forrest West, Clinical Medical Director and Christa Dillihunt, RN, Director of Performance Improvement and Clinical Support Services. According to Bob, the Committee was often engaged with developing and updating procedures and policies of great importance to the organization. "I was always impressed with the depth of enthusiasm and knowledge of clinical issues that Christa and Dr. West brought to the organization," he said.

Bob was representative of the caliber of individuals serving on the HealthReach Board, as members offer varied and successful backgrounds in finance, politics, education, business, government, and the medical field. Bob worked for 30 years in the electronics business for a company outside of Boston before retiring to Albion 10 years ago.

Bob feels that the growth and success at his former company parallels the similar success that is happening at HealthReach. "When I joined the (his former) company I was employee number 313. When I retired 10 years ago, the company had expanded to 8,000 employees. The key to that expansion was hiring talented, motivated and knowledgeable people," he said. "At HealthReach I found the same success story. From the CEO to the local volunteers on down you will find some of the most talented and knowledgeable people you will ever meet."

A man of many interests, Bob stays busy with a variety of hobbies, including dabbling in the electronic business, amateur astronomy, creating stain glass and personal computers. Bob and his wife live on a lake in Palermo and enjoy entertaining their grandchildren with their speedboat as well. The two have devoted time to volunteering in their community for organizations such as the local Wildlife Care Center and the Common Ground Fair in Unity, Maine.

A professional horseshoe player and competitive bowler, Bob recently earned a second place finish at a bowling competition. In addition to his many hobbies, Bob still finds time to work three days a week at the hardware department at Hussey's General Store in Windsor. "I really enjoy interacting with all kinds of people; it makes for a full and exciting life," said Bob.

“ I truly enjoyed my service with the Board, it was a worthwhile endeavor.

~ Bob Sullivan, former member,  
HRCHC Board of Directors ”



## Managing Chronic Illnesses



Christa Dillihunt, RN

National statistics show that over 100 million Americans suffer from one or more chronic (long-term) illnesses. The United States spends greater than \$500 Billion every year for healthcare for patients with chronic illnesses. Unfortunately, most of us will experience one or more chronic illnesses during our lifetime.

What does it mean to have a chronic condition like arthritis, hardening of the arteries, high blood pressure or diabetes? Unlike an acute illness that develops suddenly with a single diagnosis that can be easily treated with a return to health within a short period of time, a chronic condition develops slowly and has multiple causes like heredity, lifestyle factors (smoking, lack of physical activity, diet, stress) and or environmental factors. Essentially, chronic conditions are perpetual in nature and usually have alternating periods of getting progressively worse or better depending on treatment.

Chronic conditions cause persistent loss of physical conditioning that causes a person to tire easily. This results in an inability to continue to perform everyday recreational activities like walking, tennis, golf, hunting, or chores like house and yard work. The inability to do activities you once were able to do can cause feelings of frustration, anger, helplessness, and hopelessness. Many chronic care patients feel that nothing can be done to improve their situation. This makes them feel even more helpless which often leads to a further loss of physical conditioning! What a vicious cycle!

Let's look at steps one might take to slow down the progression of the chronic condition and enjoy a more stable healthy life. When first faced with the diagnosis of a chronic condition individuals should do all they can to understand the disease. They must learn the causes of the disease and what they can do to address it, and also pay attention to the effects it has on their body and emotional state. They are the one who will be living with the disease every day, and are the only person who will know how it affects their body and emotions. It is important that a patient share with their health care provider how their chronic illness is progressing over time.

“ When first faced with the diagnosis of a chronic condition individuals should do all they can to understand the disease. ”

There are many similarities between chronic conditions, so the tasks and skills learned to manage one chronic condition can be used for other chronic conditions as well. The key is to develop problem-solving skills to help handle the ups and downs of chronic condition. Skills include increasing physical activity, making healthy food choices, taking medication as prescribed and utilizing available community resources.

Knowing when to seek medical advice and keeping scheduled health care appointments, as well as talking about the illness with family and friends, are essential. These skills are commonly referred to as self-management skills. The skills serve you best when there is a partnership between the patient and the health care provider. The provider serves as a health care consultant to the patient, but the patient is ultimately the one who manages the chronic condition on a day-to-day basis.

With Maine's aging population, it is critical that

we help community members to understand the significance of chronic conditions and the impact they have not only on the individual with the diagnosis, but on that person's family and community. We need to find ways to provide patients with the skills they need to self-

manage their chronic conditions in a partnership with their health care provider and through the use of community resources.

Examples of community resources include local gyms for indoor walking programs, outdoor walking paths, support groups, age-appropriate physical activity programs and proper nutrition education. Our goal is to engage local community partners to help meet these needs in our community.

Stay tuned. There's more to come about managing chronic conditions in the next newsletter!

by Christa Dillihunt, RN – Director of Performance Improvement & Clinical Support Services



## The NEXTGENeration of Technology is HERE!



Scott Reid  
System Support Analyst

NextGen's Electronic Practice Management (EPM) and Electronic Medical Record (EMR) system has been the topic of many meetings the past several weeks.

Committees are now meeting on a bi-weekly basis to work out details on the planning, design and structure of the new EPM system. This will replace our current system that has been in use for more than 15 years. The replacement of our existing system brings HealthReach from an aged green screen system to a state-of-the-art windows based, point and click, software package.

EPM streamlines the front and back office administration and will integrate registration, scheduling, billing, and reporting with the EMR portion of the software. EMR integration will take place sometime next spring. The current focus is to implement the EPM portion of the software.

The past few weeks have been very busy for the

Information Technology team. We have prepared a new server room at Highwood Street and are now in the process of building and mounting the servers in their storage racks. There is a lot of work to do before they are fully functional and we are on schedule to start the testing of the system in the middle of August. Improvements to each Health Center's networks have been completed. All of our Health Centers have either their own or a shared T1 line connecting them back to Highwood Street in Waterville.

# NextGen

System demonstrations have begun with Western Maine Family Health Center getting their first look at the EPM system. More are scheduled over the next few weeks. The billing department has also had demonstrations during the past several weeks. NextGen will be conducting training for some of our super-users in August. Those super-users will help train other trainers and end-users as our go-live date approaches at the end of October. Great progress is being made on this sizeable project.

## VISIT US ONLINE!

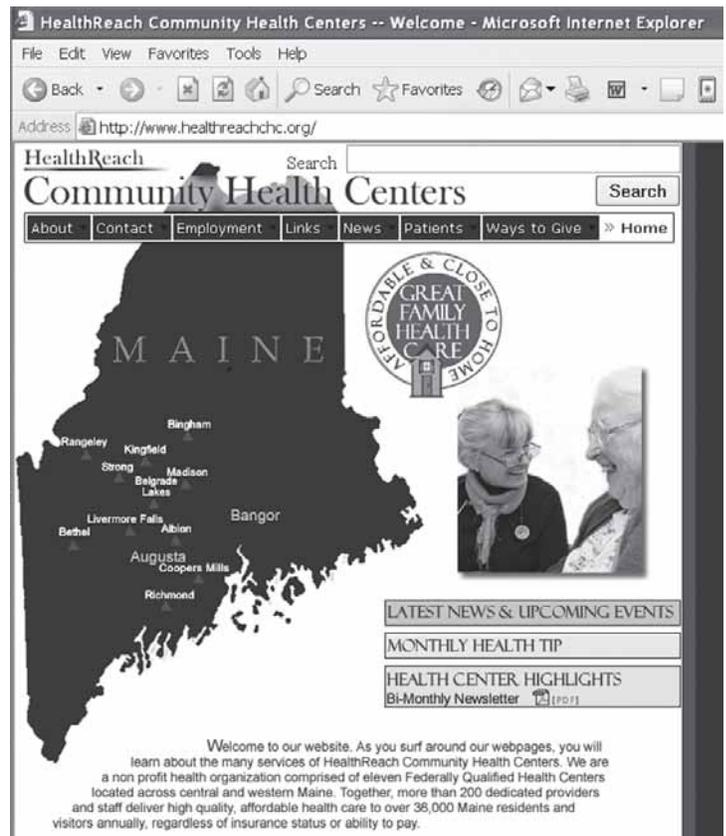
*Have you visited our website lately?*

<http://www.HealthReachCHC.org>

We invite you to stop by frequently to

- Learn about services at your Health Center
- Find out more about your provider
- Check out our press releases
- Discover job opportunities
- Read our health tip of the month
- Connect with other resources on our Links page

*Any and all feedback is always welcomed:*  
[HRCHC@HealthReach.org](mailto:HRCHC@HealthReach.org)





## HEALTH TIP

August is "National Children's Eye Health and Safety Month." Lynn Cote, APRN at Lovejoy Health Center, warns you that:

### "You're Going to Poke Your Eye Out!"

Many of us have seen the popular Christmas movie "A Christmas Story." A much-loved, recurring line heard throughout the movie is, "You're going to poke your eye out!" The young boy of the film dreamed of having a BB gun and begged his mother for one every chance he got. The mother always replied, "No, you're going to poke your eye out!" But, the boy's wish was indeed granted and sure enough, the first time he used the gun, he hurt himself. What an important lesson!



Lynn Cote,  
APRN

Children are at an extremely high risk for unintentional injuries, especially to their eyes. A child's current vision can affect him for life, so it is your job to ensure his safety. Ninety percent of injuries can be avoided, so take a look at the following helpful hints:

#### **Scheduling Eye Exams:**

- ❖ First visit to the eye doctor at 6-12 months old
- ❖ Begin to receive annual eye exams between ages 3-5
- ❖ Visit an eye doctor every two years during grade school years

#### **What to Avoid:**

- ❖ Household products
- ❖ Toys with sharp edges
- ❖ BB guns
- ❖ Direct light from laser pointers (more harmful than staring at the sun)
- ❖ Fireworks and bottle rockets

#### **How to Prevent Injuries:**

- ❖ Place padding on sharp corners and edges
- ❖ Set up cabinet locks in kitchens and bathrooms
- ❖ Wash your child's hands frequently and keep hands away from eyes
- ❖ Use proper equipment when involved in any sport
- ❖ Have your child wear a hat and UV protected sunglasses
- ❖ Never run with household objects such as scissors, pencils, etc.

#### **How is the Sun Harmful?**

- ❖ UV rays can be very damaging to children
- ❖ Their eyes are more sensitive than adults
- ❖ Keep kids under 6 months old away from bright sunlight

During the summer months there is also an increased occurrence of chemical pink eye among young children. An irritant such as chlorine in a pool may cause this condition. Unlike bacterial or viral pink eye, chemical pink eye is not contagious and will usually clear up on its own. It is often better in the morning and worsens throughout the day with redness, swelling, and itching. Professional treatment is usually not necessary. Instead, it is suggested that you flush the affected eyes with water to remove any chemical or irritant. If the condition worsens, seek treatment from your healthcare provider.

Sources: 1. <http://www.preventblindness.org>  
2. <http://www.clevelandclinic.org>  
3. <http://www.99main.com/~charlief/vi/eyesafety.html>



## STAFF NEWS

■ We are pleased to announce that Scott Reid has joined HealthReach CHC as our new System Support Analyst. Scott comes to HealthReach from Eastern Maine Health Care in Bangor where he had prior IT project management experience. Scott will be our technology project leader during implementation of our new Electronic Medical Records (EMR) system. Scott will also spearhead our employee training sessions on the EMR system. Please welcome Scott to our organization.



Scott Reid

■ The Communications Department is pleased to announce that Cory Courtois of Waterville has joined us as our new Production Assistant. Cory has over 18 years of graphic design/marketing experience. He currently manages his own Creative Graphic Design/Printing Consulting Business in Waterville. Prior to owning his own business, Cory was the graphic designer for PFG NorthCenter Foods in Augusta, Maine for many years. Please join us in welcoming Cory to our organization.



Cory Courtois

## Madison's Beane announces retirement

■ Joyce Beane, LPN who has worked for HealthReach for 11 years has announced her retirement from the Madison Area Health Center in August. Her plans include a little traveling and spending more quality time with her children, grandchildren, and great grandchildren.

According to Barbara Belliveau, all the folks at Madison will miss Joyce's positive attitude and the smile on her face. "We will miss her and wish her the best of luck in the future," said Belliveau.



Joyce Beane, left, interacts with some of the staff at Madison Area HC.

### WELCOME April-June, 2006

Shirley Bailey, LPN-Sheepscot  
Kay Benson, MA-Sheepscot  
Vanessa Bishop, Pt Svs Rep I-Madison  
Cory Courtois, Prod Asst-Central  
Elsie Newton, Med Records-Richmond  
Heather Podkowka, MA-Belgrade  
Scott Reid, Sup Sys Analyst-Central  
Nikole Shoudy, Med Records-Madison  
William Toms, MD, Physician-Rangeley  
Brenda Wilcox, MA-Strong

### FAREWELL April-June, 2006

Erin Bolick, Med Records-Sheepscot  
Shirley Clark, Pt Svs Rep 2-Lovejoy  
Darlene Cook, Pt Acct Rep-Central  
Mary Decker, Transcriptionist-Belgrade  
Donald Dubois, MD, Physician-Bingham  
Marguerite Farrell, Pt Svs Rep I-Central  
Teresa Gregory, Practice Mgr-Sheepscot  
Raejean Luce, Med Records-Madison  
Sally Melcher, RN-Bingham  
Wendy Pond, School RN-Mt. Abram  
Christine Saban, Pt Svs Rep II-Sheepscot  
Helen Targett, School RN-Mt. Abram

### MILESTONES April-June, 2006

#### *5 Years of Service*

Sondra Perry - Western Maine  
Vicki Austin - Western Maine  
Nancy Crosby - Strong  
Rosalie Martikke - Madison

#### *15 Years of Service*

Catherine Ottum - Richmond

#### *20 Years of Service*

Robert Underwood, PA - Central

## Dumas promoted to Practice Mgr.

■ Congratulations to Patty Dumas, LPN who has been promoted to the position of Practice Manager at the Sheepscot Valley Health Center.

Patty has worked as a LPN at Sheepscot for the last 16 years.

Please offer your congratulations to Patty for her new leadership role at the Health Center.



Patty Dumas, LPN

## Dr. Campbell presents at 20th Anniversary Nevola Symposium

■ Dr. Diane Campbell of the Belgrade Regional Health Center and Vice-chair of the Department of Family Medicine for MaineGeneral was a presenter at the 20th Anniversary Nevola Symposium featuring Spiritual Practices that Promote Healing and Wholeness. The conference took place this June at the China Lake Conference Center in China, Maine.

Attendees participated in a series of hands-on workshops that explored practical pathways to healing and wholeness which draw upon spiritually-grounded approaches such as prayer/meditation, letting go, engaging in conversation about "things that matter," creativity, service and altruism, compassion, sacred journeying, and delighting in the natural world.



Dr. Diane Campbell

*HealthReach Community Health Centers is a system of eleven federally qualified, community-based health centers located in central and western Maine. Dedicated providers deliver high quality, affordable healthcare to 36,000 rural and underserved residents in over 80 communities. HealthReach is a private, non-profit organization with a 30-year history, funded by patient fees, grants and individual donations.*

*Health Center Highlights is a bi-monthly publication of HealthReach Community Health Centers. Please send article ideas/submissions, comments, or suggestions to Communications Department, 8 Highwood St., PO Box 1568, Waterville, Maine 04903, via fax to (207) 861-5519, or e-mail: HRCHC@HealthReach.org*



# HealthReach Community Health Centers



Mt. Abram Regional Health Center (Kingfield): 265-4555



Rangeley Region Health Center: 864-3303



Bethel Family Health Center: 824-2193



Richmond Area Health Center: 737-4359



Western Maine Family Health Center (Livermore Falls): 897-4345



Sheepscot Valley Health Center (Coopers Mills): 549-7581



Bingham Area Health Center: Health: 672-4187



Madison Area Health Center: 696-3992



HRCCH Administrative Office (Waterville): 861-3400



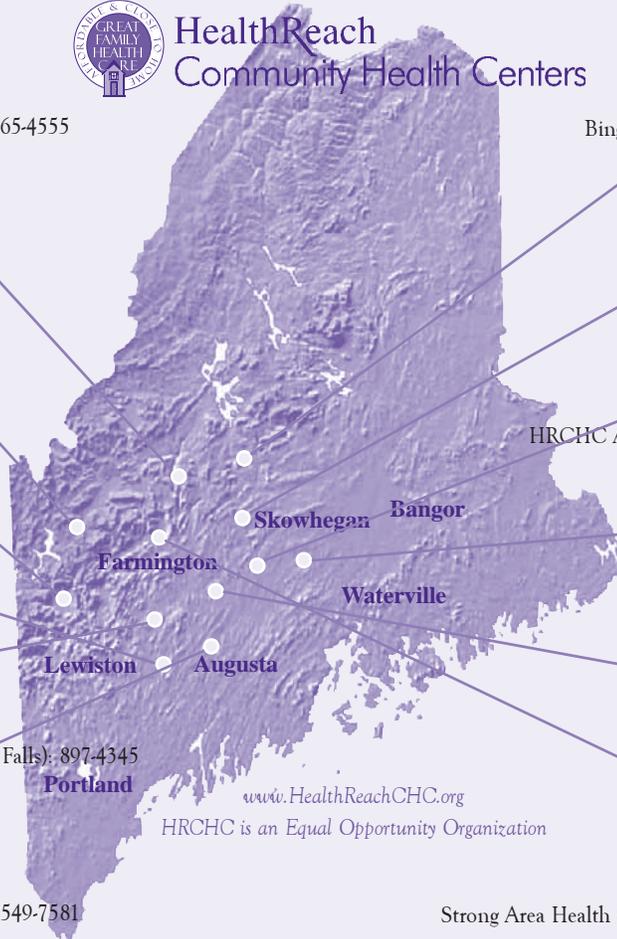
Lovejoy Health Center (Albion): 437-9388



Belgrade Regional Health Center: 495-3323



Strong Area Health Center: Health: 684-4010 Dental : 684-3045



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

HRCCH is an Equal Opportunity Organization

HealthReach Community Health Centers

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## HEALTH CENTER HIGHLIGHTS

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