DIRECTORY
IN-PATIENT AREAS

TAKE DARK BLUE ELEVATORS TO:
Richards.......... 1.......... 101-125 .......... Surgical/Cardiology
" ................. 2.......... 201-227 .......... Overflow, EAU*, Med-telemetry
" ................. 3.......... 301-321 .......... Surgical
" ................. 3.......... 322-327 .......... Surgical (COR)
" ................. 4.......... 407-409 .......... Pulmonary Intermediate Care (IMC)
" ................. 4.......... 403-421 .......... Medical Pulmonary
" ................. 4.......... 422-427 .......... Assisted Ventilation (AVU)
" ................. 5.......... 501-527 .......... Nephrology/Urology
" ................. 6.......... 601-627 .......... Orthopedic/Neurology/Neurosurgical
" ................. 7.......... 701-727 .......... Medical/Cardiology
" ................. 9.......... 901-912 .......... Cardiac Intensive Care (CICU)
" ................. 9.......... 913-924 .......... R9W Cardiac Care

*EAU is Emergency Admission Unit

TAKE SILVER ELEVATORS TO:
LL Bean .......... 2.......... 2031-2059 .......... Joint Center, Bean 2 Wing
" ................. 5.......... 540-576 .......... Oncology - Gibson Pavilion (GPV)
" ................. 6.......... 630-645, 653-663 .... Pediatrics - Barbara Bush Children's Hospital
" ................. 6.......... 646-652 .......... Pediatrics - Infants - Barbara Bush Children's

EAST TOWER:
................. G.......... 1060-1074 .......... Prenatal
................. 2.......... 2712-2738 .......... Birth Center
................. 3.......... 3710-3764 .......... Neonatal
................. 3 .......... 3831-3869 .......... Continuing Care Nursery
................. 4.......... 4704-4843 .......... Mother-Baby

TAKE BURGUNDY ELEVATORS TO:
Pavilion 2C...... 2.......... 256-281 .......... Ambulatory Cardiac Care Unit (ACCU)
Pavilion C&D.. 3.......... 358-397 .......... Medical (Elder Life Program) (P3CD)
Pavilion 4C...... 4.......... 456-482 .......... Post Surgical Short Stay Unit (SSU)
Pavilion 4D.... 4.......... Rooms 1-6 .......... Endoscopy

TAKE CORAL ELEVATOR TO:
Pavilion C&D.. 6.......... Psychiatric Unit*(P6)

*Elevator next to Coffee Shop

GROUND FLOOR
LL Bean .......... 1.......... 1010-1019 .......... CTICU/ Special Care
......... 1020-1029 .......... Section 2/Special Care (PICU)
.......... 1030-1039 .......... Section 3/Special Care
.......... 1040-1051 .......... Section 4/Special Care

4/1/09 revised
Unit Descriptions

Ambulatory Cardiac Care Unit (ACCU), Pavilion Building 2nd Floor

The Ambulatory Cardiac Care Unit (ACCU) is an 18-bed outpatient care unit with private rooms. There are eight telemetry monitoring beds in this unit. Primarily, ACCU accommodates patient undergoing diagnostic Catheterizations, Electrophysiology Testing, Pacemaker/Defibrillator placement, Generator/Lead Replacement, Ablations, PCI/Stent (pre-procedure), TEE, and chest pain observation patients. The staffing pattern is a team approach consisting of RN/LPN or RN/CNA with ratios on 1:4/5 days and 1:6/7 at night.

Barbara Bush Children’s Hospital, L.L. Bean Tower 6th Floor

The Barbara Bush Children’s Hospital (BBCH) at Maine Medical Center includes the 48-bed inpatient pediatric unit, the 25-bed Neonatal Care Unit and 11-bed continuing care nursery, the 10-bed pediatric intensive care unit, and glass atrium. It provides various pediatric services including pediatric emergency care, child psychiatry and social services, ambulatory care, pediatric specialty services, Maine Children’s Cancer Program and neonatal and pediatric transport. BBCH treats more than 24,300 kids each year from newborns to 19 years of age. In 2003, CHILD magazine recognized BBCH as one of the top 25 children’s hospitals in the country.

Brighton Pain Care, Brighton Avenue

Brighton Pain Care is an outpatient unit which provides consultation and treatment for adolescent and adult patients with chronic pain. The primary goal is to promote positive patient/family outcomes within and beyond the ambulatory setting. At Brighton Pain Care, pain management is provided by a Spectrum Medical Group anesthesiologist who has additional training in pain management.

Cardiac Intensive Care Unit (CICU), Richard’s Building 9th Floor

The Cardiac Intensive Care Unit (CICU) is a 12-bed inpatient unit. The CICU provides care for a variety of critically ill individuals including those requiring support of their pulmonary system and their cardiovascular system. They care for patients with cardiac disorders including acute myocardial infarction, percutaneous coronary interventions, congestive heart failure, arrhythmias and cardiogenic shock requiring multiple drug therapies and intra-aortic balloon pumps. Patients with acute respiratory failure requiring ventilator support are also cared for. The professional practice model is primary nursing with ratios of 1:2 on days and nights.

Cardiothoracic Intensive Care Unit (CTICU), Ground Floor

The Cardiothoracic Intensive Care Unit is a 14-bed intensive care unit which cares for critically ill adult cardiothoracic surgery patients. Patients are critically monitored during this initial phase of their recovery with a variety of technical equipment available to support patients needing them. These include ventricular assist devices, intra-aortic balloon pumps, and the CVVH portable dialysis machine. The average length of stay for patients in the unit is twenty hours. Patients spend the remainder of their recovery period on R1.
**Emergency Department**

The ED provides 24 multi-disciplinary collaborative health services for adult and pediatric patients who have emergent, urgent and non-urgent medical, surgical, traumatic, and psycho-social conditions or needs in excess of 53,000 patients per year. Patients are treated regardless of ability to pay. There are 3 trauma rooms, 19 main rooms, four prompt care rooms, and 6 rooms for patients with psychological issues. One Call is the center that receives radio calls from EMS vehicles and arranges medical control for patients en route to our hospital. It also arranges for doctor-to-doctor calls to accept patients from other areas of the state. When patients arrive at the emergency department, they are assessed as to their acuity and needs by a specially trained triage nurse. They then will be placed in the appropriate area for their treatment.

**Family Birth Center, East Tower**

The Family Birth Center (FBC) serves the prenatal population of the State of Maine with its wide range of healthcare services, from direct patient care, to education and support. It is the state’s primary referral center for high-risk obstetrics and neonatal patients. The center’s comprehensive program on lactation and childbirth education exemplifies many successes consistent with the quality of service and competence of its staff.

The Family Birth Center is composed of the following service areas:

- **Birth Center (BC) (4th Floor)** has 17 private Labor and Delivery/OB Triage rooms and two operating rooms. It provides obstetrical triage and intrapartum care for obstetric patients, utilizing the most up to date technology in monitoring fetal well-being and management of high risk obstetrics. The use of aroma therapy, hypnobirthing techniques, and massage are just a few of the holistic services offered.

- **High Risk Prenatal Care (PNC) (Ground Floor)** is a 15 private bed high-risk inpatient antenatal care service. This service provides hospital care for pregnant women with problems like pre-term labor and pregnancy induced hypertension, as well as medical issues such as, diabetes and nutritional imbalance. It sometimes requires interventions from other healthcare expertise such as dietary, nutritionist, endocrinologist, behavioral medicine, and rehabilitation therapy. The length of stay ranges from one day to as long as several months.

- **The Mother Baby Care Unit (MBC) (4th Floor)** is a 32 private-room mother-baby unit and newborn nursery with Level I and II newborn care services, which provide family centered postpartum and newborn care service. This becomes the primary care environment for the lactation consultant staff, which also provides services to the inpatients in the Barbara Bush Children’s Hospital (BBCH), Neonatal Intensive Care (NICU), and Continuing Care Nursery (CCN) patient care population. A mother/baby/dad concept of care fosters family-centered focus with its liberal rooming in and visiting policies.

- **The Childbirth Education Program and Lactation Consultation Service** provides comprehensive support and community education to pregnant women and their families throughout the prenatal phase. The service is a strong resource to the varying healthcare givers and community health agencies. The Lactation Consultation Service provides education and support for breastfeeding mothers and their babies while working closely with the healthcare givers to promote breastfeeding as the optimal nutrition for infants.
General Medical (P3CD), Bramhall entrance 3rd Floor

P3CD is a 33 bed General Medical unit caring for patients with chronic multisystem disease and multiple psychosocial needs and home to the Acute Care for Elders Unit. “ACE” focuses our geriatric expertise and resources on community-dwelling elders whose plan is to return to the community. The “ACE” goal is to minimize the complications of acute illness in this specific population. The unit was the original site for H.E.L.P. (Hospital Elder Life Program) which has since spread to elders on other units. Expert care is provided for specific patient populations such as those ruling out for or having TB, adult Cystic Fibrosis patients, and the Developmentally/Mentally Disabled in our community requiring hospitalization. We also provide expert care to those patients and families going through the dying process. The “End of Life” Team was instrumental in developing our “Butterfly” room which provides comfortable surroundings for our end of life patients and families.

Medical Pulmonary (R4), Richards Wing 4th Floor

R4 has a 38 bed adult respiratory/medical-surgical unit, P3CD, that share similar patients and also float to each unit if the need arises. Our Nurse Manager attends Vent Rounds in SCU each week to identify any potential patient that may be a candidate for the Assisted Ventilator Weaning Program (housed in R4), which is designed to decrease the length of stay in critical care areas and expedite ventilator weaning. The Charge Nurse or Nurse Manager will also communicate with the SCU Coordinator on a daily basis to evaluate any new information of patient readiness. R4 has implemented the “flex bed” program where a block of rooms is designated as the “flex area” and traditional medical-surgical patients as well as intermediate care patients are blended into the assignment of one nurse. Through this process, R4 has been able to maintain manageable nurse-to-patient ratios with the ability to “flex up” when demand calls for it.

Medical Cardiology (R7), Richards Wing 7th Floor

R7 is a dynamic 44 bed medical cardiology unit. Multidisciplinary health care services are provided to inpatients requiring 24 hour cardiac monitoring and accommodate those patients undergoing diagnostic cardiac catheterizations, electrophysiology testing, pacemaker/ICD implantations, ablations, cardioversions and TEEs. R7 also cares for patients who have experienced an acute myocardial infarction, unstable angina, or cardiac arrhythmias. This unit is unique in that it specializes in the care of those patients with primary pulmonary hypertension who are being treated with Floran and Remodulin.

Medical Telemetry (R2), Richards Wing 2nd Floor

R2 is a 27 bed and 3 bed Express Admission Unit (EAU). The unit provides multidisciplinary health services for adult patients that may require telemetry (electronic monitoring) or acute medical care. The categories that are diagnosed in this unit include pulmonary/respiratory illness, rule out MI, congestive heart failure, gastrointestinal bleeding, overdose, pneumonia, medical telemetry, stroke and afib. The unit provides for stabilization and transfer/discharge of the patient when appropriate to next appropriate level of care. The EAU is designed to pull admitted patients out of the ED or direct admits in order to facilitate patient flow.
Nephrology/Urology (R5), Richards Wing 5th Floor

R5 is a 38-bed medical/surgical unit with a nursing specialty of adult nephrology and urology patients. The R5 nursing staff is comprised of a Nursing Director, a Nurse Manager, a unit-based educator, clinical nurses, LPNs, CNAs, NUSs, and a Nursing Unit Helper.

The nephrology population includes acute and chronic renal failure patients who are in need of hemodialysis or peritoneal dialysis. The urology population includes adult patients undergoing a wide variety of urology procedures such as lithotripsy, nephrectomies, urinary diversion procedures, radical prostatectomies, and the innovative robotic prostatectomies. The staff has the capability to care for any patients who may develop cardiac changes during their admission to R5. In addition, R5 cares for renal and pancreas transplant recipients and their living donors. MMC is the only renal and pancreas transplant facility in Northern New England. Their care consists of immunosuppression issues, intense patient teaching, and complex discharge planning.

Neonatal Intensive Care Unit (NICU)

The Neonatal Intensive Care Unit (NICU) at Maine Medical Center is one of only two tertiary care facilities for neonates in the state of Maine. There are over 2,000 deliveries per year at MMC and the NICU averages over 500 admissions. A vast majority of the critically ill neonates are born in-house, but our active transport team has traveled over 150 times last year to pick up sick infants from outlying hospitals. There are six board-certified neonatologists and one is in-house 24/7. There are eight nurse practitioners and one on-call 24/7 for transports, and pediatric residents each month and a medical student eight months a year.

Orthopedic/Neurology & Neurosurgical (R6)

R6 is a 42-bed orthopedic, neurology, neurosurgical and trauma unit which includes a six-bed close observation room. It is a team of highly skilled, professional physicians and nurses who coordinate patient care with the support of physical therapy, occupational therapy, social services, pharmacy, laboratory, radiology, nutrition, and discharge planners. Our step down unit of close observation room provides a unique opportunity to care for the more acute patient.

Outpatient Department – Near Main Hospital Entrance

The Outpatient Department at Maine Medical Center offers a multiplicity of units to serve our community’s very wide-ranging needs. The Department operates primary care medical, OB/GYN and pediatric units, and specialty clinics for surgical, TB and cardiac evaluation and follow up, high risk obstetrical patients, virology care, international intake and evaluation, and dermatology. We have had over 39,000 patient visits this year. The Department is currently participating in research and quality initiatives in diabetes, asthma, depression, and teenage obesity and taken part in a statewide smoking cessation program. A Reach Out and Read Program is offered and the department works closely with community agencies and schools to maximize the overall and specific health of the community. It enthusiastically participates in community events such as the Maine Breast and Cervical Health Program, KYDs Fair, The Festival of Nations, Community Lead and Dermatology Screening Days, and even manning the Beach to Beacon Road Race medical tent.

Post Anesthesia Care Unit (PACU), Basement of MMC adjacent to ASU

Our Post Anesthesia Care Unit (PACU) is a 24-bay recovery unit and supports a 20-room operating room. From PACU, patients are either transferred back to ASU or the ED for discharge from the hospital, or are admitted to the Short Stay Unit or to a surgical unit. Four bays are frequently “rented out” by Cardiac
Surgery Recovery Surgery Unit (CSRU) to recover open heart post-op patients. Special Care Unit (SCU) post-op patients come to PACU if no SCU beds are available. Patients who undergo non-surgical procedures, such as colonoscopies or cardioversions, are also recovered in PACU. PACU offers family/patient resources to promote a positive surgical experience. There is a customer service representative to keep family connected to their post-op loved one in the immediate post-op period.

**Short Stay Unit (SSU)**
Short Stay Unit (SSU) is an 18 bed unit and is staffed with 18 experienced med/surg nurses, three NUAs, and two secretaries. The unit is open Monday at 8:00 a.m. and closes on Saturday at 3:00 p.m. Because the rooms are private, family members can stay overnight with their loved ones. The unit cares for a diverse group of post-operative and port-procedure patients which includes patients undergoing thyroidectomy, parathyroidectomy, lap cholecystectomy, lap appendectomy, ortho-neuro surgery, GYN surgery and many other general surgery patients. The unit works with the pediatric gastroenterologists and administers Remicade to many teenagers with Crohn's Disease. SSU administers blood products to patients from skilled facilities and assists with the overflow from Scarborough IV therapy. The average length of stay is 24 to 48 hours. Nurses on SSU call back patients the day after they are discharged to see how they are doing. The call back system was developed to see what could have been done to improve the patients stay. This immediate feedback allows changes to be made that will improve satisfaction and outcomes. The staff is able to answer questions and refer these people to their attending physicians if necessary.

**Special Care Unit (SCU), L.L. Bean Wing, Ground Floor**
The Special Care Unit (SCU) is a 32-bed multidisciplinary unit (Pediatrics, Burns, Traumas, Medical, and Surgical). Our nurse-to-patient ratio is one-to-one or one-to-two depending on acuity. The unit is divided into three sections.

- **SCU 2** is a 10-bed adult/pediatric unit which is part of the Barbara Bush Childrens’s Hospital. SCU 2 has access to the BBCH playroom, the Childlife Program, and multiple special services. The unit offers a Precious Heart Support group for families with children undergoing open heart surgery, a pediatric transport team.
- **SCU 3** is a 10-bed adult unit. All pancreatic transplant patients go to this unit. SCU 3 has a follow up Bereavement Program for adults and pediatric patients.
- **SCU 4** is the largest SCU unit consisting of 12 beds and the burn procedure room. All burns that enter the hospital are admitted here. SCU Burn Certified Nurses provide burn care to outpatients and general admits.