A great hospital is a reflection of a great community. At Mount Desert Island Hospital, our Health Centers and Birch Bay Village, it has always been our primary mission to preserve, enhance and enrich the health of our unique island community. Our shared commitment to innovation and public health has brought about wonderful things—a pioneer collaboration with Penn Medicine, a teaching partnership with Tufts University School of Medicine and a new internship program with the College of the Atlantic, offering students the chance to directly shadow and observe physicians and nurse practitioners across a variety of specialties.

In addition to our academic partnerships, our collaborations with local institutions and businesses continue to grow and develop. This year, we partnered with the Jesup Memorial Library to provide education and assistance for community members interested in exploring their options in the new Health Insurance Marketplace. We joined with Havana Restaurant to provide hands-on food education to local students and with Maine Coast Memorial Hospital to expand access to oral health care for our region’s underserved populations.

The stories collected here speak of our community partnerships, our talented network of caregivers and our amazing patients, supporters and friends. Because of your support, two new community-driven health centers opened their doors this year. In all, more than $2.7 million was pledged to our organization to fund the new Lisa Stewart Women’s Health Center and the Community Dental Center, both now in operation, providing much-needed services to our Island community.

Our non-profit, independent hospital system encompasses a network of island Health Centers, each with its own unique personality and spirit. It is your insight, your belief in us and your continued commitment that keeps us at the forefront of healthcare delivery in this rapidly changing landscape. From electronic medical records to sweeping insurance reforms, to cost, quality and payment pilot projects, healthcare is going to continue to evolve. I can’t emphasize enough how proud I am to be a part of the extraordinary team here at MDI Hospital and this dedicated community at this moment in healthcare.

In the past year, MDI Hospital earned three national awards for the quality of our care and the satisfaction of our patients, including being ranked #1 in Maine and among the top three in New England in a federally administered national survey of patient ratings. MDI Hospital was also ranked among the Top 20 Critical Access Hospitals in the nation by the National Rural Health Association for the second year in a row, and named a Best Overall Performer by Avatar International for an unprecedented 12th consecutive year.

Awards, donations, and public praise only tell part of the story. We are most proud to serve our community in ways that are often unobserved, providing top-quality, patient-centered care, community outreach programs and healthcare enrollment assistance to those in need. It is our hope that offering this look back at what we have achieved together will inspire greater community collaboration and increased dialogue about creating better health outcomes. On behalf of the entire MDI Hospital Organization, we offer our most sincere thanks for your dedication to our dynamic healthcare system and your continued commitment to the health of this beautiful island that we all call home.

Yours,

Arthur J. Blank, President/CEO
Mount Desert Island Hospital

www.mdihospital.org
Going to Extremes: Care Team Balances Complex Case of Diabetes

When she first met John, he was completely frustrated with his health and his inability to control his blood sugars, says Heather. “John was angry; he felt left behind and not listened to.” Despite his uncontrolled blood sugars and need for medical care and medications, he was denied MaineCare, she says. “He was hitting every wall the system put up and felt like he had no options left. In the first couple of meetings with John he was completely frustrated with the system and his health.”

After exploring several avenues, Heather was able to find funding for John’s treatment through MDI Hospital’s participation in a regional Health Resources and Services Administration (HRSA) grant for diabetes prevention. When John moved from Southwest Harbor to Lamoine, he began seeing Patty Zavaleta, RN, at MDI Hospital’s Trenton Health Center on Ann’s recommendation. Together, Patty and John began to put together a plan to take on John’s complicated diabetes management. “She listened to me, she heard what I had to say,” says John. “She’s been a blessing. Her listening to me, me listening to her,” he explains. Finally he feels he has someone who is working with him, not against him.

Today, John is learning to better control his diabetes. He credits Ann, Patty and Heather for improving his health through coordinated care. “Heather’s helped me in the respect that she has gone to bat for me. She lets me know what to expect and what is going on. She is an advocate for me—and helps with paperwork and coordination of multiple appointments.” John is also learning to better cope with stressful situations presented to him, says Heather. “I have seen a transformation in John. In our initial meeting, he did not smile or have any hope. In the last meeting, I had with him I could see and feel immediately a difference. The change has been palpable. It has been a great experience and a pleasure to work with John, Ann Dunden and Patty Zavaleta as a team to help John make positive changes in his life.”

Not one to sit still, John is now busy building a chicken coop on the property he shares with his girlfriend Lori, while he works to “flatten out the S-curve” of the extreme highs and lows in his blood sugar in order to qualify for employment. Like his care team, Lori took an interest in John and refused to give up on him. “We both have had issues in our lives, but she’s the only person that I have ever met that can get up and have a smile on her face and go to bed still smiling. I don’t know how she does it.” The relationship has been an important step for John. “We learn a lot from each other,” he says.

To learn more about the Coastal Care Team or MDI Hospital’s Diabetes Prevention Program, call Heather Sinclair at 479-1560.
Food Revolution Heats Up
MDI Hospital partners with Conners Emerson, Havana to provide Island students with hands-on food education

The Conners Emerson School cafeteria was thick with the smell of fresh herbs and crushed garlic on Food Revolution Day, May 16, as fifth and sixth grade students busily used mortar and pestle to turn the ingredients into chimichurri, an Argentinean green sauce. The aroma and the activity came about as a result of a community partnership between MDI Hospital and Havana Restaurant.

Established in 2011 by renowned chef Jamie Oliver, Food Revolution Day is an international day of action designed to connect children and adults of all ages with food and community. MDI Hospital began participating in the initiative in 2013, with a community cooking class and open house at the Straus Center in Southwest Harbor.

This year, MDI Hospital partnered with Havana to host a hands-on cooking demonstration and food education session at Conners Emerson School as well as an evening fundraiser for the Conners Emerson greenhouse project. On the morning of May 16, Chef Alex Klein of Havana led the students in preparing chimichurri, while MDI Hospital dietitian Amory Davis led students in an outdoor activity session followed by instruction on how to prepare a healthy snack with fruits and vegetables in all the colors of the rainbow. Students made their own yogurt dips, both savory and sweet, using fresh basil, dill, honey, and lemon juice. That afternoon, students had the opportunity to visit Havana to share the experience with their parents and to sample the chimichurri that they prepared for a parents and students reception.

During the reception, MDI Hospital President/CEO Art Blank thanked Havana and the school for their participation in Food Revolution Day and spoke about nutrition and the need for increased food awareness outside of the clinical setting. In all, the event raised $1300 for the Conners Emerson greenhouse project, spearheaded by sixth grade teacher Steve Gabel-Richards. By all accounts, the day’s activities were a great success.

“The best moment was when one of the parents at our reception said that her child woke up that day excited to go to school and cook, and her child was never excited to go to school,” said Havana owner Michael Boland. “Experiences like that are the reason that we are working to build these community partnerships,” said Oka Hutchins, public affairs officer for MDI Hospital.
The document is a financial report for MDI Hospital for the fiscal year ending April 30, 2014. It includes a summary of revenues and expenses, financial highlights, and information about the financial committee members. The report highlights the hospital's financial performance, including revenues from various sources, expenses, and gains from investment activities. It also acknowledges the contributions of the hospital's board members, including volunteer time and donations.

**Summary of Revenues and Expenses**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amounts billed to our patients for services</td>
<td>$74,621,579</td>
</tr>
<tr>
<td>Amounts that did not pay the full amount of their patients' bills</td>
<td>$24,949,727</td>
</tr>
<tr>
<td>Amounts provided to our patients at Mount Desert Island Hospital and Health Centers whose bills partially or wholly exceeded their ability to pay</td>
<td>$762,058</td>
</tr>
<tr>
<td>Other revenues received to support operations</td>
<td>$4,499,194</td>
</tr>
<tr>
<td>Our total operating expenses</td>
<td>$35,408,988</td>
</tr>
<tr>
<td>Our total operating expenses for salaries, benefits, supplies, interest, depreciation costs, and uncollected charges</td>
<td>$54,791,412</td>
</tr>
<tr>
<td>Which resulted in an operating loss of</td>
<td>$(1,382,424)</td>
</tr>
</tbody>
</table>

**Financial Highlights for the Fiscal Year**

- The MDI Hospital Organization provided 563 jobs and maintained a payroll of $27,175,774.
- Total capital expenditures were $3,211,685.
- Free and uncompensated care was $3,364,092.
- Unrestricted and restricted gifts received by the MDI Hospital Organization were $2,586,077.

**Chairman's Message**

"I'm proud to use my skills and experience to help assure that the MDI Hospital Organization sustains its tradition of excellence far into the future."

VINCE MESSER, INCOMING CHAIRMAN, BOARD OF TRUSTEES, MDI HOSPITAL
**Support Team**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
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</thead>
<tbody>
<tr>
<td>David Goodenough, MD</td>
<td>Director, Physical Services</td>
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<tr>
<td>Kendrick J. Blount, DO</td>
<td>Chair, Birch Bay Retirement Village</td>
</tr>
<tr>
<td>DEAN S. READ</td>
<td>Director, Laboratory and Medical Imaging</td>
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<tr>
<td>LANI K. NAIHE</td>
<td>Interim Vice President</td>
</tr>
<tr>
<td>THOMAS MODUGNO, RN</td>
<td>Director of Human Resources, MDI Hospital</td>
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</table>

**MDI HOSPITAL LEADERSHIP**

- **ARTHUR J. BLANK**
  - President & CEO
- **MICHAEL W. BONSEY**
  - Chair, Board of Trustees
- **STACY BROWN**
  - Director, Fiscal Services
- **RAY CHALFOUT**
  - Vice President, Physician Practices and Ancillary Services
- **SHIRLEY CONKLIN**
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- **HERI GIBSON**
  - Director, Physical Services
- **KIMA COURNEY, RN**
  - Director of Care Management and Outpatient Services
- **JOANNE HARRIS, SPHR**
  - Director, Human Resources
- **JOSEPH HASSLERACK**
  - Director, Health Center Operations
- **LYNN LEIGHTON, RN**
  - Director, Health Center, Clinical Operations
- **LEONARD LAYAKOVICH**
  - Director, Surgical Services
- **RUTH LYONS, RN**
  - Vice President, Quality and Safety
- **CHRISSE HAGUE-HARDING**
  - Vice President, Finance
- **THOMAS MODUGNO, RN**
  - Interim Vice President of Nursing
- **JEFFREY M. MURAD**
  - Director, Laboratory and Medical Imaging
- **KIM GOURLEY, RN**
  - Director, Health Center Operations
- **JOANNE HARRIS, SPHR**
  - Director of Human Resources, MDI Hospital

**ACUTE MEDICAL STAFF**

<table>
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<tr>
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**OUTPATIENT HEALTH CENTER VISITS**

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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<tbody>
<tr>
<td>Outpatient health center visits</td>
<td>65,738</td>
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</tbody>
</table>

**I'm proud because we live our values here, relying on one another to accomplish our goal of being there when we are needed, by our team and by our community.**

**JOANNE HARRIS, SPHR, DIRECTOR OF HUMAN RESOURCES, MDI HOSPITAL**

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**Statistics**

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**Images taken (radiology, CT scan, nuclear medicine, ultrasound, MRI)**

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**Emergency room visits**

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<tbody>
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**Cases of ambulatory surgery**

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**Mammograms**

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**Discharges**

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**Births**

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**Nurses**

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<tbody>
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**Acute care admissions**

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<tbody>
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**Acute care patient days**

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**Ambulatory care average stay**

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**Swing bed average stay**

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**Inpatient surgeries**

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<th>Category</th>
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<tbody>
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**Outpatient surgeries**

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<tbody>
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**Total surgeries**

<table>
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<tbody>
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**Lab tests**

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  - Director, Physical Therapy
- **HERI GIBSON**
  - Director, Physical Services
- **KIMA COURNEY, RN**
  - Director of Care Management and Outpatient Services

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- **TOUGHER MEDICAL STAFF**
  - Stephen Austin, MD
  - Dean Batton, MD
  - Keith Brodin, MD
  - Steven Cibinotto, MD
  - Michael Cooney, MD
  - Thea Dann, MD
  - Susan Dingus, MD
  - Scott Dufrene, MD
  - George Eyre, MD
  - Marina Fong, MD
  - John Frankland, MD
  - Merrill Garrett, MD
  - Berta Gooding, MD
  - Laurie Gunn, MD
  - Andrew Hinks, MD
  - Margaret Kang, MD
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  - Marek Skalek, MD
  - Bradley Snyder, MD
  - Paul Tisher, MD
  - Carol Trak, MD
  - Thomas Verelang, MD
  - Karen Wilkes, MD
  - Roger Wilson, MD
  - Jay Yr, MD
  - Wilkan Wallert, MD

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- **COURTESY MEDICAL STAFF**
  - Sigrid Berg, MD
  - Philip Brooks, MD
  - Mary Collins, MD
  - Guillermo Crespo, MD
  - Heidi Harrington, MD
  - Walter Muth, MD
  - Lawrence Piazza, MD
  - Robert Pinkus, MD
  - Isaac Radlow, MD
  - Ned Rutter, MD
  - Nicholas Vachon, DPM
  - Jayme Wilton, DPM
  - Alan Wiseman, MD
Circle of Care Society

The Circle of Care Society recognizes our generous friends whose dedication to the health and wellness of their community is expressed through gifts of $1,000 or more to MDI Hospital each year. Leadership gifts are critical to our ongoing efforts to provide the finest quality of care to everyone in our community, supporting a variety of initiatives that enhance the mission and vision of MDI Hospital. We are profoundly grateful to the following for their support.

Susan Rockefeller has designed a new series of limited-edition jewelry to support MDI Hospital’s fundraising efforts. Inspired by friend and MDIH Board Member Noelle Wolf’s passion for the organization, Rockefeller designed the Circle of Care pendant to replicate the symbol that represents the Hospital’s Circle of Care.

The pendant is available in both sterling silver and 24k gold-plated brass with an 18-inch adjustable chain. Both feature a 6 mm peridot stone in the center. “The circle has long been a symbol of eternity and peridot is the stone of healing. Having no beginning and no end, the peridot centered circle represents life, love and healing,” says Rockefeller. “This pendant serves as a reminder that we are all part of Mount Desert Island Hospital’s Circle of Care.”

The Circle of Care pendant is $195 and is available to purchase at the Kimball Shop in Northeast Harbor, the Moody Mermaid in Southwest Harbor, and through MDI Hospital’s Office of Advancement. All proceeds benefit MDI Hospital’s Annual Fund.

For more information or to purchase a pendant, please contact Lani Nahe at (207) 288-5082, ext. 1421 or at lani.nahe@mdihospital.org.
Mary D’Alessandro  
Christina Costello  
Dr. William and Julie Bromley  
Bruce and Pam Bicknell  
Lorraine Aronson and Tim Bannon  
Christina J. Maguire  
Ms. Kathy MacLeod  
Barbara Lyman  
Susan Lyall  
Dr. Mark A. Kandutsch  
The Irving Foundation  
Greater Worcester  
Mrs. Margaret F. Grace  
The Elm Grove Foundation  
Dr. Mary E. Dudzik and Dr. David M. Painter  
Bruce Donlin  
Mr. and Mrs. Shelby M.C. Davis  
Mr. and Mrs. Charles Benore  
Atwater Kent Foundation, Inc.  
Anonymous (2)  
$500-$999  
amount, help to expand and enhance health services for the MDI region.  
Annual Fund and Campaign Support  

Mr. and Mrs. Robert R. Douglass  
Larry and Meg Eaton  
Helen and William Eisele  
Frank and Clarice Evans  
Lauret E. Fermald  
Thomas and Carol Fernald  
Richard Cleary and Elise Flemings  
Mr. and Mrs. Robert J. Flynn  
Dr. Samuel M. Fox, III  
John and Marion D. Gay  
Michael and Stacy Gilliban  
John Goodson and Patricia Willard  
Mr. and Mrs. G. Bernard Hamilton  
John and Janice Hanscom  
Mr. Stanley W. Harmon  
Joanne Harris  
Nancy Kimball Ho  
Betsy Holtzmann  
Elizabeth B. Johnson  
Jordan-Fernald Funeral Home  
Mr. Kud J. Kamalay  
and Ms. Susan P. Turner  
Keep It Simple Group  
James and Sally Kellogg  
Dr. and Mrs. Victor Kelchmen  
Mrs. Burns B. Lapham  
Audrey Leavitt  
Shannon Lehto-Adams  
Sue and Ed Letter  
Stacy and Jill Lundin  
Lenny Lyalkovich  
Mr. Martin M. Lyons  
Ms. Marylynn MacNicol  
Mrs. Constance B. Madlina  
Suzanne and Peter Madrina  
The Rev. Abigail Marsh  
McFarland Associates  
Karen McFarland  
Gayle McKeage  
Mitch and Jan McMullen  
and Mr. James R. Metzger  
and Mr. Mrs. Helen Mac纠缠  
and Audrey David and Mills  
Mount Desert Oceanarium  
Lani N. Natele  
Janneke Nelson  
Alfred Nimocks  
Terry O’Corryn and Notah O’Brien  
Beverly and Peter Orthwain  
Malcolm and Pamela Padubody  
Dr. Burton W. Pearl  
and Mr. John P. Reeves  
Nessa and Peter Reifnieder  
Brian P. Reilly  
 Patricia A. Riley, FNP  
Hilda K. and Thomas R. Rodenick  
Mr. William B. Ruger, Jr.  
Joseph R. Ryan  
Peter and Lucy Bell Sellers  
Mickee Shaw and Linda Jensen  
Robert and Connie Shea  
T. James  

Community Dental Center Opens Doors  
MDI Hospital celebrated the grand opening of the Community Dental Center on May 19.  
The welcoming facility provides comprehensive, coordinated oral care for all ages: pediatric, adult and geriatric. dentistry. By reaching out to patients, following up on appointments, and coordinating ongoing, regular check-ups, our new clinic encourages a continuum of care that was previously not available for our area’s underserved population.  

Layne R. Whiteley, DDS, is now accepting patients at the Community Dental Center as well as in Ellsworth, in partnership with the Maine Coast Community Dental Clinic. “Our innovative partnership with our friends at Maine Coast combines efficiencies in order to provide increased access to quality oral health services throughout Downeast Maine,” says MDI Hospital President/CEO Art Blank. “With the Community Dental Center, we are thrilled to offer our community access to the quality dental health that they deserve close to home.”  

For more information or to schedule an appointment, call the Community Dental Center at 244-2888.  

“I’m proud to work to provide our patients and staff with the best meals possible. This Organization is like a second home for me and the staff are like family.”  
GREG BERRY, HEAD CHEF, MDI HOSPITAL  

greg.berry@mdihospital.org  

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Donations listed here were received during our 2014 fiscal year from May 1, 2013, to April 30, 2014. Every effort is made to ensure accuracy in preparing all donor lists. If a mistake has been made, or your name has been omitted, please notify Alyssa Watson, Office of Advancement at 207.288.5082 ext. 1426.

Mr. Bruce Mazlish
Joan W. Matheson
Maude and John P. March, Jr.
Stephen Marburg
Stephen W. Magyar
Earl Mackie
Stan and Binnie MacDonald
Ruth Lyons
Rosalind W. Lewis
Richard and Gail Leiser
Lynn Leighton
Ann Marie Laurendeau
Dr. Kathleen M. Kotas
Dr. and Mrs. Arthur F. Kohrman
Mr. and Mrs. Morris C. Kellett
Dr. and Mrs. Leon D. Katz
Susan Lerner and Steven Katona
Vicki Kane
Earl Hodges
Mr. and Mrs. Stephen B. Homer
Mr. Douglas P. Holmes
Mr. and Mrs. Ryan Shultz
Linda Mejia
David and Jo Meer
Dorothea Mead
MDI Rotary Club
Denise M. Stanwood
Mr. and Mrs. Terry E. Stanley
Joan H. Smith
Jillian Strout
Laura E. Smallidge
Brad Sitton
Mr. and Mrs. Ryan Shultz
Michelle Kane
Grace L. Jones
Mrs. Mary Ellen Johnson
Ken Johnson and Jane Disney
Oka Hutchins
Elizabeth Hudson
Mr. and Mrs. Stephen B. Homer
Nancy Howland
Mrs. John L. Merrill, Jr.
Linda Mejia
Mr. and Mrs. John S. Harvey, III
Joseph Hauselback
Havana
Karen Hayes
Kathy Hayes
Linda Hayward and Steve Wenzel
Sarah L. Hayward
Scott Henggeler
and Melina D. Rowland
Catlin Henriksen
Henry Hager Harris Charitable
Remainder Annuity Trust
Mr. and Mrs. John Holker
Don and Martha Hollis
Melville and Elizabeth Hodder
Earl Hodgkins
Mr. Douglas P. Holmes
Mr. and Mrs. Stephen B. Homer
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Donations listed here were received during our 2014 fiscal year from May 1, 2013, to April 30, 2014.
Welcome to the Lisa Stewart Women’s Health Center
A New Home for Women’s Health!
Mount Desert Island Hospital opened the doors of the new Lisa Stewart Women’s Health Center on June 26 with a community celebration attended by more than 200 people. The new facility, named in memory of longtime summer resident Lisa Stewart, was made possible by an outpouring of community support.

Original founders Mary Dudzik, MD, Jane Tawney, PA-C, Linda Robinson, CNM, and Practice Manager Carmen Sanford are thrilled to be able to share the new facility at 330 Main Street with the community that made it possible. “It’s a validation of the care that we have been giving for a long time, and will continue to give,” said Dr. Dudzik. She and her fellow providers are dedicated to maintaining the compassionate, quality, primary care, obstetric and gynecological services that they have provided to the women of our community,” said MDI Hospital President and CEO Art Blank. The Stewart family, an integral part of the Northeast Harbor community for many years, pledged their support to the project as a way of honoring and increased patient demand soon followed. “Thanks to our very generous benefactors, the building’s second floor houses a large multi-purpose room that will be Robinson. The building’s second floor houses a large multi-purpose room that will be

The center first opened in 1993 in a converted home on Wayman Lane. Space constraints that add to the depth and strength of our community.”

Annual Fund and Campaign Support

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The center first opened in 1993 in a converted home on Wayman Lane. Space constraints and increased patient demand soon followed. “Thanks to our very generous benefactors, the building’s second floor houses a large multi-purpose room that will be
research has shown that the biggest barrier people have in accessing healthcare is financial. The subsidies made available through the Affordable Care Act (ACA) provide a means to access that was previously unavailable to our population, says MDI Hospital President/CEO Art Blank. "Part of our mission as a non-profit hospital is to strengthen the health of our community," he explains. Providing access to this resource benefits not only those who are now signing people up for coverage has been anything but. The situation is very political issue, but our experience as a CAC organization has been about," says Blank.
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The sustaining members of our new Green Giving program support the hospital with an automatic monthly gift made with their debit or credit card. These gifts support the hospital’s efforts to operate in a sustainable way, reducing the environmental impact of our operations, and participating in the development of a healthier community. These gifts are also listed on our website, where they can be seen by others who are interested in supporting the hospital in a sustainable way.

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Community Partnerships Strengthen MDI Hospital’s Mission
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The newest in these ever-growing partnerships is a unique internship program for students at the College of the Atlantic, which began this June. The ten-week program, coordinated by Edward Gilmore, MD, MACP, and John G.T. Anderson, ecology professor at COA, offers students the opportunity to shadow and observe physicians and nurse practitioners across a variety of specialties. “COA has a number of students interested in healthcare careers. This opportunity offers them real-life exposure to the healthcare system,” said Dr. Gilmore. “It benefits healthcare providers to have fresh minds around. Students can ask amazing questions; it’s very refreshing for their preceptors.”

Anderson shares Gilmore’s enthusiasm for the program. “We are so excited, grateful and appreciative of the opportunity that the hospital is giving to our students!”

In the past year, MDI Hospital has also joined with the Jesup Memorial Library to organize events such as health insurance enrollment counseling sessions, informational meetings about day care services, programs for adults and their families dealing with diagnoses like Alzheimer’s, and most recently, Death Cafés. A Death Café is a forum for open discussion about terminal illness and death. “It’s a great idea that the hospital and the library have brought to the community, and the community is asking for more,” said Melinda Rice, Director of Development and Communication at the Jesup Memorial Library.

When asked about future plans for the partnership, Rice replied enthusiastically, “Oh, just wait until my colleagues at the hospital hear about all the things I’d like us to work on together! It’s such an obvious pairing and it’s worked out so well that I see us continuing to increase the breadth, scope and number of programs we work on collaboratively.”

Annual Fund and Campaign Support

For the second year in a row, the hospital has exceeded its fundraising goals. This year, the hospital has received over $1 million in annual funds, a 12% increase from last year. This is the result of the hospital’s strategic fundraising efforts and the generosity of our donors. We are grateful to our donors who have given continuously over the past 10 or more years. These champions have enabled MDI Hospital to continue its important work in the community.

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Charlie Hendricks named MHA Caregiver of the Year

Dr. Charlie Hendricks’ energetic blue eyes are matched by his equally blue surgical scrubs as he moves quickly through the halls of Mount Desert Island Hospital. Despite his busy schedule, the talented general surgeon is never too busy to stop and listen, or to offer his assistance and expertise. “Charlie Hendricks always finds time for needed consultations, procedures and surgeries. He frequently practices after hours and on weekends to provide timely, needed care for patients,” says Edward Gilmour, MD. Known for his dedication to service at home and abroad, Dr. Hendricks’ humanitarian work includes providing surgical services to disadvantaged, underserved South American populations. On June 18, Dr. Hendricks received the Maine Hospital Association’s Caregiver of the Year award in recognition of his extraordinary commitment to the delivery of care.

Dr. Hendricks’ life, spirit and practice exemplify MDI Hospital’s core values of compassion, community, improvement, integrity, respect and teamwork. He is an advocate for women and young people, a dedicated father and husband, an active member of his church and a faithful humanitarian. His lifetime commitment to service is most evident in his work with the Hancock County Medical Mission, a group he helped establish in 1989. Every year since, he has returned to South America to provide surgical care to disadvantaged and underserved populations. His 25-year commitment to this humanitarian work has inspired countless area medical professionals, students and community members, including all of his six children, to do the same. For Hendricks, the work is its own reward. “The people are very grateful; they have no other access to healthcare,” he says.

As chief of surgery at MDI Hospital, Dr. Hendricks has always emphasized cooperation, collaboration and teamwork in order to provide the best possible care to patients and their families. “He is a fantastic mentor who not only teaches, but is humble enough to continue the process of learning,” says Kendra Blount, DO, general surgeon. He regularly puts the needs of others ahead of his own, often arriving early or staying late to assist his patients and colleagues. “Charlie goes above and beyond the call of duty every day. This community is very fortunate to have him. He is hard-working, kind and extremely compassionate—his patients love him,” says Owen D. Hebert, RN.

Dr. Hendricks chose to practice in Maine because the quieter pace of life here allows him to spend more time getting to know his patients. “It’s an honor for me to listen to my patients and learn about their lives,” he says. Surgery can be more task-oriented than other specialties, but it also has its thoughtful aspects, says Hendricks. “These thoughtful aspects require us to make decisions about when to operate. And then there are the extremely compassionate—his patients love him,” says Owen D. Hebert, RN.

MDI Hospital Surgeon Charlie Hendricks, MD with José Hepius, a 19-year-old surgical assistant, during the Hancock County Medical Mission’s most recent trip to Monte Cristi, Dominican Republic in February of 2014.

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