



MDI Hospital
120th Anniversary



2017 Annual Report

A history of caring. A community of healing. A legacy of giving.



Art Blank, President/CEO

Celebrating 120 Years of Caring for our Community

It has been said that a good healthcare system is one of the cornerstones of a strong community. This year, Mount Desert Island Hospital celebrates 120 years of caring for our unique Island community. As we recognize this significant milestone, I'm proud to say that we do so as the oldest nonprofit on Mount Desert Island, established in 1897.

Over the last 120 years, our hospital system has evolved to meet our region's needs. To the patients we serve, MDI Hospital, our health centers, and Birch Bay Village are more than a healthcare system, we are a medical home, where friends and neighbors care for friends and neighbors, and compassionate, integrated care strengthens the community's health and well-being.

The stories reported here speak to our past, our present, and our future. This year we saw one of our most beloved physicians, Dr. Edward Gilmore, retire from medical practice after more than 46 years of service to our Organization. Dr. Gilmore's contributions over the years have been invaluable and will continue to help shape healthcare on this Island for years to come. We also welcomed several new care practitioners who will help care for a new generation of Island residents, including Dr. Jeffrey Stewart, an obstetrician-gynecologist, and Tiana Larson, a certified nurse midwife.

This year, our community came together to raise \$1 million to meet a challenge grant issued by The Man-ton Foundation in order to replace our aging emergency

generator. With an enthusiastic outpouring of donor support, we earned the additional \$1 million in matching grant funds ahead of schedule, securing the largest foundation grant our Organization has ever received.

As we look to the future, the only guarantee is that 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.

What we do know is that our innovative Integrated Care Model promises to provide personalized, patient-centered care delivered through a team-based approach for generations to come; our unique teaching partnerships will continue to inspire bright young students and enhance and enrich our care environment; and because of your support, our independent hospital system will continue to thrive.

On behalf of the entire MDI Hospital Organization, we offer our most sincere thanks for your commitment to our dynamic healthcare system, and most importantly, to the health of this remarkable Island that we all call home. We're proud to have served you for the last 120 years and we look forward to serving you and your family for the next 120 years.

Yours,

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

Mission Statement

To provide compassionate care and strengthen the health of our community by embracing tomorrow's methods and respecting time-honored values.

Vision Statement

To be our community's medical home by pursuing innovative models throughout the continuum of care. Our integrated system will be the standard by which others are measured.

Values

Compassion • Community • Improvement
Integrity • Respect • Teamwork



Vince Messer, PhD, Board Chair

A Mission to Serve

Mount Desert Island Hospital's mission is simple: to strengthen the health of the community it serves. As I reflect on my tenure as Chairman of MDI Hospital's Board of Trustees, I'm grateful to have had the opportunity to work in service of this goal. In all my career, I've never seen a more competent administrative team or experienced a brighter, more capable community board.

During my tenure as Chairman, I have watched our highly skilled medical staff consistently exceed expectations, providing a level of care not typically seen in rural medicine. These talented medical professionals, our dedicated volunteers, and our supportive community members, donors, and friends are what make MDI Hospital not just good, but great.

Continuous commitment to outstanding service and quality care has, even in this time of major upheaval in healthcare, placed our Organization on stable ground. I have seen firsthand how hard MDI Hospital works to meet the healthcare needs of our region. We have high quality primary care clinics across MDI and in Trenton. We have a welcoming women's health

center, the only behavioral health center in Hancock County, and a newly established palliative care program. Our non-profit dental clinic serves anyone in need, regardless of income. Hospital nurses work in our schools to ensure the health of our children, and Birch Bay Village provides housing and outstanding managed care for many in our senior community.

MDI Hospital is a great healthcare organization because we have your support. We know that MDI Hospital is critical to the vitality and well-being of this Island community, and we are always working to improve. Because of your support, we are a nationally recognized, outstanding rural hospital. Join me in getting involved, volunteering your time, or making a gift today so that together, we can ensure that MDI Hospital is here for another 120 years. You'll be glad that you did.

**Vince Messer, PhD, Chairman of the Board,
Mount Desert Island Hospital**

"MDI Hospital is a great healthcare organization because we have your support."

—Vince Messer



Edward B. Gilmore, MD

Celebrating a Half-Century of Service with a Smile

Dr. Edward B. Gilmore Retires after 46 Years

Born in Clairton, Pennsylvania in 1939, Edward B. Gilmore, MD, MACP knew he wanted to be a doctor early on. “I always had a strong interest in science. The practice of medicine is strongly based in science, so I knew I wanted to be a doctor in junior high school after I didn’t want to be a farmer or a cowboy,” he says with his characteristic ear-to-ear grin and a chuckle that gently rocks his shoulders up and down. That smile is as much a part of his daily uniform as suspenders, a pair of thin-rimmed spectacles and signature bow tie—and for more than 46 years, it has instantly set his patients at ease.



Harvard Medical School, 1965

A graduate of Harvard Medical School, Dr. Gilmore is a board-certified internist specializing in cardiology. After completing his residency at Massachusetts General Hospital, he knew that big city medicine was not for him. “I like one-on-one contact with patients,

seeing them in and out of the hospital,” he explains. He realized then that innovation developed in large technical hospitals could be applied elsewhere to improve care across the hospital spectrum.

For nearly five decades, Dr. Gilmore has not only cared for generations of patients but has changed the face of medicine at MDI Hospital and Health Centers. An early pioneer of the Critical Care Unit (CCU), Dr. Gilmore brought the concept to MDI Hospital and built the hospital’s first CCU in 1971. He was integral to the process—raising money, facilitating staff education, and even designing the unit with the help of a local contractor. Since then, the Critical Care Unit at MDI Hospital has been reborn twice, most recently in 2007 with the dedication of the Edward Gilmore Intensive Care Unit in the Colket Inpatient Care Center.

Since 1997, Dr. Gilmore has practiced at the Hospital’s Cooper Gilmore Health Center, so named for him and his late friend and colleague Dr. Llewellyn Cooper. Throughout his career, Dr. Gilmore has been com-



mitted to educating the next generation of physicians, which gave him the occasion to serve as an associate professor of medicine at the University of Vermont and an adjunct assistant professor of medicine at Dartmouth Medical School. In 2013, Dr. Gilmore established the MDI Hospital-College of the Atlantic Internship Program, alongside colleague John Anderson, ecology professor and internship program coordinator at COA. The program is unique in that it allows undergraduate students to directly shadow and observe physicians and nurse practitioners across a variety of specialties and gives them the opportunity to truly immerse themselves in the clinical setting.

Beloved by his patients, students and colleagues for his warmth and kindness—and admired for his medical expertise and commitment to growth—Dr. Gilmore is always willing to share a laugh, impart knowledge or learn something new. In addition to his lifetime commitment to his patients, he is also a devoted family man. Together, he and his late wife Marsha raised three children, Kristin, Eric, and Britta, of whom he is exceedingly proud.

Dr. Gilmore is recognized as a Master of the American College of Physicians—the highest recognition available. He has been a practicing physician for more than 50 years and was recently honored by the Maine Medical Association for a half century of service. During his extensive medical career, he received the Laureate Award and the Master Teacher Award from the Maine Chapter of the American College of Physicians as well as the Advocacy for Nursing Award from the Maine State Nursing Association. Most recently, Dr. Gilmore has worked to advance the mission of MDI Hospital as the organization's first Chief Medical Officer.

He previously served the Hospital as the President of the Medical Staff, Chief of Medicine and the Medical Director of the ICCU.

At 77, Dr. Gilmore is still as sharp as ever and plans to have an active retirement—but not before enjoying that second cup of coffee in his robe, he says with a twinkle in his eye. ☕

“I like one-on-one contact with patients, seeing them in and out of the hospital.”

—Dr. Gilmore



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At MDI Hospital and Health Centers, we are committed to treating all patients regardless of their ability to pay. In FY17, MDI Hospital provided more than \$4.7 million of uncompensated care to our unique Island community which includes local residents, seasonal workers, and visitors from around the globe.

As a 501(c)(3) nonprofit, our Hospital depends on philanthropy to help offset the uncompensated expenses our Organization encounters each year. Gifts to our Annual Fund help us provide care to those who are most in need. We thank each and every community member who considers making a donation in support of our Annual Fund. You are the reason we are able to serve you, your family, and our community each and every day!

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Fiscal Year 2017

Summary of Revenues and Expenses

Including Health Centers and Birch Bay Retirement Village
 Year ending April 30, 2017

Total Revenues:	\$64,351,797
Billed for Service:	\$87,668,695
Portion of billing not received due to Medicare, Medicaid, and private insurance reimbursement rates:	\$29,719,782
Portion of billing not received due to lack of patient ability to pay:	\$875,887
Operating and Non-Operating Revenues:	\$7,278,771
Total Operating Expense:	\$60,642,744
(salaries, supplies, interest, depreciation costs)	
Total Gain:	\$3,709,053

The MDI Hospital
 Organization provided
512 jobs

and maintained a
 payroll of

\$29,827,142

Total capital
 expenditures:

\$1,755,124

*includes all equipment and
 projects completed or in
 progress for the year*

Free and
 Uncompensated Care:
\$4,745,464

Unrestricted and
 restricted gifts
 received by the MDI
 Hospital Organization:
\$1,219,200

1897 Society

Named for the year MDI Hospital was conceived, the 1897 Society was established to preserve the legacy of this Island Hospital. The 1897 Society honors those who have included the Hospital in their estate plans. Their gifts go into our permanent endowment securing a bright and healthy future for generations to come and ensuring that there will always be a first-class medical facility on MDI.

Mrs. Loy Andrews
Les Brewer
Peggy J. Danneman, DVM
Deborah M. Dyer
Sarah Fina
Mrs. Mazzie Gogolak
Vince and Debby Messer
Mrs. Eleanor Raynes
Lorie A. Wiebrecht

† Deceased

👤 Employee

👶 New Years Baby Gifts

We Received Gifts in Honor of:

Philip Brooks, MD
Brian Caine, MD
Pam Curativo
Stuart Davidson, MD
Angela DelVecchio, APRN, FNP
Mary Dudzik, MD
Timber Gorman, MD
Edward B. Gilmore, MD, MACP
Dr. Tanya Hanke
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Nathan Lankford
Katy Lawson, FNP
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Elise O'Neil, RN
David Painter, MD
Surapaneni Ramanahda Rao, MD
Brenda Sprague
Norman Sykes, MD

Jane Tawney, PA-C
Robert Weiss, MD

We Received Gifts in Memory of:

Eva Davis
Sam and Mary Alice Fox
Gail Gutrad
Raymond Hanscom
Charles Knickerbocker
Jane Zirkilton

Gifts in Kind

A & B Naturals 🍷
A Slice of Eden
Bar Harbor Bank & Trust 🍷
Bar Harbor Inn & Spa
Bark Harbor
The Batty Quilter 🍷
The Bud Connection
Cafe This Way
Carissa's 🍷
Chocolatte
Christmas Spirit 🍷
Cottage Flowers
Lori DiGuardia
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Dr. Charles E. Hendricks
House Wine
Rose Iuro-Damon 🍷
Lindsey Jones
Jordan's Restaurant 🍷
Deborah Lamson
Machias Savings Bank 🍷
Morning Glory Bakery
Ezra E. O'Connor
Peekytoe Inc.
Queen Anne's Flower Shop
Reel Pizza Cinerama 🍷
Serendipity
Sherman's Books and Stationery 🍷
Spruce and Gussy 🍷
Stone Soup 🍷
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West End Drug 🍷
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Jennifer Abbott 👤
Jackie Agnese
Joan Allen
Mary Lou Alley
Loy Andrews
Virginia (Ginny) Ayer
Joanne Beal
Donna Beals
Ellen Beauchaine
Cherie Belsan
Lynn Benson
Arthur J. Blank 👤
Debi Blank
Karen Brown
Milja Brecher DeMuro
Martha Bucklin 👤
Betty Bryer
Mary Burnard
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Alice Carter
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Shirley Conklin
Marjorie Cough
Kathy Cox
Sylvia Cunningham
Pam Curativo 👤
Mary D'Alessandro
Elisa Demuro
Karen Dillon
Eileen Doreika
Mary Dow
Mary Dudzik, MD 👤
Debbie Dyer
Mollie Frost
Mary Glass 👤
Luere Glover
Jamie Gordon
Bea Gray
Julu Grindle
Jeany Hanscom
Jane Haraden
Dorothy Hartson
Rick Hirte
Martha Hobbs
Linda Hodgkins 👤
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Movita Horton
Grace Hubbard
Oka Hutchins 👤
Michelle Jellison 👤
Grace Jones
Mary Krevans
Claire Lambert
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Faith Lawford
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Nessa Reifsnnyder 👤
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Rose Spear
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Kelsea Squires
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Jane Tawney 👤
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Isabelle Marie Parsons was this year's New Year Baby. Local businesses donate gifts for the first baby born at MDI Hospital each year. Pictured with Isabelle are her grandmother Lisa Krautwald, parents Shelby and Chris Parsons, and older brother Benjamin.

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 Ms. Barbara McLeod
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 Mr. Ben Harper
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Powerful Generosity Results in \$1 Million Matching Grant for Emergency Generator

Thanks to an outpouring of community and donor support for our Emergency Generator Campaign, Mount Desert Island Hospital was able to raise \$1 million to meet a challenge grant issued by The Manton Foundation of New York for a record-breaking \$1 million in matching funds—the largest foundation gift our Organization has ever received.

Many donors came together to make the Emergency Generator Campaign a success—with gifts at every range, for a combined \$1 million commitment. "We are profoundly grateful to The Manton Foundation, our Maine foundations, our local businesses and our individual donors," said Arthur J. Blank, MDI Hospital President/CEO. "These funds will serve to strengthen the health of our community and provide the capacity we need to foster growth, progress, and access to leading-edge medical technologies."

The generator campaign began in January of 2016, when The Manton Foundation offered a \$1 million challenge grant to the Hospital to replace its 35-year-old emergency generator. Because of MDI Hospital's remote coastal location, the organization needs to be particularly vigilant about protocol for natural disasters and severe weather events. "A hospital has to act a lot like a ship out at sea. We can never be out of power. The only way to do that is to have an emergency generator on standby," said Doug Springer, Director of Plant Services at the Hospital.

Once the final funding is secured, the project is anticipated to take an estimated 9 to 12 months from start to finish. There will be no interruption of emergency generator service during construction as the present unit will remain online until this project is complete. Future connections will also be accommodated to allow for expanding power needs, as well as the addition of new Hospital facilities. The organization anticipates that the new generator will come online in the summer of 2018.

Generator Campaign Support

\$1 Million+

The Manton Foundation

\$100,000–\$999,999

Mr. and Mrs. Donald Allen
 Bar Harbor Bank & Trust
 First National Bank
 Mr. and Mrs. William R. Wister, Jr.

\$75,000–\$99,999

Christine Witham

\$50,000–\$74,999

Blue Dot Foundation
 Cornelia Cogswell Rossi Foundation
 Davis Family Foundation
 Deborah M. Dyer
 Mitchell P. Rales Family Foundation
 Stephen & Tabitha King Foundation
 Noelle and Dick Wolf

\$25,000–\$49,999

MDI Hospital Employees
 Cruise Industry Charitable Foundation
 Harold Alford Foundation
 Witham Family Properties

\$10,000–\$24,999

Frank Moya, MD
 Dr. and Mrs. Stuart Davidson
 R.D.R. Realty B.H., LLC
 Robert Reccholtz
 William Rudolf

\$5,000–\$9,999

The Lynam Agency Insurance
 Lynam Real Estate Agency
 Machias Savings Bank
 MDI Hospital Auxiliary

\$1,000–\$2,499

Mr. and Mrs. John P. Reeves
 Dr. Kenneth Paigen and
 Dr. Beverly Paigen
 Mr. and Mrs. Dean S. Read
 James R. Bright and Harriet Whittington
 Mr. T.A. Cox
 Sarah Fina

\$500–\$999

Anonymous
 John H.† and Linda K. Carman
 Patricia and Victor Hand
 Dr. and Mrs. Julius R. Krevans, Jr.
 Dr. and Mrs. Diehl Snyder
 Martha T. Wagner, PhD

\$100–\$499

Mr. and Mrs. Arthur J. Blank
 Mr. and Mrs. Stewart Brecher
 David Einhorn, Esq. and Marilyn Baum
 Vince and Debby Messer
 Ann Waldron

Every effort was made to ensure accuracy in preparing all donor lists. If a mistake has been made, or your name has been omitted, please notify Pam Curativo in the Office of Advancement at 207.288.5082 ext. 1422. Donations listed here were received during our 2017 fiscal year from May 1, 2016 to April 30, 2017.



Jean Young, RN, ED Clinical Supervisor, instructs students from Tufts and College of the Atlantic

Education, Enrichment and Growth

Tufts Maine Track Program at MDI Hospital

Q&A with Joshua Torrey

What led you to choose the Tufts Maine Track Program and MDI Hospital?

When applying to medical school I knew I wanted to practice in a rural setting—and the Maine Track program allowed me to get hands-on experience as a medical student in this setting. When choosing a site for my third-year, there was a lottery-type system to see which students got their top choices, and thankfully Corey and I won that lottery. I wanted MDI because I longed to be back in a small town and I knew Bar Harbor and Acadia are the most beautiful parts of Maine, so I wanted to spend nine months experiencing them.

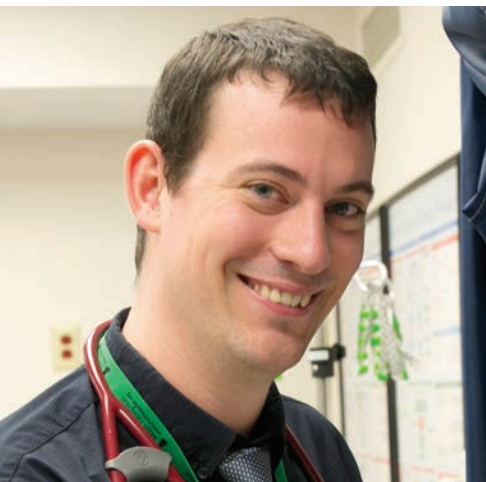
What are the benefits of completing your clerkship at MDI Hospital?

The entire reason I chose to attend Tufts via the Maine Track program was so that I could do the Longitudinal Integrated Clerkship (LIC). The idea that we get to spend nine months following a small panel of patients through different aspects of the healthcare sys-

tem was very appealing. I want to work in a small setting after residency and have a relationship with my patients, so this experience is very important to me. Since starting at MDI, I've realized that this site is the epitome of the LIC theory; instead of seeing a small panel of patients in different hospital settings throughout the year, I've already seen many patients across the spectrum of care just due to the nature of the hospital. In that aspect, my small panel of patients has actually turned into a relatively large proportion of the patients I see, and I wouldn't have it any other way.

What have you enjoyed most about this experience so far?

One of the best things about this experience so far is the community in and around the hospital. The environment has been very welcoming, the people both helpful and caring, and the scenic views are absolutely breathtaking. Everyone I have worked with so far has gone out of their way to teach me something, give me hands-on experiences, and/or made sure that I understand what is going on. For reasons both inside and outside of the healthcare environment I am extremely happy and feel very lucky to be living and learning at MDI Hospital.



The Tufts Maine Track Program was founded in 2009 by Tufts University Medical School and Maine Medical Center. The hallmark of this program is the Longitudinal Integrated Clerkship (LIC), offering students an innovative training model that reflects a real primary-care experience. Mount Desert Island Hospital is the only institution in Hancock County invited to take part in this pioneering educational program. During their nine-month clerkship experience, Maine Track students work alongside MDI Hospital's medical staff, following cases from beginning to end in a process that is patient-oriented, rather than program-oriented. Students gain a broader and more empathetic view of healing, and learn lasting lessons in doctor-patient relationships and communication.



Joshua Torrey examines a patient

Q&A with Corey Lynn Johnson

What led you to choose the Tufts Maine Track Program and MDI Hospital?

I chose the Maine Track for many reasons, one of which was the unique opportunity to complete my third-year clerkships in rural Maine. I have always had an interest in primary care and so I was drawn to the prospect of learning in a small town where providers have developed sincere relationships with their patients. MDI Hospital interested me because of the size and the variation in population from season to season. I also have talked with past Tufts students who have completed the Longitudinal Integrated Clerkship (LIC) at MDI Hospital and they had so many positive things to say, I knew it was a good fit.

What are the benefits of completing your clerkship at MDI Hospital?

I am receiving a personalized education here through one-on-one time with the attending providers. This allows me to continue to build my foundation of clinical skills with lots of practice and constructive feedback. As a student interested in providing longitudinal care in the primary care setting, I am excited to already have seen a few of the same patients as they receive care from different providers. This continuity is extremely difficult to achieve under any model other than the LIC.

MDI is different than many of the other LIC sites because of the tourism in the area. I am excited to learn in a setting that is capable of providing high-quality care to a constantly changing population while maintaining relationships with the patients who receive a majority of their care on the Island. Even though I am just starting, it is obvious the providers here are dedicated to caring for every patient and have formed genuine relationships with them; as a student that adds even more to my education.

What have you enjoyed most about this experience so far?

Every day has been different than the one before. I truly have enjoyed the variety that comes with each change of setting. What has been consistent, from Cadillac Family Practice to the Emergency Department to the operating room, is the friendly staff and their eagerness to teach. Each day gives me further confidence I have chosen the right career path. I am excited to start every morning because I never know where the day will take me! Exploring the sights of Bar Harbor and Acadia has been fun too!



10 Wayman Lane | P.O. Box 8
Bar Harbor, Maine 04609
207.288.5081 www.mdihospital.org

BIRCH BAY RETIREMENT VILLAGE
25 Village Inn Road
Bar Harbor | 288.8014

BREAST HEALTH CENTER AT MDI HOSPITAL
10 Wayman Lane
Bar Harbor | 288.8435

CADILLAC FAMILY PRACTICE
322 Main Street
Bar Harbor | 288.5119

COMMUNITY DENTAL CENTER
4 Community Lane
Southwest Harbor | 244.2888

COMMUNITY HEALTH CENTER
16 Community Lane
Southwest Harbor | 244.5630

COOPER GILMORE HEALTH CENTER
17 Hancock Street
Bar Harbor | 288.5024

LISA STEWART WOMEN'S HEALTH CENTER
330 Main Street
Bar Harbor | 288.8100

MDI BEHAVIORAL HEALTH CENTER
322 Main Street
Bar Harbor | 288.8604

MDI HOSPITAL MEDICAL IMAGING
10 Wayman Lane
Bar Harbor | 288.5081

MDI ORTHOPEDICS
10 Wayman Lane
Bar Harbor | 288.0242

MDI PHYSICAL THERAPY
10 Wayman Lane
Bar Harbor | 288.5082, ext. 1354
16 Community Lane
Southwest Harbor | 244.5630

MDI UROLOGY
10 Wayman Lane
Bar Harbor | 288.0242

NORTHEAST HARBOR CLINIC
(seasonal) Kimball Road
Northeast Harbor | 276.3331

DON AND BETH STRAUS PROGRAM
25 Village Inn Road
Bar Harbor | 288.8014

TRENTON HEALTH CENTER
394 Bar Harbor Road
Trenton | 667.5899

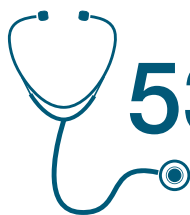
Fiscal Year 2017 Patient Care Statistics



512 Employees,
99 of whom are nurses



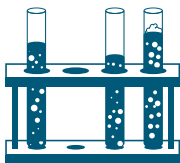
6,807 Visits to the
Emergency Room



53,797 Outpatient health
center visits



11,226 Images
taken
(Radiology, CT Scan, Nuclear
Medicine, Ultrasound, MRI)



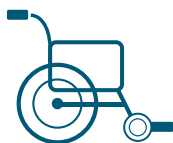
109,012 Lab
Tests



63
Births



1,460
Mammograms



1,052
Discharges



1,507 Total
Surgeries



835 Acute care
admissions

Acute care patient days: 2,881
Acute care average stay: 3.45



154 Swing bed
admissions

Swing bed patient days: 1,089
Swing Bed care average stay: 7.07



199 Total Volunteers, with a total
of 4,803 volunteer hours