



Community Benefits Report

Fiscal Year 2014 (May 2013 – April 2014)



Mount Desert Island Hospital
Bar Harbor, ME



Mount Desert Island Hospital is committed to improving health of and quality of life in the MDI region. Through innovation and effort, we strive to meet the evolving needs of our community with a compassionate, patient-centered approach to care. Our dedication to excellence has been recognized with national awards for patient satisfaction and for the delivery of care in a rural setting. Today, MDI Hospital is a beacon of quality care for residents and visitors and a model of rural care delivery for the nation.

Our Mission

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

Our Vision

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.

Our Values

Community
Compassion
Improvement
Integrity
Respect
Teamwork

As one of the largest employers on MDI, Mount Desert Island Hospital provided approximately 550 jobs in FY 2014. Our network of Island health centers are our frontline, providing the community with top quality, individualized primary care where they feel most at home. Our hospital network offers seven primary care facilities in Bar Harbor, Northeast Harbor, Southwest Harbor and Trenton as well as a new full service dental clinic, a nationally recognized Breast Center and comprehensive behavioral health services.

- Breast Center at MDI Hospital
- Cadillac Family Practice
- Cooper Gilmore Health Center
- Community Health Center
- Community Dental Center
- Family Health Center
- Lisa Stewart Women's Health Center
- MDI Behavioral Health Center
- Northeast Harbor Clinic (seasonal)
- Trenton Health Center

In FY 2014, our healthcare professionals offered skilled services to the Downeast Region including:

- 24-7 Emergency Room
- Acute Care (Swing beds)
- Behavioral Health Services
- Breast Health Services
- Cardiac Rehabilitation
- Dental/Oral Health Services
- Dermatology
- Digital Mammography
- Diabetes Education
- General Surgery
- Imaging/Radiology
- Infusion Center
- Laboratory Services
- Neurology
- Nutrition Education
- Obstetrical Services
- Occupational Therapy
- Oncology-Hematology
- Orthopedics
- Pediatrics
- Physical Therapy
- Podiatry
- Primary Care
- Pulmunology
- Skilled Rehabilitation
- Speech Therapy
- Sports Medicine
- Surgical Services
- Urology
- Women's Health Service

Free and Uncompensated Care

Mount Desert Island Hospital and Health Centers do not turn away those in need of medical care, regardless of their ability to pay.

- The organization provided \$3.4 million in free and uncompensated care in fiscal year 2014.

Community Partnerships

During FY 2014, Mount Desert Island Hospital partnered with many area organizations to reach a broad range of community members. These community partnerships included the MDI YMCA, Healthy Acadia, Conners Emerson School, Havana Restaurant, the Jesup Memorial Library, Hancock County Emergency Management, MDI Search and Rescue, Acadia National Park, LifeFlight, Eastern Maine Medical Center, Maine Coast Memorial Hospital, Hospice Care of Maine, Emergency Medical Service personnel throughout Hancock County, the Bar Harbor Chamber of Commerce, MDI Rotary, MDI Lionesses and the MDI Marathon.

These partnerships allow MDI Hospital and Health Centers to provide education, services, training and informational materials to individuals and organizations throughout Downeast Maine.



MDI Hospital provides medical services to the MDI Marathon each year. In addition, many staff members from the organization volunteer their time to help facilitate the marathon by directing traffic, manning water stations and setting up equipment.

Dedicated Staff

In fiscal year 2014, MDI Hospital's dedicated staff contributed countless hours of volunteer time and donations to groups such as Hospice of Hancock County, the Bar Harbor Food Pantry, the Bar Harbor Housing Authority, the MDI Marathon, the Maine Alzheimer's Association, MDI Rotary, Island Connections, the MDI YMCA, Island Housing Trust, the Bar Harbor Chamber of Commerce, the MDI Lioness Club and the Healing Hands Quilt Group.

Community Health Services

- **Give Kids a Smile Day** - MDI Hospital was chosen by the American Dental Association (ADA) to host the Island's first ever Give Kids a Smile Day on Friday, February 21, 2014. This event was founded by the ADA to raise awareness of the critical need for access to oral health care. Events were held at the new Community Dental Center and at the MDI YMCA. Children were provided with oral hygiene instruction, cleanings and fluoride varnish from registered dietitians. MDI Hospital is committed to providing greater access to and quality dental health services in our community.
- **Childbirth Education Classes** – MDI Hospital's OB department provides low-cost classes for new families on labor and deliver, breast-feeding, newborn care, sibling issues, and infant and child CPR.
- **Flu Clinics** – MDI Hospital conducts low-cost public flu clinics each year at several locations throughout the community. A total of 205 people took advantage of these convenient clinics in the fall of 2013.
- **Diabetes Education** – MDI Hospital's Diabetes Education program provides guidance and support to help people manage their disease.
- **Tobacco Avoidance Education** - participated in Healthy Kids at the MDI YMCA to provide information on chemicals present in second hand smoke.
- **Telemedicine Services** – Using two-way telecommunications technology, MDI Hospital is able to connect clinicians in the ICU, ER, and on outer islands with providers located miles away.
- **Nutrition Education** - MDI Hospital dietitians provide a variety of educational and outreach services to the community each year. In fiscal year 2014, these efforts included:
 - Education on healthy eating for older adults on Swan's Island
 - Health coaching as part of the Jackson Laboratory's Health and Fitness Program
 - Food safety Education for the Jackson Laboratory Safety Fair
 - Nutrition education for the Diabetes Prevention Program classes
 - Facilitating surgical weight loss support groups for surgical weight loss patients/candidates
 - Participation in the MDI Hospital Health Fair
- **Palliative Care Team**
MDI Hospital's Hospice and Palliative Care Team meets monthly to discuss how to raise awareness of



Dhana Vellachamy and her son, Siddharth Sivaraman of Bar Harbor visited the YMCA on Give Kids a Smile Day.

palliative care within the community, how to improve upon the end-of-life care MDI Hospital provides to our patients, and how to better support the emotional needs of everyone involved. The team believes in creating an environment that nurtures the physical, intellectual, social and spiritual well-being of those in the hospital's care, and continues to foster a close relationship with Hospice Volunteers of Hancock County and Eastern Maine Homecare, which provides hospice care at home for patients. The team's mission is to advocate for quality of life at the end of life.

Subsidized Health Services

- **YES (Your Exercise Solution)** class in Bar Harbor – MDI Hospital's Wellness program provided 2 classes per week for 50 weeks to a total of 1,200 participants.
- **Free Blood Pressure Clinics** – MDI Hospital's Wellness Department provided free blood pressure clinics throughout the island, serving 102 people.
- **Community Walking Program** – A total of 184 participants participated in the Hospital's free spring and fall walking programs.
- **Free Cancer Support Group** – With sponsorship from the MDI Hospital Auxiliary and MDI Behavioral Health Center, and in collaboration with the Beth C. Wright Cancer Resource Center, MDI Hospital provides free monthly support groups for patients, survivors, and their families.
- **Prescription Assistance Program** – At no cost, MDI Hospital's Prescription Assistance Program helps those who lack prescription coverage access free or reduced cost medications available through programs sponsored by pharmaceutical companies. Between May 2012 and April 2014, the program helped 515 people receive 890 free prescriptions valued at \$563,000 wholesale. Since 2007, the program has saved eligible participants over \$1,300.00.
- **Chronic Disease Prevention Programs** – MDI Hospital continues to provide support for programs operated by Healthy Acadia for the management of chronic disease.

Affordable Care Act Education

MDI Hospital offered 11 community education forums, and 7 employee education sessions on the Affordable Care Act (ACA) in fiscal year 2014, with an estimated reach of 550 people. President/CEO Art Blank dedicated more than 20 hours of his time to providing community education at these sessions. ACA Navigator Deb Turner offered community assistance with the ACA from October through January. In January, MDI Hospital worked with the Centers for Medicare and Medicaid Services to become a designated Certified Application Counselor organization. Five hospital employees became certified application counselors in order to offer community members free qualified assistance with Affordable Care Act questions and insurance enrollment. Together, our certified application counselors were able to assist an estimated 50 area individuals and families in February and March of 2014 enroll for coverage in the health insurance marketplace.



Ann Worrick, Kim Barker and Kelli Mitchell became Certified Application Counselors in FY14, allowing them to offer community members assistance enrolling for health insurance in the health insurance marketplace.

Teaching Hospitals Partnerships

Mount Desert Island Hospital - Penn Medicine Collaborative

Mount Desert Island Hospital is in the fourth year of its collaboration with the University of Pennsylvania Hospital and the Perelman School of Medicine. The first-of-its-kind partnership, founded in 2010 by a diverse group of committed physicians, RNs, and administrators from Bar Harbor and Philadelphia, explores various aspects of urban and rural medicine from the unique perspectives of a critical access hospital and an urban medical organization comprising 23 institutes and centers. Participants in the Collaborative work side-by-side with patients, offer educational sessions on a wide array of topics, and conduct cutting-edge research together. Our community is realizing significant benefits from the Collaborative:

- MDI Hospital now routinely utilizes state-of-the-art techniques and protocols implemented through the work of the Collaborative, directly saving lives as a result. These advancements are developed as part of



From Left: Penn Medicine instructor Anthony Dean, MD, resident Comfort Amoh-Tonto, MD and Barbara Young, BSN, RN spent two weeks working in the MDI Hospital Emergency Room in August as part of the MDI Hospital - Penn Medicine Collaborative's seasonal personnel exchange.

Penn Med's robust, evidence-based medical programs, then applied here.

- The Collaborative is helping to lower the cost of medical care; for example, MDI Hospital is deploying early recognition and rapid-response treatment methods adopted from our Penn Med partners, and as a result, patients can be placed in regular hospital beds for shorter stays, as opposed to prolonged stays in the ICU.



Mark Kandutsch, MD takes part in one of the MDI Hospital - Penn Medicine Collaborative's education seminars.

- Visiting professionals from a broad range of medical specialties enhance the delivery of medicine in our region. To date, the Collaborative has offered 50 professional education sessions with more than 700 attendees—in several instances including participants from other rural Maine organizations (Blue Hill Memorial Hospital, Maine Coast Memorial Hospital, Eastern Maine Medical Center, LifeFlight of Maine, Bar Harbor Fire Department, Southwest Harbor Ambulance, and Northeast Harbor Ambulance). Adding other area providers to the Collaborative's training sessions ensures that patients receive the best care from the moment they are treated by paramedics, when they reach the Emergency Department, and on to intensive care and recovery, which results in better outcomes for the most seriously afflicted patients. Session topics have included cancer, diabetes, heart disease, sepsis, arthritis, asthma, mental illnesses, women's reproductive health, orthopedic injuries, osteoporosis, and skin diseases.

- To maintain contact between the exchange periods, the Collaborative partners have established robust tele-medical links, permitting specialists and radiologists from Penn Med to consult year-round on cases at MDI Hospital.

Mount Desert Island Hospital-Tufts University School of Medicine Maine Track Program

MDI Hospital began a new partnership with the Tufts University School of Medicine's Maine Track program in 2013. The program brings top medical students with a connection to Maine back to the state to practice medicine during their third and fourth year of medical school. The program was designed to encourage these students to return to the state to practice medicine.

The first Tufts students to participate in the program at Mount Desert Island Hospital in June of 2013 for a nine-month intensive study of rural medicine. Their program came to a close in February of 2014. The program's unique clerkship model of study allows its participants to follow their patients throughout the continuum of the patient's care. The students' fresh perspective served to enrich patient care and energize medical staff at MDI Hospital.



From Left: Tufts medical student Anna Meader, Tufts program director, Mary Dudzik, MD, and Tufts student Sarah Gilligan said goodbye at the close of February of 2014. The students were the first to participate in MDI Hospital's new partnership with the Tufts Maine Track program.

MDI Hospital Auxiliary

Members of the MDI Hospital Auxiliary devote many hours to various community events throughout the year. They host bake sales and jewelry sales in the spring and fall. They volunteer their time at blood drives and nursing homes and raise funds for various community projects and MDI Hospital.

The Auxiliary also provides scholarships to students pursuing careers in the medical field. Their major fundraising event is the annual Holiday Fair and Luncheon in November. Each year, the Auxiliary commits to provide \$10,000 or more worth of equipment to the MDI Hospital Organization.

Items purchased in the past include laboratory equipment for the coagulation clinics, palliative care room furnishings to provide comfort for end of life patients and their families, wound care mattress for inpatients, exercise treadmill for patients participating in cardiac rehab, and even teddy bears for children who visit our Emergency Department. All of these items support the MDI Hospital staff in providing the quality,



From Left: Norma Murray and Shirley Conklin of the MDI Hospital Auxiliary.

compassionate care they known for.

The MDI Hospital Auxiliary's recent \$50,000 pledge to the Lisa Stewart Women's Health Center was a very exciting and rewarding endeavor, and the Auxiliary truly appreciates the support of the MDI community.

Financial and In-Kind Contributions

- Event Sponsorships – MDI Hospital contributed \$2,750 as a sponsor of events hosted by the Southwest Harbor Library, the Maine Alzheimer's Association, the MDI Marathon, the American Cancer Society, the Downeast Aids Network, the Village for Childcare Services, the MDI Rotary, the Acadia Channel and the Acadian Little League.
- MDI Hospital regularly donates space in its conference rooms, the Community Health Center and at Birch Bay Retirement Village for local groups to conduct meetings.
- Each year, employees of MDI Hospital donate Christmas gifts to individuals and families in need through the Give Thanks and Give Back campaign, a partnership with the Bar Harbor Housing Authority. This year 60 families received gifts.



Employees of MDI Hospital and Health Centers met with members of the Bar Harbor Housing Authority to deliver gifts they purchased and wrapped for 60 local families in need in December of 2013. The gifts were given as part of the hospital's annual Give Thanks and Give Back Campaign.



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