



Mount Desert
Island Hospital

Community Benefits Report

Fiscal Year 2015 (May 2014 – April 2015)



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 508 jobs in fiscal year 2015. 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 Health Center and comprehensive behavioral health services.

- Breast Health 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

MDI Hospital Organization Services

- 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

In FY 2015, our healthcare professionals offered skilled services to the Downeast Region including:

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 \$4.2 million in free and uncompensated care in FY 2015.

Community Partnerships

During FY 2015, 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, Connors Emerson School, Havana Restaurant, the Jesup Memorial Library, the Southwest Harbor Public Library, Hancock County Emergency Management, MDI Search and Rescue, Acadia National Park, Life Flight, Eastern Maine Medical Center, Maine Coast Memorial Hospital, Emergency Medical Service personnel throughout Hancock County, the Bar Harbor Chamber of Commerce, MDI Rotary, MDI Lioness Club, MDI YWCA 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.



Kathy Mulligan leads a group of 5th and 6th graders from Connors Emerson through a wellness session at MDI Hospital's third annual Food Revolution Day.

Dedicated Staff

In FY 2015, MDI Hospital's dedicated staff contributed countless hours of volunteer time and donations to groups such as Hospice Volunteers 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

- **Oral Health Services** – MDI Hospital was proud to partner with the American Dental Association (ADA) to host the Island's second annual Give Kids a Smile Day on Friday, February 6, 2015 at our Community Dental Center in Southwest Harbor. This event was founded by the ADA to raise awareness of the critical need for access to oral health care. 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 Shot Clinics** – MDI Hospital conducts low-cost public flu clinics each year at several locations throughout the community. A total of 200 people took advantage of these convenient clinics in the fall of 2014.
- **Diabetes Education** – MDI Hospital's Diabetes Education program provides guidance and support to help people manage their disease.
- **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 FY 2015, 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
 - Health coaching for our MDI Hospital employees
 - Nutrition education to the Diabetes Prevention Program
 - Nutrition education to our veteran's at the Veteran's Health Fair
 - Mentoring college and high school students
 - Nutrition education for the Food Revolution Day for elementary school students



New-mom-to-be Kristina Stanley, Owner of Moody Mermaid in Southwest Harbor and Ellen Dacorte, RN, of MDI Hospital's Obstetrics Department, chat about the newest addition to the Stanley Family.

- **Palliative Care Team**

MDI Hospital's Hospice and Palliative Care Committee meets monthly to discuss how to raise awareness of palliative care within the community, how to improve upon the end-of-life care at MDI Hospital, and how to better support the emotional needs of everyone involved. The committee 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. More recently, the Committee has spearheaded community forums that encourage open discussion on end-of-life issues, quality of life, and education on advance care directives.

- **Coastal Care Team**

MDI Hospital's Coastal Care Team (CCT) works side by side with patients and their families to improve health, wellness, and quality of life. In order to meet the needs of our patients and our community, CCT works with our health centers to identify patients at high risk who may need additional support at home, in the community or within the healthcare environment. By meeting patients where they are at, CCT is able to improve the quality of their care and their access to care. Since its inception, CCT has served nearly 2,000 patients referred by 15 medical practices throughout Hancock, Waldo, and Washington counties.

- **School Based Nurse Program**

MDI Hospital provides nursing services to the following schools: Trenton, Tremont, Pemetic Schools, MDI High School and COA.

- **MDI Hospital Provides Oversight and Training to All Island Emergency Medical Services**

MDI Hospital's Emergency Department is led by Nathan Donaldson, DO, MHA, FACEP. In FY 15, Dr. Donaldson was named Medical Director for all Bar Harbor, Northeast Harbor and Southwest Harbor Emergency Medical Services (EMS). Dr. Donaldson is a board-certified emergency physician with a background in sports medicine. As an EMS director, Dr. Donaldson facilitates quarterly education reviews and protocol updates for all Island EMS professionals.

- **MDI Marathon**

MDI Hospital has provided medical support and organizes volunteers for mile 8 and 10 for the MDI marathon for the past 12 years.

- **Pharmaceutical Support for EMS Crash Boxes**

The Local EMS Services and the Mount Desert Island Hospital Pharmacy have an ongoing relationship where the hospital pharmacy provides the medications for the ambulance services at no cost. This service allows the EMS crews to have the needed lifesaving medications on hand for MDI residents. The EMS services and the pharmacy work closely to ensure compliance and ensure that the best medications are available for any emergency.



Mount Desert Island Hospital Emergency Room nurses, Paula Huntsman (left) and Lesley Mahaney (right), support an MDI Marathon participant during the 2014 MDI Marathon.

Subsidized Health Services

- **YES (Your Exercise Solution)** class in Bar Harbor – MDI Hospital's free Wellness program provided 2 classes per week for 50 weeks to a total of 1,500 participants.
- **Free Blood Pressure Clinics** – MDI Hospital's Wellness Department provided free blood pressure clinics throughout the island, serving 76 people.
- **Community Walking Program** – A total of 171 participants participated in the Hospital's free spring and fall walking programs.



Community Health Educator Kathy Mulligan leads members of the Community Walking program out on the carriage trails for one of their weekly walks.

- **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 2014 and April 2015, the program helped 104 new patients receive free prescriptions valued at \$150,000 wholesale. Since 2007, the program has saved eligible participants over \$1,700,000.
- **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

During FY 2015, MDI Hospital offered 12 community education and health insurance enrollment sessions designed to help community members explore their health insurance options on the Health Insurance Marketplace. In addition, the eight hospital employees certified as application counselors during FY 15 offered individual appointments, phone, internet and social media support, totaling 341.7 hours.

Teaching Hospitals Partnerships

Mount Desert Island Hospital - Penn Medicine Collaborative

Mount Desert Island Hospital is in the fifth 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. 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 Penn Med's robust, evidence-based medical programs, and then applied here.



From Left: Penn Medicine instructor Bradley Falk, MD, resident Landsay Dancy, MD and Simon Banh, 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.

- The Collaborative is also 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.



Margy Vose and Lori Rowley take 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 program has logged more than 3,200 hours of staff exchanges between the hospitals, and 85+ educational sessions with over 700 professional attendees including course participants from Lifeflight of Maine, Eastern Maine Medical Center, Blue Hill Memorial Hospital, Maine Coast Memorial Hospital, Bar Harbor Fire Department, Southwest Harbor Ambulance, and Northeast Harbor Ambulance. These training sessions ensure 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. 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.

In FY 2015, two new Tufts students traveled to Mount Desert Island Hospital for a nine-month intensive study of rural medicine. Their program came to a close in February of 2015. 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, while students gain hands-on clinical experience that greatly enhances their course of study. Said Tufts student Clint Weiss, "I can say with 100% certainty that I was placed at one of the best institutions anywhere for a medical student to train. The one-on-one education from attending physicians and the incredible amount of autonomy afforded to me...is something that larger institutions simply cannot offer."



From Left: Tufts medical students Eric Maughan and Clint Weiss. The students were the second group to participate in MDI Hospital's new partnership with the Tufts Maine Track program.

MDI Hospital Auxiliary

Members of the Mount Desert Island Hospital Auxiliary devote many hours to fundraising events throughout the year that support our organization. Each year, the Auxiliary commits to provide \$10,000 or more worth of equipment. They also provide scholarships to students pursuing careers in the medical field through the Marion Joy Morse Scholarship Fund.

They host jewelry and bake sales in the spring and fall, and their major fundraising event is the annual Holiday Fair and Luncheon in November, a tradition for many years. The Auxiliary was proud to have provided the lead gift of \$50,000 in support of the Lisa Stewart Women's Health Center.

These dedicated community members provide support with mailings, at blood drives and with social events held at Birch Bay Village.

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.



From Left: Anna Ryan and Eleanor Raynes of the MDI Hospital Auxiliary.

This year, the Auxiliary will fund an equipment cart for the Emergency Department, pedometers and stress balls for cardiac rehab patients, pocket amplifiers for inpatients, table top blanket warmer for medical imaging patients, an IV solution warmer for patients having surgery, a post op hip chair for orthopedic patients, and a pocket doppler – an ultrasound device to be used for OB patients.

The MDI Hospital Auxiliary's generosity supports our staff in providing the quality, compassionate care we are known for.

Financial and In-Kind Contributions

- Event Sponsorships – MDI Hospital contributed \$2,700 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 MDI Rotary, the 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 2014.



Your Medical Home

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