

## Community Benefits Report

### Fiscal Year 2016 (May 2015–April 2016)







Mount Desert Island Hospital is committed to improving health 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 top-quality care in a rural setting. Today, MDI Hospital is a premier rural healthcare facility that serves as a model for rural healthcare delivery for our nation.

## Our Mission

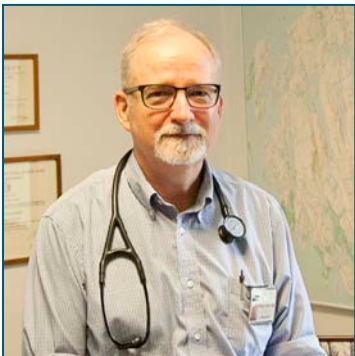
To provide compassionate care and strengthen the health of our community by embracing tomorrow's methods and respecting time-honored values.

## 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 499 jobs in fiscal year 2016. Our network of Island health centers is our frontline, providing the community with top quality, individualized primary care where patients 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.

### Photos

*Top: Ann Worrick, Quality and Compliance Associate*

*Middle: Dr. Brian Caine, Cooper-Gilmore Health Center*

*Bottom: Lori Rowley, RN, Director of Inpatient Nursing*

*Left: MDI Hospital*

*On the Cover: Students from Mount Desert Elementary School present donations to staff from MDI Hospital's Emergency Department*

© MDI Hospital, 2016

Photo credits: Kristin Clements of 88 Clementine, Maine EMS, Oka Hutchins, Bethany Roberge

Design by: Bethany Roberge





## Our Health Centers

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

In FY 2016, our healthcare professionals offered skilled services to the  
**Downeast Region including:**

24-7 Emergency Room  
 Acute Care  
 Adult Day Program  
 Anti-Coagulation Clinics  
 Behavioral Health  
 Breast Health Care  
 Cardiac Rehabilitation  
 Care Management  
 Critical Care/ICU  
 Dental/Oral Health Services  
 Digital Mammography  
 Diabetes Education  
 Laboratory Services  
 Medical Imaging  
 Nutrition Education  
 Obstetrics  
 Occupational Therapy  
 Oncology and Hematology  
 Orthopedics  
 Pediatrics  
 Physical Therapy  
 Prescription Assistance  
 Primary Care  
 Pulmunology  
 Skilled Rehabilitation  
 Speech Therapy  
 Sports Medicine  
 Surgical Services  
 Urology  
 Women's Health

### Photos

*Top: John Craigo, MPT, Physical Therapist*

*Middle: Mount Desert Island Hospital's OB nurses gather with a new baby*

*Bottom: Stephen M. Edwards, RT (R)(N)(CNMT), Nuclear Medicine Technologist*

*Left: Luzvie E. Estacio, MT (AMT), Medical Technologist, Laboratory*



## 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 \$4.7 million in free and uncompensated care in FY 2016.

## Community Partnerships

During FY 2016, 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 of Maine, 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, MDI Marathon, Bar Harbor Food Pantry, and the Southwest Harbor and Tremont Chamber of Commerce. These partnerships allow MDI Hospital and Health Centers to provide education, services, training and informational materials to individuals and organizations throughout Downeast Maine.



## Dedicated Staff

In FY 2016, 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 MDI Lioness Club, Acadia National Park, Beth C. Wright Cancer Center, and American Cancer Society Relay for Life.



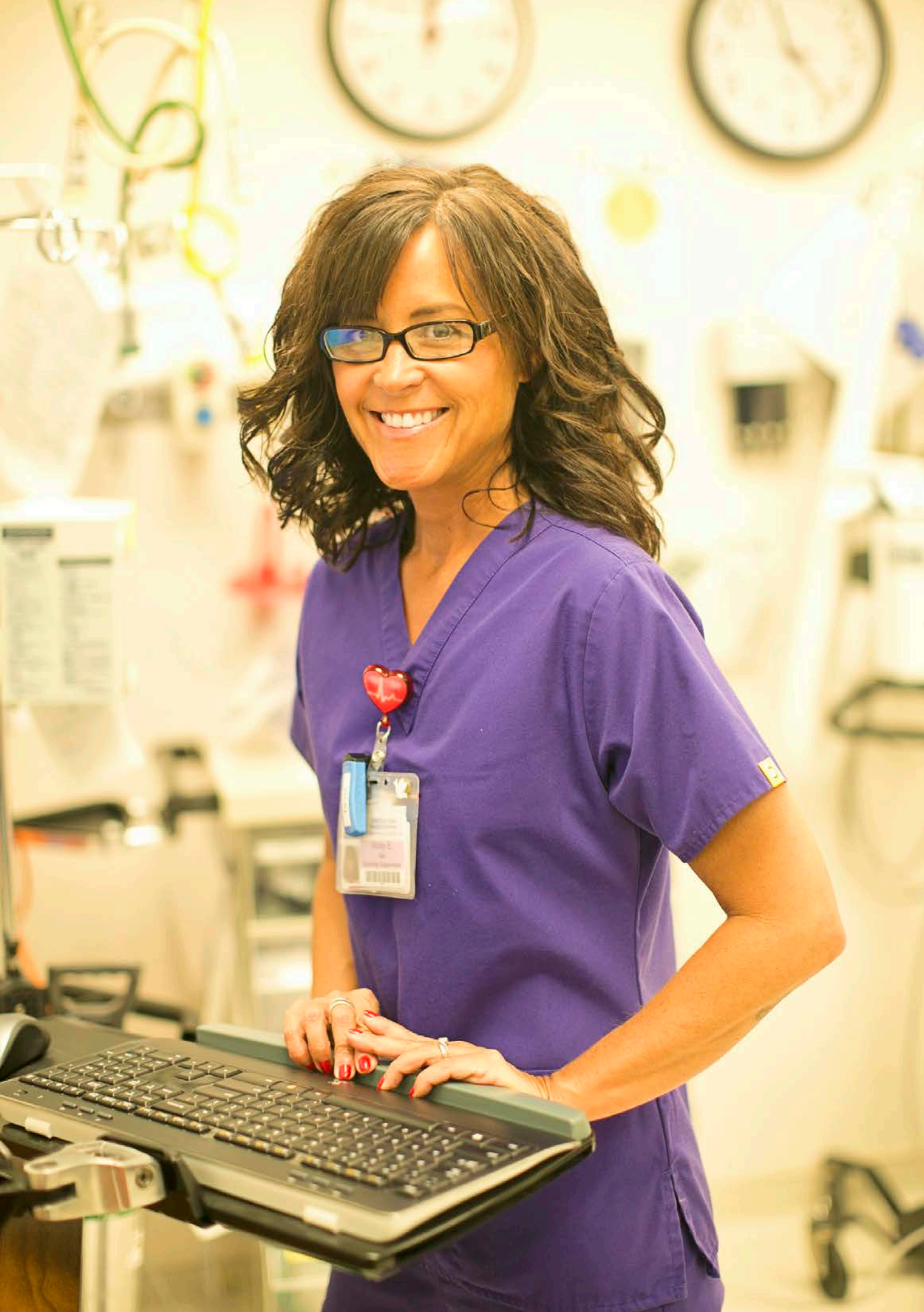
### Photos

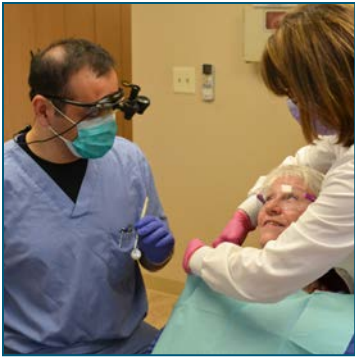
*Top: MDI Hospital nurses look after a fellow nurse*

*Middle: Chef Josh Crotty from Havana assists a student at Connors Emerson School with preparing a vegetarian tamale as part of Food Revolution Day*

*Bottom: Sue Kolakowski, Nursing Admin Assistant, Ella Graffius, Brenda Sprague's granddaughter, Brenda Sprague, Public Affairs Associate and Volunteer Coordinator, Stephen Edwards, Nuclear Medicine/Radiology Technologist, and Art Blank, President/CEO and Rotary Member, volunteering for the Rotary on July 4<sup>th</sup>.*

*Right: Vicky Eaton, RN, Emergency Department*





## Community Health Services

### Oral Health Services

MDI Hospital was proud to partner with the American Dental Association (ADA) to host the Island's third annual Give Kids a Smile Day on February 10, 2016 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 healthcare. Children were provided with oral hygiene instruction, cleanings and fluoride varnish from registered dietitians.

The Community Dental Center also hosted its annual free dental service days on April 27 and 28, 2016. The free dental service days were offered to increase access to dental care for underserved adults and children in the MDI Region. MDI Hospital is committed to providing greater access to 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 120 people took advantage of these convenient clinics in the fall of 2015.

### 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 2016, 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 veterans at the Veterans' Health Fair
- Mentoring college and high school students
- Nutrition education for the Food Revolution Day for elementary school students

#### Photos

*Top: Aatif Ansari, DDS, Dentist, at the Community Dental Center, prepares to examine a patient*

*Middle: A patient with Ellen Dacorte, RN of the OB department*

*Bottom: A student at Conners Emerson School prepares a vegetarian tamale as part of Food Revolution Day*



## 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, Beacon Hospice 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 in their home environments, 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 College of the Atlantic.

## Oversight and Training to All Island Emergency Medical Services

MDI Hospital's Emergency Department is led by Nathan Donaldson, DO, MHA, FACEP. Dr. Donaldson is the 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 miles 8 and 10 for the MDI marathon for the past 13 years.

## Pharmaceutical Support for EMS Crash Boxes

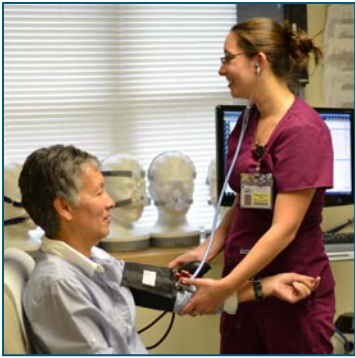
The Local EMS Services and the Mount Desert Island Hospital Pharmacy have an ongoing relationship where the Hospital Pharmacy provides the medications for the ambulance services at no cost. This service allows the EMS crews to have the needed lifesaving medications on hand for MDI residents. The EMS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

### Photos

*Top: Recipients of the 2016 Nursing Excellence Award. Back row: Cynthia Lawson, RN; Sherri Hall, RN; Elise O'Neil, RN; Front row: Art Blank, MDI Hospital President/CEO; Vicky Eaton, RN; Patricia Thurlow, RN*

*Middle: Heather A. Sinclair, LSW, MDI Hospital Coastal Care Team and CCT patient John Gilpin of Lamoine discuss John's care plan*

*Bottom: Nate Donaldson, DO, MHA, FACEP, Medical Director of MDI Hospital's Emergency Department*



## 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 1240 participants.

### Free Blood Pressure Clinics

MDI Hospital's Wellness Department provided free blood pressure clinics throughout the island, serving 72 people.

### Community Walking Program

A total of 75 people participated in the Spring walks and 135 in the Fall walks of the Hospital's free walking program.

### 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 2015 and April 2016, the program helped 80 new patients receive free prescriptions valued at \$135,000 wholesale. Since inception, the program has saved participants over \$1,835,000.

### 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 2016, MDI Hospital offered 5 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 2016 offered community members individual enrollment appointments, and phone, internet and social media support.

### Other Programs

Fifty people attended MDI Hospital's health fair; 2 year-long pre-diabetes classes were offered free to the community; MDI Hospital hosted a blood drive; and 2 smoking cessation groups were offered.



#### Photos

*Top: A patient has her blood pressure checked*

*Middle: Community members enjoy Acadia National Park through MDI Hospital's free walking program*

*Bottom: Kathy Mulligan, Wellness Coordinator, leads a senior exercise class*



*Photo: George Hall and Coastal Care Team member Heather Sinclair, LSW*

## Sometimes Hope Can Be The Best Medicine.

When George Hall met MDI Hospital Coastal Care Team member Heather Sinclair, LSW, she gave him something that he didn't think was possible anymore—hope. “She helped me by not letting me give up,” he says. “By keeping me positive and not giving up on me, she gave me hope.”

About 25 years ago, George was in a car accident that shattered his pelvis and left him with long-term nerve damage that caused chronic pain on his left side. “I worked as long as I could after that, about 8 years ago couldn't take it anymore,” he says. When he could no longer work, George and his old Black Lab Duckie moved into a camper behind his brother-in-law's house in Seal Cove. In the winter, the camper gets so cold that Duckie's water dish freezes over.

George always enjoyed his career as a fisherman and a boat builder. Over the years he fished on boats out of Bass Harbor and worked for several boat builders on Mount Desert Island. Not being able to work any longer hit George hard. “I had some money saved, but when you don't work for 7 or 8 years, it doesn't take long to go through it. I got to a point where I didn't have anything left. It depresses the heck out of you,” he says.

For several years, George's primary care practitioner recommended that he work with Heather to help him meet his needs outside of the health center setting. He finally took her up on it and he couldn't be happier that he did. “It's just been a complete joy,” he says. “I can't tell you how much she helped me; she really went above and beyond.”

With Heather's help, George tackled the paperwork needed to gain health coverage through MaineCare, applied for and received food assistance through the Maine Food Supplement Program and completed an application for affordable housing, for which he is now on the waitlist. Heather also helped him apply for disability benefits through the Maine Department of Health and Human Services and Social Security Administration. Once these benefits begin, George will have an income for the first time in 8 years.

Now, when George receives something in the mail from one of these agencies, he gives Heather a call or shoots her a text and they meet in MDI Hospital's Community Health Center building in Southwest Harbor. “The amount of repetition, paperwork—without her, I never would have done it, I would have given up,” he says. George turned 50 on November 21, and for the first time in a long time, he has hope for the future. “I feel like I've had a huge weight lifted. Things are looking up now.”

# Teaching Hospitals Partnerships

## Mount Desert Island Hospital—Penn Medicine Collaborative

Mount Desert Island Hospital is in the sixth 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.

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.

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 telemedical 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 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 2016, 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 2016. 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. "Variety in the care setting is always engaging and constantly stimulating. I really appreciate the continuity of a small community, and having a positive impact on our patients. I learn so much from them," said Tufts student Astrid Gleaton.



## Mount Desert Island Hospital—College of the Atlantic Internship

In FY 2016, three students from College of the Atlantic spent 10 weeks at MDI Hospital as part of a unique undergraduate level internship program established by the Hospital and the college in 2013. The internship allows students the opportunity to directly shadow and observe physicians and care practitioners across a variety of specialties. “This has been the best thing that I’ve gotten out of COA. I didn’t ever expect to get this much clinical experience in undergrad,” said COA intern Grace Goshen. Other COA students to participate in the program this year included Emily Kaplan and Weronika Grabowska.

Led by Edward Gilmore, MD, MACP, Chief Medical Officer at MDI Hospital, and John Anderson, ecology professor and internship program coordinator at COA, the 10-week program consists of five two-week preceptorships, offering second and third-year undergraduate students at COA broad exposure to a variety of aspects of healthcare delivery. The fixed modules of the program include primary care, rounds with a hospitalist and emergency care, while electives may include medical imaging, orthopedics or obstetrics.

## Mount Desert Island Hospital—Mount Desert Island High School Affiliation

In FY 2016 MDI Hospital formalized its longstanding relationship with MDI High School to form the MDI Hospital-MDI High School Affiliation. This new partnership allows MDI High School seniors to gain experience and knowledge in a medical field of interest with the opportunity to earn credit hours.

Five MDI High School seniors participated in the affiliation in FY 2016. In order to participate, students were asked to write a proposal and provide goals and strategies that they felt would help them be successful. Once accepted, students commit to a daily volunteer schedule for a minimum of 9 weeks. Working closely with their guidance counselors and an assigned MDI Hospital preceptor/mentor, students must meet specific goals and objectives to receive credit hours.

“This experience has been invaluable for my future aspirations. I am confident that no matter where I end up, I’ll be studying what I’m passionate about. I want to help others and I think the medical field serves so many opportunities to do so,” said FY 2016 high school affiliate Pierce DiMauro. Pierce pursued an interest in emergency medicine and explored the role of a physician’s assistant under the guidance and mentorship of Physician Assistants Brenda Beckett, Gordon Murphy, Gabby Turner and Kate Worcester.

Other MDI High School students involved in the affiliation this year include Gabby Link, mentored by Kathy Hatch of MDI Rehab, Haleigh Smith, mentored by Jennifer Abbott in the Medical Staff Support Office, Madeleine McCauley, mentored by Marianne DiMauro, Med/Surg RN, and Jennifer Clemens, mentored by Gordon Murphy, PA-C.

### Photos

*Top: Tufts Maine Track students Astrid Gleaton (left), and Kayleigh Sullivan (right) share a moment with Mary Dudzik, MD (center).*

*Middle: Attending physician Alvin Wang, DO, FAAEM, visiting from Penn Medicine with Christina Costello, RN, BS, CEN, MDI Hospital’s Director of Emergency Services*

*Bottom: Grace Goshen, COA Intern*



*Photo*  
*Shirley Conklin, President, MDI Hospital Auxiliary*

## 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 recent past include an equipment cart with accessories for Emergency Services, Pedometers and Stress Balls for Cardiac Rehab, Pedometers for Diabetes Education, Table Top Blanket Warmer for MRI, Post Op Hip Chair for Orthopedics and Urology and Pocket Amplifiers for Inpatients.

This year, the Auxiliary will fund "I'm A Keeper" T-Shirts and a Gliding Rocking Chair for Obstetrics; a Hoyer Lift with Scales and Portable Pulse Oximeter for Med/Surg and ICU; a Pass-Thru Refrigerator for Nutrition Services; Latex-Free Therabands for Cardiac Rehab; Senior Exercise Class items; Digital Scales and Medication Boxes for Care Management; Activity DVDs and Foot Inspection Mirrors for Diabetes Education; and Lifeline Buttons for Birch Bay Village Patients and Residents.

The MDI Hospital Auxiliary's generosity benefits our patients and our community, and supports our MDI Hospital staff in providing the quality care for which we are so well-known.



**Photo**

*Each year, MDI Hospital teams up with the MDI Housing Authority for the Annual Give Thanks and Give Back Campaign to provide gifts for local individuals and families*

## 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, and the MDI Rotary.

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.

### Give Thanks and Give Back

MDI Hospital Organization's 4th Annual Give Thanks and Give Back Campaign provided hundreds of gifts for over 60 local individuals and families this year. The annual holiday gift giving program, coordinated by the Advancement Department and the MDI Housing Authority, provides Hospital employees an opportunity to purchase appropriate gifts for an individual or family in need that lives on Mount Desert Island.



*From Left: Janet Joyeaux, Assistant to the Commissioner of the Maine Department of Public Safety; Chris Costello, RN, BS, CEN, Director of the Emergency Department, MDI Hospital; Nate Donaldson, DO, MHA, FACEP, Medical Director of MDI Hospital's Emergency Department; Vicky Eaton, Emergency Department RN, MDI Hospital; Jean Young, RN, Emergency Department Clinical Supervisor, MDI Hospital; Jeffrey Rowe, EMT Chairman of the Maine Board of Emergency Medical Services.*

## MDI Hospital Named Trauma System Hospital of the Year

Mount Desert Island Hospital was named Trauma System Hospital of the Year by Maine Emergency Medical Services in Augusta on Tuesday, May 17. Each year during Emergency Medical Services Week, the Maine EMS Board recognizes leaders and outstanding contributors in the Maine EMS system. Kudos to our excellent Emergency Department team!



Mount Desert  
Island Hospital

10 Wayman Lane, Bar Harbor, ME 04609  
[www.mdihospital.org](http://www.mdihospital.org) • 207 288-5081