



Mount Desert  
Island Hospital

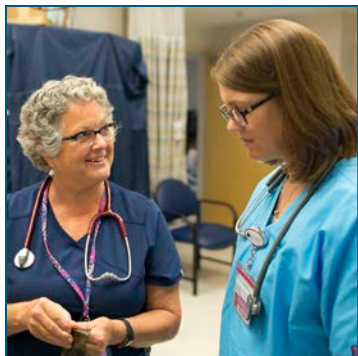
# Community Benefits Report

Fiscal Year 2017 (May 2016–April 2017)









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

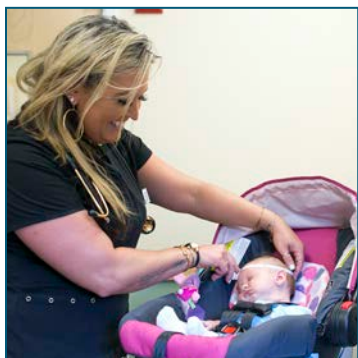
To provide compassionate care and strengthen the health of our community by embracing tomorrow's methods and respecting time-honored values.

## 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 512 jobs in fiscal year 2017. 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: Jean Young, RN and Stephanie Davis, RN work together in the Emergency Department*

*Middle: Jody Zeisloft, BSDI, RDMS, RVT, RDCS takes care of a patient*

*Bottom: Hayley Sawyer, CNA tends to a young patient*

*Left: Monique Hanson and Melissa Violette, MT-BC lead a music therapy session for patients in Skilled Rehabilitation*

*On the Cover: MDI Hospital staff and friends volunteer at a water station for the MDI Marathon*

© MDI Hospital, 2017

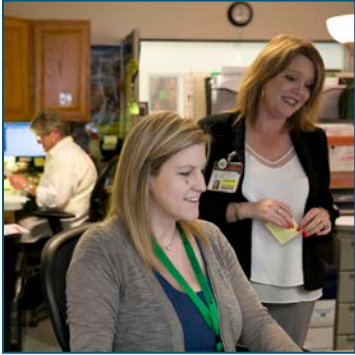
Photo credits: Kristin Clements of 88 Clementine, Oka Hutchins, Bethany Roberge

Edited by: Oka Hutchins

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  
 Lisa Stewart Women's Health Center  
 MDI Behavioral Health Center  
 Northeast Harbor Clinic (seasonal)  
 Trenton Health Center

## MDI Hospital Organization Services

In FY 2017, 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: Kelly Moynahan, Sara Austin, and Lauri Braley-Kandutsch, CCMA, RMA, CMAS at Community Health Center*

*Middle: Nicole Endre and Audrey Leavitt at Trenton Health Center*

*Bottom: MDI Hospital's Laboratory team*

*Left: Stephen Koscherak, PhD, ABPP brings his therapy dog Kira to visit a resident at Birch Bay Village*





## 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 2017.

## Community Partnerships

During FY 2017, 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, Bar Harbor Fire Station, 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 2017, 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. MDI Hospital staff also hosted a table during Bar Harbor's annual Halloween celebration on Ledgelawn, providing warm drinks and healthy snacks to children. In addition, MDI Hospital staff volunteered at the Harbor House's Basketball Shoot-Out, MDI High School sporting events, and Bar Harbor's annual Luminary Walk in honor of breast cancer awareness.



### Photos

*Top: MDI Hospital's annual First Responders BBQ recognized our dedicated local First Responders*

*Middle: A student at Connors Emerson plants tomato seeds as part of Food Revolution Day*

*Bottom: Birch Bay Village staff participate in the Walk to End Alzheimer's*

*Right: Crystal Roberts provides friendly service in MDI Hospital's Emergency Department*









## Community Health Services

### Oral Health Services

In FY 2017, MDI Hospital was proud to partner with the American Dental Association (ADA) to host the Island's fourth annual Give Kids a Smile Day 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. 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 delivery, breastfeeding, 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 50 people took advantage of these convenient clinics in FY 2017.

### 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 2017, these efforts included:

- Health coaching as part of the Jackson Laboratory's Health and Fitness Program
- Food Safety Education for the Jackson Laboratory Safety Fair
- Diabetes Education Program
- Nutrition education for the Diabetes Prevention Program classes
- Participation in the MDI Hospital Health Fair
- Individual nutrition counseling to hospital staff
- Nutrition and exercise education for the Food Revolution Day for elementary school students
- Nutrition education through grocery store tours as the local Hannaford
- Nutrition education presentations and talks for Jackson Lab employees

#### Photos

*Top: Mary Glass, RN, Catherine Shaw, RN, Gayle Gaynor, RN, and Ellen DaCorte, RN of MDI Hospital's OB Department*

*Middle: MDI Hospital's Diabetes Education Team: Marion McLellan, RD, LD, Amory Gray, RD, LD, Patty Zavaleta, RN, Sherry Rogers, RN, Sherri Hall, RN, CDE (Certified Diabetes Educator)*

*Bottom: Havana Chef Uel Sugg teaches students to make vegetable empanadas on Food Revolution Day*





## Palliative Care Team

In FY 2017, MDI Hospital launched a new Palliative Care Program offering both inpatient and outpatient consultations for patients suffering from serious illnesses. Our palliative care program focuses on improving quality-of-life for patients with life-limiting illnesses and their families through the prevention and relief of physical, social, and spiritual aspects of suffering.

## Integrated Care Team

In FY 2017, MDI Hospital began operational implementation of our Integrated Care Model, a way to give our patients better, more personalized care. Under our Integrated Care Model, care is provided by a care team that works together to give each patient with the best care possible, tailored to meet their needs. Care team members work side by side with patients and their families to improve health, wellness, and quality of life both in and out of the clinic setting.

Each patient's care team is led by their primary care practitioner, who helps to establish and maintain their care plan. Patients receive regular follow-up calls from their care manager, and additional support is available both at home and in the clinic setting to help improve the quality of their care and their access to care. If a patient needs to be hospitalized, their care team works with their hospital care practitioners to coordinate their care.



## School Based Nurse Program

MDI Hospital provides nursing services to the following schools: Trenton, Tremont, Pemetic Schools, and College of the Atlantic. MDI Hospital also provides Family Nurse Practitioner services to MDI High School one day per week during the school year.

## Oversight & 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.

## 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.

## MDI Marathon

MDI Hospital has provided medical support and organizes volunteers for the MDI marathon for the past 14 years.



### Photos

*Top: MDI Hospital's Palliative Care Team: Megan Tibbetts; Lynne Assaf, LCSW, CADC; Melanie Clauson, RN; Vanessa Little, DO; Nicole Randall, LMSW-cc; Heather Sinclair, LSW; Julian Kuffler, MD, MPH; Maureen Giffin, RN*

*Middle: MDI Hospital's Nursing Excellence Award Winners: Back Row (from left): Art Blank, President/CEO; Joyce MacIntosh; Peter Sullivan; Cara Carter. Front Row (from left): Denise Chandler; Karen Mueller, Chief Nursing Officer; Jenny Gott*

*Bottom: Barbara Logue, FNP provides services to students at College of the Atlantic during the school year*



## Subsidized Health Services

### YES (Your Exercise Solution) class in Bar Harbor

MDI Hospital's free Wellness Program provided two classes per week for 50 weeks to a total of 1664 participants.

### Free Blood Pressure Clinics

MDI Hospital's Wellness Department provided free blood pressure clinics throughout the island, serving 60 people.

### Community Walking Program

A total of 352 people participated in the 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 to patients, 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 2016 and April 2017, the program helped 103 patients receive free prescriptions valued at \$168,400 wholesale. Since inception, the program has saved participants over \$2,034,00.

### 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

During FY 2017, MDI Hospital offered health insurance enrollment counseling to help community members explore their health insurance options on the Health Insurance Marketplace.

### Other Programs

In FY 2017, 52 people attend MDI Hospital's health fair; 25 people attended MDI Hospital health screenings held at COA; 20 people participated in bone density and cholesterol screenings at MDI High School; 2 pre-diabetes classes were offered free to the community; MDI Hospital hosted 1 blood drive; and 1 smoking cessation group was offered.



#### Photos

*Top: Shannon George, CMA checks a patient's blood pressure*

*Middle: MDI Hospital's Pharmacy Team: Lilly Bartlett, June Bried, Tiffany Waugh, Trevor Casey, Kelly Estremera*

*Bottom: Medical Assistants at Trenton Health Center: Essie Simmons, Michelle Dewitt, Lona Wheeler, Donna Miles, Pat Nickels*





*Palliative Care physician Vanessa Little, DO speaks with a patient*

## New Palliative Care Program Provides a Journey to Hope

For those suffering from serious illness, hope can be hard to come by. That's why MDI Hospital's new Palliative Care Program focuses on improving quality-of-life for patients with life-limiting illnesses and their families through the prevention and relief of physical, social, and spiritual aspects of suffering.

Launched in March 2017 under the direction of Palliative Care physician Vanessa Little, DO, MDI Hospital's Palliative Care program works with individual patients, their family, and medical providers to ensure symptoms are managed, healthcare goals are discussed, and care is coordinated across various settings within the hospital.

Palliative care is specialized healthcare for patients with serious illnesses, typically delivered by a team of doctors, nurses, social workers, and other specialists. Unlike hospice, which serves patients with a prognosis of less than six months who are no longer pursuing curative treatment, a majority of palliative care patients are still undergoing potentially curative and life-prolonging treatments.

While palliative care programs are common in larger hospitals, they are rare in rural settings like Mount Desert Island and almost always focus on inpatient care. "We are the only independent rural hospital in the state with its own palliative care program," says Dr. Little. "Our community is going to benefit tremendously from this service."

Having an open discussion about a person's values related to their medical condition and goals of care can help them maintain autonomy says Dr. Little. "Every case is unique. We have supported patients who want to live at home despite risks of worsening conditions, helped families support their loved ones in a facility, and provided symptom management and support to patients dying in the hospital."

"Most importantly, we facilitate discussions...I always ask, 'Is there anything you are looking forward to? Is there anything you are afraid of?' Giving a person the opportunity share what is on their mind usually facilitates a meaningful discussion."

*If you are interested in learning more about MDI Hospital's Palliative Care Program, please contact Megan Tibbetts, Integrated Care Team Assistant at (207) 801-5038 or at [megan.tibbetts@mdihospital.org](mailto:megan.tibbetts@mdihospital.org).*



*Jean Young, RN, ED Clinical Supervisor, instructs students from Tufts*

## Teaching Hospitals Partnerships

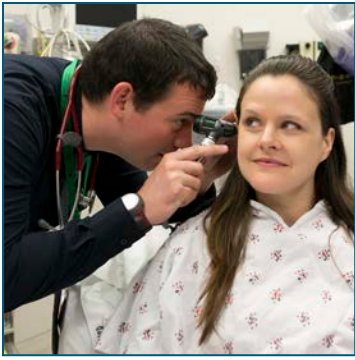
### Mount Desert Island Hospital—Penn Medicine Collaborative

Mount Desert Island Hospital is in the seventh 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.

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 3,800 hours of staff exchanges between the hospitals, and 90+ educational sessions with over 720 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 2017, 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 2017. 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.



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

In FY 2017, 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. The 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 2017 MDI Hospital continued its longstanding relationship with MDI High School to form the MDI Hospital-MDI High School Affiliation. This partnership allows MDI High School seniors to gain experience and knowledge in a medical field of interest with the opportunity to earn credit hours. 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.

### Photos

*Top: Joshua Torrey from Tufts examines a patient*

*Middle: Rose Besen-McNally from COA examines a patient*

*Bottom: Corey Lynn Johnson, Joshua Torrey, and Rose Besen-McNally*



*Photo: Michelle Jellison, Steve Sprague, and Shirley Conklin of MDI Hospital's Auxiliary present a check to Art Blank, President/CEO of MDI Hospital*

## MDI Hospital Auxiliary — A Tradition of Giving Since 1948

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. Items purchased this year valued at \$10,315.45 include: "I'm A Keeper" T-Shirts and a gliding rocking chair for Obstetrics; pap lights, thermometers and exam room chairs for Trenton Health Center; three mid-back guest chairs and one big and tall chair for Cardiac Rehab; a Neopub Infant Resuscitator and supplies for Respiratory Therapy; newspaper subscriptions for patients; stickers for pediatric patients at Community Health Center; two car seats for Emergency Department; two iPads, foot inspection mirrors and pedometers for Care Management and memory garden supplies for Birch Bay Village. Along with these items, the Auxiliary also contributed \$5,000 to the Hospital's Generator Campaign for a total of \$15,315.46 in giving!

Each year, the Auxiliary also provides 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 Fall Fair and Luncheon in November, a tradition for many years.

These dedicated community members provide support for mailings, blood drives, and social events held at Birch Bay Village. The MDI Hospital Auxiliary's generosity benefits our patients and our community, supporting 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 our Annual Give Thanks and Give Back Campaign providing gifts for local individuals and families in need*

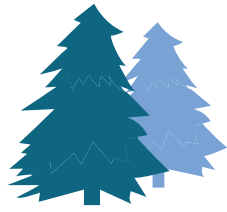
## Financial and In-Kind Contributions

### Event Sponsorships

In FY 2017, MDI Hospital contributed over \$4,800 in sponsorships to local organizations. This includes the MDI Rotary, the Maine Chapter of the American Cancer Society, the Beth C. Wright Cancer Resource Center, the MDI YMCA, Hospice Volunteers of Hancock County, Friends of Acadia, Acadia Community Theatre, Healthy Acadia, the Maine Alzheimer’s Association, the Hub of Bar Harbor, and the MDI Marathon. 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 5th 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.



# MDI Hospital & Health Centers

**Breast Health Center**

**Behavioral Health Center**

**Cadillac Family Practice**

**Community Dental Center**

**Community Health Center**

**Cooper Gilmore Health Center**

**Lisa Stewart**

**Women's Health Center**

**MDI Orthopedics**

**Northeast Harbor Clinic**

**Trenton Health Center**

**Serving the  
Mount Desert  
Island community  
for 120 years  
and counting.**