

Nurses: Advancing Medicine through Innovation, Leadership and Compassion

## Nurses at MDI Hospital: Driving Excellence, Delivering Compassionate Care



Art Blank, President/CEO with Ellen DaCorte, RN, BSN

Mission & Vision

Mission Statement
To provide compassionate care and strengthen the health of our community by embracing tomorrow's methods and respecting timehonored 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.

It has been said that nursing is both an art and a science. As we strive for better outcomes in a rapidly changing healthcare landscape, these aspects of nursing remain essential. Nationwide, nurses are pivotal providers of care, focusing on the health needs of individuals, families and communities, and guiding patients as they journey toward wellness. They are among the first caregivers to see a patient, and their initial assessment is often a crucial component to the caregiving that follows.

At Mount Desert Island Hospital, our Health Centers, and Birch Bay Village, compassion and innovation have always been fundamental tenets of our mission and vision. Our nurses embody these core values—advocating for our patients, participating in ground-breaking teaching partnerships and pursuing professional development. They are leaders, educators and innovators, delivering the highest standard of personalized, compassionate care through evidence-based practices.

As the stories collected here illustrate, the modern profession of nursing demands profound knowledge, skill and drive—and every day MDI Hospital's nurses are rising to meet these challenges. The nurses featured in the proceeding pages are continually driven to attain professional milestones and gain new expertise via educational opportunities—and each has been recognized for clinical achievements and leadership over the last year. In short, they represent all of the outstanding nurses whose talent, experience and education drive excellence in every aspect of patient care at MDI Hospital.

It is truly an honor to have the opportunity to recognize each and every one of our Organization's exceptional nurses and their dedication to our team, compassion for our patients and commitment to our community.

Sincerely,

Arthur J. Blank President/CEO, MDI Hospital

# Palliative Care Nurse Helps Patients Living with Serious Illness Improve Quality of Life





Julie Pelletier, RN

As a Palliative Care Nurse, Julie Pelletier 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. "Palliative Care is so important because more and more people are suffering from chronic pain and/or other burdensome symptoms that are causing a significant decrease in their quality of life," she says. "While all nurses provide compassionate care in many different ways, the Palliative Care Nurse works closely with patients that are receiving curative treatment for serious illnesses and focuses on creating an environment of relief and comfort."

The Palliative Care Program at MDI Hospital is relatively new and provides specialized medical care for people living with serious illnesses—whatever the diagnosis. Many people associate Palliative Care with Hospice Care, says Julie, but this is not always the case. "In Palliative Care, we begin working with patients as soon as possible after their diagnosis of serious illness, and we can work in combination with other providers before, during and even after curative treatment.

We help to treat and ease symptoms such as nausea, vomiting, pain, decreased appetite and shortness of breath that may be caused by serious illness or the treatment of that illness." Julie also collaborates with patients and their loved ones to address emotional stressors related to the hardship of dealing with serious illness.

In addition to her work in Palliative Care, Julie works as an Oncology Nurse Navigator, helping patients with cancer diagnoses find resources and support, and guiding them through the healthcare delivery system. Julie received a Nursing Excellence Award in 2018 for her commitment and dedication to excellence in patient care. Candidates were nominated by their peers based on excellence in five categories: Advocacy, Leadership, Clinical Practice, Change Agent and Mentorship. "Julie has excellent clinical skills and the ability to see the whole picture," says Lynn Leighton, RN, Director of Integrated Care at MDI Hospital. "She is compassionate, avoids labeling patients, and seeks to find them the needed services."

#### FY 2018 Statistics



787
Acute Care
Admissions

Acute care patient days: 2,738

Acute care average stay: 3.48

134
Swing Bed
Admissions

Swing bed patient days: 1,135

Swing bed average stay: 8.47

## Emergency Room Nurse Makes Patients' Worst Days a Little Brighter



Lesley Mahaney, RN, BSN, CEN, CEII



As an Emergency Room Nurse on Mount Desert Island, Lesley Mahaney has come to expect the unexpected. On any given day, patients may come in for everything from broken bones and sprained ankles due to accidental slips and falls to age-related illnesses, chronic conditions and cardiac events. "My hope is that when patients come to the emergency room, they feel reassured to see a friendly face, that they find comfort in the compassionate team that is here to greet them, and that I help make one of their worst days a little bit brighter," Lesley says. "I feel very blessed to have grown up on this beautiful Island, and am grateful for the opportunity to give back through my work as a nurse at MDI Hospital."

Home to Acadia National Park, the Island draws millions of visitors and seasonal residents each year, yet only has a year-round population of about 10,000. In the winter months, MDI Hospital's Emergency Room sees around 400 patients per month, while in the summer season, visits surge to more than 1,000. To accommodate this influx, nurses have to be agile, efficient and flexible, says Chris Costello, RN, BSN, CEN, Director of Emergency Services at MDI Hospital. "Lesley is a strong and dependable charge nurse who demonstrates excellent and tenacious follow-through, even beyond her shift. She exhibits a very calm, professional, global and proactive demeanor in the most stressful of circumstances."

Lesley started her career in Emergency Nursing as a volunteer in 2008 while she was still in high school. She worked as a nursing assistant while in college, and once she graduated, became one of the first new graduate nurses to work in the MDI Hospital Emergency Room. Throughout her career, Lesley has taken advantage of numerous professional growth opportunities both inside and out of the hospital to complement her clinical practice. She serves as a Charge Nurse and a preceptor, training and educating new nurses in her department. She is a Certified Emergency Nurse (CEN) and an active Emergency Medical Technician (EMT) and volunteer with the Northeast Harbor Emergency Medical Service (EMS).

Lesley recently earned Level II Clinical Excellence Certification for her high-level clinical expertise. Her clinical certifications include Advanced Cardiac Life Support (ACLS), Pediatric Advanced Life Support (PALS), Emergency Nursing Pediatric Course (ENPC), Trauma Nursing Core Course (TNCC), and Advanced Burn Life Support (ABLS), among others. Lesley was one of four nurses to receive a Nursing Excellence Award in May 2018. Candidates for the award were nominated by their peers based on excellence in five categories: Advocacy, Leadership, Clinical Practice, Change Agent and Mentorship.



FY 2018 Statistics



1,585 **Total Surgeries** 



11,514

Images Taken Radiology, CT Scan, Nuclear Medicine, Ultrasound, MRI

## Care Management Nurse Helps Patients Live Well with Diabetes



Patty Zavaleta, RN

FY 2018 Statistics

56,114

Outpatient health center visits

As a Care Management Nurse at the Trenton Health Center, Patty Zavaleta strives to help her patients maintain their best level of health. "As a Diabetes Educator, I am passionate about taking care of patients who live with diabetes. As a Care Manager, this can mean focusing on barriers to care like insulin affordability and a basic understanding of medications and blood sugar monitoring."

For Patty, Care Management is about seeing the whole picture. "We follow patients through the course of their chronic illnesses with a focus on prevention. We also look at addressing the issues that make it hard for people to take care of themselves or access care like food insecurity, transportation issues, medication affordability and mental health barriers," she says.

While some medical specialties focus on treating a patient once they get sick, Care Management Nurses are looking for potential problems and working to intervene before an Emergency Room visit or hospital stay occurs, Patty explains. "We are working to keep patients healthy and out of the hospital. This not only leads to better quality of life for patients and families, but it impacts anyone who pays taxes by preventing high-cost chronic illnesses and inpatient admissions."

Patty is committed to helping patients manage and prevent diabetes and other chronic conditions through one-on-one consultation and support. She was recently recognized for Level II Clinical Excellence for creating an inpatient Diabetes Resource Kit for Care Management Nurses. She works with the Maine Association of Diabetes Educators as the coordinating body chair for the state of Maine. She is also passionate about education for those new to the field and enjoys serving as a preceptor for nursing students.

# Employee Health Nurse Focuses on Wellness in the Workplace



Mike Kiers, RN, BSN

As an Employee Health Nurse, Mike Kiers champions Mount Desert Island Hospital employees and their health. "I am an advocate for our employees, whether it is through helping with an ergonomic issue or working to ensure all employees are able to receive vaccines to keep them safe at work," he says. "In this role, I am usually one of the first contacts new employees have with MDI Hospital when they are hired. It's great to meet all new employees and work to ensure that they have everything that they need to be successful in their role at the Hospital."

Mike was the first Employee Health Nurse at MDI Hospital, so he had the opportunity to help establish the position. "I became certified to do ergonomic evaluations for employee workstations, I took over the annual employee influenza vaccine campaign, and with the help of Senior Team, brought our Organization's vaccine rate up from 42 percent to 93 percent." The Employee Health Nurse also works with employees who have been injured to help get them back to work

safely, whether through work restrictions or ergonomic changes.

Before practicing Employee Health, Mike worked in a variety of nursing specialties, including Oncology, Pediatric ICU, Emergency and Clinic Nursing. Employee Health Nursing differs from clinical nursing in several ways, he says. "A large part of this position is policy development and implementation which spans multiple departments. I work in tandem with Human Resources, Infection Control, Quality and Safety, Inpatient and Outpatient Services."

In June, Mike was named Health Center Clinical Director. In his new role, he will oversee clinical operations at MDI Hospital's Health Centers, as well as the Organization's Population Health and School-Based Nursing programs. "Mike's demonstrated clinical acumen and organizational skills will be a great asset to our leadership team," says Chrissi Maguire-Harding, Vice President of Finance and CFO at MDI Hospital.

#### FY 2018 Statistics



524
Employees

# Accomplished Nurse Delivers Care Across Nursing Disciplines



Deb Dane, RN, BSN

FY 2018 Statistics

107,921

Lab Tests

A typical day on the job for Registered Nurse Deb Dane could include working in Cardiac Rehab, the Intensive Care Unit, Medical Surgical Unit, Emergency Room or even taking a shift as a Nursing Supervisor. "Deb is crosstrained in multiple departments, which makes her a resource to the nursing staff," says Nursing Supervisor Lori Rowley. "She has years of experience in Emergency Rooms and Critical Care Units. She uses this experience to troubleshoot as a leader and is able to do the job side-by-side with those she leads."

While she supports nursing at MDI Hospital across multiple disciplines, Deb is a fixture in the Cardiac Rehab Department, where she helps patients dealing with heart conditions recover quickly and improve their overall physical, mental and social function-

ing. As a Cardiac Rehab Nurse, Deb helps her patients address risk factors and work towards stabilizing and/or slowing the progression of cardiac disorders through education, exercise training and counseling. "To me, nursing at MDI Hospital means family taking care of family," she says.

Deb was one of four nurses to receive a Nursing Excellence Award in May 2018. Candidates for the award were nominated by their peers based on excellence in five categories: Advocacy, Leadership, Clinical Practice, Change Agent and Mentorship. "Deb is an outstanding caregiver. She has a warm sense of humor and a comforting bedside manner with her patients," says Lori. "She deserves a standing ovation for her extreme flexibility and loyalty."

# **Emergency Preparedness Nurse Leads Disaster Response Planning Efforts**



Barbara MacPike, RN, BSN, CIC

You could say that Barbara MacPike is ready for anything. As an Emergency Preparedness Coordinator, Barbara develops and tests plans for managing natural and other disasters at Mount Desert Island Hospital. "Emergency Preparedness is important because the time to plan is not when the emergency is occurring. Well written, tested plans are the key to making a chaotic situation manageable."

Barbara started her clinical career as a Certified Nursing Assistant (CNA) and an Emergency Medical Technician (EMT). "That experience coupled with my experience volunteering with the Civil Air Patrol and participating in Search and Rescue missions gave me my love for Emergency Medicine," she says. While working in the Air Force as a Registered Nurse, Barbara helped organize a hospital-wide response to the eruption of a volcano in the Philippines.

Since assuming her Emergency Preparedness role, Barbara has dedicated her expertise to expanding the Hospital's collaborative preparedness efforts with the Town of Bar Harbor, local response groups and the Hancock County Emergency Management Agency. She has led multiple interagency drills, including an active shooter tabletop drill, a hurricane response tabletop drill and a mock airplane accident at the Trenton airport. "Through mock exercises, we learn and improve, and then we are ready to respond in whatever way is needed should a natural or man-made disaster affect our community," she says.

Barbara received a Nursing Excellence Award in 2018 for her commitment to excellence in five categories: Advocacy, Leadership, Clinical Practice, Change Agent and Mentorship. "Barbara is extremely passionate about her work and highly dedicated to her community, and the patients, employees and staff that she serves. From cruise ship planning to disaster drills to tracking and trending various infection sources, Barbara always has the best interest of our community at heart," says Ruth Lyons, RN, Vice President of Quality and Safety at MDI Hospital.

FY 2018 Statistics





Discharges

1,522
Mammograms

## Obstetrics Nurse Provides Compassionate, Evidence-Based Care



Ellen DaCorte, RN, BSN

FY 2018 Statistics

48
Births

Obstetrics Nurse Ellen DaCorte is part of a tight-knit team who help guide expectant parents through pregnancy, labor and delivery and follow-up care. "I'm so in love with my job. I love the patients—I love my coworkers—I love our unit," says Ellen. "It is such an honor to work together to meet the community's need and provide a holistic approach to nursing and skilled clinical support."

Ellen is known for going above and beyond to make her patients happy and comfortable, often bringing them milkshakes, baking for them, or gifting them with quilts or knit items. "Ellen has an amazing way of keeping an anxious laboring patient calm and focused during deliveries. She has such passion for making our little obstetric unit and newborn nursery such a warm, comfortable place where our patients love to have their babies," says Dr. Katherine Gassman, Medical Director of the Lisa Stewart Women's Health Center and Director of Obstetrics at MDI Hospital.

As a member of the Lisa Stewart Women's Health Center Advisory Committee, Ellen has been deeply involved in developing education and outreach programs focused on expectant and new mothers, teen intimacy, and improving the lives of women and children in her community. She recently spearheaded the development of a new Child-

birth Education Program in order to bring the most current, evidence-based childbirth education to her community. Classes include prepared childbirth and newborn care, breastfeeding and sibling adjustment. "We had our first class in March, it was wonderful, such a bonding, educational, supportive experience," she says.

Throughout her career, Ellen has continued to grow her clinical skills and education. She is Neonatal Resuscitation Program, Basic Life Support and S.T.A.B.L.E. Program certified, a Certified Lactation Counselor, a PeriFACTS educational coordinator, and has been an active member of the Hospital's Clinical Excellence Committee for more than a decade. She recently became her department's Senior Charge Nurse and has

found that she has a knack for developing policy as well. "She had done incredible research to make sure we are practicing with the most current, evidence-based standards of care," says Mary Glass, RN.

In everything that she does, Ellen maintains a commitment to excellence that is highly-valued by her colleagues, and was recently nominated for the Maine Hospital Association's 2018 Caregiver of the Year Award. "I have been truly honored and amazed to have Ellen DaCorte as a colleague for the past five years. Our OB unit at MDI Hospital has a culture of excellence, and I believe that Ellen is a great figurehead and driving force of this culture," says Brie Abbe, RN.

"Ellen has an amazing way of keeping an anxious laboring patient calm and focused during deliveries."

Dr. Katherine Gassman



MDI Hospital's Obstetrics Nursing Team: Back Row, Left to Right: Catherine Shaw, Emily Wright, Janice Horton, Brie Abbe, Mari Knowles, Ellen DaCorte, Anne Wolak; Front Row, Left to Right: Mary Glass, Karen Mueller, Gayle Gaynor

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A MDI Hospital Employee

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#### FY 2018 Statistics

193

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Kim Gourley, RN Clinical Excellence Level 2

"The clinical excellence experience, in my opinion, helps inspire my work as a professional and a nurse. which I consider to be lucky to have found as an occupation and with these efforts I continue to strive to seek to learn new things and stay engaged."

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### Cara Carter, RN Clinical Excellence Level 2

"I focus on serving the CNA's. My number one goal is to let them know how important they are. It is often said that a nurse is the doctor's eyes and ears. I feel this all starts with the CNA's. I have been working on a Clinical Excellence Program for the CNA's. I want the CNA's to feel that they are valued as part of the care team."

Pictured at right: Monica Pettegrow, RN with Cara Carter, RN



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### Fiscal Year 2018

Nancy Ames English

Florence S. Ervin

### **Summary of Revenues and Expenses**

Including Health Centers and Birch Bay Retirement Village Year ending April 30, 2018

Ms. Kierra Kaspala 🚨

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Mr. and Mrs. John Keifer

**Total Revenues:**Billed for Service:

Portion of billing not received due to
Medicare, Medicaid, private insurance
reimbursement rates, and charity care:

Other and Non-Operating Revenues:

\$63,852,384

\$89,495,958

\$32,342,184

**Total Operating Expense:** \$61,626,143 (salaries, supplies, interest, depreciation costs)

Total Gain: \$2,226,241

### **Financial Highlights**

The MDI Hospital Organization provided

524 jobs

and maintained a payroll of

\$31,477,221

Total capital expenditures:

\$1,055,254

includes all equipment and projects completed or in progress for the year Free and Uncompensated Care:

\$4,024,087

Unrestricted and restricted gifts received by the MDI Hospital Organization:

\$1,064,243

## MDI Hospital Auxiliary Celebrates 70 Years of Service

Honoring the past, appreciating the present, looking forward to the future.

Established in 1948, The Mount Desert Island Hospital Auxiliary is committed to supporting MDI Hospital in its mission to strengthen the health of the community. Members of the Auxiliary devote many hours to fundraising events throughout the year, hosting jewelry and bake sales in the spring and fall. Their major fundraising event is the annual Holiday Fair and Luncheon in November, a tradition for many years.

Pictured at right: Louine Young, Susie Thompson, Shirley Conklin, Cindy Linder, and Dee Whitmore host an Auxiliary bake sale.



#### 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.

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Stuart L Davidson, MD Tom Fremont-Smith Tanya Hanke, DO and staff Hamish Thayer Kirk Julian P. Kuffler, MD, MPH William Rudolf Jane Tawney, PA-C The wedding of Anne Zahner & Charles Target

#### We Received Gifts in Memory of:

John Cochran Carey N. Lewis Hilda Leighton Hilary Miller Charlotte Skiff

#### Key

† Deceased Employee 

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Sherman's Books and Stationery Spruce and Gussy

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Sydney Roberts Rockefeller Mrs. Hilda K. Roderick Nadia Rosenthal, PhD Jeannine C. Ross Mr. William Rudolf Ms. Anna C. Ryan Mr. Kenneth Salvatore Ed and Martie Samek Mr. Christopher Saunders Cate Schneider Jerry and Patti Selig Rick and Debby Smith Mr. Kenneth Smith Mr. and Mrs. Chadbourn H. Smith Louise Soucy Kevin Strange, Ph.D David and Cynthia Thomas Helene and Maurice Tuchman Mr. Gregory Veilleux Mr. William Weir Mr. Michael Westphal Mr. Harold R. Wheeler Ms. Harriet Whittington Jock and Debbie Williams Mr. Jonathan Winthrop Ms. Christine M. Witham Mr. and Mrs. David B. Woodside



## Emily Wright, RN Clinical Excellence Level 2

"My experience with the Clinical Excellence Program has been very positive. I came into nursing with an extensive background in health and wellness and a previous degree with a focus in behavioral health. Through the Clinical Excellence Program I was able to gain recognition for the educational background and knowledge I bring into my nursing work."



Portia Judson, RN
Clinical Excellence Level 1

"I truly enjoy my role here, and being able to serve the people in this community, where I have lived for 30 years, is an honor."



Ms. Carol E. Woolman

Mr. Warren Worcester

Janice Horton, RN
Clinical Excellence Level 2

"My Clinical Excellence Level II centers around my work in Obstetrics. In addition to being a Registered Obstetrics Nurse, I am also a Certified Lactation Consultant, and I regularly make and send first-year birthday cards to all moms who have delivered here. I serve on several nursing committees and am happy to belong to and support the MDI Hospital Auxiliary."



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

> > WEEKEND CARE CLINIC 10 Wayman Lane Bar Harbor | 801.5077

## Registered Nurse and Surgical Services Director Receives First Assistant Certification



Lenny Lyakhovich, RN, CNOR, RNFA

As the Director of Surgical Services at Mount Desert Island Hospital, Lenny Lyakhovich oversees, staffs and equips the Surgical Services Department, ensuring patient safety and quality standards are continually assessed, maintained and improved. "My goal is to accommodate the needs of the patients while providing the best environment for our physicians and staff to practice and work," he says. "The best thing about MDI Hospital is that it is small enough to focus on every patient, yet modern enough to provide technically advanced services."

His team of registered nurses and technicians work with the Hospital's surgeons to provide a comfortable, safe experience for patients and ensure the best surgical outcomes. In service of this mission, he recently received his Surgical First Assistant certification in order to ensure the highest level of clinical excellence and patient care. A Surgical First Assistant is an integral part of the surgical team who works closely with the surgeon to facilitate the procedure and process of surgery.