



Mount Desert
Island Hospital

Community Benefits Report

Fiscal Year 2018 (May 2017–April 2018)





Vicky Eaton, RN cares for a patient



Team members of MDI Hospital's Behavioral Health Center



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's innovative approach 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 524 jobs in fiscal year 2018. 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 six primary care facilities in Bar Harbor, Northeast Harbor, Southwest Harbor and Trenton as well as a full-service dental clinic, a nationally recognized Breast Health Center and comprehensive behavioral health services.



Team members from Cadillac Family Practice gather outside of their Health Center

Our Health Centers

Breast Health Center at MDI Hospital
10 Wayman Lane, Bar Harbor

Cadillac Family Practice
322 Main Street, Bar Harbor

Community Dental Center
4 Community Lane, Southwest Harbor

Community Health Center
16 Community Lane, Southwest Harbor

Cooper Gilmore Health Center
17 Hancock Street, Bar Harbor

Lisa Stewart Women's Health Center
330 Main Street, Bar Harbor

MDI Behavioral Health Center
322 Main Street, Bar Harbor

Northeast Harbor Clinic (seasonal)
Kimball Road, Bar Harbor

Trenton Health Center
394 Bar Harbor Road, Trenton



Sarah McEachern, RN, BSN (left) and Deb Dane, RN, BSN (right) lead Joan Loy-Baxter, RN, BSN (center) in a cardiac rehab exercise

MDI Hospital Organization Services

In FY 2018, our healthcare professionals offered skilled services to the Downeast Region including:

- | | | |
|-----------------------------|-------------------------|---------------------|
| 24-7 Emergency Room | Laboratory Services | Speech Therapy |
| Acute Care | Medical Imaging | Sports Medicine |
| Adult Day Program | Music Therapy | Surgical Services |
| Anti-Coagulation Clinics | Nutrition Education | Urology |
| Behavioral Health | Obstetrics | Weekend Care Clinic |
| Breast Health Care | Occupational Therapy | Wellness |
| Cardiac Rehabilitation | Oncology and Hematology | Women's Health |
| Cardiopulmonology | Orthopedics | Wound Clinic |
| Care Management | Palliative Care | |
| Critical Care/ICU | Pediatrics | |
| Dental/Oral Health Services | Physical Therapy | |
| Digital Mammography | Prescription Assistance | |
| Diabetes Education | Primary Care | |
| Elder Care | Pulmonology | |
| Family Medicine | Skilled Rehabilitation | |
| Health Coaching | Social Services | |



MDI Hospital clinicians provide medical support during the 2017 MDI Marathon

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 million in free and uncompensated care in FY 2018.

Community Partnerships

During FY 2018, Mount Desert Island Hospital partnered with many area organizations to reach a broad range of community members. These community partnerships included MDI YMCA, Healthy Acadia, Jesup Memorial Library, Southwest Harbor Public Library, Hancock County Emergency Management, MDI Search and Rescue, Acadia National Park, LifeFlight of Maine, Northern Light Health, 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 integral partnerships allow MDI Hospital, Health Centers and Birch Bay Village to provide necessary services, education, training and informational materials to individuals and organizations throughout Downeast Maine.



MDI Hospital staff wore purple in recognition of National Patient Safety Week in March 2018

Dedicated Staff

In FY 2018, MDI Hospital's devoted staff contributed countless hours of volunteer time and donations to groups such as Hospice Volunteers of Hancock County, Bar Harbor Food Pantry, Bar Harbor Housing Authority, MDI Marathon, Maine Alzheimer's Association, Next Step Domestic Violence Project, MDI Rotary, Island Connections, MDI YMCA, Island



A healthy competition took place between MDI Hospital's Fiscal Services and Patient Financial Services departments in support of the "Soup(er) Bowl" collection to benefit the Bar Harbor Food Pantry. Pictured here are members of the Patient Financial Services team.

Housing Trust, MDI Lioness Club, Acadia National Park, Beth C. Wright Cancer Center, and American Cancer Society Relay for Life and MDI Hospital Auxiliary. MDI Hospital staff also hosted a table during Bar Harbor's annual Halloween celebration on Ledgelawn Avenue, 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.

Community Health Services

Oral Health Services

MDI Hospital's Community Dental Center participated in oral health outreach at the Pemetic Elementary School in Southwest Harbor. 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 classes for new families on labor and delivery, breastfeeding, newborn care, sibling issues, and infant and child CPR. 108 people participated in the program.

Flu Shot Clinics

MDI Hospital conducts low-cost public flu clinics each year at several locations throughout the community. A total of 55 people took advantage of these convenient clinics.

Diabetes Education

MDI Hospital's Diabetes Education program provides guidance and support to help people manage their disease.

Telemedicine Services

MDI Hospital and regional partners have developed a robust Telemedicine Network to increase access to much-needed diagnostic resources for rural hospitals and health clinics; reduce travel costs and eliminate distance barriers for our patients; advance professional development; and deliver treatment and training to help combat the opioid crisis in northern and eastern Maine's underserved communities.

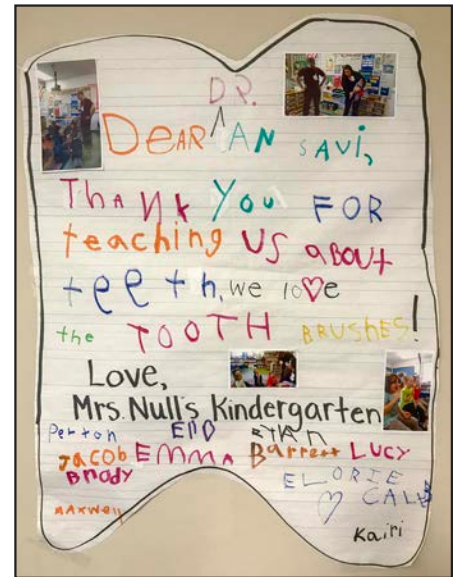
Nutrition Education

MDI Hospital dietitians provide a variety of educational and outreach services to the community each year. These efforts include:

- Individual nutrition counseling to community members and Hospital staff
- Health coaching as part of the Jackson Laboratory's Health and Fitness Program
- Food Safety Education for the Jackson Laboratory Safety Fair
- Individual nutrition counseling and teaching group classes as part of the Diabetes Education Program
- Guest educator for the Diabetes Prevention Program classes
- Nutrition education for the Cardiac Rehab program
- Participation in the MDI Hospital Health Fair
- Grocery store tours at the local Hannaford
- Nutrition education presentations and talks for the community
- Community ServSafe® education

Palliative Care Team

MDI Hospital's Palliative Care Program offers both inpatient and outpatient consultations for patients suffering from serious illnesses. The 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. While hospice focuses on end-of-life care, palliative care provides specialized medical care for people living with serious illnesses—whatever the diagnosis. Palliative care is appropriate at any age and any stage in a serious illness and can be provided together with curative treatment. Palliative care is provided by a team of doctors, nurses, social workers and other specialists who work with patients' other doctors to provide an extra layer of support. It can often complement the medical care patients receive at the hospital.



Kindergarten students from Pemetic School in Southwest Harbor sent Dr. Aatif Ansari of the Community Dental Center a thank-you letter for visiting their class



Stephanie Melby, UNE Pharmacy student, works with MDI Hospital Pharmacist Kelly Estremera

Integrated Care Team

MDI Hospital's Integrated 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. Services offered include an annual Health Fair, Health Screenings, personalized Health Coaching, Diabetes Prevention Education and more.

25 people attended MDI Hospital's Health Fair and two pre-diabetes classes were offered free to the community.

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 & 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 life-saving 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 15 years.

Blood Drives

MDI Hospital and Birch Bay Retirement Village hosted 2 blood drives.



Mike Kiers, RN, adjusts a blood pressure cuff on a patient

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 1,770 participants.

Free Blood Pressure Clinics

MDI Hospital's Wellness Department provided free blood pressure clinics throughout the Island, serving 50 people.

Community Walking Program

A total of 357 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 to access free or reduced cost medications available through programs sponsored by pharmaceutical companies. Between May 2017 and April 2018, the program helped 91 patients receive 273 free prescriptions valued at \$182,000 wholesale. Since its inception, the program has saved participants over \$2,216,000.

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

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

Navigating her Cancer Diagnosis with a Smile

Jackie Mayhew has always had a sense of adventure. “If I were 30 years younger, I would move to Alaska!” she says as she sits in a soft brown armchair in her cozy apartment at Malvern Belmont, an assisted living facility in Bar Harbor.

When she was diagnosed with leukemia at the end of April, Jackie’s outgoing nature served her well as she approached her illness. “No matter what, I am hopeful,” she shares, praising her friends and caregivers for all they have done for her. “The love and support that rallied around me was unbelievable. So much positive energy,” she says with a smile.

Originally from Massachusetts, Jackie always considered herself a country girl. After raising her daughter, she moved to a small town in northern Maine in 1992. There in Aroostook County, she lived in an old farmhouse and worked as a Certified Nursing Assistant. She loved the rusticity of Maine and living off the land. After moving out of her farmhouse, Jackie spent the rest of her career traveling around the state working as a CNA. “If you’re a CNA you can always find a job,” she says. Jackie came to live at Malvern Belmont in the early 2000s at the recommendation of a friend.

At the beginning of her diagnosis, Jackie had been feeling rundown, experiencing chest pains and having a hard time walking and breathing. With the support of her MDI Hospital caregivers, Jackie worked out a treatment plan that allowed her to receive most of her chemotherapy in Bar Harbor at MDI Hospital. “You couldn’t ask for better care if you were the president!” she exclaims. “I wouldn’t want to be anywhere else.”

At MDI Hospital Jackie works with a team of care providers that includes physicians, oncology nurses, and a social worker from the Hospital’s new Cancer Patient Navigator program. Her care team also helped her arrange transportation to Bangor so she could see a specialist. After discussing her options with the specialist, she opted for a chemotherapy maintenance program that would slow the growth of her acute myeloid leukemia instead of a more aggressive course of treatment that could have been potentially hazardous to her health given her age, she explains. Now, for one week a month, she undergoes chemotherapy, which she does 4 days a week at MDI Hospital and one day a week at the Brewer Cancer Center.

As she first dealt with her illness, Jackie would have breakfast and wash up and have to sit down for about 2 hours just to recover. She began having blood transfusions to help, and as her white blood cell count went up, she began to feel stronger. In September, her scans showed no signs of leukemia, but another scan she had in October was inconclusive and more tests need to be done, she explains. Despite this news, Jackie is upbeat and grateful. “I’ve had so much love from my friends at Malvern Belmont, their love and support have really kept me going,” she emphasizes. When asked what advice she would offer to others dealing with a cancer diagnosis, she quickly replies, “Never give up, keep on fighting until your last breath.”

When she was feeling better this June, she enjoyed touring the Island by car and picnics with friends. She doesn’t have enough stamina for those activities right now, but she loves animals and has taken to watching the birds, squirrels and chipmunks that visit her on the little deck behind her apartment. She puts out food for them and has several regular visitors. She still enjoys visits from her friends at Malvern Belmont and goes on walks when she is able. If she could go anywhere, it would be Wyoming and Yellowstone National Park. Why? “Because it’s so wild,” she says with a grin.



Jackie Mayhew of Bar Harbor brings a positive attitude and an outgoing nature to her approach to her illness.



Andrew Chansky, MD, psychiatry resident from Penn Medicine, with Diehl Snyder, MD, Medical Director of the MDI Behavioral Health Center

Educational Partnerships

Mount Desert Island Hospital–Penn Medicine Collaborative

Mount Desert Island Hospital is in the eighth 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 nearly 4,000 hours of staff exchanges between the hospitals, and 90+ educational sessions with over 720 professional attendees including course participants from LifeFlight of Maine, Northern Light Eastern Maine Medical Center, Northern Light Blue Hill Hospital, Northern Light Maine Coast 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.

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 2018, 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 2018. 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

This 10-week program offers students broad exposure to MDI Hospital's healthcare delivery and opportunities to discuss what they observe. Students directly shadow physicians and nurse practitioners, experiencing the clinical environment firsthand.

Mount Desert Island Hospital—Mount Desert Island High School Affiliation

The MDI Hospital-MDI High School Affiliation allowed MDI High School seniors to gain experience and knowledge in a medical field of interest with the opportunity to earn credit hours. Working closely with their guidance counselors and an assigned MDI Hospital preceptor/mentor, students must commit to a daily volunteer schedule for a minimum of nine weeks, and meet specific goals and objectives to receive credit hours.

Colby College Pre-Med Academy Program

Colby students are paired with MDI Hospital physicians for intensive job shadowing and clinical observation for a three-week program each January.

Student Nurse Partnership

University of Maine, Eastern Maine Community College and St. Joseph's College

Students in their final year of nursing school spend anywhere from 72 to 104 hours at MDI Hospital in a wide variety of clinical settings. The number of students teamed with our nurses each semester ranges between two and seven.

Pharmacy Internship

Husson University, University of New England and Regis University

Pharmacy internships last from two to six weeks, during which time participants work alongside pharmacy staff to learn the everyday duties performed by a hospital pharmacist and perform medication reviews for high-risk patients throughout the community.

Physician Assistant (PA) Program

University of New England and Frontier Nursing University

Participants work directly under an MDI Hospital PAs for a school-designated timeframe, typically a one to two months' residency. PAs are a critical component of rural healthcare, particularly in areas where MDs are in short supply, and in regions like ours where small-town clinics are essential to the community's healthcare delivery.

Music Therapy Internship

Maine's only Music Therapy internship program welcomes four interns every year for six-month immersive training. We receive applications from students worldwide who seek valuable experience working with patients and retirement-village residents. Melissa Violette, MT-BC, a board-certified Music Therapist with 26 years' experience, leads our program. Music Therapy is clinical and evidence-based. Better pain management, alleviation of dementia symptoms, and behavioral health support are among the benefits enabled by Music Therapy interns during their practicums.



MDI Hospital Auxiliary Members Louine Young, Susie Thompson, Shirley Conklin, Cindy Linder, Dee Whitmore

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 are valued at \$11,930.69 and include:

- Cholestech Machine and portable projector for Care Management
- Pedometers, food scales and miscellaneous items for Integrated Care Team
- Diversional activities for dementia patient in the Emergency Department
- Sleeper/sofa for Med/Surg (to provide staff a place to stay on stormy nights)
- Handheld Doppler and Suretemp thermometers for Med/Surg
- “I’m A Keeper” t-shirts for Obstetrics
- Wrist-worn pulse oximeters and wheelchair for Cardiopulmonary Department
- Bariatric guest chairs and tall drafting stool for Medical Imaging
- Portable speaker for the Office of Advancement
- Cordless illuminated speculum for Lisa Stewart Women’s Health Center
- New vending machine at MDI Hospital

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.



The 2017 Veterans Day Lunch, co-hosted by Bar Harbor Congregational Church and MDI Hospital

Financial and In-Kind Contributions

Event Sponsorships

In FY 2018, MDI Hospital contributed more than \$5,400 in sponsorships to local organizations. This includes the David R. Harding Memorial Golf Tournament, MDI Rotary, the Maine Chapter of the American Cancer Society, Beth C. Wright Cancer Resource Center, MDI YMCA, Hospice Volunteers of Hancock County, Friends of Acadia, Acadia Community Theatre, Healthy Acadia, Maine Alzheimer's Association, Harbor House and MDI Marathon.

MDI Hospital regularly donates space in its conference rooms, the Lisa Stewart Women's Health Center, the Community Health Center and at Birch Bay Retirement Village for local groups to conduct meetings.

Veterans Day Lunch

MDI Hospital and the Bar Harbor Congregational Church sponsor an annual Veterans Day Lunch where Veterans and their guests gather to enjoy food and social time. A number of Hospital employees have served in various branches of the military, and the Hospital is honored to co-host this lunch to give back to all of the Veterans in our community.

Give Thanks and Give Back

MDI Hospital Organization's 6th Annual Give Thanks and Give Back Campaign provided hundreds of gifts for 52 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.

“The Veteran's Day luncheon provided by MDI Hospital and Bar Harbor Congregational Church provides veterans and our families with an opportunity to share a meal and experiences with fellow comrades. While being proud and honored to serve our country, it's nice to feel the community's appreciation for our military service.”

— Robert Moore,
Veteran
Mount Desert, ME



Melanie Clauson, RN receives donated “Chemo Bags” from local high school student, McKenzie Hanna

MDI High School Students Support Oncology Patients

Two MDI High School seniors, Lanvin Estacio and McKenzie Hanna, completed service projects to help comfort oncology patients undergoing chemotherapy at Mount Desert Island Hospital. Lanvin donated 31 handmade no-sew fleece blankets to MDI Hospital’s Oncology Department for his Eagle Scout Service Project, and McKenzie worked with a local quilting group, her mother, and her friend Drew Rich to create colorful comfort bags for chemotherapy patients.

Lanvin came up with his project as a way to honor two of his aunts in the Philippines who are battling cancer. He was inspired to make the warm blankets to give oncology patients comfort and let them know that someone is always there, he said. The project made him feel closer to his aunts, who he has not seen in a long time. Lanvin worked during the summer months to earn money to cover the costs of making blankets, which he made with help from several community members. Lanvin is the son of Luzvie and Leo Estacio, both of whom work at MDI Hospital.

McKenzie was inspired to donate her colorful comfort bags to the MDI Hospital Oncology Department for chemotherapy patients after her mother, Lynn, received her cancer treatments there. They were both so grateful for the tremendous care that Lynn received, said McKenzie, so it was very important to them to give something back. To help with the project, McKenzie’s friend Drew hosted a dance to raise money for cancer patients who were experiencing the same challenges. With these funds, and the help of a local quilting group (of which McKenzie’s grandmother had been a part), they were able to create colorful, functional cloth bags, which they named “chemo bags.” The bags contain items such as water bottles, travel-size blankets, hand sanitizer, coloring books and coloring pencils, socks with grippers on the soles, cookbooks and ginger chews.

Cover Photo: Lanvin Estacio, Tammy Underwood, RN, Melanie Clauson, RN, and Luzvie Estacio display some of Lanvin's blankets