



Mount Desert
Island Hospital

Community Benefits Report

Fiscal Year 2019 (May 2018–April 2019)







*Above: Team members from Cooper Gilmore Health Center gather outside
Left: Angela DelVecchio, APRN, FNP cares for a patient*



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, together with Birch Bay Retirement Village, provided approximately 548 jobs in fiscal year 2019. 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 the Breast Health Center at MDI Hospital

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

MDI Hospital General Surgery
17 Hancock Street, Bar Harbor

MDI Orthopedics
10 Wayman Lane, Bar Harbor

MDI Urology
10 Wayman Lane, Bar Harbor

Northeast Harbor Clinic (seasonal)
Kimball Road, Bar Harbor

Trenton Health Center
394 Bar Harbor Road, Trenton

Physical Therapy
10 Wayman Lane, Bar Harbor
16 Community Lane, Southwest Harbor
394 Bar Harbor Road, Trenton

Weekend Care Clinic
10 Wayman Lane, Bar Harbor



Rodney T. Ono, MD with a patient

Our Services

In FY 2019, our healthcare professionals offered skilled services to the Downeast Region including:

Adult Day Program	Family Medicine	Pharmacy
Anticoagulation Clinics	Health Coaching	Physical Medicine
Behavioral Health	Laboratory Services	Physical Therapy
Breast Health	Medical Imaging	Prescription Assistance
Cancer Patient Navigator Program	Music Therapy	Primary Care
Cardiac Rehabilitation	Nursing	Pulmonology
Cardiology	Nutrition Counseling	Residential Elder Care
Cardiopulmonary	Obstetrics	Short Term Rehab
Care Management	Oncology & Hematology	Surgery
Critical Care/ICU	Orthopedics	Urogynecology
Dentistry	Palliative Care	Urology
Diabetes Education	Platelet-Rich Plasma Therapy	Weekend Care Clinic
Emergency Department	Pediatrics	Women's Health



MDI Hospital staff members staff a medical tent during the MDI Marathon. Pictured are: Cyril Roberts, Kelly Collins, Jocelyn Heim, Barbara Macpike, Alexandra Podoll, Nichole Dunn, Crystal Roberts, Jennifer Leonard, Jean Young, Dr. David Sugerman, Aaron Morrell, Sharon Morrell and Christopher O'Reilly. Missing from this photo are Dr. Nathan Donaldson and Paula Huntsman.

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 Hospital and Health Centers provided \$5.5 million in free and uncompensated care in FY 2019. Birch Bay Retirement Village provided \$556,107.73 in free and uncompensated care in FY 2019. The organization's total community benefit was \$6,056,107.73.

Community Partnerships

During FY 2019, Mount Desert Island Hospital partnered with many area organizations to reach a broad range of community members. These community partnerships included Good Shepherd Food Bank, MDI YMCA, Island Connections, 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, the Southwest Harbor and Tremont Chamber of Commerce, Acadia Family Center, Aroostook Mental Health Center, and MDIRSS AOS 91. 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.

Healthy Acadia's Annual Hancock County Food Drive

MDI Hospital helped to sponsor the 8th Annual Hancock County Food Drive, which takes place during the month of March throughout Hancock County. This year, Healthy Acadia raised \$26,833 and collected 7,382 food items. Altogether, Healthy Acadia was able to serve 113,374 meals to families in need across Hancock County. We are grateful to work with our community partners to continue our commitment to helping alleviate hunger in Maine.



Mark Brown, MD, Brenda Beckett, PA-C, Helen Burnett and Ann Worrick, pictured with their friend Louise, volunteering for the Backpack Program through the Bar Harbor Congregational Church. The Backpack Program provides weekend nutrition to students in area schools who might otherwise go hungry.

Dedicated Staff

In FY 2019, 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 Housing Trust, MDI Lioness Club, Acadia National Park, Beth C. Wright Cancer Center, and the American Cancer Society Relay for Life and the 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.

"I never knew there were so many kids that went hungry over the weekend when they aren't able to access food at school. These programs help kids with food insecurity so they can focus on other things during the weekend: play, homework, etc. We pack food on Friday mornings that is delivered to the schools for the kids to take home in their backpacks on Friday afternoon."

—Brenda Beckett, PA-C, reflecting on volunteering for the Backpack Program

Community Health Services

Oral Health Services

MDI Hospital's Community Dental Center participated in oral health outreach at the Pemetec 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. A total of 55 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 60 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

School Based Programs

MDI Hospital provides nursing services to the following schools: Trenton, Tremont, Pemetec Schools, MDI High School and College of the Atlantic. We also provide physicians to each of the Island-area schools and a school-based clinic at MDI High School.

Palliative Care Team

MDI Hospital's 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. 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 offered in both inpatient and outpatient settings and is provided by a team of doctors, nurses, social workers and other specialists who work with patients' other care practitioners to provide an extra layer of support.

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, a Cancer Patient Navigator Program made possible by a grant from the Maine Cancer Foundation, and more.

A total of 30 people attended MDI Hospital's Health Fair and two pre-diabetes classes were offered free to the community, serving 25 participants.

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.



A student practices her CPR skills, learned as part of a Safe Sitter® class offered by MDI Hospital. Safe Sitter® classes are taught by Lisa Marie Parkin, RN, BSN. The class is designed to teach students in grades six through eight a variety of safety skills that they can put to use when they are home alone, watching younger siblings, or babysitting.



Shannon George, MA checks a patient's blood pressure in preparation for an appointment with Dr. Mark Kandutsch

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 1,500 participants.

Free Blood Pressure Clinics

MDI Hospital's Wellness Department provided free blood pressure clinics throughout the Island, serving 40 people.

Community Walking Program

A total of 300 people participated in the spring, summer and fall walking programs.

Cancer Patient Navigator Program

MDI Hospital provides personal patient navigation services to cancer patients at any stage of diagnosis. Established as a result of a 3-year grant from the Maine Cancer Foundation, MDI Hospital's Cancer Patient Navigators help patients move through the healthcare system, from diagnosis to treatment to survivorship.

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 2018 and April 2019, the program helped 85 patients receive 112 free prescriptions valued at \$107,200 wholesale. Since its inception, the program has saved participants \$1,787,592.

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.

New Partnership Addresses Food Insecurity at the Doctor's Office

Food insecurity has been shown to increase the risk of common health problems like Type 2 diabetes, hypertension, and heart disease. One in seven in Hancock County don't have access to enough nutritious food to maintain a healthy lifestyle. Thanks to a new collaboration between Mount Desert Island Hospital, the Bar Harbor Food Pantry and the Good Shepherd Food Bank of Maine, patients at the Community Health Center in Southwest Harbor now have access to free healthy food bags right at their doctor's office.

"Having support from a community agency like our local hospital gives our community a safe space to address food insecurity and gives members reassurance that we are working to reduce barriers and create easier access to healthy food," says Jennifer Jones, Executive Director of the Bar Harbor Food Pantry. "This partnership is vital to the Bar Harbor Food Pantry's mission," Jones says. "It's helping us strategize how we can better serve the quiet side of the island as we know they are isolated."

The new partnership, known as the Community Health and Hunger Program, is a statewide initiative that partners local food banks and healthcare providers to help identify patients in need and provide them with nutrition-dense foods. As part of the program, providers at the Community Health Center are now screening patients using a two-question Hunger Vital Sign™ food insecurity model based



Tricia Thurlow, RN, and Joyce Ritchie, MA with healthy food bags

on federal guidelines. Those that answer in the affirmative to the screening questions are offered emergency food bags—stocked with about 3 days of shelf-stable nutritious meals—and information on other area resources.

Since the program began in August 2019, more than 300 patients have been screened, says Carly McFarland, Community Engagement Coordinator at MDI Hospital. "It is nice knowing that through this partnership, our providers are not only addressing food insecurity in the clinic setting, but are also helping to guide patients who identify as food insecure in the right direction by making them aware of other area resources." The program has supplied at least a dozen cases of emergency meal kits to patients since it started, and the hope is that it will be expanded to other MDI Hospital Health Centers as it develops, McFarland says.

At the Community Health Center, Clinic Nurse Tricia Thurlow and Certified Medical Assistant Joyce Ritchie are helping to screen patients and distribute food kits and information as needed. The goal is to help break down the stigma associated with food insecurity by asking regularly, they say. At first, patients are apprehensive about the new screening questions, but once they understand that the questions are being asked of all patients as part of the new program, their response becomes more positive. Nutrition is such an important part of staying healthy, Ritchie says, but far too often, food insecurity is hidden from public view. "We are here to help, but we can't help if we don't know who needs help."

To learn more about this new program combating food insecurity at MDI Hospital, contact Carly McFarland at (207) 288-5082, ext. 1430.

Teaching Hospitals Partnerships

In the past decade, nearly 200 students have benefited from MDI Hospital educational opportunities. Each program productively connects rural health and patient care management in a holistic way, broadening students' horizons and aimed toward the goal of recruiting talented caregivers to Maine's small hospitals.

Mount Desert Island Hospital–Penn Medicine Collaborative

Mount Desert Island Hospital is in the ninth 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 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, South-west 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 years of medical school. The program was designed to encourage these students to return to the state to practice medicine. In FY 2019, one new Tufts student traveled to Mount Desert Island Hospital for a nine-month intensive study of rural medicine. His program came to a close in February of 2019. 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 11-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 allows MDI High School seniors to earn credit hours in non-clinical areas of the Hospital. 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.



Dr. Peter Ossanna (right) meets with students from Tufts University School of Medicine

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. The program receives 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 27 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.



Auxiliary members host a bake sale to raise funds for the Hospital. Standing: Carly McFarland, Penny Read, Cindy Flye, Marianne Buchala; Seated: Susie Thompson, Jeannette Walton. Shirley Conklin

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 providing at least \$10,000 in support of Hospital programs directly benefiting our patients. Items purchased this year are valued at \$9,977.85 and include:

- Flame Retardant Draperies for the Breast Health Center
- PTS Diagnostics Cardiochek Plus Analyzers for Employee Wellness Program
- Educational workbooks, exercise equipment, telescoping foot inspection mirrors, MP3 Music Box for Alzheimer's and Dementia patients and other misc. items for Integrated Care Team
- Medication pill organizers, loaner mini iPads for patients to electronically track their food and blood sugars for Diabetes Education
- Bangor Daily News and Mount Desert Islander subscriptions for Ambulatory Surgery Waiting Area
- Stickers for pediatric patients at Community Health Center and Community Dental Center in Southwest Harbor
- Insulated beverage containers for hospital & community events for Dietary Services
- Dementia/delirium supplies for acute care residents, memory care supplies for Safe Harbor residents, and Lifeline buttons for community members for Birch Bay Village
- New display case for note cards in the hospital lobby

Each year, the Auxiliary also provides scholarships to local students pursuing careers in the medical field through the Marion Joy Morse Scholarship Fund; in FY 2019, they provided \$29,000 in scholarships to students from the MDI community. They host jewelry and bake sales in the spring and fall, and their major fundraising event is the annual Fall Fair held 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 greatly benefits our patients and our community, supporting MDI Hospital staff in providing the compassionate, quality care for which we are so well known.



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 2019, MDI Hospital contributed more than \$6,300 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, MDI Marathon, Mount Desert Nursery School, Health Equity Alliance, and Island Connections.

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

In FY 2019, MDI Hospital and the Bar Harbor Congregational Church sponsored a Veterans Day coffee hour where Veterans and their guests gathered 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 event to give back to all of the Veterans in our community.

Give Thanks and Give Back

MDI Hospital Organization's 7th Annual Give Thanks and Give Back Campaign provided hundreds of gifts for 57 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.



Above: An MDI Hospital Laboratory technician examines a specimen through a microscope.

Cover Photo: Brenda Edgerly-Webber, MDI Hospital Courier, picks up food from Jennifer Jones at the Bar Harbor Food Pantry. Through a collaboration between Mount Desert Island Hospital, the Bar Harbor Food Pantry and the Good Shepherd Food Bank of Maine, patients at the Community Health Center who are food insecure now have access to free healthy food bags right at the doctor's office. See story on page 10.