





CLEVELAND  
CLINIC  
R.N.  
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RN



*Above: A special ribbon-cutting ceremony to celebrate the addition of 3D mammography—the gold standard for early detection of breast cancer—was held at the Breast Health Center on Wednesday, October 2, 2019.*

*Left: FY20 concluded at the end of April 2020, just as we were beginning to navigate the COVID-19 pandemic. Pictured is Nancy Driscoll, RN caring 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 provided approximately 525 jobs in fiscal year 2020. 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 Community 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

**MDI Hospital General Surgery**  
17 Hancock Street, Bar Harbor

**MDI Orthopedics**  
10 Wayman Lane, Bar Harbor

**MDI Urology**  
10 Wayman Lane, 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



*Mary Grace Abanilla*

## MDI Hospital Organization Services

In FY 2020, our healthcare professionals offered skilled services to the Downeast Region including:

- |                                  |                              |                           |
|----------------------------------|------------------------------|---------------------------|
| 24-7 Emergency Room Department   | Family Medicine              | Pharmacy                  |
| Acute Care                       | Health Coaching              | Physical Medicine         |
| Adult Day Program                | Integrated Care Team         | Physical Therapy          |
| Anti-Coagulation Clinics         | Laboratory Services          | Prescription Assistance   |
| Behavioral Health                | Medical Imaging              | Primary Care              |
| Breast Health Care               | Music Therapy                | Pulmonology               |
| Cancer Patient Navigator Program | Nursing                      | Short Term Rehabilitation |
| Cardiac Rehabilitation           | Nutrition Education          | Social Services           |
| Cardiology                       | Obstetrics                   | Speech Therapy            |
| Cardiopulmonology                | Occupational Medicine        | Sports Medicine           |
| Care Management                  | Occupational Therapy         | Surgery                   |
| Critical Care/ICU                | Oncology and Hematology      | Urogynecology             |
| Dental/Oral Health Services      | Orthopedics                  | Urology                   |
| Digital Mammography              | Palliative Care              | Weekend Care Clinic       |
| Diabetes Education               | Platelet-Rich Plasma Therapy | Wellness                  |
| Elder Care                       | Pediatrics                   | Women's Health            |



*Phil Richter, Firefighter/Emergency Medical Technician, Bar Harbor Fire Department; Captain John Sanders, Firefighter/Paramedic, Bar Harbor Fire Department; David Sugerman, MD, Emergency Department Medical Director, MDI Hospital. (Pre-COVID-19 photo)*

## 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 \$6.4 million in free and uncompensated care in FY 2020.

## Community Partnerships

During FY 2020, 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, 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.

### **Healthy Acadia's Annual Hancock County Food Drive**

In FY 2020, MDI Hospital helped to sponsor the Annual Hancock County Food Drive, which takes place during the month of March throughout Hancock County. The Food Drive surpassed its goal of \$30,000 by raising approximately \$37,641 and collecting 5,000 food items, resulting in 150,731 meals for community members in need. We are grateful to work with our community partners to continue our commitment to helping alleviate hunger in Maine.



*MDI Hospital staff volunteered at the MDI YMCA's Halloween event. (Pre-COVID-19 photo, October 2019)*

## Dedicated Staff

In FY 2020, MDI Hospital's devoted staff contributed countless hours of volunteer time and donations to organizations such as Emmaus Homeless Shelter, SPCA, Hospice Volunteers of Hancock County, Bar Harbor Food Pantry, Bar Harbor Housing Authority, Maine Alzheimer's Association, Next Step Domestic Violence Project, MDI Rotary, Island Connections, MDI YMCA, Island Housing Trust, MDI YWCA, MDI Lioness Club, Acadia National Park, Beth C. Wright Cancer Center, and the American Cancer Society Relay for Life and the MDI Hospital Auxiliary.

**“We are excited to continue our unique partnership with Mount Desert Island Hospital to provide a safe place to address food insecurity in this community. This partnership is consistent with both organizations' mission. It is imperative that we all do everything we can to reduce barriers and create easier access to healthy food.”**

**—OJ Logue, Interim Executive Director, Bar Harbor Food Pantry**



*Mary Parham delivers face masks and a reopening guide to local business The Stadium*

## 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. The Maine American Dental Association suspended all routine services at the start of the COVID-19 pandemic.

### 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 21 couples (42 people) participated in the prepared childbirth class program and approximately 16 couples (32 people) participated in the breastfeeding class program (partners of patients do not always attend this program).

### Flu Shot Clinics

MDI Hospital conducts low-cost public flu clinics each year, expanded in 2020 to eight locations throughout the community. A total of 114 people took advantage of these convenient clinics.

### Mask MDI Surgical Mask Distribution Project

In partnership with island Townships and Chambers of Commerce, MDIH purchased and distributed medical-grade face-masks to businesses and individuals in response to COVID-19 pandemic safety guidelines, throughout the busy summer/fall tourist season.

### 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
- Individual nutrition counseling and teaching group classes as part of the Diabetes Education Program
- 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

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.

Three pre-diabetes classes were offered free to the community, serving 32 participants.

## 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 David Sugerman, MD. Dr. Sugerman is the Medical Director for all Bar Harbor, Northeast Harbor and Southwest Harbor Emergency Medical Services (EMS). Dr. Sugerman is a board-certified emergency physician with a specialization in emergency medicine. As an EMS director, Dr. Sugerman 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 organized volunteers for the MDI Marathon for the past 15 years.

## Blood Drives

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



*Mary Parham hosts a virtual exercise class via Zoom*

## **Subsidized Health Services**

### **Strong and Steady Exercise Class**

MDI Hospital's free Wellness Program provided two senior exercise classes per week for 52 weeks to a total of 52 participants.

### **Parkinson's Exercise Class**

MDI Hospital's free Wellness Program provided two classes geared for Parkinson's patients per week for 52 weeks to a total of 13 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 now year-round MDIH community walking program.

### **Smoking Cessation Program**

Upon request or provider referral, patients (whether they are inpatient or outpatient) are given a quit kit with contact information for the Maine Tobacco Helpline; if the patient wishes to receive a follow-up call, the Community Health Educator contacts the patient to offer resources (group smoking cessation sessions, health coaching, etc.).

### **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.



*Cancer Patient Navigators: Heather Sinclair, LSW, and Paula Huntsman, RN, BSN. (Pre-COVID-19 photo)*

To maintain quality care, MDI Hospital continued to treat patients (providing fuel and food cards to patients in need) and ran a support group prior to the start of the pandemic. Posters on lung, breast, cervical, and colorectal screening were supplied and distributed to clinics and the community as well as lung cancer awareness posters in the month of November.

Paula Huntsman offered two presentations at Malvern Belmont on advance directives and preventative medicine while hospice volunteers spoke on bereavement support. Participation in the Beth C. Wright Cancer Center Zoom conference on survivorship was also offered.

Additionally, modifications were made to the Sunscreen Initiative, so that sunscreen with educational tags could be distributed to clinics for well-child checks and to interested patients. While the original intention was to partner with ANP, CBC, YMCA, and Nature Cruise to provide education and supplies, MDI Hospital is hopeful to revisit initiate plans post pandemic.

In FY 2020, these cancer support services were partially funded by the Maine Cancer Foundation, the Fisher Charitable Foundation, and the Linda Tallen and David Paul Kane Educational and Research Foundation.

## **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. In FY 2020, an expansion of this program was supported by a grant from CaptureCares.

## **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.

# Educational Partnerships

## Penn Medicine Collaborative

Mount Desert Island Hospital is in the tenth year of its collaboration with Penn Medicine and the Perelman School of Medicine at the University of Pennsylvania. 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, 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.

## 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 for hands-on internships 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 2020, 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 2020. The program's unique clerkship model of study allows its participants to follow their patients throughout the continuum of each patient's care. The students' fresh perspective serves to enrich healthcare and energize medical staff at MDI Hospital, while students gain invaluable clinical experience that greatly enhances their course of study.

## University of New England

Interns from the Care for the Underserved Pathways (CUP) Scholars Program, a two-year honors distinction program for medical students, pursue a one-month residency at MDI Hospital. CUP Scholars observe and take part in all aspects of caregiving, and they also interface with nonprofit social service organizations with which we collaborate on care beyond our walls—for example, substance use treatment programs and nutrition education outreach.

## Warren Alpert Medical School of Brown University

Residents who are training to become family practitioners rotate to MDI Hospital twice, during the second and third years of their residencies, giving them a chance to hone needed skills identified during their initial rotation with us. At MDI Hospital, they gain direct experience in rural family practice. Additionally, fourth-year Brown medical students considering a rural practice can opt to spend one month at MDI Hospital for a Community Health rotation: 2 days a week in an outpatient clinic, and 3 days a week exploring community-based programs that support individuals who have high-risk medical needs.

## Maine Medical Center and MaineHealth

Third-year residents in Internal Medicine or Internal Medicine/Pediatrics come to MDI Hospital to conduct immersive outpatient or inpatient rotations in our various care settings, adding a small-community perspective to their training.

## The Jackson Laboratory

Newly minted college graduates who work in a structured training program at JAX—future MDs, PhDs, or both—design an independent research project with direct ties to human health and disease, working alongside staff members at MDI Hospital. This partnership is geared to develop future geneticists, biostatisticians, researchers, or physicians who will address the unique health challenges of small populations spread out over rural areas.

## College of the Atlantic Internship

This 11-week program offers students broad job-shadowing exposure to MDI Hospital's healthcare delivery, and opportunities to discuss what they observe, including primary care, hospitalist rounds, emergency care, medical imaging, orthopedics, and obstetrics. Students experience the Hospital's clinical environment firsthand.

## 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.

## 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*

In rotations of two weeks (for first- and second-year Pharmacy students) or six weeks (for fourth-year Pharmacy students), participants work with MDI Hospital's Pharmacy staff, learning methods and protocols unique to the hospital setting. Students participate directly in all Pharmacy services including drug distribution, sterile preparations, inventory regulation, and quality assurance programs.

## Physician Assistant (PA) Program

*University of New England and Frontier Nursing University*

Students from UNE's Master of Science Physician Assistant Program—the only PA program in Maine—work directly under the tutelage of an MDI Hospital PA for 2 months. These pre-professional PA students experience the full range of rural healthcare firsthand, from preventive care to emergency visits. 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 28 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 practicum.



*MDI Hospital Auxiliary Annual Meeting: Shirley Conklin, Penny Read, and Art Blank. (Pre-COVID-19 Photo, June, 2019)*

## 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 \$7,482.62.

Annually, the Auxiliary provides scholarships to students pursuing careers in the medical field through the Marion Joy Morse Scholarship Fund. They host various fundraising events including 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 compassionate, quality care for which we are so well known.

### Remembering Shirley Conklin

On December 26, 2020, our beloved Shirley Conklin passed away peacefully at her home with her loving sister Arlene by her side. She began volunteering at MDI Hospital when she moved to Salsbury Cove, ME in 2000. In 2012, she became the President of the Auxiliary and faithfully served her community in that role until 2019. In 2016, Shirley was named Volunteer of the Year in recognition of her contributions to the community and her outstanding commitment to the MDI Hospital Auxiliary. Over the years, Shirley graciously devoted her time helping the Auxiliary with various fundraising initiatives to benefit the hospital such as, blood drives, health fairs, and bake sales. Shirley will always be in our thoughts and in our hearts and will be missed dearly.



*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. (Pre-COVID-19 photo, December, 2019).*

## Financial and In-Kind Contributions

### Event Sponsorships

In FY 2020, MDI Hospital contributed more than \$5,800 in sponsorships to local organizations. This includes the 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 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. Although we were not able to co-host an in-person gathering this year due to the pandemic, we were able to pay tribute to our Veterans virtually. 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 Annual Give Thanks and Give Back Campaign provided hundreds of gifts to numerous 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: Vicky Eaton, RN and Gordon Murphy, PA-C guide an MDI High School student in proper wound dressing technique during a career day hosted at MDI Hospital in December 2019. (Pre-COVID-19 photo)*

*Cover Photo: Laura Driscoll, BS, CHES delivers face masks and a reopening guide to local business A&B Naturals*



Mount Desert  
Island Hospital

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