



Mount Desert  
Island Hospital

# Community Benefits Report

Fiscal Year 2021 (May 2020–April 2021)







*Top: Jane Coombs, Environmental Services Aide, helps to keep the Hospital clean for our patients and staff  
Left: Dr. Sugerman cares for a patient in the Emergency Department*



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 554 jobs in fiscal year 2021. 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.



*Dr. Ormanda Johnson cares for a patient at Cooper Gilmore 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**  
17 Hancock Street, Bar Harbor

# MDI Hospital

## Organization Services

**In FY 2021, our healthcare professionals offered skilled services to the Downeast Region including:**

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

## Free & 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 \$5 million in free and uncompensated care in FY 2021.

## Community Connections

Throughout Fiscal Year 2021, Mount Desert Island Hospital partnered with the Good Shepherd Food Bank and Bar Harbor Food Pantry to help make food available to patients in need at three of our health centers. In all, 57 bags of food were distributed to patients and families experiencing food insecurity and connections were made for them to local food pantries.

In Fall 2020, MDI Hospital Employees donated cleaning and sanitation supplies for the residents of Emmaus Homeless Shelter to help with its efforts to mitigate the spread of COVID-19 during the pandemic. Several boxes of cleaning supplies were delivered to the shelter in early November.

In February 2021, MDI Hospital sponsored a community-wide Diaper Drive, collecting diapers and supplies for families with infants. This was necessary for families whose livelihoods were impacted by the COVID-19 pandemic.

## Staff Volunteerism

In FY 2021, 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 Lioness Club, Acadia National Park, Beth C. Wright Cancer Center, and the American Cancer Society Relay for Life and the MDI Hospital Auxiliary.

# Community Health Services

## Oral Health Services

MDI Hospital's Community Dental Center began outreach services for Birch Bay Retirement Village (BBRV) residents who require ongoing oral health needs. Dr. Jane Ogembo, Hygienist Sheri Wilder, and Practice Manager Lauri Kandutsch hope to develop a monthly rotation with BBRV to provide residents with both oral screenings and dental care. Additionally, MDI Hospital's relationship with UNE may provide MDIH with a hands-on student this Spring. More information will be available after further discussion with UNE's Education Manager of the College of Dental Medicine.

## 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 33 couples registered for the Prepared Childbirth Class while a total of 23 couples registered for the Breastfeeding Class.

## Flu Shot Clinics

MDI Hospital conducts low-cost public flu shot clinics each year at several locations throughout the community. A total of 80 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, offered at three locations (Bar Harbor, Trenton, and Southwest Harbor)
- 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
- 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.



*MDI Hospital's Community Dental Center Staff*

## **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 Health Screenings, personalized Health Coaching, Tobacco Cessation counseling, 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 40 participants.

## **School-Based Nurse Program**

MDI Hospital provides nursing services to the following schools: Trenton, Tremont, Pemetec 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. 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 background in sports 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. The 2020 MDI Marathon was canceled due to COVID-19.

## **Blood Drives**

MDI Hospital hosted one blood drive in FY 2021.

# MDI Hospital Pitches in to Vaccinate Mariners

Captain Prentice "Skip" Strong III and Annie Dundon, PA, teamed up to vaccinate 75 crew members and one shore-side worker in Searsport, Maine at the end of May 2021.

The first ship to be vaccinated arrived on May 21st, and over the next 10 days, five crews of 18 to 25 members were administered the Johnson & Johnson single-dose COVID-19 vaccination.

Captain Skip and Annie both possess rich ties to Maine Maritime Academy in Castine, Maine. Their combined history with the academy and current work in the field brought to their attention the many mariners in need of COVID-19 vaccination. As there was no other way for these individuals to become vaccinated while on their travels, Skip reached out to agents to contact incoming ships and survey their interest in receiving the COVID-19 vaccine. As a primary healthcare practitioner at the Community Health Center in Southwest Harbor, Annie was ready and willing to volunteer her expertise and time to administer the vaccines, and MDI Hospital was more than willing to work with her to obtain the doses needed for this effort from the State of Maine.

"These are essential workers who have been forgotten. Most of the world doesn't pay attention, so we thought it was important," she said. "They are coming from many places in the world, so they can go home, see their families, get off at port, and go on a walk. They deserve the opportunity to remain healthy as much as anyone else."

Captain Skip was encouraged to find a way to move vaccines towards the coast for mariners facing unique obstacles receiving healthcare.

To schedule vaccine sites on incoming ships in Searsport, Annie partnered with MDI Hospital and Trevor Casey, PharmD, MHA, CPHQ. To supply mariners with the COVID-19 vaccine, Dr. Casey coordinated with the State of Maine to secure 75 Johnson & Johnson vaccines. Since these mariners function on a non-stop schedule, a single-dose shot was the most sensible option to reach full immunity in the least amount of time.

On the first day of administering vaccines, 23 crew members from aboard the *Samisa Nari* were vaccinated against COVID-19. Annie exclaimed, "The Hospital supplied everything we needed. It only took a few hours from start to finish."

*Newly vaccinated mariners join Annie Dundon, PA and Captain Prentice "Skip" Strong III to display their COVID-19 vaccine cards.*







Mariners had been limited to interaction with only fellow crew members to limit exposure to COVID-19. With this in mind, Skip and Annie created a system where five members were rotated at a time through the vaccination process. Skip aided in paperwork and Annie administered vaccines. After five members were fully processed through the vaccine system, another five members began the process. In this system, limited exposure was enforced and vaccination was completed.

“Our pharmacy was fabulous. They did such a great job getting information in native languages for documents like permissions slips and more,” said Annie.

Moving forward, Yale New Haven Hospital and North American Maritain Ministry Association are both looking to mimic similar vaccination set-ups for traveling mariners. These ports would be in Portland, Maine and New Haven, Connecticut. More information can be found at <https://www.independentmaritime.com/>.

Captain Skip and Annie extend their sincerest thanks to MDI Hospital and the State for making this vaccination process possible for essential mariners.



# Subsidized Health Services

## Strong and Steady Exercise Class

MDI Hospital's free Wellness Program provided three classes per week for 50 weeks to a total of 2,500 participants.

## Parkinson's Exercise Class

MDI Hospital's free Wellness Program provided two classes per week for 50 weeks to a total of 400 MDIH employees and community members.

## MDIH Community Exercise Class

MDI Hospital's free Wellness Program provided three exercise classes per week for 50 weeks to a total of 800 MDIH employees and community participants.

## Community COVID-19 Vaccine Clinics

MDI Hospital conducted public COVID-19 vaccination clinics on the island; a total of 11,000 MDI residents took advantage of these emergency clinics.

## Mask MDI Community Masking Project

In partnership with the Downeast COVID-19 Task Force, MDI Hospital purchased and distributed over 75,000 medical grade masks to protect front-facing employees of MDI businesses.

## Community Walking Program

A total of 500 people participated in the year-round walking program.

## Free Cancer Support Group

Due to COVID-19, no in-person support groups were held; however, the Beth C. Wright Cancer Resource Center aided in the establishment of a well-attended support group, ultimately going virtual. MDI Hospital provides free monthly support groups for patients, survivors, and their families.

## Prescription Assistance Program

In FY21, we aided 12 patients with accessing free or reduced-cost prescription medications. We worked with pharmaceutical companies to allocate eleven different medications to ten patients at no cost, for a total retail savings of \$20,066.91.

## 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.



*Above: Community members receive their vaccines at one of MDI Hospital's COVID-19 Vaccine Clinics*

*Left: Participants in MDI Hospital's Community Walking Program enjoy one of the many trails in Acadia National Park*

# Educational Partnerships

MDIH's Medical Education Program introduces the next generation of caregivers to a unique, rewarding healthcare environment, providing a memorable and impactful experience for students that will be the foundation for delivering rural medicine in the future. Through dynamic collaborations with nationally recognized university and hospital partners, our independent community hospital cultivates a creative, innovative culture of professional development drawn from our integrated care model, which serves individuals and families throughout their lives and the continuum of their care. Led collaboratively by an engaged medical staff, MDIH's Medical Education Program will provide a scalable, sharable model for peer hospitals striving to recruit and retain the best-quality medical providers and caregivers.

In FY21, MDI Hospital hosted 57 medical education students from 11 educational partnerships: 16 ED residents, 3 Psych residents, 7 Medical students, 11 Physician Assistant students, 2 Occupational Therapy students, 2 Family Nurse Practitioner students, 4 Pharmacy students, 1 Medical Assistant, 1 Psych internship, 2 Pre-med students, and 7 Music Therapy students.

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## Mount Desert Island Hospital— Penn Medicine Collaborative

Residents are specializing in emergency medicine or behavioral health. University of Pennsylvania's Medical School—sited in one of America's largest urban hospitals—sought an alternative setting to introduce future leading physicians to small-community health. MDIH sought the expertise and innovation of these professionals-in-training. Established ten years ago with no preexisting affiliation, these two organizations have crafted a program from the ground up that has profoundly changed cultures and practices. To date, nearly 100 residents have accessed rural medical training directly from MDIH. In turn, they share their knowledge of leading-edge, evidence-based standards of emergency medical care and psychiatry with our Critical Access Hospital team.

In the summer and fall of 2021 we had a total of 12 education presentations from UPENN residents including Emergency Department topics, OUD and Psychiatry. All staff and interested community members/organizations are invited. There were 9 ED Residents and 3 Psych Residents.

## Tufts University School of Medicine Maine Track Program

A nine-month learning opportunity for aspiring physicians to encourage medical practice in rural Maine. Two 3rd-year medical students participate in the care of patients with our physicians and staff members: routine office visits, home visits, subspecialty evaluations, office or hospital-based procedures, hospital care, and emergency care.

In FY21, we welcomed two Tufts students to MDIH.

## College of the Atlantic Internship

An 11-week internship offering 2nd- and 3rd-year undergraduate students broad job-shadowing exposure to MDIH's healthcare delivery and opportunities to discuss what they observe, including primary care, hospitalist rounds, emergency care, medical imaging, orthopedics, and obstetrics.

The College of the Atlantic Internship was suspended in 2020 due to COVID-19. 2021-22 status is undetermined.

## 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.

The Mount Desert Island High School Affiliation was suspended due to COVID-19. Corporate Compliance requires students to be 18 per OSHA regulations.

## The Jackson Laboratory

This program features newly minted college graduates who work in a structured training program at JAX—future MDs, PhDs, or both. Trainees design an independent research project with direct ties to human health and disease, working alongside staff members at MDIH. 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.

## Brown University

Residents who are training to become family practitioners. This partnership features an innovative arc: students rotate to MDIH twice during the 2nd and 3rd years of their residencies, giving them a chance to hone needed skills identified during their initial rotation with us. At MDIH, they gain direct experience in rural family practice.

## University of New England, Underserved Pathways (CUP) Scholars Program

Medical student interns from the Care for the Underserved Pathways (CUP) Scholars Program participate in a two-year honors distinction program. In their one-month residency at MDIH, CUP Scholars observe and take part in all aspects of caregiving. 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.

## University of New England Dental School Program

12-week rotations for 4th-year dental students at the Community Dental Center in Southwest Harbor. Students provide care to patients under the supervision of Dr. Jane Ogembo, DDS, MPH. They also have the unique experience of practicing in a dental home where the psychological and social determinants of patients' dental problems can be addressed if indicated.

## University of New England Pharmacy Rotations

Rotations of two weeks (for 1st- and 2nd-year Pharmacy students) or six weeks (for 4th-year Pharmacy students) working with MDIH's Pharmacy staff and 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.

## University of New England Physician Assistant Program

Students from UNE's Master of Science Physician Assistant Program, the only PA program in Maine. Working directly under the tutelage of a PA for two months, our pre-professional PA students experience the full range of rural health-care firsthand, from preventive care to emergency visits.

## Music Therapy Internship

Four Music Therapy interns every year from universities throughout the country. MDIH is the site of Maine's only Music Therapy internship program. For six months, interns maintain an individual caseload of clients working towards rehabilitative or palliative goals. They provide Music Therapy services to patients of all ages in one-on-one and group sessions, alleviating pain, distress, and agitation and improving cognitive functioning, engagement, and communication.

In FY21, MDI Hospital had seven music therapy interns work alongside Melissa Violette, MT-BC, NMT, the Music Therapy Director at Birch Bay Retirement Village and Music Therapist for Mount Desert Island Hospital.

## Maine Medical Center

2nd-year and 3rd-year residents in Internal Medicine or Internal Medicine/Pediatrics. 4-6 residents per year come to MDIH to conduct immersive outpatient or inpatient rotations in our various care settings, adding a small-community perspective to their training.

## Harvard Medical School/ Massachusetts General Hospital

One-month Emergency Medicine Rotation for residents considering working in a rural setting. Students learn the significant differences between training in a large quaternary referral center and practicing in a critical access hospital, and gain access to rural elective opportunities at Mass General Hospital.

## Community Health Rotation

Students considering a rural practice can opt to spend one month at MDIH: two days a week in an outpatient clinic and with the Integrated Care team making home visits; and three days a week exploring community-based programs that support individuals who have high-risk medical needs. By the end of the month, they will understand the importance of collaboration with community organizations that can improve and sustain positive outcomes.

## Various Nursing Programs

Advanced Practice Nurse education programs are individually focused on multiple clinical disciplines, including primary care, behavioral health, and anesthesia. Student clinical rotations are supervised by MDIH medical staff related to their specialized need.



# MDI Hospital Auxiliary — A Tradition of Giving Since 1948

Members of the Mount Desert Island Hospital Auxiliary host fundraising events that generate funds to support MDI Hospital patients. After each year of fundraising, the Auxiliary membership review and select items that directly support patient needs and strengthen provision of care by our healthcare teams. Items purchased this Fiscal Year 2021 are valued at \$7,482.62 and were made possible through fundraisers hosted in Fiscal Year 2020.

- Oral care supplies for patients attending our Diabetes Education program who require these supplies to ensure good oral hygiene.
- Exercise resistance bands, dumbbells, food journals, exercise journals and gift cards to support healthy lifestyle and food choices for those participating in our Diabetes Prevention Program.
- Pulse oximeters, scales and carrying cases for our Telehealth Program.
- Sobriety literature for patients who are detoxing during inpatient stays.
- Expiratory Muscle Strength Training devices for our Speech Therapy patients.
- Specialized Laryngoscope upgrade for our Anesthesia department.
- A warming cabinet for blankets and capes for patients visiting our Breast Health Center.
- Family Planning literature for Lisa Stewart Women's Health Center.

Each year, the Auxiliary also provides scholarships to students pursuing careers in the medical field through the Marion Joy Morse Scholarship Fund. In Fiscal Year 2021, \$32,500 in scholarships were awarded.

MDI Hospital Auxiliary normally hosts a variety of fundraising events throughout the year, which have been suspended during the COVID-19 pandemic. Public gatherings were limited this Fiscal Year to protect the safety of Auxiliary members, staff, and our community. Our dedicated Auxiliary members look forward to future opportunities to host their bake sales, jewelry sales, blood drives, and annual Fall Fair once the risk of transmission declines. The generosity of MDI Hospital Auxiliary greatly benefits our patients and our community, and supports MDI Hospital in providing the compassionate, quality care for which we are known.

## Financial and In-Kind Contributions

### Event Sponsorships

In FY 2021, MDI Hospital contributed more than \$4,800 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, Healthy Acadia, the MDI Marathon 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.

### Give Thanks and Give Back

MDI Hospital Organization's Annual Give Thanks and Give Back Campaign provided 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, was supported by hospital employees who purchased gift cards and stocking stuffers for MDI residents in need.



*Above: Community members attend MDI Hospital's COVID-19 Vaccine Clinics*

*Cover Photo: Local educators pose for a photo after receiving their COVID-19 vaccines*



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