



A Letter from our President/CEO

This year, Mount Desert Island Hospital proudly celebrates 125 years of courage, compassion, and caring for this amazing community through our mission of innovative, patient-centered care.

Founded in 1897, MDI Hospital was the first hospital in Downeast Maine. Today, we are the only independent hospital system in Hancock County, made possible by a diverse network of strategic partnerships. From emergency, trauma, and surgical care to primary and specialty clinics, MDI Hospital serves our vibrant community of residents and visitors, all of whom rely on the responsive healthcare we deliver every day. In this report, you'll meet some of our close community partners, whose efforts are integral to the hospital's growth and progress.

For the community we serve, MDI Hospital is a precious resource. Stewarding this resource means actively planning for a bolder, brighter future. We have long maintained a delicate balance between renowned medical care and insufficient, constrained space. Our need for expanded, upgraded space is urgent and immediate—our community's future depends on it.

This summer, we broke ground on the Kogod Center for Medical Education, the first phase of our vision for the future. This transformational project will help us bring the next generation of medical staff to MDI Hospital and it is key to the ongoing development of our Medical Education program, which supports the full spectrum of our healthcare services.

As we prepare for the future, we are dedicating significant time and resources to campus expansion planning, with particular focus on our Emergency Department and surgical suites. We are also actively seeking to address the serious increase in need for behavioral health services and workforce recruitment and retention initiatives.

Fundamental to this future is our most important asset: MDI Hospital's team of dedicated, caring staff who provide top-quality, lifesaving care every day. This includes highly skilled experts and centers of excellence in emergency care, medical imaging, and women's health.



During this milestone year, we celebrate with deepest gratitude our phenomenal donors who make our mission possible. Together, we will continue to advance the health of our community and commit to protecting this most precious resource.

As we build on MDI Hospital's legacy of progress and innovation, your support helps ensure that MDI Hospital will be here to provide vibrant, innovative care for next 125 years.

Stay happy, hopeful, and healthy,

Christina Maguire

Chrissi Maguire
President/CEO

From Our Board Chair

I am honored to serve as MDI Hospital's Board Chair in this milestone 125th anniversary year. Our Board, together with Chrissi Maguire and her administrative team, is deeply engaged in future planning: construction, technology upgrades, and improvements to facilities that will prepare MDI Hospital for the next 125 years.

MDI Hospital's growth and progress is built upon the dedication of its people. Every staff member, every volunteer—at all levels—demonstrates profound devotion to service. They are the bedrock of this organization, providing outstanding care to improve the health of everyone on this Island and the wider community we serve.

Equally important is our community of supporters, who care for MDI Hospital and its patients through generous donations and passionate advocacy. Your support inspires and humbles us. We thank you for sharing our commitment to best-quality healthcare on Mount Desert Island.

With gratitude,



Patricia Hand, PhD

Board Chair, MDI Hospital Board of Trustees



Mission Statement

To provide compassionate care and strengthen the health of our community by embracing tomorrow's methods and respecting time-honored values.

Vision Statement

To be our community's medical home by pursuing innovative models throughout the continuum of care. Our integrated system will be the standard by which others are measured.

Fiscal Year 2022 Highlights



MDI Hospital's new MRI unit scanned its first patient on November 1, 2021. Not only does the installation bring lifesaving technology to the Downeast region, but it is also one of Maine's most advanced MRI units. The Philips Ingenia Ambition MRI system features near-silent technology, faster scan times and patient-adjustable lighting, image projections and soundscapes.



Dental student Emily Leach (pictured below) is one of the many medical education students who trained at MDI Hospital in fiscal year 2022. Each year, students from Penn Medicine, Tufts University, University of New England, Brown University, Maine Medical Center, Massachusetts General Hospital, and more come to MDI Hospital to experience deeply enriching rotations in rural medicine.



MDI Hospital received a \$22,434 grant from the Northeast Delta Dental Foundation, supporting the acquisition of two Airflow Prophyllaxis Master Premium units for our Community Dental Center (CDC). These units utilize a novel protocol to remove biofilm above and below the gumline, before it triggers an immune response.



MDI Hospital and Health Centers launched a new electronic health record system on March 7, 2022. The Cerner CommunityWorks platform replaced multiple legacy systems and provides patients with a streamlined and secure way to manage their health and wellness information electronically. The new Cerner EHR has all the information for an individual patient on one platform instead of in three separate applications.



MDI Hospital and Birch Bay Retirement Village employees donated over \$30,000 in support of the Lani K. Naihe and Luzvie E. Estacio Memorial MRI Wing, which was named in memory of two members of the MDI Hospital family that were lost to glioblastoma, an aggressive form of brain cancer.



In early 2022, our registration area was moved in order to create additional space for our Emergency Department. This project allowed us to better care for our community as we plan for critically needed expansion and renovation.



Planning throughout fiscal year 2022 resulted in a groundbreaking for the Kogod Center for Medical Education on August 18, 2022. The center, made possible by Robert and Arlene Kogod and their children, Lauren, Leslie and Stuart, will provide critical housing and conference space for visiting medical students and residents from top colleges and universities.

Providers

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Jesse M. Higgins, PMH-NP
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Kevin M. McDonnell, MD
Lewis Mehl-Madrona, MD
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Evan C. Moore, PMH-NP
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Snehal R. More, MD
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Marsha Naydich, MD
Joshua P. Newman, MD
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Kathleen M. Young, PMH-NP
Claudia Zacharias, MD

2022 Nursing Excellence Award Recipients



Left to Right: Karen Mueller, Chief Nursing Officer (retired); Tammy Moore, RN; Erin Sapper, RN; Mary Lou Carey, RN; Chrissi Maguire, President/CEO
Not pictured: Ginger King, RN

Established in 2019 by Dr. Leung Lee in memory of his wife, the Ursula E.J. Lee & Dr. Leung Lee Award for Nursing Excellence honors the compassionate, loving care Ursula received from her nurses at MDI Hospital. The award will be given to four nurses each year who demonstrate clinical excellence and a commitment to compassionate care in their nursing practice.

“Ursula E.J. Lee had a vision which lives out through this award of how to continue to excel and give back to the profession she loved,” said Chrissi, “Our nurses have a unified ethos, and believe every day in the purpose to serve, which aligns so much with MDI Hospital’s purpose as well. ”

Congratulations to the 2022 winners of the Ursula E.J. Lee & Dr. Leung Lee Memorial Award for Nursing Excellence: Tammy Moore, RN; Erin Sapper, RN; Mary Lou Carey, RN; Ginger King, RN!

2022 Community Partners of the Year



Alf Anderson,
*Executive Director, Bar Harbor
Chamber of Commerce*



Micki Sumpter,
*Executive Director, Mount
Desert Chamber of Commerce*

Alf and Micki have been instrumental in serving the entire MDI region through their leadership roles at the Bar Harbor and Mount Desert Chambers of Commerce and as key members of the Downeast COVID-19 Task Force. This award acknowledges their excellent work to find creative, safe solutions to invigorate commerce and support local businesses despite the multifaceted challenges of the pandemic. Their ongoing dedication and service continues to encourage community engagement and support the health and safety of all who live, work, and play on MDI.

2022 Healthcare Partner of the Year

Maine Seacoast Mission

The Maine Seacoast Mission has been a dedicated, committed partner in providing healthcare to our outer island populations through telehealth and in-person visits. Their unique service model brings care to island residents who would otherwise not have access to care, and this is vital to their health and wellbeing. Throughout the pandemic, the Maine Seacoast Mission was a faithful partner to MDI Hospital, and we thank them for their dedication, commitment, and service to strengthen the health of our community.



A Hand to Hold: Care in a Crisis

The past two years challenged our community with uncertainties that far surpassed anything previously thought possible. Since March 2020, we experienced lockdowns, masking, and social distancing—previously rare words that are now commonplace in our vocabulary. Despite everything, we managed to come together in creative, new ways and realized that sometimes, above all else, you just need someone to be there for you and hold your hand.



When Klair Moshier and her husband, Scott, walked through the doors of the Emergency Department at Mount Desert Island Hospital in December 2021, doctors were immediately concerned and tested Klair’s oxygen saturation levels. “Most people with normal lung function are operating somewhere around 98+ percent. She was 53 percent,” noted Dr. Peter Ossanna, Chief of Medicine and Hospitalist who treated Klair. “She was critically ill.”

Within 45 minutes of arrival, Klair was admitted and placed on a ventilator in the Intensive Care Unit (ICU) with a severe case of COVID-19. Doctors were baffled as to how she even walked into the hospital of her own volition with some of the worst lungs they had ever seen. Scott also had COVID-19, but his symptoms were far less severe. Due to the strict visitation protocols in place at the time, Scott was sent home to recover while Klair remained hospitalized.

As he drove away, Scott was struck by the need to be near his wife. He told MDI Hospital staff that he couldn’t just wait at home, so he turned around and came back. Scott spent all the time he could in his truck in the parking lot right outside Klair’s window, where nurses would wave and assure him that she was in good hands.

In the ICU, Monica Theroux, RN was one of the nurses who cared for Klair. “She was really sick, and we were worried about her,” recalled Monica. As one of the first COVID-19 patients that Monica had treated, she was concerned for her own health and safety as well, but she knew she couldn’t show any of that to the patient. “You have to provide reassurance and make them feel safe.”

Scott stayed in constant communication with Klair’s nurses while he waited outside. “I would put the phone to Klair’s ear and say, ‘just talk, I don’t know if she can hear you but she’s here,’” recalled Lisa McLaggan, RN. “I told him, if you want to call throughout the night, I’m here until 7 in the morning so call every couple of hours.”

“You’re here to be their support, not just medical, because it’s not just medical that heals you,” said Mad-drey Coover, RN, BSN. “Especially with COVID-19 patients, that isolation creates a need for communi-cation and connection.”

Klair was ultimately on the ventilator in the ICU for five days. “It was a big wake up call for life in general and what’s important. At the end of the day, it’s who you’re next to,” said Scott.

“My nurses were the most amazing. . .I don’t even call them people—they are angels on earth.” Klair recalls only being able to see their eyes, but she remembers their stories and their kind words. “They would go above and beyond every single time. Just before they left my room, they would ask, ‘is there anything else I can get for you or do for you?’ And every time I said, ‘would you just hold my hand?’ They would come over to the bedside and I was so grateful. They never rushed. They were happy to sit and hold my hand. They would talk to me and tell me I was going to be ok.”

“They saved my life. It’s as simple as that. I’m here today because of MDI Hospital.”

Klair and Scott both recovered from COVID-19 and continue to be monitored by the healthcare team at MDI Hospital.



2022 Business Partner of the Year



Bar Harbor Bank & Trust

Bar Harbor Bank & Trust has been a consummate business partner of MDI Hospital for over a century. After stepping up last year to support a vital COVID-19 testing initiative for local schools, Bar Harbor Bank & Trust's partnership has continued as a lead sponsor of the hospital's 125th Anniversary Celebration this year and as a major contributor to the hospital's new MRI unit. Their support has been vital to hospital efforts to care for the community throughout the pandemic and their partnership has been steadfast. MDI Hospital is also grateful to have been selected as Bar Harbor Bank & Trust's exclusive partner for the David R. Harding Memorial Golf Tournament, a wonderful community fundraising event now in its 29th year.

2022 Volunteers of the Year

Penny Read & the MDI Hospital Auxiliary

When Penny Read stepped into the role of MDI Hospital Auxiliary President in 2019, she initially agreed to serve for one-year. But with the challenges brought by the pandemic, Penny remained at the helm and has brought vibrancy and energy to the role every step of the way. Under Penny's leadership, the MDI Hospital Auxiliary has continued to be a loyal supporter of MDI Hospital, especially as steps were taken this past year coming out of the pandemic. Penny and the Auxiliary hosted a fun raffle and volunteered at our employee picnics to help celebrate MDI Hospital and Birch Bay Retirement Village staff this year. Penny led the Auxiliary to host its first-ever jewelry sale on the Fourth of July at the YMCA ballfield and helped revive the much beloved bake sales this summer. The Auxiliary has been a supportive branch of hospital engagement and fundraising for decades. MDI Hospital is grateful for the Auxiliary's ceaseless dedication to service and volunteerism, regardless of the hardships that are thrown their way.



2022 MDI Hospital Employees of the Year



Brenda Beckett
Physician Assistant

Brenda has worked at MDI Hospital for 10 years, and she likes the close community we have both within the Hospital, and the community. “I strive to treat all my patients as I would treat a close friend or family member,” says Brenda. “I enjoy taking care of patients throughout their hospital stay, seeing them improve and be discharged home, as well as being there to treat them during subsequent visits.” One of the things she likes best about our Hospital is the teamwork throughout all areas of the organization.



Patricia Thurlow
Registered Nurse

Tricia has worked for MDI Hospital for 14 years. She works at the Community Health Center in Southwest Harbor.

“I love working for MDI hospital because it feels like home, Tricia says. “From the people you work with being like family, and the patients ask for you by name when they call.”

Tricia likes working with her Community Health Center team, and being able to serve our community. Her philosophy is “Work hard but laugh often.”

2022 Birch Bay Village Employee of the Year



Sally Jordan-Sprague CNA, Safe Harbor Unit

Sally has worked at Birch Bay Village for almost 9 years. She enjoys working with her co-workers, the residents, and their families. Her work philosophy is to “work hard & show compassion.”

Sally loves both her own family, and her BBRV family. She also became a death doula in June 2020.



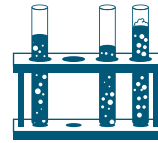
MDI Hospital and Birch Bay Retirement Village employees were celebrated at outdoor picnics on June 24, 2022. The employees of the year were announced during these picnics.



Fiscal Year 2022 Patient Care Statistics



564 Employees, 108 of whom are nurses



137,090 Lab tests



61,440 Outpatient health center visits



6,333 Visits to the Emergency Room



14,273 Images taken
Radiology, CT Scan, Nuclear Medicine, Ultrasound, MRI



910 Discharges



4,126 Mammograms



88 Births



1,516 Total surgeries



125 Volunteers
with a total of 2,230 volunteer hours



117 Swing bed admissions
Swing bed patient days: 1,273
Swing bed average stay: 10.88



737 Acute care admissions
Acute care patient days: 2,968
Acute care average stay: 4.03

Summary of Revenues and Expenses

Including Health Centers and Birch Bay Retirement Village
Year ending April 30, 2022

Total Revenues:	\$90,445,301
Billed for Service:	\$125,512,439
Portion of billing not received due to Medicare, Medicaid, private insurance reimbursement rates, and charity care:	\$46,886,690
Other and Non-Operating Revenues:	\$11,819,552
Other Non-Operating results	\$884,286
Total Operating Expense:	\$81,120,390
(salaries, supplies, interest, depreciation costs)	

Total Gain: **\$10,209,197**

Financial Highlights

The MDI Hospital Organization provided
564 jobs

and maintained a payroll of
\$42,879,387

Free and Uncompensated Care:
\$3,677,765

Unrestricted and restricted gifts received by the MDI Hospital Organization:
\$2,462,575

Leadership

SENIOR TEAM

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President/CEO

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Vice President of Finance/CFO

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SVP, Vice President of Provider and Ancillary Services

Trevor Casey, PharmD
Vice President of Innovation & Experience

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Sam Foss
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Director of Laboratory Services

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Executive Director of Birch Bay Retirement Village

Doug Springer
*Director of Plant Services, Nutrition Services,
& Project Management*

Devon Niedner
Director of Risk Management

Phillip Pizzola, BHCM, R.T. (R)
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Cristina Oliveri
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Rob Wambolt
Interim Director of Fiscal Services

David Sugerman, MD
Medical Director of Emergency Department




Artem Maksutov
Director of Revenue Cycle

Chrissi Maguire and Phil Pizzola pictured with MDI Hospital's new MRI unit, which arrived on August 30, 2021






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Sam Foss 
Dick Fox, PhD
Ellen Gellerstedt, MD
Tanya Hanke, DO 
Chrissi Maguire 
Christina Oliveri 
Katie Skeate 
Michelle Smith 

HONORARY TRUSTEES

(Lifetime appointment in recognition of their outstanding service to MDI Hospital)
Loy Andrews
David Benson[†]
Les Brewer[†]
William Bromley, MD
Henry Brown[†]
Roger Chagnon[†]
Dwight Eaton
Donald Hobbs[†]
George McVety[†]
Erwin Soule[†]
Helmut Weber[†]

 MDI Hospital Employee
[†] Deceased



*Above: MDI Hospital nurses Jenny Turner, Marla Fugazzi, Charlotte Jeannotte, and Cindy Cyr
 Front Cover: Ginger King, RN and Kate Worcester, PA-C*



10 Wayman Lane • PO Box 8 • Bar Harbor, Maine 04609 • 207.288.5081 • www.mdihospital.org

BIRCH BAY RETIREMENT VILLAGE
 25 Village Inn Road
 Bar Harbor | 288.8014

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 10 Wayman Lane
 Bar Harbor | 288.8435

CADILLAC FAMILY PRACTICE
 322 Main Street
 Bar Harbor | 288.5119

COMMUNITY DENTAL CENTER
 4 Community Lane
 Southwest Harbor | 244.2888

COMMUNITY HEALTH CENTER
 16 Community Lane
 Southwest Harbor | 244.5630

COOPER GILMORE HEALTH CENTER
 17 Hancock Street
 Bar Harbor | 288.5024

LISA STEWART WOMEN'S HEALTH CENTER
 330 Main Street
 Bar Harbor | 288.8100

MDI BEHAVIORAL HEALTH CENTER
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 Bar Harbor | 288.8604

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MDI ORTHOPEDICS
 10 Wayman Lane
 Bar Harbor | 288.0242

MDI PHYSICAL THERAPY
 10 Wayman Lane
 Bar Harbor | 288.5081, ext. 1354

16 Community Lane
 Southwest Harbor | 244.5630
 394 Bar Harbor Road
 Trenton | 667.5899, Ext. 6120

MDI UROLOGY
 10 Wayman Lane
 Bar Harbor | 288.0242

NORTHEAST HARBOR CLINIC
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 Northeast Harbor | 276.3331

DON AND BETH STRAUS PROGRAM
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 Bar Harbor | 288.8014

TRENTON HEALTH CENTER
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 Trenton | 667.5899

WEEKEND CARE CLINIC
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 Bar Harbor | 801.5077

