



...where the future of rural health care delivery is taking shape.

Mount Desert Island Hospital Emergency Department receives 2022 Press Ganey Human Experience Guardian of Excellence Award®

Mount Desert Island Hospital's Emergency Department has been named a 2022 Human Experience (HX) Guardian of Excellence Award® winner by Press Ganey, the global leader in healthcare experience solutions and services. This award is part of Press Ganey's annual ranking of the top hospitals and health systems in the country, according to performance in patient experience.

As a winner of the Press Ganey HX Guardian of Excellence Award®, Mount Desert Island Hospital's Emergency Department is in the top 5% of healthcare providers in delivering patient experience in the last year. Press Ganey works with more than 41,000 healthcare facilities in its mission to reduce patient suffering and enhance caregiver resilience to improve the overall safety, quality, and experience of care.

"By putting their patients and workforce first each and every day, the MDI Hospital Emergency Department is demonstrating their unwavering commitment to their employees and to the communities they serve," said Patrick T. Ryan, chairman and chief executive officer, Press Ganey. "The caregivers at MDI Hospital have inspired us with the compassion, empathy, and human connection they bring to the clinical healthcare setting. We are honored to partner with them as we celebrate their achievement."

"As a critical access, rural hospital in a tourism hub of Maine, our Emergency Department handles the unique challenge of caring for an expanded summer population and a small, tight-knit residential community," said Chris Maguire, President/CEO of MDI Hospital and Health



Mount Desert Island Hospital is recognized as a leader in the healthcare industry with the Press Ganey 2022 Human Experience (HX) Guardian of Excellence Award®

Centers. "Every doctor, nurse, and volunteer in our ED serves each patient who comes through our doors with kindness and compassion, whether they are visiting from a thousand miles away or grew up right down the road. We are so proud of this award and our ED staff for living our mission each day, delivering critical access to quality care."

Patients have said of their time in the ED, "I'm a nurse and didn't tell them, I was very impressed with everyone from security to check out. Best ER experience ever. I was on vacation in the area and was thankful they could help," and, "I can't adequately express how much I appreciated the staff during this visit! The bedside manner and that they truly cared about my kiddo's wellbeing was incredible!"

Congratulations to all of the staff in the ED—doctors, nurses, CNAs, NUAs, CMAs, volunteers, and nutritional and environmental services.



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Looking Forward

A Message from Chrissi Maguire, MDI Hospital's President/CEO



As the New Year begins, all of us at MDI Hospital want to thank you for the outstanding support we've received this past year. Your generosity, dedication, and service are truly what make lifesaving, patient-centered care possible for our community, and there is no greater gift.

Looking ahead, we know that 2023 will bring a heightened focus on mental health and well-being. Feelings of isolation, anxiety, and uncertainty have skyrocketed during the pandemic, particularly for children and adolescents. We responded to the concerning rise in mental health challenges by adding a psychiatrist specializing in child and adolescent care, Dr. Lauren Manning, and will continue to assess and increase services in the years to come. A young patient's parent recently shared their perspective on the work we are doing, and I'm honored to share it with you:

"Mental Health is the best gift we can give to our children. We can send them to the best schools, feed them the best food, fund their college accounts and set the best examples for them. Without mental health, all of this doesn't really matter. Our children cannot live their fullest lives without the tools that help them navigate their feelings and the social world around them. This is the gift that the Behavioral Health Center has helped me to give to my children, and I am forever grateful."

As the demand for services continues to increase organization-wide, we will be embarking on a significant series of upgrades at our Bar Harbor campus in the coming years. Now in the planning stage, these renovations and improvements to our facility will help increase access to critical services and improve patient experience, including a larger Emergency Department, renovated Surgical Suites, and a new main entrance facing Main Street. I look forward to sharing more information about this exciting multi-year project in the future.

Also this year, we're establishing a new Friends of MDI Hospital group for folks who would like to serve our mission as community supporters, advocates, and advisors. Friends will receive access to specialized touchpoints, connections, and networking opportunities—including community outreach, public policy advocacy, volunteer opportunities, and town hall forums. The Friends of MDI Hospital will be our ambassadors to the world outside our doors, and we welcome your participation as the group takes shape.

We are deeply grateful to partner with you to improve health and wellness on Mount Desert Island, and we are truly honored to have your support. Thank you!

Christina Maguire

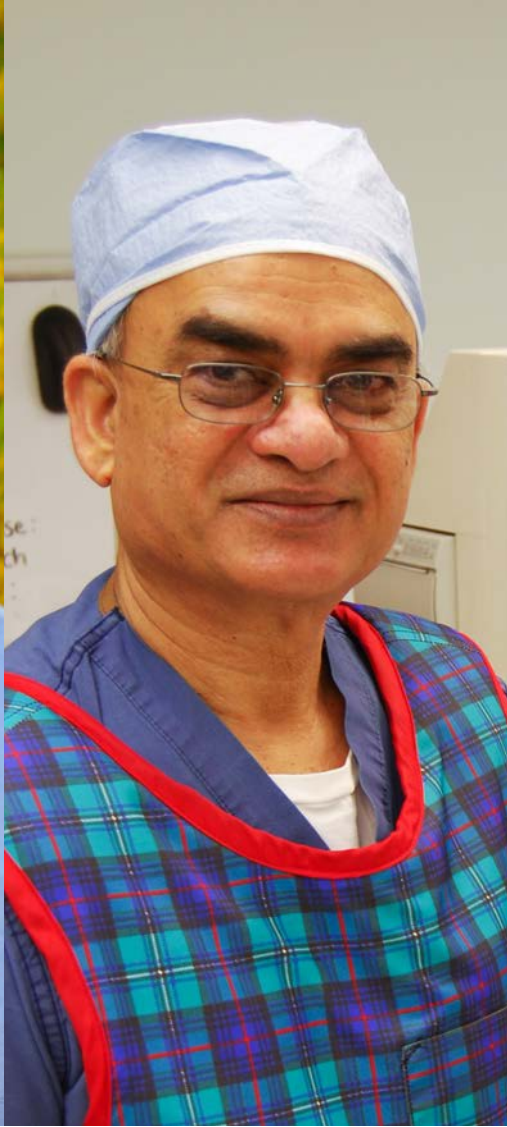
Christina J. Maguire
President/CEO

National Doctors' Day – March 30, 2023

Celebrating Our Healthcare Providers



Charlie Hendricks, MD



Surapaneni Ramanadha Rao, MD



Lauren Manning, MD

Every year on National Doctors' Day, MDI Hospital and Health Centers celebrate the exceptional care that is provided year-round by our team of healthcare providers—doctors, physician assistants, nurses, and so many others—who are at the very heart of our mission to strengthen the health and wellbeing of our beloved Island community.

Please join us in this celebration by recognizing the impact that your caregivers have had in your life or in the life of your loved ones. To send a message of thanks to your caregiver or to share your story, please contact Claire Sasner, Donor Engagement Officer, at (207) 801-5571 or claire.sasner@mdihospital.org. Your kind words will mean so much to your caregiver and will let them know that their work is important to you and those you love.

You may also make a gift to MDI Hospital in their honor to support the critical, lifesaving care that they provide all year long to our Downeast region. Please use the enclosed envelope or visit www.mdihospital.org/give to recognize their exceptional care today.

MDI Hospital is a 501(c)(3) organization. Gifts to MDI Hospital are tax-deductible to the extent allowed by law.

Provider Spotlight: Natasha Neal, DO



Natasha Neal, DO is a family physician at the Community Health Center in Southwest Harbor. She is grateful to be a part of the close-knit island community.

Natasha Neal, DO joined the MDI Hospital Organization in 2022 as a Family Physician at the Community Health Center in Southwest Harbor. Dr. Neal grew up in Ottawa, Canada and studied Health Sciences and Business Administration at Western University in London, Ontario, after which she moved to Boston to achieve a Master of Public Health Policy and Management degree at Boston University.

While at BU, Dr. Neal met her husband and decided to move to Maine to attend medical school at the University of New England. While completing rotations in Bangor, Dr. Neal and her husband would visit Mount Desert Island. “We fell in love with the island during many weekend trips during that period,” she said.

Dr. Neal went on to complete her family medicine residency at Brown University in Rhode Island, stating, “I was attracted to Brown’s program because of their robust hospital training, but also for their focus on women’s health and health equity.” Dr. Neal trained in a variety of clinical settings including Hasbro Children’s Hospital, the Miriam Hospital, Women & Infants Hospital, Kent County Hospital, and even Rhode Island’s COVID-19 field hospital.

Dr. Neal, her husband, and their two young boys moved to MDI just over a year ago. “We feel so fortunate to have been embraced by the community,” stated Dr. Neal. Shortly after moving to the island, they welcomed their third boy at MDI Hospital. “There was something truly special about having our youngest at MDI Hospital,” said Dr. Neal. “We are so appreciative of the wonderful care the entire obstetrics team here provides!”

Dr. Neal loves everything MDI has to offer, from the tight-knit community to the beautiful outdoors. She and her husband are happy to live and work in a place where they can watch their kids grow. That closeness, she says, that makes MDI Hospital special. “When you come to MDI Hospital, your providers are a part of your community and your family. You won’t be lost in a large health system because we are your neighbors, friends, and colleagues.”

To inquire about becoming a new patient, contact the Community Health Center at (207) 244-5630.

Sharing Gratitude & Love

"Great crew,
I would never go
anywhere else."



"My pleasure to
contribute, I love to give
what I can, when I can."

**Our patients are at
the heart of what we do.
Happy Valentine's Day from all of us
at MDI Hospital and Health Centers!**

"Doctors and nurses
are absolutely
wonderful."

"Grateful for the
COVID-19 Vaccine
Clinic at the
Regency."

"This OB floor is
the absolute best!
All the ladies are so
wonderful, sweet, and
caring. They were so
kind and gentle with
me and my daughter.
Best place ever!"

"I believe that MDI Hospital saved
my life a few years ago when
I had a bad hiking fall coming
down Sargent Mountain – I
cracked two ribs and punctured
a lung and was in the hospital for
four days. The care I received was
superb and I'll never forget it."

In Remembrance of Arthur Greif

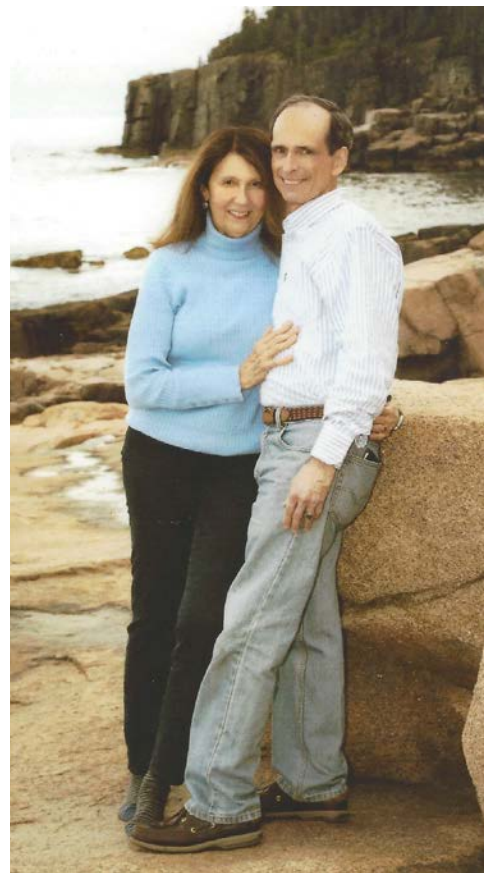
A Legacy of Generosity to MDI Hospital

Arthur Greif passed away in the ICU at MDI Hospital on May 31, 2022, after valiantly fighting stage IV metastatic pancreatic ductal adenocarcinoma. Art's hopes, though, live on for others with these devastating cancers, that they will defy their prognoses and live long enough for a cure.

After his cancer diagnosis, Arthur and his wife Donna generously donated over \$41,000 to MDI Hospital in honor of their friends and family who have been treated here. As an independent hospital, we rely on charitable contributions to sustain our operations and these donations make a lasting difference in our ability to provide compassionate, patient-centered care to our community.

Shared in Art's obituary, "Art and Donna are forever grateful to MDI Hospital for their top-notch skills and big hearts in caring for him throughout his two and one half years of surviving cancer, whether he was in the Oncology Clinic, outpatient or the ER. Of special note is the ICU team, who let us make Art's ICU room our final home, if only for a few days. Art not only received great care, each staff member was there for us in the time of our greatest need."

MDI Hospital is grateful to Art and Donna, and we are honored to carry out this legacy of caring for our patients and community through all stages of life.



The late Arthur Greif, pictured at Otter Cliffs with wife Donna Karlson, gave generously to MDI Hospital in recognition of the compassionate, patient-centered care provided to their friends and family.



Save the Date

Saturday, July 22, 2023

Cocktails – Dinner – Music

4th Annual Benefit Dinner in support of Mount Desert Island Hospital
Islesford Dock Restaurant • Little Cranberry Island, Maine

Painting by Henry Isaacs, "Mt Desert Island from Frenchman's Bay, Maine", oil on canvas, 20 x 40." Artwork courtesy: Gleason Fine Art, Boothbay Harbor, Maine

Advent of Love

Patient Bob Chaplin Gives Thanks to MDI Hospital and Community

Three years ago, Bob Chaplin was diagnosed with multiple myeloma, a type of bone cancer, and began his treatment journey at MDI Hospital. A cancer diagnosis is never easy but being diagnosed at the beginning of the COVID-19 pandemic made things that much more daunting. “Being a cancer patient during COVID was a double whammy,” Bob recalled.

However, through his many visits to MDI Hospital’s Island Infusion Center and other departments, Bob developed a close bond with many employees at the hospital, from oncology nurses and physical therapists to primary care physicians and even the hospital’s president and CEO. “They help not only with chemotherapy and other treatments, but you have the opportunity to have your spirits uplifted by a grand group of people.”

Originally from Bath, Maine, Bob moved to Mount Desert Island after college and became an educator in the public schools. Through this work, he built relationships with students through hands-on activities and problem solving, frequently leading field trips to Acadia National Park to explore nature and science. During his treatment, Bob gave thanks to many people in the community for their hands-on support, including transportation to appointments, delivering meals, and even phone calls at night to see how he was doing.

In the summer of 2021, Bob was thrilled to announce that his cancer was in remission. “I have traveled a lot, and as far as I’m concerned, MDI Hospital is probably one of, if not the best small community hospital in the United States. Not that you don’t get good service at other hospitals, but here, it’s the connection—the caring, loving connection that is present with all its staff and their dedication. I can’t imagine I’d be where I am now without the kind of support that I received from MDI Hospital staff.”

Bob shared the above poem with MDI Hospital’s President/CEO Chrissi Maguire in December 2022 that he wrote in gratitude for the loving care he continues to receive. “There is no more extraordinary gift that I could receive than this poem,” responded Chrissi. “Where there is darkness, our team brings light; when there is despair, our team brings comfort and hope.”

To see more of Bob’s story, visit MDI Hospital’s YouTube page to watch the “MDI Heroes” film.

Advent of Love

By Bob Chaplin

Three years ago Myeloma Cancer invaded my body, OH NO!
I said to myself, “I must not let this cancer steal the show.”

While amazing MDIH oncology nurses and doctors launched me on chemo,
Their professionalism, caring, and kindness inspired me in body and soul.

Transported to MDIH for many appointments by volunteers from Island Connections,
Staff and drivers have treated me with both respect and affection.

Physical therapists have maintained my muscles flexible and toned,
They have always made me feel right at home.

Cadillac Family Practice medical professionals have kept me right on track,
Administering vaccine and booster shots to help prevent a Covid 19 attack.

A top-notch Bar Harbor community hospital is our pride and joy,
Our wondrous hospital administration their special talents do employ.

Many friends have brought me tasty, nutritious meals,
Their caring and love for me has felt so very real.

I have been a most blessed Christian soul,
I thank the community for its outpouring heart of gold.

Merry Christmas to you I would like to say,
I have never walked alone on any given day.



Business Friends Society

MDI Hospital

Carroll Harper & Associates

Carroll Harper & Associates, Inc. became a member of MDI Hospital's Business Friends Society in 2022; however, they have been a supporter of the hospital for several years and their ties to the island community go back much further. Carroll Harper entered the insurance business in 1975 and opened his own independent insurance agency located in Southwest Harbor in 1981 where he focuses on Medicare and Long-Term Care Insurance. While the company maintains its roots on Mount Desert Island, they have 41 licensed brokers who work to provide competent, courteous, and personalized service in all Maine counties.

Carroll Harper & Associates provides a much-needed service and offer peace of mind to their clients. "We can look back and know we made a difference," said Carroll. In addition to providing insurance, they provide a personal level of advocacy and offer a voice on various insurance related issues at the State Legislative level. Carroll has also authored numerous books and CE courses, as well as presented professional education seminars. An Elder Law Attorney who has partnered with Carroll on such seminars shares that they have solved many Long-Term Care Insurance problems for his clients.

Carroll Harper & Associates has sponsored local golf tournaments and believes in continuing to do so here and throughout the state as a way to support non-profits and have fun while doing so. Closer to home, Carroll works with MDI Hospital's Human Resources Department to keep them apprised of changes in legislation around Medicare and what it means.

When asked what MDI Hospital means to him, Carroll offered that when he has had to use the hospital, he "received the best of care I could ever imagine." Welcome to MDI Hospital's Business Friends Society and thank you to Carroll Harper & Associates for their generous support of MDI Hospital and our community!

For more information about Carroll Harper & Associates, please visit www.harperltc.com or call (207) 244-5133.



Carroll Harper of Carroll Harper & Associates, an insurance agency specializing in Medicare and Long-Term Care Insurance.

"My family had trouble for a long time establishing our mother's entitlement to Long-Term Care benefits. Carroll Harper pressed our case with patience, conviction, and determination while providing us with encouragement at all times. After months of waiting, we are grateful to Carroll Harper & Associates."

- Anonymous Client of Carroll Harper & Associates