

A Bright New Future!

Mid Coast Primary Care & Walk-In Clinic Opens in Downtown Brunswick

A commitment to provide easily accessible, quality healthcare fulfilled.

Less than a year after the announcement of expansion plans, Mid Coast Health Services opened its brand new Mid Coast *Primary Care & Walk-In Clinic*, Downtown at Brunswick Station in August 2011. The 10,000 square-foot facility is situated on the first floor of Brunswick Station's newest building on Station Avenue.

Lois Skillings, President and CEO of Mid Coast Health Services said, "The new downtown location is well situated for the region's first non-emergency *Walk-In Clinic*. We are pleased to offer this new service to the community as we further our commitment to maintaining excellent quality, easily accessible care, close to home."

"With the success of revitalization efforts, Brunswick has become a regional destination," said Stephanie Slocum, executive director of the Brunswick Downtown Association. "This expansion of Mid Coast to Downtown Brunswick will provide our community with the convenience of vital day-to-day services."

The *Walk-In Clinic* is intended for people of all ages who have minor medical problems and are unable to see their own doctor, or do not have a primary care provider.

"This represents a major first step toward Mid Coast Health Services' 2020 Vision to improve the health of our population, enhance the patient experience, and reduce the cost of care," said Dr. Scott Mills, Mid Coast's Vice President of Medical Staff Administration and Chief Medical Officer. "Patients will save money coming to the Walk-In Clinic. Fees at the clinic are lower than those charged at an emergency room."

Opening the *Primary Care & Walk-In Clinic* is consistent with the State Health Plan to encourage improved access as a method to reduce expensive emergency room visits.

Dr. Scott Mills, Mid Coast's Chief Medical Officer, cuts the ribbon August 8 officially opening the new Mid Coast Primary Care & Walk-In Clinic Downtown at Brunswick Station.

(Photo by Jeff Morris of *The Pierce Studio*, Brunswick)



MID COAST HEALTH SERVICES
www.midcoasthealth.com

Orthopedics joins Mid Coast Medical Group

On August 1, we welcomed the newest specialty practice to the Mid Coast family, Mid Coast Medical Group—Orthopedics.

This team of board-certified surgeons—Mark F. Henry, MD; Robert D. Livingston, MD; Hector J. Rosquete, MD; and John S. Van Orden, MD—has a history of offering comprehensive orthopedic surgery and treatment services to the Mid Coast region for more than 25 years.

Along with complete orthopedic care, the group offers expert physical and occupational therapy and X-ray imaging on-site. It continues to provide 24-hour emergency care to our community at Mid Coast Hospital.

Partnership with Maine Medical Center improves stroke care

Mid Coast Hospital has joined the Neuroscience Institute at Maine Medical Center's Telestroke Network. This new development in telemedicine gives residents of the Mid Coast community around-the-clock access to MMC's 24-hour, on-call stroke neurologists and emergency department acute stroke consultation.

With the help of the Telestroke Network, Mid Coast Hospital is expanding its range of services to include high quality stroke care for patients within their own community.

By offering time-sensitive stroke services, Mid Coast Hospital can improve patient outcomes, decrease stroke-related disability, and reduce health care costs, all the while keeping more patients close to home.

Jay Mullen, MD, Medical Director and Chief of Emergency Medicine said, "When a patient suffers a potentially life-threatening injury or illness, the doctors caring for them need rapid access to the most advanced care possible. With the Telestroke Network, our board certified Emergency Physicians have access to a stroke expert within 20 minutes. I truly believe that this new capability will change the lives of our patients in a very positive way."

John Taylor, DO, board-certified neurologist and director of the hospital's Stroke Program, describes the services he and his team provide this way: "We offer

Dear Friends:

2011 was an extraordinary year for Mid Coast Health Services!

Our mission is to deliver outstanding healthcare to the greater Bath-Brunswick-Topsham community.

During this time of economic challenge and healthcare reform in our country, we are fortunate to be in a clinically strong and financially stable position here at Mid Coast.

We are widely recognized for being the highest quality, lowest cost community hospital in the State of Maine.

This year, we rolled out our 2020 *Vision*, a roadmap for delivering the

highest quality, cost accessible, cost-effective care for the next decade. As a non-profit, charitable organization, we remain dedicated to providing outstanding healthcare and improving the health and wellness of our community.

Thank you for your support of Mid Coast Health Services.

Lois N. Skillings
President & CEO



comprehensive stroke care appropriate for our institution. The addition of the Telestroke program helps us provide timely and seamless acute stroke coverage 24 hours a day, seven days a week."

Year of leadership transition completed without a hitch

After more than thirty years as President and Chief Executive Officer of Mid Coast Health Services, Herbert Paris retired July 1.

Lois Napier Skillings, who had been Executive Vice President, was named President and Chief Executive Officer by the Board of Directors.

As head of Mid Coast Health Services, Paris oversaw the successful growth of the organization and its affiliates, including Mid Coast Hospital, Mid Coast Medical Group, Mid Coast Senior Health Center, CHANS Home Health Care and Hospice, and Thornton Oaks Retirement Community.

His leadership has had a significant impact on the quality of life in every segment of the Mid Coast community. Paris plans to stay in the Brunswick area and will continue his active involvement in numerous cultural, academic, corporate, and charitable organizations.

When asked about his accomplishments over the past 33 years, Paris is reluctant to take full credit for his work.

"I am satisfied with what we've accomplished together over the years and I am confident that Mid Coast Health Services remains in an excellent position to continue its leadership role into the next decade."

Skillings has had a distinguished clinical and leadership career in health care. Prior to her role as Executive Vice President, she was Vice President of Nursing and Patient Care Services at Mid Coast Health Services.

Skillings has received numerous leadership awards, and has served on the boards of the United Way of Mid Coast Maine, Southern Midcoast Maine Chamber, and Mid Coast Chapter of the American Red Cross.

Mid Coast Health Services has also promoted Coleen Farrell, SPHR, to Vice President of Human Resources. Coleen has been the Director of Human Resources at Mid Coast Health Services for 11 years providing expertise, vision, and planning around human resource operations.

Farrell's entire career has been in health-care in human resources or management positions across all settings including acute care, long-term care, and physician office settings.

She has been certified by the Society for Human Resource Management since 1999 and earned certification as a senior Human Resources professional in 2006.

Mid Coast widely recognized for quality care and health leadership

In July, Mid Coast Hospital was recognized as one of just five hospitals in Maine—and the only hospital in the Greater Brunswick area—for sustained high performance over five years by the Maine State Employee Health Commission.

Mid Coast was recognized as a **“Preferred Tier 1 Hospital”** for its consistently high marks in quality, patient safety, and clinical experience.

Earlier in the year, the hospital was recognized as **2011 Trauma System Hospital of the Year** by Maine Emergency Medical Services.

The Trauma System Hospital of the Year award was presented to Mid Coast for its work in helping to develop Trauma Advisory Committee Technical Assistance Teams, and for being the most recent hospital to assure that trauma patients receive the best possible care.

In the spring, the hospital’s **Addiction Resource Center received national recognition from the Network for the Improvement of Addiction Treatment** for increasing access to science-based treatment of addiction to prescription opioid drugs such as codeine, morphine, oxycodone, hydrocodone, and fentanyl; and illicit drugs such as heroin.

Opening the door to such treatment in the region has resulted in improved patient access and outcomes. Wait times for treatment were reduced from 11 days to 2.5 days from first call for help, engagement (staying in treatment) improved from 20% to 85%, and treatment completion rates improved from 60% to 94%.

Mid Coast Hospital also received a **2011 Gold Star Standard of Excellence Award from the Maine Tobacco-Free Hospital Network**. Mid Coast Hospital is one of just seven Maine hospitals recognized as a Gold Star for their work as a wellness champion that promotes and supports tobacco-free lifestyles in their community.

Mid Coast Hospital continues to be fully-accredited by The Joint Commission and is recognized as a Magnet™ Hospital.



Mid Coast Hospital engages nurses in leading quality improvements

Mid Coast Hospital has been selected to participate in **Aligning Forces for Quality-Transforming Care at the Bedside (AF4Q TCAB)**.

Bringing together hospital teams from across the state to lead improvements in the quality and safety of patient care, it is a part of an innovative nationwide program led by the Robert Wood Johnson Foundation, the nation’s largest philanthropy dedicated to improving the health and healthcare of all Americans.

AF4Q TCAB is a new nurse-led hospital program that engages frontline staff to work together to identify, pilot, test, and adopt new practices over an 18-month period. The program also aims to increase the vitality and retention of our nurses and frontline staff, engage and improve the patient’s experience of care, and improve the effectiveness of the entire care team.

Participating nurses will then share their successes and lessons learned with other hospitals across the country.

“As Maine and the nation look at improving care, it is important that we provide local models of reforms that are good for everyone,” said Deb Macleod, Vice President for Nursing & Patient Care.

“Mid Coast Hospital’s participation in this program shows that we are committed to being a leader in improving patient care and increasing efficiency to produce better outcomes.”

2020 Vision: From planning stage to implementation

After almost nine months of planning, community conversations, and focus groups, **Mid Coast Health Services has implemented its roadmap for delivering accessible, cost-effective, regional health-care throughout the coming decade.**

In order to meet the growing challenge of providing high-quality healthcare

and excellent service, we have charted a course with greater emphasis on wellness and prevention, while continuing to contain costs through efficiencies.

The plan document, *2020 Vision*, was released February 3, 2011.

Lois Skillings, President & CEO of Mid Coast Health Services said, “We have prepared a vision for the future that will allow the community to continue to access exceptional healthcare close to home. Our industry must face challenges head on. Now is the time for a major shift and a new vision.”

Paul LaPrad, MD, board certified critical care physician and past president of the hospital medical staff, led the effort to engage physicians in the planning.

LaPrad and his colleagues are enthusiastic about Mid Coast’s leadership and agree that healthcare providers need to do more than react to their patients’ illnesses.

View and download our *2020 Vision* at www.midcoasthealth.com/2020-vision

Kniseley Named New Executive Director of Thornton Oaks

The Thornton Oaks Board of Directors in September announced the selection of Don L. Kniseley as the Executive Director of Thornton Oaks Retirement Community.

Kniseley succeeds Van McCullough who plans to retire after 18 years as Executive Director.

Kniseley is well known within the greater Brunswick area as the Executive Director of Tedford Housing since 2002.



Kniseley

He led that organization to a new operational structure and implemented new programs in prevention and supportive housing.

As a Planner for Mid Coast Health Services’ predecessor, Regional Memorial Hospital, Kniseley was part of the group that formed the vision for Thornton Oaks.

“It has been very gratifying to see it come to fruition and to know that it is such an important part of our community,” Kniseley said.

Mid Coast Senior Health Center found 'deficiency free' in surprise federal survey

Mid Coast Senior Health Center received a remarkable "deficit free" report after an unannounced federal survey. The Center is one of just 2% of Maine nursing homes rated as deficiency free.

The five-person review team spent five days assessing medical, nursing, and rehabilitative care; dietary and nutritional services; activities and social participation; and sanitation, infection control, and the physical environment.

All nursing facilities that participate in Medicare and/or Medicaid must be certified as meeting federal requirements. The federal government contracts with the state to provide these surveys at least every 15 months. Surveys are unannounced and may be conducted at any hour on any day.

Nationally, 92% of nursing homes were cited for deficiencies. In Maine, 98% of facilities are cited with deficiencies. The average number of deficiencies nationally is eight, seven in Maine.

"The terrific results are due to an exceptional staff that makes it a daily priority to provide the best possible care for our residents in a warm, caring environment," said Darlene Chalmers, executive director of the Senior Health Center.

CHANS Home Health Care instrumental in community wellness efforts in 2011

Community Health is more than just part of the CHANS name. CHANS is an acronym for Community Health and Nursing Services, and we take community health seriously.

Being a non-profit organization, CHANS dedicates itself to supporting community-based clinics and health outreach efforts.

If you or a family member received a flu vaccination this season, there is a good chance that CHANS was involved. In 2011, CHANS partnered with local schools, businesses, churches, towns, housing authorities, and others to offer more than 6,000 free flu shots to the public in 13 communities at 90 clinics.

Through the Hospice & Volunteers Program, more than 52 people received

bereavement services through seven different grief support groups at no cost. All groups are available to any community member who has experienced loss through death.

At five income-based elder housing facilities in the area, and at Mid Coast Hunger Prevention Program, CHANS staff offers free blood pressure checks, reaching some 80 people monthly.

With the help of Mid Coast Senior Health Center, CHANS staff provided 26 free memory screenings during National Alzheimer's Disease Awareness Month in November.

CHANS also offers many free educational sessions throughout the year to civic groups, community organizations, and care providers on topics such as fall prevention and *Living Wills*.

"The surveyors were very complimentary and spoke highly about the facility, staff, patient care, and quality. It takes an entire team effort to achieve such a prestigious survey outcome."

Mid Coast Senior Health Center is the only facility in the Mid Coast area that offers under one roof a full continuum of healthcare and wellness services for seniors.

These services include Thornton Hall Assisted Living, The Garden for the Memory Impaired, Mere Point Skilled Nursing Care, Bodwell Sub-Acute Nursing and Rehabilitation Services, and *Lifeline* 24-Hour-a-Day Personal Response System.

Welcome! New Physicians & Allied Health Professionals

MID COAST HOSPITAL welcomed the following individuals to its active medical staff in 2011:

Terry R. **Allen**, MD, hospitalist; Amy B. **Bosinske**, PA, urology; Jacqueline M. **Caldwell**, MD, family medicine; Gisele M. **Castonguay**, ANP, wound care; Michael R. **Curtis**, MD, urology; Francine **D'Alfano**, FNP, allied health urology.

Catherine R. **Fredricks-Rehagen**, DO, internal medicine; Linda S. **Gifford**, DO, hospitalist; Kurt H. **Kelley**, MD, ophthalmology; Stephen J. **Kelly**, MD, orthopedic surgery; Paul M. **Laband**, MD, hospitalist; and Ellen

L. **Lee**, MD, family medicine.

Also, Benjamin A. **Lowenstein**, MD, cardiology, C. Monique **Lucarelli**, MD, hospitalist; Michael C. **MacDonald**, MD, PhD, family medicine; Mia H. **Marietta**, MD, general surgery; and Angela L. **Ripley**, CNM.

Also, Melissa L. **Russell**, MD, pediatrics; Linda M. **Ruterbories**, RN, ANP, allied health orthopedics; John E. **Sommer**, MD, family medicine and pediatrics; Brian R. **Still**, MD, psychiatry; Emily L. **Wesolowski**, MD, pediatrics; and Suzanne W. **Zimmerman**, CNM, midwifery.



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