

MaineHealth Consolidated Community Benefits Report – FY09

I. Why create a Community Benefits report?

MaineHealth is comprised of multiple tax-exempt organizations. These member organizations provide not only hospital and medical services but also support medical education and research activities and many other programs that are intended to assure that all residents of the communities we serve can receive needed health services. This report will summarize MaineHealth's community benefits efforts in FY 2009.

II. Organizational Description and Information

MaineHealth is an integrated health system whose vision is to work together to make our communities the healthiest in America. MaineHealth's member organizations include Maine Medical Center, Western Maine Health Care, Lincoln County Health Care (which includes both Miles Memorial Hospital and St. Andrews Hospital), Southern Maine Medical Center, Waldo County Healthcare, Maine Mental Health Partners (which includes Spring Harbor Hospital and Spring Harbor Community Services), NorDx, HomeHealth Visiting Nurses, Maine PHO, and Synernet. These organizations provide a broad array of health services including hospital and medical services, laboratory services, home health care, long-term care, assisted living, and residential care. MaineHealth's corporate staff leads efforts to improve the quality, coordination, and efficiency of care delivered as well as health status improvement, community education, and other health access projects.

III. Community Needs Assessment

The Boards of MaineHealth's member organizations are made up of a diverse set of community members. Each Board requires a thorough community needs assessment and directs its organization to respond to the needs identified. MaineHealth also participates in various initiatives to keep those assessments up-to-date. Some of these initiatives include:

- Clinical Strategic Planning
- Financial Strategic Planning
- Facility Planning
- Manpower Planning
- Physician Recruitment Strategic Planning
- Emergency Preparedness Planning

In addition to these internal assessments, most member organizations also review and act on many of the recommendations provided by external groups such as the Maine Center for Disease Control and Prevention and the "State Health Plan" created by the Advisory Committee for Health Systems Development.

IV. Subsidized MaineHealth Community Programs and Other Support

MAINEHEALTH CORPORATE – The “Net Community Benefit Investment” related to MaineHealth’s corporate activities is \$5,339,861. MaineHealth’s conduct of these activities is supported by its member organizations and MaineHealth’s investment income:

Clinical Integration

AH! Asthma Health – The AH! Program improves the care and outcomes for Maine people with asthma. The program not only develops and coordinates asthma treatment education for Physicians, but also sends asthma educators into schools and community organizations to provide further information. In addition, the Program lends support and expertise to the local asthma “HelpLine” for Somali and Latino community members in collaboration with the City of Portland, Health and Human Services.

TARGET Diabetes – The TARGET Diabetes Program improves care and outcomes for Maine people with diabetes. The program provides learning opportunities and support for primary care practices, helps Physicians utilize an electronic registry to track outcome measures for patients, and creates/distributes patient health education booklets for the community.

Healing Hearts – Healing Hearts improves heart failure care and outcomes for Maine people with the condition. The program coordinates the distribution of pamphlets, scales, and any other resources intended to help people manage heart failure. Hospitals engaged in this program track patient progress and consistently score above national averages on quality measures for patients with heart failure.

Cardiovascular Health Program – The Cardiovascular Health program improves the care and outcomes for Maine patients with cardiovascular disease (CVD). Along with an electronic registry for Physicians, the program produced an online blood pressure training module for providers to ensure accurate blood pressure measurement as well as patient educational material. The Cardiovascular Health program also supports the efforts of hospitals in offering preventative screenings to thousands of people with CVD through risk screening and reduction programs.

Acute Myocardial Infarction (AMI) – The AMI program improves outcomes of individuals that experience a certain type of heart attack (STEMI) by redesigning systems to ensure high quality, timely, and coordinated care. Through the AMI program’s “Rapid Response” packets, health systems met goals for decreasing the transport time to treat patients. Program staff also informs hospitals of cardiology literature and clinical practice guidelines.

Mental Health Integration – MaineHealth, in partnership with Spring Harbor and MMC Mental Health Network, developed a pilot program to improve primary care/mental health integration and helps people with depression and those who care for and about them. The program trains primary care providers on the diagnosis and treatment of patients, and many physicians use an electronic registry to track outcome measures. The program conducts a collaborative “Learning Community” exploring the effectiveness, efficiency and cost/benefit of integration with 6 pairs of primary care/mental health partners.

Stroke Care – The MaineHealth Stroke Care Initiative seeks to improve the care and outcomes of patients who suffer from ischemic stroke, hemorrhagic stroke, and TIA. The program offers a

set of provider education (e.g. pathways, guidelines) materials and patient education materials. Staff are working to develop systems to coordinate services and efficiently transfer patients across the system, while increasing access to neurology services for hospitals in need.

Preventive Health – The Preventive Health program seeks to improve adherence to adult and pediatric clinical preventive health guidelines. The program has created a preventive health module in the Clinical Improvement Registry (CIR); has developed patient oriented adult and pediatric preventive health guidelines and tracking tools so as to monitor preventive measures by population; and also has developed tools to support patient self management and provider education. In FY09, the Osteoporosis program was integrated into preventive health with work continuing in the areas of identification, education/self management, and fall prevention.

Palliative Care – The Palliative Care program seeks to improve the care of patients who have limited life expectancy and require comprehensive biomedical, psychosocial, and spiritual support as they enter the terminal stage of illness or condition. The program also supports family members coping with the complex consequences of illness, disability, and aging as death nears, while addressing the bereavement needs of family following the death of the patient.

Oncology – The Oncology program is looking to improve access to high quality cancer services throughout the MaineHealth region; to improve capacity to deliver patient centered care and coordination of cancer care services; and to develop additional infrastructure needed to support defined levels of cancer care.

Infection Prevention and Control Consortium – This program coordinates infection prevention and control initiatives in MaineHealth hospitals. The program focuses on quality improvement and measures the impact of its efforts at both the hospital and system level.

Emergency Department Psychiatric Care Program (ED Psych) – The goal of this program is to improve the quality and standardization of psychiatric patient care in all MaineHealth EDs. Systemwide accomplishments include the development of standard medical clearance protocols, implementation of a common and effective approach to treating the agitated patient, and collection/tracking of data around length of stay.

Health Status Programs

Healthy Weight Initiative – This initiative targets both children and adults in the community. The key parts of the initiative include clinical, community, and environmental/policy interventions. MaineHealth’s financial support for this initiative recognizes the importance of preventing obesity as a major driver of health care costs, a major risk factor for chronic diseases, and a well-documented community epidemic. In FY09, MaineHealth also made a significant financial contribution to the Maine Youth Overweight Collaborative.

Community Education Programs

MaineHealth Learning Resource Centers – With four locations in Maine, the LRCs provide patients, health care providers, and community members with easy access to quality health information and a wealth of educational reference material. In addition, the LRCs offer the public over 100 unique classes taught by professionals (e.g. healthy cooking, yoga, chronic disease self-management, cancer prevention, and mental health awareness).

Parkinson’s Information and Referral Center – The Center is a primary resource for people with Parkinson’s disease, as well as their families and healthcare providers. Assistance includes “patron requests” for information, direct physician referrals, educational outreach to health care facilities, coordinating support groups, and specialized classes for newly-diagnosed individuals.

Access to Care Programs

CarePartners – The program arranges the provision of donated healthcare services for low income uninsured Mainers in Cumberland, Kennebec, Lincoln, and Waldo Counties. CarePartners also provides administrative support to help serve the target population, including comprehensive eligibility assessment, care management, and access to low cost or free pharmaceuticals.

MedAccess – The program provided access to approximately \$2.2 million of free medications in FY09. CarePartners provides this community resource to uninsured and underinsured community members through the Patient Assistance Programs (PAPs). In addition to this service, MedAccess offers application assistance for other prescription access programs (Medicare Part D, etc), local low-cost generic programs, and other state and federal programs either in-person or through a toll-free number.

System Development

Osteopathic Heritage Fund – The endowment fund was created from the merger of Brighton Medical Center (former Osteopathic Hospital of Maine) and Maine Medical Center. The OHF provides yearly grants to advance the principles of Osteopathy, to preserve Osteopathic history, and to promote the recognition and validity of Osteopathic principles in practice.

HealthInfoNet – MaineHealth made a significant financial contribution in support of HealthInfoNet’s effort to create a statewide health information exchange.

Support for UMaine Hutchinson Center Expansion – MaineHealth provided financial support to assist with expansion of operations at the Hutchinson Center, which provides citizens of the mid-coast region of Maine with high quality education, professional development, and cultural opportunities. The Center was looking to double its space and add two science labs in FY09.

Partnership for Healthy Aging

PHA leads the implementation of evidence-based prevention programs for older adults (Living Well, A Matter of Balance, EnhanceWellness, EnhanceFitness, and Healthy IDEAS) throughout Maine. The efforts of Elder Care Services focus upon improving transitions, prevention, and quality across the care continuum. Initiatives include Care Transitions coaching, Community Links, and Falls Prevention Tools for providers and patients.

VitalNetwork

The enhanced-ICU (E-ICU) initiative allows audio/video patient monitoring to coincide with real time display of information trend and condition changes. The system is staffed by expert ICU Physicians and Nurses in a central station, allowing enhanced remote monitoring of patients in multiple locations. Similar systems have been proven to reduce ICU mortality by 25%. MaineHealth was the first healthcare system in New England to implement the e-ICU program.

Contributions to other Non-profit Organizations

MaineHealth makes carefully selected contributions to other nonprofit organizations throughout the year, including the following: Portland Regional Chamber of Commerce (annual leadership awards), American Health Association (Northeast Affiliate), Bangor Regional Community Counsel, Maine Reads, Children's Museum of Maine, The Salvation Army, Alzheimer's Association, Belfast Rotary Club, Community Counseling Center, Health Policy Partners of Maine, Maine State Chamber of Commerce (Leadership Summit support), Maine Public Health Association, Spurwink, Girl Scouts of America, and the Diabetes Dash for Kids event.

HOMEHEALTH VISITING NURSES – The following programs provided a total Net Community Benefit Investment of \$1,032,061:
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Internal Actions to Benefit the Community

Nursing Education – HomeHealth Visiting Nurses supported nursing education throughout Southern Maine. In Fiscal Year 2009: 1) \$1,000 was awarded to a student enrolled in the nursing program at the University of Southern Maine in support of her education and in memory of a former board member, Dr. Patricia Geary; 2) Seven graduating seniors from high schools throughout York County each received a scholarship of \$100.

Nurse Training in collaboration with local Universities – HomeHealth Visiting Nurses collaborated with the University of Southern Maine, Southern Maine Community College, University of New England and St. Joseph's College to provide clinical opportunities for nursing students. The organization provided training and home visiting opportunities to 67 students (for 536 hours) from St. Joseph's College, eight students from Southern Maine Community College received 192 hours of clinical mentoring support, one student from the University of New England received 40 hours of leadership mentoring, and one student from the University of Southern Maine received 56 hours of clinical mentoring support.

Community Improvement Programs

Blood Pressure Screenings – A complimentary blood pressure screening is provided to community members that access our community foot clinics. During fiscal year 2009, clinicians provided screenings to 218 clinic attendees.

Flu Vaccinations – During Fiscal Year 2009, 168 vaccinations were provided to the public with no reimbursement, including participants at shelters and soup kitchens throughout the community.

Community Education Sessions – During Fiscal Year 2009, Provider Relations' nurses provided education to various nonprofit organizations, community groups, assisted living centers, and long term care facilities across Southern Maine. Educational sessions covered topics related to home safety, nutrition, chronic disease management, and access to community services. The Community Health and Wellness program also offered extensive health promotion during the past flu season launching "Say Boo to the Flu" campaign directed at school aged children as well as an H1N1 education effort for the general public - Home Health Visiting Nurses worked in

partnership with the following school systems: Acton, Biddeford, Cape Elizabeth, Gorham, Gray/New Gloucester, SAD 57, SAD 60, Sanford, and Thornton Academy.

LINCOLN COUNTY HEALTH CARE – The following programs provided a total Net Community Benefit Investment of \$7,108,718:
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Subsidized Health Services

Lincoln Academy School-Based Health Clinic – Lincoln Medical Partners provides a mid-level clinician for the clinic at no charge. Miles Health Care provides medical supplies at no charge.

Foot Clinics – offered weekly in Damariscotta and Wiscasset for a subsidized fee

Mammography Clinic - offered once a year at a subsidized fee

Breast Health Case Management - these services are offered free of charge

Weekly blood pressure screening clinic - offered every week in two locations at no charge

Hepatitis B vaccination program, TB Testing, and blood-borne pathogen and exposure testing - for health care volunteers at no charge

Hepatitis B vaccination program – offered to Lincoln Home (a local assisted living facility) employees

CarePartners Program – Administered through Lincoln County Health Care at no cost. This program provides free medical care and medications to qualified candidates. The program administered and coordinated \$874,793 of donated medical supplies.

Skin Cancer Screening /Education - American Cancer Society “No Sun for Babies” program (free of charge)

Subsidized Community Physician Services - Lincoln County has few private practice physicians. In order to ensure access to primary care and certain specialty care physicians, Lincoln County Health Care employs physicians and provides their services through its hospital based practices at St. Andrews Hospital and Miles Memorial Hospital. Services include: Family Medicine, General Surgery, Orthopedic Surgery, Pediatrics, Internal Medicine, Obstetrics and Gynecology. Services are provided without regard to ability to pay. Given the demographics of Lincoln County, these services – although critical – are not self-sufficient.

Boothbay High School-based Health Clinic – Lincoln Medical Partners provides a mid-level clinician for the clinic at no charge

Maine Breast and Cervical Health Program – reduced fee services for women

Community Health Services

Hospice Volunteer Training – seminars offered in the spring and fall (40 hour course) are provided free of charge

Hospice Community Education – five presentations by Dr. Robert Hunold at no cost

Monthly Alzheimer’s Support group - provided for free to the community

Free Bi-Weekly Grief Support group - provided to anyone in the community who has suffered a recent loss

Weekly Telephone Grief Support & Referral Service - provided through Miles & St. Andrews Home Health & Hospice

Childbirth Classes - offered through the Obstetrics unit at Miles at a subsidized cost

Physician referral answering service and physician referral guide - mailed to all residents of Lincoln County at no charge

Local Speaker’s Bureau - staff provided health-related presentations for nonprofit and service organizations

Provide class space for Emergency Medical Technician Training (no charge)

Provide C.P.R. courses to local nonprofit agencies at a minimal cost

Provide Infant and Child CPR classes and course materials for parents and family members at no charge

Miles Memorial Hospital Emergency Department is a clinical site for Emergency Medical Technician Training

Miles Memorial Hospital Laboratory provides clinical training to EMTs

American Red Cross Babysitting Course – provides babysitting skills course to children 11 years and older around safe babysitting care

Blood pressure screenings

Pre-Diabetes classes - offered to community organizations at no cost

Nutritional counseling services

H1N1 vaccination services – MMH handled the ordering, storing, distribution, and administration to schools, EMS groups, Mobius, and area health professional offices.

Memory screenings – held annually in conjunction with the Alzheimer’s Foundation of America

Matter of Balance – a fall prevention program targeted to seniors and hosted by St. Andrews Village (in partnership with the Boothbay YMCA)

Dental Hygiene program – offered through the Family Care Center and the School Health Center

Community-building activities

Lincoln County Healthy Maine Partnership - As a co-sponsor for this organization, Miles co-develops, provides funding and staffing, and implements a winter community health event each year. Miles staff members participate on its Advisory group and on various committees.

Remembrance Gathering - memorial service sponsored by MSAHHH

Sweetser - Sweetser's adult community-based services provide support and resources for individuals with behavioral and mental health needs who are eligible for services under state guidelines, to assist them in remaining in the community of their choice. These individuals are placed in volunteer positions at LCH, and LCH staff work with these individuals to assist them in developing job skills.

ASPIRE/ TANF: Maine's Welfare program - The TANF program provides cash assistance; employment, training and education opportunities; and work support such as childcare for low-income parents with children. Most parents receiving TANF are required to participate in a work activity for 30 hours per week (failure to participate results in a loss of benefits to the family). Parents are placed as volunteers for 30 hours a week at Miles.

Senior Community Service Employment Program - The goals are the enhancement of employment opportunities for older Americans and the promotion of older workers as a solution for businesses seeking a trained, qualified, and reliable workforce. The strategy is to utilize a service approach that can respond quickly and effectively to the changing needs of business.

High School Job Fairs and Career Days - Human Resources and various departments at Miles go to area high schools presenting health care career opportunities and provide job interview training and other job-seeking skills.

Friends in Service Helping (FISH) – In partnership with FISH, St. Andrews Village coordinates scheduling of drivers.

Domestic abuse prevention council – a partnership with community groups and individuals to address domestic violence

Participate and support disaster preparedness in the community – provides three employees quarterly to represent hospitals in disaster support and training

Boothbay Region Land Trust – St. Andrews Hospital is a grantee providing approximately 25 acres of land set aside for nature trails and land preservation.

Meals on Wheels

Charitable Giving

Host and sponsor of the American Cancer Society “Making strides against breast cancer” – LCHC is a sponsor for this event, providing volunteer leadership and meeting facilities.

Host and sponsor of the American Cancer Society Daffodil Days

Healthy Kids (Child Abuse and Neglect Council of Lincoln County) - Miles Healthcare is a corporate sponsor of the program's "Strawberry Shuffle" fundraiser.

American Diabetes Association - Miles Medical Group in Wiscasset actively raises funds in support of diabetes research and participates in the "Walk with your Doc" event.

Salvation Army & Holiday Wish Tags in Lincoln County - Provides volunteers and leadership throughout Lincoln County, in order to help collect toys/gifts for local needy families.

Food Donations - The Dietary departments donate extra food to Meals-on-Wheels, the local food pantry, and the Salvation Army.

Skidompha Summer Reading Program - Miles sponsors this local children's literacy program.

Support of the Boothbay region ambulance service – Providing the Medical Director, supplies, and pharmaceuticals.

Donation of medical supplies for local and overseas missions

United Way campaign – LCHC staff provide their time (within their regular paid work time) to help coordinate the campaign and process the results.

Health Professions Education

Internships – Lincoln County Health Care provides internship opportunities for nursing, social services, pharmacy, and resident physicians who are completing their rural rotations.

ACLS classes – Classes are offered for employees as well as ambulance service providers in the area and any other health care provider that wishes to attend.

CNA Training – provided three 12-week CNA classes at no charge to students

ED Training for EMS personnel – four reviews and in-services in trauma care for 20 E.M.S. personnel (EMS EKG course - 12 students)

LCHC Professional Development Program – Miles provided scholarships and continuing education opportunities to its employees and members of the community.

Nursing Program – provided medical supplies and equipment; lease of classrooms, computer lab, and clinical lab; and communications at no charge in partnership with CMCC's nursing program

Nursing School Clinical Placements – provided three to twelve week clinical placements for nursing school students in long-term care and in the hospital

Job shadow experience – provides half-day to day-long experiences to community members and high school students interested in pursuing a health care career

Certified Residential Medication Aide full certification – provides 40-hour course and the re-certification course at a reduced rate to community members and area assisted living facilities

Personal Support Specialist – provides this 50-hour course at a reduced rate to community members

Lincoln County Healthcare Education Center – This is a collaborative effort of Central Maine Community College and Lincoln County Health Care. The new school, the first college degree program in Lincoln County, opened in September 2008 with eight students. First year students have the option to earn a Licensed Practical Nursing (LPN) degree within a year and will have a five-year grace period to complete the requirements for the RN credentialing, should they choose, or continue on for a second year to become a Registered Nurse. The program collaboratively works with colleges, clinical departments of the hospital, long-term care facilities, MaineHealth, Lincoln Academy, and local businesses. Students receive classroom training at Central Maine Community College and in classrooms at the Lincoln County Healthcare Education Center located in Damariscotta. An agreement with Lincoln Academy will allow students to use its labs for a percentage of their work. Clinical training will be at Miles Memorial Hospital, St. Andrews Hospital, and at our long-term facilities in both communities. Lincoln County Health Care provides administration services, clinical training, equipment, supplies, technical support, and two full scholarships to the school.

<p><u>MAINE MEDICAL CENTER</u> – The following programs provided a total Net Community Benefit Investment of \$45,310,067:</p>

Subsidized Health Services

Outpatient Clinics: Many MMC outpatient clinics serve specific patient populations with services that would otherwise not be available in the community, including a Virology Treatment Center clinic that is a statewide resource to physicians caring for patients with HIV/AIDS; it also provides education and conducts clinical trials. In addition, one afternoon a week, the International Clinic provides services to immigrants and refugees from around the world who have settled in Portland.

Uncompensated Care Drug Program: MMC's Pharmacy provides free medications to qualifying MMC cancer patients and discharged patients, and patients of the Emergency Department and Brighton First Care receive 'starter packs' and some routine drugs at no charge when they are discharged.

Behavioral Health Care: MMC is a safety-net provider of outpatient behavioral health care services.

Palliative Care Program: This program is dedicated to relieving suffering and improving quality of life for patients with advanced and life-threatening illnesses.

Patient Navigators: Six RN Clinical Patient Navigators work with patients diagnosed with cancer, stroke, epilepsy, and other illnesses to ensure the patient and their family have all of the information they need to make the most informed and timely decision about their treatment plan. Navigators ensure that patients know they are not alone, and remain available to them throughout their journey.

Maine Medical Partners: MMC supports mission-critical physician practices to ensure coverage for the community in such specialties as trauma surgery, neurosurgery, various pediatric specialties, and high-risk obstetrics.

Language Line and Interpretive Services: Live and telephonic interpretation services are provided for patients who do not speak English.

Sign Language Interpreting Services: MMC provides on-site interpreters and access to services for deaf and hard of hearing patients who use American Sign Language to communicate. The coordinator trains MMC staff to better accommodate deaf and hard of hearing patients and, with local agencies, brings medical information to members of the deaf community.

Community Health Services

Sagamore Village Health Center: MMC helps provide staffing for this clinic in a disadvantaged Portland neighborhood.

School-based Clinics: MMC provides staff and support for clinics in several Portland Public Schools.

City of Portland TB Clinic: MMC provides staff and support to test and administer to patients, including follow up for patients previously seen in MMC's Emergency Department.

Prostate Cancer Screening: MMC and local oncologists hold free community screenings for prostate cancer.

Sports Physicals/Training Room Coverage: The Sports Medicine division at MMC's Family Medicine Center provides physical exams and training room support for area school teams.

Sports Game Coverage: The Sports Medicine division at MMC's Family Medicine Center provides coverage for sports games at area schools.

Health Care Support Services

CarePartners: MMC participates in this free care program operated by MaineHealth, providing not only free care, but funding for operations. Access to low cost or free pharmaceuticals is part of this "safety net" program.

Northern New England Poison Center: The NNEPC serves Maine, New Hampshire, and Vermont consumers and clinicians with toll-free telephone consultations about toxic substances.

Physician Referral Line: MMC offers the community a toll-free service to locate a primary care or specialist physician who matches the consumer's particular needs.

Tutoring: MMC provides tutoring for students who miss school due to hospitalization.

Community Health Education

Portland High School Health Fair: Nearly 1,000 students, faculty, and administrators attended the fair's health stations and career fair. Interactive activities included floor games, controlling relationships, vital signs, 'secret' sugar, safety, handwashing, and portion control.

Vote & Vax: Nursing offered vaccinations at the voting polls.

Summer Film Series: MMC offered 'movie nights' with a themed popular film and health topic presented by clinical experts.

Passion for Life at Larrabee Village: Members of the Nursing Magnet Outreach committee coached residents on maintaining their independent lifestyles and seeking resources in each other and in the community. Life Cafés focused on safety, socialization, immobility, nutrition, and screenings.

Old Port Festival Baby Care Zone: The Family Birth Center hosted a Baby Care Zone at this popular summer community event to support and advocate for breastfeeding women and families.

National Public Health Week: Family Birth Center staff planned, implemented, and evaluated an informational program held at State House Welcome Center.

World Breastfeeding Week: Family Birth Center staff collaborated with Healthy Portland and City of Portland Public Health to promote public acceptance of breastfeeding.

Health Sciences Library: The MMC Health Sciences Library is open to the public, and staff perform literature searches for consumers on request.

Support Groups: MMC offers a variety of support groups, including caregiver support groups through our Geriatric Center for the Southern Maine Agency on Aging and the Maine Alzheimer Association, bereavement groups, and various groups for new mothers.

Healthvision Web Portal: MMC offers free "Manage Your Health Online" capabilities to the general public, including a health information library, a consumer messaging suite, and health management tools for patients to manage and track their health information online and complete risk assessments.

Community-building activities

Chambers of Commerce, Greater Portland Region and Maine State: Maine Medical Center is a dues-paying member of these two organizations.

Involvement in Community Organizations: Many MMC employees serve on boards or volunteer during work time for local organizations, including the Cancer Community Center, Salvation Army, and Maine Cancer Foundation Pink Tulip Program.

Disaster Preparation: MMC is deeply involved in disaster planning at the local and state levels. One of three state Regional Resource Centers for Emergency Preparedness is located at MMC, and the hospital has a full-time director of emergency preparedness.

Harold Alfond College Challenge: Family Birth Center staff champion hospital activities promoting this state-wide college savings opportunity for new parents.

March of Dimes March for Babies: Family Birth Center staff are involved with March of Dimes activities that include community and patient education, Board involvement, and other activities.

United Way Day of Caring: 22 employees answered the call to do landscaping and gardening for UW agencies in Portland and on Cow Island.

Habitat for Humanity: 25 members of the Department of Family Medicine dedicated half of their annual retreat day to two building projects in Portland.

Financial Contributions

United Way: MMC makes a contribution to the Greater Portland obesity initiative, supports the annual United Way campaign, and provides staff time during the annual campaign.

Contributions: MMC makes carefully selected contributions to other nonprofit organizations whose activities augment or complement MMC's mission. Significant contributions went to the American Heart Association, the Maine Cancer Foundation, the March of Dimes, and the Cancer Community Center.

Charles A. Dana Health Education Center: The classroom facilities of the Dana Center are available free of charge to external groups who have MMC sponsors. Regular users include Alcoholics Anonymous, the National Alliance for the Mentally Ill, HOPE, etc.

Taxi Vouchers: MMC provides taxi vouchers to patients who need transportation home.

Printing Services: MMC's Print Services Department produced printed materials for several local not-for-profit organizations: Boys to Men, the American Red Cross, and United Way.

Research

Maine Medical Center Research Institute: The Maine Medical Center Research Institute is the largest hospital-based biomedical research facility in northern New England. Many scientists and clinicians author scholarly work or participate in various studies and research activities, and the institute offers a summer student program.

Medical Education

Medical Education: MMC provides a clinical setting for medical students from a number of medical schools as they rotate through the clinical services; post-graduate training in a number of specialties, in both residencies and fellowships; rural practice settings as part of resident education and as a service to the practices; and numerous sessions in which practicing physicians can keep their knowledge current.

Workforce Enhancement

Surgical Technology Training Program: MMC trains certified surgical technologists, a critical part of the team in operating rooms.

Work Incentives Planning and Assistance: MMC's Vocational Services Department operates Maine's Work Incentives Planning and Assistance program to help individuals with disabling

conditions who receive Social Security benefits return to work with minimal impact on their benefits, encouraging maximum self-sufficiency.

MAINE MENTAL HEALTH PARTNERS - The following programs provided a total Net Community Benefit Investment of \$197,610:

Community Education Programs

Since 2000, members of Maine Mental Health Partners have provided mental health professionals to facilitate free and low-cost health education programs for the public on topics ranging from stress management to living with bipolar disorder to substance abuse prevention. Offered each year by Spring Harbor Hospital are screening programs for anxiety and depression, as well as standing Depression and Bipolar Alliance Support Group. In 2009, more than 100 local residents availed themselves of these programs. Costs associated with these community education and support programs totaled \$260 in fiscal year 2009.

Financial Contributions

The member organizations of Maine Mental Health Partners participate in yearly charitable giving activities, including United Way of Greater Portland's annual campaign. During this campaign, Spring Harbor Hospital donates approximately 6 weeks of staff labor to coordinate its employee giving program. In 2009, the value of this donated time was \$5,500. In addition, Spring Harbor Hospital and Spring Harbor Community Services routinely provide meeting space for area nonprofit agencies and community groups. Spring Harbor Hospital also routinely donates monetary and human resources to area charities whose missions are compatible with that of Spring Harbor. Among the not-for-profit agencies benefiting from Spring Harbor Hospital's \$7,000 in financial contributions in FY 2009 were Preble Street Resource Center, Community Counseling Center, Boys to Men, Shalom House, and Spurwink. Spring Harbor Hospital additionally provided interpreter services for patients and families in the amount of \$72,650 and taxi and bus vouchers (to assist in the hospital discharge process) in the amount of \$14,900.

Health Professions Education

Spring Harbor Hospital, a member organization of Maine Mental Health Partners, is a teaching hospital, offering residency training and educational experiences for medical, nursing, social work, and other health professions students. The residency program offers rotations in child psychiatry and extended learning experiences for child psychiatry fellows through a resident training affiliation agreement with an affiliated hospital. Students from local nursing schools perform their clinical rotations in psychiatry at Spring Harbor Hospital. Social work, occupational therapy, and psychology interns also spent time at Spring Harbor Hospital in 2009. Staffing costs associated with these training programs approximate \$97,300 for fiscal year 2009.

NORDX – The following programs provided a total Net Community Benefit Investment of \$5,000:

Contributions - NorDx provides a direct annual stipend to Portland's Healthcare for Homeless.

SOUTHERN MAINE MEDICAL CENTER – The following programs provided a total Net Community Benefit Investment of \$1,443,546:

Community Health Education and Wellness Programs

Community Health and Wellness Programs involve lectures, presentations, screenings, group programs and activities, and individual care involving staff time, travel, materials, and indirect costs for which SMMC is not fully reimbursed. These programs include:

Ah! Asthma Care

SMMC offered free asthma education at schools, health fairs, physician offices, visiting nurses, and childcare centers. We also provide tools, equipment and literature to help manage asthma free of charge and assist with financial difficult cases where patients are not able to afford their asthma medications.

Biddeford Free Clinic

SMMC supports the mission of the Biddeford Free Clinic, which provides free healthcare for individuals not covered by insurance. SMMC employees serve on the Board of Directors of the Biddeford Free Clinic and SMMC physicians and employees volunteer at the Clinic. SMMC donates office equipment, medical equipment and supplies, and free radiology and lab service to patients referred from the Biddeford Free Clinic. SMMC specialists also care for patients referred from the Biddeford Free Clinic.

Cancer Care Support Groups and Special Activities

SMMC supported local cancer patients and their caregivers with 398 patient activities, including healthy nutrition classes, informational sessions, support groups, and survivor celebration activities. SMMC also provides the services of a cancer care coordinator and assistant, who offer personal support to cancer patients and their families, connecting them to and informing them about cancer care services, programs and treatments.

Cancer Patients Massage Program

84 massages were received free of charge by cancer patients while they were hospitalized at SMMC.

Diabetes Prevention Classes and Support Groups

574 people participated in SMMC's free Diabetes prevention and support groups.

Free Post-partum Home Visits

365 free home visits to new parents and their babies were provided by SMMC birthing and lactation nurses.

Health Screenings

3,554 free health screenings were provided to local children and adults. These included blood pressure, cholesterol, skin cancer, prostate, breast and cervical health, and foot care screenings.

Community Support Groups

Numerous community health-related support groups are regularly held at SMMC with no facilities fee charged. 312 hours of facilities time was used for these purposes.

Shriners Screening

SMMC provided hospital space and staffing and nursing assistance to facilitate the annual Shriners screening day.

Community Access to our Medical Library

SMMC's medical library is open 8 a.m. - 4:30 p.m. (or with access through Security at other times) to anyone wishing to research medical information. This service includes access to computers and the assistance of our medical librarian. 25 searches were conducted for consumers upon request.

Birthing Suite 24/7 Hot-line

SMMC Birthing Suite nurses staff this free Hot Line, answering calls from parents.

Community Outreach Programs**American Red Cross Blood Drives**

Hosted by SMMC and SMMC Visiting Nurses, approximately 300 good units of blood were collected. SMMC provided facilities and staff support time.

Interpreter Services

SMMC provided free interpretive services for patients and family members.

Transportation Services

SMMC paid taxi and bus fees for patients who did not have transportation home or the ability to pay for public transportation.

Prescription Assistance

SMMC physician office staff assisted patients in applying for free and reduced cost prescription medications.

Patient Insurance Assistance Program

SMMC provides patients with the support of a skilled employee who assists them in determining if they qualify for any insurance program and in applying for any program for which they may qualify.

Doll and Teddy Bear Clinics

SMMC Visiting Nurses held clinics for children in Biddeford and Kennebunk.

Employees' Holiday Gift Donations

SMMC system employees donated over 150 gifts over the holidays to help area families through the Salvation Army and DHHS. SMMC staff time was involved with facilitating this project.

Employees' Food Donations

SMMC system employees supported five local food pantries with 195 boxes of food and \$2,100 of cash donations. SMMC staff time was involved with facilitating this project.

Employees' Clothing Donations

SMMC employees supported three local organizations through donations of 105 boxes of winter clothing. SMMC staff time was involved with facilitating this project.

EMS Annual Fee

SMMC contributed to Southern Maine EMS to support the training of EMS staff in each local town.

Medical Equipment Lending Program

SMMC Visiting Nurses loaned 274 pieces of medical equipment (walkers, wheelchairs, crutches, and such) to patients at no charge.

Pink Tulip Garden Project

SMMC organized and planted a tulip garden, donating funds and employee time to plant and maintain the garden. Funds raised benefited the Maine Cancer Foundation.

Hand Sanitizers Donated to Kennebunk Consolidated School

SMMC provided three cases of Purell dispensers and sanitizer refills, as well as nursing and physician time to meet with students and teachers regarding hand hygiene.

Senior Center of Kennebunk Dinner

SMMC staff prepared, delivered and served Thanksgiving dinner to fifty senior citizens.

Educational Programs

Better Breather's Club

100 people attended this free support group facilitated by SMMC professionals for those living with lung disease.

Birthing Education and Support Programs

- 92 people participated in SMMC's free Breastfeeding Classes
- 200 people participated in SMMC's free Car Seat Information Classes
- 135 people participated in SMMC's free Infant Safety & CPR classes
- 240 people participated in SMMC's free Lamaze Classes
- 10 – 20 mothers and their children participated in SMMC's free Mom's Circle support group each per week

- 2 – 3 people per week participated in SMMC’s free Perinatal Depression Support Group
- 38 people participated in SMMC’s free Postpartum & Baby Care Classes
- 58 people participated in SMMC’s free Prenatal Exercise Class
- 80 children participated in SMMC’s free Sibling Classes

Career Information Sessions

SMMC Human Resources staff provides free informational sessions for high schools, along with tours of SMMC for students considering healthcare careers.

Medical Student Clinical Support

SMMC provides an avenue for clinical education through a community based family practice residency program managed by the University of New England College of Osteopathic Medicine.

Dinner with Doctors Educational Series

180 people participated in SMMC’s “Dinner with Docs” spring and fall sessions, where a health dinner is served followed by a presentation by SMMC physicians or other healthcare professionals. Topics included insomnia, glaucoma, wound care, MRSA, depression, hip and knee replacement, smoking cessation, stroke, shoulder joint replacement, and prostate cancer treatments.

H1N1 Public Awareness

- Dr. Thomas Courtney, Infectious Disease Specialist, and SMMC administrators met with city officials from Saco, Biddeford and Kennebunk to assist in their readiness preparations and education of staff.
- SMMC provided free posters, bathroom mirror stickers, tissues, and hand-outs to schools, businesses, physician offices, and towns on proper hand/cough/sneezing hygiene.
- SMMC taped a public question/answer presentation and provided it free of charge to the local cable channels for public educational purposes.

Joint Replacement classes

50 people participated in SMMC’s free joint replacement classes.

Junior Achievement Job Shadow Day

SMMC hosted 20 students for the JA Job Shadow Day.

Macrobiotics Cooking Classes

40 cancer survivors participated in these classes.

Nutrition Presentations

SMMC provided free nutritional education programs to TOPS Programs; School Food Directors regarding healthier options; and students at Mildred L. Day School in Arundel, Dayton Consolidated School and University of New England.

Scrub Up Presentations

SMMC created and offered a free hand hygiene program to all area elementary schools. SMMC's infectious disease nurse specialist went to first grade classes and used a black light machine to highlight for students the need to wash carefully. The equipment was purchased especially for this purpose. She teaches the classes and gives each student a package of tissues or a bottle of Purell and provides informational hand outs about hand hygiene. 635 students participated in the program and SMMC provided education and supplies.

Subsidized Health Services

Mental Health Crisis Unit

When SMMC expanded its Emergency Department in 2008, it added a 4-bed mental health crisis unit, along with a mental health nurse and support staff 24/7. This unit is separated from the medical emergency department, offering mental health crisis patients a unique level of emergency care privacy as well as a smooth transition of care to York County's only inpatient mental health unit if hospitalization is required for any adult. Children remain under SMMC's care in this unit, sometimes for days, until appropriate residential care is located for them. This is a higher level of private care than is offered for most mental health crisis patients.

VitalNetwork

The monitoring by VitalNetwork (Electronic ICU) offers SMMC special care patients enhanced patient quality and safety.

Financial Contributions

Sponsorship of Health-related Community Events and Non-profit Organizations

SMMC contributed financially to the following healthcare-related non-profits through our employee based Community Involvement Committee:

- ALS Association of Northern New England
- Alzheimer's Association Memory Walk
- Autism Society "Walk for Autism"
- Biddeford High School self-esteem building activities
- Biddeford-Saco Rotary Club
- Big Brothers Big Sisters "Bowl for Kids' Sake"
- Bon Appétit Food Pantry
- Center for Grieving Children
- Cystic Fibrosis "Seacoast Safari"
- Dyer Library, Saco
- Heart of Biddeford
- Hospice of Southern Maine "Twilight in the Park"
- Kennebunk Library Road Race
- Kennebunk Prelude
- Kennebunk Rotary Presidential Road Race and Riverfest

- Maine Cancer Foundation Breast Cancer for ME Luncheon
- March of Dimes "March for Babies"
- Mary's Walk for the Maine Cancer Foundation
- NAMI Walks for the Mind of America
- Caring Unlimited, Nicole's 5k Run/Walk
- Northern York County YMCA
- Perinatal Mental Health Alliance
- Saco Bay Rotary
- Saco Spirit
- Sanford-Springvale YMCA
- Senior Center's Kennebunk Beach Classic Road Race
- Southern Maine EMS
- St. Andre's Health Care
- Susan G. Komen "Rally for the Cure"
- Tucker's Boardercross for Cancer
- United Way of York County Corporate Gift and Loaned Executive Support
- York County Community Action/York County Food Rescue
- York County Community College Foundation
- York County Shelter Walk-A-Thon

Community Building Activities

Involvement in Community Service Organizations

Many SMMC employees serve on boards or volunteer during work time for local organizations including, but not limited to, the following:

- Board of Directors, Kennebunk-Kennebunkport Chamber of Commerce
- Board of Directors, Biddeford-Saco Chamber of Commerce
- Board of Directors, Biddeford-Saco Rotary Club
- Board of Directors, Kennebunk Rotary Club
- Board of Directors, Kennebunk Portside Rotary Club
- Board of Directors, Hospice of Southern Maine
- Board of Directors, Biddeford Free Clinic
- Board of Directors, United Way of York County
- Board of Directors, Wardwell Assisted Living Community
- Board of Directors, The Maine Way, Inc.
- Board of Directors, Maine Health Management Coalition
- Board of Directors, Coastal Healthy Communities Coalition
- Board of Directors, EMS of Southern Maine
- Board of Directors, Spring Harbor
- Board of Directors, Cancer Care Center of York County
- Advisory Board, Cancer Community Center, South Portland
- Member, Community Dental Health Clinic Planning Committee
- Member, Saco Bay Rotary

Community Chamber and Rotary Dues

SMMC paid dues to the Chambers of Commerce in Biddeford, Saco, Old Orchard Beach, Kennebunk, Wells, and Sanford, as well as the Rotary Clubs in Biddeford-Saco, Saco Bay, Kennebunk, and Portside.

Disaster Training and Readiness

SMMC participates fully with our community, county, state and federal disaster preparedness training programs.

<p><u>WALDO COUNTY HEALTHCARE INC.</u> – The following programs provided a total Net Community Benefit Investment of \$4,361,746:</p>
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Subsidized Health Services

Public Health Nursing – The Belfast Public Health Nursing Association addresses public health issues by offering free health education and services to low-income, at risk, individuals and families in Belfast who would not otherwise have access to healthcare. Waldo County Healthcare and the City of Belfast subsidize the services which include walk-in crisis management of health needs, emergency food and housing, home visits to each new mom and baby in Belfast, immunization clinics, blood pressure clinics and foot care for senior citizens. Prevention, early intervention and referrals to other agencies increase public safety.

Case Management - Waldo County General Hospital's Community Case Management Program is a free service for patients with COPD and/or CHF. The program is designed to help patients follow their doctor's treatment plan to reduce complications and symptoms; to answer medical questions; to remove barriers to service; and to develop a plan to reach their goals, including in some cases, returning to work. In its second year, patients enrolled in case management reduced hospitalizations and Emergency Department visits by 96%.

Occupational Health and Wellness - In order to ensure access to occupational health services and to reduce the rate of occupational injury in our community, Waldo County Healthcare subsidizes Coastal Medical Care (CMC). CMC provides post offer physicals, ergonomic evaluation, on-site injury prevention programs, medical care for workplace injuries, in-office and on-site injury follow-up, smoking cessation counseling, on-site nursing services and CPR/First Aid classes, on-site immunizations, on-site wellness services and assistance with workers compensation claims.

Home Health and Hospice - Waldo County Home Healthcare Services is subsidized by Waldo County Healthcare, allowing them to provide comprehensive in-home medical, physical, social and emotional care to home bound people of all ages and to those choosing to die at home without denying any patients care because of inability to pay.

Physician Services - In order to ensure access to primary care and certain specialty physician services, Waldo County Healthcare owns and operates physician practices providing family medicine, cardiology, general surgery, internal medicine, neurology, obstetrics, gynecology, occupational health and wellness, orthopedics, podiatry and rural health centers. Due to the demographics of the population in Waldo County, most of these services would not be available if they were not provided by a system such as ours. Currently 60% of the general and specialty practices available to residents of Waldo County are owned and operated by Waldo County General Hospital. Many local private practice physicians have been forced to close their practice to, or significantly limit access for, new Medicaid (MaineCare) patients. Waldo County Healthcare practices continue to accept patients regardless of their insurance coverage or lack thereof.

Community Health Services *(offered free or at low cost)*

Clinics – services such as blood pressure reading, weight check, immunizations, speech evaluation or reiki treatment.

Classes – fitness ball workout, strong women weight training, living well, “look good...feel better”, smoking cessation, CPR, elder safety, babysitting, childbirth, tick talk, stretch around exercise and Weight Watchers.

Family Wellness Fair – a one-day event of interactive health displays, literature and samples, including free cholesterol, blood pressure and hearing screenings.

Health Information Library – Waldo County General Hospital has an Information Library which provides patients, health care providers and community members with easy access to quality health information and educational resources. The Medical Oncology and Transfusion Clinic also maintains a resource library on cancer-related topics.

Mammogram Fund – free mammograms are given to community members who apply and who fit certain criteria.

Midcoast Women’s Health Conference – a two-day event of interactive health exhibits, educational speakers and free health screenings for women.

Oncology Patient Assistance Fund – monetary support is applied to the hospital bills of patients who ask for assistance.

Support groups – provided meeting space and some facilitators for groups such as Alcoholics Anonymous, making change, bereavement support, family caregivers, hospice volunteers and cancer support.

Community-building Activities

- Community-wide emergency preparedness planning and drills

- Books for Babes & Raising Readers – free books are given to newborns and parents at Waldo County General Hospital and to children at Arthur Jewell Community Health Center to promote early reading. As the program is grant-funded, only staff costs are included here.
- Hospital tours for second graders in all three school districts in Waldo County
- Collaborate with Healthy Waldo County, the organization created with a grant from the Fund for a Healthy Maine, which performs a community needs assessment and holds educational sessions on topics aimed to make a difference in the health and vitality of our community.
- Belfast Public Health Nursing Association addresses public health concerns – visits every new mother and baby in Waldo County; provides immunizations for city workers, teachers and community; distributes information to school nurses; and handles public safety issues.
- InPulse newsletter – mailed quarterly to community members to inform them of new services, staff and activities at Waldo County Healthcare. Annual report also distributed yearly.
- Baby Fair – organize a fair with educational booths on parenting and also provide a place for community members to buy and sell used children’s clothes and toys.
- Sponsor an American Red Cross blood drive
- Remembrance service for loved ones facilitated by home health and hospice staff
- Advanced directives booklet and forms given to any patient requesting information

Charitable Giving

- Active Older Adults
- Belfast Area Chamber of Commerce Annual Meeting
- Belfast Rotary 100 Fund
- Boy Scouts Katahdin Council & Pine Tree Council
- Habitat for Humanity of Waldo County
- Spurwink Humanitarian of the Year Event
- Stock the Shelves Food Challenge
- Toys for Tots
- Waldo County Oncology Walk
- YMCA Healthy Kids Day

Health Professions Education

College scholarships – Awarded scholarships to 20 high school students pursuing a degree in a healthcare profession.

Nursing Program at University of Maine Hutchinson Center – Sponsorship of a nursing faculty position for the B.S.N. program at the college in Belfast.

WESTERN MAINE HEALTH CARE - The following programs provided a total Net Community Benefit Investment of \$3,193,272:

Subsidized Health Services

Physician Services – In order to ensure access to primary care and certain specialty physician services, Western Maine Health Care owns and operates, through its subsidiary Western Maine Multi-Medical Specialists, physician practices providing Cardiology, Family Medicine, General Surgery, Pediatric, and Obstetric and Gynecology services. WMMMS also has partnered with physician groups to provide Oncology services to the community. Due to the demographics of the population in Oxford County, most of these services would not be available if they were not provided by a system such as ours. Most local private physicians have closed to, or significantly limited access for, new Medicaid patients. Our practices continue to accept patients regardless of their insurance coverage or lack thereof. In the aggregate, 28% of patients served by Western Maine Multi-Medical Specialists were covered by the State of Maine Medicaid program. At September 30, 2009, physicians employed by Western Maine Multi-Medical Specialists included five Family Practitioners, three General Surgeons, four Pediatricians and three Obstetrician/ Gynecologists.

Long-Term Care Services – Western Maine Health Care owns and operates Market Square Health Care Center, a 98-bed long-term care facility comprised of 76 nursing home/skilled nursing facility beds and 22 residential care beds. Market Square accepts patients and residents whose clinical needs exceed the capabilities of other area nursing facilities. While we may serve these patients at a financial loss, it is an important part of our mission to provide health care services that keep our local patients in the community. Market Square accepts all residents who meet clinical criteria, regardless of the source of expected payment for services.

School-Based Health Clinics – Western Maine Health Care operates health clinics located in Oxford Hills Comprehensive High School and Oxford Hills Middle School. Grant funding and income from provided services covered less than one-half of the cost to staff and operate the two clinics. During the 2008-2009 school year, 961 students were enrolled in the clinics (450 of whom received services).

PACE Paramedic Service – PACE, a department of Stephens Memorial Hospital, operates a paramedic licensed ambulance service with Paramedic level Advanced Life Support (ALS) care available twenty-four hours a day. PACE provides direct and indirect benefits to any town that has selected PACE as its primary ambulance service and to other towns who primarily use other community-based ambulance services. PACE neither requests nor receives subsidies from the towns served. PACE also provides ALS backup support at no charge for other area community rescue services that do not have full-time paramedic coverage. During 2009, PACE provided paramedic coverage on over 300 calls for other ambulance services.

Mammogram Coupon Program – Western Maine Health Care supplies coupons to local physicians, who provide the coupons to low-income patients. These patients receive mammography exams at Stephens Memorial Hospital at no charge.

Outpatient Psychiatry Service – Mental health is one of the greatest unmet patient needs in the community. Western Maine Health Care offers an outpatient psychiatry consultation service. This service is provided through an arrangement with Spring Harbor Hospital, a non-profit psychiatric hospital and a member of the MaineHealth system.

Community Health Services

Learning Resource Center – The MaineHealth Learning Resource Center at Stephens Memorial Hospital provides patients, health care providers, and community members with easy access to quality health information and educational resources. In 2009, the LRC offered reference material to over 700 people in the form of videos, books, trained staff assistance, periodicals, and other resources. The LRC conducted a series of health education programs for the community with over 340 people attending. The LRC also reached out to the community through exhibiting at events such as the Oxford Fair, Personal Best Women’s Fair and the SMH Employee Wellness Fair and through presentations to groups including retired teachers, daycare providers and patient support groups.

Influenza Vaccinations – In 2009 we assisted the local school district by administering H1N1 and seasonal influenza vaccines in the schools to students. We also held H1N1 and seasonal flu clinics for the general public.

Community-building Activities

In addition to the subsidized health services and community health services described above, Western Maine Health Care sponsors or participates in a variety of other community activities and programs. These community-building activities include:

- Our Vial of Life Program allows individuals in the community to record and safely store their current health information at home, in case that information needs to be retrieved in an emergency situation
- Safe Sitter courses, a medically-accurate instructional program designed for young adolescents 11 to 13 years of age
- Community-wide emergency preparedness planning
- Regional health planning and pandemic planning
- We provide a clinical site for local Certified Nurses Aide programs
- Annual Conference - Alcoholism and Drug Addiction: Disease, Treatment and Recovery
- Free community blood pressure screenings and clinics
- Blood drives
- Sibling classes for children expecting new family members

- Nutrition open houses for the general public
- We provide community outreach services to educate families about the Alford Scholarship for babies, and assist families in preparing the grant application
- We provide meeting space at no charge for local non-profit support groups including Alcoholics Anonymous, smoking cessation, Gear Parent Network Support Group, Take Off Pounds Sensibly (TOPS), and support groups for those affected by depression/bipolar conditions, diabetes, grief, and Parkinson's Disease

V. Billing and Collection Practices

Each member organization of MaineHealth charges its respective patients the same price for the same services, regardless of payor source. Individuals are not required to pay or make arrangements to pay prior to the services being provided.* Each organization establishes its own clear policy regarding the number of days between a patient receiving services and the first bill, the number of days a patient has to pay for those services, the number of notices that must be sent to patients informing them of their lack of proper payments, and continued attempts to communicate with such patients about a solution.** In the absence of either full payment or a patient's attempts to communicate in order to resolve the situation, MaineHealth members use a responsible and professional collection agency if necessary. Each member organization has a clear policy as to when a bill becomes classified as "bad debt" based on lack of payment by the patient and other applicable factors.*** MaineHealth members may pursue legal action for collecting an outstanding bill only with prior Board approval.**** However, most MaineHealth members have rarely chosen to pursue such legal action.***** Member organizations offering long-term and residential care services have, from time to time, taken legal action to collect amounts due from patients or residents who are not covered under the MaineCare program and have sufficient resources to pay for the services they received.

* The only time this is not the case is with certain elective surgical procedures at some organizations

** See individual member form 990 Community Benefit report attachments for specific timelines/billing policy

*** See individual member form 990 Community Benefit report attachments for specific bad debt procedures

**** Waldo County Healthcare is the one exception to this rule due to its current institutional policy (further information can be found in Waldo's individual form 990 Community Benefits report)

***** Some MaineHealth members have pursued such action in the past - specific information can be found in individual member form 990 Community Benefit report attachments

VI. Charity Care Policies

MaineHealth member organizations have policies of charity care and financial assistance that are easily understood, prominently posted, and publicly available.* A process exists for offering charity care or financial assistance to patients who are unable to pay after they have already been billed. In addition to monitoring collection practices, copies of the charity care policy are made available to patients at all entry points (registration, ED, etc.) and with bill/collection notices. Each organization uses simple application procedures for charity care or financial assistance that do not intimidate or confuse applicants.** Employees who work in admissions, billing, accounts receivable, or patient services at MaineHealth organizations are fully informed and educated about all financial assistance policies.*** These staff members identify unpaid bills where persons are unable to pay, and separate these potential "charity care" bills from other bad debt accounts.

* See individual member form 990 Community Benefit report attachments for specific charity care guidelines
** NorDx Laboratories also accepts the charity care or financial assistance determinations of physicians and hospitals without requiring the patient to apply specifically for a NorDx determination
*** Financial counseling staff members are also made available to patients during their hospital stay to assist in the completion of applications

VII. Good Governance and Executive Compensation Policies

Good Governance

The Boards of MaineHealth and its member organizations consist of anywhere from 12-27 community representatives, a majority of whom are not practicing physicians, officers, department heads, or employees with a financial connection or otherwise affiliated with the organization itself.* Each Board has a written “conflict of interest” policy in place. Each Board understands the specific mission of the organization, and approves initiatives aimed at carrying out that mission. Trustees understand their responsibilities as members of the Board, and further education/information is provided to Board members if requested. Trustees of MaineHealth and its members do not receive loans from the organizations. Each organization ensures that a substantial part of its activities does not involve attempts to influence legislation, and will not take an official position or provide direct support for or against a political candidate. Moreover, in addition to the CEO, CFO, or both officially signing a member organization’s yearly 990 and audited financial statements, the Board of Trustees also has final approval of the yearly audited financial statements. Each organization also has adopted a corporate compliance program that includes a Code of Conduct for all staff, education and training, monitoring for compliance, and a Helpline for staff to call, all intended to produce continual compliance with organizational policies and the law.

* See individual member form 990 Community Benefit report attachments for specific Board size and how often they meet (on average)

Executive Compensation

MaineHealth has a formal written compensation policy in place. In consultation with Sullivan, Cotter & Associates, the MaineHealth Board Compensation Committee establishes appropriate compensation parameters for each member organization’s CEO and certain members of its Senior Management team. Working within those parameters, the organization’s Board determines the level of compensation for its CEO. The findings of the Compensation Committee are made transparent to, and voted on by, the full Board. “Total executive compensation” is filed publicly by the organization, and includes “total cash compensation” and “total value of all benefits and perquisites associated with position (such as housing allowances, social club memberships, signing bonuses, etc.)” CEOs are not permitted to vote or directly participate in the final Board determination of their compensation. MaineHealth’s executive compensation procedure relies on appropriate data for comparability (e.g. compensation levels paid by both taxable and tax-exempt similarly situated organizations and independent compensation surveys by nationally recognized independent firms). Finally, MaineHealth does not allow executive compensation to be based solely on a member organization’s revenues or a similar profit-sharing strategy.

In compliance with State of Maine law (LD 1792) regarding the public disclosure of compensation of Officers and Directors of Public Benefit Nonprofit Corporations whose total compensation exceeds \$250,000 per year, MaineHealth discloses for those listed below dollar figure categories that represent total compensation in the 2008 calendar year.

MaineHealth

FY 2009 total compensation and benefits greater than \$500,000

William J. Caron, Jr.	President & Chief Executive Officer
Francis G. McGinty	Executive Vice President, Treasurer

FY 2008 total compensation and benefits between \$250,000 and \$500,000

Donald E. Quigley	Vice President and General Counsel
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Maine Medical Center

FY 2009 total compensation and benefits greater than \$500,000

Richard Petersen	President and Chief Executive Officer
Peter Bates, MD	Chief Medical Officer

FY 2008 total compensation and benefits between \$250,000 and \$500,000

John Heye	Chief Financial Officer
Marjorie Wiggins, RN	Chief Nursing Officer
Mary Brandes, MD	Physician Trustee

Maine Mental Health Partners

FY 2009 total compensation and benefits greater than \$500,000

Dennis King	President & Chief Executive Officer
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Lincoln County Healthcare

FY 2008 total compensation and benefits between \$250,000 and \$500,000

James Donovan	President & Chief Executive Officer
Mark Fourre, MD	Physician Trustee
Stephen Cook, MD	Physician Trustee

Western Maine Health Care Corp.

FY 2008 total compensation and benefits between \$250,000 and \$500,000

Timothy Churchill	President and Chief Executive Officer
Gregory Hardy, MD	Physician Trustee

Southern Maine Medical Center

FY 2008 total compensation and benefits between \$250,000 and \$500,000

Edward McGeachey	President & Chief Executive Officer
James Georgitis, MD	Physician Trustee
Frank Lavoie, MD	Executive VP & Chief Operating Officer

Waldo County Health Care, Inc.

FY 2008 total compensation and benefits between \$250,000 and \$500,000

Mark Biscone

President & Chief Executive Officer

Kent Clark, MD

Physician Trustee

VIII. Aggregate Financial Data – MaineHealth’s Consolidated Community Benefits Summary

	<u>Maine Medical Center</u>	<u>Western Maine Health Care</u>	<u>Lincoln County Health Care</u>	<u>Waldo County Healthcare</u>	<u>Maine Mental Health Partners</u>	<u>NorDx</u>	<u>HHVN</u>	<u>Southern Maine Medical Center</u>	<u>MH Corporate</u>	<u>System Total</u>
Charity Care *	13,705,000	1,006,810	1,205,304	1,200,164	3,668,000	206,000	298,923	1,885,000	0	\$23,175,201
Bad Debt **	19,117,000	999,931	1,871,128	2,095,694	269,000	448,000	208,391	5,150,000	0	\$30,159,144
Government-sponsored health care ***	43,827,000	7,334,333	5,824,116	2,481,625	997,000	381,000	490,157	9,196,000	0	\$70,531,231
Net Community Benefit Investment Programs ****	<u>45,310,067</u>	<u>3,193,272</u>	<u>7,108,718</u>	<u>4,361,746</u>	<u>197,610</u>	<u>5,000</u>	<u>34,590</u>	<u>1,443,546</u>	<u>5,339,861</u>	<u>\$66,994,410</u>
Total Value of Quantifiable Community Benefits	\$121,959,067	\$12,534,346	\$16,009,266	\$10,139,229	\$5,131,610	\$1,040,000	\$1,032,061	\$17,674,546	\$5,339,861	\$190,859,986

* Calculated "at cost"

** Calculated "at cost"

*** Calculated as total shortfall (unpaid cost) for government-sponsored health care - including Medicare, MaineCare, and other hospital-specific indigent care programs

**** Figures transferred from section IV