Maine Medical Center delivers high quality clinical care and continuously seeks to improve. Every day, thousands of talented people are focused on making sure patients and families have a seamless experience across the continuum of care. Measuring ourselves against other leading hospitals nationally confirms this ongoing effort, and highlights opportunities where we can do better. The results of that are not only awards and recognition, but also an unwavering belief in our commitment to keeping patients safe.
Ranked a “Best Regional Hospital” for the seventh straight year!
“Everyone at Maine Medical Center is an integral part of the care team, and brings an amazing degree of ownership to their roles every day. Together, we focus on our patients and their families, affordable care and excellent service and outcomes. This commitment to collaboration is why Maine Medical Center is consistently ranked a Best Regional Hospital.”

— Devin Carr, RN, Chief Nursing Officer

MMC has been designated a Magnet hospital for the 3rd time, an honor only 2% of U.S. hospitals can claim.
A Culture Focused on Patient Satisfaction

- Patients who would give MMC the highest rating: 74% MMC, 73% National Average
- Patients who would recommend MMC to friends & family: 82% MMC, 72% National Average
- Patients who reported they were given information about what to do during recovery at home: 87% MMC, 87% National Average
- Patients who reported their doctors always communicated well: 82% MMC, 81% National Average
- Patients who reported their nurses always communicated well: 82% MMC, 82% National Average
- Patients who reported that they always received help as soon as they wanted: 69% MMC, 70% National Average

HCAHPS (Hospital Consumer Assessment of Healthcare Providers & Systems) // CY2019 Data Period
Maine Medical Center has very purposefully built a culture around patient centeredness, a concept that the patient’s interests are at the heart of everything we do. The highest honor we can receive is when patients recommend MMC to their family and friends because it reflects the deep commitment to our patients that we all share.

— Jeff Sanders, President
Readmission & Complication Rates Lower than National Averages (and That’s Great!)

Readmission Rate Following Hip or Knee Replacement

MMC  National Average

Centers for Medicare & Medicaid Services // 2016-2019 Data Period
30 Day Unplanned Readmission
Outperforming National Rates

- Hospital Wide All-Cause: 13.8% (MMC), 15.6% (National Average)
- COPD: 17.1% (MMC), 19.6% (National Average)
- Heart Attack: 12.9% (MMC), 16.1% (National Average)
- Heart Failure: 19.3% (MMC), 21.9% (National Average)
- Pneumonia: 14.5% (MMC), 16.6% (National Average)

Centers for Medicare & Medicaid Services // 2018–2019 Data Period
A Quality Grade Above

FOR 2020, MMC HAS EARNED A LEAPFROG HOSPITAL SAFETY GRADE OF

NATIONALLY RECOGNIZED

LEAPFROG
HOSPITAL SAFETY GRADE

FALL 2020

2019-2020 Data Period
Quality is a journey and requires deep organizational commitment. We are fortunate to have an engaged and talented staff that takes pride in delivering high quality and safe care.

— Mark Parker, MD, Vice President, Quality and Safety
What I am most proud of is that quality and excellent outcomes are part of our culture. Our goal is to always deliver safe, timely, efficient, effective, equitable and patient centered care.

— Joel Botler, MD, Chief Medical Officer, Maine Medical Center
President, Maine Medical Partners
Prevention of Hospital Acquired Conditions (HAC)

Opportunities to Improve Our Care

LABORATORY-IDENTIFIED EVENTS

MRSA

C.DIFF

SURGICAL SITE INFECTION

FROM COLON SURGERY

FROM ABDOMINAL HYSTERECTOMY

CENTRAL LINE ASSOCIATED BLOODSTREAM INFECTIONS (CLABSI)

IN ICUs & SELECT WARDS

CATHETER-ASSOCIATED URINARY TRACT INFECTIONS (CAUTI)

IN ICUs & SELECT WARDS

Centers for Medicare & Medicaid Services // CY2019 Data Period
Nationally-accredited Quality Care

MMC has received the gold seal of approval for hospital accreditation.

MMC has received the gold seal of approval for behavioral healthcare.

MMC Stroke program has earned advanced certification.

MMC Cardiovascular Institute has earned advanced VAD certification.

MMC Hip replacement, Knee replacement, and spine surgery have received certification.

MMC has earned a coveted four-star rating from the Centers for Medicare & Medicaid Services (CMS).

MMC is one of only 77 teaching hospitals in the U.S. to earn a four or five-star rating.

Joint Commission // 2017-2018 Data Period