MaineHealth is a not-for-profit health system dedicated to improving the health of our patients and communities by providing high-quality affordable care, educating tomorrow’s caregivers, and researching better ways to provide care.

It’s been a year like no other. As the pandemic unfolded in early 2020, our strong, unified MaineHealth system stood ready to serve our patients and communities. As the second surge developed late this fall, we once again had a solid plan in place to address it. And now as we continue to fight the virus in the months ahead, we welcome the arrival of the first FDA-approved vaccine for COVID-19 and enter a more hopeful phase of this pandemic. Never has MaineHealth’s vision of working together so our communities are the healthiest in America been more meaningfully put to the test than in 2020.

We are proud of and incredibly inspired by our MaineHealth care team members – now close to 22,000 strong — who dedicate themselves to caring for our patients and communities each day, and especially in these most challenging of times.

Our clinical teams are providing exceptional, compassionate care to coronavirus patients while also ensuring that patients have access to the heart and stroke care, surgical care and emergency care they need. Our IT teams have risen to the new demands caused by the pandemic, supporting the expansion of telehealth so patients don’t delay care; supporting our remote workforce with collaborative tools and equipment; and leveraging and safeguarding our electronic health records system. And care team members in all roles across our health system have stepped up to meet patient care needs, even when that has at times meant stepping out of their comfort zone to do so.

The stories within this Annual Report highlight just a few of the bright points of 2020 — such as welcoming our longtime affiliate Mid Coast-Parkview Health into the MaineHealth family; sharing one family’s patient-centered journey through COVID-19; innovating with new partnerships, research and patient tools; and leveraging knowledge and social media to educate and allay fears during the pandemic. Behind each story, each touchpoint, is a care team member who knows what it means to live our mission and patient-centered values.

We have seen how investing in people, infrastructure, technology, innovation and our communities over the years has enabled MaineHealth to build a healthier future. It has also positioned our integrated health system to provide exceptional care and leadership today — in these most pivotal and challenging times.
THE MAINEHEALTH SYSTEM
(AS OF OCTOBER 1, 2020)

REGIONAL ENTITIES
MAINEHEALTH ACCOUNTABLE CARE ORGANIZATION
MAINE BEHAVIORAL HEALTHCARE
MAINEHEALTH CARE AT HOME
NORDX

FRANKLIN COMMUNITY HEALTH NETWORK
MAINE GENERAL HEALTH*
COASTAL HEALTHCARE ALLIANCE
WALDO COUNTY GENERAL HOSPITAL
PEN BAY MEDICAL CENTER
LINCOLNHEALTH
- MILES CAMPUS
- ST. ANDREWS CAMPUS
- ST. MARY’S HEALTH SYSTEM*
MID COAST-PARKVIEW HEALTH
WESTERN MAINE HEALTH
SPRING HARBOR HOSPITAL (MAINE BEHAVIORAL HEALTHCARE)
NEW ENGLAND REHABILITATION HOSPITAL OF PORTLAND*
MAINE MEDICAL CENTER
MEMORIAL HOSPITAL
SOUTHERN MAINE HEALTH CARE
SMHC MEDICAL CENTER — BIDDEFORD
SMHC MEDICAL CENTER — SANFORD

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VISIT ANNUALREPORT.MAINEHEALTH.ORG TO READ THESE STORIES AND SEE ADDITIONAL PHOTOS, PODCASTS AND OTHER RELATED INFO.

The MaineHealth system reaches more than 1.1 million residents in central, southern and western Maine and eastern New Hampshire. MaineHealth organizations include Coastal Healthcare Alliance (Pen Bay Medical Center and Waldo County General Hospital), Franklin Community Health Network, LincolnHealth, Maine Behavioral Healthcare, Maine Medical Center, MaineHealth Care at Home, Mid Coast-Parkview Health, Memorial Hospital, NorDa, Southern Maine Health Care and Western Maine Health; the MaineHealth Accountable Care Organization is also part of the MaineHealth family. Affiliates of MaineHealth include MaineGeneral Health, New England Rehabilitation Hospital of Portland and St. Mary’s Health System.
MID COAST-PARKVIEW HEALTH JOINS THE MAINEHEALTH FAMILY

After a longtime relationship with MaineHealth as an affiliate, Mid Coast-Parkview Health officially became a part of MaineHealth in March 2020. Mid Coast-Parkview Health undertook a thorough and inclusive process throughout 2019 to evaluate potential partnerships that would sustain the organization into the future. The result was a decision to join MaineHealth.

“This partnership is a great fit for both organizations. In an ever-challenging environment for local health systems, MaineHealth provides scale and expertise with a commitment to excellent, patient-centered care and support for our local communities,” said Rich Petersen, president of MaineHealth.

Mid Coast-Parkview Health is built around a 93-bed hospital in Brunswick. It has an active medical staff, a multispecialty medical group including primary care and specialty practices, and provides a range of senior care services through Mid Coast Senior Health and home health and hospice care through CHANS Home Health & Hospice.

“Mid Coast-Parkview Health not only serves communities within MaineHealth’s larger service area, but also shares similar values and is supportive of the MaineHealth vision of working together so our communities are the healthiest in America,” said Lois Skillings, president of Mid Coast-Parkview Health.

Teams from MaineHealth and Mid Coast-Parkview Health have been working together throughout 2020 to fully integrate, including transitioning Mid Coast-Parkview Health to the Epic medical records platform in 2021. Mid Coast-Parkview Health has also joined with two other local health systems — LincolnHealth and Coastal Healthcare Alliance, which includes Pen Bay Medical Center and Waldo County General Hospital — in a regional strategic planning process.

SINGLE MULTISPECIALTY MEDICAL GROUP MOVES FORWARD

After years of dialogue among physicians and advanced practice providers across MaineHealth, the Board of Trustees in August gave its approval to the creation of a single, multispecialty medical group for all of MaineHealth’s employed providers.

“This is an important, transformative step forward in our development as a high-performing integrated health system,” said Bill Caron, CEO of MaineHealth.

The discussion of whether and how to bring providers across MaineHealth together under a single medical group dates back to 2011. In 2016 Joan Boomsma, MD, MaineHealth’s chief medical officer, began a structured deliberative process with a working group that included provider representatives from each local health system.

The resulting plan, which was endorsed by employed providers at every local organization across MaineHealth, is a carefully crafted approach to creating a governance structure for the system’s medical practices and its 1,700 employed providers.

“This will be a medical group that is led by providers and respects their unique role in our organization caring for the 1.1 million people in our MaineHealth service area,” said Boomsma. “It will foster greater collaboration across our system and create new career pathways for our providers, making MaineHealth more attractive when recruiting physicians and advance practice providers.”

The plan includes creating a 20-member, provider-led board to oversee the multispecialty medical group. That initial board was approved on November 5 and will function as a committee of the MaineHealth Board of Trustees.

A search committee has also been formed to oversee the recruitment and hiring of a new leader for the medical group. Boomsma and Joel Botler, MD, chief medical officer at Maine Medical Center and president of Maine Medical Partners, are overseeing development of the medical group until its new leader is brought on board in the late-spring/early summer of 2021, in advance of the expected launch on October 1, 2021.

“This plan aligns us with other high-performing systems across the country,” said Caron. “Forming such a medical group will enable us to better meet the challenges of a fast-changing health care environment, one that is especially demanding for those who deliver care in a rural state.”
ONE FAMILY’S JOURNEY THROUGH COVID-19

In mid-March, just as the novel coronavirus was taking hold in this country, Peter Jardine and his wife AnneMarie were eagerly preparing to move from their home in South Berwick to a new home along the shores of the Kennebec River. As they packed boxes and cleaned out cupboards, they could not know that the journey they had planned to their new home would include an emergency detour to Maine Medical Center (MMC), where Peter was admitted with COVID-19 on March 27.

Peter spent several weeks in the MMC Intensive Care Unit, fighting for his life. It was a frightening time for his family, who could not be there by his side due to necessary safety precautions. But Peter’s dedicated team of doctors, nurses and other caregivers worked 24/7 to ensure that his family was personally involved every step of the way.

Peter’s team worked tirelessly to deliver the specialized care he needed to pull through, but that didn’t keep them from providing the emotional support his family relied on. “The separation due to COVID was so difficult, but the nurses and doctors became the connective pieces,” said AnneMarie. “They were always willing to take my call, understand my questions, and if they didn’t have the answers, they assured me they’d get them — and they always did.”

Their daughter Ashley, who is a clinical nurse at MMC, added, “The entire health care team — the nurses, the doctors, the techs, and all the specialists who took on my Dad’s case — each played a key role and never lost sight of listening to us and being inclusive, compassionate and attentive.”

This experience provided Ashley with a new perspective. “As a nurse, I know my purpose is to relieve people’s suffering. That’s a huge responsibility and an honor. Being the daughter of a critically ill patient and having the tables turned reminded me to put compassion and empathy at the forefront when caring for my patients and their families.”

While Peter has little recollection of his time at MMC, he shared, “Coming out of ICU, it took a while for me to process just how sick I really was, but I truly appreciate everyone who cared for me.” He added, “Every time someone came in the room, they had to put their PPE (personal protective equipment) on — and it’s not a simple process. I could see them through the window. I wish I could thank everybody for all they did.”

Peter continues to recover at the family’s new home in Dresden. He coordinates his specialist visits with his primary care provider and uses the MyChart tool to view test results and his electronic health record. He also is taking time to enjoy the simple pleasures of Maine life again with his family.

Assembling a world-class care team wasn’t something the Jardine family planned for in their moving checklist, but it was there when they needed it. “This experience with COVID really brought it home to me and our family,” said AnneMarie.
A REASSURING VOICE IN TURBULENT TIMES

Malual Mabur, PA-C, is from South Sudan, where he trained as an infectious disease specialist before moving to Maine in 2009. He became a naturalized citizen in 2013 and earned his master of science in physician assistant studies from the University of New England in 2017. Mabur joined the Adult Inpatient Medicine Advanced Practice Provider (AIM-APP) Service team at Maine Medical Center in March 2019, but his commitment to patients and community extends far beyond the walls of the hospital.

Mabur has a longtime commitment to “serve the least, the last and the lost.” He has worked with refugees and internally displaced people in the United States, abroad and in Maine, and is a leader in the South Sudanese community in the greater Portland area.

As the coronavirus began spreading around the world and in Maine earlier this year, Mabur saw a need to educate the Sudanese community about COVID-19 and dispel some of the myths and misinformation that were circulating. He created a YouTube video to share facts about the virus, how it spreads, and how to protect oneself. It received thousands of views across the globe and soon after, Mabur reached out to some South Sudanese professional colleagues and began hosting Facebook Live events to educate, allay fears and answer questions. Together they provide a calm, respected voice in turbulent times, and their reach and influence is worldwide. “It’s been really positive, and we’ve made it better by reflecting the medical knowledge we have,” said Mabur. In addition to COVID-19 information, they’ve discussed topics such as hypertension, diabetes, autism, and children with special needs.

Mabur leverages his cultural knowledge to advocate both within the health system and in the broader community. He’s engaged with the AIM-APP team in educational dialogues on structural racism, how to minimize health care disparities, and he works tirelessly to remove barriers that prevent access to health care. Mabur worked with MMC Interpreter Services to develop a video series to share important COVID-19 information in 10 languages that’s received thousands of views on MMC’s YouTube channel.

“It’s about providing hope, building trust, and letting people know we are here to support them,” said Mabur.

TO LEARN MORE ABOUT MALUAL, AND THE PODCAST, VISIT ANNUALREPORT.MAINEHEALTH.ORG

BLOOD DRIVE MEETS CRITICAL COMMUNITY NEED

MaineHealth and the American Red Cross launched a 14-week series of blood drives aimed at making up for donations uncollected due to the COVID-19 pandemic. The Distance Saves blood drive held April-July collected nearly 1,500 pints of blood, much of which supported local hospitals in a time of critical need.

MaineHealth rallied support from more than two dozen partners, each of whom recruited employees, customers and community members. The drive was structured so that at least one local business, sometimes a group of businesses banding together, was responsible for recruiting 120 donors. To accomplish this during a stay-at-home order took tremendous leadership and spirit.

Not only did the leaders of these companies reassure their communities it was safe to give, the vast majority also showed up to greet others and donate blood themselves.

MaineHealth offered end-to-end support that included management, communications, advocacy, volunteers and employees willing to donate on their days off. In addition to helping thousands of people in need, the drive helped recruit many first-time donors, many of whom said they’d be back to give again in the future.

“We are grateful to MaineHealth and the Greater Portland business community who came together so swiftly to help the Red Cross keep lifesaving blood on hospital shelves,” said Stephanie Courtrier, interim regional CEO, American Red Cross Northern New England Region. “The Distance Saves blood drive model developed by MaineHealth, and implemented so flawlessly, is being shared with Red Cross regions across the country.”

Thanks to the following businesses who engaged employees and community members to donate during the Distance Saves Lives blood drive.

Bowdoin College
Clark Insurance
Dead River Company
Dirigo Collective
Garrand Moehlenkamp
Geiger
Hannaford Supermarkets
IDEXX
L.L. Bean
Luke’s Lobster
Maine Beer Company
Matheald Maine
MEMIC
News Center Maine
Pine State Trading Co.
Portland Regional Chamber of Commerce
Portland Sea Dogs
Shamrock Sports and Entertainment
Stonewall Kitchen Company
Thomas Moser Handmade American Furniture
Unum
The VIA Agency
WEX
WMTW
Words from the Woods
Wyman’s
KEEPING CARE CLOSE, SECURE AND PERSONAL WITH TELEHEALTH

Continuing to provide safe, necessary care for patients while minimizing in-person visits during the pandemic is no easy feat. But thanks to MaineHealth’s strong telehealth framework already in place prior to COVID-19, patients have a secure and convenient alternative to coming into the office to receive the care they need.

Telehealth leverages MaineHealth’s investment in shared electronic health record technology to facilitate information flow across our health system. While MaineHealth has served patients via telehealth for many years, especially in rural areas, the pandemic accelerated plans for expanding telehealth capabilities across the health system. In just a few months, MaineHealth providers were able to see nearly six times more patients via telehealth visits compared to the entire 2019 year.

Bernie Forcier is one of those patients.

Bernie, who has Type 2 diabetes, is thankful for the option to see his provider through a secure video visit. Telehealth has enabled him to keep his diabetes under control during the COVID-19 pandemic. He described the visits as the “next best thing to face-to-face.” Bernie works full time in Biddeford, and telehealth allows him to save time because he does not need to travel to the doctor’s office or wait to be seen. For Bernie, it’s about convenience and the quality of care offered by the experts at MaineHealth.

Dr. Lisa Carpenter, DO, is one of 1,000 providers across MaineHealth who is conducting telehealth visits with their patients. She said, “We are committed to providing health care for these types of visits with the same standards as a face-to-face appointment. Telehealth visits are as secure as in-person visits and enable us to maintain a personal connection with our patients. The care team takes patient privacy seriously and we are here to ensure our patients that telehealth is not only convenient but also safe.”

DIABETES PREVENTION PROGRAM
A VIRTUAL “MIRACLE”

Helping people develop the skills to make healthier choices can form lifelong healthy habits. That is the goal of the MaineHealth Diabetes Prevention Program (DPP), a national program designed for people who have been diagnosed with prediabetes, or who are at risk and want to make a healthy lifestyle change.

MaineHealth offers this program for free across Maine and in parts of New Hampshire, and amid the COVID-19 pandemic, launched DPP classes virtually. Now, participants can attend the program and receive a year of support from a trained lifestyle instructor, as well as peer support and discussion with others who share similar goals, from the comfort of their own home.

MaineHealth is committed to keeping our communities healthy, especially as we navigate through this public health crisis. Our online DPP classes ensure that participants get the resources and support they need to live a healthier lifestyle.

MORE THAN 660 PEOPLE PARTICIPATED IN THE DPP PROGRAM IN FY20.

Nancy Smith-Hogan joined the program in June 2019 and transitioned to virtual classes amid the COVID-19 pandemic. She had been diagnosed with prediabetes and battled it for years, but nothing worked for her. Nancy joined the program and has since reversed her prediabetes diagnosis and met her weight loss goal. She lost 40-50 lbs. during her participation in this program and said it has been “a miracle” for her.
MMC JOINS TWO CLINICAL TRIALS EXAMINING POTENTIAL TREATMENT FOR COVID-19

Maine Medical Center joined a pair of clinical trials designed to examine the efficacy of the drug Remdesivir for treatment of moderate and severe COVID-19. The trials’ Principal Investigator is David Seder, MD, MMC’s chief of critical care, and was organized under the Maine Medical Center Research Institute (MMCRI).

MMC enrolled 11 patients in the trial for patients with severe disease and three patients in the trial for patients with moderate disease. Study participants were at least 12-years old, hospitalized with COVID-19, had no underlying significant kidney or liver dysfunction and were not pregnant or breastfeeding.

“Clinical trials like these are needed to develop evidence-based and effective treatments for patients with life-threatening COVID-19 infection,” Dr. Seder said. “While further study and additional treatments are needed, we have been encouraged by the results from these trials.”

Results of these trials, conducted at hospitals worldwide and sponsored by the drug’s manufacturer, Gilead Sciences, Inc., indicate that the drug may cut recovery times for patients with COVID-19. In October, the U.S. Food and Drug administration approved Remdesivir under the brand name Veklury for use in adult and pediatric patients 12 years of age and older and weighing at least 40 kilograms (about 88 pounds) for the treatment of COVID-19 requiring hospitalization. Children under the age of 12 may be given the drug under the FDA’s emergency use authorization that was originally issued in May.

“One of our responsibilities at MMCRI is to give Maine people access to important clinical trials like this one that provides access to potential treatments,” said MMC’s Chief Academic Officer Doug Sawyer, MD. “While participation in a clinical trial does not guarantee patients they will be cured, and not everyone is eligible for participation, without such trials we will never learn more about how to fight this novel disease.”

MMC continues to treat patients using Remdesivir under the emergency use guidelines authorized by the Federal Drug Administration.

$5.1 MILLION NCI AWARD OPENS DOORS TO ADVANCED CLINICAL TRIALS...CLOSE TO HOME

Cancer patients across Maine and Carroll County, New Hampshire now have access to more advanced clinical trials in their home communities, thanks to a major federal research grant awarded to the MaineHealth Cancer Care Network in 2019. The six-year, $5.1 million award from the National Cancer Institute Community Oncology Research Program (NCORP) is the single largest grant ever extended by the National Cancer Institute (NCI) for clinical cancer research and cancer clinical trials in the state of Maine.

According to Scott Remick, MD, chief of oncology, MaineHealth Cancer Care Network and Maine Medical Center, cancer patients often feel that to get state-of-the-art care and to enroll in clinical trials, they need to travel to a major metropolitan area. “This grant is a transformational award that is bringing a wide variety of clinical trials to our rural communities. Today our patients have access to advanced care close to home — wherever they live.” The number of clinical trials available to oncology patients in the network is expected to nearly triple over the next five years.

“This is a transformational award that is bringing a wide variety of clinical trials to our rural communities.”

— Scott Remik, MD

The grant also established the MaineHealth Cancer Care Network Lifespan Program, designed to bring the latest research in cancer prevention, cancer treatment and cancer care delivery to underserved populations. The Lifespan Program is the only oncology program in Northern New England to enroll patients in NCI clinical trials at every stage of the cancer continuum. The network has begun significant work on new studies, such as the use of a clinical trial screening tool to address cancer health disparities. “The NCORP support has been vital in helping MaineHealth create additional infrastructure to support research initiatives throughout the network. We have made every effort to balance our approach from prevention to survivorship, and from pediatric to adult,” added Remick.
MaineHealth Joins the Roux Institute as a Founding Partner

At an event attended by hundreds of business, government and education leaders in January 2020, MaineHealth announced it joined The Roux Institute at Northeastern University, an innovation hub based in Portland, Maine, as a founding partner. The Institute is a new kind of learning institution offering programs to prepare people for high-demand jobs, particularly in the life sciences, digital engineering and artificial intelligence (AI).

Technology entrepreneur and Maine native David Roux and his wife Barbara announced a plan to invest $100 million to establish the Institute, which focuses on certificate, graduate and post-graduate offerings.

This partnership offers exciting new training and experiential learning opportunities at MaineHealth, with programming that is both relevant to the organization and responsive to the dynamic conditions facing health care. Working together with the Institute, MaineHealth will:

- Enable career progression and continuous learning for MaineHealth team members
- Attract and support Institute learners to become prospective MaineHealth employees
- Design and execute customized research, innovation, and other initiatives consistent with MaineHealth’s strategic priorities
- Pioneer the state of the art in experiential AI learning and applied research
- Catalyze economic impact and opportunity for the people and business of Maine.

As the pandemic unfolded and MaineHealth quickly scaled up its telehealth services to deliver care safely and effectively to patients, MaineHealth partnered with The Roux Institute to pilot Northeastern’s Virtual Care Certificate — a self-paced learning experience designed to build clinician and care team skills in delivering care and managing teams in a remote setting. The program covers a wide range of topics, from virtual communications to health informatics to innovations in remote care delivery.

“Our partnership with the Roux Institute could not have happened at a more opportune time, given the rapid change in demand for virtual care,” said Douglas Sawyer, MD, Chief Academic Officer, Maine Medical Center. “The Virtual Care Certificate Program is incredibly valuable to our patients by helping us learn how to provide optimal care when we cannot be physically together with them.”

MaineHealth will continue to build its course catalog with The Roux Institute, offering expanded training, certification and degree programs to providers, employees, and the community at large.

Innovative 3D Lung Nodule Model Expands from Clinic to Telehealth

Theresa Roelke, a geriatric nurse practitioner with the Maine Medical Center Cancer Institute/MaineHealth Cancer Care Network, manages a comprehensive, patient-centered lung screening program that focuses on lung health. A 3D educational tool she developed for patients was recognized this year with a national innovation award and is now being used as a valuable tool for telehealth consultations. Studies show a need for patient education about lung nodules, which are frequently found on low-dose CT and diagnostic imaging. Roelke believes “visuals create emotion, which helps patients remember.” She created her 3D-printed lung nodule model to reduce anxiety and educate patients undergoing lung cancer screening. Patients often comment that a picture is worth a thousand words.

Visuals create emotion, which helps patients remember.
— Theresa Roelke

“Nodule diameter is measured and described in metrics. The challenge is, we are not a metric society, which leads to confusion,” said Roelke. “When we provide a visual tool, patients are not as fearful of a 6 mm nodule. They realize it’s the size of a small, frozen pea and can be watched for growth annually.”

Roelke’s tool was first used in the MMC Thoracic Oncology Clinic during lung screening shared-decision-making consultations. As the pandemic led to increased use of telehealth, expanding its use for lung screening virtual consults was a natural transition. Using a visual platform, patients are engaged through experiential learning and are more likely to take ownership to become good stewards of their lung and overall health.

In recognition of the model’s role in improving access, quality and value in cancer care delivery, Roelke received a national innovation award from the Association of Community Cancer Centers (ACCC) in May 2020.

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We were scrambling all the time to find services for our son Ryan. We didn’t know anybody, and we didn’t know what to do. Thankfully we found Dr. Siegel and his team, who knew how to get into Ryan’s world and bring him out. Today he independently uses the skills he learned to manage his emotions. Establishing a Center of Excellence in Autism and Developmental Disorders will bring this special help to many more families as their own loved ones grow from very young children to adults. It will give hope for a brighter future.

WENDI O’DONOVAN AND HER SON RYAN

BUILDING A LIFETIME OF POSSIBILITY

Maine Behavioral Healthcare, the leading behavioral health provider in Maine, operates the Center for Autism and Developmental Disorders in South Portland. The Center is led by Matthew Siegel, MD, Vice President of Medical Affairs Autism and Developmental Disorders Service, a nationally recognized expert in treating the emotional and behavioral challenges of this population. Employing a team of highly trained, well-respected clinicians, the Center provides compassionate, expert care to patients.

Since opening in 2014, the Center has grown to serve more than 250 patients annually 5 to 20 years old, but cannot meet the significant needs of children under age 5 or adults.

In February 2019, plans were approved for a $14.7 million building project that will become the Center’s new home. The Center of Excellence Building a Lifetime of Opportunity Campaign was launched to raise $7.35 million, matching MaineHealth’s $7.35 million investment to make this vision a reality. The Center’s vision is to provide a full spectrum of care for individuals with autism and other developmental disorders through a multi-disciplinary, evidence-based continuum of care, where families are supported as they help their loved ones achieve their greatest potential.

Co-Chaired by Nancy Pond and Wendi O’Donovan, the campaign has made significant progress with support of an active campaign cabinet that includes honorary co-chairs Judith and Leonard Lauder. The campaign to build the Center of Excellence in Autism and Developmental Disorders will fund the construction of a new 28,000 square foot state-of-the-art facility, which broke ground in June 2020 on the Spring Harbor Hospital campus in Westbrook, Maine. The Center of Excellence in Autism and Developmental Disorders will transform the existing program into a lifespan-oriented, full service integrated treatment, research and training center to meet the needs of Maine families, generate new treatment models, and advance autism science for the benefit of all. It is scheduled to open in summer 2021.

LEARN MORE AT MAINEBEHAVIORALHEALTHCARE.ORG/COE

RISING TO THE TOP FOR WORLD CLASS PATIENT CARE

In FY20 Maine Medical Center opened two new floors dedicated to oncology atop the hospital’s Coulombe Family Tower, a major milestone in its $534 million expansion and modernization project. The Susan Donnell Konkel Pavilion for Surgical Oncology and the Marshall L. and Susan Gibson Pavilion for Medical Oncology include 64 single, universal rooms where patients receive state-of-the-art cancer care in a private setting.

This latest addition of world-class facilities at MMC significantly improves the healing environment for oncology patients, featuring one floor dedicated to medical oncology and another to surgical oncology. It allows patients with similar health care needs to be grouped closer together and receive focused care. The new oncology beds also are able to adapt to the needs of patients, whether they have come to the hospital for a specialized surgery or to receive care and treatment as part of a clinical trial.

The Coulombe Family Tower project included the construction of the new Linda and Diana Bean Sisters Heliport. The addition of this dual-pad heliport allows MMC to shave critical time from the transport of patients from medical helicopters to providers in the medical center, improving care for those seriously injured or ill.

MMC also broke ground on a new, $59 million Maine Medical Partners medical office building at its Route 1 campus in Scarborough. The 108,000-square-foot, three-story building will be home to Maine Medical Partners practices including Neurology, Neurosurgery & Spine, Otolaryngology (Ear, Nose & Throat), Rehabilitation Medicine and Vascular Surgery. The new building is expected to be complete in mid-2021.

LEARN MORE AT MAINEBEHAVIORALHEALTHCARE.ORG/COE
ACCESS TO CARE — A CRITICAL RESOURCE IN CHALLENGING TIMES

With more than 120,000 Mainers out of work due to the COVID-19 pandemic, and often losing employer-sponsored health insurance, the MaineHealth Access to Care program helped support those whose health care coverage had been impacted.

“Many people suddenly lost their jobs, their stability, their security, and for some, their health care,” says Carol Zechman, Access to Care senior director. “We’re here to help connect people to the health care and social service resources they need, especially during these uncertain times and regardless of their ability to pay.”

Access to Care is a nationally recognized program that has helped tens of thousands of uninsured and underinsured people get access to comprehensive, affordable health care services. In addition to offering options for insurance, the program assists with low-cost/free prescription drug programs, donated health care services, connections to transportation, services for those experiencing homelessness and addresses other needs such as food insecurity and heating assistance.

Those needing assistance can call the Access to Care help line, free of charge, as the program is fully funded by MaineHealth. Callers are screened for all available state and federal programs and supported throughout the entire application process.

In FY20, the Access to Care team provided ongoing Special Enrollment education and assistance to 60 individuals, supporting many who were affected by pandemic-related layoffs; this is in addition to the 346 individuals Access to Care assisted during the November 1-December 15, 2019 Health Insurance Marketplace (ACA) Open Enrollment period.

TO LEARN MORE VISIT MAINEHEALTH.ORG/HEALTHY-COMMUNITIES/ACCESS-TO-CARE

INVESTING IN OUR COMMUNITIES

In keeping with our vision, mission and values, MaineHealth offers a wide range of community programs focused on disease management, prevention and population health — free of charge — and no one is ever denied care because of inability to pay.

IN 2019, THE MAINEHEALTH QUANTIFIABLE VALUE OF COMMUNITY BENEFITS AT COST WAS OVER $487.5 MILLION.

TOTAL QUANTIFIABLE VALUE OF COMMUNITY BENEFITS FIVE-YEAR TREND 2015-2019

ACCESS TO CARE FY19 TOTAL IMPACT

14,752
screened for service and provided resource info

343
enrolled in Health Insurance Marketplace plans

$17.3M
in medications provided to individuals through Patient Assistance Programs*

$11M
in medical care donated by participating hospitals and community providers

3,613
approved for MaineCare (full or limited benefits)

8,212
assisted directly through our programs

4,184
assisted through CarePartners

1,875
assisted through MedAccess

1,053
assisted through Homeless Health Partners

1,294
referrals made through the Patient Assistance Line

*medications received through CarePartners and MedAccess

2019
$487M

2018
$477M

2017
$451M

2016
$403M

2015
$399M
### FUNDS RECEIVED

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount ($ in thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amounts charged for patient services</td>
<td>$5,229,057</td>
</tr>
<tr>
<td>Less portion not received due to Medicare, Medicaid and private</td>
<td>(2,557,213)</td>
</tr>
<tr>
<td>insurance reimbursement rates paid at amounts less than charged</td>
<td></td>
</tr>
<tr>
<td>Less portion of amounts charged not received due to lack of patient ability</td>
<td>(142,634)</td>
</tr>
<tr>
<td>to pay</td>
<td></td>
</tr>
<tr>
<td>Less portion of amounts charged that were provided to patients as free care</td>
<td>(64,102)</td>
</tr>
<tr>
<td>Net payments received from services provided to patients</td>
<td>2,465,108</td>
</tr>
<tr>
<td>Gifts, earnings on investments and other non-patient revenue</td>
<td>288,523</td>
</tr>
<tr>
<td><strong>TOTAL FUNDS RECEIVED</strong></td>
<td><strong>2,753,631</strong></td>
</tr>
</tbody>
</table>

### FUNDS EXPENDED

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount ($ in thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and benefits</td>
<td>1,653,844</td>
</tr>
<tr>
<td>Professional fees, purchased services, supplies and taxes</td>
<td>724,558</td>
</tr>
<tr>
<td>Cost of facilities, depreciation, interest, other</td>
<td>256,112</td>
</tr>
<tr>
<td><strong>TOTAL FUNDS EXPENDED</strong></td>
<td><strong>2,634,514</strong></td>
</tr>
</tbody>
</table>

### AMOUNTS EARNED FOR FUTURE INVESTMENTS IN PATIENT CARE AND COMMUNITY HEALTH PROGRAMS

- **$119,117**

Source: Audited Financial Statements


Working together so our communities are the healthiest in America.