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**MID COAST–PARKVIEW HEALTH**

2019 ANNUAL REPORT
For more than 100 years, Mid Coast–Parkview Health has been providing healthcare to individuals and families in the Midcoast region. Our healthcare providers often become part of the fabric of patients’ lives, building relationships that span generations and support healthcare needs throughout their lifetimes.

Every day, our dedicated physicians, nurses, and staff go above and beyond to provide the highest quality care to patients and families. Looking back on 2019, we are delighted to share many accolades that recognize this commitment to quality and safety. As an organization, we value excellence in everything that we do, and are continuously looking for ways to enhance services, operations, and processes to better meet the needs of patients, while providing better experiences and outcomes.

This past year, we invested in the expansion of many programs and services, as well as renovation of facilities that will ensure our ability to better accommodate the long-term healthcare needs of this region. These services stretch far beyond the walls of our facilities, and also focus on creating a culture of health and wellness throughout our community by engaging individuals in improving their health, as well as supporting patients with managing chronic disease.

In addition to the numerous milestones and achievements that we highlight from 2019, we also celebrate the important decision to merge with the MaineHealth system. As we look forward to next year and beyond, I can assure you that we will continue our legacy of healthcare excellence by preserving sustainable, affordable healthcare in our region for generations to come.

With each passing year, we are honored by the unwavering support of our gracious donors and community partners, as well as the ongoing trust that you have in our ability to care for your health.

Wishing you all the best in the new year,

Lois N. Skillings
President and Chief Executive Officer
Mid Coast–Parkview Health
We care for our community by promoting wellness, delivering outstanding healthcare, and enhancing quality of life.

**EXCELLENCE** We value excellence in all we do, and continuously seek to improve our service, knowledge, and care.

**COMPASSION** We provide genuine, holistic, and compassionate care that is accessible to all and centered around the individual needs of each patient, their family, and the community.

**PARTNERSHIP** We know we can only succeed in our mission by forging strong, respectful relationships with the patients we serve, our colleagues, and community partners.

**STEWARDSHIP** We accept the responsibility to care for the health of this region, and to be careful stewards of the finances and resources entrusted to us.

**INTEGRITY** We will do the right thing – always.

Lois Skillings, RN  
President and Chief Executive Officer

Kristin Anthony, RN  
Vice President, Nursing and Patient Care Services and Chief Nursing Officer

Coleen Farrell, SPHR  
Vice President, Human Resources

Joe Grant  
Vice President, Operations and Systems and Chief Operating Officer

Michael Perry  
Vice President, Finance and Chief Financial Officer

Scott Mills, MD  
Vice President, Medical Staff Administration and Chief Medical Officer

Randee Reynolds  
Vice President, Community Health

Ranjiv Advani, MD  
Medical Staff President
Sherrie Bergman  
Ira Bird, MD  
Medical Staff Vice President
Pamela Bowerman  
Charles Bridge  
Secretary
Lenora Burke  
Robert Cundiff  
John Farnham  
Charles Frizzle  
Ted Huskins  
Glenn Hutchinson  
Vice Chairperson
Connie Jones  
Margo Knight  
Bruce McGlaunfli  
John Moncure  
Daniel Morgenstern, MD  
John Morse, IV  
Matthew Orlando  
Treasurer  
Dean Paterson

Barbara Reinertsen  
Sandra Morrell Rooney  
Chairperson
Joan Shea  
Auxiliary President
Sue Spann  
Lloyd Van Lunen, MD  
David Flaherty  
Honorary Member
William King, Jr.  
Honorary Member
Richard Morrell  
Honorary Member
When patients arrive at the Mid Coast Hospital Emergency Department, volunteer Susan Rodgers is often one of the first people to greet them. An emergency of her own, however, is what led her to her role as a volunteer.

In June 2018, three days before her 70th birthday, Susan awoke from a nap in excruciating pain. Her husband Phil brought her straight to Mid Coast Hospital from their home in West Bath. “I came in to the Emergency Room, and the nurse that greeted me was so kind and so outstanding,” Susan said. “Within a very short period of time they were asking me a lot of questions and had tests set up for me.”

Doctors found a major eruption in her abdomen that required emergency surgery. During the operation, Dr. Brady Mullin discovered Susan’s colon had burst.

When Susan awoke, she found herself in the Intensive Care Unit, fitted with a colostomy bag. She spent eight days recovering at Mid Coast Hospital, during which she and her husband received support for the days ahead. “I began to heal and I was given so much information on how I would take care of this, what I could expect, and a shoulder to cry on if I needed it,” she said.

Susan’s care continued when she returned home through CHANS Home Health & Hospice. She credits the assistance from CHANS for her smooth recovery. “My body had changed so dramatically, and everyone, whether it was a nurse, physical therapist, or occupational therapist, was so knowledgeable,” she said. “My healing was helped immeasurably by CHANS.”

In October 2018, Mid Coast doctors reversed Susan’s surgery, allowing for a more permanent recovery.

These days, she and Phil stay busy by spending half of the year living in West Bath, and the other half in Baja, Mexico. They make time to visit with their six children and 12 grandchildren as well, located throughout the United States, from Maine to Washington.

Susan also dedicates several hours per week volunteering at Mid Coast Hospital. After her surgery was reversed, she felt inspired to say thank you by serving others. “I was looking for a way to make a difference,” she said. “To me that meant giving back whatever I had gained in a way that would make a difference to someone else.”

Sometimes that means simply telling patients she understands what they are going through. “I just say, ‘I was here last year, I really do know how you feel,’” she said. “I think that’s the important part: being human.”
BECKER’S TOP 100 COMMUNITY HOSPITALS
For the fourth consecutive year, Becker’s Hospital Review named Mid Coast Hospital one of America’s 100 Great Community Hospitals, in honor of its clinical quality, operational excellence, and economic impact.

MAGNET® FOR A DECADE
For the third time in 10 years, Mid Coast Hospital achieved Magnet designation by the American Nurses Credentialing Center (ANCC); a feat that only three percent of U.S. hospitals have accomplished.

MAINE TRACK STUDENTS
Two medical students began a nine-month clinical rotation at Mid Coast Hospital. Maine Track students Louisa Bauer and Rebecca Bell are gaining valuable hands-on training under the supervision of Mid Coast providers as part of the Tufts University School of Medicine – Maine Medical Center Program (TUSM-MMC) Longitudinal Integrated Clerkship (LIC) program.

“A” HOSPITAL SAFETY SCORE
The Leapfrog Group, an independent nonprofit organization, honored Mid Coast Hospital with an “A” Hospital Safety Score. The Hospital Safety Score uses 26 measures to produce a single score representing a hospital’s overall capacity to keep patients safe.

JOINT COMMISSION
Mid Coast Hospital and CHANS Home Health & Hospice completed successful surveys to maintain accreditation by the Joint Commission.

VOLUNTEERS
Volunteers are a crucial part of furthering the Mid Coast–Parkview Health mission. In 2019, 341 Mid Coast Hospital volunteers contributed 34,699 hours and 73 Mid Coast Senior Health volunteers contributed 919 hours, performing tasks that would otherwise need to be paid, an estimated $825,000 contribution. In addition, 73 CHANS Home Health & Hospice volunteers provided 4,263 hours of comfort and support to those at the end of life.
Joan Shea, Mid Coast Hospital Auxiliary President, has had strong ties to the hospital for years. Before she was president of the Auxiliary, she previously acted as its assistant treasurer, treasurer, and secretary. In 2019, however, Joan’s connection with the hospital deepened when she unexpectedly became a patient.

Joan’s health issues first became apparent during exercise. She felt weak when she used her treadmill at home and had chest pain when walking to the end of her driveway. One night, she experienced heart palpitations so intense that she had trouble breathing, which is when her husband brought her to the Mid Coast Hospital Emergency Department.

After her arrival, it took four hours for her heart rate to return to normal. Doctors then conducted a cardiac catheterization, discovered a blockage in Joan’s heart, and informed her she would be transported to Maine Medical Center in Portland, where doctors would install a stent.

Longtime clinical affiliates, Mid Coast Hospital and Maine Medical Center are part of an ongoing collaboration known as the Maine Heart Center. This clinical partnership allows for diagnostic and treatment services to take place at local hospitals, with advanced cardiac procedures taking place at Maine Medical Center.

For Joan, the connection between the two hospitals was crucial, and it allowed for seamless communication with providers and easy access to medical information.

“The ambulance took me to Maine Med, and I was cared for right away,” she said. “I didn’t even go to the emergency room, I just went right into the hospital room. The nurses were all ready for me and they knew exactly what was going on.”

A few days after the stent procedure, Joan returned home. As her physician requested, she enrolled in Mid Coast Hospital’s Cardiac Rehabilitation program, a program that helps people who have experienced a cardiac issue to heal through exercise and learn healthier habits. In addition to improving Joan’s cardiac health, the encouraging environment of cardiac rehab has inspired her to become more fit.

“Having other people around doing what they can do has made me re-think my exercise,” she said. “It just makes me want to do more because I can picture other people at rehab and I think, ‘Okay, they’re with me.’”

Joan’s recovery has also allowed her to continue her work with the Auxiliary Board, including crucial fundraising. At the Auxiliary’s annual meeting in October, Joan presented Mid Coast–Parkview Health President and CEO Lois Skillings with a donation of $60,000 toward the expansion and renovation of Mid Coast Senior Health.

And, since her health scare, whenever Joan is at the hospital, she now sees even more familiar faces, which she finds comforting.

“I just have a really, really good feeling about the whole group at Mid Coast,” she said. “I think I was given great care and I’m just happy that this is my hospital.”
MENTAL HEALTH GRANT
Mid Coast Hospital received a three-year, federal Mental Health Awareness Training Grant, which made more comprehensive youth mental health programming possible in the local community, and will continue to fund it in the coming years.

BEFREE TOBACCO PREVENTION AND TREATMENT
As a Maine Tobacco Prevention Partner, Mid Coast Hospital launched BeFree Tobacco Prevention and Treatment, a comprehensive approach that supports community members quitting tobacco through free cessation counseling and provides technical assistance to community partners on creating tobacco-free policies and environments.

CAPABLE PROGRAM
Mid Coast–Parkview Health collaborated with Bath Housing on the Midcoast region’s CAPABLE program, an acronym that stands for Community Aging in Place Advancing Better Living for Elders. The program works to make homes safer and more accessible for residents through repairs and clinical services.

MEDICAL EXERCISE
Run by the Center for Community Health & Wellness, Mid Coast Hospital’s Cardiac and Pulmonary Rehabilitation programs have seen significant growth, averaging more than 600 patients each month for a total of 7,286 patients in 2019, a 65% increase over last year.
7,490 Individuals attended educational programs offered by the Mid Coast Center for Community Health & Wellness

37,146 In-home visits provided by CHANS Home Health & Hospice

23 New providers joined 221 providers on Mid Coast Hospital’s active medical staff

585 Babies delivered in Mid Coast Hospital Maternity

5,701 Patients admitted to Mid Coast Hospital

19,409 Patients treated at Mid Coast Hospital Walk-In Clinic

2,031 Employees worked throughout Mid Coast–Parkview Health

577 Nurses worked throughout Mid Coast–Parkview Health

4,666 Flu shots were given at CHANS Home Health & Hospice community flu shot clinics

15,701 Providers on Mid Coast Hospital’s active medical staff
# 2019: FINANCIAL REPORT
## MID COAST–PARKVIEW HEALTH

### SOURCES

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<tr>
<th>Source</th>
<th>Fiscal 2018</th>
<th>Fiscal 2019</th>
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<tr>
<td>Net patient service revenue</td>
<td>$224,014,647</td>
<td>$250,945,797</td>
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<tr>
<td>Less provision for uncollectible accounts</td>
<td>($19,147,904)</td>
<td>($24,867,461)</td>
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<td>Net amounts received by Mid Coast Hospital, CHANS Home Health &amp; Hospice, and Mid Coast Senior Health for services rendered to patients, clients and residents</td>
<td>$204,866,743</td>
<td>$226,078,336</td>
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<td>Contributions, earnings on investments, and other revenue from activities not directly related to patient care</td>
<td>$10,676,431</td>
<td>$10,509,046</td>
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<tr>
<td>Total sources of funds</td>
<td>$215,543,174</td>
<td>$236,587,382</td>
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### USES

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<th>Fiscal 2018</th>
<th>Fiscal 2019</th>
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<tr>
<td>Salaries, wages, and employee benefits</td>
<td>$125,623,420</td>
<td>$131,500,757</td>
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<td>Supplies and purchased services</td>
<td>$66,867,789</td>
<td>$75,686,742</td>
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<td>Fees paid to physicians</td>
<td>$5,134,414</td>
<td>$5,535,391</td>
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<td>Estimated cost of this year’s use of property and equipment</td>
<td>$7,494,365</td>
<td>$7,702,497</td>
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<td>Revenue tax</td>
<td>$3,381,157</td>
<td>$3,637,849</td>
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<td>Interest expense</td>
<td>$1,166,982</td>
<td>$1,147,492</td>
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<td>Investments in capital replacements, new technology, and a general strengthening of Mid Coast–Parkview Health’s financial position as we continue to lead the way in providing quality healthcare to the Midcoast community</td>
<td>$5,875,047</td>
<td>$11,376,654</td>
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<tr>
<td>Total uses of funds</td>
<td>$215,543,174</td>
<td>$236,587,382</td>
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### SELECTED STATISTICS

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<td>Mid Coast Hospital</td>
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<tr>
<td>Inpatient admissions</td>
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<td></td>
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<td>5,454</td>
<td>5,701</td>
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<td>Outpatient visits (includes Mid Coast Medical Group)</td>
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<td>438,331</td>
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<td>472,294</td>
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<td>CHANS Home Health &amp; Hospice, total visits</td>
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<td></td>
<td></td>
<td>38,311</td>
<td>37,146</td>
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<td>Mid Coast Senior Health, resident days</td>
<td></td>
<td></td>
<td></td>
<td>33,145</td>
<td>33,088</td>
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### AMOUNT OF HEALTHCARE SERVICES PROVIDED AT MID COAST HOSPITAL TO THOSE UNABLE TO PAY (MILLIONS)

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<th>Year</th>
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<tr>
<td>2014</td>
<td>$13.6</td>
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<tr>
<td>2015</td>
<td>$15.4</td>
</tr>
<tr>
<td>2016</td>
<td>$18.7</td>
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<tr>
<td>2017</td>
<td>$20.9</td>
</tr>
<tr>
<td>2018</td>
<td>$24.3</td>
</tr>
<tr>
<td>2019</td>
<td>$28.9</td>
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Gracious Donors

AT MID COAST–PARKVIEW HEALTH

John Morse, IV, is no stranger to the idea of leaving a legacy. A seventh-generation resident of Phippsburg, he has demonstrated loyalty to his community and its institutions through service and philanthropy for decades.

One of those institutions is Mid Coast Hospital, where John has been a member of the Board of Directors for 25 years. Throughout his time on the board, John has helped guide the hospital through several key phases, and served as both vice chairman and chairman of the board.

JOHN’S STORY

“I think everything is wonderful,” he said. “From senior leadership to the physician team, there’s a lot that is going right here.”

John’s loyalty extends to his family as well. After completing time as an Officer in the Navy, he returned to Maine to work for his family’s lumber business, John G. Morse & Sons, for 40 years. John’s great-great-grandfather began the business in 1802, anchoring the Morse family in Phippsburg for generations to come.

In the summer of 1969, during an extended stop with the Navy in Boston, John met his future wife, Betsey. The pair were married in New Hampshire and went on to have two sons, Benjamin and Parker. They will celebrate their 50th wedding anniversary in 2020, and are now the proud grandparents of five granddaughters.

Since the mid-90s, John has seen Mid Coast undergo many transitions, including its construction in 2001, expansion in 2009, and merger with Parkview Adventist Medical Center in 2015. According to him, one of the most important hospital decisions he has been involved with in the past decade was naming Lois Skillings president and CEO.

Betsey. The pair were married in New Hampshire and went on to have two sons, Benjamin and Parker. They will celebrate their 50th wedding anniversary in 2020, and are now the proud grandparents of five granddaughters.

In addition to his career, family tradition also helped inspire John’s service to Mid Coast. His father was a member of the Bath Memorial Hospital Board of Directors, and helped negotiate its merger with Regional Memorial Hospital. One of his father’s key contributions to the merger was securing a portion of the land Mid Coast Hospital sits on from its owner in Massachusetts. After his father died in 1993, John joined the Mid Coast Hospital board the following year.

John’s call to service also extends to other sectors of his community. He has served as a Phippsburg Selectman and Assessor, a member of the Planning Board and Appeals Board, and was Town Meeting Moderator for 33 years.

As Chair of the Mid Coast Hospital Development Committee, John directly contributed to the success of the most recent Capital Campaign. His fundraising included reaching out to community members to inform them of the campaign’s goal to raise funds for the renovation and expansion of Mid Coast Senior Health.

John and Betsey have contributed to the Annual Giving Campaign for more than 20 years and have been faithful donors of the hospital for several decades.

“Both John and I come from families that gave what they could to organizations in their community. We were taught that if you had extra, you shared it,” Betsey said. “It makes the community that you live in, the community that you’re part of, that much better.”
CAPITAL CAMPAIGN
Mid Coast–Parkview Health successfully completed its first capital campaign in 20 years, Our Commitment, Your Health. Proceeds from the accumulating $7.4 million fundraising effort were used to support the renovation and expansion of Mid Coast Senior Health, expansion of Cancer Care, and Community Health & Wellness initiatives at Mid Coast Hospital’s Parkview Campus.

MID COAST SENIOR HEALTH EXPANSION AND RENOVATION
Mid Coast–Parkview Health began an extensive renovation and expansion of Mid Coast Senior Health. Expected to be complete in June 2020, the project will allow for maximum comfort and privacy for patients, with state-of-the-art amenities, private rooms, and renovated gathering spaces.

GOLF FORE! HEALTH TOURNAMENT
Mid Coast Hospital’s 26th Annual Golf Fore! Health Classic in September raised over $57,000, one of the highest fundraising totals in the tournament’s nearly three-decade history. A full roster of 144 players and more than 30 volunteers came together to benefit the Center for Community Health & Wellness.

AUXILIARY FUNDRAISING
In 2019, the Mid Coast Hospital Auxiliary raised more than $107,000 at fundraisers held throughout the year, as well as through proceeds raised by the Auxiliary Gift Shop at Mid Coast Hospital. All proceeds go towards the Herb Paris Health Career Scholarship Fund and vital hospital projects.

CHANS ANNUAL APPEAL
The CHANS Home Health & Hospice Annual Appeal supports programs, services, and training opportunities to provide high-quality hospice care, skilled nursing, rehabilitation, and health clinics in our community. This year’s annual campaign raised $26,154.

Golf Course Background Image