

*Your resource for life.*

# MaineGeneral Health

JOURNAL OF WELLNESS AND GOOD HEALTH CARE

WINTER 2010



**Building our  
FUTURE,  
advancing our care**

2009 annual report to the community



*Your resource for life.*

**MaineGeneral Health**

[www.mainegeneral.org](http://www.mainegeneral.org)

**A model for regional health care.** The Harold Alfond Center for Cancer Care attracts highly trained and experienced physicians, including these members of its Gastrointestinal Multidisciplinary Clinic: Andrew Hertler, MD, medical oncologist; Portland-based Lisa Rutstein, MD, surgical oncologist; Sean McGarr, DO, gastroenterologist and clinic medical director; and Cristobal Alvarado, MD, thoracic surgeon.



## Keeping health care close to home

*The important thing to remember about the project is that it's not about MaineGeneral — it's about you.*



**Scott B. Bullock,**  
president  
and CEO,  
MaineGeneral  
Health

SEPT. 8, 2008, STANDS OUT in my mind as if it were yesterday.

That was the day the board of directors at MaineGeneral Health voted unanimously to pursue the construction of a new regional hospital in order to greatly improve the quality of health care in the Kennebec Valley for decades to come.

That board vote came after years of deliberation about our future. It set in motion a series of events that continues to this day. In December 2009, we submitted a Certificate of Need application to the state, demonstrating why a new regional hospital is so important for the 190,000 people in central Maine who count on us to provide high-quality care. Next, the state will review our plan in detail, and we hope to have approval this summer.

Many of you have contacted me about the project, expressing support or asking questions about it. I appreciate the feedback; it's been helpful. I often respond by

saying that the important thing to remember about the project is that it's not about MaineGeneral — it's about you.

MaineGeneral is in the fortunate, yet demanding, position of providing many health care services that other regional providers do not. Moving ahead with this project is the best way to ensure these services will remain locally based and strong for years to come.

Here are a few examples:

■ **Behavioral Health Services.** This refers to the care we provide for people of all ages who have mental illness, substance abuse issues or other problems. We work with our colleagues at the state-run Riverview Psychiatric Center in Augusta to provide hospital-based treatment and outpatient family and pediatric counseling. No other provider in the region matches our commitment to meeting these needs or our array of services.

■ **Prevention Center.** This school year, we vaccinated 8,500 public and private school children against the 2009 H1N1 and seasonal flu viruses. Again, we didn't do it alone. Hundreds of school and nursing volunteers and emergency medical services professionals throughout the Kennebec Valley joined us in this effort.

■ **Workplace Health.** We work closely with the state government and hundreds of regional employers to promote on-the-job safety, employee wellness and preventive care. This is crucial to employers seeking to improve health and reduce costs during tough economic times.

These are just three services in the region that are unique to MaineGeneral. As our new hospital project advances, we ask for your support. The people of the Kennebec Valley deserve to have a broad array of high-quality health care services close to home. ■

MAINEGENERAL HEALTH is published as a service for the people of the Kennebec Valley region. Most of the information in MAINEGENERAL HEALTH is written by MaineGeneral's marketing and communications staff. Most of the photos also are produced by the staff.

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# The year in review

PLANNING FOR the proposed regional hospital, bringing new hope for people who have gastrointestinal (GI) cancers and partnering with MaineHealth for high-quality, lifesaving care were among MaineGeneral Health's highlights in 2009.

## Building for the future

We filed the Certificate of Need application in December, seeking state approval for a \$322 million inpatient and outpatient facility at the site of the Harold Alfond Center for Cancer Care in Augusta. The project also includes \$10 million of renovations to the Thayer Campus, which builds on investments made in surgical, diagnostic and emergency facilities to maintain these services in Waterville. Consolidating inpatient services ensures that important medical services will stay in the Kennebec Valley and will improve our competitive edge for recruiting physicians from a shrinking national pool.

## Advancing care for patients with GI cancers

In 2009 we brought together a

multidisciplinary team of experts to provide comprehensive care for diagnosis, treatment and follow-up care for our patients who have cancers of the digestive tract. This approach means better, more advanced care for patients undergoing treatment and cutting-edge solutions for post-treatment care.

## Improving critical care

Finding creative ways to provide high-quality care in the face of physician shortages was the idea behind our new advanced strategy to provide stroke and critical care. Launching this new technology initiative has enabled us to more quickly treat these patients.

Created with Maine Medical Center, Telestroke helps us provide acute stroke care when a neurologist is not available locally. Patients who come to a MaineGeneral emergency department (ED) are evaluated through technology that provides a two-way video-audio link from the ED to Portland-based neurologists.

This year we went live with eICU, an advanced monitoring and video system that provides around-the-clock tracking of the vital signs of patients in our critical care units. It gives us 24/7 access to a team of board-certified critical care doctors and experienced nurses who are part of MaineHealth Vital Network located in Portland.

## Expanding patient choices

The hospital dining experience was transformed this year at MaineGeneral with the introduction of room service. Patients can now select the food they want when they want it. We even offer lobster rolls! Each meal is individually prepared to order and delivered personally.

## Recruiting new physicians

We welcomed 31 new physicians to our region, including specialists and family medicine physicians. And we welcomed 17 new members to our professional services staff, which includes physician assistants and nurse practitioners. ■

*We're consolidating inpatient services to ensure health care services in the Kennebec Valley now and in the years ahead.*





# BEYOND Our walls

FOR HUNDREDS OF PEOPLE in the Kennebec Valley, it was free cholesterol and blood pressure screenings. For others, it was attending a free lecture to learn steps to cope with anxiety or how to care for a loved one with Alzheimer's disease. For parents of the 1,234 babies born at MaineGeneral Health last year, it was the reassurance provided through a home visit from a specially trained nurse to evaluate their newborn and answer their questions. And for some local teenagers, it was the career in health care sparked by job shadowing a MaineGeneral clinician.

No matter what form it took, many members of our community experienced MaineGeneral's care beyond our walls. The free classes and support groups, lectures by our physicians, training for lab technicians and phlebotomists and other initiatives accounted for more than \$320,000 in community benefits. ■



## Getting a good start

For children and families, MaineGeneral offers health promotion programs throughout the year, including breastfeeding, sibling and parenting education.



## Coping with and preventing cancer

MaineGeneral offers a variety of support groups and special lectures about the most common cancers in the

Kennebec Valley, fitness and lifestyle changes and how to ensure good nutrition when side effects of chemotherapy make eating difficult. We provide free cooking classes emphasizing the importance of good nutrition in the fight against cancer. Nutrition advice was also available at farmers' markets sponsored by MaineGeneral in Augusta and Waterville.



## Treating obesity

Every month surgeons explain options for people whose weight puts them at high risk for potentially life-threatening problems.





### Covering the uninsured

Since 1998 approximately 7,700 uninsured people have received primary and hospital care, preventive services and prescriptions at no cost through our CarePartners program.



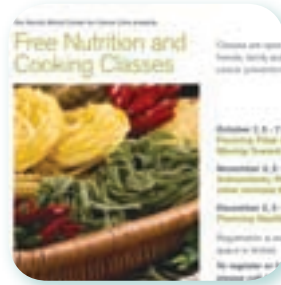
### Giving back

Despite these difficult economic times, our 3,800 employees and physicians once again showed compassion and desire to help their friends and neighbors by pledging \$115,153 to the United Ways of Kennebec Valley and Mid-Maine in the annual campaign. They also showed their support for MaineGeneral by generously giving a total \$127,235 to the annual system campaign.



### Improving end-of-life care

Presentations by our palliative care staff to school, service, community college and advocacy groups help raise awareness of available services to help patients and families cope.



### Focusing on diabetes

A support group for people with diabetes features topics of special interest including foot, eye and kidney care; the importance of fitness; and how to start an exercise program.



### Helping with grief

MaineGeneral offers grief support groups for all ages and stages of the grieving process.



### Supporting our seniors

For people with a variety of health problems (including Alzheimer's disease, brain injury and stroke) and their caregivers, MaineGeneral provides support groups and education classes.

*Last year  
MaineGeneral  
provided  
\$25.7 million  
in care for  
patients who  
were unable  
to pay.*

# New procedures improve lives for people with GI cancers

By Diane E. Peterson

WILLIS ALEXANDER beat his esophageal cancer, but damage caused by radiation treatments left him unable to swallow. For three years he received all of his food in liquid form through a feeding tube.

Today, the 54-year-old Jefferson resident is once again enjoying the simple pleasures of eating and drinking, thanks to a new procedure offered by MaineGeneral Health gastroenterologist Sean McGarr, DO.

McGarr inserted a tiny tube called a stent to open up Alexander's throat. The removable stent remained in place for several months, providing a permanent opening and preventing tissue from growing back, McGarr explains.

## Dramatic results

"One of the life-changing complications that can arise as a result of radiation treatment for people with cancers of the head, neck and chest is the narrowing of the esophagus, preventing patients from ever eating normally again," McGarr says. "But with the new stents now available, we're seeing dramatic results."

Alexander agrees. "It means

the world to me. I'm even gaining weight," he says.

## A team of GI experts

Improving patients' quality of life is just one aspect of MaineGeneral's Gastrointestinal (GI) Oncology Program, which opened in spring 2009 at the Harold Alfond Center for Cancer Care.

"We take a very comprehensive approach," says McGarr, the program's medical director. "We deal with nutrition issues, postsurgical and postradiation complications as well providing diagnosis, treatment and follow-up care."

The program includes a multidisciplinary clinic for people diagnosed with GI cancers, which include cancers of the esophagus, stomach, liver, bile duct, small intestine, large intestine (colon) and rectum. The program is modeled after academic centers, so patients can see all of the specialists involved in their care during one visit.

The team includes McGarr; Andrew Hertler, a medical oncologist; a radiation oncologist; and others involved in care plans tailored to each patient's needs. Recently, Cristobal Alvarado, MD, a MaineGeneral thoracic surgeon, joined the team. Lisa Rutstein, MD, a surgeon at Maine Medical Center and one of the few formally trained surgical oncologists in the state, attends clinics twice a month and performs surgery at the Augusta Campus.

## Specialty surgeons a boost

The addition of the specialty surgeons provides a tremendous boost to the program, McGarr says.

"We continue to offer more and more to patients. Having this specialty surgical support has allowed us to get more aggressive with GI cancers and the complications of managing the disease. There's very little — if nothing — we can't offer patients with GI cancers right here in Augusta." ■



*"There's very little—if nothing—we can't offer patients with GI cancers right here in Augusta."*

— Sean McGarr, DO

## MAINEGENERAL'S GASTROINTESTINAL CANCER TEAM



**Sean McGarr, DO, GI program  
medical director**

**Medical degree:** Western University of  
Health Sciences, Pomona, CA

**Residency training:** Johns Hopkins  
University/Sinai Hospital, Baltimore

**Fellowship:** National Institutes of Health, Virginia  
Commonwealth University, Medical College of Virginia,  
Richmond

**Board certification:** American Board of Gastroenterology,  
American Board of Internal Medicine



**Cristobal Alvarado, MD, thoracic  
surgeon**

**Medical degree:** New York University  
School of Medicine

**Residency training:** New York University  
Medical Center/Bellevue Hospital

**Fellowship:** University of Pittsburgh Medical Center

**Board certification:** American Board of Surgery, American  
Board of Thoracic Surgery



**Andrew Hertler, MD, medical  
oncologist, Harold Alfond Center for  
Cancer Care medical director**

**Medical degree:** University of Michigan,  
Ann Arbor

**Residency training:** University of

Michigan Affiliated Hospitals

**Fellowship:** Duke University Medical Center, Durham, NC

**Board certification:** American Board of Internal Medicine,  
Medical Oncology



**Lisa Rutstein, MD, surgical oncologist**

**Medical degree:** University of  
Massachusetts

**Residency training:** Maine Medical  
Center, Portland

**Fellowship:** University of Pittsburgh

**Board certification:** American Board of Surgery

# New technology

## *Knifeless 'surgery' removes GI tumors*

GASTROENTEROLOGISTS at MaineGeneral Health are using high-pressure water streams to remove tumors in the gastrointestinal (GI) tract without surgery.

ERBE Jet 2 is cutting-edge technology and, until this summer, was available only in a few New England hospitals, says MaineGeneral gastroenterologist Sean McGarr, DO. It doesn't replace surgery, he says, but it may be a solution for patients who aren't good candidates for surgery, including older patients or people who have more than one serious disease.

"The high-pressure water peels tumors right off the walls of the GI tract anywhere from the esophagus to the rectum," McGarr says. "One of the great advantages of this technology is that it's very good for removing tumors in hard-to-reach places and in areas where the muscular wall is very thin."

The water pressure won't penetrate the muscular layer, so there's no risk of perforating the tract when removing some larger tumors.

Patients are lightly sedated, and most return home the same day. "There's very limited bleeding, no recovery time and fewer complications than with surgeries," McGarr says.

It's not the answer to removing all tumors, McGarr says. Patients with deeper tumors still require surgery. "But it's another tool that has saved many patients from having potentially major surgeries," he adds. ■

*"There's very limited bleeding, no recovery time and fewer complications than with surgeries."*



**Gastroenterologist Sean McGarr, DO, readies new high-pressure water technology that removes tumors without surgery.**

# We're

# LISTENING

*“The new hospital is going to attract the brightest and most talented physicians and will allow us to offer more treatment protocols right here in our region.”*

– Sean McGarr, DO

WE HAVE RECEIVED MANY QUESTIONS since we proposed building a state-of-the-art regional hospital, opening in 2015. Here are answers to some of those questions. We will continue to publish questions and answers throughout this process, and we invite you to send any questions you have to [public@mainegeneral.org](mailto:public@mainegeneral.org).

**Q** What is the cost of the project?

**A** The cost to build the new regional hospital is \$322 million. That total includes \$10 million to renovate the Thayer Campus in Waterville to better configure the array of outpatient services that will remain there and to include services now housed at Seton. Those include the Edmund N. Ervin Pediatric Center; Outpatient Rehabilitation (which includes physical, speech, occupational and photo therapy and sports medicine); and Hearing Services. We also plan to expand primary care next to the Emergency Department. The investment will be paid back over a 30-year period, similar to a mortgage.

**Q** You say the new hospital will help you recruit doctors and other top health care professionals. But you and other hospitals seem to hire them all the time. Can you explain?

**A** The current national physician shortage affects all hospitals. The number of doctors entering family medicine and certain specialty areas is falling. We work hard to recruit physicians to the area, but these efforts are costly. And even when they pay off, inevitably some doctors also leave the region. We are at a competitive disadvantage in recruiting because we're located in a rural area of the country and we operate two hospitals in which patients stay overnight. That means our doctors can be on call twice as often as their peers and spend valuable time shuttling between the campuses.

A recent study of MaineGeneral Health's economic impact on central Maine, conducted by the Maine Development Foundation, concluded that consolidating inpatient services, providing larger specialty practices and modernizing facilities are necessary steps to attract and retain physicians in today's competitive market.

**Q** Why did you choose to build the hospital in north Augusta?

**A** A strength of the north Augusta site is that it is centrally located in our service area. It has public utilities and, in the future, easy interstate access.

An outside consultant conducted an analysis before we chose the location, a 165-acre site on Old Belgrade Road, and the location of our first consolidated regional



Clockwise from top left: Thayer comprehensive outpatient services; inpatient regional hospital, emergency and comprehensive outpatient services; Thayer Emergency Department



## A NEW HOSPITAL FOR KENNEBEC VALLEY

The goal: to strengthen your health care system by keeping top doctors and health care professionals in the Kennebec Valley for generations to come.

The plan: to open a new hospital in 2015 next to the Harold Alfond Center for Cancer Care on the Old Belgrade Road in north Augusta.

What it means to you: Most of your health care won't change. Our emergency departments at Thayer and the new hospital will be open to serve you around the clock. And you can still receive outpatient services — X-rays, tests and all the other treatments that don't require an overnight stay — at either the Thayer Campus or the new regional hospital in Augusta or at our satellite sites in Gardiner, Oakland and Winthrop.

For the most up-to-date information, visit [www.mainegeneral.org/newhospital](http://www.mainegeneral.org/newhospital).

facility, the Harold Alfond Center for Cancer Care. That study found that over time the region's population is shifting southward.

We considered where our patients, clinical and other staff members currently live. We also looked at site visibility, accessibility, size and availability. The site chosen is adjacent to Interstate 95, which links the north and south population centers and is close to the crossroads of Routes 27 and 202 to the west and Routes 3 and 17 to the east.

**Q** What will happen to the Augusta and Seton campuses when they're closed?

**A** We plan to work with agencies and public officials in Waterville and Augusta to redeploy the facilities and hopefully turn them back into taxable properties.

**Q** What is the timeline for this project?

**A** We submitted the application outlining our plan to the state in December. To move forward, the state must approve our plan. Typically, state review takes up to six months. Our plans call for state approval in June 2010 and opening the new regional hospital and completing the Thayer Campus renovations in 2015. ■

# Investing in our communities

TEAL MAINEGENERAL HEALTH signs are familiar sights on buildings from Fairfield to Winthrop — a testament to the health care system's commitment to the region. During the past decade, MaineGeneral has invested millions of dollars to help fuel the local economy.

"We've been good stewards to the communities we serve," says Chuck Hays, president and CEO of MaineGeneral Medical Center. "We recognize we're in a position to help economic development projects in the Kennebec Valley. We've done so when it made organizational and financial sense."

*Making no change to current facilities or maintaining the "status quo" will likely lead to a loss of patients, practitioners and health care services at MaineGeneral.*

## What you get for the money

**Hathaway Creative Center.** In 2007 MaineGeneral signed a lease with the developer to secure 40,000 square feet and become the anchor tenant in the historic building. That move helped jump-start the project, which today includes staff members from Human Resources, Employee Health, HealthReach Network and Philanthropy — more than 150 MaineGeneral employees.

**Thayer Campus.** Since the merger in 1997, MaineGeneral has invested \$24 million in the Thayer Campus through extensive renovations to its operating rooms, emergency, endoscopy and imaging departments. Even after a proposed new regional hospital opens in north Augusta in 2015, the Thayer Campus will remain as one of two core MaineGeneral campuses. It will be fully occupied and offer a 24-hour emergency department and comprehensive outpatient services.

**FirstPark.** The 20,000-square-foot site in Oakland houses orthopedic and rehabilitation services as well as

diagnostic services, including digital mammography and other imaging and laboratory services.

**Maine-Dartmouth Family Practice and Four Seasons Family Practice.** In 2002, MaineGeneral renovated and expanded its existing Fairfield site in a \$2.8 million project. Today, the 23,000-square-foot space includes 24 examination rooms, four procedure rooms and doctors' offices. It is also home to the Maine-Dartmouth Family Medicine Residency program.

**Harold Alfond Center for Cancer Care.** This \$42 million center opened in 2007, thanks to the generosity of the late philanthropist Harold Alfond and the people of the region, who together contributed more than \$16 million toward its construction. It offers world-class cancer care in a 59,000-square-foot setting and has attracted three oncologists and two leading oncology subspecialists in recent years.

**Winthrop Commerce Center.** The former Carleton Woolen Mill building in Winthrop now houses Winthrop Family Practice, Winthrop Pediatric & Adolescent Medicine, an array of laboratory and imaging services, a part-time orthopedic clinic and Workplace Health.

**Granite Hill Estates.** In 2006, MaineGeneral spent \$7 million to expand assisted living options at its retirement community in Hallowell. The project was designed to meet increased demand in the region for people who need help with daily living and especially people with memory loss.

"When you add up just these projects, you're looking at millions of dollars in investments this decade," Hays says. "The people of the Kennebec Valley deserve the



1



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3



4



5



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1. FirstPark, Oakland 2. Granite Hill Estates, Hallowell 3. Harold Alfond Center for Cancer Care, North Augusta 4. Hathaway Creative Center, Waterville 5. Maine-Dartmouth Family Practice and Four Seasons Family Practice, Fairfield 6. Thayer Campus, Waterville 7. Winthrop Commerce Center

*Looking for a doctor? Visit [www.maine-general.org](http://www.maine-general.org) and click on "Find a Physician."*

best, high-quality health care, and they deserve to have it close to home."

### MaineGeneral's economic impact, future plans

Last year, MaineGeneral commissioned an independent agency to take an unbiased look at the health care system's impact on central Maine.

According to the Maine Development Foundation, MaineGeneral employees' spending contributed \$91 million directly to the local economy in 2008. That generated another \$138 million and supported 1,346 other jobs in the community.

### Making the case for change

The report also found that:

- Making no change to current facilities or maintaining

the "status quo" will likely lead to a loss of patients, practitioners and health care services at MaineGeneral.

- In the short term, the proposal to build a new regional hospital will bring more than \$266 million into the state in direct and indirect spending.
- A modern medical center is key to maintaining enough patients and doctors for MaineGeneral to remain a viable and vibrant health care provider in the Kennebec Valley.
- While some employee commutes may increase, on average, from one to 10 miles each day, the added driving distance is no greater than what Maine workers typically commute for high-quality jobs.
- From a larger economic development perspective, a new, state-of-the-art medical center is a major attraction for people of all ages, for business and for investments in the region. ■



## MaineGeneral Health

# A look at the numbers

MAINE'S THIRD LARGEST HEALTH CARE system, MaineGeneral Health is a comprehensive nonprofit system that includes a medical center with three campuses in Augusta and Waterville, a freestanding outpatient cancer center, physician practices, nursing homes, rehabilitation programs, home health care and hospice services, specialty care for patients with memory loss, community outreach programs and retirement living options. ■

Financial data come from audited financial statements for the fiscal year ending June 30, 2009.

### FINANCIAL SUMMARY

2008

2009

#### Income sources (amounts in 1,000s)

Billed for services to our patients	\$603,521	\$645,079
Received from other sources such as grants, rentals, etc.	19,444	21,337
<b>Total</b>	<b>\$622,965</b>	<b>\$666,416</b>

#### Amounts billed but not received

Under governmental and commercial contractual agreements	(\$250,216)	(\$278,466)
From patients unable to pay (charity care and bad debt expenses)	(\$26,135)	(\$25,743)
<b>Amount actually received for patient care and other services</b>	<b>\$346,614</b>	<b>\$362,207</b>

#### Costs

To pay our employees	200,212	203,061
To pay our suppliers and vendors	134,934	130,301
To fund depreciation and pay interest on debt	25,620	27,223
<b>Total costs for patient care and other services</b>	<b>\$360,766</b>	<b>\$360,585</b>

The excess of amounts received over costs for the year was used to expand services to our community, improve facilities and pay back debt.

(\$14,152) \$1,622

### MAINEGENERAL EMPLOYEES

2008

2009

<b>System total</b>	<b>3,841</b>	<b>3,732</b>
MaineGeneral Health (parent company)	143	117
MaineGeneral Medical Center	2,697	2,576
MaineGeneral Health Associates	263	308
MaineGeneral HealthReach Network	270	270
MaineGeneral Rehabilitation & Nursing Care	369	369
MaineGeneral Retirement Community (Granite Hill Estates)	56	53
Jackman Region Health Center	43	39

During fiscal year 2009, MaineGeneral and its member organizations employed 3,732 full- and part-time employees. The organization spent \$163.9 million in salaries and wages and an additional \$39.2 million in employee benefits.

## REHABILITATION

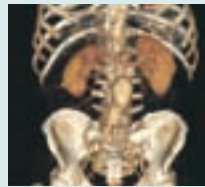
In 2008 we treated 1,543 people in our inpatient and outpatient alcohol and substance abuse programs and returned 379 people to their homes after rehabilitating them in our intensive inpatient physical and occupational and speech therapy program. In 2009 we treated 1,478 people in our inpatient and outpatient alcohol and substance abuse programs and returned 391 people to their homes after treatment in our intensive rehabilitation program.

	2008	2009
<b>HOME CARE AND HOSPICE</b>		
Home care visits	65,052	60,977
Hospice visits	19,321	21,627
<b>GRANITE HILL ESTATES</b>		
Cottages (built or under construction)	46	46
Independent apartments	61	61
Assisted living apartments	16	16
Apartments for residents with memory loss	8	8
<b>LONG-TERM CARE AND SKILLED NURSING</b>		
<b>Beds</b>		
Gray Birch	114	114
Glenridge (special dementia unit)	125	125
Alzheimer's Care Center	30	30
<b>Inpatient statistics</b>		
Days of patient care (Gray Birch)	39,336	39,177
Days of patient care (Glenridge)	44,792	44,653
Days of patient care (Alzheimer's Care Center)	10,951	10,930

*In 2009  
MaineGeneral's  
long-term care  
facilities at Gray  
Birch and Glenridge  
provided 83,830  
days of patient care.*



*In 2009 Kennebec  
Valley residents sought  
medical help at our  
emergency departments  
65,857 times.*



*Outpatient  
diagnostic imaging  
studies numbered  
110,229 in 2009 at  
MaineGeneral.*

## MAINEGENERAL MEDICAL CENTER

<b>Beds</b>	<b>2008</b>	<b>2009</b>
Augusta Campus	126	126
Waterville (Thayer) Campus	110	110
Seton Campus	51	51
Total beds	287	287
<b>Inpatient statistics</b>		
Inpatient surgery cases	2,867	2,713
Discharges	13,510	13,469
Days of patient care	64,632	60,296
Average length of patient stays (days)	4.78	4.48
Babies born	1,151	1,234
<b>Outpatient statistics</b>		
Outpatient procedures	1,128,818	1,280,677
Emergency Department visits	69,900	65,857
Laboratory procedures	594,225	716,207
Oncology procedures	45,395	50,035
Diagnostic imaging procedures	102,148	110,229
Outpatient surgery cases	8,715	8,372

## PHYSICIAN PRACTICES

Our physician practices include primary care and specialty practices. We also hold specialty clinics to give area residents access to regularly scheduled specialists not based in this region. Our family medicine residency program trains new primary care physicians, who see patients in the medical center and at our offices in Augusta and Fairfield. At the Jackman Region Health Center in northern Somerset County, we have a physician office practice and an 18-bed nursing home.

<b>PHYSICIAN OFFICE VISITS</b>	<b>2008</b>	<b>2009</b>
MaineGeneral Health Associates	134,165	163,057
Family Medicine Institute	32,439	32,748
Maine-Dartmouth Family Practice	19,916	20,658
Four Seasons Family Practice	7,688	8,827
Specialty Clinic	27,054	28,829
Jackman Region Health Center	3,214	3,203
Dermatology	—	2,166
<b>Total</b>	<b>224,476</b>	<b>259,488</b>

# To those of you who have given...

Your generous gifts totaled more than \$502,440. We thank the following people for their support. Listed here are gifts for the 2008 – 2009 annual campaign, which were received between July 1, 2008, and June 30, 2009.

## Founder's Circle (\$25,000 or more)

The Charles A. Dean  
Memorial Trust

## Benefactor's Circle (\$10,000 to \$24,999)

The Sadie and Harry  
Davis Foundation  
MaineGeneral Medical  
Center Auxiliary –  
Augusta  
New Balance  
Foundation  
Everett J. Prescott, Inc.

## Advisor's Circle (\$5,000 to \$9,999)

Anonymous (2)  
CSC Consulting, Inc.  
Kristin Holm, MD, and  
Gary Smith  
Mrs. Bonnie Libby  
MaineGeneral Medical  
Center Auxiliary –  
Waterville  
MaineGeneral Medical  
Center Medical Staff  
David and Debra  
Mayberry  
Standard Distributors  
Mrs. Marie Stone

## Leadership Circle (\$2,500 to \$4,999)

Anonymous  
Mr. and Mrs. Richard  
G. Bachelder  
Scott and Trish Bullock  
Capital Augusta  
Properties, LLC  
EBPA, Inc.  
Erskine Academy  
Health Careers  
Group  
Mrs. Jeanne A. Fortin  
Paul and Alison  
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# Protecting local students

*MaineGeneral school clinics provide free vaccinations*

By Eric Conrad

MAINEGENERAL MEDICAL Center received accolades for its school vaccination program, an unprecedented effort this school year that helped protect more than 8,500 students in 40 schools throughout the Kennebec Valley from the 2009 H1N1 and seasonal flu viruses.

In collaboration with regional emergency medical services (EMS), nursing volunteers and school officials, MaineGeneral used its resources as the region's largest health care provider to bring flu vaccinations directly to students.

"We never did vaccinations in schools before, and it was a challenge to deliver both H1N1 and seasonal flu vaccines at the same time," says Natalie Morse, community health

director at MaineGeneral's Prevention Center. "It went very smoothly."

MaineGeneral employees and volunteers administered 8,178 doses of the H1N1 vaccine and 3,984 doses of the seasonal flu vaccine and organized vaccinations in school districts that included Waterville, Wiscasset, Lawrence High School in Fairfield and Monmouth Academy.

Ann Bouchard, a school nurse in Waterville, lauded the work of MaineGeneral employees and the volunteers who assisted them.

"MaineGeneral has contributed to the overall health and well-being of the entire community by vaccinating school-age children, and they provided this gift at no cost to the schools or families," Bouchard says. "MaineGeneral's initiative in partnering with schools and



**MaineGeneral Medical Center physician Michael LaCombe, MD, jokes with Chelsea School student Elizabeth Lachance at an H1N1 school vaccination clinic.**

school nurses is a clear indication of the hospital's commitment and investment in the local community."

Morse notes that the effort will continue with booster vaccinations if the vaccine supply can accommodate that. MaineGeneral has followed the Maine Center for Disease Control and Prevention's lead in dealing with H1N1, including when and how many times to vaccinate students.

"We have had outstanding support," says Steve Diaz, MD, vice president for medical administration at MaineGeneral. "It was a true community partnership." ■

*"MaineGeneral's initiative in partnering with schools and school nurses is a clear indication of the hospital's commitment and investment in the local community."*

—Ann Bouchard, school nurse, Waterville

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## Professional, personal care

*At MaineGeneral, we regularly receive letters from patients who were particularly touched by the care they received. In this regular feature, we will share some of their stories.*

Dear MaineGeneral Emergency Room  
personnel,

On Sept. 20, 2009, at approximately  
7:30 a.m., I brought my mother, Margaret  
McPhillips, to the emergency room at  
MaineGeneral in Augusta. She was visiting  
me from Florida, and she contracted shingles.  
When she awoke that Sunday morning, she  
was in tremendous pain and I decided that  
she needed treatment.

From the moment we arrived, she was  
made to feel very comfortable. The man at the  
reception desk, the triage nurse and the nurse  
in the examining room all treated my mother  
with a great deal of professionalism and personal  
interest. I regret that I did not make note of their  
names so that I could include them in this letter.

Finally, I would like to commend Dr. Lisa  
Clarcq for the care that she gave my mother that  
morning. She made sure that the medication she  
was prescribing to my mother would be effective  
and appropriately administered.

Thank you, MaineGeneral in Augusta, for a  
positive visit to your emergency room.

Sincerely,  
Mary Beth Maloney  
Winthrop

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	Mrs. Shan Prehn			Lara Walsh, MD		
	Mr. and Mrs. Jonathan Pyska					
	Ms. Laura Qualey					

# COMMUNITY

## Winter 2010

# classes

Please note that these listings are subject to change.

For a full listing of available classes, please go to [www.maine-general.org](http://www.maine-general.org) and click on "Community Calendar."

### Diabetes Education

Day, evening and individual classes are available. A physician referral is required. Call 621-9320.

### Diabetes Roundtables

To confirm dates and topics, please call 621-9320.

**Hallowell:** Monday, Feb. 8, 6:30 to 7:30 p.m., Granite Hill Estates. Mary Alberty, a registered dietitian, will discuss meal planning for a healthy heart.

**Thayer Campus:** Monday, March 8, 6:30 to 7:30 p.m., Dean 3 and 4. Steve Witkin, MD, of Maine Eye Care, will discuss diabetes-related eye disease.

### Diet/Nutrition Education

Help for managing chronic conditions as well as weight. A physician referral is required. Call 621-9320.

### Red Cross Blood Drive

**Augusta Campus:** Friday, Feb. 5, 10 a.m. to 4 p.m., Conference Rooms 4, 5 and 6.

**Thayer Campus:** Friday, March 12, 10 a.m. to 3 p.m., Dean 3 and 4. Appointments are available every 15 minutes, and an ID is required. Walk-ins are welcome. Call 626-1410 to schedule an appointment.

### Maternity/Parenting

To register for any of the following classes, call 877-BABY (877-2229) or toll-free 877-866-1535. These classes are covered by MaineCare.

### Baby Care Workshop

**Augusta Campus:** Sunday, March 28, 1 to 5 p.m., Conference Rooms 4, 5 and 6. \$45 per couple

### Breastfeeding Basics

**Augusta Campus:** Wednesday, Feb. 24, 6 to 8 p.m., Conference Rooms 4 and 5.

**Thayer Campus:** Wednesday, Feb. 24 and Monday, March 29, 6 to 8 p.m., Dean Auditorium. \$20

### HypnoBirthing®

**Thayer Campus:** Mondays, Feb. 22 to March 29, 6 to 9 p.m., Dean Auditorium. \$135 per couple

### Prepared Childbirth Series

**Augusta Campus:** Tuesdays, March 16 to May 4, 6 to 8 p.m., Conference Rooms 4, 5, and 6.

**Thayer Campus:** Wednesday, March 17 to May 5, 6 to 8 p.m., Dean Auditorium. \$125 per couple



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### Prepared Childbirth Weekend Workshop

**Augusta Campus:** Saturday, March 6, 9 a.m. to 5 p.m., Conference Rooms 4, 5 and 6.

**Thayer Campus:** Saturdays, Feb. 20, March 20, 9 a.m. to 5 p.m., Dean Auditorium. \$90 per couple

### Refresher Lamaze

**Augusta Campus:** Monday, Feb. 8, 6 to 9 p.m., Dean Auditorium. \$50 per couple

### Sibling Class

**Augusta Campus:** Mondays, Feb. 1, March 1, 6 to 7 p.m., Conference Room 1.

**Thayer Campus:** Wednesday, March 3, 6 to 7 p.m., Dean 3. Free

### Super Sitter Babysitting Program

**Waterville Campus:** Saturday, Feb. 6, 9 a.m. to 2 p.m., Dean 3 and 4. \$50

### Safety

#### Child Safety Seat Fittings

Designed to help you properly install child safety seats. Bring your vehicle, child safety seats and child.

**Augusta:** Third Friday of every month, 2 to 6 p.m., Delta Ambulance, 10 Cony Road. Call 287-4288 or 287-9968.

**Waterville:** First Wednesday of every month, 10 a.m. to 2 p.m., Central Maine Chrysler, Kennedy Memorial Drive. Call 877-5608.



### Smoking Cessation

Tobacco cessation consultation, support and education. Call 861-5275 or 621-3741.

### Weight-Loss Surgery Seminar

Huy Trieu, MD, will discuss Lap-Band® and gastric bypass surgeries. Registration is required. Call 626-1078.

**Augusta:** Thursday, Feb. 25, 6 p.m., Senator Inn.

**Waterville:** Thursday, March 25, 6 p.m., Holiday Inn. Free

### Where you can find MaineGeneral Medical Center

6 East Chestnut Street Augusta, ME 04330 626-1000	149 North Street Waterville, ME 04901 872-1000	30 Chase Avenue Waterville, ME 04901 872-1000
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[www.maine-general.org](http://www.maine-general.org)