

Compassion.



Where your care comes together.

Commitment.



Community.

2016 ANNUAL REPORT

JOINING Our Care Team

This year Mid-State welcomes five highly qualified clinicians to our care team.



Hope Hayes, RD
Hope is a Registered Dietitian in our Plymouth office.



Aimee Kolomick, LCMHC, RPT-S
Aimee is a Licensed Clinical Mental Health Counselor in our Plymouth and Bristol offices.



Claire H Reed, MD, FAAFP
Dr. Reed is Chief Medical Officer and a Family Practice Physician in our Plymouth office.



Daniel Shreeve, MD, PhD
Dr. Shreeve is a Psychiatrist in our Plymouth Office.



Hannah Steinitz, PhD
Hannah is a Psychologist in our Plymouth office.

COLLABORATING

Mid-State Joins the New Hampshire Accountable Care Partners Accountable Care Organization

This year, Mid-State joined the NH Accountable Care Partners Accountable Care Organization (ACO) based in Concord, NH which is a joint venture between 5 hospitals and several health care organizations throughout central New Hampshire. The ACO consists of more than 1200 health care providers who coordinate the health care of more than 50,000+ Medicare beneficiaries in their combined service areas. Working with Medicare, NH Accountable Care Partners is providing improved care coordination to ensure patients receive the right care, from the right provider, at the right time with the overarching goal of improving patient outcomes and reducing costs. Mid-State is committed to ensuring its stability and sustainability and believes this new relationship will bring greater resources and support as it continues on its transformation to a value-based payment model.



REVENUE & EXPENDITURES

07/01/2015-06/30/2016

Net Revenue	\$8,201,754
Total Expenses (Less Depreciation and Bad Debt)	\$8,629,414
Depreciation Expense	\$ 166,144
Bad Debt Expense	\$ 191,633
Other Income	(\$ 24,103)
Net Income before Grants	(\$ 809,540)
Grant Income	\$1,204,936
Net Income after Grants	\$ 395,396

CONTRIBUTING - Giving Our Best

Mid-State employees nominate local charities to be the beneficiary of our monthly "Jeans Day" and the staff makes a donation to wear jeans to work. This year our staff contributed a total of **\$1859** to the following organizations:

Pemi-Valley HFH, Inc.
Friends of the Arts
Ashland Firefighter's Association
ADAPT Program
Franklin Humane Society
Plymouth Community Closet
Bristol Community Services

Voices Against Violence
Tapply Thompson Community Center
Danbury Community Center's Food Pantry
Circle Program
Mayhew Program
New Hampshire Humane Society

IMPROVING

Mid-State Offers New Services: Nutrition and Psychiatry

To better meet the needs of our patients and support the care team's effort to promote wellness and treatment of the whole patient, Mid-State has recently added two new services: nutrition, and psychiatry. Nutrition services expand the care team's ability to help our patients who are managing complex health conditions such as obesity, diabetes and heart disease. Adding psychiatric services promotes a more robust medication management strategy for those suffering from complex mental health conditions. Mid-State continues to monitor the needs of its patient population and the community it serves to ensure we are helping people reach their wellness goals.

New technology tools

With support from a one-time funding award from the Bureau of Primary Health Care, Mid-State has added a new technology tool i2iTracks, a fully interoperable Population Health Management platform. The analytics application can extract complex data sets to help identify at-risk populations, identify personalized actionable care pathways which allow the care team to engage patients in strategies that will improve their health. i2iTracks drives positive, sustainable outcomes for patients and providers. It is also able to report comprehensive clinical quality measures, individual and population health outcomes, and disparities, including tracking of Patient-Centered Medical Home factors which will ultimately support our clinical practice in its transformation to a value-based payment model.

A Look Back at 2016

\$252,854
in Community Care

10,868
Patients Served

39,609
Patient Visits

151
NH Towns Served



WELCOMING

Chief Medical Officer Claire H. Reed, MD, FAAFP

Mid-State welcomed its new Chief Medical Officer Dr. Claire Reed in June, 2016.

Dr. Reed is a family medicine practitioner with over 30 years of experience in primary care. She earned her medical degree from Texas A&M Health Science Center and completed her residency in Wichita, KS. Since then, Dr. Reed has practiced in both Kansas and Wisconsin, most recently serving as Medical Director of Bridge Community Health Clinic in Wausau, WI.



“Dr. Reed’s commitment to rural community health is inspiring. She is a warm, enthusiastic and capable advocate for patients and clinicians, which simply makes her an excellent choice for Mid-State and we are so pleased to welcome her to the Mid-State Team,” said CEO Sharon Beaty.

“Our priority for Mid-State Health Center is to keep providing high quality, accessible care that puts patients and their needs at the center of a team with services such as psychology, health coaching, and dental care,” says Dr. Reed.

Balance is a key concept in Dr. Reed’s leadership style. She knew she’d found a home when she came to interview and saw how central balance was to Mid-State’s philosophy of care. She was impressed with how the healthy work-life balance kept clinician turnover low while a balance between integrated care and metrics kept patients happy and healthy.

“In big cities, family practice often becomes just a gateway to consultants, and it’s fragmenting primary care,” Dr. Reed explained. “In small towns, we have more of an ability to practice the full scope of family medicine, which covers everything from birth to death, and I really enjoy that!”

Dr. Reed and her family moved to Plymouth in mid-June, and they are thoroughly enjoying all the beauty the Lakes Region and the White Mountains have to offer. In her spare time, she enjoys reading, hiking, knitting and spending time with family. Please join us in welcoming Dr. Reed to the Mid-State family!

Mid-State employs a staff of over one hundred health care professionals committed to providing a personalized, coordinated health care experience for each and every patient.

- 7 Physicians
- 1 Family Dentist
- 1 Psychiatrist
- 3 Psychologists
- 5 Advanced Practice Registered Nurses
- 1 Licensed Clinical Mental Health Counselor
- 1 Social Worker
- 1 Certified Public Health Dental Hygienist
- 1 Patient Support Specialist
- 4 Registered Nurses
- 2 RN Health Coaches
- 1 Licensed Practical Nurse
- 13 Medical Assistants
- 1 Licensed Nursing Assistant
- 3 Pharmacy Assistants
- 1 Lab Technician
- 2 Dental Assistants
- 1 Outreach & Enrollment Coordinator
- 13 Patient Service Representatives

NAVIGATING the Evolution of Health Care

Robert MacLeod, PhD, Board President, and Sharon Beaty, MBA, Chief Executive Officer



Health care is changing. The industry is rapidly transforming the way it delivers health care and is keenly focused on helping people lead healthier lives. All eyes are now on the evolving roles that will be necessary to meet the challenge. To be responsive, it will mean significant changes in the delivery of care from all perspectives including the provider, the patient, and the community. One of the key drivers of this movement is the health care system’s transition to a value-based model which directly influences how health care is paid for and delivered.

As Mid-State travels the road of transformation, we now find ourselves at a crossroad, and we are choosing a path that offers a different perspective of the health care landscape. To ensure we are well equipped to navigate the new landscape, Mid-State is changing the way our care team operates. We are in the early stages of redesigning our care team delivery model and believe these improvements will keep patients healthier and happier and support the movement to a value-based system.

This year, we welcome our new Chief Medical Officer, Dr. Claire Reed. She brings with her significant experience in primary care delivery in the community health center model and is already making a positive impact on our organization. Dr. Reed’s approach offers a new perspective that is helping us evolve to a more patient-centered practice.

Mid-State is also building on its integrated care model with the addition of psychiatry, nutrition, and oral health to its growing complement of added-value services. These new services, along with psychology and social services, enable Mid-State to address more of the barriers people encounter on their wellness journey. Identifying and managing the many challenges patients face on their road to better health will be critical as we continue to adapt our model to be successful in a value-based system.

As we navigate the twists and turns of the evolving health care industry, Mid-State remains committed to its mission of providing high-quality care that is coordinated, cost-effective, and focused on whole person health, regardless of ability to pay.

Our team is dedicated to keeping the community healthier and believe the changes we are making will serve us well in advancing Mid-State Health Center as the place “Where your Care Comes Together” in ways that are efficient, effective, and create the most positive patient experience possible.



GOVERNING

Our Board of Directors

Robert MacLeod President	Thornton
Scott Stephens Vice President	Campton
Timothy Naro Treasurer	Plymouth
Ann Blair Secretary	Rumney
Carol Bears	Hebron
James Dalley	Plymouth
Audrey Goudie	New Hampton
Cynthia Piper	Ashland
Jeffrey White	Alexandria

Non-Voting Members

Sharon Beaty, MBA, FACMPE
Chief Executive Officer

Claire Reed, MD, FAAFP
Chief Medical Officer

Tonya Warren, PsyD
Behavioral Health Director

Diane Arsenault, MD, FAAFP, HPM
Physician

Kelly Perry, DMD
Dental Director

SUPPORTING

Where Our Community Comes Together

Mid-State Health Center wishes to thank and recognize those whose support ensures Mid-State is able to continue to deliver on its promise to provide high quality primary care to all regardless of their ability to pay, a promise we are dedicated to keeping.

AmazonSmile Foundation
Dr. Diane Arsenault
Sharon Beaty
Carol Bears
Dr. Andrea Berry
Bi-State Primary Care Association
of NH & VT
Ann Blair
Bureau of Primary Health Care
- Health and Human Service
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Kim Catucci
Mary Cooney
James Dalley
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Audrey Goudie
April Dross
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Dr. David Fagan
Dr. Viking Hedberg & Mrs. Katie
Hedberg, APRN
Dr. Frederick Kelsey
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Joe McKellar, LICSW
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Timothy & Debra Naro
New Hampshire Charitable Founda-
tion:
The Conrad N. Hilton
Foundation,
The Annalee Davis Thorndike
Fund,

The Arthur and Esther
Nighswander Fund
NH Department of Health &
Human Services - Division of
Public Health
New Hampshire Electric Co-op
Foundation
Dr. Kelly Perry
Cynthia Piper
Pamela Plummer
Maggie Pritchard
Dr. Alan Rosen
Peggy Rosen
Dr. Claire Scigliano
Speare Memorial Hospital
Sara Jayne Steen & Joseph Bour-
que
Scott & Mary Jo Stephens
William Sweeney Jr.
Town of Campton
Town of Danbury
Town of Groton
Town of Lincoln
Town of Thornton
Town of Warren
Town of Wentworth
Katrina Vicente, APRN
Dr. Tonya Warren
Kelley Watkins, APRN
Jeffrey White
Dr. Kelley White
Paula Winsor & Robert Pike
Ed & Marilyn Wixson
Lindsay Woodward
Paula Woodward & David Peeler