

Annual Report



Commitment. Compassion. Community.



NAVIGATING the Evolution of Health Care

Timothy Naro, MSHC Board President

Robert MacLeod, DHA, Chief Executive Officer

So much of what happens in health care today involves being able to provide accessible, quality, and affordable services at the local level. This is what we strive for at Mid-State Health Center. We are the first choice in family and internal medicine, oral health, behavioral health and substance use disorder recovery services through integrated care that meets the needs of the entire person.

Over the decades, primary care services have evolved. Today, primary care has a far greater impact on our quality of life than ever before and requires an innovative delivery system in making our community a healthier place to live.

At the forefront of this evolution are two people that have had a profound impact on the delivery of health care in our area. Ann Blair has served her community well, often as a clarion voice to do what is right in serving the health care needs of our patients. Since 2004, Ann has served on our Board, most recently as secretary. Her commitment to our community is unprecedented; her wisdom and vision invaluable. We are grateful that Ann will continue to service as honorary Board member. She is an inspiration for current and future Board members.

The second individual that deserves recognition and our heartfelt gratitude is Sharon Beaty who recently retired after 16 years as CEO. Sharon had a desire to provide access to high-quality primary health care services to everyone, regardless of their financial status. Her vision was realized as the core of our delivery model where high-quality innovative care is available to everyone. Sharon's legacy is best described as a powerful force moving the entire health care industry forward to become patient-centered while being mindful of costs to patients and employers.

There is no better way to honor Ann and Sharon than to continue our mission as established more than a decade and a half ago. Mid-State Health Center is a model of all that is possible in the future of primary care. We are committed to providing primary care to the patients we serve and we will be forever dedicated to a healthier community.



SHARING

The Gift of a Smile!

Mid-State is on a special mission this year to restore the smiles of the often overlooked adults who have no access to oral health services.

Since launching the oral health program in its Bristol office over four years ago, Mid-State has gained invaluable insight into the oral health status of the community it serves. While heading in a positive direction, it is clear many in the community experience financial barriers when seeking oral health care.

Mid-State's dental team regularly treats a significant number of patients who have not had access to dental services in many years; some have never seen a dentist before. Most of those who are treated for critical oral health needs are adults. Many of them are the elderly who have been unable to afford the needed services until Mid-State began offering oral health care to the community on a sliding fee scale as part of its charity care program. Many adults in our community are living in near poverty despite having jobs or Medicare. These folks are trying to make ends meet often while raising a family. There is no "extra" money set aside to have their teeth cleaned or a cavity filled. Many have gone without dental services for most of their lives due to limited income. Last year, Mid-State provided 450 charity care oral health visits, contributing over \$152,000 in oral health services to those in need. We need your help to keep the smiles coming.

Having a healthy mouth is essential for everyone - good oral health is a key factor in overall health for many chronic conditions such as diabetes and heart disease. Many of our elderly in the community are struggling with poor oral health. Unable to chew solid foods, the elderly struggle to maintain a healthy weight and overall healthy body due to lack of proper nutrition. Adults who are of working age often struggle getting a job when their smile is not healthy. Those in recovery from substance use often have a poor oral health status from lack of care. A restored, healthy smile aids in their recovery.

This year, Mid-State would like to offer you the opportunity to help bring smiles to their faces (and ours!). Join us on our **Mission: More Smiles** by visiting our website at www.midstatehealth.org and sharing the gift of a smile today!



WELCOMING



**Kristen
Craig,
APRN**

Mid-State welcomes Kristen Craig an Advance Practice Registered Nurse, to its care team. Kristen is a board certified, Family Nurse Practitioner who completed her Bachelors of Science in Nursing at the University of Wisconsin-Oshkosh and her Master of Science in Nursing at Simmons College, Boston, MA. Kristen is accepting new patients of all ages and works in our Plymouth office. Feel free to visit our website to learn more.

CONTRIBUTING

Giving Our Best

Each month, Mid-State employees nominate a local charity 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 **\$2617** to 12 non-profit organizations!

MEASURING

Our Community Impact

90%

of current patients are actively or likely to refer friends and family to Mid-State Health Center

\$329,752
in total Charity Care

“Mid-State Health is my one stop center for all my health and dental needs!”

~ Mid-State Patient

40,599
Patient Visits

32,037 Medical

5,121 Behavioral Health

3,441 Dental

“On all levels this was the most reassuring, expert, pleasant medical/dental experience I’ve had in years. Wonderful place and staff. Thank you!!”

~Mid-State Patient

GROWING & EXPANDING

Community Access

Mid-State added a variety of new service options this year to increase the availability of local health services to the community while promoting organization sustainability and stability.

In early 2018, Mid-State welcomed the Genoa Health Pharmacy team to its Plymouth office.

Genoa is a longstanding leader in primary care embedded pharmacy services and Mid-State is excited to collaborate with them to bring these on-site services to our patients. Genoa offers medication fills, refills, and personalized packaging to patients, their immediate family members, and Mid-State’s staff. The pharmacy is led by on-site Pharmacist, Tyler Masson. Their services also extend to the Bristol office and are led by Heather, a Consumer Medication Coordinator.



Mid-State’s Plymouth office is now home to a state of the art infusion center through a new partnership with OI Infusion Services. OI Services is a New Hampshire-based, infusion center management company. The infusion services are open to anyone in the community and offer a range of non-oncology infusion and injections conveniently located in Mid-State’s primary care office setting. The infusion center is the only primary care based infusion center in the county and provides an affordable option for infusion services without the need to travel outside the region or to a hospital setting.

Mid-State also expanded Oral Health Prevention Services and the Medication Assisted Recovery Program to its Plymouth office. The addition of oral health to the Plymouth location is a popular option for those who prefer a shorter travel distance or struggle with the availability of oral health services on a sliding fee scale. Upcoming plans include adding recovery support meetings focused on serving the Medication Assisted Recovery community who have very few options in the region for recovery supports.

Wishes Granted

- New equipment and training for the oral health team to expand its oral health prevention services to the Plymouth office as part of the State of New Hampshire's Integrating Innovative Oral Health Workforce Models to Serve NH's Vulnerable Populations. (Health Resources and Services Administration and State of New Hampshire Oral Health Program led by Bi-State Primary Care Association)
- Funds to launch Recovery Support Meetings that will focus on serving those in Medication Assisted Recovery. (Speare Memorial Hospital Community Health Grant Program)
- Quality Improvement funds based on performance to enhance the quality of care and the patient experience to further improve the overall health of the community. (Health Resources & Services Administration - Bureau of Primary Health Care)
- Funds to expanding access to quality integrated Substance Use Disorder and mental health services through the addition of a full-time behavioral health specialist and transportation services provided directly by the health center. (Health Resources & Services Administration - Bureau of Primary Health Care)
- Funds to support a collaboration with Plymouth State University to provide prospective graduates in Mental Health Master's level programs integrated primary care practicum and internship at Mid-State (Health Resources & Services Administration - National Health Service Corp.)

Mid-State and its staff extend their gratitude for the wishes granted in 2018.

Wishes for 2019

- A dedicated vaccine refrigerator with data logger to ensure proper storage and monitoring of vaccines (\$550 - wish for 1)
- New wheelchairs for both locations to accommodate patients who need mobility assistance when in the building. (\$200 each - wish for 6)
- Funds to support adult and child oral health services for those who are unable to afford care and it is not covered by Medicare, Medicaid or other insurance. (\$10,000 program goal)

LEADING

Mid-State bid a fond farewell to their Chief Medical Officer, Dr. Claire Reed, who followed her career west to Colorado earlier this fall. Recruitment for a new Chief Medical Officer (CMO) to inspire and lead the clinical staff for the growing health center is underway. In the meantime, Mid-State welcomes back Dr. Frederick Kelsey as its Interim Medical Director who is providing administrative leadership for organization's staff.



GOVERNING

Our Board of Directors

Timothy Naro
President Plymouth

Peter Laufenberg
Vice President Campton

Jeffrey White
Treasurer Alexandria

Audrey Goudie
Secretary New Hampton

Carol Bears
Hebron

Todd Bickford
Campton

Nicholas Coates
Campton

James Dalley
Plymouth

Sunshine Fisk
Tilton

Cynthia Standing
Ashland

SUPPORTING

Where Our Community Comes Together

Mid-State Health Center wishes to thank and recognize those whose support ensures Mid-State is able 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
Carol Bears
Dr. Andrea Berry
Mr. Todd Bickford
Mrs. Ann Blair
Mr. & Mrs. James Dalley
Dr. Gary Diederich
Katrina Dopp, APRN
Kim Fader, APRN
Dr. David Fagan
Audrey Goudie
Katie Wood Hedberg, APRN
Dr. Viking Hedberg
Susan & Herbert Karsten
Aimee Kolomick, LCMHC
Peter Laufenberg
Carol Lurie, APRN
Mr. Robert MacLeod

Mainstay Technologies
Richard Manzi
Amy McCormack, APRN
Joe McKellar, LICSW
Patrick & Pamela Miller
Jim Mulroy & Chris Keppelman
Timothy & Debra Naro
Northeast Delta Dental Foundation
Pemi Baker Vendor Bingo Group
Dr. Kelly Perry
Dr. Claire Reed
Dr. Alan Rosen & Mrs. Peggy Rosen
Dr. Claire Scigliano
Megan Sottak, APRN
Kim Spencer, LICSW

Cynthia Standing
Sara Jayne Steen & Joseph Bourque
Dr. Hannah Steinitz & Scott Kresgy
Town of Campton
Town of Danbury
Town of Groton
Town of Thornton
Town of Wentworth
Dr. Tonya Warren
Kelley Watkins APRN
Jeffrey & Jane White
Dr. Kelley White
Wendy & Doug Williams

Thank you!

REVENUE & EXPENDITURES

07/01/2017-06/30/2018

Net Revenue	\$8,798,009
Total Expenses (Less Depreciation and Bad Debt)	\$10,373,516
Depreciation Expense	\$178,652
Bad Debt Expense	\$104,536
Grants and Donations	\$1,672,432
Net Income after Grants	(\$186,263)



Plymouth
603.536.4000
101 Boulder Point Drive

Bristol
603.744.6200
100 Robie Road, Bristol

midstatehealth.org