



Where your care comes together.

INNOVATING

A New Primary Care Facility

Mid-State Health Center opened its new primary health care facility in Bristol. This is the new home for its Bristol team including Dr. Diederich, Dr. Berry and Dr. Warren.

The new building, located at 100 Robie Road in Bristol, not far from the Bristol Shop-n-Save, offers better parking and a closer proximity to downtown Bristol. In this new location, Mid-State is currently offering primary care, behavioral health, and laboratory services with plans to expand the services over the coming months to include dental and pharmacy services as well. Sharon Beaty, Mid-State's CEO, shared that "the new primary health care facility in Bristol is designed specifically to meet the needs of the patient and will support the delivery of high-quality, innovative, primary care in a welcoming and comfortable environment".

Mid-State believes this investment will ensure Bristol and the surrounding region will have affordable, high-quality health care for years to come.

Financing for this project was made possible through the support of a USDA Rural Development Community Facilities Loan.



ANNUAL REPORT 2014

midstatehealth.org

LEADING

2014 President's Statement



Robin Fisk
Board President

As the incoming President of the Board of Mid-State Health Center, I am proud of the work that they do. Mid-State is dedicated to 3 great principles: 1.) providing quality care, 2.) providing care to all members of the communities it serves - even those who don't have the ability to pay for it and 3.) creating a place where its staff can do good, fulfilling work that makes a difference.

What makes Mid-State such an interesting place is the willingness of its staff to measure how well they accomplish these 3 principles and find ways to do them better.

In the past year, Mid-State has opened a new office building that is state-of-the-art and capable of serving a greater number of patients. It has expanded its services so that patients will have a source of quality dental care. It took on the role of helping patients to understand healthcare reform and what it means to them. Last November, Mid-State was recognized as a Federally Qualified Health Center and is in the process of making the changes necessary to fulfill its mission. Mid-State has joined forces with other primary care practices to share information about best practices and ways to take care of patients.

In the year ahead, we will continue to look at ways that Mid-State can improve, reach out to more members of the community in need of care and maintain its critical mission. On behalf of the Board of Directors, I look forward to the challenge.

IMPROVING Substance Abuse

Mid-State Health Center is one of five New Hampshire health care organizations who received funds to implement Screening, Brief Intervention, and Referral to Treatment Program (SBIRT) designed to reduce substance use among young people from the NH Charitable Foundation. SBIRT is an evidence-based screening protocol that incorporates specific questions into routine medical visits designed to detect and prevent substance use disorders. Currently, there is no standard protocol for doctors, nurses and other medical professionals in New Hampshire to screen adolescents or adults who may be at risk for substance use disorders. The implementation of SBIRT will change that. This grant enables Mid-State to expand use of the Screening, Brief Intervention, and Referral to Treatment Program (SBIRT) to patients between the ages 12 to 22, with the goal of stopping substance misuse before it starts.

These awards were made possible by a \$2.25 million grant awarded to the Charitable Foundation by the Conrad N. Hilton Foundation earlier this year.

Swimming in a Sea of Change: Mid-State is Taking the Plunge



Sharon Beaty, CEO
MBA, FACMPE

As healthcare evolves from payment for services that focuses on taking care of the sick, to a system of payment for value focused on keeping folks well, Mid-State continues to be at the forefront of planning for and adopting the change. Our organization is firmly focused on improving the quality of the health care experience, improving outcomes, and lowering costs on behalf of our patients and healthcare partners in our community.

Mid-State and its partners have been early adopters in the new course health care is taking. As one of the first Advanced Payment Model Accountable Care Organizations in the nation, Mid-State and its partners have succeeded in saving costs to the Medicare system while improving the level of care coordination and outcomes for their Medicare patients.

As a founding member of the Central New Hampshire Health Partnership, Mid-State acts as the fiscal agent to contract with the State of New Hampshire for Emergency Preparedness Services as well as for Substance Misuse Prevention and immunizations. With our partners, we continue to develop ways in which the community can participate in planning for the health of our residents and visitors.

Part of the movement from individual health to integrating the health of the individual with the health of the community is providing a broader range of services and treating the whole patient. We integrated behavioral health services over 8 years ago and have seen the difference it can make for patients. Our newest venture is offering integrated oral health services as part of our community health center model to further our goal of treating the whole patient and addressing the community's need for access to affordable oral health services. Research demonstrates that there are strong links between oral health, mental health, and physical health. Mid-State will offer care for the whole patient to everyone in the community.

While we believe what we are doing is helping to map the future of health care, it also requires significant resources, planning and education on a continuing basis. We are fortunate to receive support from funders and donors who share our vision for the future of healthcare and support our mission. The contributions have allowed us to implement many care management strategies for our patients and have ensured access to services to our most vulnerable community members.

Mid-State Health Center is charting a course to provide better-coordinated, cost effective and patient-centric care. We strongly believe that, if our patients and community come first, we will continue to thrive. We hope you join us on this voyage.

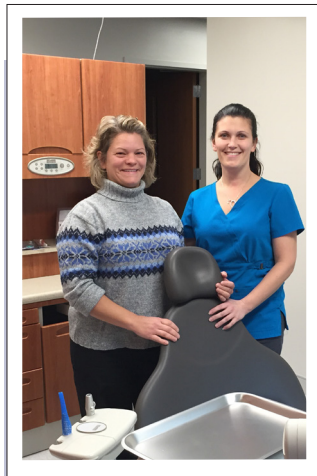
CONTRIBUTING Giving our Best

Mid-State credits its success to the innovative thinking and commitment of our staff to the organization and those we serve in the community. These members of our team were nominated by their co-workers as the Employee of the Month over the past year for their exceptional efforts and contributions to our success:

<i>Peggy Amsden</i>	<i>Francine Parker</i>
<i>Amy Begalle</i>	<i>Beth Perry</i>
<i>Alyssa George</i>	<i>Tim Rezendes</i>
<i>Ashley Hashem</i>	<i>Renee Russell</i>
<i>Brooke Johnson</i>	<i>Debra Sweetsir</i>
<i>Mo Lehman</i>	<i>Gena Swift</i>
<i>Sue Lyons</i>	<i>Julie Walsh</i>
<i>Heidi Manson</i>	<i>Laura Welch</i>

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

Plymouth Community Closet
Bristol Community Closet
NH Humane Society
Voices Against Violence
MSHC Community Care
Plymouth Senior Center
The Mayhew Program
Transport Central
The Bridge House
Circle Program
Tapply Thompson Community Ctr.
Honor Flight



*Dawn T, Dental Assistant
and Julie Phipps, RDH*

Preventive and resortative dental services will begin in late November as we welcome Dr. Kelly Perry, a family dentist, to our oral health team.

CARING Comprehensive Team

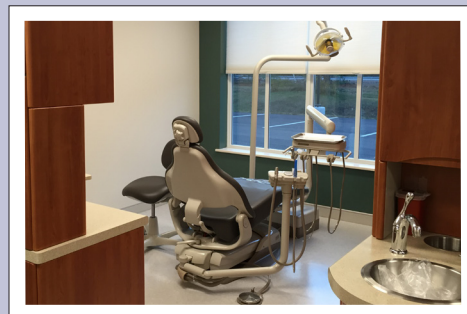
Mid-State employs a staff of 85 healthcare professionals delivering health care services to over 10,000 patients annually in our Plymouth and Bristol offices. Our team is committed to providing a personalized, coordinated health care experience for each and every patient.

Our staff includes:

- 7 Physicians
- 1 Dentist
- 3 Advanced Practice Registered Nurses
- 3 Clinical Psychologists
- 1 Registered Dental Hygienist
- 1 Licensed Clinical Social Worker
- 2 RN Health Coaches
- 1 Patient Support Specialist
- 6 Registered Nurses
- 1 Licensed Practical Nurses
- 1 Dental Assistant
- 15 Medical Assistants
- 1 Licensed Nursing Assistant
- 3 Pharmacy Assistants
- 1 Laboratory Technician
- 12 Patient Services Representatives

EXPANDING Oral Health Services

Mid-State is pleased to bring oral health to our Community Health Center model. Oral Health is widely considered a key indicator of overall health and wellness so it makes sense that we expand our services to include dental. Mid-State was fortunate to receive significant support of key collaborators to bring this program to fruition including the State of NH Oral Health Program, the New Hampshire Charitable Foundation, and Speare Memorial Hospital. Mid-State has leveraged the generosity of these organizations to equip a state-of-the-art oral health suite in our new Bristol office.



JOINING Our Care Team

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



Allison Dill, APRN
Plymouth
 Allison is a Family Nurse Practitioner at our Plymouth office.



Joe McKellar, LICSW
Plymouth and Bristol
 Joe provides counseling and other behavioral health services to adults, children, and families.



Kelly Perry, DMD
Bristol
 Dr. Kelly is a family dentist joining the Bristol dental team.



Julie Phipps, RDH
Bristol
 Julie is a Registered Dental Hygienist practicing with our Bristol dental team.



Katrina Vicente, APRN
Plymouth
 Katrina is a Family Nurse Practitioner at our Plymouth office.

PROVIDING

Community Care

July 1, 2012–June 30, 2013

Alexandria	\$8,388
Ashland	\$25,496
Bridgewater	\$7,191
Bristol	\$18,357
Campton	\$88,119
Center Sandwich	\$4,558
Claremont	\$4,315
Danbury	\$3,696
Dorchester	\$1,307
Franklin	\$2,283
Hebron	\$8,515
Hill	\$2,186
Holderness	\$19,389
Laconia	\$6,027
Lincoln	\$4,579
Meredith	\$6,394
New Hampton	\$12,429
North Woodstock	\$16,316
Northfield	\$1,698
Plymouth	\$77,853
Rumney	\$36,931
Sanbornton	\$3,390
Thornton	\$24,799
Tilton	\$3,107
Warren	\$4,097
Waterville Valley	\$900
Wentworth	\$12,153
Woodstock	\$4,031



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SUPPORTING

Where Our Community Comes Together

Mid-State Health Center wishes to thank and recognize the individuals and organizations whose support helps individuals and families access health care services by contributing to our annual operations between July, 2013 and June, 2014. Their dedication and commitment to the health of our region help our most vulnerable members of the community. These supporters ensure 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.

Andrews Construction Company, Inc
 Dr. Diane Arsenault
 Carol Bears
 Sharon Beaty
 Blue Cross Blue Shield Foundation NH
Better Choices Better Health Program
 Dr. Andrea Berry
 Ann Blair
 Bureau of Primary Health Care
Health Resource and Services Administration
 Kim Catucci
 James Dalley
 Dr. Gary Diederich
 Kimberly Fader, APRN
 Dr. David Fagan
 Patricia Field
 Robin Fisk
 Barbara Greenwell, APRN
 Harvard Pilgrim Healthcare
 Lindsay Karsten
 Dr. Frederick Kelsey
 Wendy Lasch-Williams
 Amberlee Lessard, APRN

Mid-State Health Center Staff
 New Hampshire Charitable Foundation
Annalee Davis Throndike Fund
 New Hampshire Charitable Foundation
Conrad N. Hilton Foundation
 Northway Bank
 Peabody & Smith Realty
 Cynthia Piper
 Pamela Plummer
 Dr. Venkata Purimetla
 R. Steven Rand
 Dr. Alan Rosen
 Dr. Vincent Scalese
 Dr. Claire Scigliano
 Speare Memorial Hospital
 William Sweeney Jr.
 Town of Alexandria
 Town of Danbury
 Town of Lincoln
 Town of Plymouth
 Town of Thornton
 Town of Warren
 Dr. Tonya Warren
 Dr. Kelley White

BOARD OF DIRECTORS

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Ann Blair Secretary	Rumney
Carol Bears	Hebron
Mary Cooney	Plymouth
James Dalley	Plymouth
Linda Dauer	Plymouth
Patricia Field	Campton
Jeffrey White	Hebron

Non-Voting Members

Sharon Beaty, MBA, FACMPE
 Chief Executive Officer

Frederick S. Kelsey, MD, FACP
 Chief Medical Officer
 and Physician

Tonya Warren, PhD
 Behavioral Health Director
 and Psychologist

Diane Arsenault, MD, FAAFP, HPM
 Physician