



**NH Health Care:  
Is There Good News?—  
Mid-State Featured on  
NH Public Television**

The hour-long PBS documentary film *NH Health Care: Is there Good News?* sheds light on health care innovations and opportunities in our own state, to make health care more affordable and accessible while ensuring good health outcomes. Mid-State Health Center was prominently featured as a successful example of the Medical Home Project. In addition to being aired on NHPTV, the national version of this film, *US Health Care: The Good News*, was viewed around the state this fall at a series of free screenings followed by discussion panels. It serves as a means to continue the discussion of how we can improve health care and reduce costs at the same time.

To view the program, or watch a special segment with Dr. Kelsey speaking about the merits of electronic health records, visit [www.nhptv.org/health](http://www.nhptv.org/health).

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



**Jim Dalley**  
Board President

**Moving our region's  
health care and economy forward**

Mid-State Health Center's economic contributions to state and regional economies extend far beyond the people we employ. By purchasing goods from local suppliers, undertaking construction projects, making community contributions, supporting charitable giving by employees, and providing sliding scale care and other in-kind services to patients, Mid-State Health Center impacts many health related and non health related sectors of the economy. We are a significant generator of economic impacts, not only in the communities where we maintain facilities, but across the region and state.



**Sharon Beaty, CEO**  
MBA, FACMPE

Through hard work and innovative thinking, the Mid-State Health Center team has been successful in capitalizing on opportunities for growth. We recently completed our biannual strategic planning process. One of the recurring objectives of this process is continually looking to the future. I'm pleased to report this has enabled us to move forward with expansion plans in the Bristol region. Construction plans for a new medical facility are underway for the upcoming year.

An additional area identified as part of our strategic planning process includes expanding our fundraising efforts. Recognizing the inconsistent state funding resources and in light of the less-than-stable economic situation for many in our region, we are planning to conduct our first targeted annual appeal to support our Community Care Program (sliding-fee scale and other in-kind services). Mid-State Health Center remains steadfast in its efforts to provide innovative, high-quality, personalized health care to all in the community regardless of their ability to pay.

Mid-State Health Center is committed to moving forward in health care, but always with the patient in mind. We believe that the patient comes first. This kind of commitment promotes an even higher level of collaboration with patients, other providers, and payers. One of our recent moves in this direction is our participation in the North Country Accountable Care Organization. We are becoming more accountable for providing quality care, increasing patient satisfaction, and stretching your health care dollar further. We believe that this high level of accountability prepares us for the new health care environment that supports payment for quality and positive health outcomes instead of a payment for each service rendered. Our goal is to make our patients healthier, increase the health of our community and promote a reimbursement system that supports these goals financially. We hope that these efforts, along with many other of our strategic initiatives prepare us to provide accessible, excellent care as we move forward.

On behalf of the Board of Directors, we thank the residents of all our regional communities for your support. We applaud and thank ALL the STAFF of Mid-State Health Center, who demonstrate on a daily basis their talent in finding opportunities that support improving the patient experience and health outcomes for the community that are in alignment with the Mid-State Health Center mission.

## A Comprehensive Care Team

Mid-State employs a staff of more than **85 health care** professionals delivering health care services to more than **10,000 patients** annually in our Plymouth and Bristol offices. With a team approach to health care, we create a personalized care experience for each patient.

### Our staff includes:

- 9 Physicians
- 4 Advanced Practice Registered Nurses
- 3 Clinical Psychologists
- 1 Health Coach (Registered Nurse)
- 1 Patient Support Specialist
- 4 Registered Nurses
- 2 Licensed Practical Nurses
- 14 Medical Assistants
- 1 Licensed Nursing Assistant
- 2 Pharmacy Assistants
- 1 Laboratory Technician
- 12 Patient Services Representatives

## Going the Extra Mile

All of our staff strives to deliver a "Wow!" patient experience. These Mid-State team members were recognized by their co-workers as the Employee of the Month over the past year for their exceptional efforts in service:

Oscar Brown	Vickie Moore
Maureen Buckland	James Smyth
Linda Cashman	Lynn Sutherland
Josie Curley-Minard	Debra Sweetsir
Heather Mason	Michelle Woods

## Revenue & Expenditures\*

07/01/2011-06/30/2012

Net Revenue.....	\$6,121,645
Total Expenses	
(Less Depr and BD) .....	\$6,128,935
Depreciation Exp .....	\$ 95,394
Bad Debt Exp .....	\$ 182,170
Other Income .....	\$ 20,856
Net Income Before Grants	\$ (263,998)
Grant Income .....	\$ 500,735
Net Income after Grants....	\$ 236,737

\*draft audit

Mid-State is recognized as a leader in the delivery of high-quality, innovative primary care. We are often called upon to participate in cutting edge health care delivery initiatives and projects.

## Across the Nation

As part of the North Country Accountable Care Organization, Mid-State partnered with Ammonoosuc Community Health Services, Coos County Family Health Services, and Indian Stream Health Center to apply for Medicare Shared Savings Program in early 2012. The North Country Accountable Care Organization was selected in the first round of applications to participate in this innovative program and was additionally selected for the Advance Payment Model which brings \$1.7 million into the region over the next two years. The successful selection as a participant in the Medicare Shared Savings program provides Mid-State, along with its partners, an opportunity to collaborate on innovative strategies to bring improved care coordination, promote healthier populations, and stretch health care dollars farther.

## Around the Region

Mid-State continues to collaborate with regional partners as part of the Central New Hampshire Health Partnership (CNHHP) including Speare Memorial Hospital, Genesis Behavioral Health, Newfound Area Nursing Association, the Community Action Program Belknap-Merrimack Counties, Communities for Alcohol- and Drug-free Youth, and Pemi-Baker Community Health. The CNHHP was recently awarded a grant through the Office of Rural Health Policy to support the Plymouth Area Transition Team Project. This project promotes better communication among local health providers and better communication with the patient when the patient moves from one point of care to another. These efforts better coordinate patient care in our part of the state and keep people healthier. It provided funding for a full-time Transitions of Care Manager located at Speare Memorial Hospital.



### Plymouth Area Transition Team (PATT):

Bev Bolduc, RN is the Transition Care Manager, with support from the PATT: **(Back L-R)** Holly Wentworth, Speare Memorial Hospital; Mary Ellen McCormick, Pemi-Baker Community Health; Kathy Wieliczko, Speare Memorial Hospital; Beth Perry, RN, Mid-State Health; Deb Hall, North County Home Health & Hospice; **(Front L-R)** Pat Wentworth, RN, NANA; Mary Ann Adams, Family Advisor; Bev Bolduc; Barbara Noyes, Family Advisor; Christine Farrell, Golden View Health Center.

## In Our Community

Mid-State's focus is on high quality, patient-centered care. A primary goal is to engage patients in improving our organization and services. Mid-State is fortunate to have input from the members of the "Patient Expert Advisory Team" (PEAT) who provide feedback from the patient perspective. The PEAT serves as a volunteer advisory council, assisting Mid-State in improving the patient experience at our Center. This year, the PEAT was instrumental in providing input on a variety of projects which enabled us to identify areas for improvement and implement them. Thanks to the PEAT members—Amy Begalle, John Currier, Arthur Faucher, Elizabeth Mills, Jeanette Nelson, Martha Richards, and Rene Schwartz.

## Making a Difference

### New 340B Participating Pharmacy

Mid-State recently partnered with Walmart's Plymouth Pharmacy to offer our **340B Discount Prescription Drug Program**. The 340B Program helps to support our Community Care Program, offering excellent savings on prescription drugs at a convenient location open 7 days a week. We are pleased to have Walmart as a partner.

### Mid-State Montessori

The Mid-State Montessori Center improvements are complete! The children now have new classroom equipment and a fabulous playground area. Although a burst pipe over the winter slowed the progress on this project, in the true Montessori spirit the staff and crew completed this project. The children and staff are thankful to their friends who helped to make it happen. Many thanks to the New Hampshire Community Development Finance Authority's Community Development Investment Program and the following investors in this project: A&M Donuts, The Common Man, Community Guaranty Savings Bank, Dead River Oil Company, Fisk Law Office, Granite State Credit Union, Laconia Savings Bank, Louis Karno & Company, Meredith Village Savings Bank, New New Hampshire Electric Cooperative, Northway Bank, Orr & Reno, Peabody & Smith Realty Inc., Sound Advice Hearing Center, Sulloway & Hollis, and Woodsville Guaranty Savings Bank.



### Mid-State On the Move— New Facility Coming to Bristol in 2013!

Mid-State plans to build a new primary care facility in 2013 with the support of a USDA Rural Development Community Facilities Loan. This new facility will replace our current Lake Street location offering improved and expanded access to primary care, behavioral and oral health services.

This new primary health care facility in Bristol will be designed specifically for the delivery of high-quality, innovative, patient-centered care. The building will be a single-story, commercial structure designed specifically for the delivery of cutting-edge primary care while complimenting the "New England feel" of the region. Preliminary design plans include 9 exam rooms, 1 procedure room, 5 dental chairs in an oral health space, 1 behavioral health room, space for pharmacy services, clinical offices, a community space that can be used by other non-profits for meetings, as well as ample and appropriate space for clerical support staff, administration and patient waiting area. Preliminary plans include funding for 3 dental chairs with plans to expand this to 5 within three years. Mid-State recognizes the pressing need for oral health service in our rural region. It is imperative adequate financing is available to support the specialized equipment and software to outfit the dental suite for the successful addition and implementation of these services in the community.



### Mid-State is where your care comes together.

Mid-State is committed to providing a high-quality, personalized care experience. In fact, we have a national recognition that proves it. Mid-State attained recognition as a Level 3 Patient-Centered Medical Home by the National Committee on Quality Assurance (NCQA) in 2008. In 2011, NCQA raised the bar under their new guidelines. Mid-State completed its application for renewal of recognition for our Plymouth office over the summer and recently received word that we were renewed. We are currently full steam ahead on recognition for our Bristol office.

#### Community Care Provided

July 1, 2011–June 30, 2012

Alexandria	\$ 6,292.80
Ashland	\$38,743.99
Bridgewater	\$ 1,157.40
Bristol	\$19,527.04
Canaan	\$ 1,281.00
Campton	\$96,261.99
Danbury	\$ 1,465.00
Dorchester	\$ 3,096.60
Ellsworth	\$ 517.00
Hebron	\$ 5,513.30
Groton	\$ 272.96
Holderness	\$ 9,406.73
Lincoln	\$ 7,329.56
Meredith	\$10,511.92
New Hampton	\$10,420.29
Plymouth	\$81,876.59
Rumney	\$45,639.62
Thornton	\$25,875.79
Warren	\$ 6,921.09
Wentworth	\$ 9,405.10
Woodstock and North Woodstock	\$ 7,831.50

## Supporters—Where Your Community Comes Together

Mid-State Health Center wishes to thank and recognize the individuals and organizations who's support helps individuals and families access health care services by contributing to our annual operations between July 2011 and June 2012. Their dedication and commitment to the health of our region helps the most vulnerable members of our community through their support of our organization.

Town of Alexandria  
Dr. Diane Arsenault  
Sharon Beaty  
Ann Blair  
Wendell Broom  
Marilyn Bullek  
James Dalley  
Dr. Gary Diederich  
Endowment for Health  
Kimberly Fader, APRN  
Dr. David Fagan  
Barbara Hatch, APRN  
Sonia Joslin, APRN  
Dr. Frederick Kelsey  
Amber Lessard, APRN  
Town of Lincoln

Dr. John Lloyd  
The Mitchell Family  
New Hampshire Charitable Foundation  
*Annalee David Thorndike Foundation*  
Dr. Richard Osborne  
Dr. Venkata Purimetla  
Town of Plymouth  
Dr. Alan Rosen  
Dr. Vincent Scalse  
Town of Thornton  
Toyota 100 Cars for Good  
Dr. Tonya Warren  
Town of Warren  
Town of Wentworth  
Dr. Kelley White  
Dr. Karen Zimmerman

## BOARD OF DIRECTORS

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### Non-Voting Members

Sharon Beaty, MBA, FACMPE  
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Frederick S. Kelsey, MD, FACP  
*Medical Director & Physician*

Tonya Warren, PhD  
*Behavioral Health Director & Psychologist*

Diane Arsenault, MD, FAAFP  
*Physician*

## Diversifying Our Revenue Stream

As we move forward, Mid-State is working toward building our community's commitment to the services we provide and will conduct its first Annual Appeal this year. It is imperative that we continue to find ways to diversify our revenue streams to ensure we are able to continue to support our mission as we venture into the ever-changing health care reform arena so that our most vulnerable are not left behind.



## Joining Our Team

### Dr. Andrea Berry, DO

Mid-State Health Center welcomed Dr. Andrea Berry to our team in August 2012. "We are delighted to have a clinician of Dr. Berry's caliber join our team," said Dr. Fred Kelsey, Mid-State Health's Medical Director. While completing her Family Medicine residency at the Heart of Lancaster Regional Medical Center in Lititz, PA, Dr. Berry received department awards in

surgery, pediatrics and family practice. In addition to her passion for Family Medicine, her professional interests include women's health, young adult health, teen health, sports medicine, pediatrics, and preventative health. Dr. Berry shared, "I love practicing medicine and caring for my patients; I am looking forward to practicing family medicine in my hometown." When Dr. Berry has free time, she can often be found enjoying a hike with her dog Mollie, kayaking or cheering the Red Sox's to victory. Dr. Berry grew up in the Newfound region and will be practicing in both our Bristol and Plymouth offices.

Dr. Berry is a graduate of the University of New England College of Osteopathic Medicine, Biddeford, ME, a member of the American College of Osteopathic Family Physicians and the American Academy of Family Physicians and a native of Bristol, NH.



*Where your care comes together.*

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