

Annual Report



Where your care comes together.

Commitment. Compassion. Community.

EVOLVING

A Model of Care to Meet Your Needs

As we wind down 2019, it has been a very busy year for Mid-State Health Center. Many positive changes have occurred and several promising initiatives are on the way. Over the past several months, we have added new clinicians, Carolyn Haskell, DO, Rebecca Lacasse, APRN, and Casey Shaffer, APRN, and a new medical Director Lane Beatty, MD. All four come to MSHC with impeccable skills and are a perfect complement to our excellent clinicians. Also, we improved patient satisfaction by implementing in exam rooms check out and same-day appointments. We have also made some facility moves and now have our Children's Learning Center on Fairgrounds Road in Plymouth.



Soon, Mid-State will have an in-house x-ray service. Patient convenience is important to us and having an x-ray taken before one leaves our building promises to be a huge patient satisfier. Over the next month, we will begin plans to identify a permanent location for our Children's Learning Center addressing the need for more available daycare services for parents with young children. By the beginning of 2020, we will open up an intensive outpatient program to address substance use treatment in partnership with Plymouth Area Recovery Center, Spere Memorial Hospital, Whole Village and CADY. The enhanced substance use services will have a significant impact on the Plymouth/ Bristol region. No longer will people have to travel out of the area to find much-needed treatment.

Over the years, Mid-State Health Center has worked hard to meet the needs of our patients. We are committed to our communities whether it be at the forefront of addressing food insecurity, being available when illness occurs, giving someone a ride to get to their appointment, promoting good dental hygiene in our schools, occupational health, public health, and substance use programs, and donating to good community causes. We will continue to do the best we can for you, your family, and our communities in 2020.

FEED THE NEED

Mid-State's 2019 Annual Giving Focuses on Food Insecurity

In August, Mid-State partnered with the NH Food Bank to host a Fresh Food Pantry at our Bristol office. The response was overwhelming; over 200 community members received healthy fresh food for their families. For Mid-State, this event brought to light the need for to do more to help those we serve who are food insecure.

To contribute to Mid-State's Feed the Need campaign, visit our website and click donate now!



MEASURING

Our Community Impact

“Everyone is extremely professional and friendly. My doctor is very thorough!! Made transition to new health easy!”

-Mid-State Patient Survey Response, 2019.

\$256,954
in total Charity Care

“I have never been very good about going to the doctors. Now I actually look forward to my appointments and am looking forward to getting healthier and happier.”

-Mid-State Patient Survey Response, 2019.

40,340
Patient Visits

“Everyone is friendly and kind. They really put the patient as number one I really appreciate all of them. Thank you.”

-Mid-State Patient Survey Response, 2019.

ON THE MOVE

Mid-State’s Children’s Learning Center

The Mid-State Children’s Learning Center is on the move! Having outgrown its home at Mid-State’s Plymouth office, the Children’s Learning Center relocated to a temporary home at Starr King Unitarian Universalist Church on Fairground Road in Plymouth. This temporary relocation is the first step in expanding the number of children the Learning Center serves. Plans are well underway to find a permanent, larger location for the Learning Center ensuring Mid-State’s employees and families in the region, have a place for their children to grow, learn, and play.

COLLABORATING

To Strengthen our Workforce

This year, Mid-State launched a new initiative with Plymouth State University to develop and expand the behavioral health workforce in our rural region with funding support from the Health Resource Services Administration’s Behavioral Health Workforce Education and Training Program. This initiative focuses on providing field placements in primary care organizations to the next generation of behavioral health counselors, with a focus on integrated and team-based care and substance abuse counseling.

Through this collaboration, Mid-State hosts a Clinical Mental Health CounselorinternfromPlymouthStateUniversity’sClinicalMentalHealth Counseling program and collaborates with program leaders to bring mental health and substance use disorder training to the community.

In addition to the strengthening of our workforce, an onboarding and orientation program was created by the Internship Coordinator & Workforce Onboarding Specialist and has since been implemented for all new students and employees of Mid-State to include an overview of behavioral health services and strategies for integrated care.

EXPANDING

Local Options for Recovery

Many people from all walks of life have become dependent on opioid medications and substances such as heroin. In 2014, Mid-State added Medication Assisted Treatment to its primary care model to begin to address the opioid crisis affecting families in the region. Medication Assisted Treatment is the use of medications in combination with counseling and behavioral therapies for the treatment of substance use disorders. Mid-State offers a robust recovery model with a specialized team dedicated to helping patients achieve sobriety and live a life free of substances. Our goal is to help our patients learn to live without drugs by developing healthier coping skills during their course of treatment.

While this outpatient model is effective for many in recovery, there are members in our community who are in desperate need of a higher level of treatment. To compound the challenges, travel distances and long waitlists are common barriers to receiving this higher level of care.

There is hope on the horizon. Mid-State will soon launch a more intensive level of recovery services that include multi-hour sessions, multiple days each week, known as Intensive Outpatient Treatment. This new program will be co-located with the Plymouth Area Recovery Connection (PARC) at the Whole Village Family Center.

The co-location of these organizations will maximize outreach efforts, provide a centralized and easily identifiable location for treatment and recovery supports in an atmosphere that participants at any level of recovery will feel comfortable and welcomed.

**For more information, contact
Mid-State's Recovery Team
603-536-4000 Ext: 8000**



WELCOMING

New Clinical Team Members



Lane Beatty, MD
Medical Director
Internal Medicine



Carolyn Haskell, DO
Family Medicine



Rebecca Lacasse, APRN, AGPCNP-BC
Adult-Gerontology Medicine



Casey Shaffer, APRN
Same Day Access Program
Family Medicine

GROWING

Imaging is coming to our Plymouth Office

Beginning later this year, many patients who need x-rays will have an opportunity to get access to these services at Mid-State's Plymouth office in our new imaging suite. The addition of advanced digital x-ray equipment will provide for a broad array of general x-rays for patients of all ages for common concerns such as assessing bones for breaks, back pain, and chest x-rays. Offering this service in-house ensures our patients and anyone in the community will have ready access to the majority of x-rays they may need. The digital method and its integration with our electronic health record system ensure our clinicians will receive timely reports by board-certified Radiologists.

Mid-State's radiology services will be open to everyone in the community making it more accessible for people to receive high-quality imaging services conveniently located at a reasonable cost.

Once open, the imaging services will be offered Monday through Friday and select weekends. Services will be expanded as volume increases.

Ultrasound and CT are being explored as possible additions to our imaging suite in the near future.



SUPPORTING

A Recovery-Friendly Workplace

Mid-State Health Center is committed to creating a healthy, safe, and stigma-free work environment for its team and recently joined Governor Chris Sununu's "Recovery Friendly Workplace Initiative." This initiative focuses on promoting personal wellness for Granite Staters by empowering workplaces to offer support for people recovering from substance use disorder and their families.

To promote recovery at all levels of the organization as a Recovery Friendly Workplace, Mid-State encourages an environment where employers, employees, and communities can collaborate to create positive change and end barriers for those affected by addiction. To meet a high level of employee health, safety, and productivity, we invite and encourage all employees to reach out for help and support.



SUPPORTING

Where Our Community Comes Together

Mid-State Health Center wishes to thank and recognize those whose ensure we are able to deliver on our promise to provide high quality primary care to all regardless of their ability to pay.

AmazonSmile Foundation	Aimee Kolomick, LCMHC	Town of Alexandria
Dr. Diane Arsenault	Mr. Mike Long	Town of Campton
Mrs. Carol Bears	Carol Lurie, APRN	Town of Danbury
Dr. Andrea Berry	Mainstay Technologies	Town of Groton
Mr. Todd Bickford	Amy McCormack, APRN	Town of Thornton
Mrs. Ann Blair	Joe McKellar, LICSW	Town of Warren
Kristen Craig, APRN	Mr. & Mrs. Patrick & Pamela Miller	Mr. Mark Troiano
Mr. John Currier	Ms. Vickie Milliken	Dr. Tonya Warren
Mr. & Mrs. James Dalley	Dr. Kelly Perry	Kelley Watkins, APRN
Dr. Gary Diederich	Julie Phipps, RDH, CPHDH	Mr. & Mrs. Jeffrey & Jane White
Katrina Dopp, APRN	Hon. Steve Rand	Ms. Paula Winsor & Mr. Robert Pike
Kim Fader, APRN	Dr. Alan Rosen & Mrs. Peggy Rosen	Mr. & Mrs. Ed & Marilyn Wixson
Dr. David Fagan	Dr. Claire Scigliano	Katie Wood Hedberg, APRN
Mr. & Mrs. John & Ann Haartz	Ms. Roxie Severance	
Dr. Dennis Hannon	Speare Memorial Hospital	
Dr. Frederick & Katharina Kelsey	Kim Spencer, LICSW	
Ms. Elizabeth Kleiner	Mrs. Cynthia Standing	

Thank you!

GOVERNING

Our Board of Directors

Timothy Naro President	Plymouth
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Isaac Davis	Bow
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Lee Freeman	Thornton
Mike Long	Plymouth
Joseph Monti	Thornton
Carina Park	Plymouth
Cynthia Standing	Ashland

Honorary Members

Ann Blair	Rumney
James Dalley	Plymouth

REVENUE & EXPENDITURES

07/01/2018-06/30/2019

Net Revenue	\$9,118,953
Total Expenses (Less Depreciation and Bad Debt)	\$10,287,826
Depreciation Expense	\$187,960
Bad Debt Expense	\$81,814
Grants and Donations	\$1,834,839
Net Income after Grants	\$396,192



**MID-STATE
HEALTH CENTER**

Where your care comes together.

Plymouth
603.536.4000

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Bristol
603.744.6200

100 Robie Road

midstatehealth.org