



Where your care comes together.

INNOVATING **New Models of Care**

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. This year, Mid-State was awarded a Harvard Pilgrim Quality Grant to support an innovative care strategy called Anywhere Care. Mid-State is using the grant money to pilot the use of high quality, two way video conferencing to bring a patient and clinician together for a clinical visit. Using the Web to access a clinician for the assessment and treatment of simple, uncomplicated medical conditions has the potential to save time, save money, and encourage the use of primary care before it becomes necessary or desirable to get that same care at a more expensive health care point of entry, such as an Emergency Department. Synchronous video-conferencing visits also lend themselves to more frequent, brief "check-in" appointments with a clinician and/or case manager for chronic disease management.

Mid-State believes this type of remote access could be the wave of the future for acute visits for established patients, and a way to reduce some trips to the doctor's office. Providing this type of access for employees of a larger employer could save lost time from work for that employer. For the coming year, Mid-State will use the grant funding to work on establishing the framework and delivery model for Anywhere Care.



ANNUAL REPORT 2013

MidStateHealth.org

LEADING Navigating—and Implementing—Change



Jim Dalley
Board President

In reflecting on the past year, Mid-State Health Center successfully continued its move toward Patient-Centered care and accountability to our patients and payers for the total cost of care to our patients. We have been recognized as a major economic driver in the larger community by the Grafton County Economic Development Council, as well as the administrator of a major funding source, Coastal Enterprises, Inc., and by Business New Hampshire Magazine as one of the top 100 women-led nonprofits. Although it is nice to be recognized for our successes, it is more important that we maintain a focus on the future.

As we look forward to the upcoming year, one of our key priorities is to better engage our patients in setting their healthcare goals and in adopting behaviors that promote their health. Engaging our patients in this way promotes the goals of the Affordable Care Act of lower costs, better care, and improved health. In addition, we want to help our patients navigate changes to health insurance coverage as a result of the Affordable Care Act. These uncertain times in health care and the way New Hampshire will implement the Affordable Care Act continue to challenge the entire industry. As we help our patients adapt to these changes, we see opportunities to serve more people in need and provide even better care. When people have some form of health insurance coverage, they can more effectively manage their health.



Sharon Beaty, CEO
MBA, FACMPE

Mid-State continually strives to improve how we provide care to patients by refining team-based care in our Patient Centered Medical Home. Our participation in the North Country Accountable Care Organization, the involvement of the Patient Expert Advisory Team (PEAT), along with internal committees to improve communication, drive our commitment to positive change.

We are excited and pleased for staff and patients that in June 2013 we broke ground on a new office facility to replace our existing office in Bristol. This primary care facility will offer dental services as well as our current medical and behavioral services. The new facility, located on Route 104 in Bristol, is scheduled to open in the spring of 2014.

We have come a long way and, as proud as we are of our accomplishments, we know that much work still needs to be done. We thank our partners, funders, staff and board members who assist us in our efforts to bring quality and affordable healthcare to all our communities.

IMPROVING Access to Affordable Health Insurance Options

As part of our collaboration with the North Country Health Consortium, Mid-State will play a leading role in the implementation of the Affordable Care Act Health Insurance Marketplace enrollment activities in our region in the coming year. Mid-State has committed to provide outreach, education, and enrollment activities for the Health Care Marketplace throughout the region offering certified in-person assisters to help those in the community who are uninsured access the new affordable health insurance option available through the Health Insurance Exchange. In addition to in-person assistance in our offices, outreach and enrollment opportunities will be offered throughout the community at a variety of locations. Mid-State's outreach staff is working with area public libraries, municipalities, and area organizations to ensure those seeking assistance are able to access these services.

EXCELLING

This year Mid-State and its leadership received the following prestigious recognitions:

Mid-State Health Center **2012 Business of the Year**

Awarded by Grafton County Economic Development Council (GCEDC)

2013 Rural Pacesetter Award

Awarded by CEI Capital Management

Sharon Beaty, CEO

2013 John W. True Award for Prevention Excellence

Awarded by Communities for Alcohol- and Drug-free Youth (CADY)

Sharon Beaty, CEO

2013 Business Excellence Award Health Care

Awarded by
New Hampshire Business Review

CONTRIBUTING

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 recognized by their co-workers as the Employee of the Month over the past year for their exceptional efforts and contributions to our success:

Peggy Amsden	Lindsay Karsten
Charlene Fraser	Bonnie Roberts
Sara Garland	Debra Sweetsir

PARTICIPATING

In 2012, Mid-State formed a volunteer consumer council group of patients called the **Patient Expert Advisory Team (PEAT)**. The aim is for them to be an active part of the Mid-State care "team" by providing constructive feedback on what we are doing well and what we need to improve. Their work so far includes exploring new ideas about how we can do a better job of communicating with our patients, their families and the greater community and improving the patient experience. Mid-State would like to thank these patient volunteers who have invested their time, ideas, and passion in us!

PARTNERING

Accountable, Affordable, Quality Care— North Country ACO

In 2012, Mid-State partnered with Ammonoosuc Community Health Services, Coos County Family Health Services, and Indian Stream Health Center to form The North Country Accountable Care Organization (ACO). Accountable Care Organizations are groups of doctors and other health care providers working together to provide high quality service and care for their patients.

The North Country ACO received high marks for its work during its first year of operation. According to the Centers for Medicare and Medicaid Services, when compared to similar organizations across the country, the North Country ACO rated above average on 26 of the 33 performance measures for which data was collected. Performance measures included the experience of patients and family caregivers, care coordination, patient safety, preventative health, and special efforts for those diagnosed with diabetes, high blood pressure and heart disease. Mid-State, along with its partners is proud of the first-year results and looks forward to the continued opportunity to collaborate on innovate strategies to bring improved care coordination, promote healthier populations, and to stretch health care dollars further.



CARING

Comprehensive Team

Mid-State employs a staff of 85 health-care 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
- 4 Advanced Practice Registered Nurses
- 3 Clinical Psychologists
- 1 Health Coach (Registered Nurse)
- 1 Patient Support Specialist
- 5 Registered Nurses
- 2 Licensed Practical Nurses
- 15 Medical Assistants
- 1 Licensed Nursing Assistant
- 2 Pharmacy Assistants
- 1 Laboratory Technician
- 11 Patient Services Representatives

JOINING

Our Care Team

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



Claire Scigliano
PsyD, RN
Plymouth

Dr. Scigliano provides behavioral health services to adult medical patients of Mid-State. She has extensive experience working with Veterans, members of the military and their families.



Barbara Greenwell, APRN
Plymouth

Barb is a certified Adult-Geriatric Nurse Practitioner who has extensive experience working with the elderly population.

GROUNDBREAKING — BRISTOL

Mid-State will open an additional primary care facility in the spring of 2014! With the support of a USDA Rural Development Community Facilities Loan, construction is underway on our new building at 100 Robie Road in Bristol. The general contracting firm of J.J. Welch & Company, Inc. has set a tentative completion date for the project in late April 2014. The new facility replaces our current Lake Street location, offering improved and expanded access to primary care, behavioral health, and oral health services.

The new facility will be designed specifically for the delivery of high-quality, innovative, patient-centered care. Mid-State recognizes the pressing need for oral health service in our rural region and is working diligently to find financial support for the specialized equipment and software to outfit the dental suite for the successful addition and implementation of these services in the community.



PROVIDING

Community Care

July 1, 2012–June 30, 2013

Alexandria	\$ 8,863
Ashland	\$34,197
Bridgewater	\$ 4,434
Bristol	\$18,523
Campton	\$73,651
Canaan	\$ 195
Concord	\$ 2,767
Danbury	\$ 2,934
Dorchester	\$ 461
Groton	\$ 1,199
Hebron	\$ 5,461
Holderness	\$21,443
Lincoln	\$ 8,891
Meredith	\$10,562
New Hampton	\$ 6,333
North Woodstock	\$ 7,470
Plymouth	\$91,423
Rumney	\$46,304
Thornton	\$11,100
Warren	\$ 2,929
Wentworth	\$11,202
West Thornton	\$13,636
Woodstock	\$ 3,332

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, 2012 and June, 2013. Their dedication and commitment to the health of our region helps 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.

James Aguiar
Town of Alexandria
Diane Arsenault, MD, FAAFP, HPM
Carol Bears
Sharon Beaty
Dr. Andrea Berry
Ann Blair
Jay Brandin
Marilyn Bullok
Town of Campton
CDFA
Mary Cooney
Jim Dalley
Linda Dauer
Dr. Gary Diederich
Kimberly Fader, APRN
Dr. David Fagan
Patricia Field
Robin Fisk
Barbara Hatch, APRN
Harvard Pilgrim Healthcare
Sonia Joslin, APRN
Dr. Frederick Kelsey

Amber Lessard, APRN
Town of Lincoln
Dr. John Lloyd
Robert MacLeod
Tim & Debra Naro
New Hampshire Charitable
Foundation—*Annalee Davis
Thorndike Fund*
Office of Rural Health Policy
Town of Plymouth
The Price Family
Dr. Venkata Purimetla
Dr. Alan Rosen
Speare Memorial Hospital
Dr. Vincent Scalese
Town of Thornton
Toyota 100 Cars for Good
Dr. Tonya Warren
Jeff White
Dr. Kelley White
Ed & Marilyn Wixson
Town of Warren
Town of Wentworth

REPORTING

Revenue & Expenditures*

07/01/2013–06/30/2014

Net Revenue.....	\$6,581,534
Total Expenses	
(Less Depr and BD).....	\$6,513,047
Depreciation Exp	\$ 80,156
Bad Debt Exp	\$ 367,681
Other Income	\$ 959
Net Income Before Grants ..	\$ (378,391)
Grant Income	\$ 394,687
Net Income after Grants...	\$ 16,296



MID-STATE
HEALTH CENTER

Where your care comes together.

BOARD OF DIRECTORS

James Dalley <i>President</i>	Plymouth
Robin Fisk <i>Vice President</i>	Ashland
Linda Dauer <i>Treasurer</i>	Plymouth
Ann Blair <i>Secretary</i>	Rumney
Carol Bears	Hebron
Mary Cooney	Plymouth
Patricia Field	Campton
Robert MacLeod	Thornton
Timothy Naro	Plymouth

Non-Voting Members

Sharon Beaty, MBA, FACMPE <i>Chief Executive Officer</i>
Frederick S. Kelsey, MD, FACP <i>Medical Director and Physician</i>
Tonya Warren, PhD <i>Behavioral Health Director and Psychologist</i>
Diane Arsenault, MD, FAAFP, HPM <i>Physician</i>

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