



Barbara Hatch, APRN

Leading Edge Care — Affordable and Accessible to All

As a community health center in rural New Hampshire, Mid-State is on the leading edge of innovative, high-quality, patient-centered care. This approach engages patients in their care, encourages them to lead healthier lives, and stretches their healthcare dollars further. Our goal is to provide patient-focused, coordinated primary care through a system that is dedicated to patient and clinician satisfaction. As a nationally recognized Level 3 Patient-Centered Medical Home (PCMH), we operate with a clear and collective vision of promoting innovative, high-quality medical and behavioral health services to our community. Mid-State works to achieve our mission, vision, and goals by providing accessible and affordable care for all.

www.midstatehealth.org



Sharon Beaty
MBA, FACMPE
CEO

Working in Collaboration for the Benefit of the Individual

Mid-State Health Center continues to be a proactive member of the larger medical community, building relationships with local medical providers, departments of the State of New Hampshire, and federal agencies. All of these relationships become important as Health Resources and Services Administration and the Center for Medicare and Medicaid Services strive to improve patient outcomes while controlling costs. In their three-pronged approach, primary care becomes more important than ever in partnering with patients and their families to make important decisions.

As a supporter of the federal Partnership for Patients initiative, Mid-State supports the specific goals of the national partnership: to achieve a safer, higher quality healthcare system for all Americans. We support the aims of improving care, improving people's health, and reducing the costs of care by improving quality.

As employers and individuals continue to see rises in insurance premiums, partially attributable to increased costs, Mid-State is committed to efficiently managing care to reduce unnecessary spending. In reviewing national statistics—which correlate with what we see here in New Hampshire—unnecessary re-hospitalizations and unnecessary visits to the emergency department loom as the biggest issues that can be improved upon, improving patient outcomes as well. To meet the goal of reducing these costs, Mid-State has initiated Patient-Centered Care so that the patient is an active participant in prioritizing healthcare goals and a willing partner in making important decisions. This moves us toward a model of what is being called “Accountable Care,” in which patients and their providers become accountable for monitoring quality and costs together.

This requires a community effort and Mid-State has taken the lead by seeking and receiving funding from the national Office of Rural Health Policy to form a rural health network that is known as the Central New Hampshire Health Partnership. This partnership, in addition to providing a venue for Emergency Preparedness and regional public health efforts, is also participating in state initiatives, the Citizens Health Initiative and Accountable Care Pilot Project.

The Board and Management of Mid-State are committed to preparing the primary care in our community for the future so that we may take advantage of opportunities as they arise and be ready for any unexpected complications that may come. We believe healthcare reimbursement is changing and we are actively involved in providing input into the process and preparing for these changes. We hope you will join us as an active partner in this effort.

We encourage everyone to visit www.healthcare.gov/compare/partnership-for-patients and sign on as a supporter of good health. In doing so you will support Mid-State in our efforts to be the medical home where your care comes together.

A Balanced Team

Mid-State employs a staff of more than **80 healthcare professionals** who treat over **10,000 patients** annually in our Plymouth and Bristol offices. We work as a team to provide coordinated care of the “whole” patient.

Our staff includes:

- 8 physicians
- 4 advanced practice registered nurses
- 3 clinical psychologists
- 5 registered nurses
- 2 licensed practical nurses
- 13 medical assistants
- 1 licensed nursing assistant
- 2 pharmacy assistants
- 1 laboratory technician



Dr. Diane Arsenault

Setting the Bar High

While all our staff strives to deliver the best care possible to our patients, these individuals were recognized as **Employees of the Month** for their exceptional efforts.

Marilyn Bowlby	January 2011
Bill Brown	November 2010
Josie Curley-Minard	September 2011
Tonya Dow	February 2011
Erica McCarthy	May 2011
Jean Monroe	December 2010
Lynn Sutherland	June 2011
Laura Welch	March 2011
Lynn Sutherland	October 2011

Partnering for Progress

Mid-State is recognized as a leader in primary care—both in New Hampshire and across New England. We are often called upon to participate in cutting-edge healthcare delivery initiatives and projects.

Across the State

As part of the Governor's 10-Year Plan through the **Citizen's Health Initiative (CHI)**, Mid-State is involved in the **Multi-Stakeholder Patient-Centered Medical Home Pilot Project**. This pilot represents a collaboration among the Initiative's medical home workgroup, the Center for Medical Home Improvement and major New Hampshire insurers.

Around the Region

In addition, we continue to work with our regional partners as part of the **Central New Hampshire Health Partnership (CNHHP)** including Spaulding Memorial Hospital, Genesis Behavioral Health, Newfound Area Nursing Association, Plymouth Regional Clinic, the Community Action Program Belknap-Merrimack Counties, Communities for Alcohol- and Drug-free Youth, Pemi-Baker Community Health and CHaD/Plymouth Pediatrics & Adolescent Medicine. Together, we are working toward better communication among local health providers, improved “hand-offs” between organizations, 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.

In Our Community

Another CHI project in which Mid-State has been involved from the start is the **Accountable Care Organization (ACO) Pilot**. This project is designed to encourage collaboration among healthcare providers with an increased emphasis on prevention of unnecessary hospital readmissions and use of emergency departments. The ACO pilot which Mid-State is a part of includes the local critical access hospital, the two home health agencies in the area and the community mental health center.



Advocating for Change: From L to R : Jim Dalley, MSHC Board President; State Representative Lester Bradley; State Representative Edmond Gionet; State Representative Mary Cooney; State Representative Suzanne Smith; State Senator Jeanie Forrester; Sharon Beaty, MSHC CEO; Fred Kelsey, MSHC Medical Director; and Ann Blair, MSHC Board Secretary

Making a Difference

Health Systems Research Project —Behavioral Health

Mid-State is participating in a Health Systems Research Project with Dr. James Fauth and Antioch New England Graduate School around the integration of behavior health for patients with ongoing health issues such as diabetes. The pilot project is intended to explore whether systematically integrating behavioral health services within primary care settings can result in improved clinical outcomes for these patients.

340B Discount Prescription Drug Program

Mid-State launched its 340B Discount Prescription Drug Program which has helped to support our Community Care Program and offers excellent savings on prescription drugs. Patients of Mid-State receive the best possible discount on ALL prescription medications at our participating pharmacy, Oliver Drug, and their participation helps to support healthcare services for our less fortunate community members—it's a win-win for everyone.

Mid-State Montessori Center Improvements

The Mid-State Montessori Center received community commitments totaling \$93,750 through the New Hampshire Community Development Finance Authority's *Community Development Investment Program* to help purchase needed classroom equipment and build a proper playground area.

Many thanks to 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 Hampshire Electric Cooperative, Northway Bank, Orr & Reno, Peabody & Smith Realty Inc., Sound Advice Hearing Center, Sulloway & Hollis, and Woodsville Guaranty Savings Bank.

"Advanced Primary Care Practice" Pilot Program

Mid-State was recently selected to participate in the Center for Medicare and Medicaid Services' *Advanced Primary Care Practice Pilot Program*. This pilot program supports primary care practices that are actively pursuing Level 3 Patient-Centered Medical Home recognition from the National Committee on Quality Assurance (NCQA). Mid-State is currently recognized as a Level 3 Patient-Centered Medical Home and working on re-certification under the new guidelines from NCQA. Participating in the pilot will help us achieve this goal.

"Patients Are Central to the Team" (PACT) Project

Mid-State is also the recipient of a grant from Harvard Pilgrim for our innovative "Patients Are Central to the Team" (PACT) Project. Through this project Mid-State defines and promotes what patient-centered care in our practice means and looks like to patients and our staff. The entire staff was engaged in decision making for our new slogan "Where your care comes together." More than ever before, Mid-State is promoting the active participation of patients as a part of their care "team" to encourage engagement in their healthcare decisions. Mid-State will also be creating a **Consumer Council** to gain feedback and insight about how we can better communicate with and meet the needs of our patients.

Mid-State Health Online — 24/7!

Online users have grown by leaps and bounds. Mid-State Health Online offers simple and secure electronic communication with Mid-State. Patients are able to request referrals, medication refills, lab test results, receive appointment reminders and view their health summary (including medications, allergies, medical history and immunizations).



Dr. Frederick S. Kelsey

Committed to Our Community

Mid-State Health Center is a non-profit organization with the mission to provide sound primary care to the community, accessible to all regardless of ability to pay. In fact, in our most recent fiscal year (July 1, 2010– June 30, 2011) we gave away over **\$401,000** through our **Community Care Program** (sliding fee scale). Our Community Care Program served 670 individual patients providing 3,861 visits during this period in the following communities:

Community Care Provided

July 1, 2010–June 30, 2011

Alexandria	\$ 5,194.68
Ashland	\$33,914.26
Bridgewater	\$ 958.60
Bristol	\$24,163.37
Campton	\$91,572.40
Groton	\$ 2,884.60
Danbury	\$ 1,380.40
Dorchester	\$ 1,636.25
Ellsworth	\$ 1,057.00
Hebron	\$ 8,590.91
Holderness	\$10,988.75
Lincoln	\$12,277.82
Meredith	\$11,912.01
New Hampton	\$11,828.10
Plymouth	\$63,365.90
Rumney	\$47,517.21
Thornton	\$13,971.96
Warren	\$ 7,042.43
Waterville Valley	\$ 1,075.07
Wentworth	\$12,610.00
Woodstock and North Woodstock	\$10,290.74



Frederick S. Kelsey
MD, FACP

Testifying on Behalf of Healthcare Providers Across the State

At the State of New Hampshire’s most recent biennial budget session (SFY12–13) Dr. Kelsey was asked to testify in support of all of New Hampshire’s Community Health Centers in a statewide effort to reduce or eliminate budgetary cuts to the primary care contract funds. These funds support a portion of Mid-State’s Community Care Program. In the coming

years, it will be challenging for all safety net providers including primary care, hospitals and mental and behavioral health providers who rely on State General Fund resources in order to offer services to the needy patients in our communities. We are proud of Dr. Kelsey’s commitment and advocacy for the wellbeing and wellness of our community—locally and statewide.



Quality Credentials—Without the Big Budget

Mid-State Health Center operates as a **Federally Qualified Health Center Look-Alike**, which means that we follow and operate within the guidelines of a Federally Qualified Community Health Center, but *without* the federal funding. We do receive some funding from the local Critical Access Hospital and from the New Hampshire State Primary Care contract — but we primarily support this care through cost savings, efficient operations and a whole lot of passion and dedication to the community. Not only do we give away care to those in need, we are considered to be one of the most innovative primary care facilities in the state. We are a nationally recognized **“Patient-Centered Medical Home,”** a designation that assures we provide high-quality, coordinated care that puts patients at the center of the care team.



Joining Our Team

Amber Lessard, APRN

Mid-State Health Center welcomed Advanced Practice Registered Nurse Amber Lessard this year. She joins us having recently completed a Master’s of Science Degree in Nursing at Simmons College in Boston. Amber is a board-certified Nurse Practitioner and a member of the American Academy of Nurse Practitioners and the New Hampshire Nurse Practitioner Association.

Amber brings to Mid-State a great deal of nursing experience. Her most recent post was with Massachusetts General Hospital, where she practiced as a Registered Nurse on the Burn and Plastic Reconstructive Surgical Unit. Amber grew up in the Lakes Region of New Hampshire, and continues to call the area home. In her free time, she enjoys skiing, biking, and hiking—or any adventure that allows her to enjoy the outdoors.

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Where your care comes together.

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