Inland Annual Report

You have probably heard by now, but in case you haven’t—we are now Northern Light Inland Hospital. Our new name is a reflection of being part of a statewide health delivery system called Northern Light Health (formerly EMHS-Eastern Maine Healthcare Systems).

You can still count on us as the skilled, caring people you have come to trust at Inland for the past 75 years; now we’re shining a light on the strength of our system and how that powers us all! By working together as an integrated system, a unified team, we can create a health delivery system that works better for people in the greater Waterville area and all over Maine.

Mike Phillips, Esq.
Chair, Waterville

A New Day in Maine

One example is our new shared electronic health record, which creates more connectedness and allows us to offer seamless care to patients across the state. And to meet your family’s needs, we are excited to provide a new Walk-in Care service starting in the spring.

It’s simple - we are devoted to exceeding your expectations for care and service. We are working hard to deliver healthcare that works for you.

Thank you for including us on your wellness journey. We are proud to be by your side!

Bryan Ward, Esq.
Chair, Waterville

Northern Light Inland Hospital Board of Trustees

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Bryan Ward, Esq.
Chair, Waterville

Cover photo: Eilah enjoys a green bean grown at 47 Daisies non-profit working farm and community store in Vassalboro.
Celebrating 75 Years of Service

A devotion to providing personalized care and service has been the driving force of Inland providers, hospital leaders, volunteers, and employees over the past 75 years.

The hospital, originally named Waterville Osteopathic Hospital admitted its first two patients on September 5, 1943. Osteopathic physicians Clair and Nora Brown and a small group of other dedicated osteopaths built the hospital. These healthcare pioneers were the original hospital philanthropists, contributing not only their medical expertise, but also their money and labor to build the hospital. They paved the way for what is now Northern Light Inland Hospital.

Catherine M. Kimball, DO, Inland’s Chief of Staff and family physician with Northern Light Primary Care in downtown Waterville shared, “I have always been very proud of Inland’s osteopathic legacy and the tenacity of our founders to want to provide full medical care to their patients. Back in the day, DOs were being denied access to local hospitals, so they created their own in Waterville. Today, allopathic (MD) and osteopathic (DO) doctors work side-by-side and have mutual respect. Times have changed for the better. ”

As demand grew for services, the hospital needed to find a new home. On June 11, 1961, on 15 acres of land donated by Sadie Bolduc, we broke ground on a new hospital at our current location on Kennedy Memorial Drive in Waterville.

Over the years, we expanded the emergency department, renovated the birthing and medical-surgical units, and grew Continuing Care, Lakewood to 105 beds. More medical practices joined the Inland family. We changed our name to Inland Hospital in 1995 and joined EMHS (now Northern Light Health) in 1998.

John Dalton, Northern Light Inland President, said joining the system was a wise move that positioned the hospital for a successful future. “You have to be a part of an integrated healthcare system. You have to be willing to change, sometimes dramatically.”

What has not changed, is the pragmatic, roll-up-your-sleeves attitude of Inland providers and staff. That and a fierce commitment to safety and service have earned Northern Light Inland Hospital national recognition over the years – from A Grades for Safety to Top Rural Hospital.

“It all starts with respect for your patients and to make sure they receive the care as if they were your loved ones, and that’s one of the osteopathic legacies,” noted Dalton.

Dr. Kimball added, “Inland’s osteopathic heritage helped make it what it is today—a truly caring place where the whole patient is the priority, not just their illness—and we’re deeply honored that our community values this about us.”

In Memory Of
Henry Glover, DO
1955-2018
Beloved family physician for 30 years in Waterville/Oakland.
You are missed!
2018
By the numbers

352
medical providers

14
primary & specialty care practices

556
Northern Light Inland Hospital employees

119
Northern Light Continuing Care, Lakewood employees

144
community volunteers donated
10,919
hours to Northern Light Inland Hospital and Continuing Care, Lakewood

HighLights

We are committed to:

Raising the bar

Delivering the safest care possible is our passion!

• **Inland has earned straight As in the Leapfrog Hospital Safety Grade program**—we are one of only 42 hospitals of 2,600 nationwide to receive all As since the Grade program began in 2012.

• **A Healthcare Record That Works for You**
  Imagine a seamless transition of your electronic health records (called EHR) from Northern Light Inland Hospital to any Northern Light Health location. In 2018, we started creating one EHR platform from the seven different platforms we had across our integrated system. While it will take a few years to install fully across Maine, it’s going to be a big win-win for Northern Light Health patients and providers alike.

  Under this newly integrated system, a Northern Light Primary Care doctor will have immediate and complete access to notes and results from a patient’s cardiologist or physical therapist, dietitian, or rheumatologist within Northern Light Health. This access will provide for more comprehensive and safer care, and enable all healthcare team members, including the patient, to view information and actively engage in their overall wellness.

  A new, more user-friendly patient portal is also part of our new EHR, so requesting a prescription refill, or sending a provider a message will be easier than ever.

• **Continuing Care, Lakewood earns 5-star rating**
  The Centers for Medicare and Medicaid Services developed the 5-star quality rating system to help consumers compare nursing facilities. It has become an industry standard, and Continuing Care, Lakewood is proud that its commitment to quality has been recognized across the board in all areas—including overall rating, health inspections, staffing, and quality measures.
Bethany Burton is a registered nurse and case manager on Northern Light Inland Hospital’s Acute Care Unit. Every day, she sees healthcare from the nursing side, but all that changed when she and her husband, Travis brought their adorable daughter into the world at Inland in July 2018. “It’s been exciting, but overwhelming,” Bethany said with a warm smile. “We can’t thank the Birthing Center nurses and staff enough for giving our little one the best start, not to mention helping to ease our fears as first-time parents. Everyone treated us with respect and love, like family. How could we ask for more?”

-Bethany Burton, new mom, Belgrade

According to the US Centers for Disease Control, one out of every three Americans report not getting enough sleep. Because sleep disorders are such a widespread concern, Northern Light Health is using telemedicine technology to help patients like Darrel Conner. Darrel comes to us at Northern Light Inland Hospital for routine telemedicine appointments with David Weed, DO, a physician who is board-certified in sleep medicine by the American Academy of Sleep Medicine. Dr. Weed is based at Northern Light AR Gould Hospital in Presque Isle but uses an iPad to see patients like Darrel here in Waterville via an electronic screen.

“I feel like I get very excellent care here. When we talk on Skype, it is just like you and I talking right here,” Darrel said.

Northern Light Health also helps Inland provide integrated behavioral health in our primary care offices through a partnership with Northern Light Acadia Hospital. We also provide vascular care, cardiology, and urology through Northern Light Eastern Maine Medical Center.

Tree of HOPE Postpartum Support Group
Postpartum depression can impact anyone, and we are proud to be a new resource for new moms, dads, and families who need support with this frequently undiagnosed health problem. Our providers are screening for perinatal mood and anxiety disorders and getting those affected connected to the Tree of HOPE support group, where they can voice their experiences and learn from others. HOPE stands for Healthy Outlook on Postpartum Experiences and is the spirit that embodies each meeting.

For more information and meeting times and dates, call 207.861.6091.
Inland contributed to downtown Waterville’s beautiful new RiverWalk at Head of Falls.

Investing in our community’s health

Northern Light Inland Hospital is devoted to helping improve quality of life through Community Benefit grants and other financial donations, employee volunteerism, and community wellness efforts. Our Community Health Improvement Plan is focused on obesity, mental health, substance abuse/opioids, poverty, and healthy food access. Partnerships make all our efforts more meaningful! To learn more about ways we are addressing Maine’s opioid crisis, or keeping kids active throughout the year, visit https://northernlighthealth.org/Resources.

Family Fun Series

Three hundred thirty-seven local families (1,230 people) got active with us at our Family Fun Series in 2018. Parents learned more ways to create healthy habits with their kids at a variety of fun events. We are proud to have expanded our reach to combat childhood obesity through the Let’s Go! 5210 program. We are in 26 schools, out-of-school, and childcare sites and have helped 6,248 students and 970 staff.

Community Benefit grant recipients

- Alfond Youth Center
- Waterville Area Boys & Girls Club
- Central Maine Growth Council
- Essentials Closet
- Family Violence Project
- 47 Daisies
- Hospice Volunteers of Waterville
- Kennebec Behavioral Health
- KVAP Transportation
- KVCC Foundation
- Maine Children’s Home for Little Wanderers
- Maine Farmland Trust Veggies For All Program
- Mid-Maine Homeless Shelter
- NAMI Maine
- REM (Revitalizing the Energy in ME)
- Spectrum Generations
- Thomas College
- Unity Barn Raisers
- Waterville Food Bank
- Waterville Main Street
- Waterville Opera House

Grants awarded to support the Let’s Go! 5210 program in schools, out-of-school, and childcare sites

- Albert S. Hall, Waterville
- Alfond Youth Center Before/After School Program, Waterville
- Atwood Primary School, Oakland
- Belgrade Central School, Belgrade
- China Middle School, China
- China Primary School, China
- Educare, Waterville
- George J. Mitchell Before/After School Program, Waterville
- James H. Bean School, Sidney
- Messalonskee High School, Oakland
- Messalonskee Middle School, Oakland
- Mt. Merici Academy After School Childcare Program, Waterville
- Vassalboro Community School Before/After School Program, Vassalboro
- Williams Elementary School, Oakland
- Winslow Elementary Before/After School Program, Winslow
- Winslow High School, Winslow
- Winslow Junior-High, Winslow

Families created healthy holiday snacks at our Family Fun Series “Joy to the Ville” event.

Northern Light Inland Hospital Community Benefit grant recipients

Families created healthy holiday snacks at our Family Fun Series “Joy to the Ville” event.
Fall Pops Concert

October 5, 2018 – Through the concert, our community contributed $74,000 to fund equipment upgrades at Northern Light Rehabilitation to help patients recover from a wide range of injuries, including sports injuries, and live with less pain. The concert had a decidedly local flavor with new performers, mostly from Maine - including guest conductor, Eric Thomas from Colby College, The Colby Symphony Orchestra, mezzo-soprano Kate Aldrich, born in Damariscotta, soprano Amy Owen, soprano Julia Warnock, tenor David Myers Jr., and pianist Steven Pane. Other performers included Eric Christopher Perry and the Colby College Chorale, the Colby-Kennebec Choral Society, Pineland Suzuki School, and teachers and students from Lawrence, Messalonskee, Skowhegan, Waterville, and Winslow schools.

May Day Auction

May 10, 2018 – We raised $48,000 to support vacations to the Maine coast and other amenities for residents who call Northern Light Continuing Care, Lakewood their home. At our May event, Lakewood supporters enjoyed Auctioneer Marie Cormier, who made everyone laugh and bid higher!

Thank you!
Directory

Northern Light Inland Hospital
Main Number .................................................. 207.861.3000
Birthing Center ................................................. 207.861.3100
Community Health Navigator .......................... 207.861.6091
Emergency Care ................................................ 207.861.3200
Provider Finder Service ................................... 800.914.1409

Northern Light Continuing Care, Lakewood
Main Number .................................................. 207.873.5125

Northern Light Cardiovascular Care
Main Number .................................................. 207.861.8030
Diagnostics ..................................................... 207.861.5646
Marden Cardiac Rehab Center .......................... 207.861.5591

Northern Light Primary Care
Madison ............................................................ 207.474.2994
Oakland ........................................................... 207.465.7342
Unity ............................................................... 207.948.2100
Waterville - 16 Concourse West ...................... 207.873.1036
Waterville - 246 Kennedy Memorial Drive .......... 207.861.7180/7181

Northern Light Specialty Services
Endocrinology and Diabetes Care .................... 207.861.7150
Neurology ......................................................... 207.861.7050
Orthopedics ....................................................... 207.861.7862
Osteopathic Care .............................................. 207.861.7050
Pediatric Care ................................................... 207.861.6141
Podiatry ........................................................... 207.872.6010
Rehabilitation ..................................................... 800.281.9763
Waterville, Unity, Madison, Champions Fitness Club
Rheumatology ..................................................... 207.861.7050
Surgery (including Urology) ............................. 207.861.7874
Wound Care ....................................................... 207.861.7862

Northern Light Women’s Health
Main Number .................................................. 207.872.5529
**January 2019**

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<td>Low-cost, convenient transportation kennebecexplorer.com</td>
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<td>China Lake, Vassalboro by Brenda Ryder</td>
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**Resources**
- Northern Light Eastern Maine Medical Center Surgical Weight Loss Information Session 973.6383
- Great Maine Outdoor Week February 8 - 17 greatmaineoutdoorweekend.org
- Childbirth Class 861.3293

**Local Events**
- Fort Halifax Park, Winslow by Linda Dart
- Tree of HOPE Postpartum Support Group Last Saturday of every month 861.6091
- Tree of HOPE Postpartum Support Group Every Tuesday 861.6091
- American Heart Month heart.org
- Breastfeeding Support Group Every Friday at 1pm 861.3100
- Tree of HOPE Postpartum Support Group Every Tuesday 861.6091
- Free Child Safety Seat Check manescoatcheck.org
- Breastfeeding Support Group Every Friday at 1pm 861.3100
- Great Maine Outdoor Week February 8 - 17 greatmaineoutdoorweekend.org
- Childbirth Class 861.3293

**Contact**
- clubayc.org • 1.207.873.0684

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northernlighthealth.org/inland-hospital
# March 2019

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- **Time for a colonoscopy? National Colorectal Cancer Awareness Month**
  - [ncb.gov](http://ncb.gov)
- **Daylight Savings Time Begins: Spring Ahead!**
- **St. Patrick’s Day**
- **Round Top Mountain, Rome**
  - by Brenda Ryder
- **Spring Begins**
- **St. Patrick’s Day**
- **Daylight Savings Time** begins - Spring Ahead!
- **MaineChildren.org**
  - 1.207.873.4253
- **March 2019**
  - Sunday
  - Monday
  - Tuesday
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  - Friday
  - Saturday
- **Round Top Mountain, Summit 1,133’**
  - northernlighthealth.org/inland-hospital
- **National Nutrition Month**
  - eatright.org
- **Read Across America Day**
  - raisingreaders.org
- **Breastfeeding Support Group**
  - Every Friday at 1pm
  - 861.3100
- **Tree of HOPE Postpartum Support Group**
  - Every Tuesday
  - 861.6091
- **Free Child Safety Seat Check**
  - maineseatcheck.org
- **Kick Butts Day**
  - kickbuttsday.org
- **American Diabetes Alert Day**
  - diabetes.org
- **Tree of HOPE Postpartum Support Group**
  - Last Saturday of every month
  - 861.6091
- **National Sleep Month**
  - sleepfoundation.org
April 2019

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<td>Learn about Lakewood’s May Day Auction 861.3377</td>
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April events:
- **Easter**
- **Tax Day**
- National Volunteer Month
- Tree of HOPE Postpartum Support Group Every Tuesday
- Free Child Safety Seat Check
- Breastfeeding Support Group Every Friday at 1pm
- Family Fun Series Camp Expo
- National healthcare Decisions Day nhdd.org
- Give life, donate blood americanredcross.org
- Screen-Free Week screenfree.org

See what’s new this month—check out Inland’s Facebook page—northernlighthealth.org/inland-hospital
# May 2019

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- **Mother’s Day**
- **Memorial Day**

- **See what’s new this month—check out Inland’s Facebook page**

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- **Bike to School Day**
- **Breastfeeding Support Group**
- **Continuing Care, Lakewood**
- **National Osteoporosis Awareness and Prevention Month**
- **Childbirth Class**
- **National Arthritis Month**

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**northernlighthealth.org/inland-hospital**
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<td>Family Fun Series Art in the Park 861.3392 National Trail Day kennebec.com</td>
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<td>Check out Quarry Road: Summer Race Series and Kids Fun Run quarryroad.org</td>
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<td>Tree of HOPE Postpartum Support Group Every Tuesday 861.6091</td>
<td>Free Child Safety Seat Check meawashthek.org</td>
<td>Art in the Park Every Thursday watervillecreates.org</td>
<td>Breastfeeding Support Group Every Friday at 1pm 861.3100</td>
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<td>Explore local trails kmtrails.com</td>
<td>Family Fan Series Kid’s Club at the Farmer’s Market 861.1392</td>
<td>Art in the Park Every Thursday watervillecreates.org</td>
<td>22nd Annual Maine International Film Festival Begins miff.org</td>
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<td>Refresh! A healthy body needs water.</td>
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**47 Daisies, Vassalboro**

by Kathy Jason
# August 2019

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<td>Great Pond, Rome by Sara Barry</td>
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<td>Art in the Park Every Thursday watervilleart.org</td>
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<td>Breastfeeding Support Group Every Friday at 7pm 861.3100</td>
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<td>Toddler Club at the Farmer’s Market Every Thursday 861.1254</td>
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<td>Check website for the Taste of Waterville date!</td>
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<td>Tree of HOPE Postpartum Support Group Every Tuesday 861.6091</td>
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<td>Free Child Safety Seat Check maineseatcheck.org</td>
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<td>National Breastfeeding Month usbreastfeeding.org</td>
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<td>Low-cost, convenient transportation kennebecexplorer.com</td>
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See what’s new this month—check out the hospital’s Facebook page!

northernlighthealth.org/inland-hospital
## September 2019

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<td>Get your flu shot!</td>
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- **Healthy Aging Month**
- **Labor Day**
- **Tree of HOPE Postpartum Support Group** Every Sunday 861.6091
- **Free Child Safety Seat Check** www.maineseatcheck.org
- **Get your flu shot!**
- **Learn more about RiverWalk at Head of Falls riverwalkathof.com**

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**Northern Light Inland Hospital**

northernlighthealth.org/inland-hospital

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**See what’s new this month—check out Inland’s Facebook page**

**Get your flu shot!**

**Great Maine Outdoor Week** September 13-22 greatmaineoutdoorweek.org

**Cholesterol Evaluation Month** cdc.gov

**Childbirth Class** 861.3293

**Tree of HOPE Postpartum Support Group** Last Saturday of every month 861.6091

---

**United Way 211**

vemm.org • 1.207.873.0686
October 2019

Benton Trail
by Sara Barry

1. Halloween

2. Columbus Day

Family Violence Project
• 1.877.890.7788

Safely dispose of unused medications.
maine.edu/safemeddisposal
1.866.637.9743

Take a Hike!
mainetrailfinder.com

Visit the Inland Woods Trails!

Are you safe at home?
familyviolenceproject.org

Take a Haul!
mainecrashbroker.com

Schedule a Mammogram!

Free Child Safety Seat Check
maineseatcheck.org

Northern Light Eastern Maine Medical Center Surgical Weight Loss Information Session
973.6181

Breastfeeding Support Group
Every Friday at 1pm
861.3100

National Breast Cancer Awareness Month
nbcam.org

Walk to School Day
bikemaine.org

Tree of HOPE
Postpartum Support Group
Every Tuesday
861.6091

Tree of HOPE
Postpartum Support Group
Last Saturday of every month
861.3265

Northern Light Eastern Maine Medical Center

House Calls

September

October

November

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Halloween

northernlighthealth.org/inland-hospital
**Veterans Day**

**Daylight Savings Time Ends - Fall Back!**

**November 2019**

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**Breastfeeding Support Group**
Every Friday at 1pm
861.3100

**Tree of HOPE Postpartum Support Group**
Every Monday
861.6091

**Free Child Safety Seat Check**
maineseatcheck.org

**Great American Smoke Out**
Cancer.org

**Quarry Road Trails Fall Festival**
quarryroad.org

**Northern Light. Inland Hospital**
northernlighthealth.org/inland-hospital
### December 2019

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<td>Make winter fun! winterkids.org</td>
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<td>Check out Quarry Road Trail Winter Programs quarryroad.org</td>
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<td>See what’s new this month—check out Inland’s Facebook page</td>
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<td>Give the gift of life! americanredcross.org</td>
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<td>Christmas</td>
<td>kvicap.org • 1-800-542-8227</td>
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**Northern Light Inland Hospital**

northernlighthealth.org/inland-hospital