

# Mid-State Health Center

Your Patient-Centered Medical Home

## Annual Report to Our Community



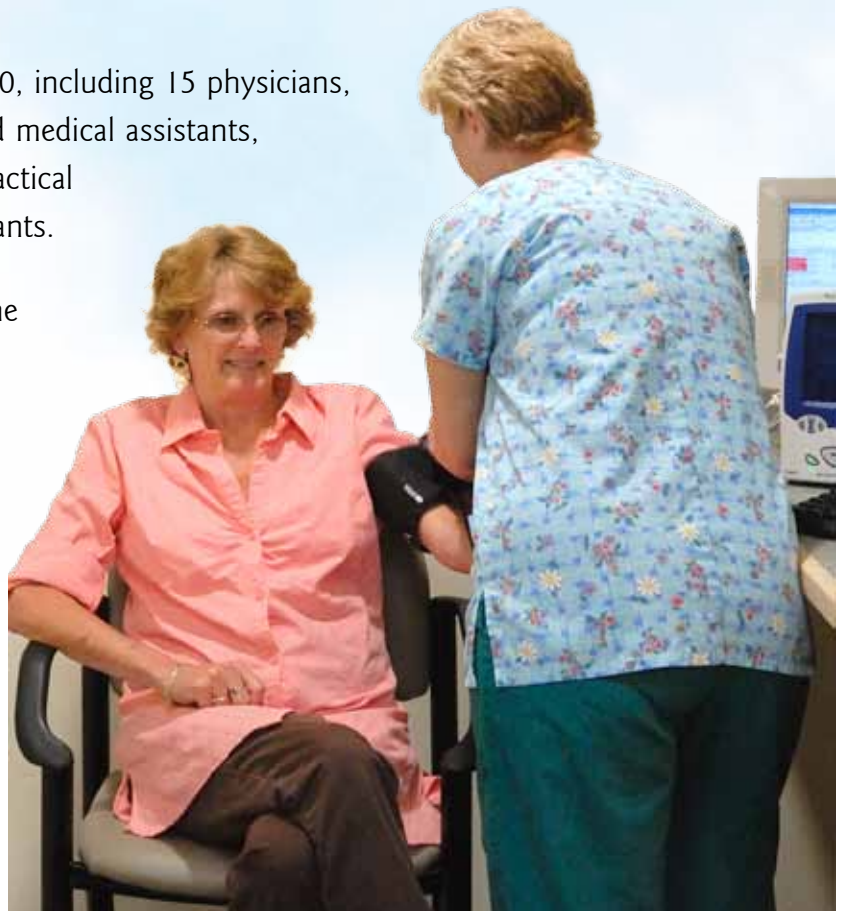


# Your Patient-Centered Medical Home

We are proud of the fact that Mid-State is doing the right things to take us into the future. Our integrated behavioral health and medical home efforts are where health care is moving. For a small health center in a rural part of New Hampshire we are ahead of the curve in many, many ways. Our mission is to provide sound primary health care to the community, accessible to all, regardless of the ability to pay.

## Here are a few things you might like to know about Mid-State Health

- We treat more than 10,000 patients annually at our two clinics in Plymouth and Bristol.
- We employ a staff of more than 70, including 15 physicians, 5 registered nurses and 15 certified medical assistants, medical assistants and licensed practical nurses and licensed nursing assistants.
- We are considered to be one of the leading community health centers in New Hampshire and in the New England region as evidenced by our recent Level 3 medical home certification by the National Committee for Quality Assurance.
- We provide quality, affordable care for the entire community.



# Highlights this year

## **Medical Home certification**

In August, Mid-State became one of only four medical practices in New Hampshire to achieve the highest level of recognition as a Patient Centered Medical Home from the National Committee for Quality Assurance.

A “medical home” is community-based primary care practice that coordinates high quality, family-centered health, acute illness care and chronic condition management.

In a patient-centered medical home, health care is coordinated to ensure that patients get care when and where they need and want it. The medical home approach values and encourages treatment of the whole patient. Medical homes have been shown to improve health outcomes, reduce costs and improve patient, family, physician and staff satisfaction.

## **Patient Portal**

In April, we launched our new secure patient portal that gives our patients a way to request appointments, receive reminders, request prescription refills, get lab results, keep track of their medications and email Mid-State staff. Funding from Harvard Pilgrim Health Care helps support this new patient service.

## **Behavioral Health Consultation Service**

Behavioral Health Consultation Service (BHC) is a program being made available to patients within the health center as a part of overall good

health care. The Behavioral Health Service offers assistance when habits, behaviors, stress, worries or emotional concerns about physical or other life problems are interfering with someone’s daily life and activities. The service is made up of doctoral level clinical psychologists with specialty training who work as a team with primary care clinicians to provide “whole patient” care.

## **Central New Hampshire Health Partnership**

About a year ago, Mid-State helped form a rural health network named Central New Hampshire Health Partnership. Our partners include Spaulding Memorial Hospital, Pemi-Baker Home Health and Hospice, Newfound Area Nursing Association, Genesis Behavioral Health, Whole Village Family Resource Center and Family Planning, Plymouth Pediatrics and Adolescent Medicine and Plymouth Regional Clinic. As fiscal agent for the network, Mid-State applied for grant funding to provide a care manager and social worker that we would share with the network partners and we were approved for funding for three years. This will allow us to better serve our patients who need help with coordination of care.

In addition, the Health Partnership was named as a recipient of funding through the NH Department of Health and Human Services for Emergency Preparedness. This allowed for both a Public Health Network Coordinator and a Regional Immunization Coordinator to be hired for the implementation of emergency planning in the Greater Plymouth Region.

# New Faces

We are pleased to have the following staff members join us this year!

Rosemary Briggs, MA - *Bristol*  
William Brown, Maintenance Technician,  
*Plymouth*  
Shannon Casey, Receptionist, *Plymouth*  
Kathie Fournier, Patient Support Specialist,  
*Plymouth Area*  
Melissa Furbish, Receptionist, *Plymouth*  
Kimberly Gessin, Associate Teacher,  
*Mid-State Montessori Center*  
Christine Matson, RN, *Plymouth*  
Sara Maffei, MA, *Plymouth*  
Jennifer, Miller, RN, *Plymouth*  
Erica Mills, MA, *Plymouth*  
Vickie Moore, Receptionist, *Bristol*  
Tobias Nyatsambo, Maintenance Technician,  
*Plymouth*  
Kelly Parrington, MA, *Plymouth*  
Cynthia Piper, RN, Clinical Nurse Manager,  
*Plymouth and Bristol*  
Donna Quinn, Public Health Network  
Coordinator, *Greater Plymouth Area*  
Monica Raymond, MPH, MS, RN,  
Regional Immunization Coordinator  
Bonnie Roberts, Pharmacy Team, *Plymouth*  
Tonya Warren, Psy.D., Clinical Psychologist,  
*Plymouth and Bristol*  
Angela Woodward, LPN, *Bristol*

## 2009-2010 Mid-State Health Center Board of Directors

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Patricia Field, *Campton*  
Robin Fisk, Vice President, *Ashland*  
Timothy Naro, *Plymouth*

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Diane Arsenault, MD, FAAFP,  
Physician,  
Frederick S. Kelsey, MD, FACP,  
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Vincent Scalese, EdD,  
Behavioral Health Director,  
Sharon Beaty, MBA, CMPE,  
Chief Executive Officer



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