January 9, 2017

Dear Colleagues, Patients, Visitors and Friends:

The New Year is a great time for us all to re-engage with the important work we do here at Maine Medical Center. There is no doubt that we have much to be excited about in 2017.

We have a new strategic plan and annual implementation plan that stress Patient Centered Care, Affordable Care, Population Health and Care Team Well Being. We are moving forward with our master facility plan to renovate and modernize the Bramhall campus and expand our outpatient care capacity. And we are making significant headway on addressing some of the greatest engagement issues for our employees – from reducing abusive behaviors and making annual reviews more helpful, to investing in the success of our Care Teams through programs like compensation and workforce development.

2017 is already shaping up to be a great year.

But, I would be remiss not to use this opportunity to highlight some of the amazing accomplishments that our Care Teams achieved in 2016. Collectively these milestones tell the story of why Maine Medical Center is a great place to work and to receive care.

- **U.S. News & World Report** named Maine Medical Center a Best Regional Hospital. In its 2016 - 2017 survey of U.S. hospitals, it also recognized MMC as one of only 63 out of more than 4,500 hospitals in the nation — and the only one in Maine — to be rated high performing across the board in nine procedures and conditions.
- All 15 Maine Medical Partners primary care sites were awarded National Committee for Quality Assurance Level 3 Patient Centered Medical Home recognition. Level 3 recognition is the gold standard for delivery of high-quality care and service and is only awarded to the highest scoring and most comprehensive medical homes.
- **The American College of Surgeons National Surgical Quality Improvement Program (ACS NSQIP)** recognized Maine Medical Center as one of 52 ACS NSQIP participating hospitals that achieved meritorious outcomes for surgical patient care.
- **The Maine Tobacco-Free Hospital Network (MTFHN)**, an initiative of the Breathe Easy Coalition of Maine, recognized MMC last year through its 2016 Gold Star Standards of Excellence program.

Although there continues to be a great deal of uncertainty in health care, I want to assure each of you that we will continue to be a successful organization if we work together and stay focused on delivering the highest quality, most affordable patient-centered care possible.

Thank you for making 2016 a major success and cheers to a happy and healthy 2017!

Richard Petersen
President & CEO
Maine Medical Center
Looking Back at 2016, a Year to Remember

Pictured, top row, l - r: Rich Petersen, MMC President and CEO, with Jennifer Cote, Occupational Therapy, at Honor Night; PICU staff enjoy their new space on Bean 6.

Middle row, l - r: Cindy Dame and Deanna Rogers wear purple for Alzheimer’s awareness on Colors for a Cause Day; Sheila Parker presents Stacy Lamore with a Nursing Excellence Award; SCU’s Sarah Ireland dishes up her award-winning Baked Broccoli Tots at MMC’s Food Fight.

Bottom right: Hospital Emergency Response Team volunteers participate in a mass decontamination drill.

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