

2008 Community Benefit Report



Pen Bay Healthcare is a community healthcare system dedicated to caring for the sick and injured and to improving the health and quality of life of the people of midcoast Maine.

Pen Bay Healthcare organizations include:

- Penobscot Bay Medical Center
- The Knox Center for Long Term Care
- Kno-Wal-Lin Home Care and Hospice
- Quarry Hill
- Mid-Coast Mental Health Center
- Pen Bay Physicians & Associates

Each year, Pen Bay Healthcare issues a Community Benefit Report, highlighting important statistics and information about the care the organization has provided to the community.

PBH Values

- We pledge to provide excellent quality healthcare in a compassionate, cheerful and efficient manner.
- We strive for excellence, both in clinical practice and in personal service, so that we exceed our community's expectations.
- We maintain an atmosphere of trust by working as a team, by showing respect for one another and the people we care for, and using clear, open and honest communication.
- We recognize that each of us is an important member of our team and has unique strengths and skills. All of us contribute to providing a safe, friendly and healing atmosphere.
- We maintain a physically secure and spiritually uplifting environment for each other and the people we serve.

Pen Bay Healthcare is an integrated system that enables us to provide the very best in healthcare services to our own families and those of our community throughout their lives.

Whether our patients are with us for an hour, a week, or reside with us long term, we want them to have confidence in the care we provide. We understand that maintaining the trust of the community is important. Therefore, we are dedicated to – and accountable for – safe patient care at all times.

Many patients are served throughout PBH. The breakdown from fiscal year 2008 is as follows:

Penobscot Bay Medical Center

Total Patient Days:	23,142
Emergency Visits:	26,056
Day Surgery Patients:	2,800
Operating Room Cases:	3,313
Newborn Babies:	391

The Knox Center for Long-term Care

Total Patient Days:	29,420
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Kno-Wal-Lin Home Care and Hospice

Home Health Visits:	29,398
Hospice Visits:	10,233
Hospice Days:	18,552
Help at Home Hours:	41,126

The Anderson Inn at Quarry Hill

Total Patient Days:	41,815
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Pen Bay Physicians & Associates

Total Office Visits:	53,845
Total Office Procedures:	12,675

Charity Care

As a nonprofit organization, Pen Bay Healthcare provided \$1,163,000 in traditional charity care in fiscal year 2008. Charity care includes all services for which the organization does not expect to receive payment. Providing quality care with compassion is at the center of the PBH mission, regardless of an individual's race, creed, sex, national origin, handicap, age or ability to pay.

Bad Debt

Pen Bay Healthcare funded \$4,510,884 in bad debt in fiscal year 2008. Bad debt is defined as services for which payment is expected but is not received. We recognize that many of our patients may not qualify for a government program or charity care, and may not be able to pay off all of their healthcare expenses. Pen Bay Healthcare, through organizations such as Penobscot Bay Medical Center, writes off the uncollected cost of care for these patients.

Community Health Education and Screening

Pen Bay Healthcare brings screenings and health education programs to community residents through several of our organizations. These include health screenings, community events, health fairs and the speakers bureau. As a health system we offered more than 60 free clinics, medical screening days and educational outreach opportunities in addition to the 75 classes and support groups we maintain on an ongoing basis for the benefit of our entire community. Some of these events are listed here.

Happy Birthday Baby Party is a party celebrating babies born or adopted in the last year—regardless of whether that baby was born at PBMC. Nurses, physicians, nutritionists and lactation specialists are all in attendance to provide education to families.

Community Health and Safety Fair. Our PBH Community health Fair has been held for the past 16 years. It provides an opportunity for at-risk populations to receive free flu shots, and is viewed as “our family’s day at the doctor” by hundreds of community members.

Victorian Tea and Breast Health Fair is an event held for women of all ages to promote cancer awareness and provide free breast health consultation, as well as information about nutrition and stress reduction.

Speakers Bureau. Pen Bay Healthcare Speakers Bureau offers presentations to community groups as well as civic and municipal organizations. In fiscal year 2008, doctors, nurses, clinicians and other professionals from Pen Bay Healthcare made more than 40 presentations. These events serve all ages throughout our communities.