Charity Care & Bad Debt

MRIs
- 800 operating room cases
- 968 mammograms
- CT scans
- 1,734 ultrasounds
- 2,147 EKGs
- X-rays
- 5,376 visits to the emergency room
- 7,531 primary care visits
- 8,136

Contractual Allowances
- $0.62 for every $1.00 in care we provided.

To put this into perspective,

86,808

and insurance companies.

To the people in our community. Utilizing our services is the best possible way to support our local hospital and Penobscot Valley Hospital volunteers, staff and providers are committed to providing quality healthcare services to ensure we will be here when you need us in the future. We thank you for your continued support.

Our Mission:
To be our community's first choice in healthcare, known for a culture of compassion, quality and safety, and to be an excellent community partner, working together every day to improve the health and well-being of those we serve.
Dear Friends,

The year 2015 proved to be a very difficult time for small rural hospitals across the country, and those of us here in the Lincoln Lakes region are facing many significant economic challenges. The loss of our third largest employer will continue to have a trickle-down effect for many years to come.

At Penobscot Valley Hospital (PVH), the board of directors and leadership closely monitor industry trends. As a result, we have been extremely busy implementing cost reductions and revenue enhancements. Strengthening processes for financial viability has been and will continue to be one of our top challenges. A second general surgeon joined PVH in May of 2015 and has helped the practice reach more patients than any other year in our history. Pain management services have expanded, with PVH being selected as the regional site for spinal cord stimulation trials that alleviate patients’ chronic pain. Other growth opportunities on the horizon at PVH include orthopedic surgery, podiatric surgery, oral surgery, and a gynecology clinic.

In 2015, PVH encountered nearly $3,000,000 in uncompensated care (charity care and bad debt). We strive to meet the health needs of all people, and take pride in providing for those who may not be able to afford care. The value of having access to healthcare services from a local, non-profit organization is well documented in this 2015 Community Benefit Report. Take a few moments to review the programs and services that our staff work so hard to deliver for our communities who rely on us. As you read through the many accomplishments and community outreach programs in this report, I challenge you to consider ways you can support PVH and the continuation of our quality services and programs, whether it be a financial contribution, volunteerism or simply sharing a story of the great staff and services provided here at PVH.

Sincerely,
Gary R. Poquette, FACHE
Chief Executive Officer

Quality Services
Penobscot Valley Hospital continues to be one of the largest employers in the Lincoln Lakes area, providing quality careers for 219 people, both full and part-time. In 2015, our professionals offered skilled healthcare services including:

- 24/7/365 Emergency Room
- Acute Care
- Cardiac Rehabilitation & Pulmonary Reconditioning
- Case Management/Social Services
- Community Fitness Center & Independent Gym Program
- Diabetes Education (Inpatients)
- General Surgery
- Imaging & Radiology: Digital Mammography, MRI, Nuclear Medicine, X-Ray
- Infusion Treatment Rooms & Pharmacy
- Laboratory Testing
- Nutrition Education
- Occupational Therapy
- Physical Therapy
- Primary Care including Osteopathic Manipulation & Pediatrics
- Specialty Care: Audiology & Hearing Aid Services, Cardiology, Ear, Nose & Throat Care, Interventional Pain Management, Orthopedics, Urology
- Speech Therapy
- SPRINT, Healthy Maine Partnership
- Surgical Services
- Swing Beds

A Message from our CEO

Economic Impact

PVH makes a strong positive economic impact on the Lincoln Lakes Region. With the “ripple effect” (jobs the hospital helped create and dollars spent in the area), the multiplier for employment in Maine Community Hospitals is 2.1824 (BEA RIMS II multiplier). At PVH, that means we employ and support 478 good paying jobs in the Lincoln Lakes Region and across our state.

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PVH recognizes the importance of supporting our area business community and makes every effort to keep our purchases local.

PVH Expenditures $24 million
PVH Payroll & Benefits $13 million
Supporting Industry Payroll & Benefits $10 million
Estimated Total PVH Output in the Maine Economy in 2015 $47,325,991
PVH does not turn away people who need vital healthcare, regardless of their ability to pay. In 2015, PVH faced nearly $14 million in deductions from revenue.

To put this into perspective, we received approximately $0.62 for every $1.00 in care we provided.

A Contractual Allowance is the difference between what a hospital bills the patients and what we actually receive in payments from contracted agencies like Medicare, Medicaid and insurance companies.

Penobscot Valley Hospital volunteers, staff and providers are committed to providing quality healthcare services to the people in our community. Utilizing our services is the best possible way to support our local hospital and ensure we will be here when you need us in the future. We thank you for your continued support.

PVH Staff performed:

- 86,808 lab tests
- 16,316 physical therapy treatments
- 15,892 respiratory therapy treatments
- 8,136 primary care visits
- 7,531 visits to the emergency room
- 5,376 X-rays
- 2,803 occupational therapy treatments
- 2,277 EKGs
- 2,147 speech therapy treatments
- 1,891 ultrasounds
- 1,734 CT scans
- 1,498 mammograms
- 968 operating room cases
- 800 MRIs
- 712 inpatient (acute) admissions
- 217 swing bed (skilled) admissions

Staff and volunteers provided:

- Free educational programs at the Golden Key Senior Center
- Holiday gifts for area nursing home residents
- Teddy Bear Clinic
- Kids Activity Packs
- Books through Raising Readers
- Free screenings at the Lincoln Expo
- Vaccinations through the Maine Impact program
- Head Injury Prevention program for area athletes
- Scholarships for college students obtaining healthcare degrees
- Artwork projects with the students in the Mattanawcook Academy Community Integration Program
- Blood Drives
- School Supply Drive
- Substance Abuse prevention education
- Run/Walk for Wellness
- Community service provider meetings
- Free meeting space for area non-profits
- Leadership to the Lincoln Economic Development Committee & Lincoln Lakes Region Chamber of Commerce

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