



NMMC
INSIGHTS

northern maine
MEDICAL CENTER

194 East Main Street | Fort Kent, ME 04743 (207) 834-3155 | nmmc.org

St. John Valley Community Newsletter

YEAR IN REVIEW - 2023

Northern Maine Medical Center is committed to providing high quality and safe care to those we serve. We are extremely proud of the accomplishments of our organization and our employees in 2023 and we wanted to share highlights of our successes to you, our valued patients and community.

**PROVIDER
ADDITIONS:**

Dr. Aubrey Siegel
Family Practice

Dr. John A. Hallberg
Orthopedics

Dr. Jason Oliviero
Orthopedics

Joey Ouellette
Psychiatric NP

Renee Pelletier
Geriatric NP

Dr. Daniel Mirau
Emergency Medicine

Dr. Roberto Abeyta
Emergency Medicine

COMING IN 2024:

Dr. Leslee Kane
Family Practice

Dr. William Harless
Oncology

Dr. J. Martin Linseisen
Emergency Medicine

QUALITY ACCOMPLISHMENTS

- Consistent CMS 5-star rating in patient feedback
- CMS 5-star rating for nursing communication
- CMS 5-star rating for responsiveness of staff to patient needs
- Fall rates are among the lowest in the nation
- Number of staff assigned to patient care exceeds national standards
- Top Hospital for Nurse Communication Nationally

AWARDS

- Newsweek named NMMC as one of top five hospitals in the state in 2023
- Named one of the Nation's Top Hospitals for Physician Communication, 1 of 4 hospitals named in Maine

PROGRAM EXPANSION

- Orthopedics - Added highly skilled Orthopedic Surgeons
- Oncology - Added on-site Oncologist
- Cardiology - Added on-site Cardiologist
- Radiology - On-site Radiologist 2 days per week and expanded hours of service
- Madawaska Clinic - Added Radiology, Psych, Cardiology and General Surgery services

EMPLOYEES ONBOARDED:

98 new employees
joined the NMMC
team in 2023!

EMPLOYEE FOCUSED IMPROVEMENTS:

- 3% increase in April 2023 for all employees
- Market study for caregivers; market studies ongoing for all positions
- New benefits with national networks and coverage
- Employee of the Month
- Addition of Employee Assistance Program

NURSING SPECIFIC IMPROVEMENTS:

- Average 18% increase for RN's in 2023
- Average 15% increase for CNA's in 2023
- Daisy Awards for nursing, recognizing outstanding service in nursing
- Nursing Shared Governance that provide nurses a voice in patient care practices

NEW STATE OF THE ART CT SCANNER

Canon Aquillion Prime SP

Upgrade from 60-slice to 164-slice CT Scanner to better diagnose disease and minimize invasiveness.

Generously donated by the NMMC Foundation



COMMUNITY FOCUS

Established a Community Advisory Board

Members:

- Michelle Bernier
- Danny Nicolas
- Darlene Dumond
- Zach Voisine
- Dr. George Conover
- Ryan Pelletier
- Tom Kent
- Michael Collins
- Beurmond Banville
- Glenn Saucier
- Charles Ouellette
- Dr. Adelle Carroll
- Sue Morneault

NEW MODERNIZED SKILLED NURSING FACILITY

Coming in 2024!

- 45 private rooms with personal bathrooms, showers and modern amenities
- 4 neighborhoods with comfortable common areas and access to outdoors in our secured courtyards
- All finishes will be warm, residential and have the look and feel of a private home
- The Village includes a spacious dining area, activities room, common sitting area and therapeutic gym

