Maine Medical Center delivers high quality clinical care and continuously seeks to improve. Every day, thousands of talented people are focused on making sure patients and families have a seamless experience across the continuum of care. Measuring ourselves against other leading hospitals nationally confirms this ongoing effort, and highlights opportunities where we can do better. The results of that are not only awards and recognition, but also an unwavering belief in our commitment to keeping patients safe.
Ranked a “Best Regional Hospital” for the sixth straight year!
Here’s what I know in my heart: Maine Medical Center is the finest place I’ve ever worked. Since we opened our doors in 1874, we have worked to put patients and their families first, provide access to affordable care, and deliver superior service and outcomes.

— Marge Wiggins, R.N., Chief Nursing Officer and Senior Vice President

MMC has been designated a Magnet hospital for the 3rd time, an honor only 2% of U.S. hospitals can claim.
A Culture Focused on Patient Satisfaction

<table>
<thead>
<tr>
<th>MMC</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>77%</td>
<td>73%</td>
</tr>
<tr>
<td>80%</td>
<td>72%</td>
</tr>
<tr>
<td>86%</td>
<td>80%</td>
</tr>
<tr>
<td>82%</td>
<td>82%</td>
</tr>
<tr>
<td>65%</td>
<td>70%</td>
</tr>
</tbody>
</table>

Patients who would give MMC the highest rating

Patients who would recommend MMC to friends & family

Patients who reported they were given information about what to do during recovery at home

Patients who reported their nurses always communicated well

Patients who reported their doctors always communicated well

Patients who reported that they always received help as soon as they wanted

HCAHPS (Hospital Consumer Assessment of Healthcare Providers & Systems) // 2017-2018 Data Period
Maine Medical Center has very purposefully built a culture around patient centeredness, a concept that the patient’s interests are at the heart of everything we do. The highest honor we can receive is when patients recommend MMC to their family and friends because it reflects the deep commitment to our patients that we all share.

— Jeff Sanders, President
Readmission & Complication Rates
Lower than National Averages
(and That’s Great!)

Centers for Medicare & Medicaid Services // 2017-2018 Data Period

<table>
<thead>
<tr>
<th></th>
<th>MMC</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complication Rate</td>
<td>2.2%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Readmission Rate</td>
<td>2.8%</td>
<td>4.2%</td>
</tr>
</tbody>
</table>

- Complication rate following hip or knee replacement
- Readmission rate following hip or knee replacement
30 Day Unplanned Readmission
Outperforming National Rates

<table>
<thead>
<tr>
<th>Condition</th>
<th>MMC</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital Wide All-Cause</td>
<td>13.4%</td>
<td>15.3%</td>
</tr>
<tr>
<td>COPD</td>
<td>18.4%</td>
<td>19.6%</td>
</tr>
<tr>
<td>Heart Attack</td>
<td>13.3%</td>
<td>16.0%</td>
</tr>
<tr>
<td>Heart Failure</td>
<td>18.3%</td>
<td>21.7%</td>
</tr>
<tr>
<td>Pneumonia</td>
<td>15.1%</td>
<td>16.7%</td>
</tr>
<tr>
<td>Stroke</td>
<td>8.9%</td>
<td>11.9%</td>
</tr>
</tbody>
</table>

Centers for Medicare & Medicaid Services // 2017–2018 Data Period
A Quality Grade Above

FOR 2018, MMC HAS EARNED A LEAPFROG HOSPITAL SAFETY GRADE OF B

2017-2018 Data Period
Quality is a journey and requires deep organizational commitment. We are fortunate to have an engaged and talented staff that takes pride in delivering high quality and safe care.

— Mark Parker, M.D., Vice President, Quality and Safety
What I am most proud of is that quality and excellent outcomes are part of our culture. Our goal is to always deliver safe, timely, efficient, effective, equitable and patient centered care.

— Joel Botler, M.D., Chief Medical Officer, Maine Medical Center
President, Maine Medical Partners
Prevention of Hospital Acquired Conditions (HAC)
Opportunities to Improve Our Care

- **Laboratory-identified events**
  - MRSA
  - C.DIFF

- **Surgical site infection**
  - From colon surgery
  - From abdominal hysterectomy

- **Central line associated bloodstream infections (CLABSI)**
  - In ICUs & select wards

- **Catheter-associated urinary tract infections (CAUTI)**
  - In ICUs & select wards

Centers for Medicare & Medicaid Services // 2017-2018 Data Period
Nationally-accredited
Quality Care

MMC has received the gold seal of approval for hospital accreditation.

MMC has received the gold seal of approval for behavioral healthcare.

MMC Stroke program has earned advanced certification.

MMC Cardiovascular institute has earned advanced VAD certification.

MMC Hip Replacement, Knee Replacement, and Spine surgery have received certification.

MMC has earned a coveted five-star rating from the Centers for Medicare & Medicaid Services (CMS).

MMC is one of only 21 teaching hospitals in the U.S. to earn a five-star rating.