

Annual Report 2020

FOR THE
HEALTH OF OUR
COMMUNITY





1,412
Inpatients



2,496
Mammograms

31,669
Primary Care Visits

152
Babies Born

14,757

Martha's Vineyard Hospital

BY THE NUMBERS



7,283
Oncology and Infusion
Treatments

270

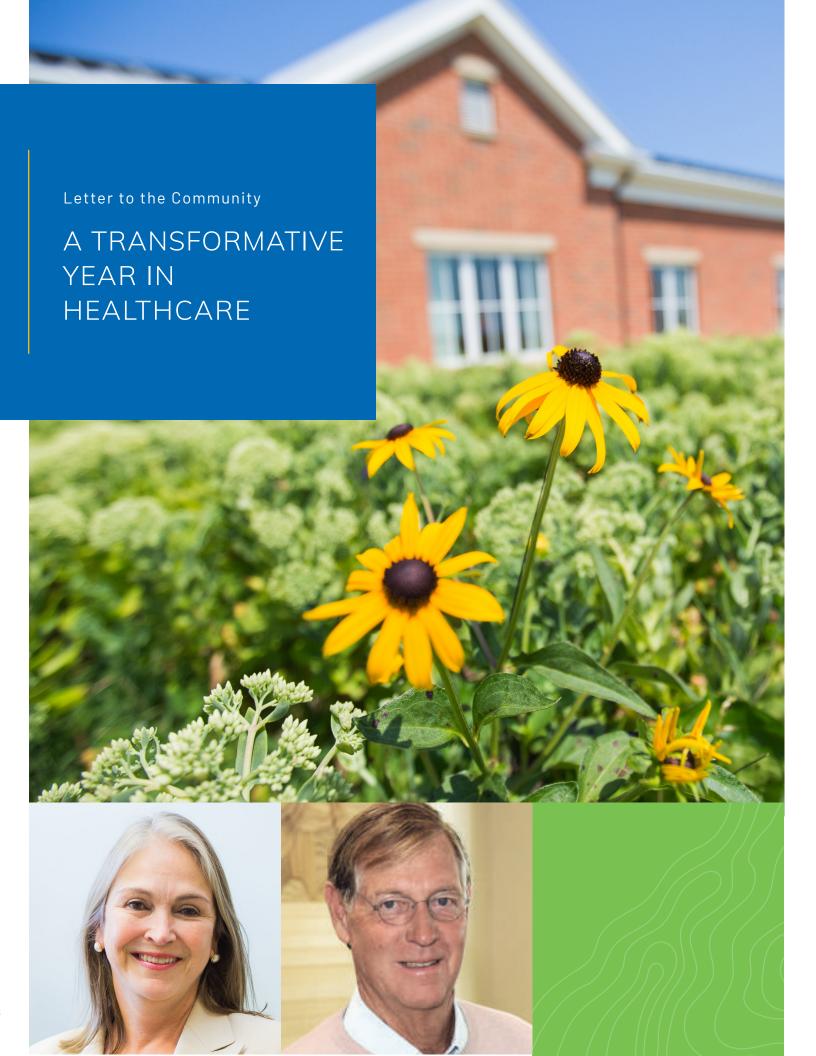
Joint Replacements

Inside the Report

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Dear Supporters and Colleagues of Martha's Vineyard Hospital and Windemere,

2020 has certainly been a transformative year in healthcare. From the unimaginable pace at which we readied to fight a pandemic we had never seen before, to re-imagining care while the virus is still in our midst, it will surely be a year not to be forgotten with many lessons learned.

Weathering the storm of COVID-19 has placed a spotlight on the strength of MVH and our team at Windemere - the excellence exhibited by our staff, the preparedness and nimbleness to tackle the unknown, and the value of belonging to a world-class healthcare system such as Mass General Brigham (MGB- formerly known as Partners).

The challenges our team faced also underscored our unwavering commitment to the community for the health of our community in collaboration **with** the community.

While coming together early, and communicating weekly and most often daily, leaders across the Island problem solved, shared breaking news updates and together made difficult decisions for the sole purpose of keeping all residents and visitors safe. Our collective strategy no doubt prevented an initial surge, produced the lowest prevalence of the virus in the state during the initial surge, and demonstrated how we are stronger together when we work together. It is our hope that the relationships we built, and an acceptance of our unique interdependencies serve as a model going forward when the health of our Island is at stake.

Yours in health.

Denise Schepici, MPH President and CEO

Denise Schepici

While MVH and Windemere embarked on the unexpected, our commitment to providing coordinated, comprehensive and equitable healthcare remained steadfast. COVID-19 has not deflected us from our mission or deterred us from our plans to provide exceptional healthcare and access to each and every Islander who walks through our doors. We will not waiver from our commitment to a culture that welcomes everyone and will never tolerate bigotry, racism and inequality. Whether in our clinical or our employment practices, we commit to this in our mission and will work harder than ever to ensure it lives through our values.

As we remain vigilant and prepared to continue to do our part in the fight against COVID -19 we are also excited and optimistic as we look to the future. We are strengthened in our resolve and focus as we seek to create a new and better normal for the community we serve. Our enthusiasm and desire to continue to expand our clinical service line offerings to meet the diverse healthcare needs of our community have only grown stronger. We will accomplish this with ongoing input from the community and in partnership with our colleagues at Mass General Brigham. Through our ongoing strategic planning and implementation efforts, we will build on the exceptional care our teams provide today and for future generations.

As we reflect with tremendous gratitude, we dedicate this year's Annual Report to our incredible teams at MVH and WNR and to the community who has supported them in this unprecedented time.

John Schaefer
Chairman of the Board



"We enter each year with established goals for the following 12-months. Regardless the tangible goals, each are rooted in one philosophy: offering coordinated, comprehensive, and equitable care to our community," explains Claire Seguin, DNP, Chief Nurse and Chief Operating Officer at MVH

Having heard from the community, MVH unveiled ambitious plans to meet more diverse healthcare needs on the island. While COVID-19 could have halted these plans, the MVH team persevered.

"Next year will be our 100-year anniversary," explains Denise. "We see it as a celebration and opportunity to say, 'We've come this far, and we're not slowing down. We're here to serve you now and in the future.' That's always been our goal: serving our community yesterday, today, tomorrow, and well into the future. That is only possible through the expansion of services."

Over this last year, despite COVID-19, MVH accomplished nearly 80% of the clinical goals outlined at the beginning of the year. Accomplishments include:

CARDIOLOGY & PULMONARY: In addition to welcoming a full-time, on-island cardiologist, Dr. Aliya Browne, MVH has increased testing capabilities to include advanced Cardiology care to service a greater population on the island.

BEHAVIORAL HEALTH: To fit the expanding need for psychiatric care, including Pediatric Psychiatry, MVH moved Dr. Ruth Barron into a full-time role for Adult and Geriatric Psychiatry, and brought aboard three part-time Pediatric Psychiatrists to increase capacity for both telehealth and in-person psychiatry services.

PODIATRY:

Welcomed, for the first time at MVH, a full-time Podiatrist, Dr. Regina Mostone. This addition expanded the muscular-skeletal service line within MVH and with it, the system is now able to do joint injections.

Meet Our New Providers

Left Page:

Aliya Browne, DO, Cardiology

Bottom Left:

Ruth Barron, MD, Psychiatry

Bottom Right:

Regina M. Mostone, DPM, Podiatry





PRIMARY CARE: Expanded the MVH team to allow our seasonal residents to have streamlined access to the same Primary Care services as full-time residents.

All of these expansions have a home in the new 16-exam room Internal Medicine wing at MVH, opened in February 2020.

"The new Internal Medicine wing was another way for us to show our dedication to the health of the island. We're committed to providing expanded access to the care this community needs," says Claire.



The past year has been one of growth, comradery and biggest of all: change. Marked by so many great accomplishments, MVH wraps their fiscal year still handling a one-of-a-kind event: the COVID-19 pandemic.

From its onset in March 2020 to the continued management today, the novel coronavirus has changed our world. Yet through it all, the MVH team showed their steadfast dedication to the island community.

As the Island's main healthcare resource, MVH was quick to step in and assume the role of triage center, caretaker, and manager of the virus.

"When COVID hit, we immediately had to shift our workflow," tells Claire Seguin, DNP, "We managed entrances in a new way, Personal Protective Equipment (PPE) refreshers and training commenced, and the staff set up a triage station within 24 hours."

Working together as a team, the MVH crew of clinicians, communications professionals, non-clinical executives, and volunteers alike joined forces to do what was needed, beyond their role, to be prepared. "People had to work differently – outside of their normal roles. We run a pretty lean team as it is, but it was – without hesitation – all hands on deck," explains Denise. "I'm always proud of this team, but COVID-19 showed, more than ever, how resilient the staff really is."

Despite the unprecedented virus, the one thing that was never lost within the hospital walls was focus; focus on the mission and services for the Vineyard community.

The non-elective service offerings like Chemotherapy continued, without a single patient missing a treatment.

Telehealth services were quickly expanded. Babies were still delivered. The diagnostics and lab teams didn't slow down.

"We had quite a few seasonal patients come earlier than normal and stay longer than usual," explains Dr. Pieter Pil, PhD, surgeon and Chief Medical Officer at MVH. "There was no gap in their care – some used our Chemotherapy services for the first time, others required Dialysis, and some utilized Primary Care. Regardless the need, these are services and treatments that can't be skipped and it's our responsibility to ensure those are met. Pandemic or not."

"The joined efforts of our staff and the community is how we've been able to suppress this virus on-island. This pandemic only enhanced our patient-care relationship and set us all up for continued success in the future. While the hospital is now fully open, we have an unwavering eye on COVID-19 patterns and prevalence. It is with our community that we aim to continue to protect and prevent future spread while we look forward to the promising availability of a vaccine," declares Denise.



The joined efforts of our staff and the community is how we've been able to suppress this virus on-island.

This pandemic only enhanced our patient-care relationship and set us all up for continued success in the future."

Denise Schepici, MVH President and CEO New Technologies

SERENDIPITY:
AN ISLAND BABY
FULFILLS A
STRATEGIC WISH



"We have always given to Vineyard nonprofits and institutions, but our experience at Martha's Vineyard Hospital really turned our attention to how important the work they do is to our daily lives here," says Mark Cronin, husband to Shelley Edmundson and father to island-baby, Willis Cronin. "The question for us became, 'how best to help?"

In the summer of 2019, Shelley and Mark found out they were expecting their first child. As excited as they were, they also understood that being in the advanced maternal age bracket brought on an additional set of challenges. Early in the pregnancy, the two had to make frequent trips to Boston for genetic screening that included high-resolution ultrasound imaging technology not readily available on-island.

"Going to Boston wasn't too much trouble," says Shelley, "but when COVID-19 came onto the scene, a new layer of complexity was added. The MVH care team recommended we stop the travel."

By this phase in their pregnancy, getting accurate prenatal measurements became very important, but it was too high risk to continue the back and forth. The couple decided to stay on island and rely on the imaging equipment at MVH for the remainder of their pregnancy.

Mark explains, "We felt for all of the mothers coming after us who had to travel to Boston for early screenings or had risks like we did. We knew we wanted to give back, but we weren't sure exactly how. So, we asked our MVH care team to tell us what updated imaging technology would eliminate the need to go to Boston for future mothers. We were told the ultrasound model, the cost and wrote a check for exactly that amount."

The donation was used to purchase the Samsung Hera W10, an ultrasound device that supports not just obstetrics but also gynecology, cardiology, general



surgery, oncology, pediatrics and various other specialties. From routine to complex, it provides exceptional image clarity on par with some of the most sophisticated hospitals in the country used to diagnosis conditions associated with the reproductive organs, carotid vessels, peripheral vessels, thyroid, abdominal area and soft tissue masses among others. This advanced technology allows clinicians to see more in less time, ultimately providing more confident diagnostic answers.

According to Dr. Daniel Pesch, Chief of Staff, extending testing capability for obstetrics patients was serendipitously part of the MVH strategic plan. "As a result of Mark and Shelley's generosity, MVH's new ultrasound capability will allow us to perform early genetic risk screening on island and will increase our capability to perform mid-pregnancy anatomy scans

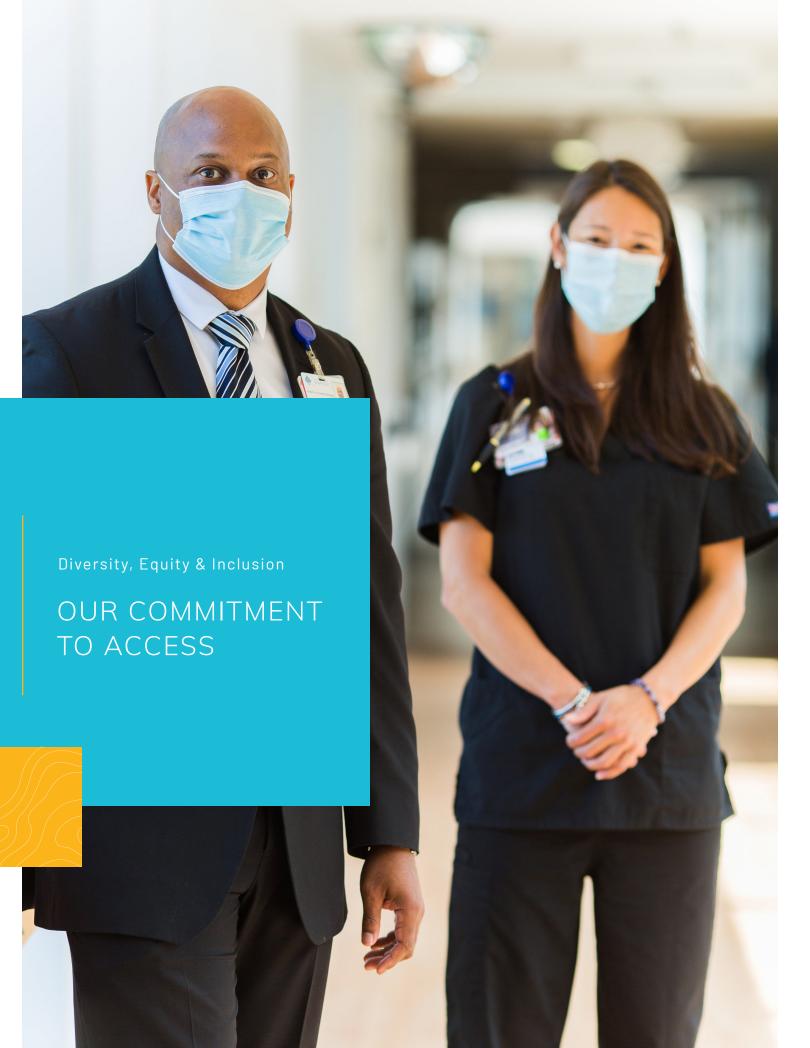
with tele-health technology. This significant upgrade will keep us on the same platform as Massachusetts General Hospital to promote standardization across our integrated healthcare system."

Mark and Shelly welcomed happy and healthy Willis Cronin into the world at Martha's Vineyard Hospital in April 2020.

The new ultrasound machine was available for expectant mothers in July of 2020, affording mothers just like Shelley the ability to stay on-island to receive the care they need.

Best of all: Mark works in TV, so he likes imaging and Shelley is a scientist, so she likes high-tech equipment. This ultrasound machine is the perfect marriage of the two, and a warm reminder of the gratitude in our community.

2020 ANNUAL REPORT



"At both the Martha's Vineyard Hospital level and the Mass General Brigham systematic level, we acknowledge and understand having a service offering isn't enough – it's making sure that offering is accessible regardless of an individual's age, race, gender, or language," states Thaddeus Thompson, Chief Diversity, Equity, and Inclusion (DEI) Officer at MVH.

In September 2019, MGB formed a system-wide DEI Council. Their core responsibility being: The MGB Diversity, Equity and Inclusion Council is charged with creating, guiding and supporting the implementation of the MGB diversity, equity, anti-racism and inclusion strategy.¹

This strategy is executed by the creation of local DEI councils within each of the 22 hospital affiliates – including MVH. The MVH local council includes MVH staff (of all levels) and community members. Together, the team is tasked with identifying the local issues and executing the MBG strategic plan in a way that makes the most sense for the island community.

To champion the local DEI Council as well as represent MVH at the MBG Council level, MVH promoted Thaddeus Thompson to Chief Diversity, Equity and Inclusion Officer in September 2019.

Eight months into the council's duties, and mere days before the start of Pride Month (June), the death of George Floyd in Minneapolis rocked the nation. It became more prevalent than ever that MVH owed it to their local community to stand in solidarity with those experiencing misrepresentation and/or injustice.

The MVH team alongside the police chiefs of each Vineyard town and community members participated in a kneel-in in the hospital's Healing Garden to honor Floyd. Days later, the hospital and community gathered for the raising of the Pride Flag.

"Some of these events, like the flag raising were planned, but planned or not – both of these were our non-verbal way of saying, 'We stand with you. Whoever you are. Wherever you are,'" explains Thaddeus.

In collaboration with MGB and the MVH team, Thaddeus has spent the last year understanding, identifying, and

educating our community on the variety of topics and ensuring that the MVH staff demonstrates cultural humility in our service to the diverse population of the Vineyard.

Thaddeus shares, "At MVH, everyone deserves the same access to healthcare resources regardless of the neighborhood where they live or the color of their skin." To that end, MVH remains committed to representing the growing diversity of our island community.



"We acknowledge and understand having a service offering isn't enough – it's making sure that offering is accessible regardless of an individual's age, race, gender, or language,"

Thaddeus Thompson
Chief Diversity, Equity, and
Inclusion (DEI) Officer at MVH

¹ Mass General Brigham, July 2020



"For a very long time, Martha's Vineyard Hospital and Windemere have understood that healing goes beyond medication, procedures, and other clinical treatments. At WNR, it is within our core focus to offer healing services in many forms – gardens, art, chapels, meditation, and interpersonal relationships for some of our most vulnerable residents," explains Marie Zadeh.

Nearly as quick as COVID-19 hit the scene, so did the list of most at-risk demographics - one of which being the elderly. As the island's only skilled nursing home, Windemere quickly became a focal point for the MVH and WNR teams. Keeping the residents inside safe at all costs – including enacting a no-visitor policy.

"It was tough, but we had to do what was best for the residents until we had more answers on what COVID-19 was," shares Marie. "Everyone inside the building was required to wear masks, and shared spaces such as the dining hall were closed."

But without physical connection or stimulation, the MVH and Windemere teams were concerned about overall morale. Marie explains, "Human connection is so vital to the human experience. Most of these residents get their stimulation from seeing friends and family. We began to ask ourselves, 'How do we recreate that same feeling when physical touch is prohibited?"

It didn't take long for the team to find a course of action. From FaceTime calls to a two-way speaker communication system, residents were back to seeing their loved ones - just in a whole new way.

"Family members and friends came to the windows and had conversations just like they used to. Yes, there was a pane of glass between them, but the emotional relationship was still there. As difficult as it was, we knew being overly cautious was the right thing to do," states Marie.

"Family members and friends came to the windows and had conversations just like they used to. Yes, there was a pane of glass between them, but the emotional relationship was still there."

Marie Zadeh, RN Windemere Administrator





"We wanted to be a good steward to someone who has been so good to us and our patients," explains Michael Spiro, MVH Emergency Department Nurse Manager.

One of the most critical pieces of emergency care is getting a patient access to who and what they need as soon as they need it. Through MVH's partnership with Boston MedFlight, that care becomes easier to achieve. Covering most of New England, Boston MedFlight brings critical care patients to Boston hospitals where they receive some of the world's best healthcare.

As a partner with Boston Medflight's since their inception thirty-five years ago, the two organizations experienced a deep camaraderie when COVID-19 hit. It became a serious concern how to get patients safely where they needed without risking exposure to the virus. "We, of course, clean the helicopter between each flight, but a deep clean with special disinfectant systems (the kind you need to combat a virus like COVID-19) can be expensive

and requires additional downtime we just don't always have," explains Andrew Farkas, COO of Boston MedFlight.

When a generous island donor stepped up to provide financial aid, MVH knew just how they could have a significant impact – assisting us in the purchase of a SteraMist. This ionic hydrogen peroxide surface sterilizing unit allows the team to sterilize an entire vehicle in 7-10 minutes without the need to remove sensitive medical equipment.

Last year, Boston MedFlight made 4640 trips to Boston and other New England regional hospitals. 240 of those were trips from MVH. "We're so excited about this addition and feel very lucky to have received this generous gift. We look forward to keeping New England patients and our flight crew safe for years to come," shares Farkas.



CEO Council
EMERGING LEADERS & AMBASSADORS

"This leadership group is focused on helping and enabling MVH to meet the healthcare needs of Vineyard residents. We gather to share information, learn from one another, and raise critical resources to ensure we meet that goal." – Edward Ludwig, CEO Council Chair

This newly established council is focused on building an enhanced network of ambassadors for MVH to foster capital growth that meets the expanding healthcare needs of the island. As the hospital approaches its 100th anniversary, this group – comprised of community leaders and hospital advocates – will be instrumental in guiding and advising hospital administration in securing resources for generations to come.

Martha's Vineyard CEO Council Chair, Edward Ludwig, serves as Lead Independent Director for the Board of Directors of Boston Scientific, the Chair of the Audit Committee of CVS Health and is the former Chairman of the Board, President and CEO of Becton Dickinson.

In its inaugural meeting on June 25, 2020, the newly established Martha's Vineyard CEO Council met with renowned infectious disease expert Rochelle Walensky, MD to consider what healthcare looks like in a new normal amid COVID-19. As MPH Chief of Infectious Diseases at Massachusetts General Hospital, Walensky provided valuable perspective for our hospital's leadership team and supporters.



2020 ANNUAL REPORT

FINANCIALS

Martha's Vineyard Hospital and Windemere Nursing & Rehabilitation Center

Balance Sheet | Financial Statements as of September 30, 2019

ASSETS	MVH	WNR
Current Assets:		
Operating Cash	\$19,426,760	\$128,508
Net Patient Accounts Receivable	7,061,442	299,104
Funded Depreciation	8,558,000	-
Inventories, Prepaid Expenses, Other	2,202,732	84,065
Total Current Assets	37,248,934	511,677
Funds Limited as To Use:		
Board Designated Endowments	51,193,506	10,473
Long Term Investments	13,013,081	-
Deferred Compensation	3,681,804	-
Total Limited Use Funds	67,888,391	10,473
Net Property, Plant, and Equipment	55,315,672	3,552,517
Other Assets	4,928,426	-
Total Assets	165,381,423	4,074,667
LIABILITIES AND NET ASSETS	MVH	WNR
Current Liabilities:		
Accounts Payable and Accrued Expenses	1,443,698	185,267
Accrued Compensation and Benefits	3,846,198	193,669
Accrued Settlements with Third-Party Payors	16,285,743	97,133
Amounts Payable Other	3,012,192	1,609,524
Total Current Liabilities	24,587,831	2,085,593
Other Liabilities:		
Note Payable	1,300,000	-
Accrual for Long Term Liabilities	6,195,186	-
Deferred Compensation	3,681,804	-
Accrued Other	792,334	-
Total Other Liabilities	11,969,324	-
Net Assets:		
Unrestricted	115,811,818	1,989,074
Temporarily Donor Restricted	5,366,228	
Permanently Donor Restricted	7,646,222	-
Total Net Assets	128,824,268	1,989,074
Total Liabilities and Net Assets	\$165,381,423	\$4,074,667

FINANCIALS

Martha's Vineyard Hospital and Windemere Nursing & Rehabilitation Center Statement of Operations | Operations for 12 months ended September 30, 2019

OPERATIONS	MVH	WNR
Operating Revenues:		
Net Patient Service Revenue	\$103,028,404	\$5,516,726
Deductions for Uncompensated Care and Bad Debt	(7,492,581)	(183,034)
Other Operating Revenue	3,317,388	566,878
Net Assets Released for Operations	192,855	15,801
Total Operating Revenue	99,046,066	5,916,371
Operating Expenses:		
Salaries and Wages	42,315,238	2,334,522
Employee Benefits	9,449,218	752,919
Supplies and Other	26,851,113	913,629
Contract Labor	9,931,351	3,397,068
Depreciation	5,910,604	395,610
Total Operating Expenses	94,457,524	7,793,748
Gain (loss) from Operations	4,588,542	(1,877,377)
Net Fundraising	2,898,514	114,908
Net Gains on Investments	2,498,571	-
5 (1.5 t) (B	40.005.007	¢(4.700.400)
Excess (deficit) of Revenues Over Expenses	\$9,985,627	\$(1,762,469)

Philanthropy & Martha's Vineyard Hospital

WAYS TO GIVE

We are grateful to our dedicated donors for ensuring that our patient care programs remain strong. Your investment today helps fuel our important work as we prepare to serve generations to come.

Please contact the Development office at (508) 693-4645 to discuss charitable giving options that align with your philanthropic goals or visit mvhospital.com/giving to make a gift today.



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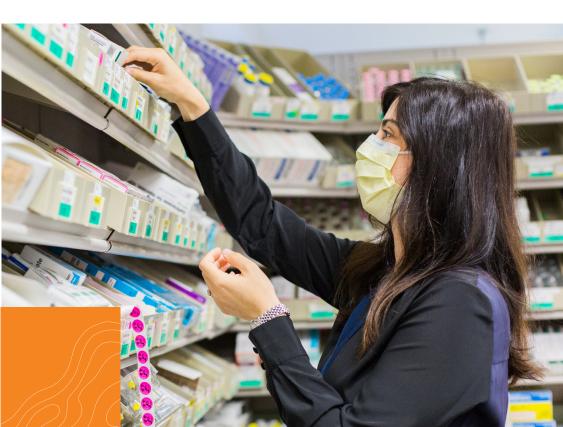
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