M+ Middlesex Health

THE FUTURE OF HEALTH CARE

2023
HEALTH & PROSPERITY
PHILANTHROPY ANNUAL REPORT

CONTENTS

On the cover: Students at Bielefield Elementary School in Middletown participate in Health Care Heroes Story Time.

The Smarter Choice for Care

M+ Middlesex Health

Office of Philanthropy
Middlesex Health
28 Crescent Street
Middletown, CT 06457
860-358-6200
donate@midhosp.org
middlesexhealth.org/donate

Dear Friend,

Middlesex Health plays a crucial role in shaping the future of health care for our community.

As health care evolves, our team of professionals works together to deliver compassionate and quality care.

We are pleased to present Middlesex Health's annual report, Health & Prosperity. This report is a testament to the transformative projects and initiatives made possible by donations from our generous community over the past year.

We thank our community for everything they do to help meet the health care needs of both today and tomorrow. We are grateful for this support.
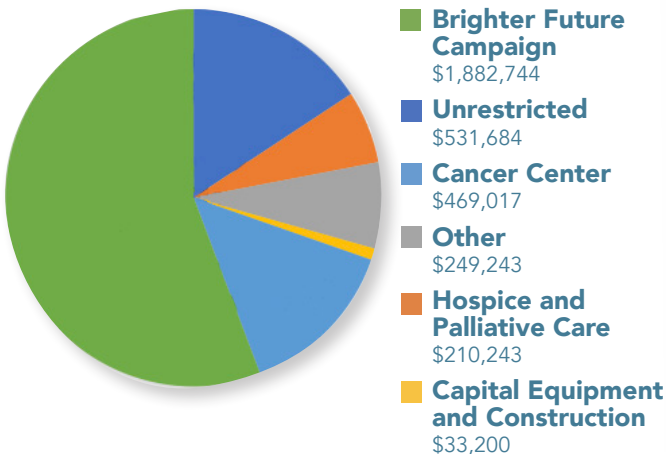
With gratitude,

Vincent Capece

Vincent G. Capece, Jr.
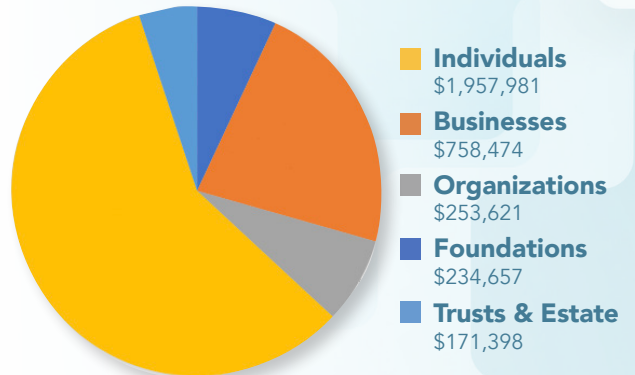President/CEO

Sarah Moore
Executive Director, Development

Giving by Fund
Total $3,376,131

- **Brighter Future Campaign** $1,882,744
- **Unrestricted** $531,684
- **Cancer Center** $469,017
- **Other** $249,243
- **Hospice and Palliative Care** $210,243
- **Capital Equipment and Construction** $33,200

Giving by Constituency
Total $3,376,131

- **Individuals** $1,957,981
- **Businesses** $758,474
- **Organizations** $253,621
- **Foundations** $234,657
- **Trusts & Estate** $171,398

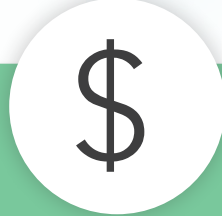***New cash and new pledges for the period of 10/1/2022 – 9/30/2023**

2023
HEALTH BY THE NUMBERS

148,792

Number of people who received health care from Middlesex Health

$161,000

Dollars donated by Middlesex Health employees and volunteers

83,301

Number of Emergency Department visits (in Middletown, Marlborough and Westbrook combined)

25,963

Number of diagnostic and screening mammograms performed at the Outpatient Center, Shoreline Medical Center and Marlborough Medical Center combined

9,118

Number of children, adolescents and adults who were served by outpatient, crisis, telepsych, and inpatient mental health and psychiatric services

1,828

Number of patients referred for a Mayo Clinic Care Network eConsult (an electronic second opinion) (October 2016 – September 30, 2023)

839

Number of babies born at Middlesex Hospital

3,579

Number of Middlesex Health employees

7 out of 8

Number of Connecticut counties where The Mayer Center patients live

(For the period of October 1, 2022 – September 30, 2023 unless otherwise noted)

▲ **Dr. Ravi Jain, a Middlesex Health radiologist, is spearheading Middlesex Health's AI efforts.**

The Future: Artificial Intelligence
Middlesex Health adopts AI applications to better serve patients

Artificial intelligence (AI) can improve patient care, and it's not just large medical research institutions that are using the new technology. Middlesex Health is also at the forefront. It is already using AI in its radiology practice to help diagnose cancer and to prioritize urgent findings for emergency medical care.

Middlesex Health was one of the first 50 health systems in the United States to use AI to prioritize CT scans with specific emergent imaging findings — and the second in Connecticut. Middlesex currently uses four AI applications in its radiology practice to assist with early detection of critical findings.

Radiologist Dr. Ravi Jain is spearheading Middlesex Health's effort, and in his own right, Dr. Jain is considered a pioneer in the field — an early advocate for the use of AI in medicine. In fact, he published an article in the Journal of the American College of Radiology in 2021 about the experience of using AI at a community hospital.

"Artificial intelligence almost extends human capabilities, and in that regard, I'll be a better physician than I am today," says Dr. Jain, who began exploring AI applications in 2018 to learn how to use them, to learn their limitations, to learn how safe they would be in clinical practice and to ensure that the use of AI would not be harmful to patients, but rather beneficial.

In 2019, Middlesex Health began using SubtlePET, an AI application that helps improve PET scans to detect cancer. It started using this application within nine months of the technology receiving FDA approval. A PET scan is an imaging test that uses radioactive material to diagnose a variety of diseases, most frequently cancer.

AI technology dramatically reduces the amount of time it takes to do a PET scan — from 24 minutes to six minutes. This means more comfort for patients, as well as better quality images because patients move less. Dr. Jain says better imaging is important because it can result in a more accurate diagnosis and better outcomes. This also enables many more patients to receive PET scans for cancer diagnosis and other studies each day.

In addition to using AI to improve PET scans, Middlesex uses an AI prioritization tool to support patients in the Emergency Department by rapidly identifying patients with brain bleeds, blood clots in the lungs, cervical spine fractures and even potential indicators of a stroke. Dr. Jain says this is important because these patients often need immediate treatment, and the instantaneous alert from AI ensures faster initiation of treatment for patients with life-threatening conditions.

Middlesex Health is also in the process of introducing new MRI scanners. AI is integrated within each scanner to allow for shorter scan times, while still producing high-quality images.

Middlesex Health sees the important role that AI can provide in improving patient care and the patient experience, and it has a collaborative team working to identify the best ways to implement AI.

Investing in Mental Health

Ed Pianka, of Middletown, has battled stress and anxiety for years, and while supportive of mental health services, he was reluctant when his psychiatrist, Dr. Marilise Hyacinth, suggested group therapy at Middlesex Health's Beit Paley Center.

"I had my doubts, but it's really benefited me quite a bit," Ed says.

Ed attends group therapy for those 65 and older, and he says he's met honest, loving and trusting people through this group. "We can help each other," he says.

Ed is just one of many individuals who benefit from the services offered at The Beit Paley Center, Middlesex Health's new home for outpatient mental health services in Middletown. In total, Middlesex Health provides both inpatient and outpatient mental health services to nearly 10,000 children, adolescents and adults annually.

The Beit Paley Center is a 54,000-square-foot renovated building at 1 MacDonough Place. It was previously Middlesex Health's assisted living community and opened in early 2023 as The Crescent Center for Mental Health Services. In September, it was renamed in recognition of a $1 million donation from two local families: The Beit family, of Glastonbury, and the Paley family, of West Hartford.

Roger Beit and Mark Paley co-own Harvest Investments LLC, and the families made the generous donation because they want to help people of all ages, especially young people, improve their lives by addressing the increased need for mental health services. "Mental health is a real problem and instead of turning a blind eye, it needs to be highlighted," says Mark Paley. "This is a good place for us to start." The families also feel it's important to give back to the local community, and they have strong ties to both Middletown and Portland.

The million-dollar donation is the largest gift for mental health services in the health system's history — and the fifth largest gift ever.

In addition to the Beit and Paley families, many other generous donors helped The Beit Paley Center become a reality, and Middlesex Health is very grateful. The Beit Paley Center allows all of Middlesex Health's Middletown-based outpatient mental health services to be located under one roof. This improves access to mental health services for both children and adults like Ed. The building also allows the health system to expand outpatient mental health services to close gaps in care that are particularly acute, including services for women with postpartum depression and young adults ages 18 through 26.

For Ed, going to the same location for all his mental health care is a plus. It works very well, he says, adding that he might feel uncomfortable going somewhere new.

Ed's attendance at group therapy has helped the military veteran make progress in his battle against stress and anxiety, and he says he tries to encourage others to embrace mental health services, particularly group therapy.

"Mental health is a real problem and instead of turning a blind eye, it needs to be highlighted."

▲ Mark Paley and Roger Beit unveil the new sign at The Beit Paley Center.

▼ Ed Pianka, a patient at The Beit Paley Center, is getting the care he needs.

▲ The Beit and Paley families attend a building dedication ceremony.

"We've come a long way, but there's still room for improvement," says Ed about the stigma related to mental health.

In addition to The Beit Paley Center, Middlesex Health offers outpatient mental health services for adults in Old Saybrook, along with inpatient mental health services at Middlesex Hospital in Middletown.

Every Second Matters: Pediatric Excellence

With its three emergency department locations in Middletown, Westbrook and Marlborough, Middlesex Health has the third highest volume of emergency department visits among all hospitals in Connecticut, providing care close to home to more than 80,000 patients annually — including children.

In 2023, it was reported that only about 14 percent of emergency departments nationwide have reportedly been certified as ready to treat children or are a children's hospital specializing in treating young patients, and Middlesex Health is proud to be part of that 14 percent.

At all three locations, Middlesex Health Emergency Department staff, including its doctors and nurses, are trained to treat patients of all ages, including children. During a time when many emergency departments around the country are not prepared to treat children, Middlesex has earned Pediatric Innovator Status from the Connecticut Emergency Medical Services for Children. This is the organization's top honor and one that requires Middlesex to continuously meet certain preparedness criteria. This designation demonstrates that Middlesex has significant clinical capabilities when caring for children in an emergency setting.

This same organization has also honored Middlesex Health's Dr. William Lynders as a Physician of the Year for Pediatric Emergency Care Coordination and Middlesex Health nurses Emily Pelletier and Jen Arborio for their work in pediatric emergency care coordination.

Many emergency physicians across the country don't treat enough children to be able to spot life-threatening illnesses that are obscured by common symptoms or conditions more typical in children. Others default to drug doses and protocols meant for adults or they don't have, or don't have rapid access to, child-size medical equipment in a crisis, such as ventilators. This can cause devastating results — results that could potentially be avoided.

"At Middlesex, our emergency providers are ready to treat whoever enters the Emergency Department — regardless of age," says Dr. Lynders.

Middlesex's Emergency Department staff is trained on how to treat children using many methods, including academic study through partnerships with other local hospitals and emergency medical services for children. It also has a simulation teaching lab that allows providers to practice real-life situations, and a successful collaboration with Middlesex Health's Pediatrics Department also contributes to readiness and success.

Each Emergency Department location has the latest equipment to treat children, and this ensures that newborns and children of all ages get the most appropriate care. For example, each Emergency Department location has a cart stocked with pediatric medical devices organized by age so that it is ready at a moment's notice and staff don't waste valuable time locating the appropriate supplies. In addition, each location has a new Panda

> *"We've worked very hard to ensure that we can take care of patients of all ages."*

▲ **Dr. William Lynders and Kerri Skiles, a registered nurse, pose with specialized equipment, which is available for pediatric patients at all three emergency department locations.**

warmer, which allows clinicians to provide emergency care to babies born in the emergency department, or newborns who are brought to the emergency department. It is the same model used in Middlesex Hospital's special care nursery.

"We've worked very hard to ensure that we can take care of patients of all ages," Dr. Lynders says. "In the Emergency Department, every second matters, and we need to be ready to help anyone of any age at any time. We are a community health system, and we will always be there for the communities we serve."

The Future Workforce

Middlesex Health works to address racial health disparities in a number of different ways, including through two programs for youth: The Medical Explorers Program and Health Care Heroes Story Time.

These programs were created in partnership with local organizations and individuals through Greater Middletown for Equity in Medical Career Opportunities. This coalition seeks to create equitable opportunities for youth of color to pursue medical careers through exposure, education, inspiration and support. Currently, just 5.8 percent of American doctors are Black and 8.5 percent are Hispanic. However, 13 percent of the U.S. population identifies as Black and about 19 percent identifies as Latino.

According to the Middletown 2021 Equity Profile compiled by DataHaven, a Connecticut nonprofit, people of color in Middlesex County suffer from higher rates of chronic conditions, such as diabetes, asthma, hypertension and obesity than white residents and are less likely to receive preventive care. The under-representation of health care clinicians of color in all fields, in addition to systemic racism and implicit bias, contribute to these health disparities. Studies have shown that having a more diverse health care provider workforce is associated with better health outcomes for people of color.

▲ Students participate in a Health Care Heroes Story Time led by Luis Serazo, a Middlesex Health physician assistant.

The Medical Explorers Program

Through its Medical Explorers Program, Middlesex Health seeks to create a pipeline for youth of color to pursue health care careers with the ultimate goal of decreasing health disparities among people of color.

"Through exposure to a variety of fields in health care and learning about pathways to specific clinical roles, our hope is that our medical explorers can make their dreams of working in health care a reality," says Catherine Rees, Middlesex's director of community health improvement.

During the past two years, the program was offered virtually to students in grades seven through 12, and recent high school graduates, who identify as Black, Indigenous or Latino/a/e.

In 2023, 12 participants were guided through a simulated patient case as it moved through the hospital system. Middlesex Health staff, who identify as people of color, were the featured speakers and modeled a variety of fields, such as emergency medicine, surgery, anesthesiology, psychiatry and primary care. This allowed students to learn about different professions, how

the speakers pursued their professions and about their clinical expertise regarding the simulated case.

On-site experiences included a tour of Middlesex Hospital, which allowed participants to meet staff and visit various clinical departments.

Future sessions are expected to offer more in-person and job shadowing experiences.

Health Care Heroes Story Time

Health Care Heroes Story Time events are designed to introduce younger children to careers in health care. Events at four different locations were offered in Middlesex County in 2023, including two in Middletown, one in Cromwell. The event in Westbrook was offered in English and Spanish.

During the events, Middlesex Health medical providers, who identify as people of color, read a book featuring clinicians of color. They also guided participants in a hands-on activity, which included the children donning personal protective equipment, such as masks, gloves and bouffants to perform a simulated surgery.

At the conclusion of each event, participants took home a free book — one that featured diverse health care providers.

In total, 107 children participated in a Health Care Heroes Story Time event in 2023. Of that, 66 percent identified as Black, Indigenous and/or Latino/a. Health Care Heroes Story Time events will continue in 2023.

"We've heard from many families after these events," says Amber Kapoor, Middlesex Health's health education, grants and survivorship coordinator who helps spearhead the initiative. "The children who attend go home and proudly tell their families they can be doctors. The seed has been planted!"

Health Care Heroes Story Time received funding through a grant from the Community Foundation of Middlesex County, along with support from the Middlesex Health Medical Staff and private donors. The initiative is co-led by the Middlesex County NAACP.

◀ **A participant in Middlesex Health's Medical Explorers Program takes part in an interactive learning experience.**

Thank You

Lola, a fourth grade student from Snow Elementary School, and Alice, a fifth grade student from Macdonough Elementary School, set up a lemonade stand to raise money during the pandemic. The duo chose to use their $102.25 in earnings to purchase toys and items for children receiving care at the Emergency Department in Middletown.

Westbrook Elks Lodge #1784 organized the 14th Annual Beach Jam for Cancer Patient Care in August. The day-long concert fundraiser had its most successful year to date, raising $38,000 to benefit Middlesex Health Cancer Center's nurse navigator program.

After the Storm Inc.'s Art Bra fundraiser is an annual fashion show and auction of specially made "theme" bras, and the Middlesex Health Cancer Center's "Wednesday" bra was a crowd favorite. In 2023, the organization donated $23,000 that will allow patients to receive free integrative medicine therapy.

The Essex Foundation awarded a $10,000 grant to The Mayer Center to support children and adolescents with developmental challenges. This money helped to fund equipment for the center's sensory gym.

The Interfaith Golf Tournament Committee toured The Beit Paley Center and learned about the impact of their donation to The Campaign for a Brighter Future, which supported the creation of a new home for outpatient mental health services in Middletown.
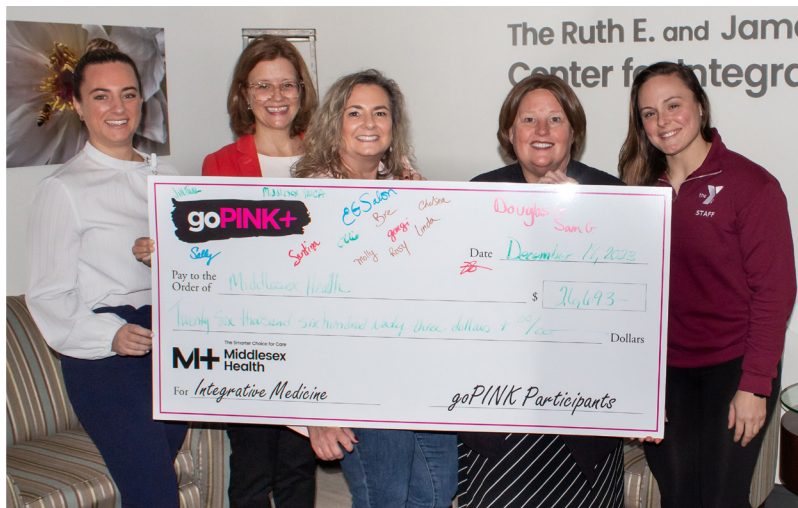

At Xavier High School's homecoming game, the school's football team raised money in honor of breast cancer awareness month. They presented a check for $2,379 to Middlesex Health Cancer Center.

For 14 years, goPINK+ has continued to raise money in unique ways every October. In 2023, $27,800 was raised from the community to provide free integrative medicine therapy to patients at Middlesex Health Cancer Center.

*Photo courtesy of Sandy Aldieri/ Perceptions Photography

For the second year in a row, local businesses purchased and decorated wooden ducks to help raise funds for goPINK+. The public voted for their favorite duck, and EG Salon won top honors for its Tina Turner and Prince ducks.

Organizers of Boobstock, an annual celebration in Deep River, presented a $6,670 check to Middlesex Health Cancer Center to support breast cancer patients.

In its 37-year history, the Middlesex Health Hospice Golf Tournament, presented by Ion Bank, has raised a lifetime total of more than $1.2 million. The tournament is held at Portland Golf Course.

Middlesex Health accepted a generous donation of $41,000 from Reynolds' Subaru in Lyme to support both The Mayer Center and The Beit Paley Center.

Members of the Women's Wellness Fund gathered for a panel discussion moderated by WTNH anchor Lisa Carberg. Middlesex Health providers shared advice on how to make the most of your medical visit.

PMA Companies was recognized in 2023 for its 20 continuous years of support as the title sponsor of the Middlesex Health Golf Tournament, and it was presented with a special award as a token of appreciation.

Board members of The Westbrook Foundation attended The Mayer Center opening. The Foundation awarded a $25,000 grant for the center's sensory gym.
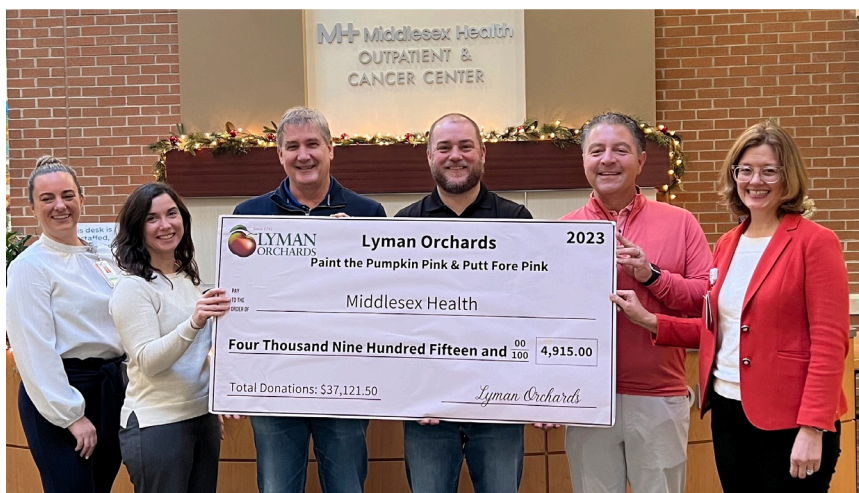

The 10th Hospice Sewathon was held in October at Close to Home in Glastonbury. Each year, volunteers sew night shirts, pillow cases and comfort pillows, which help to create a homelike environment for hospice patients and their families during a hospital stay.

The Mayer Center's Fear-Not Halloween Fun Day was a sensory-friendly community event that allowed children of all abilities to comfortably take part in Halloween activities without harsh lights, loud noises or spooky surprises.

Lyman Orchards hosted its annual Paint the Pumpkin Pink and Putt Fore Pink events, raising $4,915 to benefit breast cancer patients served by Middlesex Health Cancer Center.

Mercy High School's chamber choir performed at the Tree of Lights ceremony in November, helping to raise more than $24,000 for Middlesex Health's Hospice Program.

Save The Date
Middlesex Health
Office of Philanthropy 2024 Events

Valentine H. Zahn Community Gallery
Middlesex Health
Shoreline Medical Center
250 Flat Rock Place, Westbrook
MiddlesexHealth.org/zahngallery

Sisters in Cloth
February 5 - May 3

Barn for Artistic Youth
May 23 - August 23

Debra Lee and Friends
September 9 - November 29

New Haven Paint and Clay Club
December 9 - February 28

34th Annual Middlesex Health Golf Tournament
presented by Voya Financial
June 3
A benefit for Middlesex Health Cancer Center
TPC River Highlands, Cromwell

Women's Wellness Fund Health Talks
Details about events for Women's Wellness Fund members and guests can be found at MiddlesexHealth.org/womenswellnessfund.

38th Annual Hospice Golf Tournament
presented by Ion Bank
September 10
A benefit for Middlesex Health's Hospice Program
Portland Golf Course

goPINK+
Throughout the month of October
A month-long series of community-driven events that raise money for integrative medicine therapy for cancer patients, including those with breast cancer

Fear-Not Halloween Fun Day
October 19
A sensory-friendly, not-so-scary Halloween event that features trunk-or-treat and craft activities, and is free and open to the public
The Mayer Center
252 Westbrook Rd, Essex

Tree of Lights
November 26
A 15-year tradition that benefits the Middlesex Health Hospice Program and allows the community to remember, or honor, loved ones with a tree lighting ceremony at Middlesex Hospital and a display that stays prominent into the new year

For more information about Office of Philanthropy events, please visit MiddlesexHealth.org/donate or contact us at 860-358-6200 or donate@midhosp.org.

Middlesex Health

Philanthropy

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