

# Rounds

NEWS FROM MEDICAL MUTUAL



Issue #1

FALL 2021



## On The Road Again

Before dark one morning in 2012, Terrance Sheehan, MD, then President and CEO of Medical Mutual, and John Doyle, Vice President of Marketing and Administration, hopped in a car and began driving north. It was the first of a series of trips that year where they visited with administrators of member-insured hospitals to learn about their operations, the challenges they were facing in the care environment and, more generally, the issues they were grappling with in a changing healthcare industry. They would visit 15 hospitals over the course of six trips that year, gathering insights that provided important background and context on what the practice of medicine looked like among their member-insureds.

Thus began what became known as Medical Mutual's annual Listening Tour. The tradition continued with Doyle and current Company President and CEO, Frank Lavoie, MD, MBA visiting executives at a dozen or more hospitals every year — until the current pandemic interrupted the usual plan in 2020.

Now, over a year later, Lavoie and Doyle hit the road again to visit five Maine hospitals from August 24 to 26. More will follow. To find out where your hospital is in the Listening Tour's future rotation, contact John Doyle at [jdoyle@medicalmutual.com](mailto:jdoyle@medicalmutual.com).

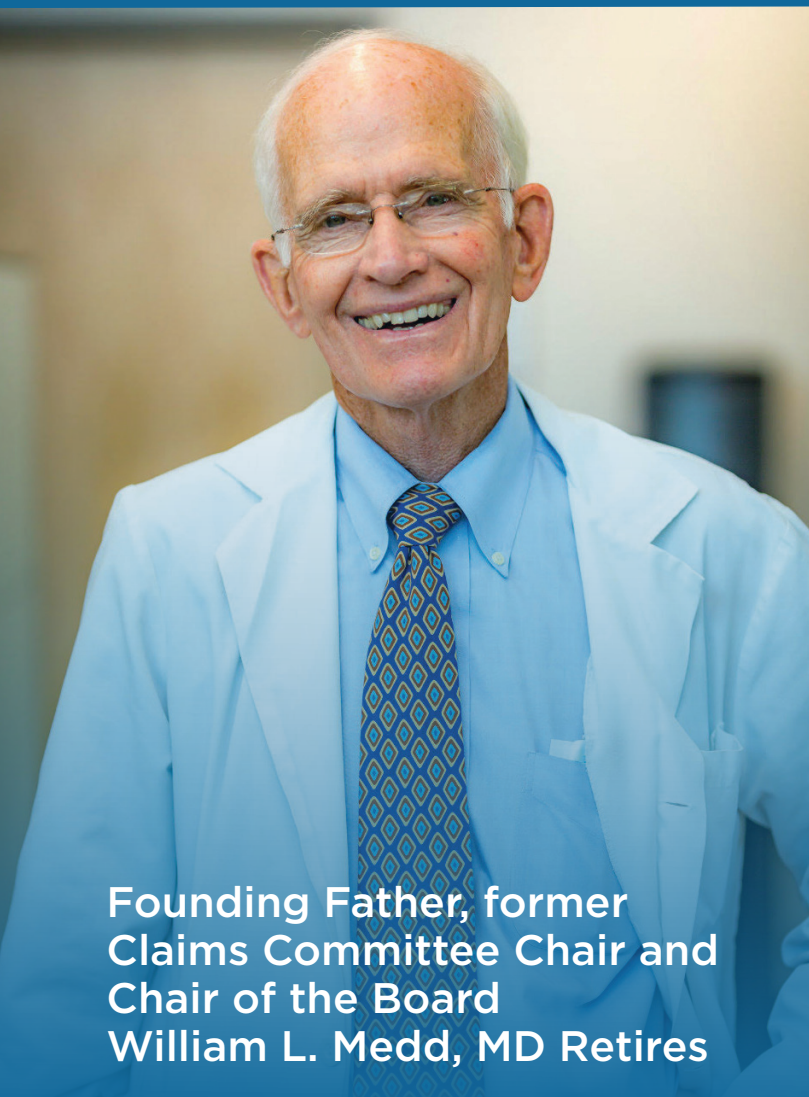
## ATTORNEY DAVID HERZER MOVES INSIDE TO LEAD COMPANY'S CLAIMS DEPARTMENT.

David Herzer joined Medical Mutual as the new Vice President of Claims, succeeding Mary Elizabeth Knox, who retired on May 21, 2021. While he is a new employee, to say he is familiar with the Company and its insureds would be a significant understatement. Dave practiced law at Norman Hanson & DeTroy of Portland for 28 years, where he worked closely with the Company's Claims Department staff in defending dozens of malpractice lawsuits for the Company's member-insureds.

Which is to say, in addition to bringing extensive medical liability experience to the position, Dave brings an equally important understanding of the culture that sets Medical Mutual apart from other carriers. See Dave's full bio at [www.medicalmutual.com/leaders](http://www.medicalmutual.com/leaders).



# PERSONNEL MATTERS



## Founding Father, former Claims Committee Chair and Chair of the Board William L. Medd, MD Retires

Medical Mutual's 2020 Annual Report featured a look back at the illustrious career of William L. Medd, MD, who was a founding father of the Company and retired as Chair of the Company's Board of Directors in May of this year. The Report chronicled Medd's career both with Medical Mutual and, as outgoing CEO of MaineHealth put it, "one of the leading primary care physicians in Maine."

An internist, Medd established a much-needed internal medicine practice in Norway, Maine in 1974 and served the small Western Maine Community until his retirement from active practice in 2018. For the complete story on the legacy left by the humble man and leader who was so influential at Medical Mutual and more generally in the Maine healthcare industry, click the News & Events tab at [MedicalMutual.com](https://MedicalMutual.com), then click Annual Report 2020.

## MEET YOUR NEW CHAIRS OF THE COMPANY'S CLAIMS COMMITTEE AND BOARD OF DIRECTORS

After 40 years as Chair of Medical Mutual's Claims Committee, William L. Medd, MD officially passed the committee's leadership torch in 2019 to Robert Trowbridge, MD, a specialist in adult inpatient medicine with Maine Medical Center in Portland and a nine-year veteran of the Committee.

In addition, O. Robert Stevens, MD was voted Chair of the Board at the Company's annual meeting in May of this year. A diagnostic radiologist, Stevens has been a member-policyholder of Medical Mutual since 1994 and served as Vice Chair of the Board since 2019.

For the full story, click the News & Events tab at [MedicalMutual.com](https://MedicalMutual.com), then click Annual Report 2020 and see page 14.



**Robert Stevens, MD**  
BOARD CHAIR



**Robert Trowbridge, MD**  
CHAIR OF CLAIMS COMMITTEE





# Hybrid return-to-office model emphasizes culture, collaboration and customer service.

Like the rest of the world, Medical Mutual moved to a largely remote model of working in the face of the pandemic in the spring of 2020. The Company maintained a minimum level of daily in-office staffing for certain essential operations. Looking to harness the momentum of the hybrid work model, the Company plans to maintain a level of remote-work flexibility for employees while bringing all staff back to its One City Center headquarters on a regular basis. The Company's new office re-opening plan took effect September 13, 2021.

Under the plan, which will be re-evaluated by year's end, all employees whose functions are not specifically

designed around remote work, such as field risk managers, will report to the office every Monday and Thursday. Depending on roles and responsibilities, employees will also be required to work one or two additional days in the office each week and the balance remotely.

Company President and CEO, Frank Lavoie, MD, MBA, said the goal is to incorporate remote work flexibility into our company culture, while continuing to provide top-notch customer service to our policyholders, “adding that the key will be to “recapture the teamwork, cooperation, and coordination that we valued as an organization pre-pandemic.”



Frank Lavoie, MD, MBA  
PRESIDENT AND CEO

# When a newsletter is new, it's news.

Welcome to the inaugural issue of **Rounds: News From Medical Mutual**. In keeping with the world's movement toward increasing brevity in communications, **Rounds** has been conceived as a digest form of news that you as a member-policyholder of the Company should find of interest.

As you'll note in this issue, where appropriate, we'll provide direction on where you can find more detail on the story at hand. Like rounds in a hospital, the newsletter will provide periodic updates on what's happening with and around Medical Mutual. We'll be covering news about rates, Company events, performance and initiatives, market trends and movement, notable changes in personnel, features on staff who work directly with member-insureds, and other topics deemed to be buzzworthy. It will be published as news and events unfold, but hopefully no less than twice yearly — in the fall and spring.

We hope you enjoy it. Please feel free to circulate it among your organization.

