



Prime Healthcare Foundation

Welcome to our Prime Healthcare Family!

More than 23 years ago, Prime Healthcare was founded with a mission to save and transform hospitals, improve community healthcare, and provide the very best care to patients. To date, this extraordinary mission has preserved quality healthcare in 51 hospitals, more than 360 outpatient facilities and over 600 communities across the nation. We are honored to be selected to continue the legacy of your organization, which includes three historic hospitals, four care sites, and a combined total of more than 40 physician practices into the future.

Following are questions we anticipate you may have, and we will continue to update this FAQ as we journey forward together.

General FAQs

1. Why is Central Maine Healthcare (“CMH”) joining the Prime Healthcare Foundation?

- The CMH Board selected Prime Healthcare Foundation, a nonprofit public charity, to steward these hospitals and care sites into the future after a thorough evaluation of the system’s mission, vision, and values, and a review of the Foundation’s success investing in hospitals to improve healthcare, especially in vulnerable communities.
- Consistently, Prime Healthcare saves and improves hospitals that provide vital community services, while ensuring compassionate and clinically excellent care. Prime Healthcare has saved and invested in every hospital it has acquired since 2001. In total, 51 hospitals have been saved from financial distress or closure, all of which provide critical community services to the most vulnerable.
- Prime Healthcare is a nationally recognized, award-winning health system and has become the largest physician-founded health system in the United States. Prime Healthcare is recognized as one of *America's Greatest Workplaces* for 2025 by *Newsweek*, showcasing an environment where diverse backgrounds and identities are valued and celebrated.
- Prime Healthcare places a relentless focus on quality patient care, achieving clinical excellence recognition year over year. Prime Healthcare has ranked among the *"15 Top Health Systems"* in the country several times, and its hospitals have been named among the nation's *"100 Top Hospitals"* 72 times by Premier.
- Prime Healthcare is one of **only ten health systems** nationwide with the most hospitals earning an “A” Hospital Safety Grade and ranks among the **top five for Straight A** performance.
- Prime Healthcare has received nationwide recognition for its performance in social responsibility and health equity and has been named a *Top 10 Health System in the Nation for Social Responsibility*, earning "A" grades for Social Responsibility, Health Equity, Patient Outcomes, and Inclusivity from the Lown Institute Hospitals Index.



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2. What are Prime Healthcare's Mission and Values?

- *Prime Healthcare's Mission* is to save and improve hospitals so that they can deliver compassionate, quality care to patients and better healthcare for communities.
- *Every Prime Healthcare hospital's Mission* is to deliver compassionate, quality care to patients and better healthcare to communities.

- *Our Values:*

Quality

We are committed to always providing exceptional care and performance.

Compassion

We deliver patient-centered healthcare with compassion, dignity and respect for every patient and family.

Community

We are honored to be trusted partners who serve, give back and grow with our communities.

Physician-Led

We are a uniquely physician-founded and physician-led organization that allows doctors and clinicians to direct healthcare at every level.

- Like Central Maine Healthcare, Prime Healthcare is committed to always delivering patient-centered healthcare with compassion, dignity, and respect for every patient and their loved ones. Prime Healthcare is a uniquely physician-founded and physician-led organization that allows doctors and clinicians to direct healthcare at every level of the organization, enhancing the quality of care.

3. What is the history of Prime Healthcare?

- Prime Healthcare was founded in 2001 with a mission of providing quality, community-based, compassionate, and efficient healthcare. As Prime Healthcare grew, an effective model was developed to transform financially distressed hospitals into thriving community assets with an acute focus on quality, operational efficiency, value and service. Prime Healthcare's tagline, "Saving hospitals. Saving jobs. Saving lives." embodies the reasons it exists today and stands as a promise for what it will deliver in the future.
- Prime Healthcare, based in Ontario, California, has grown into one of the nation's leading health systems, with 51 hospitals and more than 360 outpatient locations in 14 states, serving more than 2.5 million patients annually. Eighteen of the hospitals are not-for-profit members of the Prime Healthcare Foundation.
- The Prime Healthcare Foundation is a 501(c)(3) not-for-profit public charity dedicated to quality, compassionate healthcare for all, and serving communities through charitable and educational initiatives. It has more than \$1.3 billion in assets and has provided more than \$4 billion in charity care, sponsoring local and global initiatives to forward its mission of improving the lives of others.



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- Prime Healthcare has a dedication to advancing medicine and education. In 2018, the Prime Healthcare Foundation contributed \$80 million to establish one of the nation's newest medical schools, the California University of Science and Medicine (CUSM). The university is an accredited non-profit medical school with a mission to advance medicine, health equity and inspire service to the underserved. CUSM was established with an aligned mission of advancing medicine, health equity and service and commended by the State of California for addressing physician shortages and advancing equity. Prime Healthcare also has graduate medical residency programs across the nation.
- Prime Healthcare has never closed a hospital, and today, its network of hospitals and clinics provide compassionate care and clinical excellence to more than 2.5 million patients annually, and improve healthcare in more than 600 communities across the country.

4. What are some of Prime Healthcare's quality awards and accolades?

- Prime Healthcare is recognized as one of America's Greatest Workplaces for 2025 by *Newsweek* and *Plant-A Insights Group*, showcasing its environment where diverse backgrounds and identities are valued and celebrated.
- Prime Healthcare places a relentless focus on quality patient care, achieving clinical excellence recognition year over year. Prime Healthcare has ranked among the "15 Top Health Systems" in the country several times, and our hospitals have been named among the nation's "100 Top Hospitals" 72 times by Premier. Prime Healthcare also has more Healthgrades Patient Safety Excellence Award recipients over the past eight years than any other health system in the country.
- Prime Healthcare has received nationwide recognition for its performance in social responsibility and health equity as it has been named a Top 10 Health System in the Nation for Social Responsibility, and earned "A" grades for Social Responsibility, Health Equity, Patient Outcomes, and Inclusivity from the Lown Institute Hospitals Index.
- Prime Healthcare is one of **only ten health systems** nationwide with the most hospitals earning an "A" Hospital Safety Grade and ranks among the **top five for Straight A** performance. Overall, **53% of Prime hospitals received an "A,"** a higher percentage than nearly every other health system in the country.

5. How does Prime Healthcare invest in its hospitals and give back to communities?

- Prime Healthcare believes that all should have access to quality, compassionate care and a special commitment to caring for the most vulnerable and those with the greatest need.
- Prime Healthcare and the Prime Healthcare Foundation have provided nearly \$16 billion in charity and indigent or uninsured care since 2010.



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- Prime Healthcare has committed to investing \$150 million in the Central Maine Healthcare facilities to fund capital improvements, including substantial technology investments and system upgrades.
- Prime Healthcare has committed to maintaining levels of charity care and continuing charity care and community benefit programs, preserving these facilities' roles as valued community partners.
- As Prime Healthcare has grown, so have the economic benefits of its hospitals in the communities served. In addition to expanding job growth, Prime Healthcare has invested more than \$3.63 billion since 2005 in improving its facilities across the country. The Prime Healthcare Foundation, which includes 18 not-for-profit hospitals, has provided more than \$4 billion in support of the communities they serve and has a long history of supporting the advancement of health and well-being across the country.

6. What are some positive changes that I can look forward to with Prime Healthcare?

- When Prime Healthcare acquires hospitals, it invests millions in those hospitals with new equipment and technology. There is a commitment of \$150 million to invest in facility upgrades, capital improvements, substantial technology investments and system upgrades.
- Prime Healthcare has never closed a hospital and has consistently improved the quality of care in every hospital that joins the health system.
- Prime Healthcare respects and retains the unique cultures of its hospitals while bringing together a diverse network of hospitals and other healthcare facilities and supporting each with a wide variety of resources.
- Prime Healthcare also provides many opportunities for professional growth.

7. Will we have the same leadership model or will they regionalize roles?

- Prime Healthcare believes that all healthcare is local and unique to the communities each of the hospitals serve. Leadership structures can be unique to each hospital and market, preserving local leadership teams, while also considering opportunities for enhancement or synergy across markets.

8. Will Prime be investing in new technology and building?

- Prime Healthcare has committed to investing \$150 million in the Central Maine Healthcare facilities to fund capital improvements, including substantial technology investments and system upgrades. With these CMH facilities, Prime Healthcare has committed to maintaining levels of charity care and continuing charity care and community benefit programs, preserving these facilities' roles as valued community partners.



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9. Will the CMH hospitals remain non-profit under Prime?

- CMH will become a member of Prime Healthcare Foundation, a 501(c)(3) nonprofit public charity, and remain nonprofit. Prime Healthcare’s dedication to mission and quality, compassionate care extends equally across both Prime Healthcare Services, our tax-paying entity, and the Prime Healthcare Foundation.

10. Will there be a support system to offer clarity and reassurance for team members?

- We are committed to consistent communications and support throughout this process. Team members will be kept informed throughout the transition through written communications, staff meetings, Town Halls, the intranet site, a soon-to-be-launched “Welcome” section on our website, and more. Your leaders are available to provide updates and answer your questions, and if they don’t have answers right away, they will provide support and answers as soon as they have them.

11. Will there be town hall meetings to discuss in open forum style these concerns/questions?

- Yes, Prime Healthcare will be hosting town hall meetings in early February and the dates will be communicated in advance.

12. Will the transition happen all at once, or in phases?

- The transition of the hospitals to become members of Prime Healthcare Foundation will happen all at once. The transition is currently planned for February of 2026.

Human Resources FAQs

1. What is it like to be part of Prime Healthcare?

- Prime Healthcare works to create a culture where everyone feels cared for and belongs. We achieve our shared goals when we feel respected and valued. We believe in community and that "all healthcare is local." Our hospitals are brought together by the strength of Prime Healthcare's support while continuing their unique cultures and serving the needs of their respective communities.
- Prime Healthcare’s mission is to save and improve hospitals so that they can deliver compassionate, quality care to patients and better healthcare for communities. This mission could not be possible without the heroic work of caregivers across this nation. It is thanks to our staff and caregivers that Prime Healthcare has been nationally recognized time and again for our clinical quality and patient safety. Prime Healthcare has been named a **“10 Top Health System”** by Truven Health, and our hospitals are consistently named among the nation’s best as **“100 Top Hospitals”** by Premier.



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- We place an importance on advancing health equity, social, and environmental change in response to events and pressures in our nation and the world. Read more about this in our [2023 ESG Progress Report](#).
- We always strive to provide the best care and service for our patients, and that begins with engaging our team members. We recognize our team members for the amazing work being done through recognition and award programs. We believe in opportunity and advancement and build programs that allow you to pursue your career goals and dreams.

2. Is Prime hiring all Central Maine Healthcare team members ?

- Prime Healthcare has committed to hiring substantially all CMH employees in good standing with comparable wages and benefits, subject to the Foundation’s standard hiring policies, practices, and requirements.

3. Is my job or title changing?

- For the majority of employees, job responsibilities will stay the same. CMH employees will transition to Prime Healthcare’s job titles, which may be the same as or similar to your current title.

4. Are benefits provided?

- Yes, Prime Healthcare prides itself in rewarding its employees with a comprehensive, competitive benefits package designed to provide employees with the flexibility to tailor benefits according to their needs. Our wealth of resources and programs include Medical, Dental, Vision, Paid Time Off, and Tuition Reimbursement services.
- We also offer the following resources and voluntary benefit options:

✓ 401(k) program	✓ Voluntary Long-Term Disability
✓ Employee Assistance Program	✓ Prepaid Legal Plan
✓ Discounted recreational/event tickets	✓ Home/Auto Insurance
✓ Basic Life Insurance and Accidental Death & Dismemberment	✓ Pet Insurance
✓ Health Care Spending Account	✓ Identity Theft Protection
✓ Dependent Care Spending Account	✓ Cancer Insurance
✓ Universal Life Insurance	✓ Emergency Care Travel Assistance
✓ Critical Illness Insurance	✓ Commute Assistance/Rideshare Program (varies on location)
✓ Voluntary Short-Term Disability	✓ Discounted fitness and mobile phone rates
✓ Accident Insurance	
✓ Optional Life Insurance	



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*Please note that benefit programs at individual facilities may vary.



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