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The Little Shop That Could Dedicated Volunteers Celebrate 35 Year Anniversary



Back row from l to r: Jo Carrara, Mary Hamel, Marcia Pettee, Priscilla Ward, Kay Wreck, Frank Almeida, Charlie Marvin. Second row from l to r: Lucille Dube, Jean Peters, Dennie Chenoweth, Ellie Strand, Ellie Seeman, Ronnie Record. Front row: Store Manager Toni Gildone with daughter Hadley Greene. Missing from photo: Annie Cook, Patricia Justus, Mary Carol Grip, Priscilla Hurlin, Estelle Merzi, Norma Woods, Catherine Boyle, Julia Lennon, Thelma Turner, Elizabeth Reynolds, Cyndy Burgess, Nicole Jackson and Carmen Duhaime.

In 1969 when **Connie Dodge** was president of the Hospital Auxiliary, Bob Slade, the Administrator of the Hospital at the time, approached her about the possibility of setting up a gift shop within the hospital. Connie was asked to assume the responsibility of starting the Shop... becoming the first shop manager. "Plans were drawn up and carpentry work and decorative ideas developed very quickly," said Dodge in a 1984 document entitled "Why We Are Operating a Gift Shop Called The Window Shop." She goes on to say... "It was also agreed upon and so voted at a Board meeting that after paying our debt to the hospital for advanced financial assistance in setting up the Shop that at the close of the business year all monies over and above running expenses of the Shop would be given to the hospital for equipment, etc." In November 1969 The Window Shop was

officially opened and in the Fall of 1972 the Shop paid off its debt to the hospital.

Fast forward to 2005 and that small Shop has grown considerably and moved three times, and for the first time in its history has hired a part-time Shop manager. **Toni Gildone** worked as a volunteer in The Window Shop for six years before being hired as the manager in October 2004. While The Window Shop, which is located behind the switchboard area in the lobby of the main hospital, has expanded dramatically over the years, many things have remained the same. It still relies on a large volunteer staff Monday through Saturday and every year the proceeds are used to buy hospital equipment.

Today there are 26 volunteers, including two teenagers, running The Window Shop with commitments ranging from one shift a month to

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Wellness Center Offers Fitness For Life

Entering Monadnock Community Hospital's four year old Wellness Center is like going through the doors of an upscale spa. The contemporary open design, featuring an expansive floor to ceiling glass wall with views of the outdoors, sets the tone for the entire facility. There are 60 pieces of equipment from cardiovascular offerings of treadmills, elliptical trainers, bikes and steppers to a circuit of machines designed to efficiently isolate all important muscle groups. And their two pool Aquatics Program is a wonderful complement to the "land-based" program. Members can also take advantage of a wide assortment of classes such as toning, aerobics, Yoga, Pilates and Tai Chi. And members enjoy the "spa like" amenities such as plush locker rooms, sauna, and steam bath.



"The facility even goes beyond the high standards of The New York Athletic Club."

— John Adams, Peterborough

For **John Adams**, age 74, of Peterborough, The Wellness Center is the foundation of his preventive health program. Diagnosed 15 years ago at high-risk for cardiovascular disease, John entered the Cardiac Rehab's exercise and nutrition program at the hospital before The Wellness Center was built. Over the years his weight has dropped from 220 to 160, and he credits the hospital and Wellness Center for adding extra years to his life. "Over the years as a salesman living in different parts of the country, I belonged to many fitness facilities, but I've never experienced the personal responsiveness and incredible upbeat attitude like the staff at The Wellness Center," says Adams. "The facility even goes beyond the high standards of The New York Athletic Club. I look forward to my visits and particularly enjoy looking out at the beautiful forest while I'm on the treadmill. And after a workout, I always "treat myself" to relaxation in the pool, or sauna."

When The Wellness Center opened in 2000, **Mary Beth Stanek** was 47 and had just lost her best friend to cancer and was diagnosed with borderline high blood pressure. She had never been to a "gym" in her life and the thought of joining The Wellness Center was somewhat intimidating, but she decided to join and commit herself to regular workouts. She took advantage of a one-on-one personal trainer to help

educate herself about the equipment and the proper way to exercise. "For me it was a life saver and has simply become a part of my daily routine," says Stanek. "There's a group of 15 or 20 of us that get there very early in the morning and we enjoy socializing — if someone doesn't show up for a couple of days, you worry that something is wrong. Several years ago I suffered from an extremely painful case of shingles and I couldn't have gotten through it without the therapeutic Aquatic Program at The Wellness Center."

Jo Day of Sharon wins all kinds of accolades at The Wellness Center. At 98 years old, she has the physical stamina and energy of someone decades younger. She has been a member since the facility opened and is typically there three days a week attending the Center's ABC classes which complement the regular Yoga classes she has been taking for years with Peggy Cappy. "The Wellness Center has become an important part of my life," says Day. "I very much like all of the instructors — each with their own certain technique. I always look forward to my visits, but there's a cost...my house is suffering!"

Jo Day certainly is the ultimate testament to the tremendous benefits of exercise as preventative maintenance for aging, and the fact that nobody is ever too old to start a healthy exercise program.

There's no question about the physical and mental advantages of a consistent and well thought out exercise program. A good exercise program can keep you fit; increase your energy level; help prevent serious health problems; and possibly add years to your life. The Wellness Center's large staff of exercise professionals advocate fitness for everybody and every age range — whether your starting point is Cardiac Rehab, Physical Therapy, or simply getting into good physical shape. Their goal is to help every member progress towards greater health and wellness, and they're committed to offering one-on-one attention in order to meet each member's unique set of goals.

If you would like to learn more about The Wellness Center and its programs, call 924-4650. ■

Did you know?

- Since opening, The Wellness Center has had 258,473 visits from community members who have traveled from 25 surrounding towns.
- The Patient Account office at MCH processes approximately 23,900 insurance claims a month.
- It's estimated that 25,000 babies have been delivered in MCH's maternity unit since 1923.
- MCH's Financial Grant Program provided \$956,000 in free medical care to qualifying individuals in the Monadnock Region during 2004.

Antrim Medical Group Has Long History of Serving Antrim and Surrounding Towns

Dr. Alfred Chandler, who started a family practice in Antrim in 1947, would be pleased by the fact that this popular practice is today still offering professional and friendly patient care to families living in the Antrim area and surrounding towns. Started as a private practice, Antrim Medical Group in 1993 became affiliated with Monadnock Community Hospital as a satellite practice.

Christopher Jacobson, ARNP, along with **Michelle Anderson**, LPN, recently joined the practice and have assisted with the transition of **Dr. Scott Jaynes** and **Dr. Annika Brown**. Both physicians recently opened the North Meadow Family Practice in Peterborough, while remaining active members of the MCH Medical Staff.

Chris Jacobson has a lengthy history in family medicine and emergency care and is no stranger to the Antrim Medical Group or Monadnock Community Hospital. A native of Hancock, Chris worked in healthcare at MCH during high school and then served in the Navy for over four years as a hospital corpsman. After



Antrim Medical Group: Peggy Sue Luedecke, Meg Ross, Chris Jacobson, ARNP, Michelle Anderson and Christine Fletcher.

receiving his nursing degree from Temple University in 1983, Chris worked as a RN at MCH, working in the Emergency Room, ICU and APU, while simultaneously earning his Advanced Registered Nurse Practitioner (ARNP) degree from Rivier College in Nashua. For over a year Chris worked between the Antrim and Jaffrey practices, and from 2000 until last December he

worked full-time as a Nurse Practitioner in the Jaffrey Family Medicine practice.

According to Chris, most patients don't see a difference in the level of care that they receive from nurse practitioners and doctors —nurse practitioners see their own patients, diagnose disease, and prescribe medications when needed. If Chris feels a patient needs emergency

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On the Horizon

Dear Friends,

The beautiful winter season in New England reminds us of how lucky we are to live in such a special place. Spring will be upon us soon! You will be seeing heavy equipment at MCH this spring as we begin the first phase of our parking lot expansion project. Approximately 252 new spaces will be created. I know this is music to your ears! We have worked hard to develop a plan that will be aesthetically pleasing and in keeping with the beauty of our campus.

Physician recruitment, especially in the area of Internal Medicine, is a top priority for us. We have a verbal acceptance from two physicians who specialize in Internal Medicine to join our Medical Staff. We are very much aware of the inconvenience many of you have endured and we are grateful for your patience. We are not alone with this challenge. The national demand for Internal Medicine physicians is much greater than ever before and more physicians coming out of training choose to specialize in other areas.

Once again our community stepped up to the plate to make our 2004 year-end appeal a huge success. Our gifts exceeded the goal of \$150,000 and I would like to thank you all for including MCH in your charitable giving priorities.

With sincere gratitude,

Peter L. Gosline,
President and CEO



Hospital Benefits From Male Volunteers

...More Men "Getting Involved" at MCH

Years ago when volunteers were primarily women at Monadnock Community Hospital, they were affectionately called "pink ladies." With the decline of the local hospital auxiliaries and more and more women entering the paid workforce, the world of hospital volunteering is no longer the exclusive domain of women. Today more and more men are enjoying the satisfaction of donating some of their free time to the hospital and are realizing the personal payback far outweighs the time commitment.

Frank Cararra, a 74 year old retiree from Peterborough, started volunteering

at the hospital four years ago after he retired from a 34 year career at New Hampshire Ball Bearing. His friend, Will Brassard, convinced Frank that he would enjoy working at the hospital, and he initially "signed on" to drive the golf cart shuttle. From there he moved from mail delivery to his current position in patient registration. He works Mondays from 7 to 12 noon and then enjoys a free lunch in the dining room with fellow volunteer Jim Dodge. "This is probably the only hospital in the country where it's not unusual for the CEO to join you at lunch to find out how everything is going," says Frank.



Jo and Frank Carrara

An extremely friendly and out-going man, Frank loves the social interaction with both hospital employees and patients. Except for spending much of his youth in his native Italy, he has lived

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First-Class Community Healthcare— Makechnies Speak Out About MCH

While not a native of Peterborough, Norm Makechnie has a long history in the town and a strong affiliation with Monadnock Community Hospital. As a well-respected lawyer in Peterborough for over 40 years, Norm first came to town in 1945 when his father became Dean of Boston University Sargent College.

In 1951 Norm's family moved to town. He graduated from Peterborough High School in 1952 and received a degree from Boston University before joining the Army Signal Corp. for two years. After the military, he returned to BU to earn his law degree. In 1962 he joined Maurice Blodgett's law firm in Peterborough and they practiced law together until 1988. Norm still practices at the firm of Blodgett & Makechnie.

The Makechnie's children were born at MCH and like most young families made frequent visits to the pediatric doctor at the hospital as well as occasional visits to the Emergency Room. Today, enjoying good health, Norm and his wife, Judy, are both regular visitors to The Wellness Center. Both have received the services of Occupational Therapy. They feel that this new facility is a wonderful example of the hospital's commitment to providing exceptional

healthcare and also represents very progressive thinking for a small community hospital. "I feel that The Wellness Center was a huge turning point for the hospital and at the time it took a lot of courage for the administration and the Board of Directors to undertake a project of that magnitude," says Norm. "The payback has been tremendous!"

Recently Norm's 98 year old father was taken to the Emergency Department from The Scott Farrar Home with a very serious condition. For several days it was "touch and go". Both Norm and Judy were overwhelmed with gratitude for the wonderful, caring physicians and nurses who treated his father. They were particularly impressed with the total team effort of the Emergency Department, ICU and APU and how well everybody communicated and worked together. "When you really need the hospital," says Judy "you are so grateful for their professional and personal care. The nurses in ICU were just as worried about us and our well-being as the patient. Even Peter Gosline and Laura Gingras stopped by to see how he was doing."

Both Norm and Judy are passionate when they talk about MCH and how lucky the area is to have such a high quality facility staffed



Norm Makechnie and his wife, Judy

with over 100 full and part-time doctors and nurse practitioners. They are also impressed with the strong affiliations with other hospitals like Catholic Medical and Dartmouth Hitchcock.

"Because of our faith in MCH, we were able to relocate my father to this area to be closer to us," says Norm. "It gives us a wonderful peace of mind that first-class healthcare is right in our own backyard. We feel that our support is a good investment in the well-being and growth of this fine hospital." ■



The Robert M. Parmelee Society recognizes those individuals who have chosen to support the hospital's mission through their Estate Plans or a Charitable Bequest in their Will.

Creating a bequest supports community healthcare in the Monadnock Region today and tomorrow. A bequest offers you a simple way to support a critical part of our community. A bequest, whatever the size, demonstrates that you feel that the financial health of MCH is key to the overall health of our community.

Parmelee Society Members are recognized at our Annual Spring Luncheon and are prominently included on our plaque located in the main lobby of the hospital. A bequest of any size entitles you to join this special group of friends of the hospital.

Over the years, Charitable Bequests have accounted for a significant portion of the gifts received by MCH.

A bequest to MCH can be made by creating a new Will or by adding a simple codicil to your present Will.

To receive more information about establishing a Charitable Bequest, please call Laura Gingras at 924-4666.

The Benefactor is published four times a year by Monadnock Community Hospital, Office of Philanthropy and Community Relations, 452 Old Street Rd., Peterborough, NH 03458.

If you would like to have an issue sent to a friend, or have an interesting article or an idea for a story, please call Laura Gingras, CPA, Director of Philanthropy and Community Relations, at 603-924-4666 or email to her at Laura.Gingras@mch.crhc.org. Please visit our website at www.monadnockhospital.org

Thanks a Million!



Laura Gingras, Director of Philanthropy and Community Relations

Dear Friends,

Recently, I was pleased to be part of our annual service awards luncheon where 52 loyal employees (totaling 532 years of service) were honored for their dedication to Monadnock Community Hospital. Each of these employees have contributed significantly to the hospital and our community. The most senior award, which was for 35 years, went to Phyllis McGinnis who is an employee in our lab! We are very proud to say that 260 MCH employees have been here for more than five years. During the lunch, great testimonials were shared by fellow employees about mentorship, caring, dedication, and family. I don't think I was the only one with tears in my eyes. It can't go without saying... loyal employees are great for patient care, and frankly, they create the atmosphere that makes Monadnock Community Hospital a great place to work.

In our fast-paced world, loyalty sometimes seems to be a rare commodity. But at Monadnock, loyalty is all around us. Generations of generous donors have continued to provide sustaining philanthropic support to the hospital. It's because of that support we are here today and are being recognized as a high-tech community hospital that really cares about patients and their families. We, in turn, have remained loyal to our community.

In this issue, you will read about the staff at our Antrim Medical Group, one of the three family practices located away from the MCH campus. You will also read about The Window Shop – talk about loyalty! Our shop was started by volunteers 35 years ago and is staffed by volunteers to this day. What would we do without our volunteers? Then let's not forget about our Wellness Center members whose dedication to fitness has resulted in significant personal health gains!

All of us at Monadnock Community Hospital hope to continue to be worthy of your loyalty and philanthropic support. Please call me if you have questions or wish to provide us with feedback about this publication. I can be reached directly at 603-924-4666 or email Laura.Gingras@mch.crhc.org

Thank you for your support.

Laura A. Gingras

Year-End Appeal Exceeds Goal!

*Thanks to the generous response from our many contributors, we exceeded our goal for the 2004 year-end appeal by over \$15,000! Over \$165,000 was received from more than 500 members of our community representing 23 towns! **Thank you** – to each and every contributor who made this possible!*

The Little Shop... Continued from page 1

one day a week. Many of The Window Shop's early volunteers are still on board today, including **Annie Cook, Priscilla Hurlin, Jean Peters, Ellie Strand, Thelma Turner, Dennie Chenoweth, and Marcia Pettee.** In fact, **Annie Cook** has been responsible for the outstanding card selection since the Shop first opened its doors.

"Some of my friends ask me why I spend so many hours as an unpaid volunteer," says **Jean Peters.** "My response is always that I do get paid for it by meeting so many wonderful people and it's special being part of someone's hospital experience. Volunteering keeps you young."

Toni Gildone agrees that you witness some touching stories at The Window Shop. This

past Christmas a male hospital employee came into the Shop and spotted a wooden fire engine puzzle that he said he would love to buy for his young son but couldn't afford it. His boss happened to be in the Shop at the same time doing some Christmas shopping and when he left, she purchased the puzzle for the young boy.

"It's always challenging to find new inventory for the Shop to keep the selection new and different, since the majority of the customers are hospital employees," says Gildone. Most of the inventory is purchased at a showroom in Bedford, MA, through catalogs, and from visiting vendors. The more popular gifts are children's wooden puzzles, games, doll houses and fire stations. Also jewelry and cards are

big sellers. This past Christmas they introduced additional "stocking stuffers" that were very popular.

The Window Shop's finances are managed by volunteer **Charlie Marvin** of Jaffrey Center who, according to Gildone, is doing a fantastic job. This past fiscal year, the Shop grossed nearly \$50,000 and presented MCH with a gift of \$35,000. This year the proceeds will be used toward the purchase of the PYXIS Automated Medication Dispensing System which allows



In 1969, Priscilla Hurlin and Connie Dodge on Opening Day of The Window Shop.

medications to be dispensed from nursing units 24/7 rather than from the pharmacy. With this dispensing system, the margin of error is greatly reduced because of a "checks and balances" feature which controls patient doses.

Ronnie Record has been volunteering in The

Window Shop for eight years and is particularly impressed that the proceeds are returned to the hospital. "It's nice to be involved and do volunteer work for something where the proceeds go back to the hospital," says Record.

"It's impressive that The Window Shop with its very modest beginnings has never wavered from its mission of selling high quality merchandise and returning the profits to the hospital in the way of a major gift," says Peter Gosline. "But what is even more impressive is the dedication of the hundreds of volunteers over the past 35 years who have given unselfishly of their time to make The Window Shop so highly successful." ■

Antrim Serves Surrounding Towns

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treatment or a more specialized level of care, he refers them to a hospital or specialist.

Michelle Anderson, who has been an LPN for ten years, is the Clinical Coordinator in Antrim and previously worked in the Jaffrey Family Medicine practice for three years. Prior to that she worked in Pediatrics at MCH and for Harborside Healthcare. **Peggy Sue Luedecke** is the Office Coordinator and before that she worked for four years at Monadnock Family Care. **Christine Fletcher** has been the Receptionist at the Antrim Medical Group for five years. For two years Christine worked in Peterborough Internal Medicine. And rounding out this team of five professionals, is **Meg Ross** who is an LPN with the group. Meg also worked in Pediatrics at MCH for two years.

While the current staff at the Antrim Medical Group is very capable of handling the patient volume, the hospital is actively recruiting for a family care physician to assure the very highest level of medical care in Antrim. According to **Peter Gosline**, CEO at MCH, "We are very pleased that Chris Jacobson and Michelle Anderson are part of the transition team in Antrim, and the hospital is committed to getting an experienced doctor for this practice. In fact, we have recently interviewed several good candidates and are confident the position will be filled in the short term."

The Antrim Medical Group is still taking new patients and is open Monday through Thursday from 9 to 5 and Friday from 9 to 1. They are located at 12 Elm Street and can be reached at 588-4200. ■

Male Volunteers. Continued from page 4

and worked in the Monadnock region for most of his adult life and knows many of the faces who enter the hospital — to the point where his fellow workers constantly tease him by asking "Is there anyone you don't know?" He is a strong advocate for both the hospital and volunteering and takes every opportunity to encourage others to get involved, including his most recent recruit — his

wife of 44 years, Jo, who is a volunteer in The Window Shop.

The facts are impressive! Today 80 individuals (including 24 men), aged 14 to 87, staff the Volunteer Services department at MCH in 17 different areas. This translates into over 8,000 hours a year! "It's hard to imagine MCH without its large core of dedicated volunteers," says Nancy Clarke, Coordinator of

Volunteer Services. "Many of the hospital departments incorporate volunteers as part of their team and rely on their expertise and valuable assistance — plus volunteers, like Frank, bring a genuine enthusiasm and fresh perspective to the hospital community."

For more complete information about getting involved at the hospital, contact Nancy Clarke at 924-1702. ■