

Report to Our Community 2008-2009

Guidance

for the Good of the Community

...the real story is about caring people who serve others.

On the cover Pictured left to right; Amanda Bertram, L.N.A., Fletcher Wilson, M.D., Mark and Sally with baby Lucy, and Pam Stetzer, D.O. Special thanks to Monandnock Paper Mills, Bennington, NH, for its generous donation of the Astrolite Silk paper used in the printing of this annual report. This is truly an exciting time to be a part of the MCH family. We are currently in the midst of major investments in facilities, equipment and technology that will prepare us for the future. We are also embarking on our largest expansion ever – an expansion that will position the hospital to successfully meet the health care needs of our community for many years to come.

2008 presented a number of significant challenges to us. The December ice storm left many of us without power for as long as two weeks. Throughout this time staff members demonstrated a selfless commitment to work longer hours in order to meet the needs of our patients. It was our privilege to open our doors to do whatever we could during that stressful time.

The downturn in the financial markets also presented its own unique set of challenges. We saw a significant increase in applications for our Financial Grant Program. We felt fortunate to be able to help those in our community who would not otherwise have had access to needed health care services. During this difficult economic climate, our community continued to share its time, talent and treasure with those in need as they have always done in the past.

Each and every one of you listed in the following pages has contributed to making MCH a very special place. By supporting MCH, you give back to the entire community. Thank you for being part of our family. To contributors, physicians, nurses, other clinical and non-clinical staff, trustees, volunteers, patients, and community members, we appreciate all that you do. We are committed to delivering excellence in community health care, and your continued support helps to assure that this will happen for generations to come.

Sincerely,

Peter L. Gosline President & CEO

ter L. Goslie



Highlights of the Past Year

The Fight Against Breast Cancer Goes Digital

Part of the MCH mission is to provide the best possible care to women in the region. The Women's Imaging Department now has the latest diagnostic mammography technology. Digital mammography was added in the fall of 2008 and is dedicated to women and the early detection of breast cancer. The department's new Hologic Digital Mammography System incorporates revolutionary imaging technology that provides incredibly sharp images. The system is also equipped with a computer-aided detection system (PACS) that aids the physician in detection.



Surgery, Generally Speaking

Over the last few years, MCH has made a major investment in advanced technology and medical professionals at Monadnock Surgical Associates (MSA). Dr. Michael Woods recently joined the practice and comes from St. Vincent's Hospital Surgical Group in Santa Fe, New Mexico. The surgeons at MSA are using state-of-the-art techniques, especially in the area of laparoscopic procedures. Laparoscopic surgery is less invasive and helps the patient heal more quickly with less pain.

New Specialty Department has Patients Breathing Easier

Led by Dr. Neeraj Vasishtha, Board certified in Pulmonology Medicine and Critical Care Medicine, Monadnock Pulmonary Associates opened its doors in 2008 as a new full-time speciality practice dedicated to treating patients of all ages with lung disease and breathing problems. The practice is also staffed with pulmonary rehabilitation and respiratory therapists. The Pulmonary Rehabilitation Program is designed for people who have chronic lung disease. The primary goal is to enable people to achieve and maintain their maximum level of independence and function.



Dr. Neeraj Vasishtha

Another Milestone in Neurology at MCH

As part of MCH's mission to offer more full-time medical specialists, the hospital was pleased to open The Neurology Program in the summer of 2008. This full-time specialty practice is devoted to the study and treatment of the nervous system. Led by Dr. Sachin Dave, a board certified neurologist, the Program is committed to treating patients with diseases of the brain, spinal cord, nerves and muscles. The Program helps patients with a wide range of problems, including stroke, seizures, Parkinson's Disease, Multiple Sclerosis, head, back and neck pain, sleep disorders, dementia, and Alzheimer's Disease. Located at The Bond Wellness Center, The Neurology Program is equipped to perform diagnostic testing as well.



Dr. Sachin Dave



Dr. Michael Woods

Raising Expectations

First Phase of Hospital Expansion Plan Underway

With its mission of providing excellence in community health care, MCH has embarked on a \$25 million building expansion plan that will focus on high growth areas of the hospital, including Surgical Services, Emergency Department, Maternity Department, and Physician Practices. Future expansion is also anticipated for other hospital services. Fiscal

responsibility is a guiding light of this project. A phased timetable will ensure its success.

New Connector Road Entrance to Open in Fall 2009

In August 2008, construction vehicles arrived at MCH to start the first phase of the hospital's building expansion project.

Phase I includes major improvements to the utility infrastructure, a reorientation of the hospital campus, and creation of a

perimeter road. In the winter of 2009, the Town of Peterborough began construction of the new connector road and roundabout located between Route 202 and Old Street Road. Simultaneously, the hospital continued construction of a new campus perimeter road and roundabout. When completed in the fall of 2009, the new perimeter road will tie into both the new entrance and the connector road from Route 202.

Investing in Your Community Health Care

The Capital Campaign for Monadnock Community Hospital



Emergency Growth

With approximately 13,000 annual visits, MCH's Emergency Department is definitely one of the busiest departments at the hospital. Patients can expect the same high quality 24-hour emergency medical care that you would find in a larger hospital, all within a short driving distance. With a staff of seven board certified emergency physicians and 22 specialty nurses, the Emergency Department employees pride themselves on the individual attention they provide to each patient.

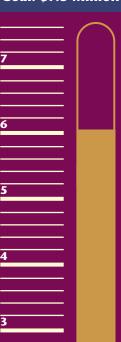
If needed, MCH has well established working relationships with many large tertiary medical centers. When an emergency requires immediate airlift, MCH has a helicopter landing area to facilitate transport of patients to a specialty hospital.

The Capital Campaign for MCH

Since its inception, MCH has enjoyed a long history of community and financial support, which is essential for the success of this expansion project. A major Capital Campaign, *Investing in Your Community Health Care*, was publicly launched in the fall of 2008 with a goal of \$7.3 million. As of June 1, 2009, over \$6 million has been pledged by generous contributors.

The success of this Capital Campaign will allow MCH to complete its major expansion and continue to provide top quality medical services to the community for generations to come. Over five years, MCH estimates the capital investment for this major expansion will be approximately \$25 million. A major Capital Campaign is underway to raise \$7.3 million. Community support is essential for the success of this project.

Goal: \$7.3 Million



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People Count On **Experience**

"Dr. Neilley became my Primary Care Doctor when I moved to RiverMead in December of 1995, and he has been taking excellent care of me ever since! I am very grateful to Dr. Neilley for the wonderful care he gave my wife, Jean, during her last 7-1/2 years with Alzheimer's Disease. MCH is a place where I feel taken care of. I am proud to support an organization that helps so many people in our community."

Andy Kordalewski Peterborough Dr. Neilley with longtime patient and friend of MCH, Andy Kordalewski.

Lifetime Giving Circles





Pictured clockwise from top left; Robert Taft, Midge Gosling, Theodore S. Bacon, Jr., Dorothy Peterson





MCH honors those
with significant
lifetime philanthropic
contributions to
the mission of
Monadnock
Community
Hospital.

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generosity

Contributions and pledges received between January 1, 2008 and January 31, 2009

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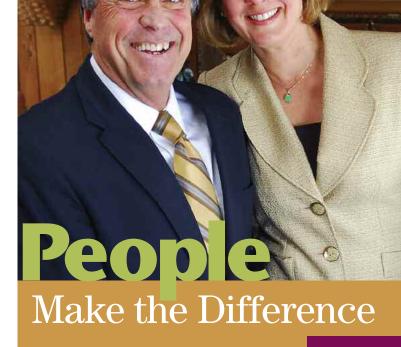
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"We've always considered Monadnock

Community Hospital to be the quintessential good neighbor — caring, friendly, and always ready to help in times of need. We take good neighbors for granted and we shouldn't — that's why we choose to support the hospital."

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"I have been using MCH since 1946 when my first child was born there.
I choose to continue to support MCH because I think it is the greatest hospital, and we are so fortunate to have a facility of this caliber in our community."

Phyllis J. Nichols
Peterborough

Community Benefits

In 2008, MCH provided over \$4.6 million in Community Benefits. Over \$1.2 million of these dollars were for health care assistance – caring for those in our community that do not have the ability to pay. An example of this is the Medication Bridge Program, which provides reduced or no-cost prescription medication to underinsured or uninsured patients with chronic medical conditions.

The latest initiative in our Community Benefits program is the expansion of the Monadnock Healthy Teeth program to include childhood obesity. *Monadnock Healthy Teeth to Toes* (MHTTT) focuses on healthy eating, daily exercise, and good oral hygiene.

Since its inception in 2003, the Monadnock Healthy Teeth Program has partnered with 14 schools located in the MCH primary service area to educate children in grades K-3 about good oral hygiene, provide screenings, fluoride, and facilitate and offer access to dental care. As a result of this program, tooth decay has been reduced among this population by nearly 50%.

The number of obese/overweight children has become alarming. One-third of Monadnock Region children are considered obese as defined by government body mass index measurements. This led MHTTT to adjust its approach to include nutrition counseling and exercise programming in addition to oral health, and change the name of the program.

The immediate goals of *MHTTT*:

- Create public awareness of the long-term consequences of childhood obesity
- Educate children on the importance of eating foods high in nutrients and low in calories
- Decrease sedentary
 behavior of children by
 sponsoring physical
 activities designed to
 improve the fitness
 habits of children
 We successfully launched

the Monadnock Healthy Teeth to Toes program in the Greenville Elementary School in October 2008. MHTTT has since expanded to include 13 more schools. We look forward to finding new and creative ways to meet the health care needs of our community.



The Monadnock Healthy Teeth to Toes van was made possible through the generosity of the Jaffrey-Rindge, Monadnock and Peterborough Rotary Clubs and Wymans's Chevrolet-Pontiac of Hillsborough.



Elizabeth Webb, R.D.H., MHTTT Program Volunteer, Pamela Delahanty, R.D.H., "The Tooth Fairy" and Lucy Jackson.

Pamela Delahanty, R.D.H., Louise Danforth, Program Manager, Elizabeth Webb, R.D.H., MHTTT Program Volunteer and Donna Poe, R.D.

Michelle Cilley with her son Jack



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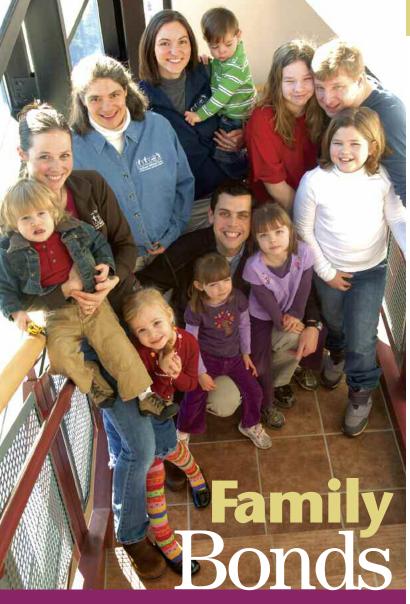
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"As relative newcomers to

Peterborough, we have been impressed and appreciative knowing that we have such an excellent and comprehensive medical facility in our community. We are proud to support Monadnock **Community Hospital.**"

> Phil and Lucille Stoddard Peterborough



The Bond Wellness Center has a dedicated staff that cares for the individuals who use the Center as they do for their own families.

Pictured left to right; Michelle Cilley with children Jack and Maddie; Dana Marangi; Carrie Levesque, with son Zacharie and Dan Levesque with daughters Anna and Chloe; Andy Macdonald with daughters Kenzie and Delaney

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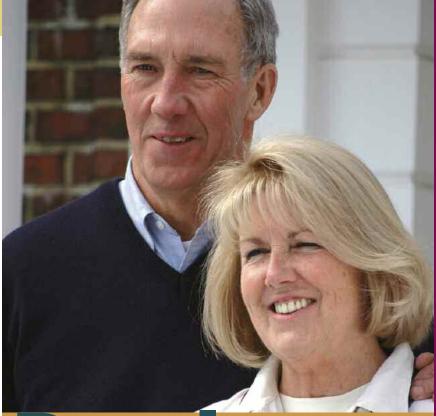
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"We are very impressed

with the quality of training and support provided by Monadnock Community Hospital to the members of the area rescue and ambulance services. It would be much more difficult to obtain this kind of support without a hospital like Monadnock nearby."

Steve (former Peterborough Fire Chief) and Susan Black, R.N.
Dublin



Faster Recoveries and Less Invasive Techniques for Orthopaedic Patients

Ronald Michalak, M.D., W. Bradley White, M.D., and Shawn Harrington, M.D.

For nearly ten years, Monadnock
Orthopaedic Associates, founded by
W. Bradley White, M.D., has been
dedicated to providing the best
possible solutions for individuals who
need orthopaedic care. MOA has been
one of the fastest growing specialty
practices at the hospital and accounts
for 38% of all inpatient surgeries and
24% of all outpatient surgeries.

Whether a patient needs enhanced rehabilitation, a routine injection, custom bracing or a state-of-the-art

joint replacement, MOA's skilled and compassionate staff works as a team to offer a full range of services. The practice's physicians have been educated and trained at some of the best medical schools and programs in the country.

Technological advancements at MCH have accelerated "minimally" or less invasive surgery techniques. Coupled with aggressive post-operative rehabilitation, it has meant that orthopaedic patients are more likely to recover faster.

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The Clement Family Oncology Center

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Muriel Hahn

Mary Kay Lake

Cynthia I. Lattali

Wayne R. Leclair, M.D.

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2008 Financials

Consolidated Statement of Revenues and Expenses

Fiscal year ending September 30 (in thousands)

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Physician Practice Visits

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Charles Winthrop Smith

Annie Smith

Orrin F. Smith Robert H. Stanley

Mildred Stone Mr. J. Milton Street

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Fund

Samuel D. and Dixie Wonders

John C. Tenney Grace Hall Thacher

	2008	2007
Billed for services to our patients Other operating revenues Received from other sources	100,337 3,218 310	84,501 2,643 1,027
Total Sources	103,865	88,171
Amounts billed but not received: Under government and commercial contractual agreements From patients unable to pay	35,187 1,933	28,443 1,289
Therefore, we actually received revenue from patient care and other services of	66,745	<u>58,439</u>
Our costs included amounts: To pay our employees To pay our suppliers and vendors To fund depreciation and pay interest on debt	35,522 25,174 4,461	32,503 22,168 3,630
Resulting in total costs for patient care and other services	65,157	58,301
The excess of amounts received over costs for the year was used to expand services to our community, to improve facilities and to pay back debt	1,588	<u>139</u>
Key Statistics, Actual		
Admissions	1,583	1,549
Births	341	379
Emergency Room Visits Surgical Cases	13,109 2,030	13,582 1,806
Imaging Exams	30,159	26,744
Lab Tests	192,284	182,513
Physical, Occupational, and Speech Procedures	46,677	48,111
Hospital Outpatient Visits	87,733	71,073

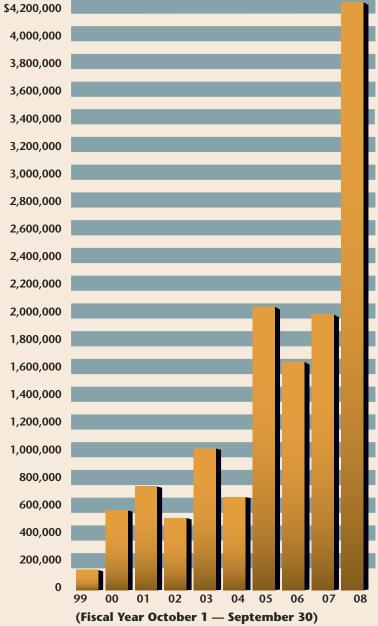
1,595

109,684

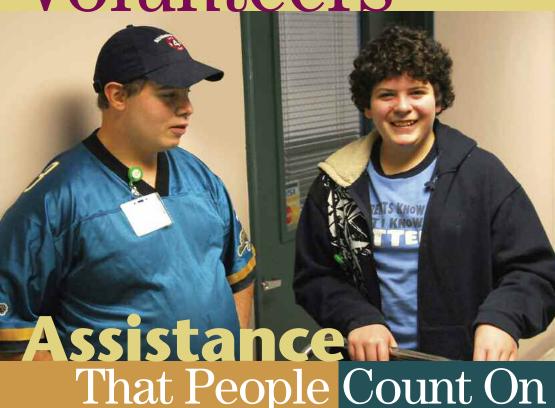
1,625

89,376

Philanthropic Gifts from the Community over the past 10 years.



Volunteers



More than 100 volunteers contributed over 10,641 hours of service in fiscal year 2008.

The time they spend at MCH contributes to the

high level of caring that all of our patients enjoy. The employees at MCH are grateful for the smiling faces, working hands, and generous hearts of our many volunteers. For more information on how you can become an MCH volunteer, please contact Nancy Clarke at 924-1702. Zachary and Carl, two helpful volunteers from Crotched Mountain Rehabilitation Center, help deliver mail at MCH on a regular basis.



Left; Chester Soule, Jr., Volunteer, and Nancy Mallory, R.N., taking care of business in the Emergency Department. 10,000+ Hours

Peg McLeod

5,000 – 10,000 Hours Marcia Pettee

3,000 – 4,000 Hours Annie Cook

2,000 - 3,000 Hours

Francesco Carrara Beverly Lovett Jean Peters Eleanor Strand

1,000 - 2,000 Hours

Penny Arthur
Constance Bastille
Wilfred Brassard
Dennie Chenoweth
Jarvis Coffin
Bradley Farnham
Carol Farnham
Charles Marvin
Joyce Nelson
Jack Roper
Nahida Sherman

500 - 1000 Hours

John Adams
Frank Almeida
Anonymous
Sandra Benotti
Stephen Bickford
Catherine Boyle
Cyndy Burgess
James Dodge
Lucille Dube
Sally Fisher

Ken Fredericks Mary Hamel Gary Lambert John Nelson Veda O'Neill Dorothy Segall Donald Sherk Clay Sherman Ardelle Somero Chester Soule Thelma Turner Priscilla Ward Kay Wreck

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Gastroenterology

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Hospitalist

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S. Dwight Woods, M.D.

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Remigio Villarico, M.D.
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Jacob Wolterbeek, M.D.

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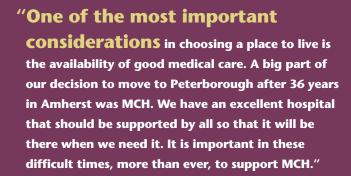
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Susanna Woods, A.R.N.P.

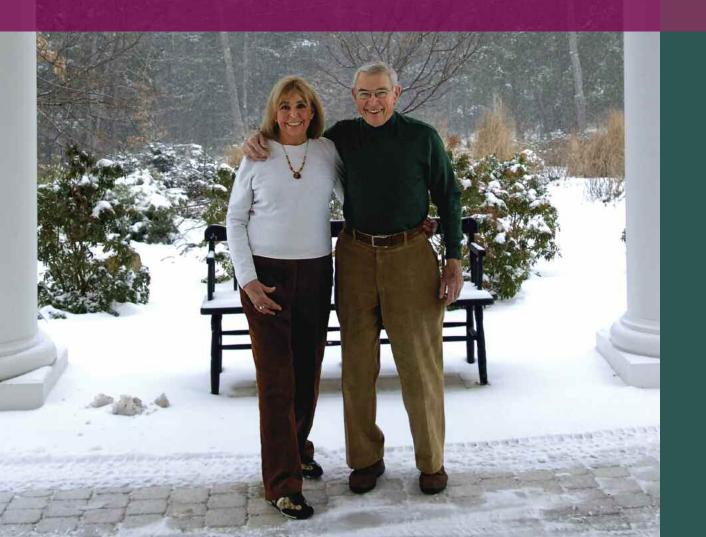
Radiology

Vincent Caruana, M.D.
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Edwin J. Olmstead, M.D.
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