2018 REPORT to our community

-



standing strong

Greetings

Philanthropy and altruism have deep roots in the Monadnock Region, dating back to 1919 when Robert M. Parmelee donated his summer home for use as a community hospital.

In the years since Mr. Parmelee's extraordinary gift, we have seen our hospital flourish thanks in large part to the benevolent spirit of the community. Your unwavering support has allowed us to remain one of the strongest community hospitals in New England, despite increased costs, shrinking reimbursement from government and commercial insurances, and an increased number of patients requiring financial assistance.

While our fiscal health is very sound, our strength is more than just numbers on a balance sheet. It's about people. We're recruiting talented people to join our team; delivering compassionate, highquality care; and going the extra mile to ensure that every patient and visitor has the best possible experience.

When you combine the altruistic spirit of this community with a group of people dedicated to improving the well-being of others, you get some pretty amazing results.

On behalf of our entire staff, thank you for your continued support of your hospital. **Together, we're standing strong.**

Cynthia K. mcHine

Cynthia K. McGuire, FACHE President and CEO



TELEMEDICINE

RURAL reach



Monadnock Community Hospital is a member of GraniteOne Health, a non-profit, communitybased healthcare system providing New Hampshire residents with convenient access to advanced clinical services and surgical subspecialties. Learn more at graniteonehealth.org.



AS HOSPITALS look for ways to provide their patients with increased access to clinicians and services, a new form of healthcare has emerged that allows patients to connect with medical specialists virtually.

Telemedicine uses the power of the Internet to link patients to physicians, eliminating physical and geographic barriers. Over half of U.S. hospitals currently use telemedicine in some capacity, and Monadnock Community Hospital (MCH) is pleased to offer this valuable service, thanks to our affiliation with GraniteOne Health.

Using laptops and tablets, we can connect our patients to some of the leading specialists in neurology and stroke care, through Catholic Medical Center in Manchester, NH, one of the region's foremost medical centers. "Technology is changing the way healthcare is delivered," says Michael Lindberg, MD, MCH's Chief Medical Officer. "While in-person, one-onone consultations with clinicians will always be an option for our patients, telemedicine expands the continuum of care to folks in rural areas who may have limited access to leading specialists."

Telemedicine has proven to be a critical tool for helping first responders and emergency department personnel quickly and accurately assess patients suffering from strokes or other neurological issues. This results in quicker diagnoses and faster treatment regimens, often preventing long-term neurological issues.

"Telemedicine is truly revolutionizing healthcare," says Dr. Lindberg. "Being able to provide our patients with 24-hour access to specialists is a real game-changer."

FAMILY CARE

THE FACE OF healthcare

PRIMARY CARE CLINICIANS play a vital role in keeping our communities healthy. While they diagnose and treat many routine healthcare issues, these highly trained medical professionals are also the first line of defense when it comes to detecting symptoms that might indicate a more serious health problem.

"At MCH, we provide care using a Patient Centered Medical Home model," says Cynthia McGuire, President and CEO. "This teamcentered approach provides each patient with an individualized and coordinated healthcare plan, which helps our clinicians develop an acute awareness of a patient's overall health." The team at Jaffrey Family Medicine exemplifies the special patient-provider relationship that can be found in all of MCH's primary care practices.

"Our number one goal is to get to know our patients and develop a baseline measure of their health," says Dr. Marc Winiecki, a family physician. "Living in a small community, our patients are not just a medical chart—they're our friends and neighbors. That unique relationship allows us to better monitor their health and recognize potential issues that might arise." As a critical access hospital, MCH's primary service area is comprised of 13 towns, which further highlights the importance of primary care practices in rural communities like those found in the Monadnock Region.

"Our primary care practices—located on our Peterborough campus as well as in Antrim, Jaffrey, New Ipswich, and Rindge—are a critical component of our mission to meet the healthcare needs of the communities we serve," says McGuire. "As a result, we are able to provide an exceptional healthcare experience for every patient."

caring for our communities

Jaffrey Family Medicine is one of five primary care practices devoted to providing exceptional care for our community. Representing Jaffrey Family Medicine are (left to right) Kelly Beausoleil, CMA, Marc Winiecki, DO and Mindy Wheeler, RN.



ORTHOPAEDICS

PETER RUSSELL is an active guy who enjoys hiking and snowshoeing. But in recent years, staying active was becoming harder because of chronic knee pain. "I played a lot of soccer in my younger years," he says, "so I wasn't surprised when my knees eventually wore out."

NEVER Peter of Orthog and M Comm for his

Peter chose Monadnock Orthopaedic Associates and Monadnock Community Hospital for his surgery. "I was

very pleased with Dr. Brad White and with the hospital. Dr. White was professional, friendly, and took the time to answer all my questions. And my hospital experience was excellent, too. MCH may be small, but it's modern, clean, and has all the technology you'd find at larger hospitals. I had no reservations at all about having my surgery here."

Peter had Uni-Knee replacement surgery on both of his knees last December. He was up and walking quickly, and spent several weeks in physical therapy, stretching and strengthening his legs to get back full mobility. "By the end of winter, I was out on my snowshoes again," says Peter. "It feels great to be active again!"

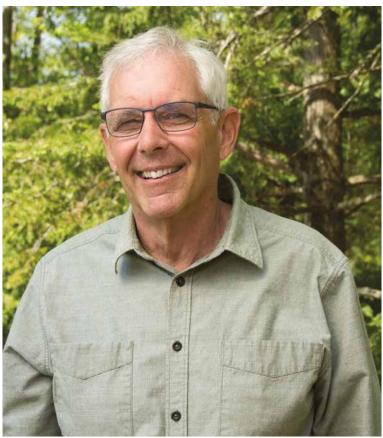
Peter's experience was so positive that he's recommended Monadnock Orthopaedic Associates and MCH to friends. "You get great care, and it's close to home. It doesn't get better than that."

Peter Russell, Jaffrey



Monadnock Orthopaedic Associates Team

Elizabeth Neuhardt, PA-C W. Bradley White, MD Brittany Houghton, PA-C Ronald E. Michalak, MD Terrence McNamara, DO Kevin Costello, PA-C Shawn P. Harrington, MD



REHABILITATION

Ryan Griffiths, DPT, (right) works with patient Glenn Stover





LENGTHY HOSPITAL STAYS following total joint replacement surgery are a thing of the past, thanks in large part to the collaborative efforts of the surgical, nursing, and rehabilitation teams at MCH.

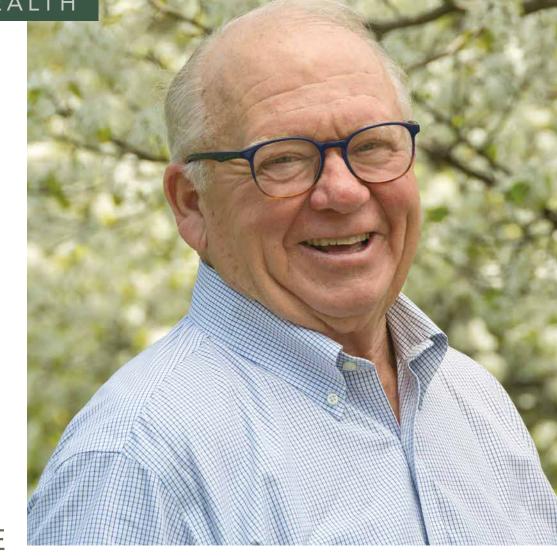
Using a combination of pre- and post-operative education, training, and therapy, total joint replacement patients are better prepared for their surgeries, which typically results in better outcomes.

"As surgical procedures have advanced, so has our approach to providing therapy services," says Lynne Maloney, PT, Director of Physical and Medical Rehabilitation at MCH. "We want people to be able to recover at home, but we want to ensure a safe transition from the Hospital."

Pre-surgical education and training consists of learning how to use a walker or crutches, basic home exercises, and pain management. Patients receive physical and/or occupational therapy services while in the hospital and, when discharged, return home with a therapy plan already in place.

"Our primary goal is to ensure patients recover safely at home," says Maloney. "We think our team approach goes a long way toward ensuring positive outcomes."

BEHAVIORAL HEALTH



A SUPPORTIVE **environment**

ABOUT 30% OF MEN experience depression at some point. But unlike most women, men do not typically seek support from other men—even their friends.

Bill Schofield of Jaffrey is out to change that. Schofield, who holds a Ph.D. in education, has personally experienced depression. "Dr. Michele Gunning plays a huge role in helping me manage my depression. Her accessibility and guidance is both reassuring and immensely helpful." In 2016, with the help of MCH's Monadnock Behavioral Health practice and Dr. Gunning, Bill started a depression support group for men—a group that's grown and is thriving today.

"We've created a welcoming, collegial environment where men can talk honestly about their feelings, and support each other through rough patches," says Schofield. "The men have really bonded with each other, and the group is now something they look forward to. It's a place to be yourself. No pretenses, no expectations."

The group isn't afraid of tough issues either. "Divorce, death, aging, suicide—we talk about it all. There's pain, for sure. But we laugh a lot, too."

For a comprehensive listing of resources and support groups in the Monadnock Region, please contact LeeAnn Clark at 603-924-1700 or at LeeAnn.Clark@mchmail.org.



NEARLY 44 MILLION adults in the U.S. experience some form of mental illness in a given year and another 20 million will struggle with substance misuse. However, only about 40% of those folks will seek and receive treatment, reinforcing the stigma that surrounds behavioral health.

Monadnock Behavioral Health is hoping to change the negative perception of mental health. In 2015, MCH conducted a Community Health Needs Assessment. The top four needs fell directly under the behavioral health umbrella, a term that includes both mental health and substance misuse.

MCH has taken a comprehensive approach to improving behavioral health and wellness in the communities we serve. The Monadnock Behavioral Health practice provides outpatient services with two psychiatrists, a psychologist, and four licensed social workers. In addition to seeing

REMOVING THE stigma

patients in the Monadnock Behavioral Health practice, the licensed social workers are an active member of the patient care team. They collaborate with clinicians to provide

services directly to patients in the primary care setting.

Monadnock Behavioral Health is removing the stigma through increased access to behavioral health services to meet a critical need in our community.

Behavioral Health **visits**

FY 2016 & FY 2017

Depression 4,230

.,....

Anxiety

3,783

Bipolar 1,359

ADD/ADHD 988

Sleep-Related

Medication Management Assistance 627

PTSD

498

Schizophrenia

412

OCD 291

GENERAL SURGERY

Christy Harris, RN, BSN, CNOR in our surgical suite (below). At right is John Poillucci, RN, Director of Perioperative Services (left) and David Lewis, MD.





IN HIS 24-YEAR medical career, registered nurse John Poillucci has worked in the surgical units of some of the most preeminent hospitals in New England, including Massachusetts General Hospital and Beth Israel Deaconess Medical Center.

But when it came time to schedule his own surgery, John chose MCH—

and Dr. David Lewis—without hesitation. Dr. Lewis specializes

in laparoscopic surgery, trauma/acute care surgery, colon and rectal surgery, anti-reflux surgery, and wide variety of other surgical procedures.

"I've worked at some big hospitals over the years," says John, MCH's Director of Perioperative Services. "MCH's surgical staff and state-of-theart facilities rival any of them."

MCH's experienced surgeons perform the latest thoracic and orthopaedic procedures—like laparoscopic Nissen fundoplication, unicompartmental knee arthroplasty, and other subspecialty surgeries.

In addition to offering advanced procedures, MCH has introduced innovative measures to reduce surgical infections, like head-to-toe pre-surgical washes, nasal sanitizers, and antimicrobial dressings with builtin batteries to help ward off infection.

"MCH is truly a hidden gem," says John. "People think they need to go to a big hospital for surgery, but MCH is on par with the major medical centers in New England. And best of all, it's right here in our backyard."

SURGICAL his own surgery, Joh

MEDICAL STAFF

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Emily Cooper, APRN New Ipswich Family Medicine 603-878-1092



Caitlin Barbarita, MD Monadnock Regional Pediatrics 603-924-7101

new FACES MCH WELCOMED a

number of new clinicians in 2017. Here are a few of the recent additions to our outstanding medical staff. Please join us in welcoming them to MCH!



Elizabeth Neuhardt, PA-C

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Amanda Washburn, RDH Monadnock Healthy Teeth

603-924-4699 Ext 4303





Cheryl Pineo, APRN New Ipswich Family Medicine 603-878-1092

Rindge Family Practice 603-899-9563



Lauren Stacy, APRN Jaffrey Family Medicine 603-532-8775

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PET THERAPY

•TOUCHING

IF YOU'VE BEEN to MCH in the past couple of months, you might have noticed our newest caregivers making their rounds. They're not hard to miss, considering they walk on four legs and have wet noses.

In February 2018, MCH joined a growing list of healthcare facilities offering pet therapy services for patients. Pet therapy has been shown to lower anxiety and promote relaxation, in addition to fostering the release of hormones that can



wonder We'd like to give special thanks to our therapy dogs and their handlers who brought comfort **COGS** and joy to so many this past year. We love you, Coffee, Mea, Minka and Sophie!

play a role in elevating mood. Other clinical studies have revealed that therapy pets help relieve boredom, loneliness, and depression in patients diagnosed with dementia.

In MCH's program, a specially trained therapy dog and its handler greet patients, spending a few minutes at their bedsides. Patients can pet or cuddle with the dog and chat with its handler.

"Patients are thrilled when a therapy dog arrives," said Christy-Sue Solomon, Director of the Medical-Surgical and Intensive Care Units at MCH. "Each of these dogs has a friendly and unique personality. They have a very calming presence, with a natural ability to cheer patients up. This program has been a welcome addition to our inpatient care."

Organized and implemented by MCH's Volunteer Coordinator Toni Gildone, the Pet Therapy program is available upon patient request.



Lisa Seppala, RN, and Sophie



LEGACY GIFTS

"It's the right thing to do."

> —Tom and Glori B. Luebberman

RETIRED CFO Tom Luebberman and his wife Glori B. have a favorite

GENEROUS

Glori B. have a favorite (and surprising) lunch spot in Peterborough the Our Town Café at Monadnock Community Hospital. "They have great soups!" says Tom.

But the couple's real reason for lunching at MCH goes deeper than healthy soups and salads. In fact, the Luebbermans visit MCH regularly for both primary care and medical care. They're also longtime members of The Bond Wellness Center, and often combine lunch and a workout at the Hospital's campus. Both Tom and Glori B. have high praise for the medical and nursing staff at MCH. "I've had gallbladder surgery at the Hospital, and Glori B. had her knee replaced there. Everyone we encountered was skilled and compassionate. We've always had excellent care."

Because MCH plays such a vital role in the Luebbermans' lives, the couple have made the Hospital a beneficiary of their estate. "A quality hospital is a tremendous asset to this community," says Tom. "For us, supporting MCH just feels like the right thing to do."

PARMELEE SOCIETY

CARING hearts

The Parmelee Society recognizes individuals who have included MCH in their wills or estate plans. There are many ways to join the Parmelee Society. You can make MCH the beneficiary of your will, retirement account, or life insurance policy; donate a gift of real estate; or create a charitable gift annuity.

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PLEASE CONSIDER

making a specific provision for MCH. If you have already done so, let us know so we can honor you as a member of our Parmelee Society. For more information about the Parmelee Society or charitable giving, contact:

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LeeAnn Clark

Philanthropy and Community Relations Manager LeeAnn.Clark@mchmail.org 603-924-1700



MCH caregivers and staff who have been recognized with a gift in their honor for positively impacting a patient's experience at MCH.

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Antrim Medical Group Nicole Krausser, RN

Day Surgery The Day Surgery Staff

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THANK A CAREGIVER

CONTACT LeeAnn Clark at 603-924-1700 or email LeeAnn.Clark@mchmail.org to learn more about the **Thank a Caregiver** Program and how you can honor someone who has provided you or a loved one with excellent care at MCH.

Through their years of support, these donors have each made generous cumulative gifts totaling over \$100,000.

As of December 31, 2017

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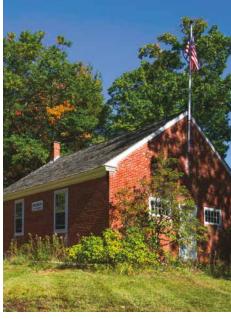
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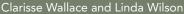
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10,001+ Hours

Peg McLeod Marcia Pettee

5,001 - 10,000 Hours

Bradley Farnham

4,001 - 5,000 Hours

Joyce Nelson

3,001 - 4,000 Hours

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2,001 - 3,000 Hours Arthur Flick

1,001 - 2,000 Hours

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Dianne Chatfield

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*Deceased

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We'd like to take a moment to recognize the MCH employees, medical providers, and community leaders who work tirelessly to fulfill our mission. Thank you for your guidance and stewardship.



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Consolidated Statement of Revenues and Expenses

FINANCIAL STATEMENT

Fiscal year ending September 30:

r local your orland	g coptornis or out
2017	2016
\$2,100,000	\$2,100,000
\$146,860,000	\$142,133,000
\$7,025,000	\$4,750,000
\$923,000	\$386,000
\$156,908,000	\$149,369,000
\$67,201,000	\$65,442,000
\$1,657,000	\$1,682,000
\$4,606,000	\$4,469,000
\$83,444,000	\$77,777,000
\$41,556,000	\$39,585,000
\$31,307,000	\$29,408,000
\$5,541,000	\$5,729,000
\$3,367,000	\$3,367,000
\$81,771,000	\$78,089,000
\$1,673,000	\$(313,000)
1,294	1,490
327	353
13,850	14,584
1,447	1,432
1,291	1,220
29,906	30,399
182,218	189,095
46,131	43,469
1,540	1,571
90,285	92,490
	\$2,100,000 \$146,860,000 \$7,025,000 \$156,908,000 \$1,657,000 \$1,657,000 \$4,606,000 \$3,367,000 \$31,307,000 \$31,307,000 \$33,367,000 \$3,367,0000\$3,5000\$3,5000\$3,5000\$3,

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As of April 30, 2018

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APRN: Advanced Practice Registered Nurse
CMO: Chief Medical Officer
DDS: Doctor of Dental Surgery
DMD: Doctor of Medical Dentistry
DO: Doctor of Osteopathic Medicine
DPM: Doctor of Podiatric Medicine LICSW: Licensed Independent Clinical Social Worker MD: Medical Doctor PA: Physician Assistant PA-C: Certified Physician Assistant RDH: Registered Dental Hygienist

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Monadnock Community Hospital is a not-for-profit healthcare provider offering comprehensive healthcare services to the Monadnock Region. Our Financial Assistance Program (FAP) provides free or discounted care for those who qualify. For more information or to obtain an application, please call 603-924-1717 or visit mchfinancialassist.org.

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for investing iı Monadnock Community Hospital

On the cover

Dr. Marc Winiecki of Jaffrey Family Medicine with his wife Betsey; their children (left to right) Sigmund, Henry, and Margaret; and faithful companion Rocket.



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