

Monadnock COMMUNITY HOSPITAL



Our Mission Monadnock Community

Hospital is committed to improving the health and well-being of our community

Our Vision

We will elevate the health of our community by providing accessible, high-quality, and value-based care.

Our Values

Performance ● Respect
Integrity ● Service
Compassionate Care
Collaboration ● Creativity

On the cover: Chelsea Broderick, Medical Assistant, Monadnock Regional Pediatrics and Charlotte Kumph

greetings

Since joining MCH and our community, I have been impressed and inspired by the tremendous generosity, support, and overall "community mindedness" of those who call the Monadnock Region home. Every day I am reminded of how special our Hospital is when speaking with our patients or when thanking a contributor like you for investing in MCH, ensuring our ability to provide high quality healthcare here in the Monadnock Region.

For nearly 100 years, we have been guided by our mission to improve the health and well-being of our community. Your generosity allows us to continue to grow and provide the necessary services to make our community as healthy as it can be.

Last year, the combined contributions by folks like you, your friends, and neighbors surpassed one million dollars! Your willingness to invest in MCH ensures our ability to provide critical services from an annual checkup to outpatient care and life-saving interventions in our 24/7 Emergency Department. Your support also sustains the Financial Assistance Program, which ensures that one's ability to pay is never a barrier to accessing necessary care.

Our 2019 Annual Report highlights some of our services, acknowledges our supporters and volunteers, and shares stories of those who have benefited directly from your generosity which allows MCH to be one of the finest small hospitals in New England. On behalf of our wonderful MCH team, I thank you.

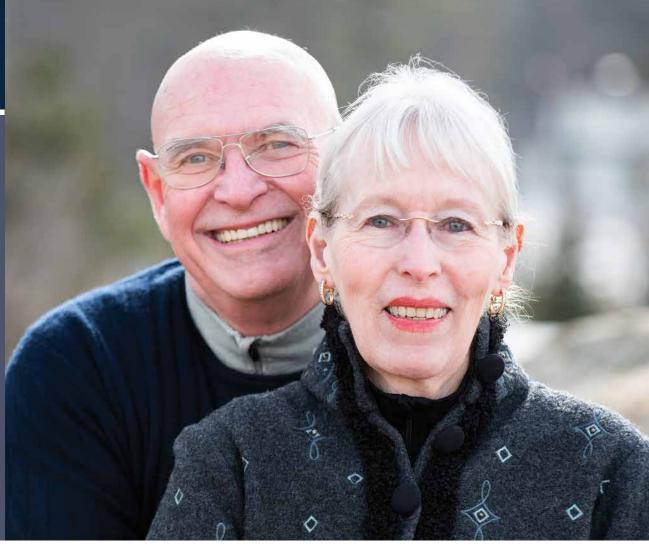
Cynthia K. McGuire, FACHE
President and CEO





donor profile

Tom & Christine DOANE



As professional photographers, Tom and Christine Doane have an eye for excellence. Perhaps that's why these Jaffrey residents have been longtime supporters of Monadnock Community Hospital.

community-focused couple

The Doanes are members of MCH's Parmelee Society, which recognizes individuals who have included the Hospital in their wills or estate plans. As part of their commitment to MCH, they

have established an academic scholarship that will support employees to further their education.

"Tom and I support MCH because we know how important exceptional medical care is," says Christine. "High-quality healthcare close to home is very important to us—and to the people of the Monadnock Region."

Tom and Christine are more than donors—they are also orthopaedic patients. Christine had orthopaedic surgery performed by Dr. Ronald Michalak, and Tom has been a patient of Dr. Shawn Harrington.

"Dr. Michalak operated on me in March 2009 and the surgery was a complete success. Tom and I work out five times a week at The Bond Wellness Center and enjoy an excellent quality of life."

According to Christine, all of the experiences she and Tom have had at MCH have been extremely positive and have exceeded their expectations.

"MCH is a wonderful hospital. The staff, nurses, and physicians are talented, caring, and compassionate people and you are treated like a member of the family. We have found the care at MCH to be superior to the care provided at large medical centers."

Parmelee Society

The Parmelee Society recognizes individuals who have included Monadnock Community Hospital 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; make a gift of appreciated stock or real estate; or create a charitable gift annuity.

As of April 1, 2019

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Philanthropic gifts help us fulfill our mission to serve the community. Please consider making a specific provision for MCH. If you have already done so, please 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:

Laura A. Gingras CPA, CFRE

VP of Philanthropy & Community Relations Laura.Gingras@mchmail.org

603-924-4666

LeeAnn Clark Moore

Philanthropy & Community Relations Manager LeeAnn.Moore@mchmail.org

603-924-1700





mchgiving.org

behavioral health



For more information about Monadnock Behavioral Health Services, or for a confidential intake appointment, please call:

924-4690

healing minds and bodies

While the overall perception is starting to change, a stigma still exists when it comes to behavioral health services. The term "behavioral health" encompasses both mental health and substance use disorder.

At MCH we believe that behavioral health services play an important role in the overall health of our patients. Monadnock Behavioral Health Services offers the following: counseling and treatment options for substance use disorders; therapeutic and medication assistance for mental health disorders (depression. anxiety, post traumatic stress disorder, schizophrenia, bipolarity, etc.); crisis prevention in the Emergency Department; and assistance obtaining basic needs such as food, heat, and transportation.

Monadnock Behavioral Health Services is staffed with two psychiatrists, one psychologist, four licensed social workers, and a 24/7 crisis team in the Emergency Department. A progressive, inclusive care model is used at MCH that involves Primary Care and Behavioral Health clinicians working together to provide patients full, immediate access to care. A dynamic, multidisciplinary team approach helps patients see behavioral health as part of their overall medical care. As a result of this effort, every primary care practice has an assigned social worker who is an important member of its team. This is a great way for patients to see a social worker in their primary care office rather than schedule a separate appointment. We're pleased to say that our successful model has been used at other hospitals in the state to start similar programs.

No patient will ever be turned away at Monadnock Behavioral Health Services regardless of diagnosis or ability to pay. Our number one goal is to help every patient we can in the communities we serve.



oncology





For most of her adult life, Mary Bock of Temple had a fear of doctors and hospitals.

cancer care close to home

"I struggled with any kind of medical procedure—even something as simple as an exam. Needless to say, that meant that I neglected my health for many years."

After finally mustering the courage to see a doctor, Mary's worst fears came to light. In December 2016, she was diagnosed with endometrial cancer, also known as uterine cancer.

Determined to fight with everything she had, Mary had her surgery performed at Dartmouth-Hitchcock Medical Center, and eight weeks later, started chemotherapy at Monadnock Community Hospital.

"It took only one visit to the Oncology and Infusion Therapy Center to give me the warm, welcoming,

and confident feelings that last to this day," says Mary. "So many people have to travel long distances to get this kind of care."

At MCH, Mary was under the care of hematology oncologist, Dr. Robert Pritchard.

"Dr. Pritchard is a wonderful doctor who always encouraged me to ask questions. He also has a great sense of humor, which is so welcome when you face these kinds of challenges."

With her cancer now in remission, Mary looks back fondly on her experience at MCH.

"The compassion and professionalism of every single staff member was unfailing. I've told friends and family that it was like swimming in an ocean of love. That may sound corny, but every single visit exceeded my expectations. To this day, when I drive into the parking lot at MCH, I get a big smile on my face."

orthopaedic & rehabilitation services

When it comes to supporting Monadnock Community Hospital, Peterborough resident JanCorinne MacLennan-Kennedy has been a guiding presence.

A longtime member of MCH's Legacy Circle and Parmelee Society, JanCorinne helped support the renovation of The Birthing Suite at MCH with an incredibly

shoulder to lean on

generous gift. In addition to being one of our most ardent supporters, she is passionate about the outstanding medical care MCH provides to the community.

When JanCorinne began experiencing pain in her right shoulder, she immediately turned

to Dr. W. Bradley White, a highly skilled and accomplished orthopaedic surgeon at Monadnock Orthopaedic Associates.

"I had the option of having my surgery elsewhere, but for me, the choice was easy," says JanCorinne. "I wanted to be at MCH with Dr. White doing the surgery."

After Dr. White successfully operated on JanCorinne's ailing shoulder, she worked with Lynne Maloney, PT, Director of Physical and Medical Rehabilitation, to help her return to full strength.

"Lynne is great at motivation and she is fun to be with, even if you are hurt," says JanCorinne. "I've had home physical therapy in the past, but prefer working with Lynne."

JanCorinne has been a patient at major medical centers in New York City and feels MCH is on par with the larger hospitals she's been to in the past.

"I've been getting all of my care at MCH for over 30 years. I can't imagine going to any other hospital and I hope I don't ever have to. I know everyone at MCH and I am treated so well. It's a very important part of my life."

Needless to say, the feeling is mutual.



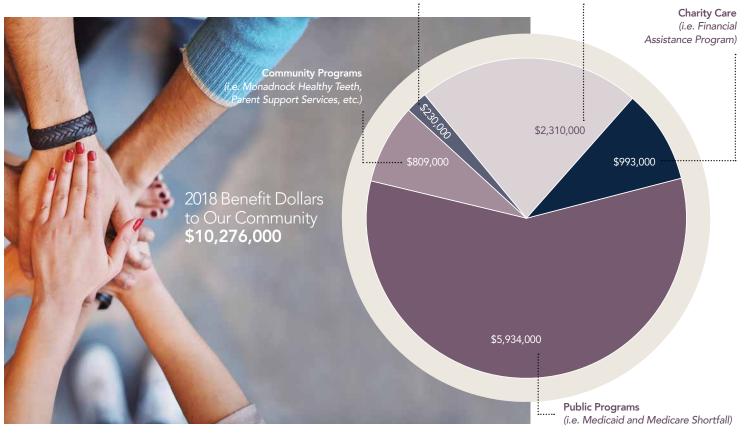


(Left to right) Lynne Maloney, PT, Director of Physical and Medical Rehabilitation; JanCorinne MacLennan-Kennedy; and W. Bradley White, MD, Orthopaedic Surgeon

community benefits



Subsidized Health Services (i.e. Cardiac Rehab, Emergency Department, Behavioral Health Services, etc.)



In September 2018, MCH completed a Community Health Needs Assessment to identify and prioritize

caring for our community

the healthcare needs of communities in the Hospital's service area.

Conducting focus groups with community members and local social and human

service agencies, it was determined that the top five greatest healthcare needs in MCH's Primary Service Area were:

- **Behavioral Health Care** (early detection and treatment)
- **Drug and Alcohol Misuse** (prevention and treatment)
- Access to Care for High-Need Populations (homeless, disabled, seniors, etc.)
- Care Coordination (within MCH and between provider organizations)
- Unique Populations (youth-oriented health programs, affordable adult dental care, etc.)

While the Community Health Needs Assessment is required every three years by the Affordable Care Act and the State of New Hampshire, MCH is committed to creating and continuing programs and services that benefit the community.

A number of important programs have been created through the Community Health Needs Assessments including Monadnock Healthy Teeth, a school-based dental health program for children; Be the Change Behavioral Health Task Force, which provides community education regarding substance use and behavioral health; and the Healthcare Transitions Team, a group that addresses the care coordination between provider organizations in our community.

For more information on how you can get involved, please contact LeeAnn Clark Moore at:

603-924-1700

telestroke technology



Jaffrey resident Michael Mika is no stranger to adversity.

Born in Nazi-occupied Paris, Mike and his family survived the D-Day invasion in Normandy in 1944.

against all odds

Years later, he disarmed a robbery suspect as a highly decorated New York City police detective. He was critically injured in a horrific car accident on Route 202

in Peterborough in 2015. And if that wasn't enough, a debilitating bout with Crohn's disease nearly cost him his life in 2016.

His latest challenge took place last summer.

"I woke up and couldn't move my left arm," says Mike. "I knew I was having a stroke."

As Mike was being rushed to MCH, first responders used Telestroke technology, a combination of video conferencing and image sharing, to diagnose the severity of his stroke. Quickly and accurately diagnosing a stroke is essential to the long-term prognosis of the patient. Using this technology, MCH treated 18 stroke patients between July and December 2018.

Upon his arrival, Mike was treated by MCH neurologist Dr. Sachin Dave.

"Dr. Dave has made a tremendous difference in my life," says Mike. "He's personable and takes a lot of time with me. He has gone above and beyond in my opinion."

Despite everything he's gone through, Mike considers himself a lucky man.

"I've been to a lot of hospitals over the years, but MCH has been my mainstay. I'm so lucky the Hospital is as close as it is."

Spoken like a man who knows a thing or two about close calls.

thank a caregiver

Has an MCH caregiver made a difference in your life? Our **Thank a Caregiver** program provides a special way for patients to recognize MCH staff members with a philanthropic gift bestowed in their honor.

The MCH caregiver you nominate receives notification of your kind gesture along with a special lapel pin and certificate featuring our Thank a Caregiver icon.

The following MCH caregivers have been recognized with a gift in their honor:

Administration Dr. Michael Lindberg Laura Gingras

Anticoagulation Clinic Courtney Dunning, RN Kristi Kumph, RN

Emergency Department Donna Infante, RN Ken Jacob, RN Dr. Eric Lasky Valerie Stys, AEMT The Emergency Department Staff

Intensive Care Unit Arianah Blanchard, RN Laboratory Services Hannah Hertzler-Crowley Molly Dunholter

Medical-Surgical Unit Lisa Seppala, RN The Medical-Surgical Unit Staff

Monadnock Family Care Dr. Richard Frechette Dr. Michelle A. Urban

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Dr. Lora McClintock
Holly Murray, CMA
Dr. Dmitry Tarasevich
Monadnock Internal
Medicine Staff

Monadnock Orthopaedic Associates Kevin Costello, PA Dr. Terrence McNamara Dr. Ronald Michalak

Monadnock Surgical Associates Dr. Nicholas Morris

Dr. W. Bradley White

Neurology Dr. Sachin Dave

Occupational Health Robin Nolan, RN

Oncology Maria Brown, CMA Dr. Robert Pritchard Operating Room Joy Denis Christy Gullage, RN Matt Lavigne, RN

Patient Financial Assistance Alexandra Davison Lindsey Rains

Physical Therapy Lynne Maloney, PT

Radiology
Jon Gullage RT(R)(CT)

Rindge Family Practice Dr. Elizabeth Cooley

Same Day Surgery Carol Edson, RN Kristy Meedzan, RN

"My husband received compassionate care during his illness. From the bottom of my heart, I thank the employees for their dedication to their patients. It did not go unnoticed." For more information about the Thank a Caregiver program, please contact LeeAnn Clark Moore at:

603-924-1700 LeeAnn.Moore@mchmail.org

- Katherine "Diddie" Staples, wife of Cles Staples

1000 MCH welcomed three new clinicians to our outstanding medical staff in 2018.

outstanding medical staff in 2018.



Peter Cohen, DO Internal Medicine

Jaffrey Family Medicine 603-532-8775

EDUCATION Des Moines University College of Podiatric Medicine and Surgery



Xiaoxi Ouyang, MD Internal Medicine

Jaffrey Family Medicine 603-532-8775

EDUCATION McGill University School of Medicine



Sherri Walden, APRN Family Medicine

Antrim Medical Group 603-588-4200

EDUCATION Rivier University; Southern New Hampshire University

specialty services



Samantha Krook knew something wasn't quite right. A few days after Thanksgiving, the 26-year-old New Ipswich resident noticed her feet and ankles were swelling and she was having difficulty breathing.

home is where her heart is

"I thought it was odd, so I reached out to Annette Brooks, Advanced Practice Registered Nurse at Monadnock Internal Medicine," says Samantha. "She ordered some tests, and I had an ultrasound

and CT scan, both of which came back normal. At this point, I had gained close to 15 pounds and the swelling had continued to get worse."

An echocardiogram was then ordered, which revealed a couple of abnormalities. Samantha was referred to

Dr. Jonathan Eddinger, a lipidologist at MCH, who diagnosed her with congestive heart failure.

"I'm not sure what I expected but this was definitely not it," says Samantha. "I was prescribed medication and a transesophageal echocardiogram was performed at Catholic Medical Center, which came back normal. As of right now, the cause of my condition is still a bit of a mystery, but I am so blessed to be healthy and so thankful for my doctors."

One thing that's not a mystery is how she feels about Monadnock Community Hospital.

"I would highly recommend MCH to anyone. I was blown away by my care here. I genuinely felt my health was important to each of my providers and getting me the help I needed was a priority."

Heartfelt praise, indeed.



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

As of December 31, 2018

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*Deceased



Lisa & Steve Jaeger

living in our memories

We honor and remember the generosity of all those no longer with us who included MCH in their wills or estates. These legacy gifts reflect the value our community places on local, quality healthcare.

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One of the most meaningful ways to honor or remember someone you love is through a gift to Monadnock Community Hospital.

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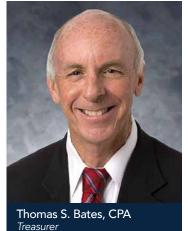
*Deceased

trustees & committees

Thanks to all of the Monadnock Community Hospital 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

	Fiscal year ending September 30:	
REVENUES	2018	2017
Government reimbursement for Medicaid shortfall and the uninsured	\$4,100,000	\$2,100,000
Billed for services to our patients	\$161,931,000	\$146,860,000
Other operating revenues	\$6,374,000	\$7,025,000
Received from other sources	\$6,581,000	\$923,000
Total Sources	\$178,986,000	\$156,908,000
Amounts billed but not received		
Under government and commercial contractual agreements	\$77,370,000	\$67,201,000
From patients unable to pay		\$1,657,000
Provisions for bad debt	\$4,966,000	\$4,606,000
Therefore, we actually received revenue from patient care and other services of	\$94,916,000	\$83,444,000
COSTS		
Our costs included amounts:		
To pay our employees	\$44,399,000	\$41,556,000
To pay our suppliers and vendors	\$34,527,000	\$31,307,000
To fund depreciation and pay interest on debt	\$5,467,000	\$5,541,000
To pay NH Medicaid Enhancement Tax	\$3,614,000	\$3,367,000
Resulting in total costs for patient care and other services	\$88,006,000	\$81,771,000
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	\$6,910,000	\$1,673,000
Key Statistics, Actual		
Overnight Admissions	1,451	1,294
Births	310	327
Emergency Room Visits	14,429	13,850
Surgical Cases	1,447	1,447
Endoscopy Procedures	1,399	1,291
Imaging Exams	32,309	29,906
Lab Tests	189,734	182,218
Physical, Occupational, and Speech Procedures	52,825	46,131
The Bond Wellness Center Members	1,637	1,540
Physician Practice Visits	90,899	90,285

medical team

As of May 1, 2019

Chief Medical Officer Michael Lindberg, MD

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Terrence R. McNamara, DO

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Shawn P. Harrington, MD







Cheryl Pineo, APRN Rindge Family Practice



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Richard S. Carvalho, MD

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For more information, call our Physician Referral Line at 603-924-4699 ext. 1600.

KEY

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

PhD: Doctor of Philosophy

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Elizabeth E. Cooley, MD - Trustee Rep

Joseph de Vera, MD

James Hurley, MD

Stephen G. Klonel, DO

Eric Lasky, MD - Secretary/Treasurer

David Levene, MD

Lara K. Niemela, MD - Trustee Rep

Michelle Urban, MD

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As of May 1, 2019

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Alexander P. Kovanko, DO

Gregory T. Kriebel, MD

Michael Lindberg, MD, CMO

Lora McClintock, MD

Cynthia K. McGuire, FACHE, President & CEO

Gregory S. Neilley, MD

Christine Pillsbury, Senior Director

Maria Rosario, MSW, MBA, Senior Director

Richard Scheinblum, Exec. VP, Admin and CFO

Lucas D. Shippee, DO

Mark A. Stevens, MD

If we have mistakenly omitted or misspelled your name in this report, or if you would like your name removed from our marketing and fundraising list, please contact:

Laura Gingras, VP of Philanthropy and Community Relations Monadnock Community Hospital 452 Old Street Road, Peterborough, NH 03458 603-924-4666 Laura.Gingras@mchmail.org

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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 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.



MCH employees (*left to right, from back*) Michael Johnson, MS; Mary Geoffrey; Michael Flynn, RPh; Sherrill Wesolowski; Carol Edson, RN; Melissa Hajzer-Telofski; Hannah Hertzler-Crowley; Melodi Bond, CBSPD; and Sadie Patten, LNA



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