

WE STAND AS ONE



Monadnock
COMMUNITY HOSPITAL

2020 report to our
COMMUNITY



GREETINGS

"We are committed to improving the health and well-being of our community." MCH's mission statement has taken on a new meaning this year and I could not be more proud of our MCH team. Clinicians, nurses, staff, and generous supporters like you came together and as a result, the health and well-being of the community has prevailed. While the COVID-19 pandemic has certainly changed our lives in many ways, it has highlighted the strength, compassion, and courage of our community members. Your generosity continues to sustain us during this difficult time and I am grateful for each and every contribution.

Your support this year took many practical forms. Masks were sewn, food was delivered, money was donated and children's art from our local schools lined our employee entryways. One handwritten note, received from a young child, said it best: "It's just a bad time, not a bad life. It will get better." In fact, it's a good life. We have so many reasons to be thankful and living in this great community is one of them.

On the following pages, you will see how fortunate this community is, as we have more people to thank than ever before. I am grateful to our medical staff and dedicated employees, our first responders, frontline workers, and all who are doing their part as we continue to navigate our way through this journey. While the road ahead will bring new obstacles, I have never been more confident that together, with compassion, collaboration, and innovation, we will overcome them. That is who we are and what we do. And we will always be here for you.

Stay safe. Stay strong. And remember that together, we stand as one.

Sincerely,

Cynthia K. McGuire, FACHE
President and CEO

mission

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

vision

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

values

Compassion • Collaboration
Respect • Honesty



Clockwise: Lisa Seppala, RN; Harjot Singh, MD; Mary Alice Curry, RT | Shawn Harrington, MD, Medical Staff President; Lucas Shippee, DO, Medical Director, Monadnock Health Partners | Gia L. and Caitlin Barbarita, MD



THANK YOU TO OUR EMPLOYEES

Thank you to our dedicated employees who stepped up in a big way during this unprecedented time. On every level, from our clinical staff and support services to our nurses and medical staff leaders, our employees have remained steadfast in their selfless service to our community. We are grateful for their courage, heartened by their strength, and inspired by their humanity. Join us in paying tribute to our healthcare heroes.



Michael Gilbert, MD



Devon Roarick, CMA



Alexandra Dumont, Samantha Cooper,
MacKenzie Ledger



Rebecca Lyons, PT



Left to right: Mandy Karoutsos, Julie Boudreau, Ron Cormier, Angela Egersheim, Sam Yin, Cece Thibodeau, Nick Arsenault, Norman Bemis



Karen Johnson



Whitney Levesque



Lisa Coldwell, MLT

THANK YOU TO OUR COMMUNITY & LOCAL BUSINESSES

When the pandemic first hit the United States, the demand for masks, gowns, and gloves skyrocketed and MCH did not have adequate supplies to protect our doctors, nurses, and staff. We put the call out to our community asking for help. The response was overwhelming! Hundreds of community members and dozens of local businesses answered and gave us the supplies we needed to care for our patients. The donations came in every size and form, and each one gave us hope and strength to face an uncertain future. We could not have done this without you and we are forever grateful.

During both World Wars, people on the homefront knitted socks and bandages to send to the troops on the front lines in Europe and Asia. In the fight against COVID-19, our community fired up their sewing machines to make fabric masks to protect our employees on the front lines of the pandemic. Our sewers didn't stop making masks for MCH until we had received more than 6,000! Many of the masks came with notes of thanks and encouragement, each one a gift of love and support. Other communities across the country made similar efforts to support their local hospitals, but none as fruitful as the effort right here in the Monadnock Region.

Restaurants donated gifts of food for our staff, small businesses donated personal care products, many concerned friends dropped off food and gift baskets, and one generous donor gave us 100 \$50 gift certificates to local restaurants so our tired staff could get takeout food after a long shift!

Even now, we feel your support every day as we walk past the children's artwork that lines our walls, bringing smiles and a few tears to our faces and reminding us how very grateful we are to be part of this wonderful community.

Thank you from the bottom of our hearts!



Kathleen Sterling



Scott Harrison, Susan Brunt



Left to Right: Christi Santerre, RN; Dennis and Deb Delworth

BACK WHERE HE BELONGS

In March, Dennis Delworth of Wilton was admitted to the Emergency Department at MCH with debilitating pain in his left temple accompanied by vomiting, fever, chills, and body aches. In addition, initial testing showed that most of his organs were inflamed. Needless to say, this is unnerving news to receive in the midst of a viral pandemic.

“The staff went above and beyond to address my condition and consider my views . . . It was truly an inspirational experience.”

Given his symptoms, doctors Harjot Singh and Stephen Lehmkuhl immediately ordered a COVID-19 test. In the process of being evaluated, Dennis informed the medical team that he had experienced similar symptoms a year earlier following a tick bite.

“I shared my feeling that my symptoms might be related to a tick bite as I had experienced similar symptoms about a year earlier.”

Taking every precaution for a potential positive COVID-19 test result, Dennis was treated for Lyme disease and moved to a special unit designated for Coronavirus patients. While there, he was extremely impressed with the degree of attention he received and how much he was included in his care plan.

“The nurses were outstanding, so positive and upbeat despite having to suit up every time they needed to come into my room,” says Dennis. “Everyone—doctors, nurses, even the dining staff—were so friendly and helpful, always informing and explaining what was being done.”

Thankfully, Dennis tested negative for the virus and after a four-day stay at MCH, he was released and is now back to full health, caring for his prized goats.

“The staff at MCH went above and beyond to quickly address my condition, consider my views, and make my stay as comfortable as possible, despite the challenges they were facing with the pandemic. It was truly an inspirational experience.”

COVID-19 RELIEF FUND DONORS

Established in the early days of the pandemic, the COVID-19 Fund helps fund the purchase of personal protective equipment, supplies, and support services for our staff. Thanks to the incredible generosity of the contributors below, we raised over \$75,000 as of June 30. We are truly humbled and grateful for the support we have received from the community.

**To make a donation, visit monadnockhospital.org or call Laura Gingras at 603-924-4666.
Thank you for supporting Your Hospital.**

The following individuals and businesses have generously made donations to help support our Hospital and community during COVID-19:

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We sincerely apologize if you were omitted from this list. If need be, contact Laura Gingras at 603-924-4666 or laura.gingras@mchmail.org

INVALUABLE VOLUNTEERS

10,000 + Hours

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Marcia Pettee

5,001–10,000 Hours

Bradley Farnham

4,001–5,000 Hours

Constance Boyd

3,001–4,000 Hours

Anonymous
John H. Adams
Carol Farnham
Margaret Flick

2,001–3,000 Hours

Anonymous
Mary Frances Lawler
Samuel Zachos

1,001–2,000 Hours

George Andersen
Carole Angus
Sandra Benotti
Chris Brown
Cyndy Burgess
Josephine Carrara
Bonnie Castor
Kaysie Castor
Dianne Chatfield
Ruth Comerford
Mary Craig
James Dodge
Ann Frost
Deborah Hanson
Sandhya Kale
Elizabeth Kenney
Mary Reis
Dale Russell
Kay Ryan
Shirley Sherk
Sheldon Spector *
Leon St. Cyr
Audrey White

501–1,000 Hours

Cedric Baker
Gwyn Baldwin
Geoffrey Chenoweth
Diane Cherwin
Allen Clapp
Nancy Clarke
Jane Cleveland
Carole Connor
Valerie Connor
Bea Corriveau
Tricia Cravedi
Barbara Delphia
Judith Draper

Judy Edelkind
Joe Fletcher
Linda Keenan
Terry Kilvert
Mary Loftis
Karen Midi
David Moulton
Suzanne O'Brien
Maura Pascucci
Anne Rainey
Deborah Stewart

1–500 Hours

Jennifer Allen
Meredeth Allen
Richard Allen
Shannon Allen
Doreen Ames
Natasha Asel
Reed A.
Miriam Atwood
Julio Baez
Karen Bannister
Joan Barrows
Carl Bennett
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Mark W.
Michael W.
Mark Wisan
Andy Wood

Pet Therapy Dogs

Coffee
Eve
Mea
Portia



From outside the Hospital in Kelly's garden, Volunteer Susan Graham and her harp offer comfort and serenity for patients and staff to enjoy through opened windows.



Terrence R. McNamara, DO and Lora McClintock, MD



THE DOCTOR WILL SEE YOU NOW.

Connect to Care with TeleHealth

In today's changing world, staying in contact with your healthcare provider is more important than ever.

TeleHealth utilizes technology to conveniently and securely connect patients to MCH medical providers via a computer, tablet, or mobile phone.

TeleHealth virtual visits allow patients to receive care from the comfort of their home, eliminating the time and travel costs of an in-person appointment. They also help limit exposure to infectious diseases like COVID-19 and the seasonal flu and provide an opportunity for patients to inform their provider of any concerns regarding their health. Most patients express a high degree of satisfaction with TeleHealth visits.

All MCH primary care and many specialty practices offer TeleHealth. In addition, Medicare, NH Medicaid, and most private insurance have expanded their coverage of telehealth services, so there may be no out-of-pocket costs to utilize these services.

To set up a TeleHealth visit, call your primary care or specialty services provider to schedule an appointment.



Kathy and Jim Martens



Steve and Ann Lord

CONTRIBUTORS

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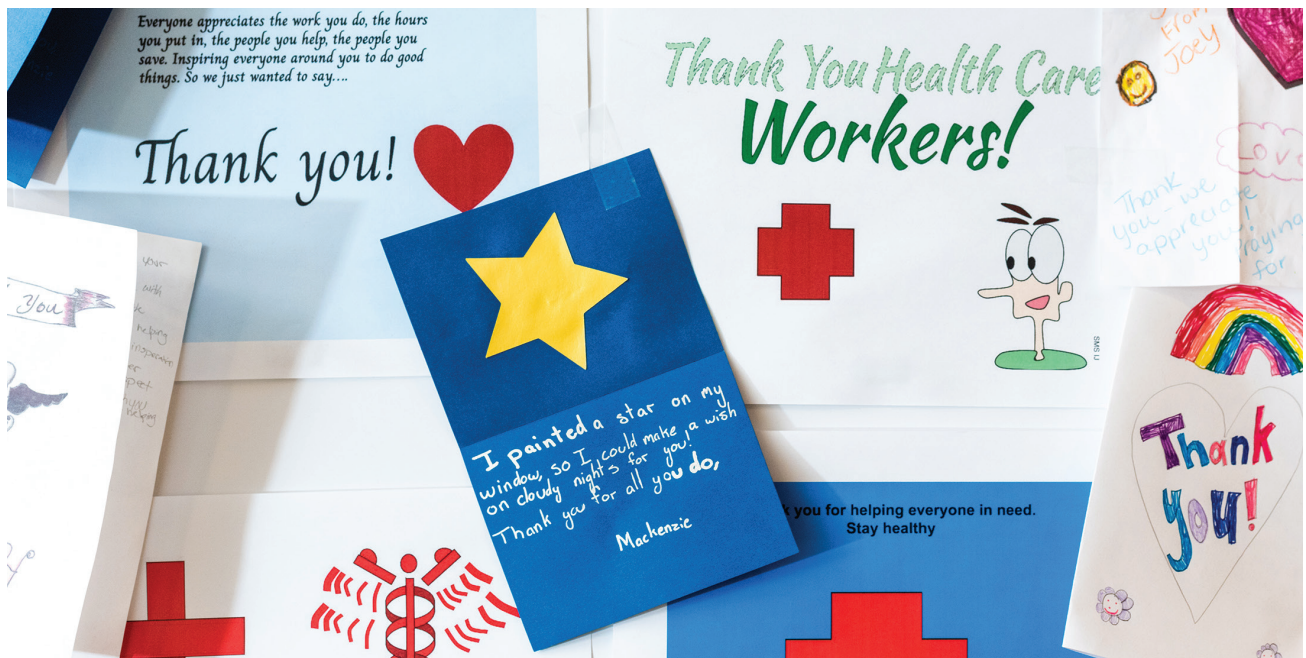
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Honor the legacy of a loved one or recognize a special person in your life with a gift to Monadnock Community Hospital. Gifts were made in loving memory to the following individuals between January 1, 2019–December 31, 2019:

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One of the most meaningful ways to honor a special person or caregiver is to make a gift to Monadnock Community Hospital. Gifts were made to honor the following individuals from January 1, 2019–December 31, 2019:

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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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ALL ROADS LEAD TO HOME

By any measure, Steve Millard led an extraordinary life.

Born in Stamford, Connecticut, Steve spent his formative years in Ohio, Connecticut, and upstate New York. He graduated from Christian Brothers Academy in 1953 and from the University of Vermont in 1957. Shortly after graduating from UVM, Steve joined the United States Air Force, serving with distinction in Japan and Hawaii.

After being honorably discharged, Steve moved to Washington, D.C., taking a position with Reader's Digest, where he worked his way up to Assistant Manager for Reader's Digest Books. It was here that Steve honed his direct marketing acumen.

In 1972, Steve was one of the first employees hired by the Brookstone Company in Peterborough. Utilizing his direct marketing expertise, Brookstone went from a fledgling company to one of the most successful catalog companies in the country with annual sales surpassing \$20 million.

Steve's unparalleled success as a direct marketing expert led him to establish his own firm, The Millard Group, a catalog consulting and mailing list management and brokerage firm that eventually employed 225 people and became the third-largest direct marketing company in the country.

Over the years, Steve delivered over a hundred speeches worldwide, including at the European Direct Seminar and the Canadian Direct Marketing Association. He was named to Direct Magazine's Hall of Fame and hailed as a pioneer of the modern mail order catalog industry.

An avid outdoorsman, Steve enjoyed bird hunting and fly fishing in Labrador, Iceland, Denmark, Scotland, Spain, Argentina, and Alaska among other exotic locations. He was also a noted philanthropist, supporting numerous organizations and causes.

Despite his success, Steve's life wasn't always idyllic. He suffered from bipolar disease, and in 2011, he wrote a revealing memoir called "A Bipolar Life." One of his greatest hopes was that his story might help others also succeed in the face of such a devastating illness.

While Steve's exploits took him to all four corners of the earth, he always called Peterborough home. Over the years, Steve supported MCH's major renovation campaigns, was a member of the Parmelee Society, and included MCH in his estate plan. Needless to say, we are grateful for Steve's extraordinary generosity. Then again, what else would you expect from an extraordinary man?

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Salon Exodus
Savron Graphics
Studio 105 Hair Design
Terrapin Glass, LLC
Thai Cafe
The Hancock Inn
The Window Shop at
Monadnock Community
Hospital
Ms. Hope Thomas
Toadstool Bookshop
Walmart Foundation
Waterhouse Restaurant
Woodbound Inn
Workplace Benefit Solutions

* Deceased

please consider

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.

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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 Moore

Philanthropy & Community Relations Manager

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



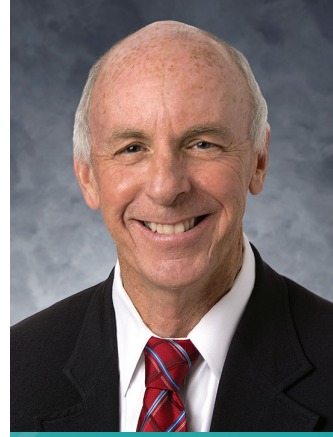
LeeAnn Clark Moore (left) and Laura Gingras



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financial statement

CONSOLIDATED STATEMENT OF REVENUES AND EXPENSES

Fiscal year ending September 30:

REVENUES	2019	2018	
Government reimbursement for Medicaid shortfall and the uninsured		\$4,325,000	\$4,100,000
Billed for services to our patients		\$167,794,000	\$161,931,000
Other operating revenues		\$5,986,000	\$6,374,000
Received from other sources		\$181,000	\$6,581,000

Total Sources	\$178,286,000	\$178,986,000
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Amounts billed but not received

Under government and commercial contractual agreements.....	\$80,527,000	\$77,370,000
From patients unable to pay	\$1,832,000	\$1,734,000
Provisions for bad debt.....	\$4,959,000	\$4,966,000

Therefore, we actually received revenue from patient care and other services of	\$90,968,000	\$94,916,000
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COSTS

Our costs included amounts:

To pay our employees	\$46,412,000	\$44,399,000
To pay our suppliers and vendors.....	\$35,593,000	\$34,527,000
To fund depreciation and pay interest on debt.....	\$5,500,000	\$5,467,000
To pay NH Medicaid Enhancement Tax.....	\$4,035,000	\$3,614,000

Resulting in total costs for patient care and other services	\$91,540,000	\$88,006,000
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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	-\$572,000	\$6,910,000
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Key Statistics, Actual

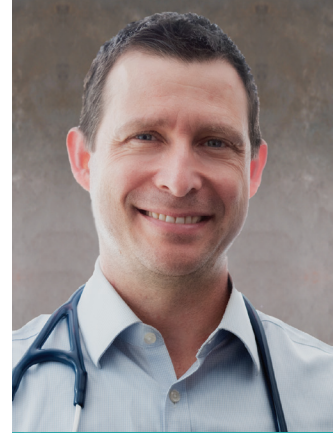
Overnight Admissions.....	1,373	1,451
Births	302	310
Emergency Room Visits	13,823	14,429
Surgical Cases.....	1,365	1,447
Endoscopy Procedures	1,311	1,399
Imaging Exams	32,293	32,309
Lab Tests.....	196,793	189,734
Physical, Occupational, and Speech Procedures	50,121	52,825
The Bond Wellness Center Members	1,587	1,637
Physician Practice Visits	95,301	90,899



Maeve Bennett, APRN
Jaffrey Family Medicine



Jon Eddinger, MD
New England Heart Institute



David Klebenov, MD
Rindge Family Practice



Jenny Civitella, MD
Monadnock Family Care
and Antrim Medical Group

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

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

PHOTOGRAPHY

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Mark Corliss markcorliss.com

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.

* Deceased



THANK YOU FOR SUPPORTING YOUR HOSPITAL.
TOGETHER, WE STAND AS ONE.

*Left to Right: Bridgitte Ferris, Julie Boudreau, Lynne Bonzagni, Liza Drew, Josh Parent
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