# hope & healing

2021 REPORT TO OUR COMMUNITY







## **Dear Friends**

We've certainly faced our share of adversity over the past year. And while the pandemic has presented us with many challenges, it has also sharpened our ability to think critically, adapt to rapidly changing conditions, and ensure that our services are accessible to all.

Our ability to overcome obstacles was a direct result of the diligence, ingenuity, creativity, and tireless efforts of our employees, medical staff, and board of trustees, in conjunction with the support from our volunteers, local businesses, and faithful contributors like you.

I want you to know how much your support has sustained and energized us during the past year. The generosity we have experienced from our community is unusual for a hospital our size and it has been the foundation for our growth for the past century. You are critical to our success and we are humbled and honored by your continued advocacy and support.

Our 2021 Annual Report highlights some of our services, acknowledges our supporters and volunteers, and shares stories of those who have benefited directly from your generosity. On behalf of our entire team, thank you for making MCH one of the finest small hospitals in New England.

Stay safe. Stay strong. And, as always, thank you for supporting Your Hospital.

Sincerely,

Cynthia K. McGuire, FACHE

Cynthia K. Mc Hime

President & CEO

ON THE COVER: Twins Kylah and Trevor Moore, born March 2020 in The Birthing Suite at MCH

RIGHT (left to right): Richard Scheinblum, Executive Vice President and Chief Financial Officer; Gregory Kriebel, MD, President of Medical Staff; Cynthia K. McGuire, FACHE, President and CEO; Michael Shea, Chair of the Board of Trustees

## 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

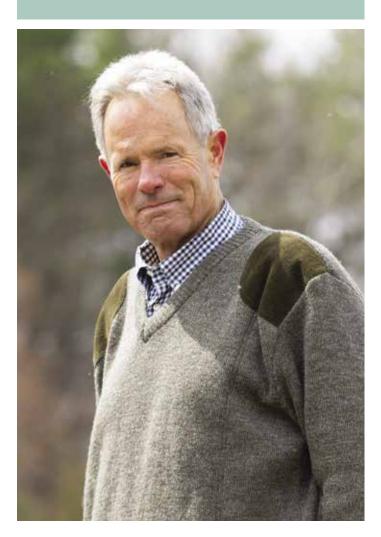
Respect • Honesty



## a hidden gem

"MCH provides extraordinary services to people of all ages. I feel lucky to be a small part of this amazing and important asset we share."

—Randall Martin, Temple



Randall "Randy" Martin has always enjoyed his experiences at Monadnock Community Hospital, dating back to when he had his tonsils removed as a child. "The unlimited ice cream was the best part of the deal!" he recalls with a grin.

A lot has changed for Randy—and MCH—since his tonsillectomy.

As owner of the Timberdoodle Club, a unique sporting paradise for wing shooting and fly fishing in nearby Temple, Randy has always relied on MCH for his primary and specialty care. Recently, however, he underwent an elective surgical procedure performed by Dr. Curtis Kloc of Monadnock Surgical Associates and came away impressed with his experience.

"Not being a fan of 'the knife,' I was hesitant at first," says Randy. "But Monadnock Surgical Associates' skilled and compassionate team provided a quality experience. It started with medical assistant Jen Arsenault's warm greeting at the reception desk. Medical assistant Devon Roarick and registered nurse Tammy Pillsbury were total professionals and provided me with timely follow-up. And Dr. Kloc's comforting and reassuring manner during the surgical procedure made it all work."

Like the Timberdoodle Club, Randy feels MCH is also a hidden gem, thanks to substantial investments in people, equipment, and facilities to provide area residents with a first-class healthcare experience close to home.

"MCH provides extraordinary services to people of all ages. Programs for new moms and young families, rehabilitation and behavioral health services, health and wellness programs, and more. It's a gem, and I feel lucky to be a small part of this amazing and important asset we share in this community."



## all the comforts of home

It's been said that home is where the heart is. If you ask David Lang of Jaffrey, he'll tell you it's also at Monadnock Community Hospital.

David's wife Pamela had been battling Chronic Obstructive Pulmonary Disease (COPD) when she suddenly lost consciousness at home.

In severe respiratory distress, she was rushed to MCH and put on life support. After a week in intensive care, she started rehab with the hope of becoming sufficiently ambulatory to return home.

Pamela showed some improvement, but her oxygen level was quite low due to the extent of lung deterioration. Eventually it became obvious that her life expectancy could be measured in days or even hours.

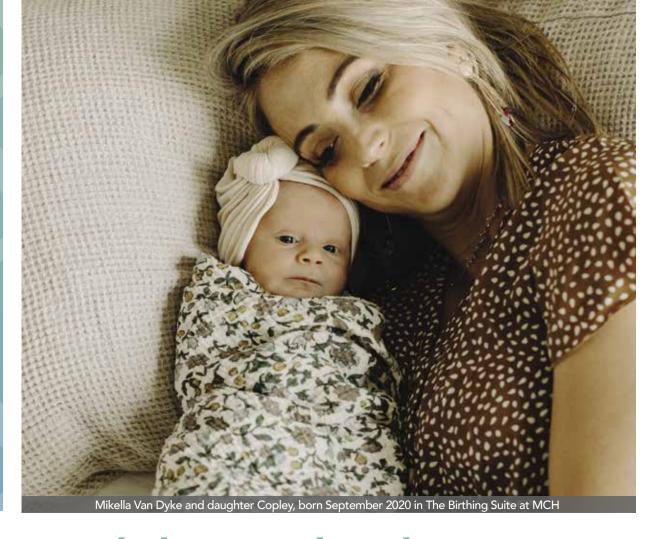
"The Hospital had allowed me to sleep in an adjoining bed for more than two weeks rather than putting Pam in a separate Hospice unit," recalls David. "They also provided meals to me, a service above and beyond what I would have expected." "The doctors, nurses, and support staff could not have been more responsive and caring." — David Lang, Jaffrey

Aware of Pamela's wish to spend her final days at home, MCH arranged for her to return home under the guidance of a home hospice program.

"After we arrived home, she had a good meal, watched some TV, went to bed, and never woke up," says David. "She died next to me in bed, a peaceful ending to a wonferful life and a difficult disease."

David says he is forever grateful to MCH for their efforts during his wife's illness.

"The doctors, nurses, and support staff could not have, been more responsive and caring. I hope the community realizes what a significant asset we have, and continues to give MCH the support it needs in these challenging times."



## near and dear to her heart

As the parents of four young children, it's safe to say that Mikella and Jamie Van Dyke of Rindge have their hands full. So when it came time to choose a hospital for the birth of their youngest child, it wasn't a difficult decision.

"I have had all of my kids at MCH," says Mikella. "The experience was very personal each time. The doctors and nurses knew who I was, how many kids I had, and about my past deliveries. They go above and beyond with each patient and listen intently to your wishes regarding your birthing plan."

While the Van Dykes are no strangers to the Birthing Suite, they have utilized other services at the Hospital, including a trip to the emergency room following a sledding accident.

"One of my sons injured his head sledding and the staff calmed my mama heart, helped my son remain unafraid, and took care of us as fast as they possibly could," recalls Mikella. "I knew in the scariest moment of my life that the staff would do all that they could for our family. And that's just what they did."

Needless to say, the peace of mind that comes with having a local hospital in the community is important to the Van Dykes.

"I am so happy I have a hospital close to home that I can take my family to and trust," says Mikella. "I know I can count on the staff to always treat me fairly and kindly."

While we hope to only see the Van Dykes for routine visits, rest assured we're here for any healthcare issues that arise, including the occasional wayward sled.

## greater monadnock public health network



The Greater Monadnock Public Health Network (GMPHN) is a consortium of individuals and multi-sector organizations whose primary mission is to enhance the health and safety of community residents through health improvement efforts. The GMPHN serves 23 towns in Cheshire County along with the 10 westernmost towns in Hillsborough County. MCH has been an active member of the network since 2010 and has held a seat on the Executive Council, now known as the Leadership Council for a Healthy Monadnock (LCHM) since 2013, when an executive committee for the Public Health Network was established.

While its roots can be traced back to the early 2000s, the Greater Monadnock Public Health Network really began to take shape in 2003 when it was one of the first Regional Public Health Networks in New Hampshire. Since 2013 there have been 13 such networks established statewide which cover one hundred percent of NH municipalities.

"The Greater Monadnock Public Health Network has been an incredible resource for not only our region but the entire state," says LeeAnn Clark Moore, Philanthropy & Community Relations Manager at MCH and a member of the LCHM. "Our region's Public Health Network is a true role model for others in the state, bringing forth many initiatives and planning efforts that other regions can replicate."

While the Greater Monadnock Public Health Network oversees many important community health and safety initiatives, perhaps one of its most visible efforts has been the COVID-19 vaccine administration program. The Greater Monadnock Regional COVID-19 Vaccination Clinic at 110 Krif Road in Keene has been able to leverage all the PHN partnerships to vaccinate tens of thousands of Monadnock residents.

"Thanks to the leadership and organization of the GMPHN and our partnership with them, we were able to work together to add community members to a stand-by list when it was challenging to get an appointment," says Clark Moore. "MCH alone was able to call in over 1,500 community members for their appointment sooner than originally scheduled and help many sign up for their vaccines. MCH is honored to be a partner of the GMPHN and looks forward to our work together in the future."

To learn more about the Greater Monadnock Public Health Network, visit www.cheshiremed.org/about/greater-monadnock-public-health-network or call 603-354-5460.

Pictured (left to right): Tricia Zahn, MPH, Director of Community Strategic Partnerships at the Center for Population Health, Cheshire Medical Center; Mike Flynn, Director of Pharmacy and Oncology at MCH; and Jane Parayil, MPH, Public Health Emergency Preparedness Coordinator and Greater Monadnock Medical Reserve Corps Director, Cheshire Medical Center



Joanne and Tom Head, III lived their lives with purpose and joy and gave back to the community at every opportunity.

Born in Buffalo, New York, Joanne graduated from Connecticut College and earned her master's degree from Antioch College. She had a long history of public service and was a New Hampshire State Representative from 1977 to 1985. She also served as a Trustee at Huntington Hospital and was a recipient of the Theodore Roosevelt Award for outstanding voluntary contributions at community hospitals on Long Island. Joanne was an avid skier and tennis player, and she loved spending time with her grandson, Thomas.

Tom was born in Columbus, Ohio and earned his bachelor's degree from Trinity College in Hartford, Connecticut. Tom was the owner of Environmental Interiors, Inc., a company he founded in 1969. He was an accomplished outdoorsman who enjoyed game hunting and ski racing, especially at Stratton Mountain in Vermont. Joanne and Tom took an interest in MCH upon moving to the area in 2004. When asked why they were supporting the Hospital, they cited MCH's strong leadership team and its outstanding staff. In addition, they were moved by the empathy and level of care provided to patients as it was unlike anything they had experienced at other hospitals.

Sadly, Tom died in December 2019, and Joanne passed away in January 2021. But their legacy will live on in the form of a \$1 million bequest to support MCH's mission to improve the health and well-being of our community.

The Heads' grandson, Thomas, said his grandparents were always helping people. Thanks to their generous gift, their impact will continue to benefit the community for many years to come.

#### 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.

Anonymous (3) John H. Adams Robert L. Boyd Joan Brush\* Audrey B. Carvalho Dr. and Mrs. Peter M. Cerroni Nancy C. Clarke Claudia Cleary Karen Clement Robert and Melinda Condon Mr. and Mrs. John J. Cronin, III Bev Covert\* Mr. and Mrs. Thomas Doane Anne Doucet Mr. and Mrs. Frederick T. Ernst, Jr. Phyllis and Joseph T. Ferry, Jr.

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Mr. William Fluhr and

Joanne Head\*
Beverly Henneman
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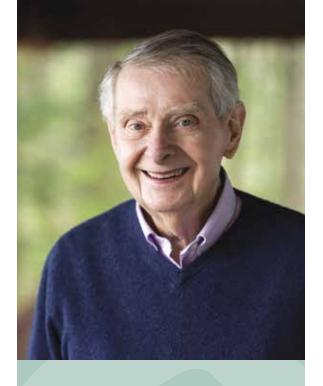
Glori B. and Tom Luebberman

Corinne Bonaventure MacLennan-Kennedy Cynthia and Harry McGuire Virginia Merrion\* Julie B. Middleton LeeAnn Moore Marcia Ober Mr. Charles Palmer Dorothy D. Peterson Pattie and John Petrou Dr. Phyllis E. Porter Dr. and Mrs. James D. Potter Benjamin Pratt and Diane Chauncey Peter and Suzanne Read Dr. and Mrs. Theodore Renna Penny and Ray Rodriguez Susan M. Roper Rolande Roy

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Andrea J. Wood

Samuel Zachos



"I support MCH because they are devoted to providing the Monadnock Region with world-class medical care. If it was a hotel, it would get a five-star rating."

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

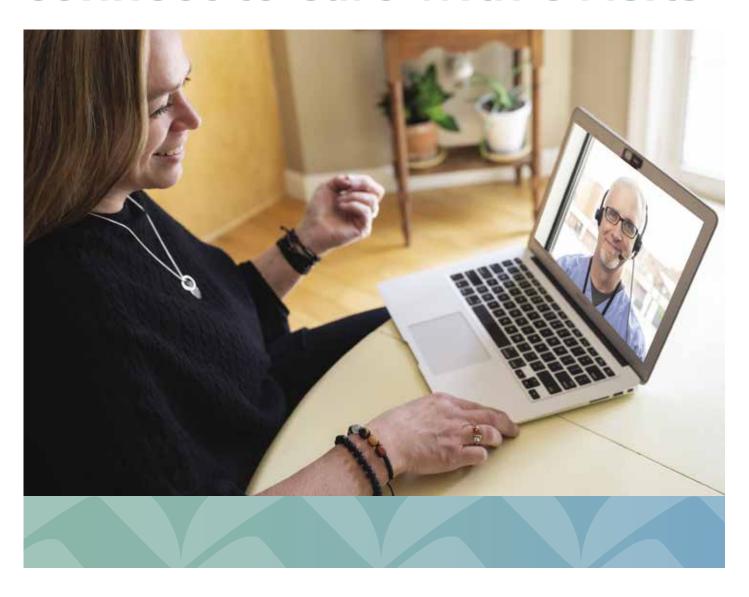
#### Laura A. Gingras CPA, CFRE

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

## connect to care with eVisits



In today's changing world, it's nice to have options. With eVisits, patients can connect face-to-face with an MCH medical provider using a computer, tablet, or smartphone.

All MCH primary care clinicians and most specialty practices offer eVisits. In addition, Medicare, NH Medicaid, and most private insurance companies have expanded their coverage of eVisits, so there may be no out-of-pocket costs to utilize these services. It is always best to contact your insurance company to ask about their coverage of an eVisit appointment.

"As a mom with two young children, eVisits are a convenient option for my busy family." —Jana Lothrop, Greenfield

To set up an eVisit, simply call your MCH primary care or specialty services provider to schedule an appointment. The practice will review the process with you, email and/or text you links to join your video visit, and conduct a test prior to your scheduled appointment.

To learn more, visit: monadnockhospital.org/evisits













## healthcare heroes

Over the past year, our employees have stood tall in the face of adversity. We are grateful for their dedication, humbled by their selflessness and inspired by their courage. Please join us in saluting our healthcare heroes.

TOP LEFT: Emily Chaisson, RN and Carrie Nye, MA; Rindge Family Practice TOP RIGHT: Katherine Tucker, Office Coordinator; and Michael Henry, Office Manager; Monadnock Family Care MIDDLE LEFT: Molly Dunholter, MA and Sam Stewart, Office Assistant; Monadnock Regional Pediatrics MIDDLE RIGHT: Keely Collins, RN and Natalia Richard, Office Assistant; Monadnock Internal Medicine BOTTOM LEFT: Angela Romano, MA; Kerrie Kennett, Clinical Coordinator, RN; and Sylvia Paquin, MA; Jaffrey Family Medicine BOTTOM RIGHT: Stacey Ferraro, RN and Jenny Civitella, MD; Antrim Medical Group



Volunteers are an essential part of the MCH team, but COVID restrictions required us to suspend on-campus volunteer programs in 2020. Nevertheless, our unstoppable, dedicated, and generous volunteer family continued to support us from afar.

MCH volunteers sewed thousands of masks, filled Halloweer bags for an employee trick-or-treat event, addressed and stuffed envelopes for community mailings, sewed 400 burp cloths for newborn babies, purchased hundreds of gift ards for an employee holiday giveaway, and so much more.

We are forever grateful for our volunteers and all they have done to light the way.

With great appreciation,

Toni Gildone, MCH Volunteer Coordinator

## our volunteers are shining stars

#### 1 - 500 Hours

Meredeth Allen Richard Allen Doreen Ames Mimi Atwood Karen Bannister Rose Bochicchio Jane Bowman Luci Byrnes Patricia Carrier Loring Catlin, Jr. Kim Chandler Crotched Mountain Deborah Delworth Rachel DeVore David Dodge Lori Dumaine Soosen Dunholter Katharyn Ernst Linda Fillman Tess Fitzgerald Dorcey Flynn Robert Fogg Christian G. Mary Gai Robert Gordon Susan Graham Pam Hill Monika Horsefield

Debbie Jameson Sharon Johnson Diane Kangas Victor King Stefanie Kyte Beverly Leach Terri Lombardi Ann Lord Carol Lord Jessica M. Michael M. Samantha M. Mimi Mason Karen McCormack Estelle Merzi Debra Mills Lorelei Murphy Jon P. Wendy Parker Barbara Pendleton Bernice Perry Hope Pettegrew Judy Peucker Kathleen Quigley Anne Rainey Sophia Rallis Victoria Rank John Richards John Rockwell Rachel Rosenoff

Mary Sage
Elaine San Soucie
Shawn Shaw
Janece Shultz
Nancy Speeney
Joyce Stevens
Anne Twitchell
Donna Venning
Louise Vickory
Marilyn Vose
Alex W.
Michael W.
Meredith White
Kris Whitfield
Mark Wisan

#### **501 - 1,000** Hours

Cedric Baker
Gwyn Baldwin
Geoffrey Chenoweth\*
Diane Cherwin
Nancy Clarke
Jane Cleveland
Carole Connor
Valerie Connor
Bea Corriveau
Barbara Delphia
Judith Draper
Judy Edelkind
Joe Fletcher

Jan Johnson
Linda Keenan
Terry Kilvert
Mary Loftis
Mark Lombardi
David Moulton
Suzanne O'Brien
Maura Pascucci
Marcia Schwartz
Deborah Stewart
Andy (Andrea) Wood

#### George Andersen

1,001 - 2,000 Hours

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 Dale Russell

Kay Ryan Shirley Sherk Leon St. Cyr Audrey White

#### **2,001 - 3,000** Hours

Anonymous Mary Frances Lawler Sam Zachos

#### **3,001 - 4,000** Hours

Anonymous John H. Adams Carol Farnham Margaret Flick

#### 4,001 - 5,000 Hours

Connie Boyd

**5,001 - 10,000** Hours

Bradley Farnham

#### **10,001** + Hours

Peg McLeod Marcia Pettee

James J.

## in memory of

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, 2020–December 31, 2020:

Penny Arthur William C. Arthur Kilee Benotti Jean & Fran Berry Patricia A. Boyd Richard & Chip Brooks Ray Burgoyne Richard Carvalho, MD

Larry & Ernestine Coleman Abe Collier Bill Connor Annie Cook **Beverly Covert** 

**Ernest Cass** 

Carol Cox

Claire Denette Gladys Eve Derochea Ursula & Ray Dickie

Thomas Peter Fallon Zanga & Carrara Families William Fath

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**Betty Troum** 

Jose Teixeira

Beatrice Eleanor Vanni, RN

Candy Walker

Cathy Crowell Webb

Jean Webb

Margaret L. Wheelock

Ursula Willis Dorinda Zachos Linnea Zachos

## in honor of

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, 2020-December 31, 2020:

**Bob Boyd** Carol Cox Anne Doucet

Courtney Dunning, RN The Emergency Room Staff The Executive Team

PA Fogg

Jon Gullage, RT, R, CT Michelle Gunning, MD John Haley, MD

Hospital Sewing Volunteers

Travis Kumph

Ronald Kurz **Project Linus** Pax & Gia Lothrop

Cathy Maki Robyn Manley Jennifer Mann, APRN

The MCH Volunteers Medical-Surgical Unit Staff

LeeAnn Moore Trevor & Kylah Moore Holly Murray, CMA Robin Nolan, RN

Nurses and Doctors Ryan Osgood

Mary Payne, RN Nathaneal Petit

Radiology Staff Anna Ruelle, DPM Christi Santerre, RN Janet Schaefer

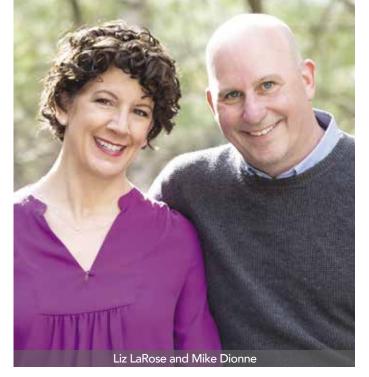
Mary Ann Simpson, RN

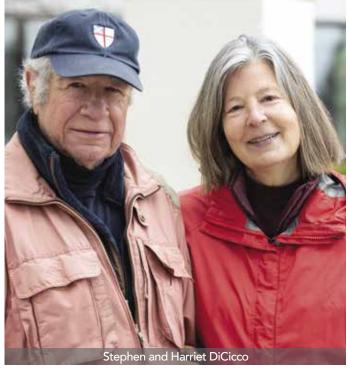
Robert Taft Matthew Talvi

Dmitry Tarasevich, MD

Anne C. Thompson Rheanon Valcourt Linda Wilson, RN Zanga & Carrara Family

For more information about honoring a special person in your life, please call 603-924-4682.





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Tom\* and Joanne\* Head

#### PRESIDENT'S CIRCLE \$100.000 +

Anne B. Baddour Corinne Bonaventure MacLennan-Kennedy

#### **FOUNDERS** \$50,000 +

The Estate of Virginia Merrion Pattie & John Petrou

#### **BENEFACTORS** \$25,000 +

Anonymous

#### **LEADERS** \$10,000+

The Covert Family Fund
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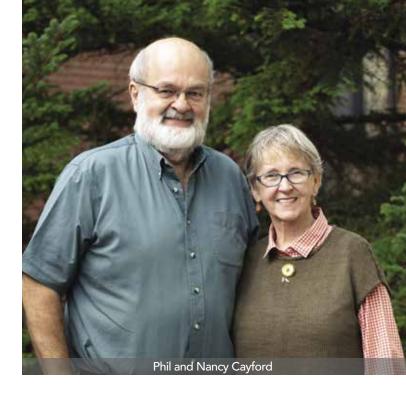
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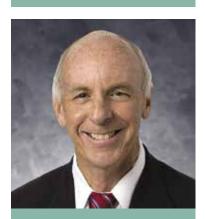
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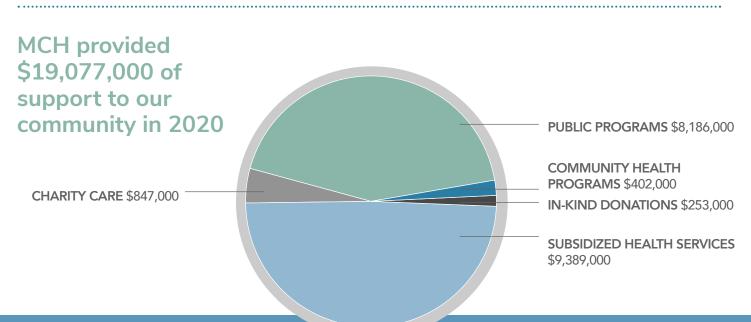
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# consolidated statement of revenues and expenses

Fiscal year ending September 30:

REVENUES	2020
Billed for services to our patients	\$143,887,000
Government reimbursement for Medicaid shortfall and the uninsured	\$4,325,000
Other operating revenues	\$13,079,000
	•••••
Gross Revenue	\$161,291,000
Less: Amounts billed but not received	
Government and commercial contractual agreements	\$68,896,000
Patients unable to pay	\$1,344,000
Provisions for bad debt	
Net Revenue	
COSTS	
Our costs included amounts:	
To pay our employees and physicians	\$43,625,000
To pay our suppliers and vendors	\$33,684,000
To fund depreciation and pay interest on debt	\$5,368,000
To pay NH Medicaid Enhancement Tax	
Total Costs	\$86,769,000
Net loss from operations	



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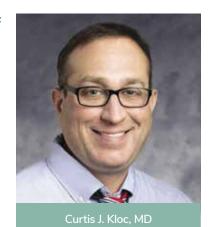
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For more information, call our Physician Referral Line at 603-924-4699 ext. 1600.

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**

Mark Corliss Photography/Multi-media Creations markcorliss.com Kelly Fletcher Photography kellyfletcherphotography.com Kirsten Seppela Photography Danielle Stickney Photography

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.

#### KEY

#### APRN

Advanced Practice Registered Nurse

#### CMA

Certified Medical Assistan

#### СМО

Chief Medical Officer

#### CNO

Chief Nursing Officer

#### DDS

Doctor of Dental Surgery

#### DMD

Doctor of Medical Dentistry

#### DO

Doctor of Osteopathic

Doo

#### DPN

Doctor of Podiatric Medicine

#### **LICSW**

Licensed Independent Clinical Social Worker

#### MA

Medical Assistant

#### MD

Medical Doctor

#### PA

Physician Assistant

#### PA-C

Certified Physician

#### PhD

Doctor of Philosophy



# thank you!

for investing in your community hospital

monadnockhospital.org

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