Inside

The Birthing Center Innovative Care in a Home-like Setting

PAGE 2

MCH Honored by MEMIC

PAGE 2

Employee Achievements

PAGE 3

Off the Cuff by Peter Gosline

PAGE 3

Philanthropy Note by Laura Gingras

PAGE 3

Upcoming Events

PAGE 3

New Faces and Changes

PAGE 4

Caught in the Act

PAGE 4

Inside

The Birthing Center Innovative Care in a Home-like Setting

PAGE 2

MCH Honored by MEMIC

PAGE 2

Employee Achievements

PAGE 3

Off the Cuff by Peter Gosline

PAGE 3

Philanthropy Note by Laura Gingras

PAGE 3

Upcoming Events

PAGE 3

New Faces and Changes

PAGE 4

Caught in the Act

PAGE 4

Under the Microscope

Skilled Lab Team Offers Timely, Accurate and Safe Services

The dictionary describes a medical laboratory as a place where tests are done on biological specimens in order to get information about the health of a patient. A simple explanation for a not so simple process! Touring MCH's 24/7 "behind the scenes" Laboratory Department gives the first-time visitor a tremendous appreciation of not only the sophisticated equipment used for diagnosis, but the dedicated group of medical professionals who provide timely, accurate and safe laboratory services to thousands of hospital patients.

MCH's laboratory performs 630,000 tests annually using the most up-to-date techniques which guarantees the highest level of quality and accuracy. A "round-the-clock" staff of four board-certified pathologists and eighteen clinicians, including 4 phlebotomists, 3 medical lab technicians, and 11 medical technologists, supported by administrative assistance, provide the hospital's medical staff with rapid turnover and thorough test results.

Bea Record, Director of the Laboratory, explains that MCH's laboratory is segmented into four types of testing, which include hematology, chemistry, blood banking, and microbiology. One medical technologist staffs each specialty and, performed in the lab is the measurement of red and white blood cells. Using the Coulter Counter, a highly computerized automated analyzer, this analysis can help a doctor confirm or rule out a possible blood disorder such as leukemia, cancer, infection, or other blood disorders. To monitor the treatment of diabetics, the lab's automated DiaSTAT Analysis system quickly and accurately measures glycohemoglobin and mean blood glucose. Keeping up with the latest in blood banking, the lab recently purchased Ortho ProVue which is a fully automated blood banking system that ensures safe and effective blood transfusions while improving the blood bank's productivity. Blood coagulation is analyzed on the MTX II system which measures how long it takes blood to clot under controlled conditions.

"The services performed in MCH's state-of-the-art laboratory by this skilled team of laboratory technicians are absolutely critical to the hospital’s medical staff and play an integral part in helping to diagnose and cure illnesses and, at times, save lives."

Continued on Page 4

Photo by Marilyn Weir
Womens and Childrens Health, it’s the popular water birthing room. Also a designated triage room and the like homey bedrooms than hospital beautiful woodland views, features six delivered each year at MCH. Located on the first floor of the hospital, The Birthing Center, with its beautiful woodland views, features six birthing suites which look and feel more like homey bedrooms than hospital rooms. Each room is equipped with an adjustable birthing bed and the medical equipment needed for delivery. There is also a designated triage room and the popular water birthing room.

According to Sara Meade, Director of Women and Children’s Health, it’s the incredibly dedicated group of nurses who make The Birthing Center experience so personal and nurturing. “The department prides itself on helping and guiding women with their own choices which relies a great deal on the trust between nurse and patient,” says Meade. With a staff of 18 full- and part-time nurses, plus 6 per diem nurses, the average length of professional experience is an impressive 15 to 20 years. Debbie Chase has the record tenure with 33 years delivering babies at MCH.

When a woman is in labor, this highly skilled team of experienced nurses provide “one-on-one” labor care to assist each mother in fulfilling her unique childbirth needs. MCH was the second hospital in the U.S. to offer water birthing as a birthing option and they currently serve as consultants, both nationally and internationally. Besides water birth, the Center also provides birthing options that include all natural no medication birth, medication to ease pain, and epidural anesthesia.

“Our nurses are excellent at providing a supportive environment for each individual patient,” says Dr. Fletch Wilson. “It is our goal to respect the individual desires of every patient. The nurses realize that each patient has her own concept of what a perfect birthing experience is, and we try to provide that!”

In reviewing some recent patient surveys, new mothers speak in glowing terms about their birthing experience at MCH. One woman responded “I don’t freely give compliments, but I truly couldn’t have had a better experience. The nurses (all of them) were fantastic. I am a nurse and I haven’t seen any nurses that are better than the ones you have in labor and delivery.”

Moore emphasizes that good communications, scheduling and collaboration between the entire team, including obstetricians, pediatricians, family practice physicians, nurses, anesthesiologists and allied health professionals, is critical in providing excellence in care. This exceptional teamwork has been acknowledged both regionally and nationally. In 1995 Child Magazine identified Monadnock Community Hospital as one of the top 10 maternity units in the country. For five years, 1997 to 2001, MCH received the Breastfeeding Award from the NH Breastfeeding Task Force and the NH Department of Health and Human Services. In addition, the Birthing Center and the OB/GYN practice are the recipients of three NH March of Dimes Leadership awards.

The Center’s extensive Parent Education Program, managed by Pat O’Connell, includes classes in Prepared Childbirth, Refresher Childbirth, Breastfeeding, Big Brother and Big Sister, and a Postpartum Clinic. Additional support for families is offered through The Breastfeeding Support Group, the Cesarean Birth Recovery Group, and the Pregnancy and Infant Loss Support Program. A collaborative prenatal high risk program brings together social services, nursing, Home Health and Hospice Care and the Monadnock OB/GYN practice to discuss and plan for the care of women with social high risk circumstances.

As many MCH employees may already know, major changes are being planned for The Birthing Center. Thanks to a recent donation from a good friend of the hospital, the department is currently in the early planning stages of a major renovation that will start in 2006. “This is a very exciting time for our department,” says Meade. “While we haven’t worked out all of the specifics of the renovation, we are planning for a complete update of all of the birthing suites as well as the purchase of new medical equipment. Aesthetically, we plan to select a palette of colors and a design that will bring the beauty of outdoors inside. And women in labor will have access to the beautiful grounds surrounding The Center.”

By far, the overwhelming theme in patient surveys is that the birthing team at MCH treats each mother as if they were the only patient in the department. One woman commented, “I had my daughter at (large southern N.H. hospital) and my son at yours. I want you to know there is no comparison. Your OB/labor delivery staff is superb. It makes me want another baby just to stay in your hospital.”

MCH was recently honored by the Maine Employers’ Mutual Insurance Company (MEMIC) in Portland for outstanding performance and management of workers’ compensation. On June 13th MEMIC President and CEO John Leonard, Phyllis Ferry, Robin Nolan

MEMIC was one of ten MEMIC customers to receive an award at the Portland Art Museum for excellence in claim management. MCH was nominated for the award by the MEMIC claims management team who works very closely with the hospital.

“We are at war with workplace injury,” said MEMIC President and CEO John Leonard at the awards ceremony. “These winners are fighting the good fight, representing the finest in workers’ compensation in the Northeast. They are ten among more than 22,000 policyholders of our company, a truly exclusive group.”

Phyllis Ferry, Human Resource Coordinator and Workers Compensation Administrator, and Robin Nolan, Program Manager, Occupational Health Management both accepted the award on behalf of the entire hospital team. According to Nolan, over the last four years MCH has taken a proactive team approach in working with employees to prevent workers’ compensation type injuries. If an injury does occur, it is reported directly to Ferry who says the goal is to catch it as early as possible to minimize the extent of the injury as well as to analyze how the injury happened to help prevent further injuries.

Working closely with Lauren Caufield, a MEMIC Safety Management Specialist, MCH has instituted numerous safety management educational programs, such as training and equipment to make MCH a “No Lift Hospital.” “MCH has aggressively embraced many of our ‘cutting edge’ programs which speaks volumes about their commitment to employee safety,” says Caufield.

“We are very proud of this award which reflects an entire team effort on the part of the MEMIC representatives, MCH’s Occupational Health and Human Resource Departments, and our talented IFs and OFs,” says Ferry. “We’ve all been working hard to educate administrators, managers, and employees about the benefits of preventative work injury programs. This is a win/win situation that creates a healthier work environment and also saves money for the hospital.”

MCH was honored for Outstanding Safety and Claims Management
As we enjoy the wonderful summer and contemplate the cooler weather approaching us, we are certainly reminded of how fortunate we are to live and work in such a beautiful place. Visitors to the Monadnock Region also recognize what our special part of New Hampshire has to offer.

The MCH calendar was filled with a number of special events during the past few months. Our third annual Parmelee Luncheon was held on May 5th to recognize our major donors and the growing number of individuals who have included MCH in their estate planning. In partnership with Crotched Mountain Foundation, we once again co-hosted a most successful Gala on June 18th, with the proceeds of the evening going to benefit Monadnock Healthy Teeth. June 19th, Father’s Day was the date of our employee outing at Canobie Lake Park with approximately 30 staff and their families there to celebrate this special day. Thanks go to Jessica Reynolds and the other members of the EAC for sponsorship of this event.

The Bass Farm, Herb Nilson’s lovely home in Antrim, was the setting for a fabulous reception on July 25th celebrating the volunteer and philanthropic support of MCH. Herb’s $1 million bequest was announced, the largest single gift ever made to the hospital endowment. We are so grateful for this support and that of our entire community who appreciate the importance of our hospital in their lives.

As an update to the parking lot expansion project, we are ahead of schedule leading to its completion. Any inconvenience it has caused will be well worth it as we approach October 1st and additional parking spaces for our patients, visitors and staff will be readily available. Thank you for your patience during this construction process.

I cannot say often enough how fortunate our community is to have its hospital staffed by such an outstanding group of physicians, employees, and volunteers. The partnership of community and hospital continues to demonstrate that care comes first and is truly appreciated by everyone.

Peter Gosline, President and CEO

How Philanthropy Benefits the Hospital

By Laura Gingras

Our recent $1 million bequest announcement has raised some great questions about philanthropy and how it benefits our hospital. What does MCH do with this money? Who decides how the money is spent? Why is an endowment fund important to the hospital?

Any gift given to MCH is designated by the donor as to their use. There are three types of gifts categories:

- Unrestricted - money goes to general operating fund of MCH.
- Restricted - for a specific program or capital need (equipment/building).
- Endowment - MCH can only spend the interest from this gift.

The recent announcement of the $1 million bequest from Mr. Herb Nilson is restricted to Endowment. When Mr. Nilson dies, $1 million will be given to MCH for our endowment fund. The hospital can only spend the interest generated from that money. For example, if the current rate of interest is 5%, $50,000 will be generated that year. This interest will be used for the hospital’s general operating expenses.

Endowment funds are critical to the long-term financial health of every not-for-profit organization. Our endowment fund is an investment in our future. Each year, the endowment generates funds that provide for healthcare services that our community depends upon. Our endowment fund also demonstrates our fiscal stability and makes it possible for us to borrow money (for capital projects and equipment) at favorable interest rates.

My door and phone are always open! Please call me if you have questions about our philanthropy program at MCH. As an employee, you create an environment and give care to our patients that inspire gifts from many grateful community members. Thank you for your dedication to our patients and for making my job possible.

Employee News...

Jen O’Donnell — gave birth on August 11th to Madison Grace O’Donnell at 10 p.m. She weighed 4 lbs., 11 oz. and was 17 inches long. Jen is a Clinical Coordinator in Internal Medicine.

Allie Draper — got married on September 3rd at The Cathedral of the Pines in Rindge. Allie is an Exercise Physiologist at The Wellness Center.

Sarah Taylor — has a new grandson who was born on July 12th at MCH. Ezra Philip Faucher weighed 8 lbs., 4 oz. and was 20 inches long. Ezra’s parents are Samantha Rule and Joel Faucher. Sara wants all to know that they received wonderful care in The Birthing Center. “They were so supportive. Deb Chase is an angel. She and Dr. Wilson were so calm and supportive and made it a truly wonderful experience.”

Carrie Klonel, D.O. has joined the Antrim Medical Group at Monadnock Community Hospital. Prior to joining the practice, Dr. Klonel was the chief resident, family practice residency program at St. Joseph Medical Center in Reading, Pennsylvania. She received her medical degree from the University of New England, College of Osteopathic Medicine in Biddeford, Maine, and her bachelor of science from Cornell University. Dr. Klonel is married to a fellow family physician, Dr. Stephen Klonel.

Lucas Shippee, D.O. has joined the Peterborough Internal Medicine practice at the hospital. Prior to joining this practice, Dr. Shippee was the Junior Chief Medical Resident at Albany Medical Center, in Albany, NY. He received his medical degree from the University of New England, College of Osteopathic Medicine in Biddeford, Maine, and his bachelor of science from the University of New England. Dr. Shippee is an internist with a specialty in osteopathic medicine. He and his wife, Gretchen, live in Hancock with their three children.

Stephen Klonel, D.O. has joined the Jeffrey Family Medicine practice. Dr. Klonel completed his residency at Saint Joseph Medical Center in Reading, Pa., and received his medical degree from the University of New England College of Osteopathic Medicine in Biddeford, Maine, and his bachelor of science from Brandeis University. He is married to Dr. Carrie Klonel who has joined the Antrim Medical Group.

Bo Xu, M.D. has joined the Peterborough Internal Medicine practice at the hospital. Prior to joining MCH, Dr. Xu was a Resident in the Department of Medicine at Prince George’s Hospital Center in Cheverly Md. He received both his medical degree and a Ph.D. in Internal Medicine from China Medical University.

Join MCH

Carrie Klonel, D.O.

Lucas Shippee, D.O.

Stephen Klonel, D.O.

Kim Taylor — Kim is an Occupational Therapist at The Wellness Center and has recently become certified in lymphedema management.

Erin Pearson — passed her boards this past June and is now an RN on The Summit 7-3 shift. Previously she was a 3-11 LNA for 1 1/2 years.

Sara Kellogg Meade — has been elected to a two year term of Section Chair for the New Hampshire Section of AWHONN, the Association of Women’s Health, Obstetric and Neonatal Nurses.

Barbara Fisher — has been awarded Wound Care Certification (WCC) by the National Alliance for Wound Care. Barbara is one of only four health care workers in NH to achieve this certification.

Marianne Brum — has received certification from the Healthcare Financial Management Association as a Certified Healthcare Financial Planner. Marianne is a Senior Accountant at MCH.

Barbara Fisher — has joined the Antrim Medical Group.

Stephen Klonel.

Allie Draper

Sarah Taylor

Jen O’Donnell

Carrie Klonel, D.O.

Lucas Shippee, D.O.

Stephen Klonel, D.O.

Kim Taylor — Kim is an Occupational Therapist at The Wellness Center and has recently become certified in lymphedema management.

Erin Pearson — passed her boards this past June and is now an RN on The Summit 7-3 shift. Previously she was a 3-11 LNA for 1 1/2 years.

Sara Kellogg Meade — has been elected to a two year term of Section Chair for the New Hampshire Section of AWHONN, the Association of Women’s Health, Obstetric and Neonatal Nurses.

Barbara Fisher — has been awarded Wound Care Certification (WCC) by the National Alliance for Wound Care. Barbara is one of only four health care workers in NH to achieve this certification.

Marianne Brum — has received certification from the Healthcare Financial Management Association as a Certified Healthcare Financial Planner. Marianne is a Senior Accountant at MCH.

Barbara Fisher — has joined the Antrim Medical Group.

Stephen Klonel.

Allie Draper

Sarah Taylor

Jen O’Donnell

Carrie Klonel, D.O.

Lucas Shippee, D.O.

Stephen Klonel, D.O.

Kim Taylor — Kim is an Occupational Therapist at The Wellness Center and has recently become certified in lymphedema management.

Erin Pearson — passed her boards this past June and is now an RN on The Summit 7-3 shift. Previously she was a 3-11 LNA for 1 1/2 years.

Sara Kellogg Meade — has been elected to a two year term of Section Chair for the New Hampshire Section of AWHONN, the Association of Women’s Health, Obstetric and Neonatal Nurses.

Barbara Fisher — has been awarded Wound Care Certification (WCC) by the National Alliance for Wound Care. Barbara is one of only four health care workers in NH to achieve this certification.

Marianne Brum — has received certification from the Healthcare Financial Management Association as a Certified Healthcare Financial Planner. Marianne is a Senior Accountant at MCH.

Barbara Fisher — has joined the Antrim Medical Group.

Stephen Klonel.

Allie Draper

Sarah Taylor

Jen O’Donnell

Carrie Klonel, D.O.

Lucas Shippee, D.O.

Stephen Klonel, D.O.

Kim Taylor — Kim is an Occupational Therapist at The Wellness Center and has recently become certified in lymphedema management.

Erin Pearson — passed her boards this past June and is now an RN on The Summit 7-3 shift. Previously she was a 3-11 LNA for 1 1/2 years.

Sara Kellogg Meade — has been elected to a two year term of Section Chair for the New Hampshire Section of AWHONN, the Association of Women’s Health, Obstetric and Neonatal Nurses.

Barbara Fisher — has been awarded Wound Care Certification (WCC) by the National Alliance for Wound Care. Barbara is one of only four health care workers in NH to achieve this certification.

Marianne Brum — has received certification from the Healthcare Financial Management Association as a Certified Healthcare Financial Planner. Marianne is a Senior Accountant at MCH.

Barbara Fisher — has joined the Antrim Medical Group.

Stephen Klonel.

Allie Draper

Sarah Taylor

Jen O’Donnell

Carrie Klonel, D.O.

Lucas Shippee, D.O.

Stephen Klonel, D.O.

Kim Taylor — Kim is an Occupational Therapist at The Wellness Center and has recently become certified in lymphedema management.

Erin Pearson — passed her boards this past June and is now an RN on The Summit 7-3 shift. Previously she was a 3-11 LNA for 1 1/2 years.

Sara Kellogg Meade — has been elected to a two year term of Section Chair for the New Hampshire Section of AWHONN, the Association of Women’s Health, Obstetric and Neonatal Nurses.

Barbara Fisher — has been awarded Wound Care Certification (WCC) by the National Alliance for Wound Care. Barbara is one of only four health care workers in NH to achieve this certification.

Marianne Brum — has received certification from the Healthcare Financial Management Association as a Certified Healthcare Financial Planner. Marianne is a Senior Accountant at MCH.
Caught in the Act

Making a Difference at MCH

Here are just a few of the kind acts that we see happen every day at MCH, where fellow employees go out of their way to help another person or take the extra effort to make MCH a better place to work. If you observe one of your co-workers “Making a Difference,” please fill out one of the “Caught in the Act” forms, and we may publish your comments in the next issue of the Pulse.

Cornelia Taylor, Administrative Support — Cornelia is always very helpful. I had reserved the projector for a meeting and the previous person had not returned it. Cornelia was extremely helpful in tracking it down to make sure I had it in time for my meeting. She is a real pleasure to work with!

Waide Pillsbury, Engineering Services — I would like to personally thank Waide for keeping me informed as to when his work schedule would permit him to take the time and walk through the hospital to determine areas to hang magazine/brochure racks. Within the next two days they were up and in the satellite offices as well. Way to go Waide!

Gina Moore, APU — Gina is always willing to do anything needed to make the floor run smoothly. She is always cheerful to staff, patients and family. Gina helps all the time and will float to other floors with no complaints. Gina is the BEST!

Linda Jung, Housekeeping — Thanks for the wonderful job that is consistently done in the Emergency Department. Linda is always willing and very able to help out in any way she can. Many thanks!

Chris Bloit, Respiratory — Chris helped us out on a very busy night on APU with changing patient johnnies, getting drinks, etc. He made a crazy night a little better by chipping in however he could.

Ehbel White, Housekeeping — There was free coffee at the Coffee Pause and Ehbel got me a cup of coffee when she knew I was not able to leave the front desk. That was very thoughtful.

Jodi, Linda, Joe, Ellen & Dr. Krupp, Emergency Department — You guys acted fast when I brought my son, Toby, in with hot oil burns on his hands and stomach. You all were fast, caring and professional! As his mom and an employee of MCH, I was grateful for all you did. Thanks again.

Brenda Anderson & Joann Baxter, Perioperative Services — Thanks for all the little extras they do around the department. Thanks for decorating for Keeping the Coffee brisk and for going the extra mile to keep our coffee guy from Coffee Pause brought some.

Looking for infection with the focus on bacteriology, virology, and mycology (fungus). The Bactec 9050 is an automated blood culture system that is used for detection of septicemia.

In Chemistry, the lab utilizes a combination of two systems: Ortho Vitros Eci and Dade RxL Max. In combination they offer continuous random access capabilities for both routine chemistry and immunodiagnostic testing.

While all of these highly technical, computerized systems are revolutionizing the lab, much of the credit for maintaining the high standards and fast turnaround can be directly attributed to the hard-working medical technologists. “These detail-oriented professionals are completely dedicated to their work and are constantly called to make important judgement calls,” says Record. “They take their work very seriously.” This department has no shortage of experienced technicians. Bea Record has been with the department for 20 years. Other long-time employees include Phyllis McNillis, 35 years; Deb Whitney, 28 years; Dan Nolan, 24 years; Barbara Snyder, 20 plus years; and Deb Morris, Nancy Darby and Diane Latimer, 15 years each.

The lab services both the hospital’s in-patient and out-patient population as well as patients in five local nursing homes. This requires extensive patient contact which requires extensive patient contact which would get results immediately.

Since the lab services both the hospital’s in-patient and out-patient population as well as patients in five local nursing homes. This requires extensive patient contact, the lab is always in close touch with a pathologist, especially when medical decisions need to be made when test results don’t conform to standard operating procedures.

From a business perspective, the lab is a significant revenue center for MCH, behind radiology and surgery. Last year’s lab revenues were approximately $7 million. The hospital’s investment in the latest automated lab systems not only provides medical professionals with high quality results, but it’s a cost-effective way to generate larger revenues for MCH.

One of the exciting new lab developments is the formation of a separate anticoagulation clinic within the hospital to provide point of care testing of anticoagulation patients and review diet and medication adjustments. Under a physician’s management, the clinic will provide better monitoring of patients who would get results immediately.

The services performed in MCH’s state-of-the-art laboratory by this skilled team of laboratory technicians are absolutely critical to the hospital’s medical staff and play an integral part in helping to diagnose and cure illnesses and, at times, save lives.

Comments & Feedback

Since the Pulse is written for MCH employees, we value your opinion and would appreciate your comments or suggestions for future issues of the newsletter. Please call or email Nancy Clarke with your feedback at extension 1702 or nancyleeclarke@mch crude.org.