



A  
lifetime  
of health  
starts  
here.



What a welcome I have received from this community! It has been an honor to meet so many wonderful people—and a privilege to be entrusted with the leadership of this great hospital.

## *An honor and a privilege.*

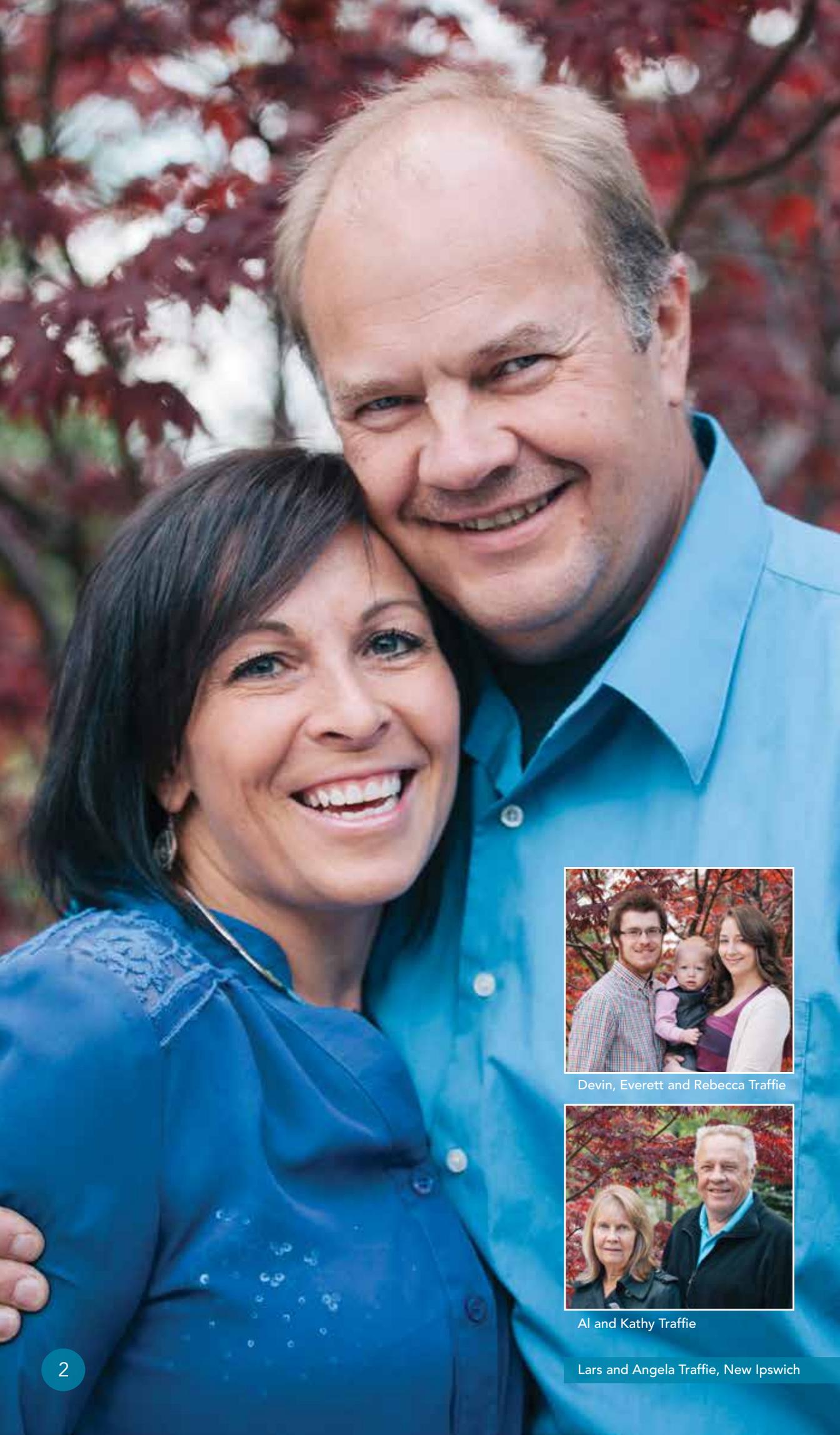
Monadnock Community Hospital is a unique and special place, with world-class doctors, state-of-the-art emergency services and operating rooms, and a beautiful, medically-based fitness center. These aren't things you will find at most small community hospitals! I am deeply impressed with the accomplishments and vision that have built MCH.

I am also impressed with the level of support that MCH enjoys in the local community. Everyone I meet speaks of the Hospital with pride. I've heard many accounts of how MCH has saved lives through emergency care, health screenings and medical procedures. I've heard even more stories of how the Hospital's doctors, nurse practitioners, and caregivers have helped people live healthier, happier lives. No wonder there are so many supporters listed in this Annual Report! Clearly, MCH is treasured by our community. My goal is to ensure that MCH continues to earn your confidence and support.

My door is open, and I welcome your thoughts, comments and suggestions. Together, we will build the next era of health care excellence for our community.



Cynthia McGuire, President and CEO



Devin, Everett and Rebecca Trafficie



Al and Kathy Trafficie

Lars and Angela Trafficie, New Ipswich

Over 90 years ago, a group of local citizens had a dream: to build a modern hospital in a small rural community.

## *Caring for our community for generations.*

Thanks to the generous support of the community, their dream was realized in 1923 with the opening of “The Peterborough Hospital.” Since then, over a hundred thousand patients have come through our doors. From newborns to senior citizens, MCH has served generations of Monadnock Region families with outstanding health care services and facilities. We’ve also succeeded in attracting world-class physicians and clinical staff to our region—professionals who share our passion for promoting lifelong health and advocating for each individual patient.

The Traffie family of New Ipswich knows the value of a good local hospital. Four generations of Traffies have been born at MCH and five generations have chosen MCH as their hospital of choice.

In this Report to Our Community, you will hear from supporters and patients who, like the Traffies, have relied on MCH for quality care at all stages of life. From our Birthing Suite and our pediatric practice to our primary care affiliates and specialty services, your community hospital is here for you—both today and for years to come.

In 2014, the Birthing Suite at Monadnock Community Hospital became the third hospital in America to offer nitrous oxide—a clear odorless gas that is mixed with oxygen—for women in labor.

## Great relationships start small and grow.

Nitrous oxide is the number one choice for birth pain management in Canada, Australia and Europe and is one of the safest choices from the baby's standpoint because it is such a low-impact medication.

**Melissa Lake** was one of the first MCH patients to choose nitrous oxide for her delivery.

"I knew from the start that I didn't want to be groggy when I first met my daughter, but I also knew I needed something to help with pain. So nitrous really was the best option for me. I liked that it was safe for both me and my baby. I also liked that I was able to administer it myself—and could stop when it felt like I had had enough."

"My delivery was great!" Melissa says. "The MCH nurses and doctors were incredible and supported me every way they could. I would recommend the Birthing Suite to any woman who is looking for a warm welcoming place to have her baby. The care is incredible. Plus, most of the nurses are also lactation consultants and can answer any questions about breast feeding. That was a real comfort for me."

These days, little Brynn and mom Melissa are enjoying precious time together—and Brynn now has her very own doctor at Monadnock Regional Pediatrics!



### Corinne MacLennan Kennedy

"Corinne MacLennan Kennedy was my mother and best friend. She was a beautiful, accomplished woman who loved life and lived it to the fullest. When she passed away, I made a gift to MCH in her name to help remodel the Birthing Suite. Although she lived in New Jersey, Mum had hand surgery here at MCH and was deeply impressed by the Hospital and the medical team—as I am. I love having such a great hospital right here in Peterborough. It makes me feel good to know that, through my mother's legacy, I've been able to make a difference for so many people in our community. There's something special about this place."

—Jan C. MacLennan-Kennedy



Melissa Lake and daughter Brynn, Keene



MONADNOCK COMMUNITY HOSPITAL

Birthing Suite



Meet **Kingsley Allen Cummings!** This bright, pizza-loving little dynamo is the picture of health, thanks to great parenting by Mom and Dad—and great health care from Monadnock Regional Pediatrics.

## Ready, set, grow!

Kingsley's mom, Eliza Allen, and dad, Peter Cummings, both grew up in the Peterborough community—and were patients at Monadnock Regional Pediatrics themselves—so when Kingsley was born at MCH in 2011, there was no question where he'd go for health care.

"We love Monadnock Pediatrics," says Eliza. "Dr. Hurley is just so wonderful with children. He's gentle and kind when he talks to them, and he'll do interesting things, like blow bubbles, to engage their attention and reduce their fears."

Like many parents, Eliza and Peter were concerned about vaccinations and had questions about side effects. "Dr. Hurley took the time to listen to us and to explore different scenarios," says Eliza. "In the end, we spaced out the immunizations so Kingsley had very little discomfort or side effects."

Recently, Kingsley went skiing for the first time. "He loved it," says Eliza. Kingsley also loves kicking his soccer ball, tearing around the house and munching on carrot sticks.

"It's great to know that as Kingsley grows up, he will enjoy the same fantastic health care that Peter and I have at MCH," says Eliza. "MCH really is our family hospital."



### Healthy Teeth to Toes

"Tooth Fairy Helper" and dental hygienist Pam Delahanty is the enthusiastic coordinator for Monadnock Healthy Teeth to Toes. MHTTT is a school-based public health program operated by Monadnock Community Hospital. Established in 2003, the program focuses on improving the dental health, nutritional wellness, and physical fitness of children and families in our community. Last year, MHTTT provided services to approximately 1,800 children in 14 public elementary schools, four preschools, two Head Start programs, and two community centers. Happy 10th anniversary, MHTTT!

Kids will be kids...and that means bumps and bruises. But the parents of **Zach Lessard** have seen more than their fair share of doctor's offices. That's because their son, Zach, age 17, is a bit of a daredevil.

## Health care is a team sport.

"Zach really loves dirt biking and freestyle skiing," says Mom Angie. "If he's not going fast and doing back flips, he's just not happy."

Last winter, during a freestyle ski event in Nashua, one of Zach's skis got caught on a wall and he went tumbling down. "I landed on my elbow and bam! My shoulder just snapped."

A local hospital took x-rays, which revealed a broken humerus. They put a sling on Zach's arm, then sent him home. "It really hurt a lot," Zach recalls. "I couldn't move at all."

Two days later, Angie took Zach to see Douglass Weiss, MD, at Monadnock Orthopaedic Associates. Dr. Weiss, who currently serves as a team physician to the U.S. Men's National Under-18 hockey team, understood Zach's desire to recover his mobility as quickly as possible and recommended surgery.

Zach was more than willing. "Dr. Weiss explained that with surgery, we could help speed up the healing process, and even avoid some possible complications. That sounded great to me!"

The procedure went smoothly. "I was moving my arm the very next day!" Zach marvels. And one month later, after working closely with Physical Therapist David Nielsen, Zach was back on the ski slopes, although not—to his mom's relief—doing his trademark back flips. At least not yet!



Greg Nerz, PT and Allie Meader, PT  
Jaffrey Physical Therapy

### They've got your back

Your back, your knees, your hips, your shoulders, your hands... if you are experiencing joint or muscle pain, the physical therapy team at MCH can help. Each year, our skilled therapists help hundreds of people recover from injuries, illness or accidents, with carefully designed treatments and exercises. Our goal is to help patients get back to their normal lives, free of pain and suffering. In addition to physical therapy services, MCH also offers therapy for cardiopulmonary and neurological conditions.



Zach Lessard, Greenfield



**Roberta Peladeau** knows the value of a little TLC. As the school nurse at Mascenic Regional High School in New Ipswich, she attends to the needs of over 340 teenagers. “We see it all at Mascenic Regional,” she says. “Sprains, bruises, fevers, headaches, colds, flu—you name it. Adolescence can be a pretty bumpy road.”

## *In the prime of life.*

“Having good communication and trust is critical to my success,” Roberta says. “It’s also what I value most about my relationship with my primary care provider.”

Roberta’s primary care provider is Meg Kelly, APRN, of New Ipswich Family Medicine. “Meg is a great caregiver,” says Roberta. “She’s professional, but also personal and caring. She doesn’t just focus on your condition, she focuses on you as a person, and she asks questions that really get to the heart of your problem. For example, I have a brother who passed away from esophageal cancer. So when I started to suffer from heartburn, Meg didn’t just prescribe a “purple pill”—she made sure I had an endoscopy. Even I hadn’t made the connection with my brother’s illness, but Meg saw it immediately.”

Primary care at MCH is a family affair for the entire Peladeau family as well. “My husband is also a patient of Meg’s, and of course my children grew up with MCH pediatricians,” says Roberta. “We love the Hospital and we’re all very grateful for the outstanding care we’ve received for so many years.”



Meg Kelly, APRN  
New Ipswich Family Medicine

## The heart of health care

Primary care is the very heart of health care; it’s the central core where all specialties meet and where care is coordinated. Today’s primary care providers are much more than “family doctors.” They’re medical champions with wide-ranging knowledge and expertise. MCH is home to nine excellent primary care practices, providing a wide range of quality, accessible medical services to adults and families.

- ◆ Antrim Medical Group
- ◆ Jaffrey Family Medicine
- ◆ Monadnock Family Care
- ◆ Monadnock Internists
- ◆ Monadnock Regional Pediatrics
- ◆ New Ipswich Family Medicine
- ◆ North Meadow Family Health
- ◆ Peterborough Internal Medicine
- ◆ Rindge Family Practice

**Tena Goen** understands breast cancer. Nine years ago, she lost her sister to the disease. So last year, when her own mammogram and biopsy revealed a Stage III tumor, Tena didn't hesitate to act.

## *In sickness and in health.*

"I was scared to death," she recalls. "But I was ready to fight."

Tena met with Robert Knowles, MD of Monadnock Surgical Associates to review her options. "It was a snowy day in March when we met," she recalls, "and traffic was snarled everywhere. But Dr. Knowles understood how important this meeting was to me and my husband. He stayed late to meet with us, coming in after a full day of surgery, still in his scrubs. He couldn't have been kinder."

Dr. Knowles and Tena discussed several treatment options, and Tena decided on a mastectomy. "I wanted to do absolutely everything possible to remove the cancer, and keep it from coming back. I had total confidence in Dr. Knowles—and in my decision."

Today, after surgery and months of chemotherapy, Tena's fight continues. Although she's been cancer-free for a year, she has opted for a proactive mastectomy of her other breast after genetic testing performed by Monadnock Surgical Associates revealed the presence of a cancer mutation. "I am surrounded by loving family and friends, and have so much to live for," she says. "I will do whatever it takes to be here for them. And I am so grateful to Dr. Knowles—and MCH—for helping me on my journey."



Robert Knowles, MD, FACS  
Monadnock Surgical Associates

### Tomosynthesis 3D Imaging

Breast tomosynthesis, or 3D mammography, is transforming breast cancer screening and is now available at MCH. Tomosynthesis provides a clearer, more accurate view of the breast and allows doctors to more effectively pinpoint the size, shape and location of any abnormalities.

This enhanced imaging results in better detection, fewer callbacks for additional testing, and greater peace of mind for patients. In fact, studies show that since the introduction of tomosynthesis technology, invasive breast cancer detection has increased by 40%\* and the need for a second exam has decreased by 40%. \* Those are numbers we can all live with.

\* Source: Hologic, Inc.



Tena Goen, Jaffrey



In 2003, **Phyllis Porter's** dear friend, Lillian Snellman, became ill. She was successfully treated at Monadnock Community Hospital for many years—but over time, her illness progressed.

## The good life.

The next decade was filled with ups and downs. “Lil needed a great deal of care,” Phyllis recalls. “She had lab work, CT scans, surgery—and she was in and out of the Intensive Care Unit. Both of us were very grateful to the medical and nursing staff at MCH. They were responsive to all of our care requests and answered all of our questions.”

Phyllis especially appreciated the ICU nursing staff—and Phyllis knows nursing! She is an Ed.D. educated nurse herself and she served as Dean of the Fairfield University School of Nursing. “The MCH nurses were competent and caring,” Phyllis says. “They formed a real bond with Lil and me, and were supportive of us throughout her illness.” Sadly, Lil passed away in 2011.

Today, Phyllis is a resident of The Village at RiverMead, where she and Daisy—her lively Dachshund companion—enjoy the good life. Phyllis receives all of her care at MCH. “I am so pleased with the care I receive from Dr. Lora McClintock and the staff of MCH.” She is also an advocate and generous supporter of the Hospital.

“We’re fortunate to have a great hospital in our community,” says Phyllis. “But we can’t take it for granted. If we want MCH to be here for us, we need to be here for MCH. That’s why I have included them in my estate plans.”



## The gift of wellness

Many hospitals encourage exercise and healthy living. But at MCH, we’ve gone a step further. In 2000, we opened the Bond Wellness Center, a state-of-the-art facility dedicated to medically-based fitness and wellness programs.

Today, over 1,500 people visit the Bond Wellness Center each week for exercise, physical therapy, nutrition classes, cardiac rehab, aquatic therapy and more. But one of the most important benefits of membership isn’t a program at all: it’s the friendships that have been created among our members.

“Good health is holistic,” says Dr. Scott Jaynes, Medical Director of the Bond Wellness Center. “That’s why we don’t just build healthy bodies; we build healthy connections.”

# Parmelee Society

Ben Pratt and Diane Chauncey, Antrim



## As of April 2014

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**The Parmelee Society recognizes individuals who have included MCH in their will or estate plan.** Your will is an opportunity to honor the people and organizations important in your life. Please consider making a specific provision for Monadnock Community Hospital. If you have already made a provision in your will, please let us know so that we can honor you as a member of our Parmelee Society.

**A gift of any size qualifies you for membership.** It is not necessary that you give us a copy of your will or even tell us what your specific plans are. Your good word is all we need.



# Thank a Caregiver Program



Has a caregiver made a difference in your MCH experience? Let them know by making a donation to MCH in their honor through the Thank a Caregiver Program!

Your caregiver will receive notification of your kind gesture along with a special lapel pin and certificate featuring the Thank a Caregiver icon.

This symbol identifies caregivers who have gone above and beyond to improve your experience and provide compassionate care. You will see our staff displaying their pins with pride.

## Who can be recognized through the Thank a Caregiver Program?

- Doctors
- Nurses
- Lab Technicians
- EVS/ Housekeeping Staff
- Dietary/ Kitchen Staff
- Wellness Center Staff
- Therapists
- Receptionists
- Volunteers
- Anyone who assists you during your visit to MCH or improves your patient experience



For more information or to send in a gift, please contact:

**Emily Stoehr**  
Philanthropy Associate  
Emily.Stoehr@mchmail.org  
(603) 924-7191 ext. 1038

# To Honor & Remember



Andy and Jean Kordalewski

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

## As of January 31, 2014

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All who served our country  
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# Living in Our Memories

We honor and remember the generosity of all those no longer with us who included MCH in their will or estate. These legacy gifts, regardless of size, reflect the significant value our community places on local, quality health care.



**Edward L. Bond, Jr.**



**Herbert T. Nilson**

## As of January 31, 2014

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not as a duty but  
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## *In touch with our community.*

“‘Community’ in the Hospital’s name means a lot to us. First, it means that Monadnock Community Hospital plays an active role in local education, public health initiatives, and relationships with individuals and organizations. They’re even in the schools, offering dental screenings to children.

Second, we’ve had specialists in Boston hospitals tell us that the diagnostic work done at MCH is just as good—or even better—than the tests and scans they can produce at hospitals with far more money and resources. That’s a tribute to the high level of expertise at MCH.

With such high quality care and involvement in our community, MCH deserves to have everyone’s support—and it definitely has ours.”

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"You have two  
hands. One is for  
helping yourself  
and the other is for  
helping others."

- Audrey Hepburn

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Mary Lou O'Neil, Hancock, and ConVal Regional High School student Stephen Twitchell, Peterborough

## *Tops in patient satisfaction.*

For **Mary Lou O'Neil**, the School-to-Career Coordinator at Contoocook Valley Regional High School in Peterborough, having an accessible, top-notch hospital in Peterborough is one of the reasons she loves living here and chooses to support the MCH Annual Fund. "I've had to visit the MCH Emergency Department a few times and the medical care was outstanding. I've also used the Hospital's outpatient and inpatient surgical services, and each time, I was deeply impressed with the level of expertise, caring and technology."

Each year, several of Mary Lou's students come to MCH for internships, where they learn firsthand how complex, demanding and rewarding a career in health care can be.

"One of my interns researched patient satisfaction among New Hampshire hospitals," Mary Lou says. "I wasn't at all surprised to learn that MCH was in the top tier. MCH is truly an exceptional hospital."

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The Peter L. Gosline Employee Education Scholarship Fund was created in 2014 to honor Peter L. Gosline, Monadnock Community Hospital's President and CEO from 1998-2014. Supporting the professional growth of our Hospital's employees was of

great importance to Peter and this scholarship fund has provided an opportunity for us to honor Peter's commitment to our Hospital community for many years to come. The purpose of this scholarship is to provide financial support to MCH employees who would like to further their careers in health care through educational advancement. To date, over \$119,000 has been raised for this fund thanks to the generosity of the supporters listed here.

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### Thank you, Peter.

After 16 years serving as President and CEO of Monadnock Community Hospital, Peter L. Gosline retired in April 2014. Peter joined MCH at a time when the Hospital was on the verge of extensive growth and he became the motivating spirit for some of MCH's most successful endeavors. Thanks to his leadership, many ambitious projects came to fruition. The Bond Wellness Center, the Sarah Hogate Bacon Emergency Department, upgrades to the Hospital's surgical suites—these are just some of the major projects that were successfully accomplished during Peter's tenure. Thank you, Peter, for your passionate commitment and unflagging dedication to our community.



MCH Volunteers (left to right): Priscilla Ward, Chet Soule, Victor King, Connie Boyd, Sam Zachos, Deb Hanson, and Carole Angus

# Our volunteers make every day brighter.

Our wonderful staff of volunteers are the smiling faces and generous hearts who make every day at MCH a little bit brighter for all of us! We treasure all 135 of our volunteers and are deeply grateful for their contributions to our Hospital. Thank you for all you do!

## 10,001 + Hours

Peg McLeod

## 5,001 - 10,000 Hours

Marcia Pettee

## 4,001 - 5,000 Hours

Francesco Carrara  
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Each year, the MCH Community Benefits program invests over \$9 million to support public health initiatives that enhance our community's well-being.

## Committed to our community.

From dental and nutritional programming for elementary school students to mental health screenings and financial assistance, these programs support our families and neighbors at every stage of life. Sponsored programs include the Patient Financial Assistance Program, Monadnock Healthy Teeth to Toes, Behavioral Health, and The Bond Wellness Center. The generosity of our donors, coupled with MCH's commitment, ensures that thousands of community members will have access to these critical services every year.

MCH's commitment extends beyond the campus as well. Participating in conversations that range from drug and alcohol abuse to patient transportation and mental health, MCH is working to support collaborative efforts to help patients find the services they need. Over the past year, we have partnered with the organizations listed on the right to address the health needs of our community, as identified in MCH's 2012 Community Health Needs Assessment.



### Community Benefits Partners:

Cerroni Dentistry  
Contoocook Valley Transportation Company  
Conval School District  
Crotched Mountain Foundation  
Good Shepherd Rehabilitation & Nursing Center  
The Grapevine  
Home, Healthcare, Hospice and Community Services  
Jaffrey-Rindge Cooperative School District (Conant)  
Mascenic Regional School District  
Monadnock Area Food Bank  
Monadnock Area Transitional Shelter  
Monadnock at Home  
Monadnock Community Early Learning Center  
Monadnock Developmental Services  
Monadnock Family Services  
Monadnock Healthy Teeth to Toes  
Monadnock Voices for Prevention  
Peterborough Chamber of Commerce  
The Phoenix House  
Pine Hill Child Care Center  
The River Center  
Shelter from the Storm  
Town of Jaffrey  
Town of New Ipswich  
Town of Peterborough

# Financial Statement

## Consolidated Statement of Revenues and Expenses (in thousands)

### REVENUES

	2013	2012
Billed for services to our patients	\$123,400	\$120,748
Other operating revenues	\$4,249	\$2,309
Received from other sources	\$-48	\$985
<b>Total Sources</b>	<b>\$127,601</b>	<b>\$124,042</b>

### Amounts billed but not received:

Under government and commercial contractual agreements	\$46,477	\$44,150
From patients unable to pay (charity care)	\$3,446	\$2,945
Provisions for bad debt	\$4,468	\$4,272
<b>Therefore, we actually received revenue from patient care and other services of:</b>	<b>\$73,210</b>	<b>\$72,675</b>

### COSTS

#### Our costs included amounts:

To pay our employees	\$39,236	\$39,313
To pay our suppliers and vendors	\$24,312	\$24,400
To fund depreciation and pay interest on debt	\$6,172	\$6,476
To pay New Hampshire Tax on Hospitals	\$2,553	\$4,390

#### Resulting in total costs for patient care and other services

	<b>\$72,273</b>	<b>\$74,579</b>
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**MARGIN** The excess of amounts received over costs for the year is used to expand services to our community, to improve facilities and to pay back debt

	\$937	(\$1,904)
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### Key Statistics, Actual

Admissions	1,351	1,377
Births	325	312
Emergency Room Visits	15,472	14,805
Surgical Cases	1,486	1,520
Endoscopy Procedures	1,231	1,378
Imaging Exams	29,889	30,748
Lab Tests	197,580	204,279
Physical, Occupational and Speech Therapy	41,270	39,652
The Bond Wellness Center Members	1,509	1,499
Physician Practice Visits	133,087	132,373



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To have your name removed from our marketing and fundraising list, contact Laura Gingras in the Philanthropy and Community Relations Department, Monadnock Community Hospital, 452 Old Street Road, Peterborough, NH 03458, (603) 924-4666 or e-mail [Laura.Gingras@mchmail.org](mailto:Laura.Gingras@mchmail.org).

# Thank you

for investing in  
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Community  
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Three generations of the Cummings family have been born at MCH:  
(left to right) Joe Cummings, Kingsley Allen Cummings and Peter Cummings

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COMMUNITY HOSPITAL