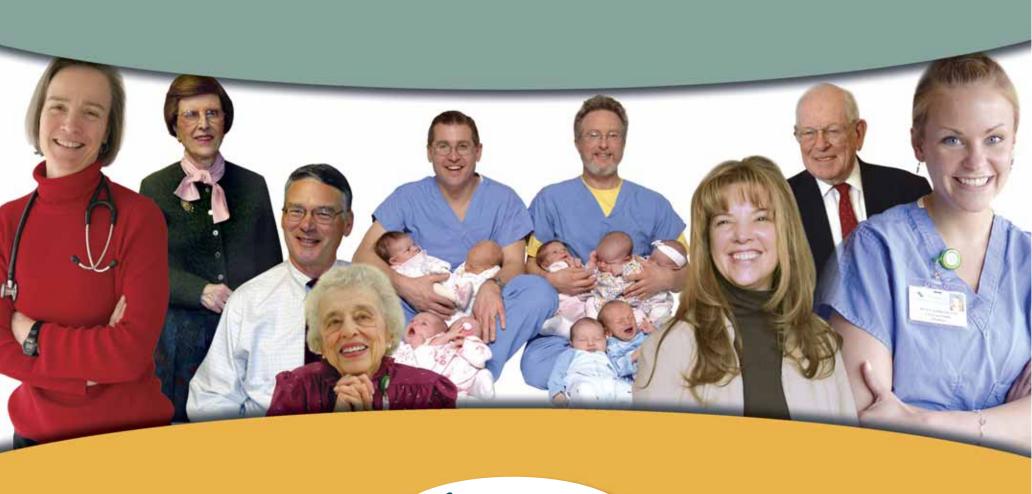
MONADNOCK COMMUNITY HOSPITAL ANNUAL REPORT 2007 - 2008





Invested in the Community

As I look back over my ten years at Monadnock Community Hospital, I am proud of all that we, a Hospital and a community together, have accomplished. Eighty-nine years ago, Mr. Parmelee donated his summer home so that the people in the Monadnock Region could have a hospital. I can only imagine how pleased he would be today if he could see how far the generosity of this community has brought us.

It is with much anticipation and excitement that we as a Hospital family begin a major expansion project that will allow us to continue to care for our community for generations to come.

As always, the real story is about the caring people serving others. Thank you, each and every one of you, for contributing your time, talent and resources so that we can create excellence. Today we are strong and able to meet the health care needs of this community because of your support.

Sincerely,

Tater L. Hashi

Peter L. Gosline President & CEO



Theodore Bacon, Co-Chair, Philanthropy Committee, and Peter L. Gosline, President & CEO

Special thanks to Monadnock Paper Mills, Bennington, New Hampshire, for its generous donation of the Astrolite Silk paper used in the printing of this annual report.

On the Cover

Pictured, Left to Right: Elizabeth Cooley, M.D., Dorothy Peterson, Theodore Renna, M.D., Dorothy Segall, Volunteer, Fletcher Wilson, M.D., David Levene, M.D.; Babies, front row: Marley, Kaelyn, Brandon, Max; Back row: Emma, Owen, Presleigh, Taryn, Carlee Lisa Perales, R.N., Theodore Bacon, Helen Gorecki, R.N.

Highlights

New Health Care Professionals Join MCH

Six new health care professionals joined MCH in 2007. Dr. Anu Diddee joined Monadnock Internists and Dr. Neeraj Vasishtha became Medical Director of MCH's Pulmonology Department. Dr. Edwin Menor joined Monadnock Surgical Associates as a General Surgeon. Dr. Adele de Vera joined Monadnock Regional Pediatrics. Monadnock **OB/GYN** recently added Dr. Pamela Stetzer. Karen Menor, P.A.-C, joined Monadnock Surgical Associates.



State

Monadnock Community Hospital's Certificate of Need (CON) was approved by the New Hampshire Health Services Planning and Review Board at its April 19, 2007, meeting. The Board voted unanimously to approve the CON for the addition of new space to the facility. "A Century of Caring" is Published



Margaret Clement photo from A Century of Caring

Monadnock Community Hospital published a history book detailing the area's first community hospital, "A Century of Caring." The 236 page book chronicles the life of the Hospital from its infancy through 2006. The book won a prestigious 2008 Lamplighter Award for Excellence in Writing from the New England Society for Healthcare Communications. On March 17, 2007, the citizens of the Town of Peterborough voted overwhelmingly to build a new connector road, which will directly connect the Hospital campus to Route 202. The road addresses current safety and congestion issues. This is the first step in the Hospital's five-year, \$25 million dollar

Peterborough

Approves

Connector

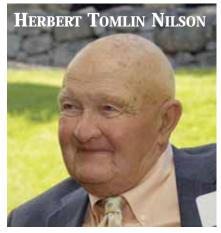
Road

Laparoscopic Surgery at MCH



Through investment in technology and staffing, MCH has made a major commitment to offer its patient population advanced laparoscopic procedures that are less invasive and help the patient heal more quickly and with less pain. This commitment to advanced surgical technology and highly trained professionals is part of the Hospital's mission of providing excellence in community health care.

We Say Goodbye...



Our devoted friend and benefactor died on February 13, 2008.

Mr. Nilson was born in Cambridge, Massachusetts, and moved to Antrim, New Hampshire, in 1972 with his wife, Elizabeth "Betty" Nilson.

The Nilson's estate, "Bass Farm," was well known for its beauty, exquisite antique clock collection, spectacular gardens, and the annual summer cocktail party. Over the past four years, Mr. Nilson hosted the annual Volunteer and Donor reception for MCH at Bass Farm in July.

In July 2005, Bass Farm Way, a road on the MCH campus, was dedicated in recognition of Mr. Nilson's \$1 million bequest to the Hospital's endowment fund. Mr. Nilson will be greatly missed by the MCH Family.

In remembrance and appreciation, from the MCH Board of Trustees, Administration, Medical Staff, Volunteers and Employees.

expansion project.

Investing in Your Community Health Care

The new main entrance to Monadnock Community Hospital will integrate the current Hospital with the Medical Arts Building.

Over the past two years, we have undergone a thorough strategic planning process to determine the best response to our changing environment. During 2008, the Town of Peterborough will start construction of a new connector road, creating a new main entrance directly from Route 202.

This expansion focuses on high growth areas, including the Emergency Department, Surgical Services, Maternity, and Physician Practices. In addition, this project will allow MCH to expand departments that are at or beyond current capacity, such as Radiology, Pharmacy, Laboratory and Oncology. Renovation of the existing Medical Arts Building and significant expansion will create new space for primary care practices. This expansion is the most elaborate in the Hospital's history and will position the Hospital to provide excellence in community health care for generations to come.

Over the next five years, it is estimated that our capital investment will be approximately \$25 million. Community support is essential for the success of this project. A major Capital Campaign, "Investing in Your Community Health Care," has been approved by the Board of Trustees with a working target of \$6 million for capital needs and \$1 million for endowment.





"I support Monadnock Community Hospital because it has *P.E.P.*!

People – employees, both medical and supporting personnel, who are kind, caring and knowledgeable.

Energy – human, electrical and mechanical energy are melded together to form a first-rate Hospital, unusual for a modest-size community.

Place – buildings, both old and reasonably new, are organized and run in an efficient way for maximum patient understanding and use.⁹⁹

—Theodore Bacon, Co-Chair Philanthropy Committee

The new MCH road will connect at Route 202 just north of Brady's Plaza. The new road will connect the MCH Campus with Route 202 and help to eliminate congestion and safety issues at the Routes 202/136/Old Street Road intersection.

Existing Aedical Ar Building

> C New Main

> > Main entrance to the MCH campus.

New

Existing Hospital A secondary traffic circle will allow traffic to enter parking lots from the new main entrance or to continue on to The Bond Wellness Center and physician offices.

Thanks to Those Who Give

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Mrs. Jeanette R. Walker The Window Shop at Monadnock Community Hospital

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*Bequest **Multi-year pledge to capital campaign ***Charitable gift annuity



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\$5 Million in Free or Subsidized Services and Programs

Each year Monadnock Community Hospital seeks to make the Monadnock Region a healthier place to live by identifying new and changing health care needs and providing innovative solutions. In 2007, MCH supported thousands of individuals and families by providing over \$5 million in free or subsidized medical care, prescription drugs, services, training and programs.

One of the priorities of MCH's Community Benefits Plan is to make quality health and wellness services accessible for our entire patient population through subsidized medical programs and health education. Beyond financial assistance, the following are some of the important programs and services that greatly impact our community:

- Monadnock Healthy Teeth
- Medication Bridge Program
- Emergency and Trauma Services
- Parenting Support and Education
- Programs for Chronic Health
 Rehabilitation
- Outpatient Behavioral Health Services
- Paramedic/EMT Training
- The Bond Wellness Center programs

Roland Morin of Jaffrey and Barbara Dalrymple, R.N.. Barbara has been managing the MCH Cardiac Rehab Program for 15 years.

The New Medical Professionals

Monadnock OB/GYN has recently added a new doctor to its practice. Dr. Pamela Stetzer comes to MCH from Greene Health Partners in Xenia, Ohio. She attained her D.O. degree from Michigan State University College of Osteopathic Medicine and completed her OB/GYN residency at Henry Ford/Horizon Health System in Warren, Michigan.

Many new medical professionals have joined the medical staff at Monadnock Community Hospital in 2007-2008. Drs. Neeraj Vasishtha and Anu Diddee are the latest husband and wife team to join the medical staff at MCH. He is Director of MCH's Pulmonary Department in the **Physicians Consultant Practice** and is Board Certified in Internal. Pulmonary and Critical Care medicine. Dr. Vasishtha completed a Fellowship in Pulmonary and Critical Care Medicine at New York Medical College in Valhalla College in Valhalla, New York. Dr. Diddee joined the medical staff of Monadnock Internists as a Board Certified Internist. Dr. Diddee spent her residency in Internal

Medicine at Albert Einstein College of Medicine in Bronx, New York. Both doctors previously practiced medicine in Harper, Kansas.

Dr. Edwin Menor joined Monadnock Surgical Associates as a General Surgeon and performs a full range of general surgery procedures. He came to MCH from Palm Beach Surgical Associates in Lake Worth, Florida, and The Surgical Group in Rockledge, Florida. He graduated from Creighton University School of Medicine in Nebraska.

Dr. Adele de Vera has joined Monadnock Regional Pediatrics as a Board Certified Pediatrician. She completed both her internship and residency at Lincoln Medical and Mental Health Center in Bronx, New York.

Karen Menor, P.A.-C. is a nationally certified Physician Assistant in Monadnock Surgical Associates. She graduated from Duke University Physician Assistant Program and obtained her Master's Degree from the University of Nebraska Medical Center.



Front row, left to right: Adele de Vera, M.D., Edwin S. Menor, M.D., Back row, left to right: Pamela Stetzer, D.O., Anu Diddee, M.D., Neeraj Vasishtha, M.D., and Karen Menor, P.A.-C.



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Access to First-Rate Orthopaedic Services

Orthopaedics continues to be one of the fastest growing services at Monadnock Community Hospital. In December 2007, Monadnock **Orthopaedic Associates became** a department of Monadnock **Community Hospital. Founded in** 2000 by W. Bradley White, M.D., MOA has three additional providers - Surgeon Ron Michalak, M.D., Physiatrist Shawn Harrington, M.D. and Tiara Packer, P.A. From pediatric to geriatric, MOA provides both operative and non-operative management for the treatment of problems related to bones, joints, nerves, muscles, tendons and ligaments. Orthopaedic surgery accounts for 33% of all surgery at MCH. Over the last several years, MOA has tripled the number of hip and knee replacement surgeries performed at the hospital. Technological advancements at MCH have accelerated "minimally or less invasive" surgery techniques. Coupled with aggressive post-operative rehabilitation, it has meant that orthopaedic patients are more likely to recover faster.



Monadnock Orthopaedic Associates practitioners, clockwise from bottom, W. Bradley White, M.D., Ron Michalak, M.D., Physiatrist Shawn Harrington, M.D. and Tiara Packer, P.A.

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Care Comes First Now in Rindge

Monadnock Community Hospital's network of satellite practices was expanded in 2007.

After meeting with residents and business leaders in the Town of Rindge, it was clear that they wanted and needed the presence of a primary care physician in the town. In keeping with MCH's mission of providing comprehensive medical care services to the Hospital's greater service area, **Rindge Family Practice opened its** doors in late December, 2007. The practice offers complete medical care for all ages — from the very young to the elderly. The practice is staffed by Dr. Elizabeth Cooley, a family care physician formerly practicing in the Monadnock Family Care practice at MCH. Prior to joining MCH, Cooley was a family care physician at Weeks Medical Center in Lancaster. New Hampshire. Chris Jacobson, A.R.N.P., sees patients one day per week.

The Rindge facility on Route 202 is open five days a week.



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Volunteers, Always...

Both their children were living on the East Coast — son David and family in Amherst, New Hampshire, and daughter Shannon and family in Chestertown, Maryland — Brad and Carol Farnham faced a major decision; stay on the West Coast and visit occasionally, or retire and move closer to family. Go East was the decision.

Even before making their cross-country move from Santa Fe Springs, California, to Peterborough in November 2004, Brad and Carol had contacted MCH regarding the volunteer program.

In spring 2005, Brad started volunteering with MCH's parking lot shuttle. Brad enjoys visiting with his passengers, especially families with children who love the ride and

More than 100 volunteers contributed over 10,414 hours of service in fiscal year 2007. The time they spend at MCH contributes to the high level of caring that all of our patients enjoy. The employees at MCH are grateful for the smiling faces, working hands, and generous hearts of our many volunteers. For more information on how you can become an MCH volunteer, please contact Nancy Clarke at 924-1702. Cumulative Hours: 10,000+ Hours Peg McLeod

5,000-10,000 Hours Marcia Pettee

3,000-4,000 Hours Peter Bradford Annie Cook

2,000-3,000 Hours Beverly Lovett Jean Peters Eleanor Strand

on the Move

Brad and Carol Farnham have been active volunteers at MCH since 2005. Brad enjoys operating the MCH parking lot shuttle and the chance that it gives him to connect with the community.

can even get a "tour" if time allows. When winter weather prevents the continuation of the shuttle, Brad moves indoors and adds volunteering in Materials Management to his services.

After settling in their new home, Carol too decided to join the volunteer staff. Nancy Clarke, Volunteer Coordinator, introduced her to Toni Gildone, Manager of the Window Shop, who warmly welcomed her. "Toni knows that I can volunteer any evening to help make the schedule work best for all," states Carol. "All the volunteers in the Window Shop are a great group of people to work with."

In addition, Carol assists Nancy Clarke recording volunteer hours by fiscal year. "I have seen the number of volunteer

1,000-2,000 Hours

Penny Arthur Wilfred Brassard Francesco Carrara Dennie Chenoweth Jarvis Coffin Charles Marvin Nahida Sherman

500-999 Hours

Constance Bastille Stephen Bickford Catherine Boyle Lucille Dube Bradley Farnham Carol Farnham Ken Fredericks Mary Hamel John Nelson Joyce Nelson Joan O'Donnell Jack Roper Clay Sherman Ardelle Somero Thelma Turner Priscilla Ward Kay Wreck

1-499 Hours

Elinor Ackerman John Adams Frank Almeida Judy Badot Jean Barden Sandra Benotti Megan Bishop **Constance Boyd** Cyndy Burgess Josephine Carrara Dianne Chatfield Allen Clapp David Collins Armand Comtois Marcie Connare James Dodge Jill Drabeck Carmen Duhaime Joe Eisenberg Pamela Erdmann Sally Fisher Arthur Flick

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hours rise from 7,187 for fiscal year 2003 to 10,414 for fiscal year 2007," said Carol. Both Brad and Carol feel that MCH has provided them with the opportunity to remain active in their retirement, meet new friends, and return a service to the community. "We look forward to continuing with our volunteering for a number of years to come," states Carol. In their "spare" time, Brad and Carol are active in their church, love the time with family (especially their four grandchildren), and enjoy some travel.

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We discovered MCH in 1992 when we moved to the Monadnock area and needed emergency care. We were respectfully and quickly taken care of, and we've been returning to MCH ever since for small services (lab tests) and for significant ones (knee replacements).

The Hospital is a vital part of the Monadnock Region. This small community Hospital has well-trained, top-notch physicians, medical professionals and nurses. Patients are not simply diagnosed and treated, they are cared for personally. The length of service of the employees testifies to their loyalty to MCH, many serving from 20 to 35 years.

The addition of The Bond Wellness Center, with its fine physical and occupational therapy programs, the cardiac and pulmonary rehabilitation programs, and exercise facility, has made the MCH campus a true community center, bringing many together in pursuit of the best quality of life.

Monadnock Community Hospital is always there when you need it. We are grateful to have this outstanding community resource in the region.

Bet and Pat Bayd

Patricia and Robert Boyd Peterborough, NH

Bob and Pat Boyd discuss the reasons they choose to give to MCH.



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Last year I learned that I needed surgery to repair a torn rotator cuff. I had just moved to the area a couple of years ago and, at first, was surprised to learn that a town the size of Peterborough had both an Orthopaedics Department, and the facilities needed to perform arthroscopic surgery.

Else?

I considered going elsewhere so I could have the procedure done at a large hospital. I wanted to be sure I had my surgery done where they had the latest equipment and were highly skilled and experienced at using it. But I had heard nothing but good things about Monadnock Community Hospital. And after visiting with my surgeon, Dr. Ronald Michalak, I felt comfortable with both him and the Hospital and decided to have it done locally at MCH.

In the end, I was very pleased with my experience at MCH. Everyone from the



admissions staff to the surgical team not only were professional, but also were very friendly and accommodating. The staff in the day surgery area made me feel like a special guest and that I was in good hands. They really did seem to be concerned about giving me all the care and attention I needed, and even checked up on me a few days later to see how I was doing.

I would highly recommend MCH and the day surgery department to anyone needing orthopaedic services. Why travel elsewhere when we have a state-of-the-art medical facility combined with skilled, caring staff right here at home?

Tony Cassady

Rindge, New Hampshire

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Surgeons at the Forefront of Advanced Surgical Techniques

Over the last couple of years, Monadnock Community Hospital has made a major investment in advanced technology and staffing at Monadnock Surgical Associates, the hospital's General Surgery practice. Drs. Stephan Coffman and Edwin Menor bring advanced techniques to their surgery practice and have taken the Hospital to a whole new level of state-of-the-art general surgery, especially in the area of laparoscopic

procedures. Some of the more common general surgeries performed at MCH include colon operations, appendectomies, mastectomies, lymph node biopsies, hernia repairs, and gall bladder as well as colonoscopies and upper endoscopies. More and more, both surgeons are performing advanced laparoscopic procedures that are less invasive and help the patient heal more quickly with less pain. Many of the laparoscopic procedures that they perform are done at much larger hospitals. This commitment to advanced surgical technology and highly professional medical staffing is part of MCH's mission of providing excellence in community health care.



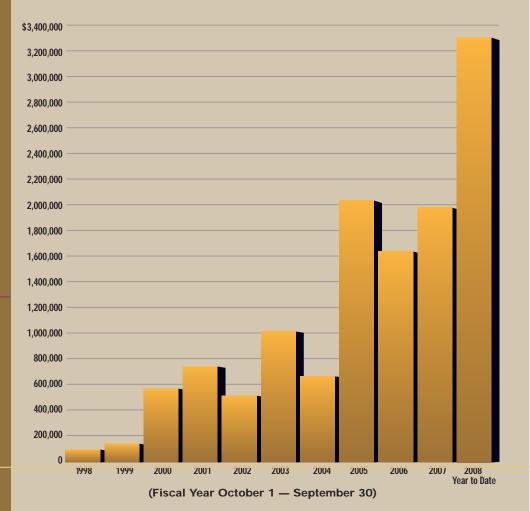
Edwin S. Menor, M.D. (left), Stephan Coffman, M.D., and Karen Menor, P.A.-C. of Monadnock Surgical Associates.

2007 Financials

Consolidated Statement of Revenues and Expenses Fiscal year ending September 30 (in thousands)

Philanthropic gifts from the community over the past 11 years.

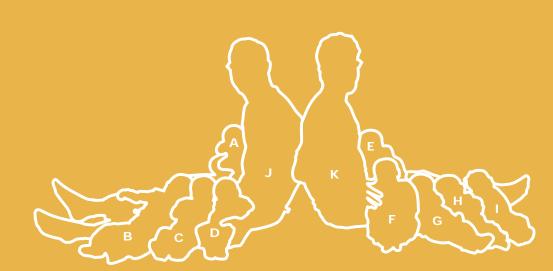
	2007	2006
Billed for services to our patients Other operating revenues Received from other sources	84.501 2,643 1,027	79,788 2,368 564
Total Sources	88,171	82,720
Amounts billed but not received: Under government and commercial contractual agreements From patients unable to pay	28,443 1,289	26,083 1,439
Therefore, we actually received revenue from patient care and other services of	<u>58,439</u>	<u>55,198</u>
Our costs included amounts: To pay our employees To pay our suppliers and vendors To fund depreciation and pay interest on debt	32,503 22,168 3,630	30,337 20,029 2,949
Resulting in total costs for patient care and other services	58,301	53,315
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	139	
Key Statistics, Actual		
Admissions Births Emergency Room Visits Surgical Cases Imaging Exams Lab Tests Physical, Occupational, and Speech Procedures Hospital Outpatient Visits The Wellness Center Members Physician Practice Visits	1,549 379 13,582 1,806 26,744 182,513 48,111 71,073 1,625 89,376	1,602 368 12,947 1,791 26,694 183,447 51,086 66,573 1,537 91,517



Hey Baby!

Quality Maternity and OB/GYN Care for Your Family

Monadnock OB/GYN and The Birthing Center at MCH offer a familycentered and highly supportive environment providing care before, during and after childbirth. Monadnock OB/GYN offers women complete obstetrical services provided by three board-certified obstetricians and a certified nurse practitioner. For years, this innovative team and The Birthing Center have been recognized as one of the best maternity departments in the country. The Birthing Center offers the most innovative birthing practices and features warm and homey birthing rooms where mother, father and newborn remain together. At The Birthing Center, a full range of comfort techniques and options are available that include all-natural no-medication birth, medication to ease pain, and epidural anesthesia. Our skilled team of experienced nurses provide one-on-one labor care to assist each mother in fulfilling her unique childbirth needs.



Babies and Their Doctors

- A Baby Girl Kaelyn, from Bennington
- **B** Baby Girl Marley, from Peterborough
- C Baby Boy Max, from Peterborough
- **Baby Boy Owen,** from Jaffrey
- **Baby Boy Brandon,** from New Ipswich
- F Baby Girl Taryn, from Marlborough
- **G** Baby Girl Emma, from Jaffrey
- **H** Baby Girl Presleigh, from Jaffrey
- Baby Girl Carlee, from Jaffrey
- J Fletcher Wilson, M.D., Monadnock OB/GYN
- K David R. Levene, M.D., Monadnock OB/GYN

Investing in Your Community Health Care

What other organization could a community have with the power to reach and share with so many people? For such a small community we are so very fortunate to have such a fine institution as Monadnock Community Hospital and The Bond Wellness Center, made possible by the generosity of the local residents and volunteers. We see all the ways in which the Hospital gives back to the community with its high level of skill, morale and caring for its patients. Leadership at all levels is the key to success. That is why we chose to support Monadnock Community Hospital.



Our gift was made in memory of Dr. David L. Knight, a longtime Jaffrey dentist and our closest and dearest friend of 25 years. — Tony and Midge Gosling

> Dr. and Mrs. Joseph F. Gosling of Rindge with their dog, Penny.





Care comes first

452 Old Street Road, Peterborough, New Hampshire 03458

www.monadnockhospital.org