



# Progress with Purpose

2025 REPORT TO OUR COMMUNITY

### Dear Friends,

We have had such an incredible year at Monadnock Community Hospital, and I could not be happier to share an exciting update with you regarding MCH's growth and progress. While our mission has always been to improve the health and well-being of our community by providing high-quality care, this commitment is felt even more deeply with the addition of three new specialty practices: Monadnock Gastroenterology Associates, Monadnock Rheumatology Associates and Monadnock Cardiology Associates. These important service lines are bringing specialized care to our patients close to home.

At Monadnock Community Hospital, progress is about listening, learning, and taking action where it matters most. We continually seek to expand our reach—not just in the services we provide, but in the way we care for and connect with our community. Every new provider who joins us, every specialized service we introduce, and every enhancement we make is driven by the needs of those we serve. We learn about those needs through our Community Health Needs Assessment, and in conversations we have with our patients every day. This is what it means to move forward with purpose. As we reflect on the past year and look ahead, our focus remains clear: to provide exceptional, patient-centered care that evolves alongside the people who depend on us. Thank you for trusting us to grow, adapt, and serve you better.

Much of our success would not be possible without the extraordinary generosity of our donors. Your philanthropic support continues to be the driving force behind many of our most important initiatives. We are deeply grateful for the trust and commitment you have shown to our mission, and we are excited about the difference we can continue to make together. The impact of your contributions extends beyond financial support—it's an investment in a healthier, more vibrant community, and for that, we thank you from the bottom of our hearts.

As we look to the future, we remain committed to sustainability. With your support, we are confident we can continue to seize the opportunities that will allow us to grow, improve, and serve our community for many more years to come.

Sincerely,

Cynthia K. McHime

Cynthia K. McGuire, FACHE President and CEO Monadnock Community Hospital



### Mission

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



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



Compassion 
 Honesty
 Collaboration 
 Respect



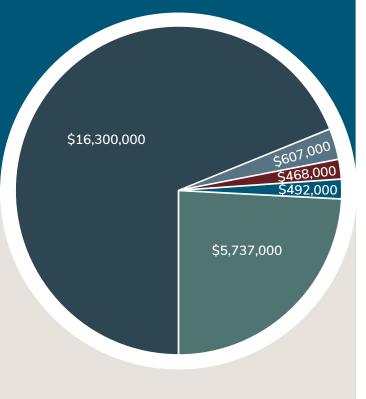
Above, President & CEO Cynthia McGuire (center) with Paul Faber, Board Chair (left) and Paula Hunter, Board Vice Chair (right)

### Progress is Imperative

As our community's hospital, we are committed to continually improving care and expanding services for those who depend on us.

In 2024, Monadnock Community Hospital kicked off its second century of providing high-quality care to our communities by introducing important new service lines, adding skilled new providers, debuting new support services, and renovating vital areas on our campus. Thoughtful intention and a deep commitment to providing what our patients and communities need most guided each step of our implementation.

At MCH, progress isn't just about growth, it's about making a tangible impact on patient lives, promoting healthier communities, and reinforcing our core mission to serve you with compassion, honesty, and respect.



MCH Provided \$23,604,000 of Support to Our Community in 2024

- Subsidized Health Services (i.e. Chronic Health Programs, Emergency Department, Behavioral Health Services, etc.): \$16,300,000
  - Charity Care (i.e. Financial Assistance Program): \$607,000
- In-kind Donations (i.e. Donations to Other Organizations, EMT Training, etc.): \$468,000

Community Programs (i.e. Mobile Integrated Healthcare, Parent Support Services, etc.): \$492,000

Public Programs (i.e. Medicaid and Medicare Shortfall): \$5,737,000

## 2024 Community Health Needs Assessment: Defining Our Purpose With Your Insight

In September 2024, Monadnock Community Hospital concluded our **Community Health Needs Assessment**, which is completed every three years, to identify and prioritize the health-related needs in MCH's Primary Service Area.

In a series of focus groups, local residents along with social and human service agency leaders shared perspectives, evaluated data, and provided guidance to help us identify the most pressing health needs of our community. Those needs include expanding mental healthcare, especially for children and people in crisis; developing urgent care resources to improve access; increasing access to primary care by adding providers and enhancing school partnerships; and addressing social determinants of health such as housing, public transportation, and economic development.

MCH embraces community input in creating and developing programs that will benefit our patients and community.

Visit Community-Benefit.MonadnockHospital.org to learn more, or contact LeeAnn Moore at 603-924-1700 to find out how you can get involved.



Community Health Needs Assessment Leadership Group



Mobile Integrated Healthcare Team—from left to right: Joshua Patrick; Thomas Dardas; Louise Danforth; Lucas Shippee, DO; Karen Bednarski; Joseph Lenox

## Care on Wheels: Mobile Integrated Healthcare is Changing Lives

Fontaine Melus of Jaffrey once thrived in her busy lifestyle. "I was always focusing on getting 150,000 things done," she recalls. Then came the back injury that changed everything. "Just like that, I went to doing nothing," she says. "It was very depressing. I had never been in that kind of debilitating pain before."

While surgery eventually eased her physical pain, the limitations and depression persisted. "I couldn't sit down comfortably to pay my bills, which would send me into a panic," she explains.

Recognizing that Fontaine was struggling beyond what traditional office visits could address, her care team at Monadnock Internal Medicine connected her with an innovative solution: Mobile Integrated Healthcare (MIH).

Dr. Lucas Shippee, who serves as Medical Director for the program, referred Fontaine for home support. "We designed MIH to fill critical gaps in our healthcare system," explains Dr. Shippee. "By bringing emergency medical service providers directly to patients' homes, we can deliver both clinical care and support services where they're most needed."

The results for Fontaine were transformative. The MIH team helped her to access financial assistance for utilities through Community Health Integration Services and transportation through NH Easy. Perhaps most valuable is the regular home visits from paramedic Joshua Patrick, MPSLA, CP-C. "Josh is very intelligent," Fontaine says warmly, "he's calm, helps me organize information, and explains how he can support me." During these visits, Josh conducts physical assessments, collects medical specimens when needed, and provides crucial health education—all without Fontaine needing to leave her home.

"Getting visits from someone like Josh who pays attention, asks questions, and helps me accomplish health-related tasks that might otherwise go undone is very helpful and quite encouraging."

As Mobile Integrated Healthcare continues to expand throughout the Monadnock Region, patients like Fontaine demonstrate how bridging the gap between clinical care and home support can make all the difference in helping community members reclaim their independence and well-being.



From left to right: Lucas Shippee, DO, Fontaine Melus, Joshua Patrick



Philanthropy Team from left to right: Laura Gingras, Katharyn Ernst, LeeAnn Moore

Philanthropic gifts help us fulfill our mission to serve the community. Please consider including MCH in your will or estate plans. 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, visit Parmelee.MonadnockHospital.org, or contact:

### Laura A. Gingras, CPA, CFRE Vice President of Philanthropy & Community Relations Laura.Gingras@MCHMail.org 603-924-4666

### LeeAnn Moore, CFRE

Director of Philanthropy, Marketing & Community Relations LeeAnn.Moore@MCHMail.org 603-924-1700

### Katharyn Ernst

Philanthropy & Community Relations Coordinator Katharyn.Ernst@MCHMail.org **603-924-4682** 

## Thank You to Our Parmelee Society

The Parmelee Society recognizes the individuals who choose to include Monadnock Community Hospital in their wills or estate plans. Their legacy gifts ensure the accessibility of high-quality healthcare for their neighbors and loved ones for generations to come. These Parmelee Society members have made lasting commitments to MCH, ensuring access to quality care for future generations.

Anonymous (3) Thomas & Susanne Bates Robert L. Boyd Audrey B. Carvalho Dr. & Mrs. Peter M. Cerroni **Diane Chauncey** Nancy C. Clarke^ Claudia Cleary Karen Clement Roland Coates & Elizabeth Freeman Robert & Melinda Condon Mr. & Mrs. John J. Cronin III Harriet & Stephen Dicicco Mr. & Mrs. Thomas Doane Mr. & Mrs.<sup>+</sup> Frederick T. Ernst, Jr. Phyllis & Joseph T. Ferry, Jr. William Fluhr & Kristen Neshiem Laura A. Gingras<sup>+</sup> & David C. Fish Peter & Connie Gosline Sadie E. Halliday Mr. & Mrs. Joseph S. Hart **Bev Henneman** Dr. Owen R. Houghton<sup>^</sup> Mr. & Mrs. David J. Houston Patricia S. Johnson Sharon E. Johnson<sup>^</sup> Terry R. Kilvert^ Bruce W. & Sarah H. Larsen Carol A. Lord^ Steven & Ann^ Lord Tom Luebberman^ Lawrence & Roberta Mack

Corinne B. MacLennan-Kennedy Cynthia<sup>+</sup> & Harry McGuire Julie B. Middleton LeeAnn Moore<sup>+</sup> Mr. & Mrs. Michael Murphy Marcia Ober^ **Charles Palmer** Pattie & John Petrou Dr. Phyllis E. Porter Dr. & Mrs. James D. Potter Peter & Suzanne Read Dr. & Mrs. Theodore Renna Penelope A. Rodriguez Deborah Roody Susan M. Roper Rolande Roy Mr. & Mrs. Taylor Sage Ann Sargent Dr. Charles J. Seigel^ Shirley G. Sherk<sup>^</sup> Mr. & Mrs. Howard C. Sherman^ Judy Stockwell Anne D. Twitchell^ Doris Underwood Judith T. Vance Mr. & Mrs. Thomas J. Ward Mr. & Mrs. Richard S. Warner Audrey M. White<sup>+</sup> & Daniel L. Keaveny Andrea J. Wood^



Patricia & Bob Boyd

### The Patricia Boyd Nursing Scholarship: Supporting Growth Through Education

Bob Boyd's generous gift established a Nursing Scholarship Fund in memory of his wife, Patricia Boyd, a community leader and former MCH Medical Staff Coordinator. Bob was inspired to support nursing education at MCH to express his gratitude to nurses who cared for his family and to help the next generation of nurses pursue their dreams.

This scholarship, funded through a \$75,000 gift from Bob and a \$25,000 annual gift from an anonymous donor, provides financial assistance to aspiring nurses at MCH, ensuring they have the resources to achieve their goals. By supporting local nurses, the Patricia Boyd Nursing Scholarship strengthens the future of healthcare in the Monadnock Region, continuing Patricia's exemplary legacy of excellence and care.

## Lifetime Giving

Through their years of support, these philanthropic leaders have each made generous cumulative gifts totaling over \$100,000.

### LEGACY CIRCLE \$1,000,000+

Anonymous Mrs. Sarah Hogate Bacon & Mr. Theodore S. Bacon, Jr.\* Raymond & Anne B. Baddour\*

Edward L. Bond, Jr.\*

Tom & Joanne Head\*

Corinne B. MacLennan-Kennedy

Herbert T. Nilson\*

Janet U. Schaefer\*

### CHAIRMAN'S CIRCLE \$500,000 - \$999,999

Everett & Margaret H. Clement\* Ann Darsie\* Dr. & Mrs. Joseph F. Gosling\* Nancy P. Shea\*

### PRESIDENT'S CIRCLE \$100,000 - \$499,999

Anonymous (3) Marion & Frank Almeida\* Arnold J. Antak Lillian\* & J. Leo Barry Helen Bastedo\* Robert & Patricia\* Boyd Karen Clement & Richard Jordan

Jeanne T. Cook\*

Bev & Ted Covert\*

Anne Doucet

The Eppes - Jefferson Foundation, Inc. Stan & Cheri Fry The Gilbert Verney Foundation

David A. Glynn\*

The Grimshaw-Gudewicz Charitable Foundation

Lin & Joe Hart

Mr. & Mrs. Harry J. Healer, Jr.

Mr. & Mrs. David J. Houston

Hutter Construction Corporation

Virginia & Frederick P. Koallick\*

Pamela & David M. Lang\*

Jack & Mary Liz Lewis

Mr. & Mrs. John M. Lord\*

Catherine P. & Richard C. Merrill\*

H. Joseph & Virginia Merrion\* Stephen H. Millard\*

Monadnock Community Hospital Auxiliary

Monadnock Paper Mills, Inc.

People's United Bank

Walter & Dorothy Peterson\*

Dr. & Mrs. Theodore Renna

John K.\* & Susan M. Roper

Mr. & Mrs. Robert Sorenson\*

Mr. & Mrs. Charles B. Sullivan\*

Robert Taft\*

Elsie P. van Buren\*

The Window Shop at Monadnock Community Hospital

Miss Linda A. Witherill

Samuel D. & Dixie Wonders\*

## Welcome New Medical Staff



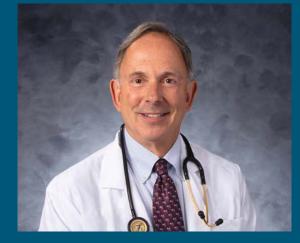
Robert D. Spencer, MD Monadnock Cardiology Associates



Brooke N. O'Connor, FNP-C Monadnock Cardiology Associates



Nathaniel N. Brown, APRN-PMH Monadnock Behavioral Health Services



Jonathan D. Krant, MD Monadnock Rheumatology Associates



Erin Jablonski, APRN Monadnock Gastroenterology Associates

"This year, we welcomed exceptional new clinicians whose expertise and dedication help us continue to make progress in advancing care for our community."

- Cynthia K. McGuire, FACHE, President & CEO

## Enhancing Our Clinical Offerings

At Monadnock Community Hospital, we are making progress by expanding access to specialized care and meeting the needs of our community with thoughtful consideration and purpose. This year, we proudly introduced three new specialty services—Monadnock Gastroenterology Associates, Monadnock Rheumatology Associates, and Monadnock Cardiology Associates—bringing expert, high-quality care closer to home. We also expanded our rehabilitation program which included a new outdoor turf space for athletic treatment and physical therapy.



Since opening in March 2024, Monadnock Gastroenterology Associates (MGA), led by Dr. Michael Gilbert, has become an essential resource for advanced gastrointestinal care. Nurse Practitioner Erin Jablonski later joined the team to help meet growing demand, providing expertise in procedures such as colonoscopies and endoscopies.



In July of 2024, **Monadnock Rheumatology Associates (MRA)**, led by Dr. Jonathan Krant, opened within our Oncology and Infusion Therapy Center. MRA delivers expert care for chronic and complex rheumatological conditions, filling a critical gap in accessible, specialized treatment.



October 2024 marked a major milestone with the opening of **Monadnock Cardiology Associates (MCA)**, led by Dr. Robert Spencer and Nurse Practitioner Brooke O'Connor. MCA offers specialized cardiac testing and comprehensive heart disease treatment, ensuring patients receive high-quality care at every stage of their heart health journey.

In May 2024, we celebrated the grand opening of our new 3,500-square-foot Rehabilitation Turf area.



From left to right: Eric Bonnem, MD with Don Nalette, in the Oncology and Infusion Therapy Center

## Don's Journey of Hope: A Story of Resilience and Collaborative Care

Don Nalette of Jaffrey has always enjoyed life's adventures, from practicing long-range shooting and building vintage firearms to peaceful kayaking trips. After years of hauling pre-cast concrete, he was enjoying retirement—until last year, when his life took an unexpected turn.

"I admit I'd been putting off colonoscopies for years," Don reflects. "Turns out I should have listened to my doctor." Don finally scheduled a colonoscopy and during the procedure Dr. Michael Gilbert of Monadnock Gastroenterology Associates discovered tumors causing a blockage. Due to the severity of his condition, Don was scheduled for surgery with Dr. Brian Kwitkin of Monadnock Surgical Associates the very next morning.

"Everything happened so fast," Don recalls, "but I was treated so well by everyone from the doctors to the nurses. They were all so pleasant, encouraging, and professional." He especially appreciated the calm and welcoming atmosphere of Monadnock Community Hospital, which allowed him to receive attentive, personal care in a private room.

After 12 challenging chemotherapy sessions under the care of Dr. Eric Bonnem in the MCH Oncology and Infusion Therapy Center, Don is making remarkable progress. Initially, doctors estimated only a 20% chance of full recovery. However, after liver surgery at Dartmouth Health, his care team is now hopeful for a full recuperation.

"I'm so grateful to the team at MCH for their care and professionalism," Don says. "They took good care of me." Now, with new possibilities on the horizon, Don is looking forward to getting back to the hobbies that bring him joy.

### Gifts In Kind

### Through gifts of products and services between January 1, 2024 and December 31, 2024, the following people and businesses have helped to support our mission:

Larry P. Ahern Donald Bardsley Noreen Bardsley Belletetes, Inc. Blue Seal Agway Karen Clement & Richard Jordan Coca-Cola Northeast Connection Crotched Mountain Golf Club Lee A. Dunholter Edmunds Ace Hardware

### In Honor Of

European Esthetics Karen Fortier Girl Scout Troop 63145 Greenleaf Mark Hagopian Hands With Heart - Jaffrey Library Knitting Group Helms & Company Hillsboro Ford, Inc. Jonathan D. Krant, MD Cynthia L. Lawrence Vinny Lemire Manhattan East Hair Design Monadnock Congregational Church Monadnock Oil & Vinegar Cynthia Niederhelman PepsiCo, Inc. Peterborough Massage Therapy Peterborough Players Profile Office Furniture Savron Graphics Shaw's Supermarket

Studio 105 Hair Design Taco Time The Park Theatre The Range Diane & Lionel Thibault Tresca Tria Yoga Tom & Anne Marie Warren Waterhouse Restaurant The Window Shop at MCH

### 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 and teams between January 1, 2024 and December 31, 2024:

Andrea Bentley-Melle, APRN Dr. Eric Bonnem The Committed MCH Staff Diane Cordelle's Birthday Courtney Dunning, RN Robert English Emergency Department Staff Laura Gingras Muriel Henault, RN Hospice Services Paula Hunter Donna Infante, RN Jaffrey Family Medicine Dr. Eric Lasky Pax & Gia Lothrop Norm Makechnie MCH Executive Team

MCH Philanthropy and Marketing Teams MCH Rehabilitation Services Team MCH Volunteers Dr. Terrence McNamara Medical/Surgical Unit Monadnock Family Care Monadnock Internal Medicine Monadnock Orthopaedic Associates Kylah Moore Trevor Moore Corrine Parker Anna Ruelle, DPM Shirley Sherk Dr. Lucas Shippee Erin True, RN

### In Memory Of

Honor the legacy of a loved one or memorialize a special person in your life with a gift to Monadnock Community Hospital. Gifts were made in loving memory of the following individuals between January 1, 2024 and December 31, 2024:

**Bob Adams** Brenda Allen Barbara Andreas Phillip Avery Karen Bannister Catherine Beers Louise Belletete Ian Bishop Meb Boden Patricia Boyd Lonny Brown Mileva P. Brown Ray Burgoyne Frank Carrara Myrtle & Philip Carroll Joann C. Chamberlain **Richard Chamberlain** Susan Clark Dr. Katherine M. Clarke James E. Coffey **Ernestine Coleman** Dr. Gary Confer Annie Cook Else & Frank Cordelle

"Mv Dave" Valerie Echavarria Darren R. Edwards **Richard & Marilyn Ellis** Ted Ernst **Thomas Peter Fallon** Kelly Felgar Arthur W. Flick, Jr. **Robert Fogg** Shari Fowler Tricia Froling Kavita Atri Ganjoo Annette F. Goodwin Harold W. Graham Jean Hampsey Anne Gay Hartman Robert C. Henneman **Richard Higley** William Hogue, Sr. Jeannine Holmes Norma Houghton Priscilla Hurlin Nathan Huszar Elaine Jacobson

Eleanor P. Johnson Ruth Kellogg Liam M. Kelly Mr. & Mrs. Frank T. Kennedy Ron Kurz Tom LaFortune David Lang Marguerite Lepine Dr. Mark Luedke Donald & Dona Mackintosh Robert K. Massey Kenneth McLeod Jane McMillan Patricia N. Miller Charles & Rita Montagna Frank Morrill Lauren Morton, PA James & Judith Nolan Gertrude M. Odell Kathleen Osgood Christine Patten Nancy Marks Perkins **Dorothy Peterson** Garry Peyton

Ruth Quinn Travers A. Rank William "Bill" Raynor Janet Reilly Ann L. Repak Gwendolyn-Jane Romeril Anne "Kay" Ryan Linda A. Santoro Melody Schoel Susan L. Seigel Joseph Shamy **Robert Slade** Eliza Smullen Betty S.S. Stoughton Robert Taft Charles & Thelma Turner Edward B. Twitchell, MD John F. Vance Beatrice Vanni, RN Mary M. Walker Paul "Doc" Whicker Ursula Willis Zanga & Carrara Family



Volunteers like these are the heart and soul of Monadnock Community Hospital, giving their time, energy, and talents to support our mission.

## **Volunteers** Lifetime volunteer hours as of March 1, 2025

#### 1 - 500 HOURS

Holly Allen Doreen Ames Thomas Bates Rose Bochicchio\* Phillip Bogue Jane Bowman Max Boyd Luci Bvrnes Eleanor Cappa Patricia Carrier Dennis Cilley **Dewey Clark** Soosen Dunholter Linda Fillman Tess Fitzgerald Walter Fleury Robert Fogg\* Katharine Fox Derek Fritz Carolyn Garretson Jayne Gates Stephen Gehlbach Hadley Greene Patricia Harmon Carol Hess Britain Hill Marci Homan **Owen Houghton** Debbie Jameson Sharon Johnson Diane Kangas Stefanie Kyte Gregory Lawn **Beverly Leach** Michael Lindberg, MD Barbara Livoli Ann Lord Tom Luebberman Judy Makechnie Norm Makechnie Kathy McCloy-Raleigh Maeve McInnis Estelle Merzi Stephen Miller Debra Mills Madelyn Morris Marcia Murdock Lorelei Murphy Marcia Ober Wendy Parker Judy Peucker Douglas Proops Victoria Rank John Richards\* John Rockwell Rachel Rosenoff Anthony Scholl Charles Seigel, MD Lisa Seaver Art Sharkey Sally Shonk Kap Siddall Joyce Stevens Susan Therriault Jill Tyler Judy Unger-Clark Donna Venning Peter Wagoner Meredith White Mark Wisan

Shelly Zinsmeister

#### 501 - 1,000 HOURS

Gwvn Baldwin Jane Cleveland Valerie Connor Jan Johnson Linda Keenan Terry Kilvert Mary Loftis Terri Lombardi Karen McCormack Barbara Pendleton Bernice Perry Marcia Schwartz Nancy Speeney\* Anne Twitchell Louise Vickory Andy (Andrea) Wood

#### 1,001 - 2,000 HOURS

Sandra Benotti Bonnie Castor Kaysie Castor Diane Cherwin Carole Connor James Dodge Judith Draper Judy Edelkind Joseph Fletcher Roon Frost Elizabeth Kenney David Moulton Suzanne O'Brien Maura Pascucci Audrey White

#### 2,001 - 3,000 HOURS

Mary Francis Lawler\* Dale Russell Clay Sherman

**3,001 - 4,000 HOURS** Carol Farnham Margaret Flick

**4,001 - 5,000 HOURS** Nahida Sherman

**5,001 - 10,000 HOURS** Connie Boyd

**10,001+ HOURS** Brad Farnham

### HONORARY VOLUNTEERS

Chris Brown Cyndy Burgess Jo Carrara Nancy Clarke Sandhya Kale Peg McLeod Marcia Pettee Anne Rainey Shirley Sherk

\*Deceased

## Thank You to Our Employees, Volunteers, Donors and Community

*Thank you* to our employees—your skill, compassion, and perseverance drive all that we accomplish. Whether you're caring for patients, working behind the scenes, or leading on the front lines, your dedication ensures our community receives exceptional care every day. You are the foundation of our progress, and we are deeply grateful for all that you do.

*Thank you* to our volunteers—your selfless contributions add heart to our mission. From greeting patients with kindness to offering a helping hand, you bring warmth and humanity to our hospital. Your generosity and spirit reflect the very best of our community, and we appreciate the impact you make every day.

**Thank you** to our donors and community—your trust and support empower us to move forward with purpose. Whether through your advocacy, donations, or simply choosing us for your care, you inspire us to grow, adapt, and innovate to meet the evolving needs of our region. Your belief in our mission fuels our determination to provide the highest quality of care.

*This year,* as we reflect on the milestones achieved—from adding new services to expanding specialty practices—we recognize that progress doesn't happen alone. It's the collaboration between our employees, volunteers, donors and community that makes meaningful change possible. Together, we are building a healthier, brighter future for the Monadnock Region, grounded in purpose and shared commitment.

Employees left to right: Oneida Vitali, Alycia McDuff, Zach Davis, Justin Ambrose, and Russ Bishop





From left to right: Kathy Scott, PT, Rosamond Cady and Vache Hambardzumyan, MD, PhD, FEBS

## Partners in Progress, Healing with Purpose

"All good and positive outcomes are a team effort," says Rosamond Cady of Harrisville. After a serious injury last spring that resulted in broken bones, a hernia, and chronic pain, Rosamond became the center of a collaborative team at Monadnock Community Hospital—one committed to restoring her health and helping her gradually return to a vibrant, active life. "In my case," she says, "it began with Dr. Brian Kwitkin and the Monadnock Surgical Associates team who repaired my hernia."

Then came orthopedic surgeon Dr. Vache Hambardzumyan of Monadnock Orthopaedic Associates. "Dr. Vache simply wowed me with his humble, gentle approach to my problem," she reflects. "He told me, 'You will heal. The human body has an amazing power to heal itself if we get out of the way.' How wonderful is that?" From there, she worked with Dr. Jennifer Civitella and Nurse Practitioner Meliea Miller at Antrim Medical Group, as well as Physical Therapist Kathy Scott of the MCH Rehabilitation Department, "who guided me through the long journey of getting my life back." Rosamond says the key to her progress is Kathy's fully engaged approach to care—one that respects her feelings and truly listens. "Kathy's first question at each of our appointments is, 'What do I need to know?' That simple question has given me permission to be completely honest, allowing us to work together as true partners in healing. She has made me believe that I can and will heal. Bless her and her amazing team of care providers!"

## Uncommon Care is Commonplace Here

For decades, Craig and Judy Unger-Clark of Rindge have counted on Monadnock Community Hospital to care for them and their family. In return, their support as volunteers, community champions, and donors has strengthened MCH.

Last year, Judy—an active member of the hospital's Patient & Family Advisory Council (PFAC)—saw Dr. Michael Gilbert of Monadnock Gastroenterology Associates for a colonoscopy and an endoscopy. The procedures revealed a villous adenoma-a noncancerous polyp that grows in the gastrointestinal tract, often causing serious complications. Dr. Gilbert advocated for Judy, recommending a second opinion that confirmed she needed surgery. Craig says, "I was waiting during Judy's surgery at Mass General, and Dr. Gilbert called me personally, to check in for

an update. That kind of concern is uncommon."

### Judy recalls, "He also checked in to learn about our meetings with the surgeon. We're very pleased Dr. Gilbert returned to Monadnock Community Hospital."

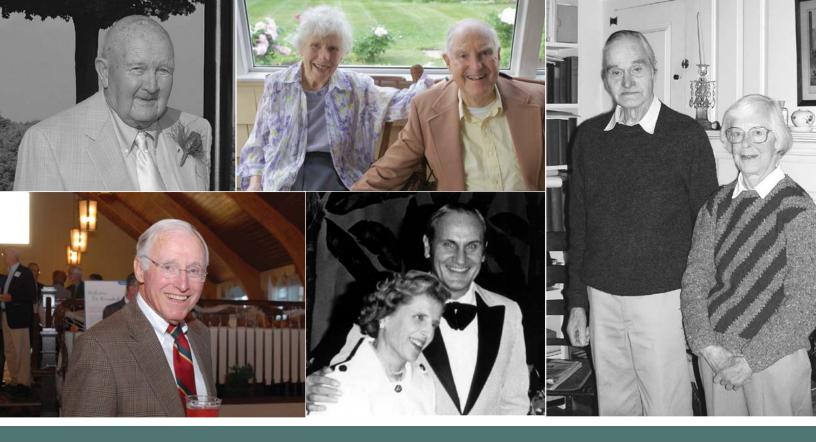
"Ecstatic, actually," adds Craig.

As Judy continues her follow-up care at MCH, including MRIs and bloodwork, the Unger-Clarks believe a strong hospital is essential to a healthy community, making MCH indispensable. While MCH provides basic and advanced services locally, "when people do need access to additional healthcare services," says Craig, "MCH knows who to send you to. That is an important part of being a great small hospital."

### The Value of Philanthropy

Craig Unger-Clark says his commitment to Monadnock Community Hospital stems from his parents' example. "Growing up, my parents were always involved in our community, making donations to the local hospital every year. It's ingrained in me." A trip to Colorado underscored the importance of funding local healthcare for Craig and Judy years ago, when Judy experienced a brain aneurysm. Immediate access to a CT scan helped save Judy's life. She says, "We thought, if this had happened at home, would MCH have been able to diagnose me?" While the answer was yes, this event prompted Judy and Craig to meet with the Emergency Department Director at MCH where they learned about a planned upgrade to the CT scanner and made a significant donation to support it. This kind of generosity saves lives.





Generous supporters whose legacy gifts continue to make an impact at Monadnock Community Hospital.

## Living in Our Memories

Anonymous (4) Eleanor N. Abel John H. Adams Ruby G. Allen Marion & Frank Almeida Helen D. Armitage Josefa C. Backus Mr. & Mrs. Theodore S. Bacon, Jr. Marion J. Bagley Leah S. Baldwin Ellen B. Ballou Arnold C. Barker Kathleen G. Barker Clara F. Bass Robert P. Bass, Sr. Helen Bastedo Doris E. Belcher Gordon Billipp Helen M. Bluhm Edward L. Bond, Jr. James Burgess Boote Patricia Boyd Louisa de Bracket George H. Brooks, Jr. Joan Brush

Walter A. Bryer Phyllis S. Burt Priscilla T. Campbell Dorothy & Harold Capron Dr. Richard S. Carvalho Marion L. Caton Phyllis M. Cleaves Everett & Margaret H. Clement Alice Clukay Leon C. Cochran George H. & Ruth S. Colton Jeanne T. Cook Robert & Mary Cormack Maude D. Corser Ted & Bev Covert Lois Daloz Dorothy Dalzell Ann Darsie Elizabeth W. Davis Murray Day Viola MacLellan Day Genevieve Doran Clara M. Driscoll Lesley C. Eaton Susan T. Elliott-Davis

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John W. Jones Elizabeth Cheney Kaufmann Dr. Alice V. Keliher Phyllis I. Kelley Lizzie B. Kendall Kenneth E. Kepner Dr. Elizabeth A. Kerwin Mr. & Mrs. Frederick P. Koallick Jean & Andrew P. Kordalewski Elizabeth B. Lathrop Samuel K. Lessey, Sr. Agnes M. Lindsay Mr. & Mrs. John L. Lord Pauline W. Lord Glori B Luebberman Mildred B. MacDuffie Theresa Booth Maley **Charles Marvin** E. H. Mather & F. M. Lee Douglas & Sally K. Maynard Priscilla Maynard Helene M. Meacom Cynthia A. Mears

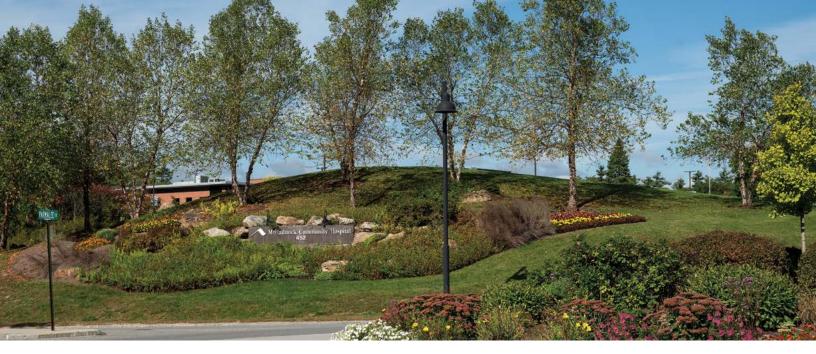
We honor and remember the generosity of all those who are no longer with us and who chose to include MCH in their wills or estates. These legacy gifts reflect our community's deep commitment to local, high-quality healthcare.

Catherine P. & Richard C. Merrill Gordon Merrill H. Joseph & Virginia Merrion Stephen H. Millard Howard & Martha Mitchell George Abbott Morison Robert S. Morison Louis P. Morris May H. Moulton Phyllis O. Munhall Frances E. Naramore Alf Zahl Nelson Herbert C. Nichols Irving E. Nichols Warren J. Nichols Herbert Tomlin Nilson William U. Niss Nathaniel Ober Blanche E. Pearson Margaret Perry Walter & Dorothy Peterson Louise R. Pierson Alice W. Pool **Elizabeth Porter Benjamin Pratt** 

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### Financial Statement Consolidated Statement of Revenues and Expenses

Revenues	2024	
Government reimbursement for Medicaid shortfall and the uninsured	\$4,791,000	
Billed for services to our patients	\$206,039,000	
Other operating revenues	\$5,530,000	
Gross Revenue	\$216,360,000	
Less: Amounts billed but not received		
Government and commercial contractual agreements	\$92,047,000	
Patients unable to pay	\$891,000	
Provisions for bad debt	\$7,624,000	
Net Revenue	\$115,798,000	
Costs		
Our costs included amounts:		
To pay our employees and physicians	\$57,766,000	
To pay our suppliers and vendors	\$45,036,000	
To fund depreciation and pay interest on debt	\$5,841,000	
To pay NH Medicaid Enhancement Tax	\$5,119,000	
Total Costs	\$113,762,000	

**Net Gain From Operations** 

Fiscal year ending September 30, 2024

\$2,036,000

### Key Statistics, Actual

Overnight Admissions	1,177	Imaging Exams	34,644
Births	271	Lab Tests	194,805
Emergency Room Visits	13,400	Physical, Occupational,	68,489
Surgical Cases	1,676	and Speech Procedures	00,403
Endoscopy Procedures	1,785	Physician Practice Visits	82,334

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If we have mistakenly omitted or misspelled your name in this report, or if you would like to be removed from our marketing and fundraising list, please contact:

### Laura Gingras, CPA, CFRE

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 - MarkCorliss.com Danielle Stickney - Facebook.com/DanielleStickneyPhotography

Monadnock Community Hospital is a not-for-profit health-care provider offering comprehensive health-care 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

MCH team members take pride in their hospital—and we're proud that **65% of MCH employees** made a donation to MCH through the Employee Giving Campaign.



Front cover from left to right: Jonathan Krant, MD; Robert Spencer, MD; Vache Hambardzumyan, MD; Brooke N. O'Connor, APRN; Michael J. Gilbert, MD

Back cover from top to bottom, Monadnock Gastroenterology Associates team, Monadnock Cardiology Associates team, and Monadnock Rheumatology Associates team cutting the ribbons as they open their respective new practices.

### Key

#### **APRN** Advanced Practice Registered Nurse

**APRN-PMH** Psychiatric Mental Health Advanced Practice Registered Nurse

**CMA** Certified Medical Assistant

**CMO** Chief Medical Officer **CNO** Chief Nursing

Doctor of Dental

Doctor of Medical

Officer

Surgery

Dentistry

Doctor of

Medicine

Osteopathic

DDS

DMD

DO

**FNP** Family Nurse Practitioner

> **FNP-C** Certified Family Nurse Practitioner

LICSW Licensed Independent Clinical Social Worker

**MA** Medical Assistant **MD** Medical Doctor

**PA** Physician Assistant

**PA-C** Certified Physician Assistant

**PhD** Doctor of Philosophy







### Your support drives our progress.

Together, we are improving the health and well-being of our community.



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