



Monadnock Community Hospital

Care Comes First



Opportunities for Our Future

Our mission is to provide excellence in community health care – your generosity helps us to fulfill this mission. Our trustees, medical staff, volunteers and employees are stewards of this great hospital, and I am honored to have your support and confidence and to work with you each day to accomplish our mutual goals. Your support allows us to provide a very unique hospital environment, delivered by a highly caring and competent staff.

We assure that quality care is affordable and accessible to many thousands of people through our innovative community benefits programs. Last year alone, MCH's community benefits activities totaled over \$6.2 million. Our growing charity care program provides care for all in need, regardless of ability to pay. Hundreds of elementary school children benefit directly from our Monadnock Healthy Teeth to Toes program which focuses on dental care and healthy living choices. Our Medication Bridge program helps to pay for prescription medication. These are just a few of many areas where we are reaching out to others to assure they are cared for well.

Many of you have witnessed first hand the major transformation taking place on our campus. I am proud of the steps we are taking to expand our facility and programming so that, for generations to come, we can continue to offer top-notch care. We are most fortunate to be surrounded by people who believe in the hospital, and embrace what it stands for by giving of their time, talent and treasure. We understand the vital role that MCH has in our community and, because of this, we are committed to fulfilling our mission – excellence in community health care.

Peter L. Goshier



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

Dedicated Teams

Monadnock Community Hospital's care is centered around the patient and family, supporting the mission to *provide excellence in community health care* and vision to *provide an environment of healing that will inspire people to achieve a higher level of health and well being*. MCH has been recognized as one of the top institutions of its size compared to others in the state and in the nation, and is recognized for excellence in the areas of quality, patient satisfaction, finance, and educational opportunities for all our staff.

What does this mean for patients at MCH? It means that each and every one of our patients experience top-notch medical and nursing care from highly educated, experienced and compassionate professionals.



L-R: Dr. Ross Ramey; Jenny Carlberg, R.N.; Lauren Stacey, R.N.; Christine Howe, R.N.; and Pam Neal, R.N.



Jaffrey Family Medicine employees: Patricia Rutka, Medical Assistant; Sylvia Paquin, Medical Assistant; Marsha Caswell, Clinical Coordinator; Toni Hornak, Office Assistant; Sonja French, Office Assistant; Jennifer Gagnon, Office Assistant; Carrie Nye, Medical Assistant; Lisa Ramey, M.D.; and Darlene Blanchette, Office Manager

An Environment of Excellence

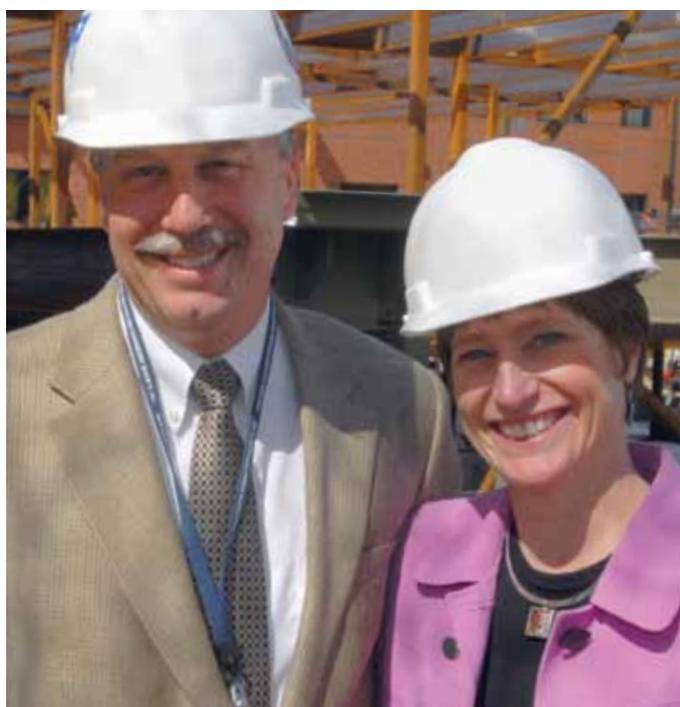
Monadnock Community Hospital is committed to meeting the growing health care needs of the people we serve and expanding our facilities and services as needed. Top priorities for expansion are our emergency department and surgical services. Our busy emergency department has over 13,000 visits per year, and the expansion will provide our outstanding clinicians with space and equipment to deliver the care that our community depends on. Through the generosity of many, including Theodore S. Bacon, Jr., the new Sarah Hogate Bacon Emergency Department will open in late 2010, early 2011.

Surgical Services is a significant growth area in our community. An expanded Surgery Department with two new operating rooms will allow us to meet this need, providing the very best facility for our patients, surgeons and clinical staff. We are planning for expansion of other critical departments including physician offices, maternity, radiology, laboratory, and oncology.

All components of the expansion will:

- improve the patient experience
- improve patient access and patient safety
- improve operating efficiencies
- strengthen physician recruitment and retention efforts

Fiscal responsibility is a guiding light of this project. Community support for this project has been tremendous. The goal of the Capital Campaign — *Investing in Your Community Health Care* — is to raise one-third of the total project cost of \$22 million. To date, the campaign has raised in excess of \$8 million. Thank you to all of you who have contributed to this important effort!



Tom Humphrey, Director of Engineering and Laura Gingras, V.P. of Philanthropy and Community Relations

Ted Bacon, Philanthropy Committee Co-chair





Dr. Ronald Michalak with Marian

“...with severe arthritis in both hips, I couldn’t stand-up straight and was in a lot of pain. I needed two hip replacements, so I searched in New Hampshire and Boston to find the best surgeon and hospital. A good friend highly recommended Dr. Michalak. I decided it would also be good to be closer to home. Not only did I have a world-class doctor, but I had an entire team caring for me. Today I’m standing tall and pain-free, thanks to the professional and caring team at MCH.”

Marian, Dublin



Dr. Stephan Coffman; Deborah Wilk, R.N., C.N.O.R.; Steve Nadeau, R.N., C.N.O.R.; Sam Walker, R.N.; Steve Foskett, R.N.

A State-of-the-Art Surgical Suite with a Top-Notch Surgical Team

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Terry Kilvert and Karen Clement, Parmelee Society members, standing outside of the Parmelee entrance at MCH. The Clement family is an important part of history at MCH. Margaret Adams Clement, Karen's grandmother, was the person most instrumental in Mr. Parmelee's decision to donate his home and land to the people of Peterborough for the first hospital; Margaret remained a trustee for 39 years. Karen has continued her family's long standing tradition of philanthropy and service to MCH.

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Contributions and pledges received between January 1, 2009 and January 31, 2010. The Annual Fund supports Hospital programs and equipment needs

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Anonymous

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\$25,000+

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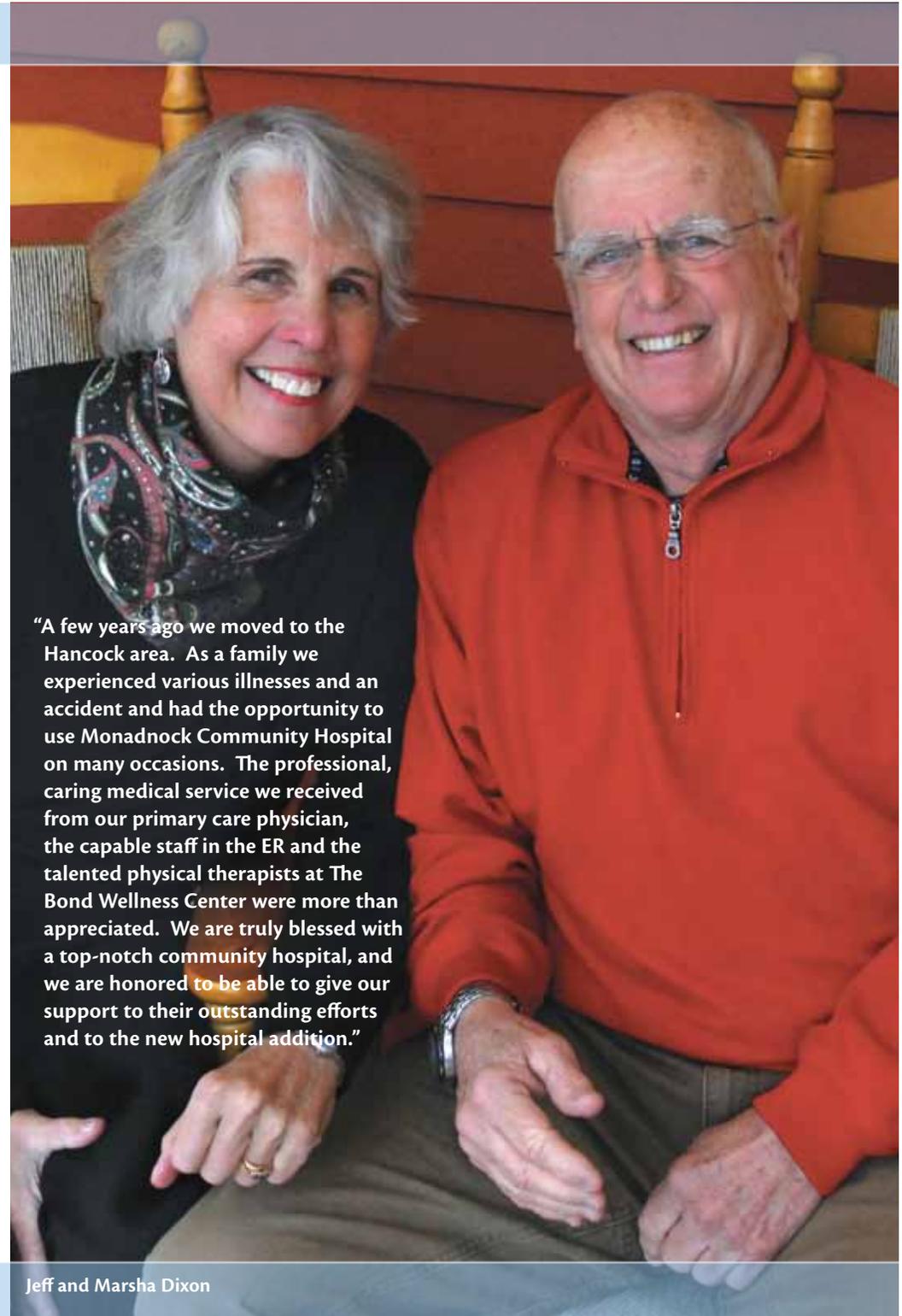
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Mrs. Mary Jane Rust

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"A few years ago we moved to the Hancock area. As a family we experienced various illnesses and an accident and had the opportunity to use Monadnock Community Hospital on many occasions. The professional, caring medical service we received from our primary care physician, the capable staff in the ER and the talented physical therapists at The Bond Wellness Center were more than appreciated. We are truly blessed with a top-notch community hospital, and we are honored to be able to give our support to their outstanding efforts and to the new hospital addition."

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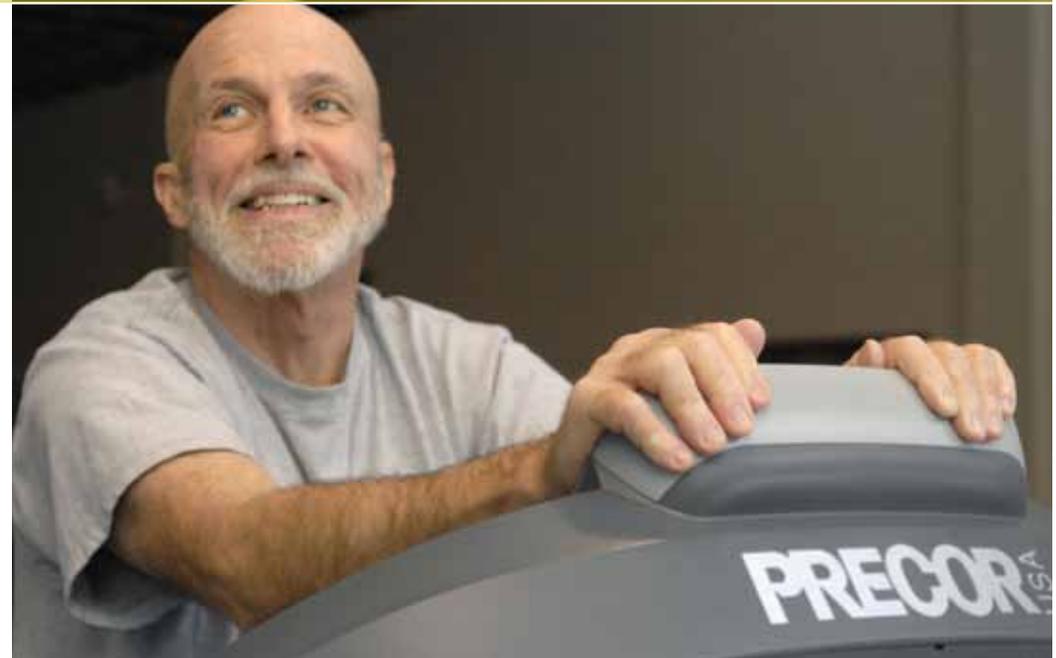
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Charlie Champagne, MCH Investment Committee, exercising at The Bond Wellness Center



Capital Campaign Leadership Team Robert Taft; Theodore Renna, M.D.; Dorothy Peterson; Peter Gosline and Maryann Harper

MCH Gives Back \$6.2 Million in Community Benefits

In 2009 Monadnock Community Hospital supported thousands of individuals and families with free or reduced-fee services and programs. We are continually identifying new and changing health care needs and providing innovative services. Over \$1.2 million of these dollars were for health care assistance through our Financial Grant Program which is administered by the hospital's Social Services Department. This department helps families and individuals in need with access to health care and other available community services such as catastrophic care, fuel assistance, meals on wheels, food banks, and visiting nurses.

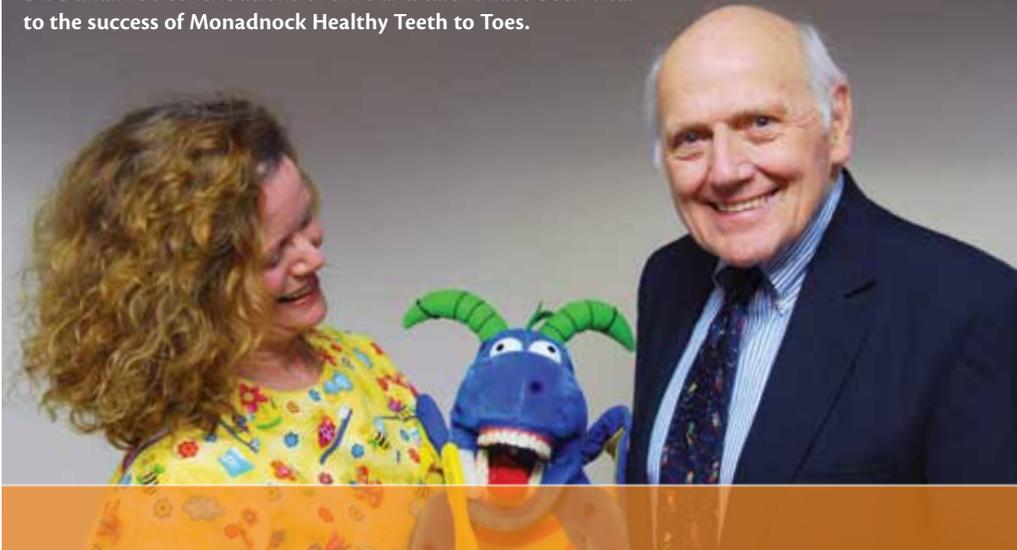
Some other examples of MCH's effort to reach our patients beyond traditional hospital services include:

- Access to free or reduced cost medications
- Educating children on the importance of good oral hygiene, eating healthy and daily physical activity through the Monadnock Healthy Teeth to Toes program
- Training for community agencies, such as local volunteer fire and rescue personnel
- Prevention and wellness education, from nutrition and smoking cessation to dealing with stress
- Providing regular community seminars regarding timely health topics
- Screenings for important health issues such as breast cancer



The Nutrition Detective, Donna Poe, educates Rindge Memorial School students about healthy eating and the importance of physical activity.

The Tooth Fairy, Pamela Delahanty, and Bob Duhaime, D.M.D. Dr. Duhaime's contributions of time and talent have been vital to the success of Monadnock Healthy Teeth to Toes.



"Before the Monadnock Healthy Teeth program was introduced at PES in 2003, we had children who would come to school in pain because of significant dental issues. Monadnock Community Hospital understood the need for a good oral hygiene program in the schools — and its new dental education program was enthusiastically supported by the school nurses and administrators, local dentists, and community organizations such as the Monadnock Rotary Club.

We believe that children's health and happiness is important for the entire community's well-being. The hospital has done an amazing job of pulling together a broad array of individuals and organizations to improve the lives of all children. We feel blessed to have the hospital's Healthy Teeth to Toes program in our school and look forward to its on-going success!"

Susan Copley, Ph.D., Principal
 Pamela Murphy, R.N., School Nurse
 Peterborough Elementary School

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"We are so fortunate to have the Monadnock Community Hospital here on the eastern side of the Monadnock Region. Without it, it would be a much longer trip east or west to emergency medical care. Without it, doubtless there would also be far fewer physicians representing far fewer specialties living in our midst. Finally, this small but fully modern hospital has such a warm and caring staff. These are our neighbors, drawn from our own communities with all the warmth and personal interest which can only be found in a smaller-sized institution."

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3,001 – 5,000 Hours

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2,001 – 3,000 Hours

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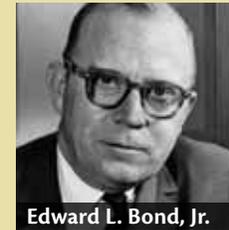
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recognizes those who have included Monadnock Community Hospital in their will or estate planning. A provision of **any size** in your will qualifies you for membership.

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L-R; Laura Gingras, V.P., Philanthropy and Community Relations, Jeanne Cook, Parmelee Society Member, and Sadie Jackson, Annual Fund and Community Relations Manager.

We invite YOU to join our Parmelee Society today!

Imagine the tremendous difference it would make to our community if everyone could make a bequest to Monadnock Community Hospital. Your will is an opportunity to honor the people and institutions important in your life. You can make specific provisions for your family and friends as well as for your community hospital.

Please let us know if you have made a provision in your will so that we can honor you today 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 plans are. Your good word is all we need. Please consider including Monadnock Community Hospital in your will or estate plan today. For more information, please contact Laura Gingras at 924-4666.

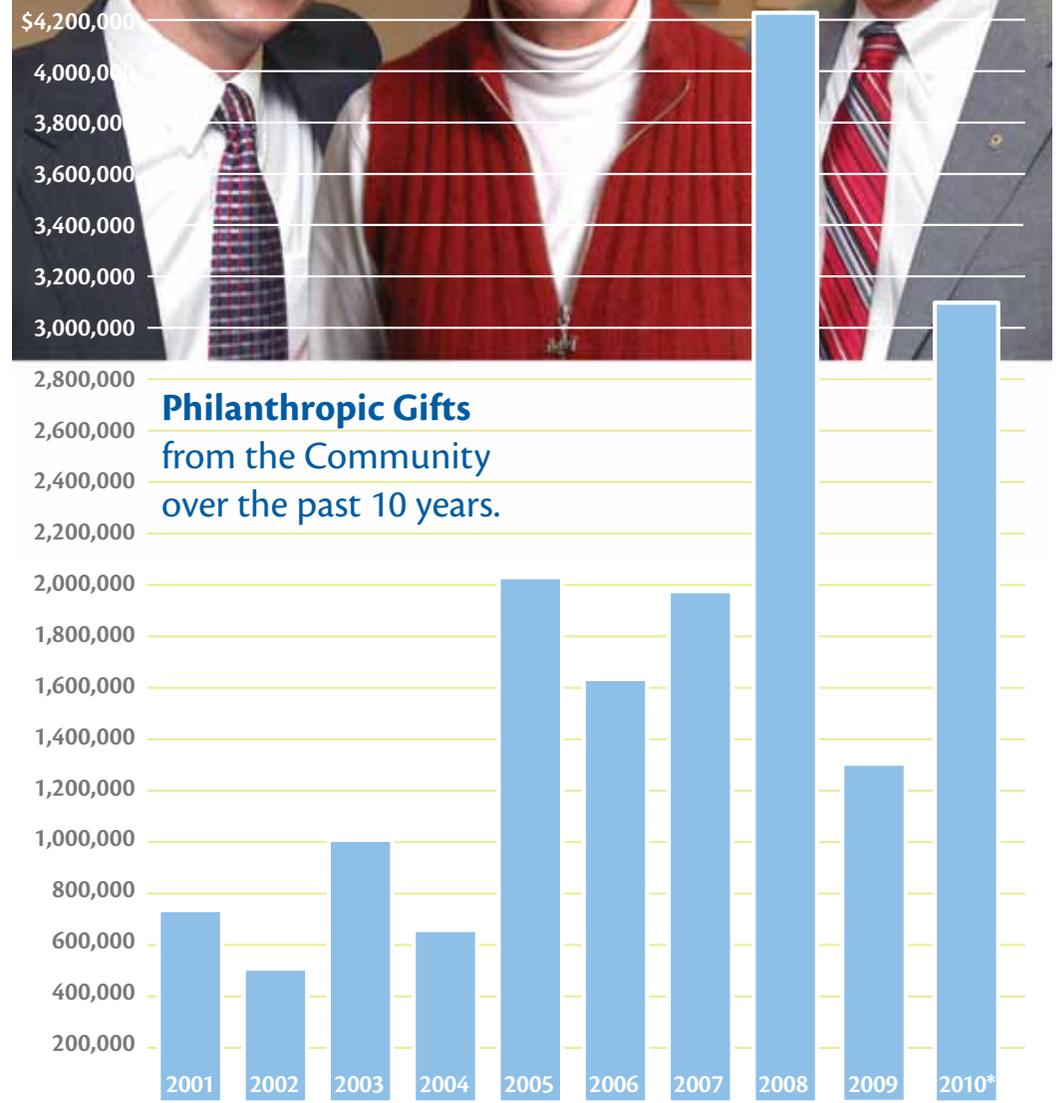
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Janice A. Rogstad
Paul and Patricia Salamy
Albert E. Schlemmer
Joseph Sodd III
Robert C. Slade
Tom W. Taft

Edward B. Twitchell, M.D.
Norman C. Uecker
Robert Vancampen
Raymond J. Wallace
Edward Werner, Sr.
Jean Werner
"Minor" Wheelock
Rita Wheelock
Jean Williams
Joan B. Yeomans
J. Walter Young
The Zanga Family



Fiscal Year October 1 – September 30

*as of 4/30/2010

Financial Statement as of September 30, 2009

Consolidated Statement of Revenues and Expenses (in thousands)

	2009	2008
Billed for services to our patients	105,891	100,337
Other operating revenues	2,284	3,218
Received from other sources	290	310
Total Sources	108,465	103,865
Amounts billed but not received:		
Under government and commercial contractual agreements	37,542	35,187
From patients unable to pay	2,556	1,933
Therefore, we actually received revenue from patient care and other services of	<u>68,367</u>	<u>66,745</u>
Our costs included amounts:		
To pay our employees	35,343	35,522
To pay our suppliers and vendors	27,618	25,174
To fund depreciation and pay interest on debt	4,805	4,461
Resulting in total costs for patient care and other services	<u>67,766</u>	<u>65,157</u>
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	<u>601</u>	<u>1,588</u>

Key Statistics, Actual

	2009	2008
Admissions	1,437	1,583
Births	346	341
Emergency Room Visits	13,464	13,109
Surgical Cases	1,746	2,030
Imaging Exams	31,258	30,159
Lab Tests	206,873	192,284
Physical, Occupational, and Speech Procedures	46,751	46,677
Hospital Outpatient Visits	97,913	87,733
The Wellness Center Members	1,526	1,595
Physician Practice Visits	117,330	109,684

Medical Staff

Anesthesia

Michael H. Doherty, M.D.
John LaBranche, M.D.
Joseph Lupo, M.D.

Cardiology

J. Beatty Hunter, M.D.

Emergency Medicine

Stephen H. Buzzell, M.D.
Eric Lasky, M.D.
Craig Lauer, M.D.
Wayne R. LeClair, M.D.
Steven Nawrocki, M.D.
Peter Row, M.D.

Family Practice

Annika M. Brown, M.D.
Jennifer Civitella, M.D.
Elizabeth Cooley, M.D.
Richard P. Frechette, M.D.
John J. Haley, M.D.
Scott C. Jaynes, M.D.
Carrie Klonel, D.O.
Stephen Klonel, D.O.
Fay J. Migotsky, M.D.
James D. Potter, M.D.
Lisa S. Ramey, M.D.
Marc Winiecki, M.D.

General Surgery

Stephan Coffman, M.D.
Jennifer Peppers, M.D.

Hospitalist

Nikesh Patel, M.D.
E. Ross Ramey, M.D.

Internal Medicine

Anu Diddee, M.D.
Lora McClintock, M.D.
Gregory S. Neilley, M.D.
Lucas Shippee, D.O.

Neurology

Sachin Dave, M.D.

Obstetrics / Gynecology

David R. Levene, M.D.
Charles J. Seigel, M.D.
Pamela Stetzer, D.O.
Fletcher Wilson, M.D.

Oncology / Hematology

Steven Larmon, M.D.
Jill Winslow, M.D.

Ophthalmology

Theodore Renna, M.D.
Cathryn L. Welch, M.D.

Orthopaedics

Ronald Michalak, M.D.
W. Bradley White, M.D.

Otolaryngology

William Numa, M.D.

Pain Management

John B. Baccus, M.D.
Terrence R. McNamara, D.O.
James Mirazita, M.D.
P.K. Suchdev, M.D.

Pathology

John Bissonnette, M.D.
John A. Bryan, M.D.
Steven Drury, M.D.
Weldon W. Sanford, M.D.
J. Samuel Smoot, M.D.
Chengen Xu, M.D.

Pediatrics

Jeffrey, J. Boxer, M.D.
Adela M. deVera, M.D.
James M. Hurley, M.D.
Gregory Kriebel, M.D.
Lara K. Scheinblum, M.D.
Suzanne M. Schoel, M.D.

Physiatry / Rehab Medicine

Shawn Harrington, M.D.

Pulmonary

Neeraj Vasishtha, M.D.

Psychiatry

Jeffrey Haines, M.D.
Michele Gunning, M.D.
Marianne Marsh, M.D.
Marcia Pabo, M.D.
Mark A. Stevens, M.D.

Urology

Mark Funk, M.D.
Gary T. Murata, M.D.

Wound Care

S. Dwight Woods, M.D.

Courtesy Medical Staff

Allergy / Immunology

Nathaniel Hare, M.D.

Cardiology

Jeffrey F. Bleakley, M.D.
Robert C. Dewey, M.D.
Louis I. Fink, M.D.
Philip Fitzpatrick, M.D.
James M. Flynn, M.D.
William Graff, M.D.
Stephen Hanlon, M.D.
Connor J. Haugh, M.D.
Jamie H. Kim, M.D.
Peter Klementowicz, M.D.
Daniel Philbin, M.D.

Family Practice

Carey Rodd, M.D.

Emergency Medicine

Christopher G. Krupp, M.D.

Gastroenterology

Swaminathan Miralikhna, M.D.
Daniel Rath, M.D.
Frederick Spin, M.D.
Otto Trinkl, M.D.

General Surgery

Francis Evans, M.D.
Stephen Hilborn, M.D.

Lipidology

Peter Klementowicz, M.D.

Neurology

Theodore A. Ruel, M.D.

Obstetrics / Gynecology

Tanya DeWitt, M.D.

Oncology

James M. Nickerson, M.D.

Orthopaedics

David Fabian, M.D.

Otolaryngology

Mark A. Carwell, M.D.
Christopher H. Daniell, M.D.
Ashok Reddy, M.D.

Pediatrics

J. Christopher McCartie, M.D.

Physiatry / Rehab Medicine

Yulan Wang, M.D.

Rheumatology

Todd Daugherty, M.D.

Urology

John Daly, M.D.
Thomas McNamara, M.D.
G. Forrest Quimby, M.D.
Craig Rinder, M.D.

Dental Staff

General Dentistry

Peter M. Cerroni, D.M.D.
Greg A. Perry, D.D.S.
David A. Hedstrom, D.D.S.
Richard M. Roy, D.D.S.
Paul L. Jane, D.D.S.
Nancy Jun, D.D.S.

Oral Surgery

Leonard L. Weldon, D.D.S.

Podiatry

Edward P. Newcott, D.P.M.
Jonathan, P. Pattavina, D.P.M.

Honorary Staff

Abraham Dearani, M.D.
Gerald M. DeBonis, M.D.
Peter L. Forssell, M.D.
Sandhya S. Kale, M.D.
John MacEachran, M.D.
Frank B. Magill, M.D.
Owen Mathewson, M.D.
Miles McCue, M.D.
George H. Newman, M.D.
Peter Olsson, M.D.
John Patterson, M.D.
Jean Rosenthal, M.D.
Remigio Villarico, M.D.
Robert Wilson, D.D.S.
Jacob Wolterbeek, M.D.

Social Worker Staff

Samuel Rosario, LICSW
Priscilla Cutler, LICSW

Health Professional Affiliate Staff

Anesthesia

Karen Armento, C.R.N.A.

Psychologists

Roger Cawley, Ph.D.
Bette Lewicke, Ph.D.
Michael Weil, Psy.D.

Physician's Assistant

Kevin R. Costello, P.A.-C
Andrea Scribner, P.A.
Nicolas Zafiroglu, P.A.-C

Nurse Practitioners

Marcy Ainslie, A.P.R.N.
Heather Arel, A.P.R.N.
Lynn Batchelder, A.P.R.N.
Margaret Dorson, A.P.R.N.
Jeanne I. Finn, A.P.R.N.
Christopher H. Jacobson, A.P.R.N.
Margaret Kelly, A.P.R.N.
Nancy Lynch, A.P.R.N.
Deborah Sampson, A.P.R.N.
Lynne Stone, A.P.R.N.
Jennifer F. Winslow, A.P.R.N.

Nurse Midwife

Rebecca J. Keller, C.N.M.

Radiology

Vincent Caruana, M.D.
Gary B. Confer, M.D.
Christopher Eckel, M.D.
David Fontaine, M.D.
David D. Hou, M.D.
John Januario, M.D.
Wane G. Joselow, M.D.
Eric S. Landis, M.D.
Donald Logan, M.D.
Michael D. Luck, M.D.
Mark D. Luedke, M.D.
Edwin J. Olmstead, M.D.
Kevin Quinn, M.D.
Channing, S. Swan II, M.D.
Peter Van der Meer, M.D.

A New Building — the Same Outstanding Care



Dr. Ronald Michalak and Lee Baker



Lisa Lacroix,
MCH Lab



Caitlyn Fitzgerald



Bernice Hyman, Phyllis Farnham and Rod Farnham



Babies born at MCH



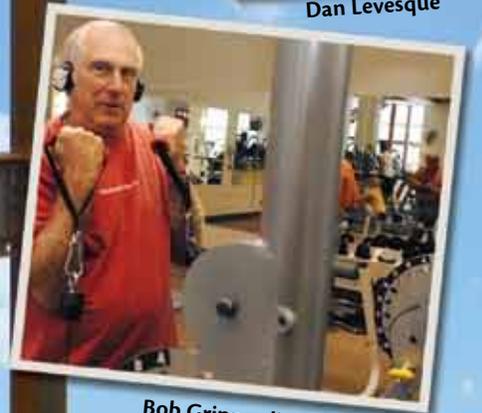
MCH mom's group



www.monadnockhospital.org



Dan Levesque



Bob Grippardi

 **Monadnock Community Hospital**

Thank you for your support.