



*You're the reason
we're here.*

We are your Hospital.

Monadnock Community Hospital has been caring for our community since 1923. With your support, we continue to fulfill our mission of improving the health and well-being of our community. The Hospital was founded by dedicated community leaders and local philanthropists. Today this long tradition of support and volunteerism is kept alive through your generous contributions each year.

Thanks to your support, we are able to make needed improvements to our facility and fund the vital programs and services our community relies on. Highlights this year include the recruitment of eight new members to our Medical Staff, the addition of two medical practices (North Meadow Family Health and Monadnock Orthopaedic Associates), and consistently high ratings nationwide for the quality of care delivered at Monadnock Community Hospital.

Like many hospitals, MCH faces financial challenges in today's complex health care environment. Our Board of Trustees and senior leadership have worked together to address each issue, always maintaining our focus on patient care. Here at MCH, we are fortunate to have dedicated employees and volunteers, along with our talented Medical Staff, a loyal community, and many generous contributors. With your continued support, we are able to improve, to innovate, and to care for all who come through our doors, regardless of their ability to pay.

Everything we have accomplished in the past year has happened with your help. On behalf of everyone at Monadnock Community Hospital, we thank you for your support. We are grateful and honored to be "your Hospital."



A handwritten signature in black ink, reading "Robert L. Edwards".

Robert L. Edwards
Chair, Board of Trustees

A handwritten signature in black ink, reading "Peter L. Gosline".

Peter L. Gosline
President and CEO

My Life. My Health.

**A good hospital serves the community.
A great hospital helps build community.**

Here at Monadnock Community Hospital, we do more than provide outstanding medical care. We also give patients the tools and support to live healthier, happier lives.

In this report, we celebrate you, our cherished friends and loyal supporters. Thanks to your generosity, we are able to keep our commitment to improve the health and well-being of our community.

Left to right: Ari, LPN; Christy-Sue, RN; Amanda, RN; Karen, RN
On the cover: *The Magnifico Family*

We give special thanks to Monadnock Paper Mills, Bennington, New Hampshire, for its generous donation of the Astrolite Silk paper used in this Report.





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*Mary Jo Allen and Cathy Maki,
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We believe everyone
deserves *great health care.*



Community Benefits Program

When patients can't afford the care they need, Monadnock Community Hospital steps in to help. Our Community Benefits Program provides millions of dollars in financial assistance to folks in our community who are struggling to pay for critical health care.

Financial Grants to Low Income Patients

Imagine you're working two jobs, raising a family, but barely able to make ends meet. Now imagine your doctor has recommended surgery to correct a serious medical condition...but you can't afford it. What can you do?

Scenarios like this are all too common across New Hampshire. Here at MCH—thanks to the generosity of our donors—we were able to help 1,687 local patients in 2011 through our Financial Grant Program.

In addition, we work to help patients access services from other community resources such as food and fuel assistance.

Paying it forward

MCH recently received a donation to the Annual Fund with this personal note:

"Two years ago, when I was struggling financially, MCH helped me with a grant to pay for my medical care. Today I'm happy to send you this check in gratitude."



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Fresh new faces

New providers bring additional expertise to MCH.



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Chief Medical Officer,
Monadnock Surgical
Associates

Annette Brooks, APRN
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Antrim Medical Group

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Monadnock Community Hospital

Dmitry Tarasevich, MD
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North Meadow Family Health



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Monadnock Family Care

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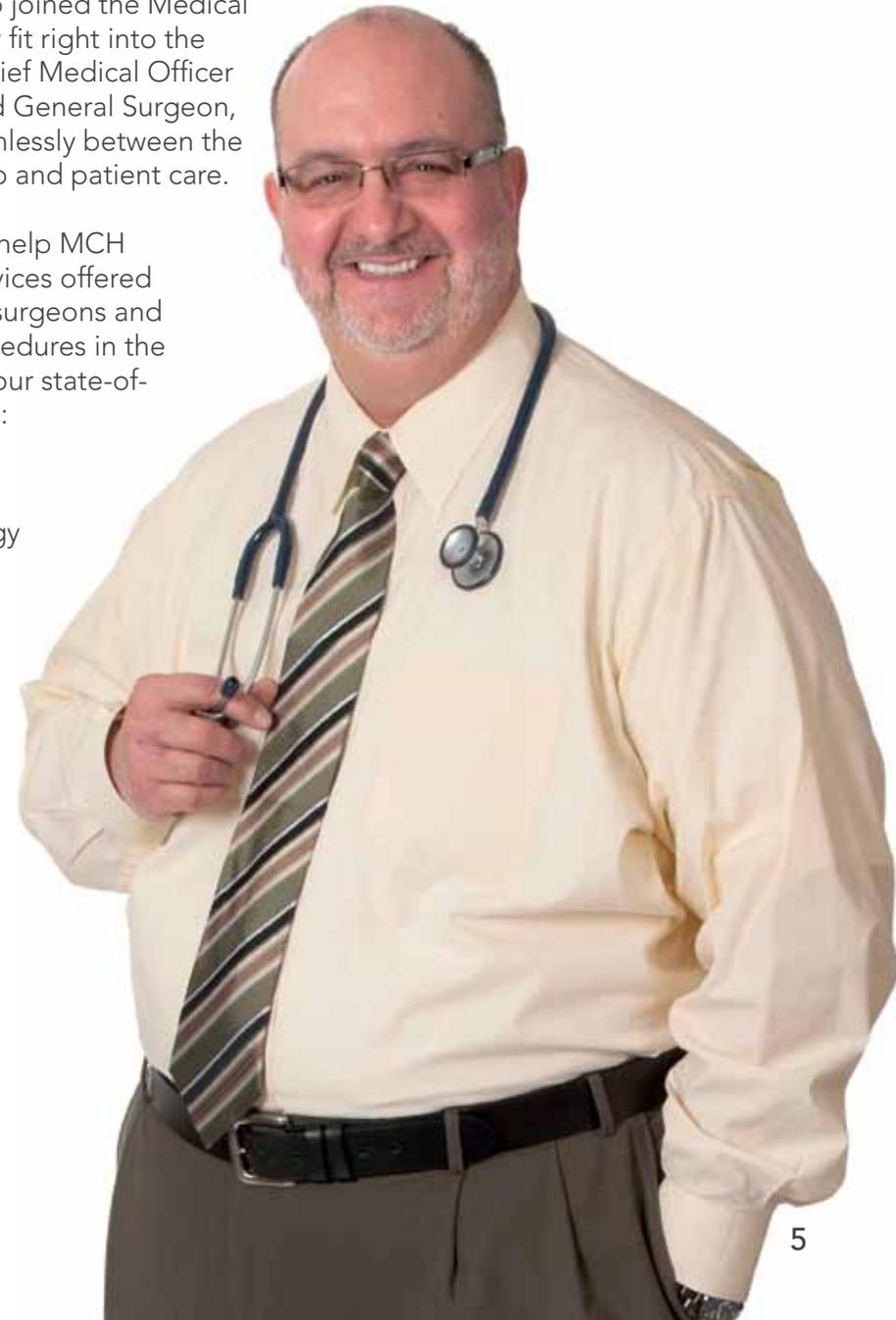
Philip Vuocolo, MD Chief Medical Officer and Surgeon

*"Monadnock Community
Hospital is a gem."*

When Dr. Philip Vuocolo joined the Medical Staff at MCH, he quickly fit right into the spirit and culture. As Chief Medical Officer and as a Board-Certified General Surgeon, Dr. Vuocolo moves seamlessly between the two worlds of leadership and patient care.

Dr. Vuocolo is proud to help MCH expand the surgical services offered to our community. Our surgeons and specialists perform procedures in the following specialties in our state-of-the-art operating rooms:

- General Surgery
- Obstetrics/Gynecology
- Ophthalmology
- Orthopaedic Surgery
- Otolaryngology
- Pain Management
- Podiatry
- Urology
- Wound Care





Welcome to the MCH Family!

North Meadow Family Health

In 2011, Monadnock Community Hospital was pleased to welcome North Meadow Family Health to our family of practices. Serving families in the Monadnock Region are Dr. Annika Brown, Dr. Scott Jaynes, Nurse Practitioner Siobhan Benham and their welcoming, knowledgeable office staff.

Left to right: Annika M. Brown, MD; Scott C. Jaynes, MD; and Siobhan Benham, APRN

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Positive Synergy

Monadnock Orthopaedic Associates and MCH

In 2011, MCH was fortunate to have Monadnock Orthopaedic Associates join our family of medical practices. Located in the Bond Wellness Center, Monadnock Orthopaedic Associates specializes in treating joint, muscle, spine and nerve problems, using a wide range of surgical and non-surgical treatments to help patients achieve their goals. Services include orthopaedic surgery, physiatry, musculoskeletal care, sports medicine, non-surgical spine care, pain management and ultrasound-guided injections.



Left to right: Ronald E. Michalak, MD, FAAOS, MS; Shawn P. Harrington, MD, FAAPMR; Terrence McNamara, DO, FAAPMR, FABPM; Andrea Scribner, PA-C; and Kevin Costello, PA-C

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Dr. Dmitry Tarasevich & Paul Faber

"Dr. Tarasevich takes the time to listen and really understand my health issues."

For many years, Paul Faber's family has received their care at MCH, including the birth of their two children. In 2011, Paul began to see Dr. Tarasevich as his primary care provider.

"I liked Dr. Tarasevich right away," says Paul.

"He was knowledgeable, personable and easy to talk to. I think he's a wonderful primary care doctor who asks good questions and gives excellent medical advice. He's a great addition to the Hospital and to our community."

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Marcia Ober & Amanda, RN

"I am so grateful to the doctors and nurses who cared for my husband."

Marcia's late husband, Nathaniel Ober, was a patient at Monadnock Community Hospital in 2011. "I am so grateful to the doctors and nurses who cared for my husband during his illness," says Marcia. "They were always professional and always compassionate. It was an enormous comfort for Nat and me. I know he could not have had better care anywhere else."

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"Supporting MCH is vital to maintaining excellence."

"As a former Board Chair of MCH, I recognize the importance of supporting my local hospital. Strong philanthropic investment from our community is vital to sustaining the exceptional level of services we enjoy here in the Monadnock Region."





Healing Arts

Creating an environment of beauty and hope

Works of art speak to our souls. Through line and color, through light and shadow, they can uplift our spirits and take us to a place of serenity, hope and optimism.

At Monadnock Community Hospital, we work to create an environment of healing through several creative initiatives, including complimentary Reiki, music therapy, and rotating galleries in the Hospital featuring the works of local artists.

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The Raynor Family: Four Generations Born at MCH

"We love Monadnock Community Hospital. Being born here is something we all share and makes MCH a part of our family legacy."

- Virginia Raynor

The story starts in 1923 when Virginia Raynor's father was one of the very first babies to be delivered here—back when the entire hospital consisted of one small brick building. Since then, three more generations of Raynors have celebrated a "birth day" at MCH.

Left to right (back): Sam Raynor, Jason Raynor and Brice Raynor; **(front)** Sheana Rodriguez and son; Stephanie Raynor and daughter; Virginia Raynor; and Jessica Raynor and daughter

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Sadie Halliday Jackson
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Mr. Michael James
John G. Burk and Associates
Ms. Lynn Johns
Elinor M. Johnson
Sharon Johnson
Mrs. Sharon E. Johnson
Andrew and Margaret Jones
Mr. and Mrs. Edward E. Jones

Bundles of Joy

The Birthing Center at Monadnock Community Hospital provides a family-centered and supportive environment for moms-to-be before, during and after childbirth. We offer natural childbirth, pain-management assisted deliveries and water birth in our comfortable new birthing tub. Over the years, we've welcomed thousands of newborns into our community, and each time it's been a privilege and an honor.



Christy-Sue and Trenton

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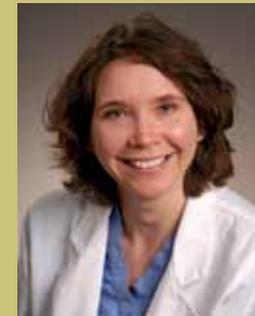
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 Ms. Susan Messina
 Alice A. Mitchell
 Mr. Kenneth Molnar
 Monadnock Community Hospital Engineering Department



Dr. Wilson and his daughter, Laramie

Dr. Fletcher Wilson Receives Humanitarian Award

In 2012, Wide Horizons For Children (WHFC), an international child welfare agency committed to family placement for orphaned and at-risk children, presented Dr. Fletcher Wilson of Monadnock OB/GYN with a humanitarian award named in his honor. The award recognizes Dr. Wilson's dedication, passion, and commitment to serving the women and children in Ethiopia. In a country where one out of four women dies in childbirth, Dr. Wilson's expertise has helped save thousands of lives.



Pamela A. Stetzer, DO named Top Doctor

New Hampshire Magazine named MCH obstetrician Pamela Stetzer as one of the state's "Top Doctors" in 2012. Our patients agree!

(Donors cont.)

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Dick Chamberlain

"I'm proud to support MCH."

"I broke my collarbone a while back and was brought to the Sarah Hogate Bacon Emergency Department at Monadnock Community Hospital. That's when I realized how fortunate we are to have this great hospital here in our community. The staff at MCH is excellent and the care here is superior to any hospital I've ever been to. I'm happy that so many others in our community feel the same way and join me in supporting our hospital."

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 Ms. Rebecca Stone
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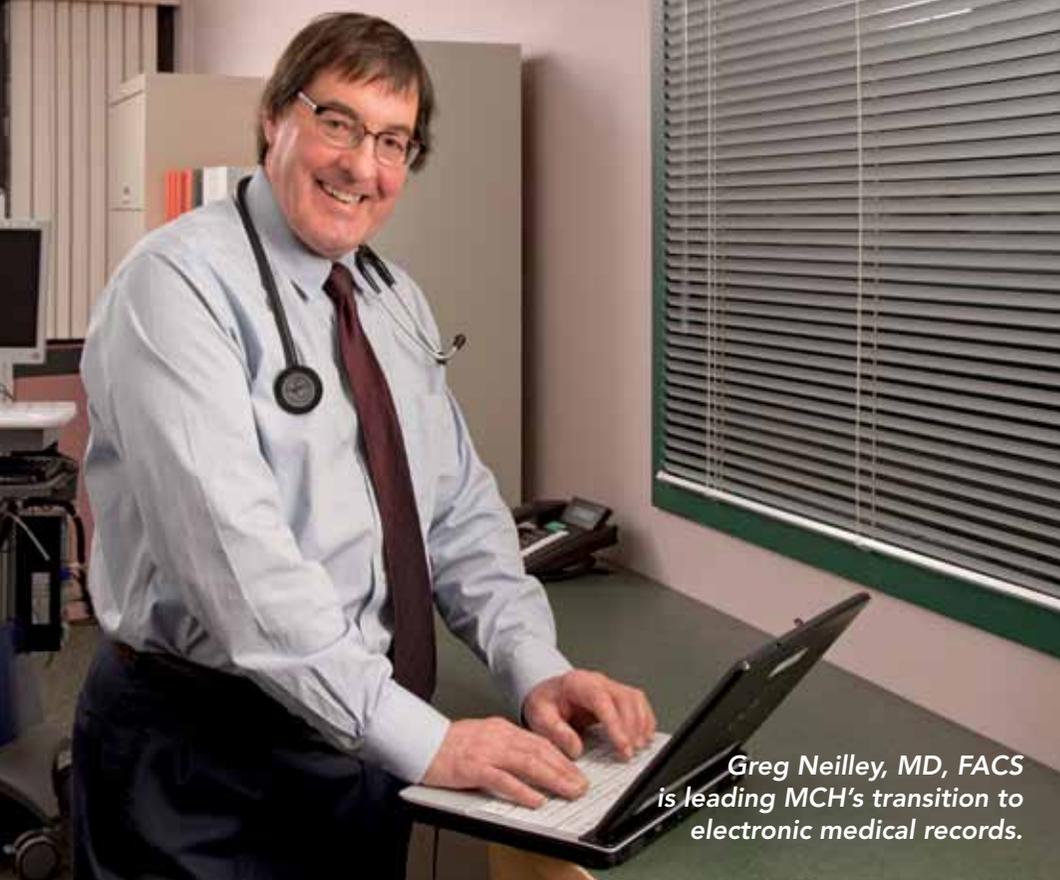
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 Bill and Cindy Yuknewicz
 Ruth and Rodman Zwirner, Jr.

Although every effort has been made to ensure the accuracy and completeness of our donor list, we realize that errors sometimes occur. If your name has been omitted, misspelled or incorrectly listed, please accept our sincere apology and notify us of the discrepancy so that we can correct our records.

Thank you.

Monadnock Community Hospital
 Philanthropy and Community
 Relations Department
 452 Old Street Road
 Peterborough, NH 03458
 Sadie.Jackson@mchmail.org
 (603) 924-4682



*Greg Neilley, MD, FACS
is leading MCH's transition to
electronic medical records.*

Better medical care starts with *better records.*

Monadnock Community Hospital is in the process of converting from paper to electronic medical files. This complex undertaking provides many benefits.

How electronic medical records help patients and medical staff:

- Allows providers to easily retrieve and analyze clinical data such as blood pressure, lab results, and Radiology data
- Improves medication management by easily updating medication lists among primary care offices, consultants, pharmacies and patients
- Allows automated reminders to patients and providers when recommended tests and vaccinations are due
- Improves communication between medical offices, consultants, emergency rooms, and hospitals
- Gives patients greater access to their personal health information



*The new Sarah Hogate Bacon
Emergency Services Department*

2011 Financial Statement

For the Fiscal Year Ending September 30, 2011



Consolidated Statement of Revenues and Expenses (in thousands)

	2011	2010
Billed for services to our patients	\$118,996	\$111,187
Other operating revenues	\$2,336	\$2,439
Received from other sources	\$1,132	\$2,071
Total Sources	\$122,464	\$115,697
Amounts billed but not received:		
Under government and commercial contractual agreements	\$43,853	\$41,707
From patients unable to pay	\$3,194	\$3,278
Therefore, we actually received revenue from patient care and other services of	\$75,417	\$70,712
Our costs included amounts:		
To pay our employees	\$37,587	\$37,044
To pay our suppliers and vendors	\$26,874	\$26,730
To fund depreciation and pay interest on debt	\$5,873	\$5,194
To pay New Hampshire Medicaid Enhancement Tax	\$3,169	\$3,461
Resulting in total costs for patient care and other services	\$73,503	\$72,429
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	\$1,914	\$1,744
Key Statistics, Actual		
Admissions	1,415	1,400
Births	322	333
Emergency Room Visits	14,187	12,973
Surgical Cases	1,641	1,802
Endoscopy Procedures	1,250	1,316
Imaging Exams	30,573	30,366
Lab Tests	206,526	206,760
Physical, Occupational, and Speech Therapy	42,838	46,053
The Wellness Center Members	1,518	1,490
Physician Practice Visits	124,419	128,847



Helping hands, friendly faces

Our vibrant team of 120 volunteers helps put the “community” in Monadnock Community Hospital! Across the organization, they cheerfully greet patients and work tirelessly to support our staff. Thank you to all of our volunteers for helping create the warm, caring environment our patients experience every day.

Left to right: Monadnock Community Hospital volunteers Marcia Pettee, Anne Rainey, and Jo and Frank Carrara

Volunteers

10,001+ Hours
Peg McLeod

5,001 - 10,000 Hours
Marcia Pettee

3,001 - 5,000 Hours
Francesco Carrara
Annie Cook
Bradley Farnham

2,001 - 3,000 Hours
Beverly Lovett
Charles Marvin
Joyce Nelson
Jean Peters
Nahida Sherman

1,001 - 2,000 Hours

Anonymous
John Adams
Wilfred Brassard
Lucille Dube
Carol Farnham
Arthur Flick
Margaret Flick
Joan Hawkins
John Nelson
Dorothy Segall
Clay Sherman
Ardelle Somero
Chester Soule
Priscilla Ward

501 - 1,000 Hours

Frank Almeida
Sandra Benotti
Constance Boyd
Catherine Boyle

Cyndy Burgess
Josephine Carrara
David Collins
James Dodge
Sally Fisher
Ken Fredericks
Mary Carol Grip
Bea Gustavson
Pat Justus
Sandhya Kale
Maureen Karr
Gary Lambert
Joan O'Donnell
Amy Pfeil
Dale Russell
Shirley Sherk
Dennis Witsoe

1-500 Hours

Carol Angus
Arnie Antak

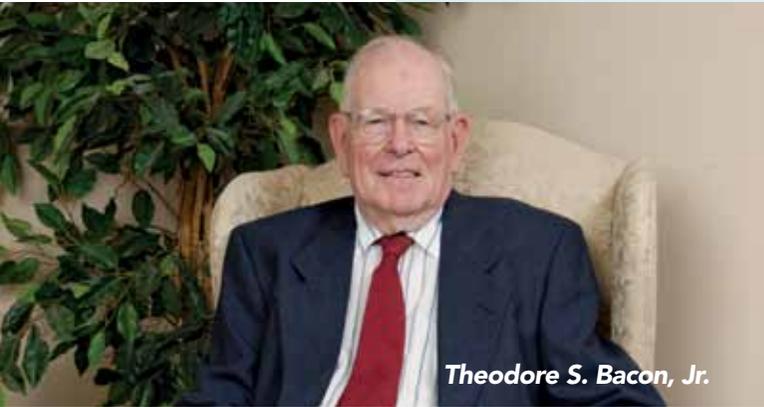
Amanda Bailey
Gwyn Baldwin
Becca Bennock
David Bixler
Bob Borsari
Chris Brown
Mileva Brown
Casey Burgess
Taylor Burgess
Tim Burgess
Megan Buydos
Eleanor Cappa
Dianne Chatfield
Diane Cherwin
Stephanie Clapper
Corina Collier
Bea Corriveau
Mariah Coruth
Mary Craig
Tricia Cravedi
Johanna Creeley

Crotched Mountain
Zackery Dean
Judy Edelkind
Jessie Elliott
Pamela Erdmann
Janet Fiedler
Genevieve Fusco
Alexis Gadwah
Mykala Garabrant
Brenda Gibbons
Chris Giocopelli
Diane Goff
Frances Greene
Hadley Greene
Matt Harrington
Tim Hogue
Dawn Hollingsworth
Caroline Hosmer
Nancy “Jennifer” Howe
Michael Hunter
Siobhan Hurley

Carol Ireland
Jim Jordan
Janet Joyce
Victor King
Leslie Landriani
Mary Lawler
Spencer LeFlem
Bonnie Levesque
Chris Limon
Terri Lombardi
Ruth Lowe
Zach Mercier
Vicki Moylan
Adriel Opramolla
John Pennington
Tony Pereira
Geoffrey Phillips
Dan Place
Joe Reed
Mary Reis
Sandy Roth

Lockard Row
Patricia Row
Kay Ryan
Hannah Sandquist
Marcia Schwartz
Sara Senn
Kenneth Skrable
Stephanie Sontag
Leon J. St. Cyr
Kevin Stakagis
Kevin Stielta
Kyla Sutter
Dev Tafe
Anne Twitchell
Clarisse Wallace
Hope Whitcomb
Christy Whitney
Danielle William

This listing reflects cumulative volunteer hours as of September 30, 2011.



Theodore S. Bacon, Jr.



Joanne & Tom Head



Robert Taft



Elsie P. van Buren

Lifetime Giving Circles

Celebrating a lifetime of giving

Through their years of generous support, these benefactors have each made cumulative gifts in excess of \$100,000.

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 Mr. Edward L. Bond, Jr.*
 Mr. Herbert T. Nilson*

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 Richard A Jordan
 The Estate of Ann Darsie*
 Everett Clement* Trust
 Dr.* and Mrs. Joseph F. Gosling
 Nancy P. Shea* Trust

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 Grimshaw-Gudewicz
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 Tom and Joanne Head
 Mr. and Mrs. Harry J. Healer, Jr.
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 Mr.* and Mrs. Charles B. Sullivan
 Robert Taft
 Elsie P. van Buren
 The Gilbert Verney Foundation
 The Window Shop at Monadnock
 Community Hospital

*Deceased

The Parmelee Society

Please consider including Monadnock Community Hospital in your will or estate plan today.

"MCH has earned our confidence in many ways over the past 36 years—our respect and support grows out of the personalized community feeling we get from personnel at all levels of service. The small hospital atmosphere promotes the quality of care and friendliness which we need for aging well!"

- Norma and Owen Houghton

Your will is an opportunity to honor the people and institutions 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 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. For more information, please contact Laura Gingras, CPA, at 924-4666; or Sadie Jackson, CFRE, at 924-4682.



Left to right: Sadie Jackson, Philanthropy Manager; Norma and Owen Houghton, Parmelee Society members; and Laura Gingras, VP, Philanthropy and Community Relations

Parmelee Society Members as of April, 2012

Anonymous (5)
Mr. John H. Adams
Mr. and Mrs. Frank M. Almeida
Mr. Theodore S. Bacon, Jr.
Audrey B. Carvalho
Nancy C. Clarke
Derick Nichols and Claudia Cleary-Nichols
Robert and Melinda Condon
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George Duncan
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Anne Sharples Frantz
Laura A. Gingras and David C. Fish
David A. Glynn
Peter and Connie Gosline
Robert and Mary Jane Grasty

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Dr. and Mrs. Owen R. Houghton
Sadie Halliday Jackson
Clifford Jarest
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Terry R. Kilvert
Mr. Frederick P. Koallick
Andrew P. Kordalewski
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Anne Twitchell
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Ms. Elsie P. van Buren
Mr. and Mrs. John F. Vance
Jane Stewart Young
Samuel and Linnea Zachos



Living in our memories

We honor and remember the generosity of all those who have gone before us and 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.

Left to right: Deceased Benefactors Ann Darsie, Edward L. Bond, Jr. and Herbert T. Nilson

Leaving a Legacy

Anonymous (3)
 Eleanor N. Abel
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 Josefa C. Backus
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 Leah S. Baldwin
 Ellen B. Ballou
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 Kathleen G. Barker
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 Genevieve Doran
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To Honor and Remember

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

Gifts in Honor of:

Frank and Jean Berry
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Dr. Richard P. Frechette
Edmond and Claire
Gingras
Laura A. Gingras
Daniel W. Hart
The Entire Hospital
Staff
Sadie Jackson
Mr. and Mrs. Alexander
Kelley
Terry Kilvert
Dr. Eric Lasky
Dr. Craig Lauer
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Brianna and Adam
Pillsbury
Kara Riley
Anna Ruelle, DPM
Ann Sampson's
Retirement from MCH
Dee Sampson
Ignaz Semmelweis

Our Service Personnel
Albert Smith
The Snellman Family
Members
Steven and Annissa
Bob Taft
Audrey White's
Retirement

Gifts in Memory of:

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Kenneth H. Bacon
Sarah H. Bacon
Marsha Baker
Lawrence J.
Bourgoine, Sr.
Jay E. Britton
Robert Michael Brooks
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George E. Brush
Ralph Caverly
Jean D. Cernota
Joann Chamberlain
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Eugene Creighton
William R. Cuddihee
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Ray Wallace
Margery Wheeler
Everett J. "Jim"
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The Zanga and Carrara
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Carole Monroe



Cyndy Burgess



Norman H. Makechnie



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 Jamie Trowbridge
 Fletcher R. Wilson, MD

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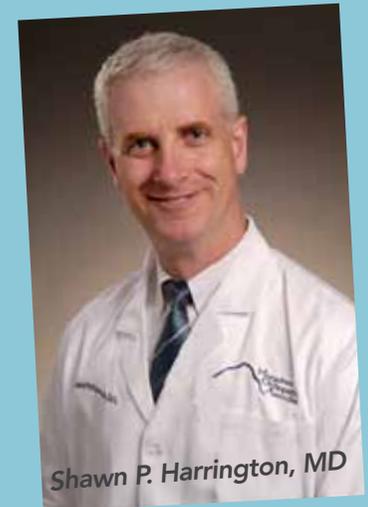
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