

# Connecting — With Our — Community



**Monadnock**  
COMMUNITY HOSPITAL  
2014 - 2015 REPORT  
TO OUR COMMUNITY



# Connecting with our community. One patient at a time.

A hospital is a busy place. Our hallways are filled with purposeful people engaged in their mission of caring. Doctors, nurses, technicians, dieticians, volunteers, accounting, business, and maintenance professionals—it takes a lot of dedicated people to keep a great hospital and our physician practices running! And every one of us is here for one reason: to serve you, our patients.

This past year was a banner one for MCH. We were named one of the top 100 Critical Access Hospitals in the United States by iVantage Analytics, which measures 62 different performance metrics, including: quality, outcomes, patient perspective, and affordability in the industry's most comprehensive rating process.

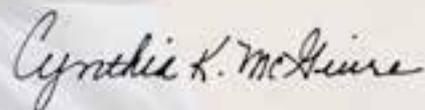
We also were able to realize our dream of completely renovating our Birthing Suite. Our beautiful new unit is not only comfortable and welcoming, it's also equipped with features designed to make giving birth a safe and joyful experience.

Lastly, we unveiled plans to expand our Oncology and Infusion Therapy department. This is a huge step forward for our region. If you've known anyone coping with cancer, you know that long round-trips for care can be stressful. Our new department will allow local patients to continue to receive cancer care right here in our community instead of having to travel to Keene or Lebanon for treatment.

Other MCH innovations included the introduction of two exciting orthopaedic pain management options—one high-tech and one holistic. In the high-tech arena, we introduced cooled radiofrequency treatments for joint and spinal pain. And for patients seeking holistic alternatives, we now offer Japanese acupuncture.

We thank each and every one of you who have helped build our hospital into the vibrant organization it is today. We're so pleased to be your hospital!

Sincerely,



Cynthia K. McGuire, FACHE  
President and CEO

MCH leadership team members (left to right) Carole Monroe, Chair of the Board of Trustees; Cynthia K. McGuire, President and CEO; and Lucas Shippee, DO, Medical Director, Monadnock Health Partners

On the cover: Lara K. Niemela, MD, of Monadnock Regional Pediatrics with her sons Max (left) and Sam

# Innovations at MCH

At Monadnock Community Hospital, we strive to provide the very best in patient care. In the past year, we have introduced several exciting new medical services to our community.



## COOLED RADIOFREQUENCY PAIN TREATMENT

Cooled radiofrequency is a minimally invasive treatment option for those suffering from chronic spinal or joint pain. This effective treatment uses cooled radiofrequency energy to target the sensory nerves, providing relief that can last up to two years.



*Terrence McNamara,  
DO, FAAPMR, FABPM*

## JAPANESE ACUPUNCTURE

For patients seeking a gentle, clinically proven alternative to drugs or surgery, MCH now offers Japanese acupuncture for the treatment of chronic pain. An acupuncture consultation can be scheduled by simply requesting a referral from a Primary Care Physician.



## DIGITAL TOMOSYNTHESIS

Last spring, MCH introduced Digital Tomosynthesis, a new type of 3D breast imaging that delivers clear, highly-focused scans of breast tissue. It also delivers impressive results—namely, a 40% increase in detection rates and 40% fewer follow-up exams.





## REHABILITATION / PHYSICAL THERAPY

At MCH, we take rehab and physical therapy seriously. The Bond Wellness Center is home base for a wide range of services, including cardiac and pulmonary rehabilitation, physical and occupational therapy, and speech rehabilitation.



## VARICOSE VEIN TREATMENT

Pregnancy, strain, or genes can cause enlarged, bulging veins. This spring, MCH began offering patients safe, effective laser treatment of varicose veins.

For more information, contact Monadnock Surgical Associates at (603) 924-4668.

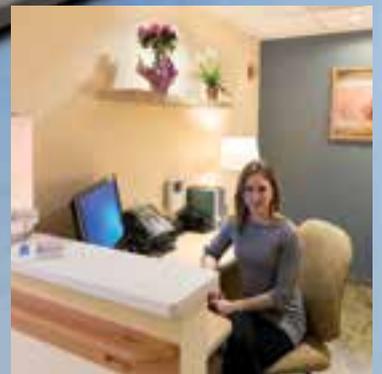


## SINGLE INCISION LAPAROSCOPIC SURGERY (SILS™)

Imagine having surgery with just one incision. And virtually no scars. That's the idea behind the SILS™ procedure—a surgical technique that replaces multiple incisions with just one incision in the belly button.



*Robert C. Knowles, MD, FACS*



# Our New Pride and Joy

Thanks to strategic vision, careful planning, and the generosity of our community, the Birthing Suite at MCH has undergone an impressive makeover.

The floor-to-ceiling renovations were possible thanks to several gifts from our community, including an extraordinary gift from Jan C. MacLennan-Kennedy in memory of her mother, Corinne MacLennan Kennedy. Hutter Construction in New Ipswich was the general contractor for the project.

“Our top priority is to provide women with an extraordinary experience,” says Elizabeth Kester, Manager of Women’s and Children’s Health Services. “Thanks to Jan’s generosity, we are able to do that.”

In addition to completely refurbished birthing suites, the unit has added

a brand-new “rain room” (hydrotherapy), two large laboring tubs, contemporary new furniture, and other special amenities. New moms can enjoy a variety of spa-like services—including Reiki, massage, hydrotherapy, and more—and also receive a free six-month membership to The Bond Wellness Center among other gifts.

“Giving birth is a very personal and emotional experience,” says Kester. “We want women who choose us to have an unforgettable experience. At the Birthing Suite, our philosophy is ‘Your life. Your baby. Your way.’”



## OUR NEW BIRTHING SUITE FEATURES:

- One-to-one personalized care
- Rain room and soaking tubs
- Nitrous oxide and other pain management options
- Reiki, massage, hydrotherapy, manicures, and pedicures
- Six-month membership to The Bond Wellness Center
- Special gifts for mom and baby





## Connecting with Our Community

*Expanding health care access*

When patients in our community can't afford the care they need, the Community Benefits program at MCH steps in to help. In 2014, we provided \$2,082,296 in financial assistance to uninsured and low-income patients. We also provided \$3,400,780 to public programs with unpaid costs, such as Medicaid.

*Longtime MCH supporters Hal and Margot Close in their Peterborough home*

# "I enjoy helping The Bond Wellness Center and MCH, especially with new projects."

*- Hal Close, Peterborough*

A strong sense of community is in Hal Close's genes. In 1945, his father purchased WKNE, a small radio station in Keene, NH. Over the next 50 years, as the Close family added to their holdings, they became increasingly engaged in the local community.

"My father was a community-minded man who was active with a lot of local nonprofits," Hal recalls. "And in the 1960s, he became Chairman of the Board at Monadnock Community Hospital. It was something he really enjoyed and believed in."

Today, Hal is continuing the family tradition of supporting MCH—not through board membership, but with his own unique brand of philanthropy. "What I really like to do is identify a modest but important need at the Hospital and, if possible, provide the initial funding. It's a very satisfying way to give."

In fact, Hal and his sister jointly donated one of the patient rooms in MCH's new Emergency Department. Hal also donated funds to provide walking poles

for Parkinson's patients at The Bond Wellness Center.

"I enjoy using and supporting The Bond Wellness Center," says Hal. "It's such a beautiful space and a real asset to our community. And the staff there—especially Anne Mellor and Bernadette Stevens—are very knowledgeable about exercise and physical therapy. You're in good hands at The Wellness Center—and with anyone at MCH."



*Parmelee Society members Marcia Ober (left) and Bob Boyd (right) with Laura Gingras, Vice President of Philanthropy*

# Parmelee Society

**The Parmelee Society recognizes individuals who have included MCH in their will or estate plan.** Please consider making a specific provision for Monadnock Community Hospital. If you have already made a provision, please let us know so we can honor you as a member of our Parmelee Society.

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- Dr. Richard S. Carvalho
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For more information about the Parmelee Society or charitable giving, please contact:

**Laura A. Gingras, CPA, CFRE**

VP of Philanthropy and  
Community Relations  
(603) 924-4666  
[Laura.Gingras@mchmail.org](mailto:Laura.Gingras@mchmail.org)

**LeeAnn Clark**

Philanthropy and Community  
Relations Associate  
(603) 924-1700  
[LeeAnn.Clark@mchmail.org](mailto:LeeAnn.Clark@mchmail.org)



*LeeAnn Clark (left) and Laura Gingras*



## Connecting with Our Community

*Helping our local economy*

MCH supports the health needs of our community in many tangible ways. In 2014, our financial benefits in support of our community totaled over \$7,560,000!

Here are a few details:

- \$2,082,296 in charity care and financial assistance for uninsured and low-income patients
- \$868,628 to support community health and services for low-income families in the broader community, including Monadnock Healthy Teeth to Toes, Medication Bridge, and The Bond Wellness Center
- \$1,066,064 in subsidized health services provided, including Behavioral Health, Diabetes Education, Cardiac/Pulmonary Rehab, and the Emergency Department
- \$3,400,780 in public programs with unpaid costs (Medicaid Shortfall and Disproportionate Share Shortfall)
- \$133,250 in financial and in-kind contributions to organizations throughout our community
- \$9,529 towards Paramedic/EMT training

“We’re fortunate to have such caring and supportive people in our community.”

- Nancy Penniman, RN, Peterborough



*Registered Nurse and MCH advocate Nancy Penniman in front of the iconic Peterborough Diner*

When Nancy Penniman's beloved partner Rene Bacallal became ill with bladder cancer, the couple knew they had a tough fight ahead. But they also knew they'd be surrounded by love and support.

"Rene was working as a security guard at Monadnock Community Hospital when he was diagnosed," Nancy says. "His boss, Lou Chatel, totally understood what we were going through, because his own father had died of bladder cancer. Everyone at MCH did all they could to help Rene. The love and kindness we received from friends and the clinical staff was overwhelming."

Sadly, Rene lost his battle with cancer. "It was very hard," says Nancy. "Rene was a wonderful man and he was really loved at the Hospital. So many people from MCH showed up at his memorial service. I was so grateful for that."

Today, as Nancy builds a new life, she stays connected with MCH and the friends she made there. "I'm actually always over there," she says. "I work out and take classes at The Bond Wellness Center, and of course, I get all my screenings there, too. We're fortunate to have such a beautiful, modern hospital—with such caring people—in our community."

# Lifetime Giving Circles

Through their years of generous support, these benefactors have made a significant impact on the lives of our patients and community.



*Anne Baddour*



*Elsie P. van Buren*

*As of January 31, 2015*

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*\$1,000,000+*

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The Window Shop at

Monadnock Community Hospital

Miss Linda A. Witherill

\* Deceased

# 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.



*Corinne MacLennan Kennedy*



*Pat Boyd*

*As of January 31, 2015*

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Tom Badgley's Mom  
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Peter M. Cerroni, DMD  
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Dr. Richard P. Frechette and  
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# Building for the Future

## MCH Announces Expansion of Oncology and Infusion Therapy Department



Steven S. Larmon, MD  
MCH Oncologist

To meet the rising demand of oncology services, MCH has unveiled plans to expand its Oncology and Infusion Therapy Department. The current department will be expanded from 1,700 to 4,000 square feet and will be relocated from the main MCH hospital building to The Bond Wellness Center.

“Our plan to expand our Oncology and Infusion Therapy Department will enable us to accommodate folks in the Monadnock Region seeking oncology care while also providing them with an expanded variety of treatment options,” says Cynthia McGuire, President and CEO of MCH.

Dr. Steven Larmon, a longtime MCH Oncologist, has been involved in the planning as well.

“Our goal is to make each and every patient as comfortable as we can and ensure that patients receive the best possible care,” says Dr. Larmon. “One of the key features of the new unit will be an improved patient flow, allowing clinic visitors to receive their treatments in a convenient and accessible location and infusion therapy patients to receive their care in privacy.”

Construction of the \$1.5 million project—which will be funded entirely through philanthropic support—is scheduled to begin in the spring and will be completed in the fall.



 **Oncology and Infusion Therapy Center**  
Monadnock Community Hospital



*MCH oncology patient Suzanne O'Brien outside the Barrett House in New Ipswich*

## "MCH has everything I need."

*- Suzanne O'Brien, New Ipswich*

Suzanne O'Brien has been a registered nurse for more than 40 years. So when she felt the peach-pit lump in her breast, she knew immediately that her life was going to change.

"Like every other woman with cancer, I thought, 'Why me? Why now?'" Suzanne recalls.

From that point on, things moved quickly. Within days, Suzanne was scheduled for surgery at MCH with Dr. Robert Knowles. After much soul-searching, she decided on a bilateral

mastectomy, to be followed by eight chemotherapy sessions. "I was serious about eradicating the cancer," says Suzanne.

Suzanne's surgery was successful, and today she is looking forward to her final chemotherapy appointment. She's also become an early cancer detection activist, urging women to perform monthly self-examinations in addition to getting regular mammograms.

"My self-exam saved my life," she says.

For Suzanne, one bright spot in her cancer journey was her experience as a patient at MCH. "I was so happy to be able to get my chemotherapy right here, instead of having to make a four-hour round trip to Lebanon," she says. "MCH has everything I need: the technology, the medical expertise, and people who know and care about me."

"When you have cancer, you really need to be surrounded by kind, positive people," says Suzanne. "And at MCH, I am."

# Living in Our Memories

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



*Theodore S. Bacon, Jr.*



*Mr. Walter Peterson*

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## Connecting with Our Community

*Training local emergency responders*

If you've ever faced a health crisis at home or work, you know that paramedics and EMTs are some of the most important people in our community! For these local heroes, saving lives is quite literally "all in a day's work." In 2015, MCH provided a \$20,000 grant to help with professional training for local EMS personnel in our community.

*Craig and Judy Unger-Clark in front of their sugarhouse in Rindge*

# "We believe in MCH's mission."

*- Craig and Judy Unger-Clark, Rindge*

For Craig and Judy Unger-Clark, their reason for supporting Monadnock Community Hospital is simple. "We believe in the Hospital's mission," Craig says. For 35 years, the Unger-Clarks have relied on MCH for everything from primary, orthopaedic, OB/GYN, and pediatric care to specialist referrals when necessary. And for decades, they've also been generous donors to the Hospital.

"We know a small community hospital can't handle everything," says Craig. "But MCH does an outstanding job with the services they do provide, and, if they can't address a problem, they'll refer you to the right specialist."

Craig and Judy believe in the power of philanthropy to create positive changes. "I know that by making a donation to MCH, we can help them buy equipment

and technology that can help save lives," says Craig. "Judy and I are strong believers in the concept of 'paying it forward,' and we feel fortunate to be able to help our community in this way."

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*"I've always had a wonderful experience with the nurses at MCHA! Without the nurses, there would be no MCHA."*

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"I received the most compassionate and dedicated care one could ever hope to have. The Monadnock Region has a gem in this small town hospital."

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## Connecting with Our Community

*Bringing smiles to children and families*

One of the most successful and highly regarded initiatives at Monadnock Community Hospital is our “Healthy Teeth to Toes” program. Through dental education, free dental screenings and preventative services, and referrals to dentists, thousands of Monadnock area children and young adults benefit each year.

*Maggie Ramos at the Peterborough Public Library*

# “MCH helps me stay fit and healthy.”

*- Maggie Ramos, Peterborough*

As an on-the-go executive with a local software company, Maggie Ramos knows the importance of staying fit and healthy. “Staying healthy is all about finding what you like and going with it. It’s a mind, body, and soul thing for me.”

And when she’s home in Peterborough, Maggie’s favorite place to work out is The Bond Wellness Center at Monadnock Community Hospital.

“The Wellness Center has everything you could want to keep fit and strong. I’ve taken several classes here, and they have the most dedicated and experienced trainers I’ve ever met.”

Maggie first visited The Bond Wellness Center several years ago. “I was training for the Boston Marathon and developed tendonitis. Luckily for me, I was able to get amazing physical therapy

right here—and I eventually completed nine marathons!”

“What I love most about the Wellness Center is the feeling of community I get whenever I visit. I just love walking in the door and seeing people of all ages, with everyone encouraging and supporting each other. We’re so fortunate to have MCH and the Wellness Center in our community.”

# Thank you to our contributors (cont.)

Miss Ellen V. Colleran  
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*"I came to MCH after fracturing my hip at home. The staff was prompt, therapeutic, and considerate. I especially appreciated their efforts to support me and make me comfortable."*

Mr. Benjamin Hartley\*  
Ms. Janice S. Hazelton  
Mr. and Mrs. Benjamin J. Henault  
Sue Henley  
A. Josephine Hollis



Talented and dedicated volunteers like (left to right) Tom Ward, Mary Reis, Mary Loftis, Carole Connor, John T. Adams, and Priscilla Ward perform a variety of important tasks on a daily basis

# Generous hearts, warm smiles, and helping hands

If MCH was a garden, our volunteers would be cheerful daisies springing up to brighten each day. These unsung heroes offer their talents, their energy, and their generous hearts in the service of our patients and their families. To all of our wonderful volunteers, thank you for all you do!

## 10,001 + Hours

Peg McLeod

## 5,001 - 10,000 Hours

Bradley Farnham  
Marcia Pettee

## 4,001 - 5,000 Hours

Francesco Carrara

## 3,001 - 4,000 Hours

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Chris Brown

## Josephine Carrara

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Diane Cherwin  
Ruth Comerford  
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Sally Fisher  
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Andrea Wood

# Financial Statement

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

### REVENUES

Billed for services to our patients  
 Other operating revenues  
 Received from other sources  
**Total Sources**

2013	2014
\$123,400	\$130,525
\$4,249	\$6,076
\$-48	1,005
<b>\$127,601</b>	<b>\$137,606</b>

### Amounts billed but not received:

Under government and commercial contractual agreements  
 From patients unable to pay (charity care)  
 Provisions for bad debt

\$46,477	\$52,843
\$3,446	\$3,785
\$4,468	\$4,465

**Therefore, we actually received revenue from patient care and other services of:**

<b>\$73,210</b>	<b>\$76,513</b>
-----------------	-----------------

### COSTS

#### Our costs included amounts:

To pay our employees  
 To pay our suppliers and vendors  
 To fund depreciation and pay interest on debt  
 To pay New Hampshire Tax on Hospitals

\$39,236	\$40,444
\$24,312	\$24,940
\$6,172	\$5,703
\$2,553	\$3,402

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

<b>\$72,273</b>	<b>\$74,489</b>
-----------------	-----------------

**MARGIN** The excess of amounts received over costs for the year is used to expand services to our community, to improve facilities and to pay back debt

\$937	\$2,024
-------	---------

### Key Statistics, Actual

Admissions  
 Births  
 Emergency Room Visits  
 Surgical Cases  
 Endoscopy Procedures  
 Imaging Exams  
 Lab Tests  
 Physical, Occupational and Speech Therapy  
 The Bond Wellness Center Members  
 Physician Practice Visits

1,351	1,422
325	276
15,472	14,765
1,486	1,566
1,231	1,301
29,889	30,288
197,580	202,276
41,270	45,663
1,509	1,499
133,087	144,128



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art of Medicine is  
loved, there is also  
a love of Humanity."

-Hippocrates



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VP of Philanthropy and Community Relations  
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452 Old Street Road  
Peterborough, NH 03458  
(603) 924-4666  
Laura.Gingras@mchmail.org

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