

Teaming up for a healthy community



Teaming Up

for a healthy community

Whenever people move to a new community, one of the first questions they ask is, "Where's the nearest hospital?" That's because in most communities, the local hospital is vital. It's where we go for emergency care and lab tests, for mammograms, surgery, and orthopaedic care. It's where our friends and neighbors are employed and where we spend anxious hours waiting to hear if "It's a boy!" or "It's a girl!"

Fortunately, here in the Monadnock Region, we have a wonderful healthcare institution to call our own. Monadnock Community Hospital is not just one of New Hampshire's most well-equipped and forward-thinking hospitals, it's also one of the most community-centric. That's because at MCH, we know the value of teamwork, collaboration, and working together to improve the health and well-being of our community.

In this Annual Report, we're celebrating the value of teamwork by highlighting people and projects that have made a difference for MCH and our community in 2015. We begin with some third and fourth grade girls from Peterborough Elementary School. These "Girls on the Run" teammates wanted to do something meaningful for local oncology patients and their families. So they held a walk/run-a-thon which raised more than \$400 for MCH's Oncology and Infusion Therapy Center.

What's remarkable about "Girls on the Run's" effort isn't the amount of money they raised (though that's pretty impressive for a group of third and fourth graders!), it's their compassion and commitment.

Fortunately for MCH, that compassion, that commitment, and that spirit of teamwork are everywhere in our community, as you'll discover in the pages that follow. We hope you enjoy our report to the community—and we thank you for being on our team.

Sincerely,



Cynthia K. McGuire, FACHE
President and CEO





MCH leadership team members (left to right) Michael C. Lindberg, MD, FACP, Chief Medical Officer; Cynthia K. McGuire, FACHE, President and CEO; and Steven H. Reynolds, Chair of the Board of Trustees

On the cover: "Girls on the Run" teammates Ally L., Lucille W., Ryan H., Sarah W., and Amia K.

Making Strides in the fight against cancer

In response to the growing need for advanced cancer treatment close to home, we opened a new Oncology and Infusion Therapy Center in November 2015.

Designed with input from our oncology patients, the new 4,000 square foot facility features a spacious and open floor plan, lots of natural light, improved comfort and privacy, additional infusion stations, a canopied entrance, and family meeting rooms.

“When we began planning the new unit, we started by talking to current oncology patients to find out what was most important to them,” says Dr. Steven Larmon, an oncologist at MCH. “We heard how comfort, privacy, and the ability to get treatment close to home with the support of their families and friends was of the utmost importance.”

The new center, which was funded almost exclusively by the generosity of local donors, has been well received by patients and the public alike.

“We are pleased to offer local patients a state-of-the-art infusion therapy center,” says Cynthia McGuire, MCH President and CEO. “We designed this new space to meet the rising demand for oncology services and wanted a facility that would rival the leading cancer centers in our region. We’ve successfully accomplished both of those goals.”



RACING TO HELP LOCAL CANCER PATIENTS

These fresh-faced athletes are members of "Girls on the Run," a national organization dedicated to empowering young girls through positive activities that build health and self-esteem.

Last year, this group of Peterborough Elementary School third and fourth graders organized a fundraiser to benefit the new Oncology and Infusion Therapy Center at MCH.

According to coach Stacey Howarth, "Each year, the girls choose an activity to benefit the community. This past year, we decided to hold a walk/run-a-thon to raise money for people with cancer."

The event was a wonderful success, and the girls raised over \$400. Needless to say, they're very proud of their accomplishment.

So are we.



"Girls on the Run" teammates (left to right) Delaney I., Ryan H., Sarah W., Abigail R., Ali B., Mía O., Merrit K., Lucille W., Ally L., and Amia K.

Partnering with You

to create healthy habits



Anne Mellor, Wellness Coach, (left) and Essy Moverman, Pulmonary Program Specialist, lead MCH's anti-smoking initiatives

QUIT 2b FIT Program

It's never too late to quit—even after years of heavy smoking. As the region's only smoking cessation program, MCH's **QUIT 2b FIT** program is designed to help those addicted to tobacco become smoke-free in a supportive group setting, featuring education, behavior modification, mindfulness, and exercise. Treatment strategies are recommended based on what will work best for you.

"...This is the best class I've attended in the last 20 years. Your presentations were non-judgmental and supportive, and you created a comfortable environment for group sharing."

Joyce | Program Participant



Shawn P. Harrington, MD, FAAPMR

Exercise is Medicine®

Managed by the American College of Sports Medicine, **Exercise is Medicine® (EIM)** encourages clinicians to include physical activity when designing treatment plans for patients. EIM is committed to the belief that physical activity is integral in the prevention and treatment of diseases and should be regularly assessed and "prescribed" as part of a healthcare regimen.

"Exercise is Medicine is an important component of the healthcare paradigm at MCH. Increased physical activity has proven to be successful in helping prevent acute and chronic health issues."

Shawn P. Harrington, MD, FAAPMR
Wellness Director of The Bond Wellness Center,
Monadnock Orthopaedic Associates

SmartWEIGH

Led by fitness and nutrition experts, **smartWEIGH** is a personalized 8-week program designed to help you lose weight through a healthy blend of nutrition and fitness. Participants receive health and nutrition assessments before and after the program, a pedometer, program manual, and access to a monthly support group.

*"I've always been active, but the **smartWEIGH** program at MCH took me to a whole new level of fitness and health. It's science based, totally personalized and highly motivating. I lost 30 pounds in 2013—and I've kept them off!"*

Suzy MacDonald | Peterborough



Suzy MacDonald (left) and
MCH Registered Dietitian Donna Poe



Working Together to keep you fit

As the region's only medically-based fitness and rehabilitation facility, The Bond Wellness Center is a hub of physical activity.

Every day, The Bond Wellness Center is filled with individuals working out in the fitness center, taking fitness classes, receiving rehabilitation therapy, participating in rehabilitation programs, and consulting with specialty physicians.

As a member of The Bond Wellness Center, you receive the unique benefit of a medically-based exercise program designed specifically for you. Our goal is to help you set and achieve your personal wellness and exercise goals.

The Bond Wellness Center members receive access to our extensive fitness floor, personal trainers, fitness classes, pools, massage therapy, pristine locker rooms, and many other amenities.

Members also enjoy the added assurance of having a fully-integrated team of rehabilitation, therapeutic, and orthopaedic specialists available on site.

For more information about The Bond Wellness Center or to become a member, call (603) 924-4650 or visit us online.



Bond Wellness Center
at MONADNOCK COMMUNITY HOSPITAL



A variety of fitness programs

At The Bond Wellness Center, we offer a variety of ways for beginner, intermediate, and advanced level athletes to stay fit. Here are just a few of the classes we offer:

- Cardio Kick Boxing
- Circuit Challenge
- Yoga
- Fit Camp/Tabata
- Pilates
- Step
- Zumba
- Tai Chi
- TRX Fusion

For a complete listing of our class schedule, visit: bondwellness.org



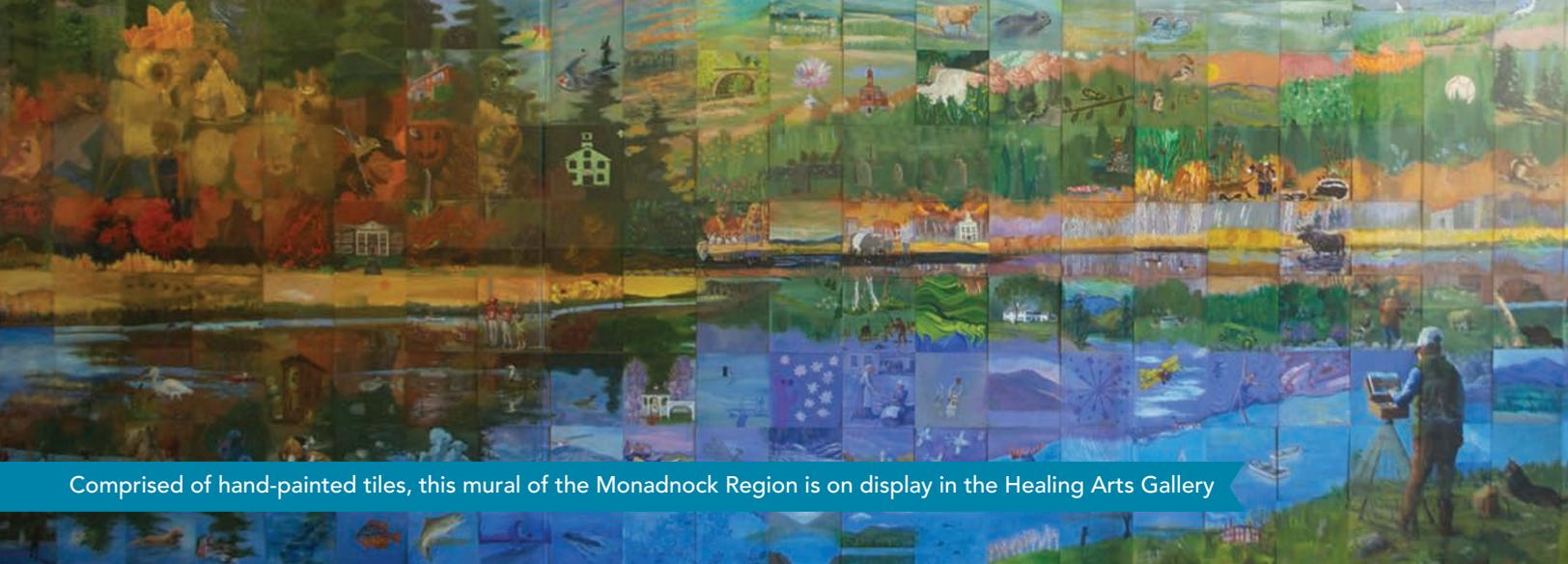
Melissa Gallagher

member since 2005

"Being healthy, active, and fit is important to me. I visit The Bond Wellness Center about four times a week, and I love everything about it. The staff starts you off with a full health assessment, and they're always there to help you achieve your goals.

"Best of all, the atmosphere at The Bond Wellness Center doesn't feel like a typical 'gym.' People are super friendly and there's no competitive vibe or the feeling that you're being judged. This is especially important to me as a woman.

"Not many small community hospitals can offer a wellness center as impressive as the one we enjoy here! To me, The Bond Wellness Center is a powerful testament to the value that MCH places on keeping patients and our community healthy."



Comprised of hand-painted tiles, this mural of the Monadnock Region is on display in the Healing Arts Gallery

Joining Together to address community health needs

In September 2015, MCH completed a Community Health Needs Assessment to identify and prioritize the healthcare needs of communities in the Hospital's service area.

Conducting focus groups with community members and local social and human service agencies, MCH identified the 40 greatest needs in the Monadnock Region. Based on this study, MCH determined that the top five healthcare needs were:

1. Behavioral health care for adults
2. Drug and alcohol abuse treatment
3. Early detection and intervention for behavioral health illnesses
4. Early intervention for drug- and alcohol-related issues
5. Availability of affordable health care and prescriptions

In addition to identifying specific issues, this annual assessment has led to the creation of valuable programs and services such as Monadnock Healthy Teeth to Toes, a school-based dental health program for children; and Be the Change—Behavioral Health Task Force, which provides community education regarding substance use and behavioral health.

For more information on how you can get involved, please contact LeeAnn Clark at (603) 924-1700.



Be the Change— Behavioral Health Task Force

MCH has partnered with local agencies and individuals to form **Be the Change—Behavioral Health Task Force**, a team that focuses on community education and awareness of behavioral health (both mental health and substance use) needs within our community.

This important group's initiatives include organizing and conducting community education programs, building peer support groups, creating a resource guide for the Eastern Monadnock Region, and holding training sessions for Narcan (a medication used to reverse the effects of an opioid overdose).

By working together, our community will continue to make a difference in the lives of those affected by both mental health and substance use issues.



Julie and Paul Thibault, Peterborough

Pitching In to help patients with cancer

Paul and Julie Thibault met in 1990 when they were members of the Peterborough Fire Department. Today, Paul is Assistant Fire Chief and Julie operates the Jellison Funeral Home, which they purchased in 2012.

“Our family has deep connections with Monadnock Community Hospital,” says Julie. “I was born there, as was my father. Our children—Ryan, 18 and Rebecca, 14—were also born at MCH.”

Paul and Julie have used a variety of services at MCH—from the Birthing Center to the Emergency Department (and with a sports-minded teenage son, they’ve been there a few times!).

“We originally began supporting MCH through the golf tournament, and recently increased our personal support,” said Julie. “The specific project that caught our attention (and hearts) was the Oncology and Infusion Therapy Center. I can thankfully say that our support of this project isn’t a result of personal experience. It’s simply because we believe that if people need infusion therapy, they should be able to receive care close to home, with friends and family nearby for support.

“Neighbors taking care of neighbors—to us, that’s MCH.”

Lifetime Giving Circles

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



As of January 31, 2016

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Parmelee Society members
Taylor and Cathy Sage

Parmelee Society

The Parmelee Society recognizes individuals who have included MCH in their wills or estate plans. There are many ways to join the Parmelee Society. You can make MCH the beneficiary of your will, retirement account, or life insurance policy; donate a gift of real estate; or create a charitable gift annuity.

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LeeAnn Clark and Laura Gingras

Please consider making a specific provision for MCH. If you have already done so, 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, please contact:

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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.



As of January 31, 2016

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David Barlow with children Susan Sturges and Stephen Barlow

Stepping Up to support MCH

How do you honor the memory of a dynamic and delightful woman who was also a cherished wife and mother? For David Barlow and his children, the answer was clear: You continue her legacy.

Kathleen Clarkson Barlow was an accomplished musician, devoted mom, and MCH advocate. In her fifties, she went back to college and later started a successful business, Monadnock Medical Transcription Services, which she ran for many years.

An aggressive and advanced cancer claimed Kathleen's life in 2013. And while she opted to forego treatment, her family is grateful for the care she received at MCH during her time there.

"Everyone was so kind and supportive to our family," said daughter Susan.

"We wanted to show our appreciation." And that's why, when you visit MCH's new Infusion and Therapy Center, you'll see a plaque on the wall that proudly dedicates one of the infusion stations to Kathleen Clarkson Barlow.

"My mother was so vital and caring," says Susan. "It's fitting that she's still making a difference for people today."



Kathleen Clarkson Barlow and David Barlow

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

1918 - January 31, 2016

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Join us in saluting our wonderful volunteers for their generous gift of service.

As of January 31, 2016

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5001 - 10,000 Hours

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Marcia Pettee

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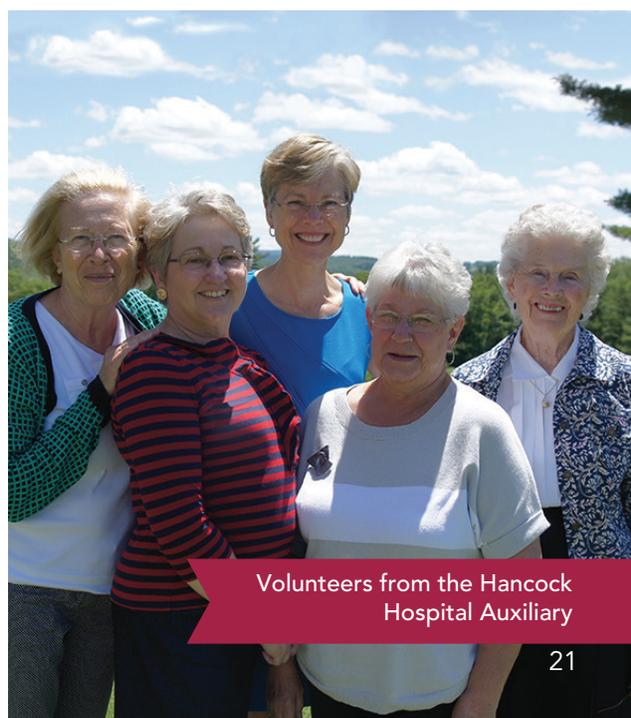
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"How beautiful
a day can be
when kindness
touches it."

-George Elliston



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Financial Statement

Consolidated Statement of Revenues and Expenses

	2015	2014
REVENUES		
Government reimbursement for Medicaid shortfall and the uninsured	\$3,699,000	\$3,574,000
Billed for services to our patients	\$135,910,000	\$130,525,000
Other operating revenues	\$4,754,000	\$6,076,000
Received from other sources	\$1,106,000	\$1,005,000
Total Sources:	\$145,469,000	\$141,180,000
Less amounts billed but not received:		
Under government and commercial contractual agreements	\$62,017,000	\$56,418,000
From patients unable to pay (charity care)	\$2,286,000	\$3,785,000
Provisions for bad debt	\$4,049,000	\$4,465,000
Therefore, we actually received revenue from patient care and other services of:	\$77,117,000	\$76,512,000
COSTS		
Our costs included amounts:		
To pay our employees	\$38,987,000	\$40,444,000
To pay our suppliers and vendors	\$27,783,000	\$24,940,000
To fund depreciation and pay interest on debt	\$5,574,000	\$5,703,000
To pay New Hampshire Tax on Hospitals	\$3,356,000	\$3,402,000
Resulting in total costs for patient care and other services:	\$75,700,000	\$74,489,000
MARGIN		
Margin from normal operations and before impact of Federal Disproportionate Share Audit	\$1,417,000	\$2,023,000
Adjustment related to Federal Disproportionate Share Audits	(\$3,087,000)	—
Net margin	(\$1,670,000)	\$2,023,000
KEY STATISTICS		
Admissions	1,474	1,422
Births	298	276
Emergency Room Visits	14,142	14,765
Surgical Cases	1,536	1,566
Endoscopy Procedures	1,322	1,301
Imaging Exams	29,548	30,288
Lab Tests	189,496	202,276
Physical, Occupational and Speech Therapy	44,750	45,663
The Bond Wellness Center Members	1,509	1,499
Physician Practice Visits	142,904	144,128





Michael C. Lindberg, MD, FACP
Chief Medical Officer



Fay J. Migotsky, MD
President, Medical Staff



Joseph M. de Vera, MD
Monadnock Internal Medicine



Gladys Lee, MD
Monadnock Eye Physicians and Surgeons

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As of May 1, 2016

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