



2017
REPORT
to Our
Community

You give us
so much
to be thankful for



Monadnock
COMMUNITY HOSPITAL

a member of GraniteOne Health



“Alone we can do so little;
together we can do so much.”

—Helen Keller



Left to right: Sam Walker, OR Nurse Manager; Andria Dion, RN, Clinical Coordinator, Monadnock Regional Pediatrics; Alexander Kovanko, DO, Monadnock Family Care; Cynthia K. McGuire, FACHE, President and CEO; Jon Gullage, Director of Radiology; Carmen Curzado, Office Assistant, Monadnock Internal Medicine; Hannah Ladeau, Exercise is Medicine Coordinator, Bond Wellness Center; Susan Messina, Registrar, Patient Registration; Rheanon Valcourt, Practice Manager, Monadnock Regional Pediatrics; Ruth Webber, Environmental Services Technician; and Cindy Vaillancourt, Food Production Supervisor



Doing the right thing

For more than 90 years, Monadnock Community Hospital has lived by one simple yet powerful philosophy: Do the right thing for our patients and community. Thank you for your generous support that helps us to do just that for our friends and neighbors every day. We are here for you, because of you.

Your philanthropic support allows us to invest in the people, the equipment, and the infrastructure to care for you and your family. Thanks to you, we are one of the best small hospitals in New England.

Throughout our history, one thing has not changed, and that is the exceptional dedication of our staff. Their compassionate care is what makes the difference in our patients' lives. I am proud to lead this amazing team, and to say that when it comes to doing the right thing, they deliver.

Thank you for supporting MCH. Together, we're making a world of difference.

Sincerely,

Cynthia K. McGuire, FACHE
President and CEO

Gay Hartman and her husband Rick meet with Jade Redfield, PA-C; and Robert Knowles, MD, FACS



“I couldn't have asked for a more responsive and caring surgical team.”

—Gay Hartman

LAST FALL, Gay Hartman received troubling news from her primary care provider, Dr. Lucas Shippee. Her mammogram revealed a possibly cancerous mass.

“Dr. Shippee was very concerned and immediately referred me to Dr. Robert Knowles, one of MCH’s general surgeons, for a biopsy,” Gay recalls. “That’s how we learned the tumor was indeed malignant, and I did have cancer.”

Following Gay's diagnosis, Dr. Knowles developed an immediate course of action. “I was impressed by how quickly everyone at MCH acted,” says Gay. “Within days, I was in surgery with Dr. Knowles, who performed a mastectomy to remove every trace of the cancer.”

Thanks to Dr. Knowles’ and Physician Assistant Jade Redfield’s compassionate care and expertise, Gay is back home at RiverMead with her husband Rick, living life to the fullest and grateful for the care and responsiveness of her MCH team.

“Everyone was wonderful,” says Gay. “It was less than two weeks from the day I was diagnosed to the day I was discharged! I couldn’t be more impressed with this quick, incredibly positive, and lifesaving experience.”



MCH Surgical Team



Robert C. Knowles, MD, FACS
General Surgery



Nicholas Morris, MD
General Surgery/Wound Care



Jennifer Peppers, MD
General Surgery



Jade A. Redfield, PA-C
General Surgery

The Surgical Department at MCH is dedicated to providing excellent care. With our state-of-the-art operating rooms, patients can have their surgery close to home in a variety of specialties including general surgery, orthopaedics, urology, gynecology, ophthalmology, and vascular surgery. In addition, the use of minimally invasive techniques promotes better outcomes and faster healing.



CMC surgeons (left to right) David Lewis, MD; Patricia Furey, MD, FACS; and Richard Tomolonis, MD, FACS are now part of the surgical team at MCH

A dream of dancing: Linda's story

Linda Caracappa dreamed of dancing at her son Joseph's wedding. The only problem was that she suffered from chronic knee pain. For years, Dr. Shawn Harrington of Monadnock Orthopaedic Associates helped her manage the pain with injections, but eventually it was time to consider a double knee replacement. Linda chose Monadnock Orthopaedic Associates surgeon Dr. Ronald Michalak to perform the procedure.

"Because I'm from New York, my family and friends questioned whether having this procedure at a small community hospital was the right choice," says Linda. "But I was confident in the excellent reputation of Monadnock Community Hospital."

Linda was an active participant in her care, meeting with Dr. Michalak and his team to review her questions and concerns. She also took advantage of the joint replacement course offered at MCH to prepare her for the surgery and recovery.

"Every part of the experience exceeded my expectations," says Linda. "I felt like Dr. Michalak truly knew me as both a patient and a person."

Linda's procedure was a success and she was most impressed by the care shown by her medical team. "My nurses and anesthesiologist came to visit me afterwards in the recovery area. Then, when I got up and started moving, everyone cheered me on! I didn't think that degree of caring existed in healthcare anymore." And just as she hoped, Linda will be dancing with her son on his big day.



Linda Caracappa with Shawn Harrington, MD, FAAPMR (left) and Ronald E. Michalak, MD, FAAOS, MS (right)



ConVal athletes in action

Teaming up with student athletes

A healthy community encourages and supports high school athletes. At MCH, we're doing our part with "Partners in Success," a sports medicine program at ConVal High School designed to reduce injuries and help student athletes get the most out of their sports activities.

In addition to working closely with ConVal's athletic trainer and providing required physicals for student athletes, this unique program also offers pre-season physical evaluations and education to prepare young players for safe participation in games, drills, and practices. We also provide expert, clinical advice to reduce and treat injuries that do occur (including a Game Day Hotline) when the sports season is underway. In the 2016-2017 season, more than 90% of student athletes at ConVal benefited from the program.

Plans are underway to expand MCH's student athlete training at other area schools next year. MCH also offers a comprehensive sports medicine program for athletes of all ages, including injury prevention training, clinical support for trainers, post-injury care, and orthopaedic care.

“Antrim Medical Group has been wonderful to our family—kind, caring and really responsive.”

—Samantha Hardwick



Carrie Klonel, DO, of Antrim Medical Group, with Isabelle, Abigail, and Levi Hardwick

PRIMARY CARE PROVIDERS are the face of healthcare. They're the ones we call when we catch a cold, experience an injury, or when something just doesn't feel right.

At MCH, our primary care practices play a vital role in maintaining our community's health. In addition to diagnosing and treating everyday health problems, these dedicated professionals also educate and partner with patients to overcome health challenges and live healthier lives.

Samantha and Joseph Hardwick of Antrim are raising three children, so finding excellent primary care close to home was a must for their family.

“We've been patients at Antrim Medical Group for a little over a year,” says Samantha. “Dr. Carrie Klonel and the staff have been wonderful to our family—kind, caring, and really responsive.”

Young Levi, who has asthma and uses a nebulizer, needs special attention. But his two sisters also visit the office for more common reasons such as check-ups and first-aid.

“Everyone here is professional and competent and they go out of their way to make sure you feel cared for. It's reassuring to know my family is in such good hands.”

Thank a Caregiver



MCH caregivers and staff who have been recognized with a gift in their honor for positively impacting a patient's experience at MCH.

Anticoagulation Clinic
Tammy Pillsbury, RN

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All clinicians and staff

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Christopher Krupp, MD
Eric Lasky, MD
Sarah E. Ming, MD
Roberta Peladeau, RN

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The Wound Healing Center
All clinicians and staff

To learn more about the Thank a Caregiver Program and how you can honor someone who has provided you or a loved one with excellent care at MCH, please contact LeeAnn Clark at (603) 924-1700 or via email at LeeAnn.Clark@mchmail.org.

“MCH radiology found an aortic aneurysm. After that, things moved very quickly.”

—David Peakes

DAVID PEAKES KNEW something was wrong. Usually healthy and active, he suddenly felt faint, and fell to the ground. An ambulance arrived and rushed him to the Emergency Department at Monadnock Community Hospital, where CT Technologist Anna Perras performed a CT scan that revealed an aortic aneurysm.

She immediately alerted a radiologist and a DHART helicopter was dispatched to transport David to Catholic Medical Center, where a cardiac surgical team was suited up and waiting.

Two days after surgery to stop internal bleeding and repair the aneurysm, David was discharged.

“There is no doubt in my mind that MCH saved my life by quickly diagnosing my condition. When I saw Dr. Toufic Imam, my surgeon at Catholic Medical Center, for my follow up visit, he told me that my success was one in a thousand.

“I am so grateful for the partnership between Monadnock Community Hospital and Catholic Medical Center!”

Left to right: Radiology Technologists Kelsey Desrochers and Anna Perras; David Peakes; and Dr. Sarah Ming of MCH's Emergency Department



EMERGENCY CARE



Stronger Together

Connections and partnerships are vital in life. At Monadnock Community Hospital, we've worked hard to build a network of community connections that help define and support our mission. On January 4, 2017, we affiliated with Catholic Medical Center in Manchester and Huggins Hospital in Wolfeboro to create GraniteOne Health, a new healthcare alliance. The goals of the affiliation focus on increasing access to services here in our local community. Together, we are stronger.

For more information about the affiliation, please visit: GraniteOneHealth.org.



Trish Harper, RN

353 bundles of joy delivered

It's the happiest wing of our hospital—literally filled with “pride and joy.” Following a complete renovation in 2015, The Birthing Suite has been welcoming newborns to the world in style, with beautifully designed birthing rooms and a full menu of services and support for mothers and babies.

In 2016, we delivered 353 babies in our serene, family-centered space, where partners, siblings, and loved ones are always welcome and skin-to-skin bonding and breastfeeding are encouraged and supported. From completely natural childbirth to epidural anesthesia, we offer a full range of birthing options, so each family can safely experience the wonder of birth in their own special way.



Caring hearts, enduring legacies



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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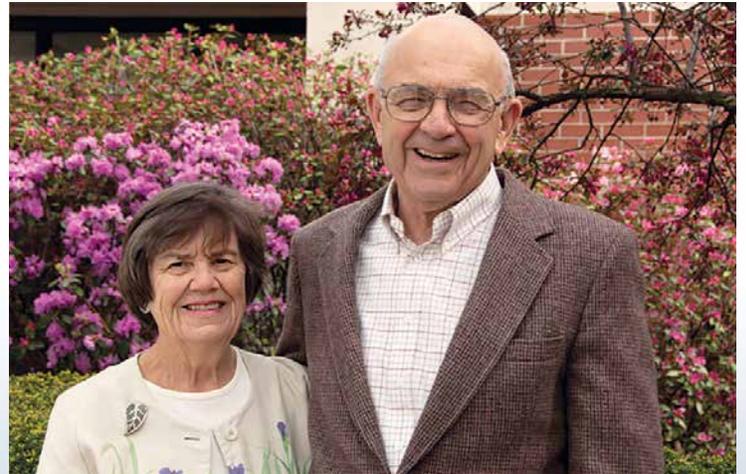
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PLEASE CONSIDER making a specific provision for MCH. If you have already done so, please let us know so we can honor you as a member of our Parmelee Society. For more information about the Parmelee Society or charitable giving, please contact:

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



Parmelee Society members Pattie and John Petrou



Be the Change: working together for a healthier community

Due to the growing need for mental health and addiction support, MCH created Be the Change, a community-based task force which provides education and resources regarding substance use and mental health to our community. The task force consists of many community partners, such as the police and fire departments, schools and resource centers, parents, and people in recovery.



The new prescription drug take-back box located at the Peterborough Police Department

In addition to conducting community educational forums, providing support-group guides to the community, and hosting monthly Narcan administration trainings, the task force recently facilitated the installation of a prescription drug take-back box housed at the Peterborough Police Department thanks to the generosity from the 100+ Women Who Care - Peterborough. This box is the first of its kind in the Eastern Monadnock Region and is open to the public during Police Department business hours.



Members of Be the Change—Behavioral Health Task Force, representatives of 100+ Women Who Care - Peterborough, and Police Chief Scott Guinard cutting the ribbon of the new prescription drug take-back box



Lifetime giving circles

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

As of January 31, 2017

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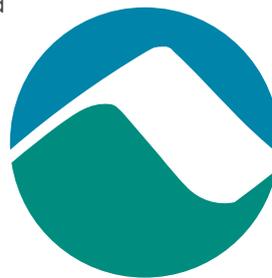
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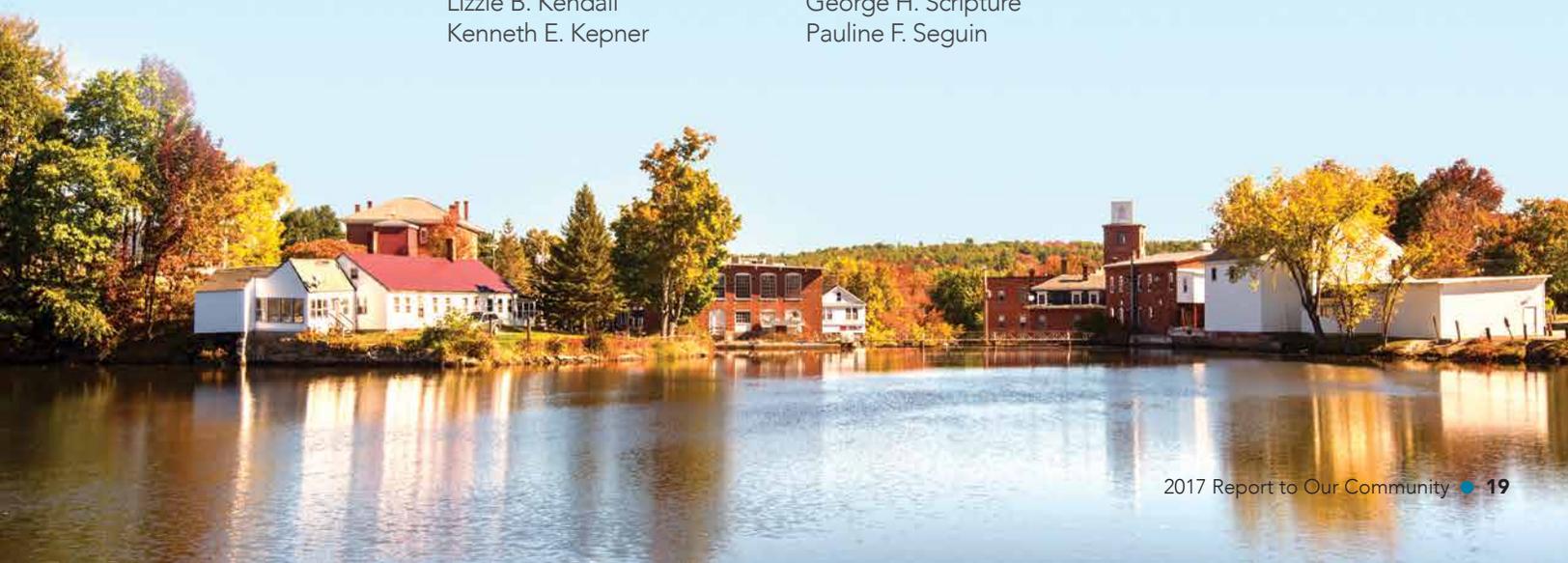
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Thank you for making every day a little brighter!



Left to right: Elizabeth Kenney, Valerie Connor, Shirley Crowley, Cynthia Charlonne, Kay Ryan, and Mary Loftis

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Marcia Pettee

5,001–10,000 HOURS

Bradley Farnham

4,001–5,000 HOURS

Joyce Nelson

3,001–4,000 HOURS

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2,001 - 3,000 HOURS

Constance Boyd
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Financial statement

Consolidated Statement of Revenues and Expenses

	2016	2015
REVENUES		
Government reimbursement for Medicaid shortfall and the uninsured	\$2,100,000	\$3,699,000
Billed for services to our patients	\$142,133,000	\$135,910,000
Other operating revenues	\$4,750,000	\$4,754,000
Received from other sources	\$386,000	\$1,106,000
Total Sources:	\$149,369,000	\$145,469,000
Less amounts billed but not received:		
Under government and commercial contractual agreements	\$65,442,000	\$62,017,000
From patients unable to pay (charity care)	\$1,682,000	\$2,286,000
Provisions for bad debt	\$4,469,000	\$4,049,000
Therefore, we received revenue from patient care and other services of:	\$77,777,000	\$77,117,000
COSTS		
Our costs included amounts:		
To pay our employees	\$39,585,000	\$38,987,000
To pay our suppliers and vendors	\$29,408,000	\$27,783,000
To fund depreciation and pay interest on debt	\$5,729,000	\$5,574,000
To pay New Hampshire Tax on Hospitals	\$3,367,000	\$3,356,000
Resulting in total costs for patient care and other services:	\$78,089,000	\$75,700,000
MARGIN		
Margin from normal operations before the impact of Governmental Uncompensated Care Adjustment	(\$313,000)	\$1,417,000
Adjustment related to Governmental Uncompensated Care Adjustment	\$0	(\$3,087,000)
Net margin	(\$313,000)	(\$1,670,000)
KEY STATISTICS		
Overnight Admissions	1,490	1,474
Births	353	298
Emergency Room Visits	14,584	14,142
Surgical Cases	1,432	1,536
Endoscopy Procedures	1,220	1,322
Imaging Exams	30,399	29,548
Lab Tests	189,095	189,496
Physical, Occupational and Speech Therapy Visits	43,469	44,750
The Bond Wellness Center Members	1,571	1,509
Physician Practice Visits	92,490	94,877

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Pamela A. Stetzer, DO



Joyce Aliseo, APRN



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John LaBranche, MD
Joseph Lupo, MD
Mark Strutt, CRNA

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Robert C. Dewey, MD
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