

“When Dad was struggling to shave, we knew this was not how he wanted to look. With your care, I would come home to find him in fresh clothes and a nice shave. That meant so much.”

- Comment from a Home Care patient's family member

“I don't know what I would have done without you at the end.”

- Comment from a Hospice patient's family member

“The food was excellent, just like ordering from a restaurant. Keep up the good work.”

- Comment from a hospital patient

“I wanted to tell you how impressed I was with the Emergency Room services we received this weekend.”

- Comment from a pleased mother

Proudly offering comprehensive patient and family centered care for our neighbors from throughout the greater Sullivan County region since 1893

- Primary Care for All Ages
- Adult Medical Day Out
- Audiology
- Cardiology*
- Cardiac Rehabilitation
- Cardiopulmonary Care
- Diabetes Education
- 24/7 Emergency Room
- Gynecology/Women's Health
- Hematology/Oncology*
- Home Health Care
- Hospice Care
- Infusion Suite
- All Private Medical/Surgical Inpatient Rooms
- Intensive Care
- Laboratory Services
- Medical Imaging—MRI, CT Scan, X-ray
- Midwifery*
- Nuclear Medicine
- Nutrition Counseling
- Occupational Medicine
- Occupational Therapy
- Orthopaedics & Sports Medicine
- Physical Therapy
- Same Day Surgery
- Speech Therapy
- Urology
- Wireless Internet for Patients & Families

* Services provided by  Dartmouth-Hitchcock

Associates in Medicine

Internal Medicine	(603) 543-6900
Pediatrics	(603) 542-6700
Gynecology/Women's Health	(603) 542-6920

Connecticut Valley Home Health Care & Hospice (603) 863-6800

Valley Regional Orthopaedics (603) 542-7666

Valley Regional Surgical Associates (603) 542-6777

Valley Regional Urology (603) 542-7669

Valley Regional Primary Care-Newport (603) 863-6400

Dartmouth-Hitchcock Services at Valley Regional Hospital

Cardiology	(603) 542-8603
Oncology	(603) 542-8603
Midwifery	(603) 542-8603



Valley Regional Hospital is the only Critical Access hospital in New Hampshire to be accredited by **The Joint Commission**.

What does this mean to you?

Joint Commission accreditation is recognized nationwide as a symbol of quality. To earn and maintain our accreditation, Valley Regional undergoes a comprehensive unannounced on-site review by a team from The Joint Commission, an independent, nonprofit organization. The standards are considered to be the most rigorous in the industry. Health care organizations, like Valley Regional, that volunteer to be evaluated, demonstrate a commitment to providing the highest level of safe, high quality, patient-centered care to their patients.



Annual Report to the Community



“There are many other hospitals in the area. If I did not have excellent service I would go to another hospital.”

-Recent patient comment

Quality, Safety & Patient Satisfaction are at the heart of everything we do.



All private patient rooms

A \$22.5 million renovation and expansion project, completed in 2010, resulted in a state-of-the-art facility, with all private rooms, and facilities designed to foster and support patient- and family-centered care.



Cancer, Cardiology & Midwifery Care in Claremont

Dartmouth-Hitchcock's outreach services at Valley Regional include Cardiology, Hematology/Oncology and Midwifery. Patients can receive chemotherapy and other infusion services close to home.

Dartmouth-Hitchcock



Faster emergency care

We see nearly 12,500 patients in our Emergency Department each year — more than most other community hospitals in our region. With better coordination of care, we are reducing the amount of time patients spend in the ER.

The headline above states a bold claim, but it is one we make with confidence. Everyone at Valley Regional Hospital has been working very hard to offer true patient- and family-centered care to everyone we serve. And our efforts are paying off. We are reducing the time patients spend in our Emergency Department. The results of our patient satisfaction surveys are improving steadily. We meet or exceed all national quality improvement standards. We are truly developing a culture where everyone not only does their job, but also looks for ways to improve their job.

New technology helps avoid human errors and keep patients safer. This year we began using "Smart Pumps" to deliver medications to inpatients. These pumps are pre-programmed with proper dosages for all the drugs that we use here. After surgery, some patients are provided with special pumps that let the patient self-administer pain medication, up to a maximum amount. Finally, Valley Regional installed what is called the Pyxis system to more closely monitor controlled substances.

In the spring our Community Health Needs Assessment identified 11 key priorities, including affordable healthcare and prescriptions, detection and treatment of alcohol and drug abuse, services to seniors, obesity and dental health, among others. This led to our first ever Community Health & Wellness Fair, a very popular event that helped to connect more than 300 people with 22 organizations that offer a variety of services. Valley Regional provided the leadership, the space, and a variety of free health screening services, plus free flu vaccinations to people without insurance.

We are fortunate to be in a solid financial position, even during these challenging times — this year Valley Regional provided a total of \$1,637,375 in charity care. Efforts at process improvement and waste reduction began in 2010, when principles of "Lean/Six Sigma" were introduced to the hospital's culture. Now virtually all hospital staff members understand that they should — as part of their jobs — be watchful for opportunities to improve processes and eliminate any waste. To date, more than \$1 million in savings have been achieved.

Financial support from the people of this region is also critical to fulfilling the hospital's mission. This year, with our annual golf tournament leading the way, Valley Regional received more than \$113,000 in cash and in-kind contributions. The Ladies Union Aid Society — the organization that helped establish Valley Regional in 1893 — contributed more than \$11,000 this year. We also earned a significant grant from the U.S.

Department of Agriculture's program that supports rural hospitals. We are grateful for all contributions, large and small, as they reflect the community's support for the work we do here.

This has been a year of change and transition. As healthcare in our country changes in dramatic and sometimes unexpected ways, small, rural critical access hospitals like Valley Regional are challenged to keep up — especially during economically difficult times. With prudent planning, we believe Valley Regional Healthcare is well positioned to serve the needs of our region for many years to come.

Carol L. Vivian, Chair
Board of Trustees
Valley Regional Healthcare



A new CT scanner

Our new CT scanner offers more detailed images for doctors and up to 45% less radiation exposure for patients.

A VERY BUSY PLACE!



A new surgeon

In July, Dr. E. James Hanowell joined Dr. Carl "Ted" Teterick at Valley Regional Surgical Associates.

Valley Regional by the numbers:

Hospital Acute Care Admissions	837
Total Acute Patient Days	2,857
Surgical Cases	1,154
Emergency Department Visits	12,491
Priority Care/Occupational Medicine Visits	4,856
Laboratory Tests	112,510
Chemotherapy Visits	767
Rehabilitation Services	
Physical Therapy Visits	5,365
Occupational Therapy Visits	1,621
Speech Therapy (15 Min Units)	1,998
Audiology Visits	649
Cardiac Rehabilitation Visits	466
Medical Imaging	
X-Ray & other Radiology	8,343
Mammography Exams	2,775
CT Scans	2,638
Ultrasound Exams	1,265
MRI Exams	757
Echocardiograms	435
Nuclear Medicine Procedures	165
Total Medical Imaging Procedures	16,378
Primary Care	
Adults	9,288
Pediatric	5,947
Newport	3,443
Total Primary Care Visits	18,678
Women's Health Visits	2,248
Orthopaedic Visits	5,872
Connecticut Valley Home Care & Hospice	
Home Care Skilled Visits	17,845
Hospice Days	3,885
Adult Medical Day Out Programs Days	4,192
Homemaker Hours	29,855
Summercrest Nursing Visits	1,528
Summercrest Health Aid Hours	4,461

FINANCIAL OVERVIEW

Fiscal Year Ending September 30 (Unrestricted funds only, in thousands)

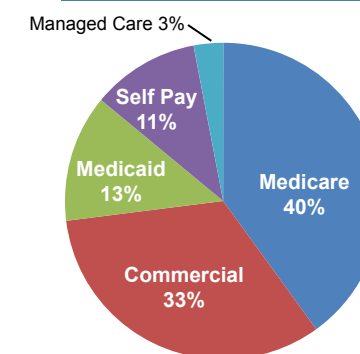
CONSOLIDATED STATEMENT OF REVENUES & EXPENSES

	FY2012	FY2011
Net Revenue from Patient Care	\$48,030	\$47,431
Other Operating Revenue	2,361	1,736
OPERATING REVENUES	\$50,391	\$49,167
Salaries, Benefits & Medical Prof Fees	26,282	28,901
Other Operating Expense	14,591	14,049
Depreciation & Interest	3,863	3,596
Provision for Uncollectible Accounts	5,047	4,353
OPERATING EXPENSES	\$49,783	\$50,899
Gain (Loss) from Operations	608	(1,732)
Non-Operating Revenues (Losses)	775	931
Change in Unrestricted Net Assets before Unrealized Gains (Losses) on Investments	1,383	(801)
Net Assets Used for Property & Equipment	108	76
Unrealized Gains (Losses) on Investments	2,003	(1,133)
Increase (Decrease) in Unrestricted Net Assets	3,494	(1,858)

CONSOLIDATED BALANCE SHEET

	FY2012	FY2011
Cash & Other Current Assets	\$21,307	\$12,620
Long-term Investments	1,133	3,578
Property, Plant & Equipment – Net	22,792	24,787
Other Assets	22,554	19,328
TOTAL ASSETS	\$67,786	\$60,313
Current Liabilities	13,257	9,693
Long-term Debt	29,528	29,655
Net Assets:		
Unrestricted	20,123	16,629
Temporarily Restricted	1,064	986
Permanently Restricted	3,814	3,350
TOTAL LIABILITIES & NET ASSETS	\$67,786	\$60,313

PAYER MIX



USES OF FUNDS

