



# Annual Report

2012-2013



Valley Regional Healthcare

Valley Regional Hospital • Connecticut Valley Home Care & Hospice • Valley Regional Primary & Specialty Care Clinics

# Mission

To enhance the health of the community we serve.

# Vision

Valley Regional will be a model rural community healthcare organization: The provider preferred for its excellence by area residents and physicians, the healthcare employer of choice and an active participant in community efforts to improve the quality of life in our region.

# Core Values

**Integrity:** We uphold the values of honesty, trust and confidentiality.

**Compassion:** We respect the dignity of others.

**Commitment:** We dedicate our resources and talents to enhancing our community.

**Unity:** We work together as an effective team.

**Excellence:** We are passionate in our pursuit of quality.

## Dr. Robert Cricco

Raised in New Jersey in a large family, Dr. Robert Cricco began and concluded his 35-year career as a urologist here at Valley Regional. He earned his medical degree in 1973 at George Washington University. In 1974 he completed his internship at Mary Hitchcock Memorial Hospital and concluded his residency at West Virginia University in 1978, the same year he moved to Claremont to establish his practice. He was first certified by the American Board of Urology in 1981.

Dr. Cricco was very well liked by his patients, and he earned the profound respect of his medical colleagues. In his many years at Valley Regional, he not only maintained a very active surgical practice, but he also held several leadership roles among the medical staff, serving at times on the Medical Executive and Credentialing Committees. He is remembered for his insightful leadership, active engagement and willingness to make difficult decisions.

Dr. Volker Bradley, a now retired general surgeon who arrived in Claremont a few years prior to Dr. Cricco, recalls Dr. Cricco's "great judgment and fine technical skills" and called him "one of the finest surgeons to ever practice at Valley Regional." He added that Dr. Cricco often served as a counselor to those around him and "people really listened to him." Dr. Cricco was intensely loyal to Valley Regional throughout his tenure here.

Nurses and other operating room (OR) staff characterize Dr. Cricco as having a gruff exterior, but a soft heart and a wonderful—sometimes colorful!—sense of humor. He is remembered as a handsome man, often sporting a great tan, who greatly enjoyed spending time with the OR staff, inviting them to the home he and his wife Kate built in Plainfield to swim in the pool, play volleyball and simply enjoy one another outside of the rigors of the hospital.

A few of the OR nurses worked with Dr. Cricco throughout their careers. They say they could always hear Dr. Cricco coming because of the distinctive clip-clop of his wooden clogs resonating on the hard floor. They expect to imagine hearing that sound for years to come.



This annual report is dedicated in honor of **Dr. Robert Cricco**, who recently retired after 35 years of caring for patients as a member of Valley Regional's Medical Staff.

## BOARD CHAIR



*Michael A. Fuerst  
Chair, Board of Trustees*

There have been big changes in the healthcare world this past year and Valley Regional has not been immune from some of those changes.

In March, after an extensive nationwide search, we hired Peter Wright as our new CEO. The board established three principal goals for him: to engage the hospital more closely with the community, to engender a strong working relationship with the medical and hospital staff, and to assist the board in creating a strategic plan for success in the new healthcare arena. Peter started off running and he has yet to rest.

We also entered into a new relationship with Dartmouth-Hitchcock. While Peter is hired by and answers to the Valley Regional Board, he is employed by Dartmouth-Hitchcock and assigned to us through a Management Services Agreement that brings several benefits. Peter meets regularly at D-H and with the CEOs of Mt. Ascutney and New London Hospitals to explore possible ways to collaborate in providing cost-effective care and services. One recent example is the regional laboratory which will save VRH hundreds of thousands of dollars annually with no impact on patient care.

This year we hired a skilled and very experienced orthopaedic surgeon, a new pediatrician, and other providers to serve the growing need. We regret the departure of a few esteemed physicians who chose to pursue their careers elsewhere, and the retirement of Dr. Robert Cricco. One revered former member of our medical staff and community, Dr. Robert Shoemaker, passed away during the year. On a positive note, we are actively recruiting new physicians and other providers, and we embarked on an ambitious fundraising campaign to bring state-of-the-art 3D mammography to VRH, with the promise of detecting cancer at an earlier stage.

Through it all, we continue to face many complex challenges. State reimbursement for our disproportionate share of Medicaid and charity care patients is threatened. The new health insurance exchange includes only one company, Anthem, which chose to exclude Valley Regional from its very limited network of care providers.

Despite these and other concerns, everyone on "Team Valley" remains dedicated to move forward under Peter's leadership to position Valley Regional as the healthcare provider of choice for Sullivan County for the next 100 years.

Sincerely,

A handwritten signature in blue ink, appearing to read "Michael A. Fuerst".

## MEDICAL STAFF PRESIDENT



*Charles M. Sawyer, MD  
President, Valley Regional  
Medical Staff*

As with the rest of the organization, the medical staff has also experienced considerable change during the last year. Some physicians and other providers have left to seek greener pastures, but diligent recruiting efforts to ensure you can always get your care here at home have shown great results.

During the last year, we welcomed Robert Bassett, MD, to our orthopaedics team. Corrine Sullivan, MD, and Curtis Harvie, FNP-C, joined our pediatrics practice, offering expanded office hours and access to families with children. Wendy Pavnick, PA-C, and Alan Rogers, DO, are new in our Newport clinic, caring for patient of all ages, and Tracy Duncan, FNP, sees adult patients in our Claremont Associates in Medicine clinic. That's a total of five new primary care providers to serve the families of Sullivan County.

We continue to collaborate with Dartmouth-Hitchcock to provide surgical services in three areas: general surgery, urology, and gynecology. The leadership team at Valley Regional is committed to working collaboratively with all hospitals in the Upper Valley on recruitment efforts to help keep care close to home, where families and loved ones can more actively and effectively participate as part of a care team.

We are optimistic about the future of Valley Regional. With a new CEO, a fully engaged Board of Trustees, and a new strategic plan, we will be better able to fulfill our vision to be the healthcare provider of choice in this region, and an organization that will continue to attract outstanding physicians and other providers to serve on its staff.

Sincerely,

A handwritten signature in blue ink, appearing to read "Charles M. Sawyer".



## PRESIDENT & CEO



Peter J. Wright, FACHE  
President & Chief Executive Officer

Dear Friend of Valley Regional,

First, let me thank you for taking the time to read this report. By simply opening it, you have demonstrated an interest in what your community healthcare provider is doing. That is a wonderful start and I invite you to become actively engaged with us.

I want to emphasize two points. One of our most important goals is to put the community back in community hospital. That means making meaningful connections and relationships with you. Second, this is *your* hospital, these are *your* clinics and we are *your* home health and hospice provider. We are here to serve *you*.

As a not-for-profit, Valley Regional is essentially owned by the community it serves. Instead of stockholders, we have stakeholders—each of you. To fulfill our mission, we must have a strong and open relationship with our community. The Board of Trustees, medical staff, leadership team and all of the staff on the front line who take care of you every day are committed to making sure you receive the highest quality of care with the best service. That is our goal. That is why we exist.

The last year has brought immense change, more than the previous five years combined. The year ahead will be equally challenging, if not even more difficult. Change is hard for everyone, but the existing healthcare system is not sustainable. The team at Valley Regional is prepared to do what is necessary to ensure we are able to provide care to this community for another 120 years. That will mean a fundamental change in how we operate.

Moving forward we must collaborate, not compete. We will need to look at how we provide care not for just this community, but in concert with other healthcare providers throughout the entire Upper Valley. We will work side by side with our strategic partners to take responsibility for more than just a moment of care we provide, but rather the overall health of the region.

Lastly, I would like to thank everyone for opening their arms and hearts in making me feel welcome. The outpouring of support from the community, the Valley Team and my peers across the region has overwhelmed me. I have great faith that we will be successful in navigating the greatest changes the U.S. healthcare system has ever seen over the next few years because there is a great will among all of you to ensure that we carry on.

So, I will end this report as I started it, by thanking you. Thank you for caring about Valley Regional. We need your support, feedback and commitment. I look forward to working with and serving each of you. Please feel free to contact me at anytime for any reason. I welcome your thoughts and ideas.

Respectfully,

A handwritten signature in blue ink that reads "Peter J. Wright". The signature is written in a cursive style with a large initial "P".

# LADIES UNION AID SOCIETY

This year, Ladies Union Aid Society, known by many as LUAS, will celebrate its 128th anniversary. In 1886, the Society was composed of likeminded women from the surrounding area who came together to help “the feeble and poor.” LUAS raised the funds necessary to establish a community hospital in Claremont—New Hampshire’s third hospital. We are very proud of our role as the original founders of what is now Valley Regional Hospital.

Today, LUAS continues to support our much beloved community hospital by raising funds for various programs and equipment. Over the past year we have undertaken several projects, but there are two we believe will significantly impact the health and wellbeing of our friends and neighbors throughout the region. LUAS gave the Valley Regional Rehabilitation Department the seed money to establish their Aquatic Therapy Program. This very successful program, offered at the new Claremont Savings Bank Community Center, has helped numerous people with their recovery after an illness or injury.

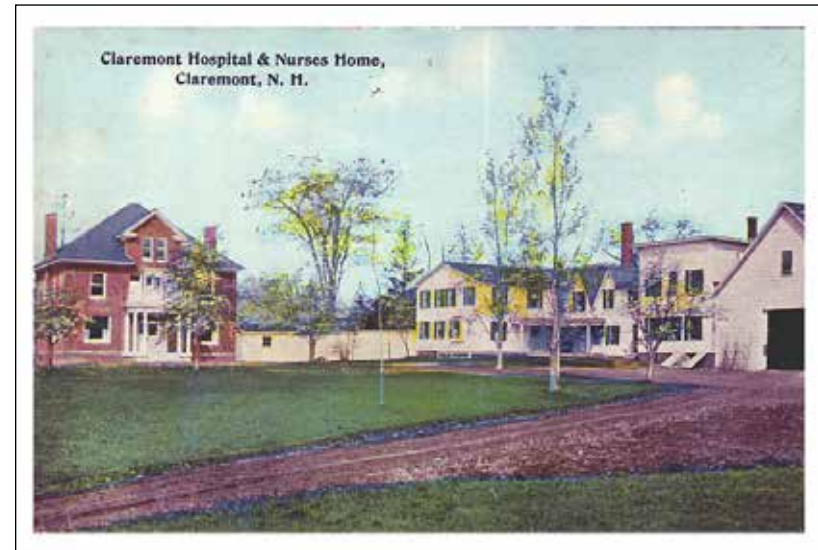
In addition, LUAS donated \$10,000 to purchase the Mammogram CAD software that assists the radiologists in detecting breast cancer in women. We are very excited by our 2014, Mother’s Day Bazaar fundraiser, where proceeds will help purchase 3D Tomosynthesis Breast Imaging Technology for Valley Regional. This technology is a great advancement in detecting the very early stages of cancer.

We hope you will join us at this year’s Mother’s Day Bazaar, where you will find a wonderful assortment of potted and hanging plants for sale, as well as crafts and baked goods, with proceeds benefiting Valley Regional. Our Mother’s Day Bazaar is always the Friday preceding Mother’s Day.

Respectfully,



Lisa M. Richmond, President  
Ladies Union Aid Society



The brick building on the left is the former nurses’ residence and it is still in active use today, but for other purposes. Twin State Psychological Services has offices on the ground floor. Valley Regional’s marketing, development and environmental services offices are on the second floor. On the third floor are a few sleeping rooms that can be used by staff who may need to spend the night due to severe weather or other urgent situations.

*Courtesy Claremont Historical Society*

# HONORING LONG-TERM EMPLOYEES

These employees were recognized during 2013 for their years of service.



Linda Zombeck

## 40 Years

Linda Zombeck

## 30 Years

Doris Bergeron

## 25 Years

Sandra Gee  
Pamela Poire  
Anita Neilsen  
Patricia Witthaus



## 20 Years

Wanita Fuller  
Cheri Leavitt  
Wendy Moquin  
Mary Schissel

## 15 Years

Paula Cote  
Alan Hague  
Donna Moulton  
Jean Shaw  
Lynne Young

## 10 Years

Karen Bailey  
Richard Beliveau  
Norma Bowie  
Christine Brehio  
Kara Chartier  
Kathy Chicoine  
Rebecca Decamp  
Anna Guaraldi  
Kristen Grace  
Tracy Matulonis  
Kerri Quick  
Rebecca Saypack  
Marlene Serbian

## 5 Years

Celeste Aumand  
Pauline Bailey  
Rebecca Bircher  
Jim Boden  
Kay Burge  
Theresa Clark  
Jennifer Colburn  
Michele Condon  
Katie Derosier  
Lorraine Digman  
Denise Ensley  
Nancy Francis  
Charles Goyette  
Jodi Greenwood  
Mariann Hosley  
Cynthia Largess  
Hugh Mangan  
Lisa Robles  
Charles Sawyer  
Ingeborg Sharron  
Shirley Tan  
Susan Thompson  
Deanna Waryas  
Teri Wilson

# LEADERSHIP TEAM



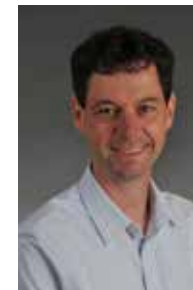
**Peter J. Wright, FACHE**  
President and Chief  
Executive Officer



**Margaret M. Burns, RN, PhD**  
Vice President of Patient  
Services/Chief Nursing Officer



**Steven Monette**  
Chief Financial Officer  
and Treasurer



**Oliver Herfort, MD**  
Chief Medical Officer  
and Practicing  
Internist



**Shelly Bragg**  
Director of Human Resources



**Rolf E. Olsen**  
Director of Marketing  
& Development

## BOARD OF TRUSTEES

The Board of Trustees is comprised of community members who provide oversight of the hospital's fulfillment of its mission, vision and values. They are united in achieving the hospital's highest standards of excellence while remaining financially viable. The primary functions of the Board of Trustees include:

- Approval of a strategic plan and priorities for the development of a comprehensive health care delivery system
- Approval of a quality improvement plan and process
- Establish, monitor, and achieve corporate financial objectives
- Appoint, evaluate, and oversee CEO/President for Valley Regional Healthcare
- Identify opportunities for growth
- Provide advocacy to community, businesses, and legislature
- Review corporate structure and performance

Michael Fuerst, Chair

Charlene Lovett, Vice Chair

Michael O'Connell, Vice Chair

Peter Wright, President & CEO

Allan Berggren, MD, Secretary

James Borchert

Robert Cricco, MD

Allen Damren

Oliver Herfort, MD

Deanna Howard, FACHE

Valerie Mahar

Sherwood Moody

Robert Porter

Michael Prozzo

Patricia Putnam

Alison Raymond

Lisa Richmond, LUAS President

Bernard Rosen, MD

Mike Satzow

Charles Sawyer, MD

John Tomlinson, CRNA

Carol Vivian

Jim Wimberg

## ASSEMBLY OF OVERSEERS

The Assembly of Overseers serves as a valuable link between the greater community and the hospital. This group of community members stays active and involved in hospital activities and events. It provides input, advice, and counsel on how the hospital can improve its services and continue a positive impact within the community. Members serve as advocates for the organization with the local business community, governmental representatives, and health care community. Overseers may also represent the hospital as members of ad hoc committees and other means of service. The Assembly of Overseers influences hospital governance by participating in the selection and election of the hospital's Board of Trustees. Overseers also review and approve changes to the hospital's bylaws.

Joan Baillargeon

Carl Bannon

Roy Barnes, MD

Matt Blanc

Bob Bowen

Volker Bradley, MD

Felicia Brych-Dalke

Roz Caplan

Ella Casey

Donald Chabot

Wells Chandler

Debra Cutts

David Gobin

George Grabe, DMD

Gary Gray

Clay Hawkins

Kathy Hubert

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Robert Landry

James Liggett

Martha Maki

David McCrillis

Nancy Merrill

Howard Mortenson

John Parent, DPM

Alexis Paskevich

Mark Pitkin

Ted Purdy

Leigh Ann Root

Richard Seaman

Robert Shoemaker, MD\*

Robert Sprano

John West, MD

Nancy Yazinski

\* Deceased



# CONTRIBUTORS

We are grateful for gifts of all amounts that help us provide care in one of New Hampshire's most economically challenged regions. This list reflects contributions received between October 1, 2012 and September 30, 2013. We work very hard to achieve accuracy and apologize for any errors or omissions. To discuss opportunities for you to make a difference through current or future support for our mission, programs and services, please contact development officer Jim Boden at (603) 543-5610 or by email at Jim.Boden@vrh.org.

## Valley Regional Healthcare

### Individual Contributors

Ms. Joan Baillargeon  
Mr. and Mrs. Carl Bannon  
Dr. and Mrs. Allan Berggren  
Dr. Carol F. Boerner  
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Lucas Industries  
Newton Bartlett Funeral Home  
Red River Computer Company  
Towle Elementary School  
Town of Washington  
United Church of Acworth

# MEDICAL STAFF

Our medical staff includes physicians who are employed by Valley Regional Healthcare, as well as several primary and specialty care physicians and other practitioners who collaborate with us to manage and improve the health of people who live throughout our region of service.

## ANESTHESIA

Beth L. Guckin, CRNA  
John W. Tomlinson, CRNA

## CARDIOLOGY

Bruce D. Hettleman, MD<sup>1</sup>  
Jon W. Wahrenberger, MD<sup>1</sup>

## DERMATOLOGY

Daniel M. Peraza, MD  
Jose E. Peraza, MD

## EMERGENCY MEDICINE

Jeffrey A. Hanissian, MD  
Richard K. Hutchins, MD  
Randolph R. Knight, MD  
Clifford B. Langweiler, MD  
Charles M. Sawyer, MD

## GENERAL DENTISTRY

Robert G. Maxfield, DDS

## GENERAL SURGERY

Richard Johnson, MD  
Carl E. Tetirick, MD

## HOSPITALIST SERVICE

Anne K. Brouha, MD  
Carol A. Drescher, APRN  
Ivar Frithsen, MD  
Sunil Penesetti, MD  
Nancy Quintero, DO  
David Russo, MD  
Rakesh Veerareddy, MD

## NEUROLOGY

Edward J. Orecchio, MD

## OBSTETRICS & GYNECOLOGY

Deborah M. Martin, CNM<sup>1</sup>  
Ellen M. Martin, CNM<sup>1</sup>  
Regan N. Theiler, MD, PhD<sup>1,2</sup>

## OCCUPATIONAL MEDICINE

Jean Strawbridge, PA

## ONCOLOGY/HEMATOLOGY

Gregory H. Ripple, MD<sup>1</sup>  
Frank C. Schell, MD<sup>1</sup>  
Karen A. Skalla, APRN<sup>1</sup>

## OPHTHALMOLOGY

Richard A. Lane, MD  
Patrick J. Morhun, MD, FACS

## ORAL & MAXILLOFACIAL SURGERY

Thomas A. Hillebrand, DMD

## ORTHOPAEDICS

Robert L. Bassett, MD

## OTOLARYNGOLOGY (ENT)

Christopher J. Ryder, MD

## PATHOLOGY

Elizabeth A. Cullen, MD  
Daniel F. Jones, MD

## PODIATRY

John B. Gregory, DPM

## PRIMARY CARE

### Family Medicine

Roy M. Barnes, MD  
Gordon Black, DNP, APRN<sup>2</sup>  
Karen Lavoie, FNP-C<sup>2</sup>  
Wendy Pavnick, PA-C  
Alan C. Rogers, DO  
Bernard A. Rosen, MD  
Cecilia Vicuna-Keady, PhD, APRN  
Linda J. Wilson, FNP-C<sup>2</sup>

### Internal Medicine

Tracy G. Duncan, MSN, APRN  
Oliver P. Herfort, MD  
Elaine Silverman, MD  
Robin I. Tejada Soto, MD

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Curtis C. Harvie, FNP-C  
Corinne K. Sullivan, MD  
Shirley N. Tan, MD

## PSYCHOLOGY

Christi Martin, MA<sup>2</sup>  
Richard W. Root, EdD

## RADIOLOGY

Katrina B. Acosta, MD  
Kris A. Eschbach, DO  
James M. Fuller, MD  
Mark T. Hansberry, MD  
David B. Haseman, MD, FACR  
John J. Stanley, MD



Wendy Pavnick, PA-C, has been very well received as a family practice primary care provider at Valley Regional's Newport Clinic. She provides primary care to patients of all ages.



Family nurse practitioner Curtis Harvie, FNP and pediatrician Corinne Sullivan, MD, joined Valley Regional's Pediatrics practice in Claremont, offering expanded access to care for families with children. Curtis also sees patients in Valley Regional's Newport Clinic one day each week.

## Our tradition of excellence in Orthopaedic Surgery continues

### Orthopaedic Surgeon Dr. Robert Bassett

joined Valley Regional Hospital during the summer and quickly became a popular presence here. His skill with patients and his ready, hearty laugh have endeared him to everyone here. Dr. Bassett is Board Certified in Orthopaedics and Hand Surgery, and he is one of only a few physicians in the region to perform the "anterior approach" total hip replacement surgery, a less invasive procedure that has patients out of the hospital in just a day or two and back to their lives more quickly than with the conventional approach. Dr. Bassett earned his medical degree from Harvard and completed his internship and residencies at Beth Israel Deaconess Medical Center in Boston. He is a member of the American Society for Surgery of the Hand, the American Academy of Orthopaedic Surgeons, the American College of Surgeons, the Arthroscopy Association of North America and the AMA. Dr. Bassett and his wife—also a physician—bought a home in Claremont, not far from the Connecticut River.



<sup>1</sup> Services provided by  Dartmouth-Hitchcock

<sup>2</sup> Credentials pending

# QUALITY & SAFETY

Valley Regional Hospital is dedicated to pursuing quality-driven excellence, providing the right care to every patient, in the right place, at the right time, every time. We believe that the best and safest patient care is achieved when patients and their loved ones are active participants.

## Staying Safe in the Hospital: The PARTNERSHIP for PATIENTS

Valley Regional is part of a nationwide project to improve safety for patients and reduce waste, along with 26 hospitals in New Hampshire and 1,600 across the country. Part of the Affordable Care Act, the project is expected to result in 60,000 lives saved, 1.8 million fewer injuries, and 1.6 million people recovering from illness without complication and need for readmission to the hospital, and savings of \$35 billion over 3 years.

### Here are five key priorities for our work.

#### PREVENTABLE READMISSIONS

People with chronic conditions are sometimes admitted to the hospital for the same thing over and over again. Our goal is to prevent readmission for the same reason within 30 days. This is better for patients and families and it also helps lower the cost of care.

#### What you can do

Make sure we have explained your medications and follow up appointments so that you are sure you understand. Know the signs and symptoms of your condition and when you should consult your primary care physician or other provider. This may prevent a relapse or complication and perhaps a return to the hospital.

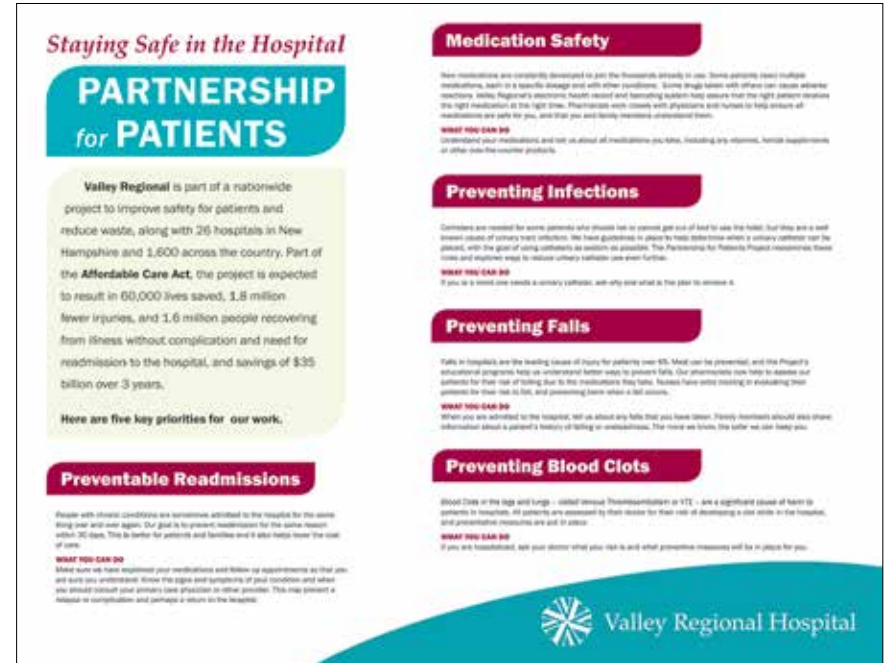
#### MEDICATION SAFETY

New medications are constantly developed to join the thousands already in use. Some patients need multiple medications, each in a specific dosage and with other conditions. Some drugs taken with others can cause adverse reactions. Valley Regional's electronic health record and barcoding system help assure that the right patient receives the right medication at the right time. Pharmacists work closely with physicians and nurses to help ensure all medications are safe for you, and that you and family members understand them.

#### What you can do

Understand your medications and tell us about all medications you take, including any vitamins, herbal supplements or other over-the-counter products.

*The poster we produced to help patients and families understand what we are working on received national recognition for its clarity and effective style.*



#### PREVENTING INFECTIONS

Catheters are needed for some patients who should not or cannot get out of bed to use the toilet, but they are a well-known cause of urinary tract infection. We have guidelines in place to help determine when a urinary catheter can be placed, with the goal of using catheters as seldom as possible. The Partnership for Patients Project reexamines these rules and explores ways to reduce urinary catheter use even further.

#### What you can do

If you or a loved one needs a urinary catheter, ask why and what is the plan to remove it.

#### PREVENTING BLOOD CLOTS

Blood Clots in the legs and lungs – called Venous Thromboembolism or VTE – are a significant cause of harm to patients in hospitals. All patients are assessed by their doctor for their risk of developing a clot while in the hospital, and preventative measures are put in place.

#### What you can do

If you are hospitalized, ask your doctor what your risk is and what preventive measures will be in place for you.

#### PREVENTING FALLS

Falls in hospitals are the leading cause of injury for patients over 65. Most can be prevented, and the Project's educational programs help us understand better ways to prevent falls. Our pharmacists now help to assess our patients for their risk of falling due to the medications they take. Nurses have extra training in evaluating their patients for their risk to fall, and preventing harm when a fall occurs.

#### What you can do

When you are admitted to the hospital, tell us about any falls that you have taken. Family members should also share information about a patient's history of falling or unsteadiness. The more we know, the safer we can keep you.

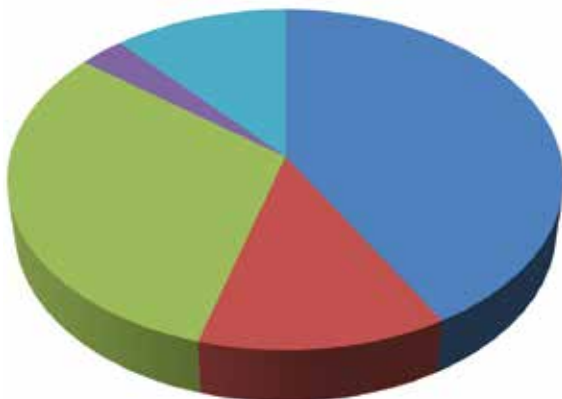


# FINANCIAL OVERVIEW

Fiscal Year Ending September 30, 2013 (Unrestricted funds only, in thousands)

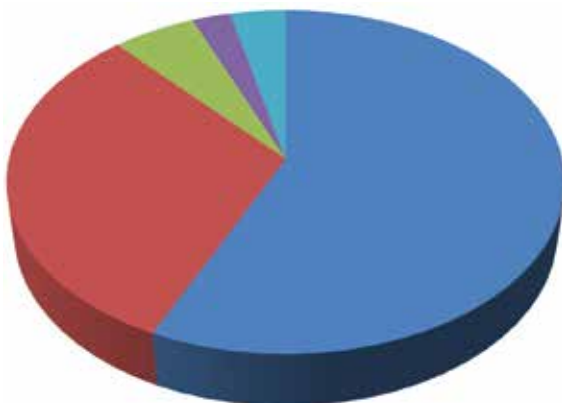
## Sources of Funds

- Medicare 42%
- Medicaid 13%
- Commercial 31%
- Managed Care 3%
- Self Pay 12%



## Uses of Funds

- Salaries & Benefits 61%
- Supplies/Other 34%
- Depreciation 6%
- Interest 3%
- Income -4%



## Financial Assistance

Valley Regional provides considerable financial assistance to patients and families who are uninsured and unable to pay fully for their care.

FY2013	FY2012
\$2,086,000	\$1,637,000

# CONSOLIDATED STATEMENT OF REVENUES & EXPENSES

	FY2013	FY2012
Net Revenue from Patient Care	43,835	48,030
Less Provision for Uncollectible Accounts	(4,631)	(5,047)
Other Operating Revenue	2,031	2,361
<b>OPERATING REVENUES</b>	<b>41,235</b>	<b>45,344</b>
Salaries, Benefits & Medical Professional Fees	25,335	26,282
Other Operating Expense	13,963	14,591
Depreciation & Interest	3,569	3,863
<b>OPERATING EXPENSES</b>	<b>42,867</b>	<b>44,736</b>
Gain (Loss) from Operations	(1,632)	608
Non-Operating Revenues (Losses)	2,701	775
Increase in Unrestricted Net Assets before Unrealized Gains (Losses) on Investments	1,069	1,383
Net Assets Used for Property & Equipment	11	108
Unrealized Gains (Losses) on Investments	1,477	2,003
Increase (Decrease) in Unrestricted Net Assets	2,557	3,494

## CONSOLIDATED BALANCE SHEET

	FY2013	FY2012
Cash & Other Current Assets	14,291	21,307
Long-term Investments	6,441	1,133
Property, Plant & Equipment – Net	20,716	22,792
Other Assets	24,921	22,554
<b>TOTAL ASSETS</b>	<b>66,369</b>	<b>67,786</b>
Current Liabilities	10,965	13,257
Long-term Debt	27,606	29,528
Net Assets:		
Unrestricted	22,680	20,123
Temporarily Restricted	1,176	1,064
Permanently Restricted	3,942	3,814
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>66,369</b>	<b>67,786</b>



# ECONOMIC IMPACT



The value of Valley Regional goes beyond providing great healthcare services...

- Second largest employer in Sullivan County
- 70% of employees live in Sullivan County
- Annual employee payroll more than \$20 million
- Annual operating budget of \$43 million, with a total impact on the region's economy of \$56.8 million\*

\* Multiplier effect factor of 1.32 per 2009 NH Hospital Association Study

# VRH BY THE NUMBERS

Hospital Acute Care Admissions . . . . .	780
Total Acute Patient Days . . . . .	2,218
Surgical Cases. . . . .	1,014
Emergency Department Visits . . . . .	12,282
Priority Care/Occupational Health. . . . .	6,075
Laboratory Tests . . . . .	108,406
Women's Health Visits. . . . .	1,302
Oncology Visits. . . . .	771
Orthopaedic Visits . . . . .	3,670

### Medical Imaging

X-Ray and other Radiology . . . . .	8,198
MRI Exams . . . . .	693
Echocardiograms . . . . .	388
Mammography Exams . . . . .	2,829
CT Scans . . . . .	2,785
Nuclear Medicine Procedures. . . . .	113
Ultrasound Exams . . . . .	1,295
Total Medical Imaging Procedures . . . . .	16,301

### Primary Care

Adults-Claremont . . . . .	8,384
Pediatric-Claremont. . . . .	5,543
Newport-Adult & Pediatric. . . . .	2,550
Total Primary Care Visits . . . . .	16,477

### Connecticut Valley Home Care & Hospice

Skilled Visits . . . . .	17,976
Hospice Days . . . . .	3,082
Adult Medical Day Out Programs Days . . . . .	3,951
Homemaker Hours . . . . .	28,630
Summercrest Nursing Visits . . . . .	1,295
Summercrest Hours- Health Aid . . . . .	5,597

### Rehabilitation Services

Physical Therapy <small>(15 Min Units)</small> . . . . .	12,509
Occupational Therapy <small>(15 Min Units)</small> . . . . .	4,953
Speech Therapy <small>(15 Min Units)</small> . . . . .	2,340
Audiology Visits . . . . .	665
Cardiac Rehab Visits . . . . .	500

# *We are committed to putting the* **Community back at the center of** *your* **Community Hospital**

Nearly 70 percent of the people who work at Valley Regional live in Claremont or one of the surrounding communities in Sullivan County. We are all reaching out to help by serving on nonprofit boards, as well as sponsoring and participating in a wide variety of community activities.



## Community Health & Wellness Fair

In October 2012 we held our first-ever Community Health & Wellness Fair. In all, more than 300 people attended and connected with more than two dozen organizations and businesses that provide important services in the region. Many people received free flu shots and health screenings for blood sugar, cholesterol and blood pressure. Our second Fair last fall was even bigger!

## Valley Against Violence

More than 50 Valley Regional staff and their family members participated in Turning Points Network's annual Steppin' Up to End Violence fundraising walk. A veritable sea of blue T-shirts with "Valley Against Violence" could be seen walking the streets of Claremont.



## Reach the Peak!



Two Valley Teams, including these three Valley Regional Emergency Department nurses, participated in the rigorous Reach the Peak race at Arrowhead, in support of Community Alliance of Human Services.

## Valley Regional Hospital GOLF CLASSIC



Despite rainy conditions, one fortunate player scored a hole-in-one to win a new Toyota! The tournament netted nearly \$30,000, with proceeds helping to purchase new diagnostic technology for our medical imaging department.





## Born to Run 5K

Good Beginnings held a wonderful 5K on and off road race on a beautiful day in Cornish last summer. Team Valley was well represented and stood out in our distinctive shirts!



### Watch for us!

Team Valley loves to participate in community activities. Look for our Team Valley tent at events all over the region!



### Alumni Parade in Claremont

Dozens of Valley Regional staff members and their families handed out fruit along the parade route, led by a tractor pulling a hay wagon, driven by VRH Trustee and Claremont farmer Bob Porter.



### Chilli Cook-off

Team Valley's chilli earned the top prize in the nonprofit division at the annual Chilli Cook-off!



*Some photos provided courtesy of Dana Flewelling and Bill Binder.*

## Our portfolio of patient and family-centered care services

- 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



Valley Regional Hospital and Connecticut Valley Home Care & Hospice are both accredited by **The Joint Commission**.

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.



# Valley Regional Healthcare

243 Elm Street, Claremont, New Hampshire 03743 | VRH.org

\* Services provided by  Dartmouth-Hitchcock