

2017 Annual Report



Valley Regional Healthcare



Valley Regional Proudly Scores 4-Star Rating for Second Consecutive Year

In 2016, the Centers for Medicare & Medicaid Services (CMS) introduced star ratings on Hospital Compare to make it easier for consumers to choose a hospital. This is to help consumers understand and compare the delivery and quality of care in their area. The ratings build on a larger effort to create a health care system that delivers better care, spends health care dollars more wisely, and results in healthier people.

The ratings reflect patients' experience of care at almost 3,500 Medicare-certified acute care hospitals. The ratings are based on how well nurses and doctors communicated with patients, responded to patient needs, cleanliness, and other important measures. In 2017, Valley Regional received a 4-star rating, the highest of all local hospitals for the second year in a row.

2017

At a Glance

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Dedicated to
Trustee Michael Satzow
for his years of dedication
to our community.



Welcome

A community hospital plays an integral role in the health of the people we care for. Every day, our staff strive to give excellent, compassionate care to our friends and neighbors.

In this report, we reflect on the last year and share changes coming in the future. Our vision, VRH 2020, will provide insight into our plans and new services, including eEmergency telemedicine.

The addition of telemedicine in the emergency department will improve the care we provide by leveraging additional resources to support our staff. We serve thousands of patients in emergency services every year. We are equipped to handle any patient that comes through our door; however, access to a second set of eyes and ears can be beneficial in critical cases.

The new eEmergency service will provide extra support to Valley Regional Hospital's board certified emergency doctors when needed. At the push of a button, our physicians and emergency room staff will have immediate, virtual access to a team of Dartmouth-Hitchcock physicians and nurses who specialize in emergency medicine.

Telemedicine has been demonstrated to improve patient outcomes, and this technology will help us as we continue to adapt to the needs of our community.

Sincerely,

Peter J. Wright, FACHE, President and CEO

Michael O'Connell, Board Chair



Senior Leadership

Medical Executive Committee

(Pictured Above)

James Wilton, DPM

Medical Staff President

John Tomlinson, APRN

Chief of Surgery

Ivar Frithsen, MD

Chief of Medicine

Randolph Knight, MD

Jose Peraza, MD

Peter Wright, FACHE

Bernard Rosen, MD

Richard Root, EdD

Brenda Slossberg, APRN

Senior Executive Team

Peter Wright, FACHE

President & CEO

Jean Shaw

Chief Financial Officer & Treasurer

James Wilton, DPM, FACFAS

Medical Staff President

Lynne Gagnon

Chief Nursing Officer

Robin Caissie

*Senior Director of Development
& Community Engagement*

Cheryl Cavanaugh

Senior Director of Human Resources



By the Numbers

An Overview of Our Services

ADMISSIONS

Patient Admissions 726

VISITS

Urgent Care 9,135

Emergency Department 10,272

Primary Care 22,728

ANCILLARIES

Rehabilitation Hours
(PT, OT, & specialties) 13,114

Lab Tests 93,645

Medical Imaging Exams 18,206



Dedicated Employees

2017 Years of Service Awards



40 Years

Sharon Akkola – Housekeeping
Pamela Davis – Patient Scheduler

35 Years

Eileen Czechowicz – OR
Katheryn Kennett – OR
Denise Strong – Patient Accounts
Donna Tewksbury – Inpatient

30 Years

Beverly Corriveau – Vascular Lab
Shelia Kozel – Women's Health

25 Years

Vincent Moreno – Nutrition

20 Years

Susan D Butler – Inpatient

15 Years

Susan Elaine Binder – Inpatient
Leann Esdon – Physical Therapy
Tonia Leclair – Cardio Pulmonary
Rose Lovell – Nutrition
Jeffrey Morin – ED
Erna Szeto – AIM
Robin Tilton – Sterile Supply

10 Years

S Brenda Alley – Admitting
Elaine Cavaliere – PACS Admin
Alfred Doug Ensley – Biomedical
Diane Riemer – Housekeeping
John West – VRPCP

5 Years

Kimberly Bruno – Radiology
Susan Gallagher – Lab
Laura Hagley – Rehabilitation
Valerie Petrin – VPC
Jessica Lawler – Rehabilitation
Allison Pope – AIM
Virginia Quinn – Diabetes Program
Lori-Jean Robbins – Admitting
Margaret Saindon – Admitting
Susan Tommila Whippie – Inpatient
Vicky White – ED





2017 DAISY Award Winner

For Excellence & Dedication in Nursing

Keep Smiling

“The nurses are so wonderful with smiles and concerns for me and my family. They all go out of their way to make you feel at ease. The ride into surgery with nurses waiting for you in the procedure room — they too were all smiling. It felt like a place that was peaceful and no worries. All should get an award for their services. But this nurse sticks out, though.

When I woke up, she was stroking my hair gently and said good morning, like a ray of sunshine. She made me and my family laugh, and before we knew it, it was time to leave. Thanks to all! And to Kathy, keep smiling!”



Kathy Chicoine, RN



Valley Bistro

Focusing on expanded offerings and hours to accommodate the needs of our hospital, the Bistro has increased business. Culinary services for the inpatient wing have changed to room service style meals, giving patients more options and the ability to eat on their own schedule. Meals are an important element of patient-centered care and excellent customer service; this drives our approach as we work to continuously improve our services for the future.



Medical Staff

Anesthesiology

John Tomlinson, CRNA
Jared Vandenbroek, CRNA

Cardiology

Gregory Dadekian, MD
Jon Wahrenberger, MD

Dentistry

Robert Maxfield, DDS

Dermatology

Ashwin Kumar, PA
Daniel Peraza, MD
Jose Peraza, MD

ENT

Christopher Ryder, MD

Emergency Medicine

Jeffrey Hanissian, MD
Martin Johns, MD
Joel Herrington, MD
Clifford Langweiler, MD
Randolph Knight, MD
Charles Sawyer, MD

Family Medicine & Pediatrics

Roy Barnes, MD
Juliann Barrett, DO
Gordon Black, APRN
Alan Rogers, DO
Bernard Rosen, MD
Julie Stewart, APRN
John West, MD
Corinne Sullivan, MD
Shirley Tan, MD

Hospital Medicine

Ivar Frithsen, MD

Tanya Carbonara, APRN
Anoop Kumar, MD
Lisa Cooper, APRN
David Russo, MD

Internal Medicine

Virginia Alvord, MD
Katherine Cooper, APRN
Azem Dushaj, MD

Occupational Health

Regina Aurelio, APRN
Beverly Armstrong, APRN

Oncology

Matthew Sullivan, MD

Ophthalmology

Christopher Connor, MD
Patrick Morhun, MD

Oral Surgery

Thomas Hillebrand, DMD

Orthopedics

Eric Arvidson, MD
Tahsin Ergin, MD
Matthew Hawkins, MD
Joshua Philbrick, MD

Pathology

Joel Lefferts, PhD
Laura Tafe, MD
Xiaoying Liu, MD
Eric Loo, MD
Jonathan Marotti, MD
Lananh Nguyen, MD
Jorge Gonzalez, MD
Arief Suriawinata, MD
Jason Pettus, MD
Zbigniew Szezepiorkowski

Podiatry & Peripheral Nerve

James Wilton, DPM

Psychiatry

Diane Roston, MD

Pulmonology

Donald Mahler, MD

Psychology

Richard Root, EdD
Christi Martin, MA, LCMHC

Radiology

Tyler Cooke, MD
Elizabeth Dann, MD
Jennifer Krawitt, MD
Sharon Kuong, MD
Timothy Rooney, MD

Surgical Services

Sean Bears, MD
Catherine Schneider, MD
Hermann Sigbjarnarson, MD
Brent White, MD

Urgent Care

Jenna Poulin, APRN
Brenda Slossberg, APRN


Urology

Einar Sverrisson, MD

Women's Health & Gynecology

Gailyn Thomas, MD

*Note: Tele-emergency services
and Physician Partnership with*

 Dartmouth-Hitchcock



Join us in 2018 for our 125th

1893 Your Commu

Lot #52 and L.U.A.S

A group of local church goes united around caring for the sick, and the Ladies Union Aid Society was founded. Shortly after, the plot of land known as #52 came up for sale in the middle of town.



Nurse Training Program

The hospital's rapidly expanding nurse training program led to the addition of a Nurse's Home with classrooms and living facilities for students.



Claremont G

The Depression c
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known as Clarer

1892

1908

1943

1893

Cottage Hospital

The community's need for a hospital inspired the Ladies Union Aid Society to open a new 7 bed facility, called Cottage Hospital.



1923

Stowell Memorial Hospital

The newly renamed Stowell Memorial Hospital underwent an expansion due to patient demand, resulting in one of the most state-of-the-art facilities in New England at the time.

Community Hospital 2017



Valley Regional Hospital

Extensive renovations provided a new wing to accommodate needs of the community, and the hospital changed its name to reflect its growing service area.

1983

1957

Major Renovations

Improvements included 30 new beds, upgraded maternity ward, surgical wing, and a radiology and lab department. The new three-story east wing boosted the hospital again to the forefront of modern healthcare.

2010

Valley Regional Healthcare

Renovations and upgrades to the hospital, included creating private patient rooms, expanded emergency department, and new equipment provided a modern facility for our region.



Our Mission

Improve community health, patient experience, and value

Our Vision

To partner with the community to optimize health
by ensuring access to high value healthcare

Our Values: C.A.R.E.S

Compassion:

sympathy and sorrow for another accompanied
by a strong desire to alleviate suffering

Accountability:

an obligation or willingness to accept responsibility

Respect:

to hold in esteem or honor

Excellence:

high achieving performance with the commitment
towards continuous improvement

Service:

to be focused and driven to help internal
and external customers

Highlights in the coming year...

One system, one medical record.

We will move to a new system that will consolidate medical records for our hospital and clinics in one place. This will improve and streamline the system for our patients and our providers, reducing wait time, as well as duplication of information collection and work.

One patient portal will mean all your information for test results, appointments, and educational materials are more readily accessible.

Telemedicine in the Emergency Department

For a small critical access hospital like Valley Regional, partnering with Dartmouth-Hitchcock Medical Center for eEmergency services enables us to offer increasing access to highly specialized care. The service will offer access to additional board-certified emergency physicians 24/7.

It supports faster activation of emergency transport teams, when time is of the essence. During multiple emergencies, telemedicine offers additional clinical support. The consultation reduces transfers, so patients can stay close to home.





Valley Regional Outpatient Services (V.R.O.S)

Our location on Main Street in Newport now offers a variety of rehabilitation services, including two specialties: HandHealth and pelvic floor physical therapy. HandHealth, with Certified Hand Therapist Cynthia Weinberger, OT/L, CHT moved into the space to consolidate our clinics into one location, just around the corner from Valley Regional Primary Care Providers.

Meghan Soby, DPT, provides pelvic floor physical therapy, as well as general physical therapy. Physical therapy is a new service offered in Newport, as we expand to meet the needs of our community.

V.R.O.S
therapy hours **537**

2017 Most Wired

Valley Regional was again named "Most Wired" Rural and Small Hospital for IT connectivity, as published in Hospitals and Health Networks.



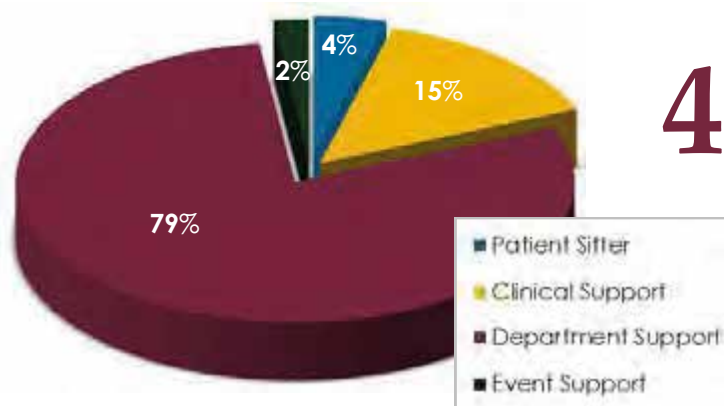
14

Pediatric vision screener donated
by Mascoma Savings Bank



Our Volunteer Program

Volunteers provide essential support to the hospital in various roles throughout the organization. Volunteers step in when there are additional services that would improve our patient's experience, providing wheelchair transport, playing board games, and greeting visitors and families in the Dunning Lobby. Our new patient sitter program provides a CPR certified volunteer to keep patients company during their stay.



4,728 Volunteer total hours



Blood Drive
units collected **120**



Ladies Union Aid Society

The founding society of Valley Regional, the Ladies Union Aid Society continues to promote the health of our community through support of the hospital and its services.

This year, L.U.A.S partnered with the emergency department to create a mental health triage room, provide transportation home for patients, and clothing for those in need.



Cancer Care with a hometown touch.

Pharmacy Expansion

Valley Regional is expanding our pharmacy to enable on-site formulation of additional life-saving medications.

We provide compassionate cancer treatment, close to home. Partnering with the Norris Cotton Cancer Center, we now offer chemotherapy and other infusion therapies, with no travel required.

This project will support services provided in our oncology and infusion suite. The expansion highlights our commitment to providing excellent, modern care for our community.

Oncology
patient visits **1,021**

Available Treatments:

- Chemotherapy
- Transfusions
- Osteoporosis Treatments
- Hydration
- Antibiotic Therapies
- Rheumatoid Arthritis Treatments
- Remicade® Infusions
- Iron Transfusions
- Chronic Kidney Disease Monitoring

Two Teams. One Mission. Patient-centered Care.



Coordinating and Collaborating

Our Pharmacy staff work closely with the team in the Kane Center (left) to coordinate excellent care for some of our sickest patients.

Pharmacy staff also expanded the anticoagulation clinic to Valley Family Physicians patients this year, serving an additional 110 patients with individualized care and access to a pharmacist.

In the future, the pharmacy staff are interested in opportunities to have the pharmacy more involved in the community, providing education and support.

Melissa Drye, PharmD

Director of Pharmacy

Melissa graduated from the Massachusetts College of Pharmacy and Health Sciences in Manchester. She has 7 years of experience as a clinical pharmacist in oncology at the Norris Cotton Cancer Center.



Our Supporters and Collaborators

Ms. Joan Baillargeon
Ms. Barbara Balcom
Mr. Roderick J. Beaton, Jr.
Mrs. Mary Ann Beaton
Ms. Charlotte Bemis
Mr. Bruce Blake
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Mr. John Fontaine
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Mr. Robert and Mrs. Carol Varnum
Mrs. Patricia and Mr. Michael Witthaus
Mr. Howard Woodcock
Mr. Peter Wright
American Plate Glass
American Red Cross
Angel Skin Care
Angus Lea Golf Course
APC Paper Company
Asetex Tire and Auto
Beaver Meadow Golf Course
Bee Balm Productions
Bellows Falls Country Club
Berry, Dunn, McNeil & Parker, LLC
Billings Farm & Museum
Boston Red Sox
Bouteille Wine & Gift Merchants
Breathe NH
Buckley & Zopf
Casella Waste Systems
Cedar Hill CCC
Central Paper Products
Claremont Chamber of Commerce

Claremont Cinema 6
Claremont Community Center
Claremont Country Club
Claremont Custom Frame
Claremont Cycle Depot
Claremont Financial Services
Claremont Middle School
Claremont Opera House
Claremont Parks & Recreation
Claremont Recovery Community Center
Claremont Savings Bank
Claremont Savings Bank Foundation
Claremont Senior Center
Claremont Soup Kitchen
Clark-Mortenson Insurance
Coffey Communications, Inc.
Colby-Sawyer College
Comcast Business
Common Man Restaurant
Community Alliance
Community Dental Care
Crown Point Cabinetry
CSB Community Center
CVS Pharmacy
Dachowski Photography
DeCamp Trucking Waste Services
Counseling Associates
Devine Millimet
Doolittle's Print Serve
Dorianne Douglas, LMT
Dr. Sam's Eye Care
Eagle Times
Eastman Golf Links
eFix Computer Consulting
Fairbanks Museum
Fall Mountain Regional High School
Farnum Hill at Poverty Lane Orchards
Farro Deli

Our supporters include community members, businesses, and organizations who know how essential accessible community healthcare is to our region. As a non-profit healthcare organization, we depend on the generosity and support of our community every year. We would like to thank the following donors and community partners for their generosity this year.

Geisel School Of Medicine

Golden Cross Ambulance

Golf and Ski Warehouse

Goodrich Oil

Grace's Grantham Café

Grand Senior Living

Granite Investment Advisors Inc

Gtr. Sullivan Co. Public Health Network

Hall Apiaries

Hanover Country Club

Helie's Carpet LLC

Helms & Co.

HOPE for NH Recovery

Hubert's Family Outfitters

Hunter North Associates, LLC

Injury Prevention Program at CHaD

Institutional Bedz

Jack and Dorothy Byrne Foundation

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Kathan Gardens

Keene Country Club

Kiwanis CARES

Kiwanis Club of Claremont

Kiwanis of Claremont

KJ's Café

L.L. Bean

Ladies Union Aid Society

Lake Sunapee Bank

Lake Sunapee VNA

Lambert Auto Sales

Lambert Supply Company

Lebanon Village Pizza

Log Cabin Nursery

Long Trail Brewing Co.

Magee Office Products

Maple Lanes Bowling

Mascoma Savings Bank

Mascoma Savings Bank Foundation

McCrillis & Eldredge

McNeil Sheet Metal

Meals on Wheels

MJ Harrington Jewelers

Montshire Museum of Science

Moonlight Meadery LLC

Mountain View Grand Resort & Spa

Mountain View Wellness and Education

Mt Sunapee Adventure Park

Mt. Sunapee Ski Resort

National Field Representatives

New England Donor Services

New England Organ Bank

New London Barn Playhouse

Newport Chamber of Commerce

Newport Country Club

Newport Middle and High School

Newport Opera House

Newport Revite

Newport Senior Center

NH Snowmobile Association

Nippo Lake Golf Club

North Country Smokehouse

Northern Stage

Nugget Theatre

Office Depot

Okemo Mountain Resort

Overeaters Anonymous

Pancreatic Cancer Action Network

PathWAYS of the River Valley

Petal Patch

Planned Parenthood

Red River Computer Company

Reed Optical

Relay for Life

Revolution Cantina

River Valley Community College

Riverview Farms

Rochester Country Club

Rotary International

R.S.V.P

Rural Health Network

Salon J

Salt Hill Pub

Samantha Graser Massage

SecurShred

ServiceLink

Shelia Kozel, LMT

Southwestern Community Services

Stevens High School

Story Land

Stringer Funeral Home

Sturm, Ruger & Company

Sugar River BNI

Sugar River Rotary Club

Sugar River Savings Bank

Sullivan County Nutrition Services

Sullivan County United Way

Summercrest Senior Living Community

Taverne on the Square

Taylor, Cottrill, Erickson & Associates

The Graceful Farmer

The Imported Grape

The Richards Group

TLC Family Resource Center

Tuck School of Business

Turning Points Network

United Way of Sullivan County

VA Hospital

Vermont Life Safety

Wells Fargo

Whaleback

Willey Perra Christmas Giving

Women of the Moose

Woodstock Inn & Resort Country Club



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LUAS Representative
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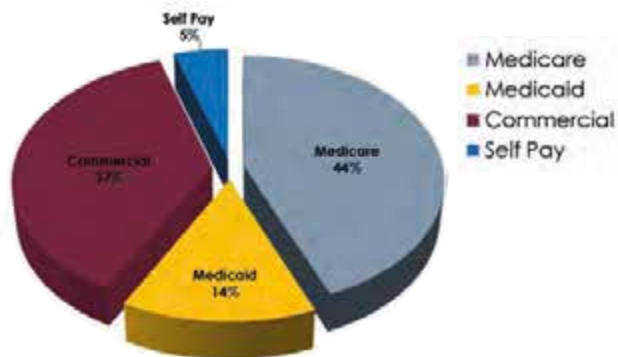
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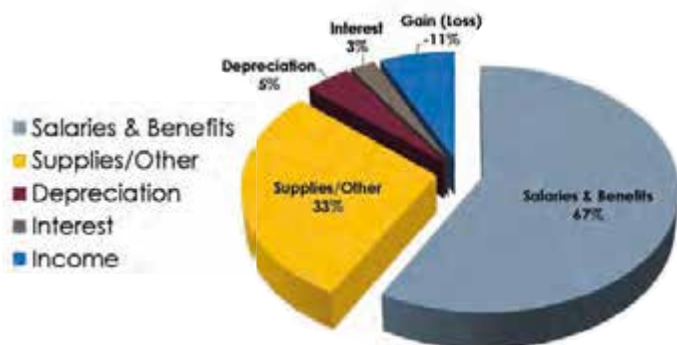


Financial Overview

FY17 Source of Funds



FY17 Use of Funds



\$766,777

Financial assistance we provided to the community.

CONSOLIDATED STATEMENT OF REVENUES AND EXPENSES (Unrestricted only)

FY Ending September 30 (in thousands)	FY 2017	FY 2016
Net Revenue from Patient Care	39,645	39,470
Less Provision for Uncollectible Accounts	(2,291)	(2,920)
Other Operating Revenue	1,512	1,839
OPERATING REVENUES	38,866	38,389
Salaries, Benefits & Medical Prof Fees	26,175	26,193
Other Operating Expense	12,858	13,463
Depreciation & Interest	2,966	3,090
OPERATING EXPENSES	41,999	42,746
Gain (Loss) from Operations	(3,133)	(4,357)
Non-Operating Revenues (Losses)	2,795	763
Increase in Unrestricted Net Assets before Unrealized Gains (Losses) on Investments	(338)	(3,594)
Net Assets Used for Property & Equipment	54	14
Unrealized Gains (Losses) on Investments	1,444	1,722
Increase (Decrease) Unrestricted Net Assets	1,160	(1,858)

CONSOLIDATED BALANCE SHEET

FY Ending September 30 (in thousands)	FY2017	FY2016
Cash & Other Current Assets	14,559	15,066
Long-term Investments	3,615	1,456
Property, Plant & Equipment – Net	15,144	16,491
Other Assets	31,261	28,475
TOTAL ASSETS	64,579	61,488
Current Liabilities	18,402	15,275
Long-term Debt	23,927	25,453
Net Assets:		
Unrestricted	16,426	15,266
Temporarily Restricted	1,454	1,281
Permanently Restricted	4,370	4,213
TOTAL LIABILITIES & NET ASSETS	64,579	61,488

Your Community Hospital

Some of the diverse ways we partner with our community:

- ❑ Blood Drives with the American Red Cross
- ❑ Donate Life: New England Donor Services
- ❑ Junior Volunteer opportunities and job shadowing for high school students
- ❑ Medical Assistant training
- ❑ Supporting community events
- ❑ Community Health Fair with local non-profits
- ❑ Educational events sharing the expertise of our providers
- ❑ Supporting our kids: sponsoring teams, local high school year books, and Project Graduation events
- ❑ Participation in many community groups: Chamber of Commerce, Rotary, Kiwanis, and as volunteers and board members of local non-profits





Save the Date

Volunteer Appreciation Luncheon
Valley Regional Hospital | April 18th

Art Showcase
A 125th Anniversary Event | May 1st

VRH Golf Classic
Newport Golf Club | June 1st

3rd Annual Community Yard Sale
Dunning Parking Lot at VRH | June 23rd

Community Wellness Fair
Valley Regional Hospital | October 27th

Casino Night & Gala
125th Anniversary Celebration | November TBD

Annual Meeting
CSB Community Center | January 22nd, 2019

