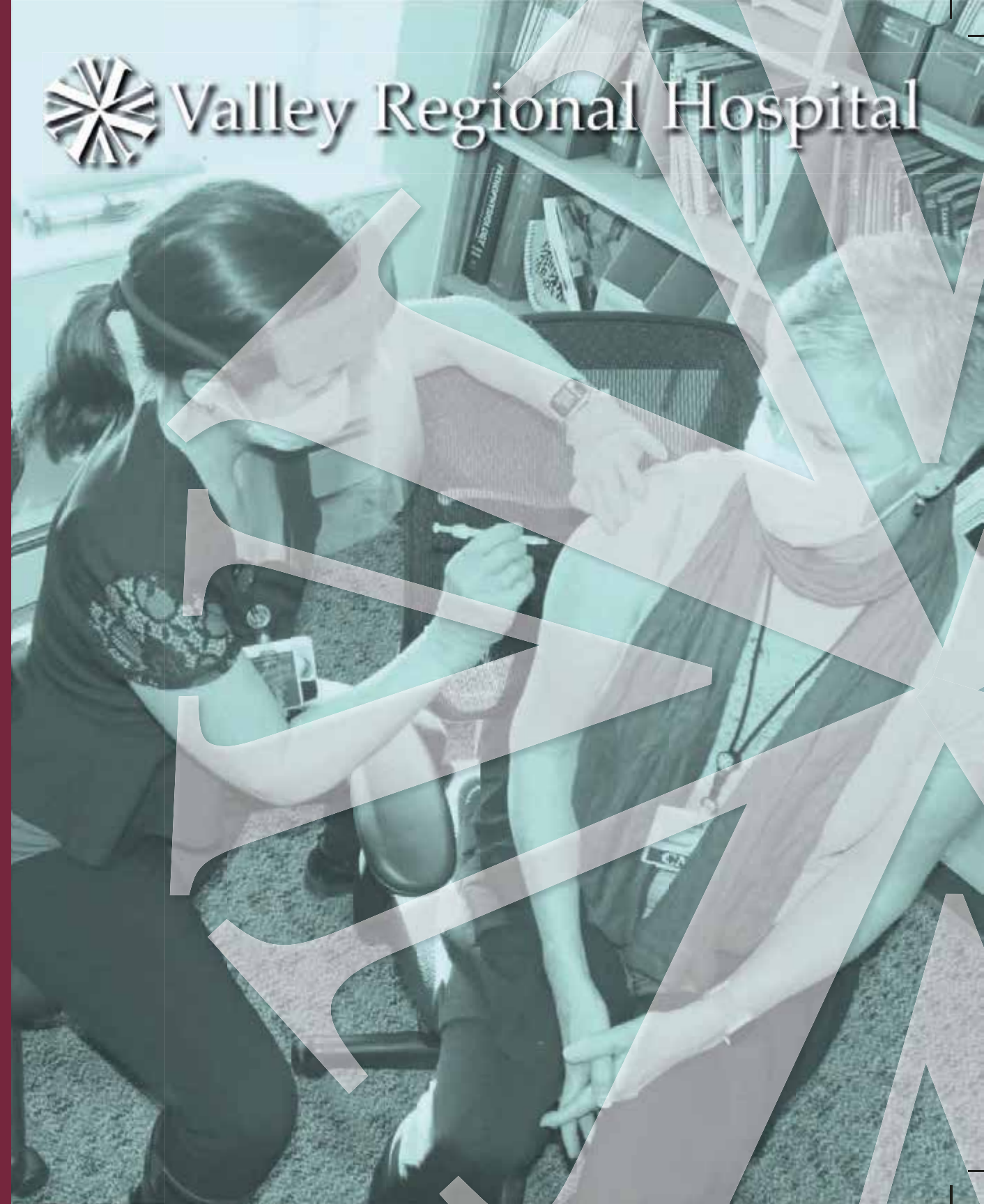


**THANK YOU TO
ALL OF THE
HEALTHCARE HEROES
AT VALLEY REGIONAL
HEALTHCARE!**

New Hampshire
Hospital Association

Valley Regional Healthcare | 243 Elm Street, Claremont, NH 03743

2020 Annual Report



OUR VISION

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

OUR MISSION

To improve community health, patient experience and value

CORE VALUES

Compassion

Accountability

Respect

Excellence

Service

C A R E S

C A R E S

Our Supporters and Collaborators

Our supporters include community members, businesses and organizations who know how essential accessible 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.

Bruce Baker

Jessica Ball

Madeline Barbieri

Roy Barnes

Roderick and Mary Ann Beaton

Mark Bergeron

Carol Boerner

John and Elaine Boynton

Volker and Jyl Bradley

Deborah Burns

Cynthia and Bryan Burr

Kathy Chicoine

Eileen Czechowicz

L. Barbara DeCook

Char Delabar

Lorraine G. Dion

Paul and Krista Dunne

Joseph and Anita Engel

Sister Cecelia Ferland

Reginald and Susan Greene

Stephen Gunnerson

Laura Hagley

Alan Hague

Helms & Company, Inc.

Alexander and Shawn Herzog

Charles and Joyce Higgins

Harvey and Christina Hill

Beatrice and Leon Hobbs

Deanna Howard

Bryan Huot

Lawrence and Nancy Huot

Annette Iacono

Beverly Janelle

Robert Kangas and Cora Collins-Kangas

Kangas

John and Katie Lajoie

Gary Lambert

Stephen LeBlanc

Denise Lecaroz

Donald and Arlene Mahler

Timothy McNulty

Donna Neider

Alfred and Linda Nelson

Ronald Nelson

Angela Paquette

Raymond and Cheryl Perron

Susan Premo

Patricia Putnam

Lisa Richmond

Alan Rogers

Elizabeth Ryan

Christopher and Judith Ryder

George and Clara Sabin

Michael Satzow

Linda and Charles Sawyer

Roger and Caryl Scheffer

Susan Scalera

Judy Shore

John and Sally Stoughton

Marilyn and James Theriault

Gailyn Thomas

Kathleen Thompson

Carol Varnum

Jeffrey Walla

Linda Weiss

Andre and Susan Wenger

James Wilton

603 Nutrition

Agnes M. Lindsay Trust

Alene Candles LLC

Annette P. Schmitt Trust

Belleview

Benjamin Couch Trust

Cedar Mountain Farm

Charlestown School District

Charter Charitable Foundation

Claremont Cycle Depot

Claremont Dental Group and Dr.

Richard Miller

Cobb Hill Cheese

Coffee Over Cardio

Cogswell Benevolent Trust

Coke-a-Cola

Crowley Family Foundation

Crown Point Cabinetry

Dan O'Brien Subaru

Domino's Pizza - Claremont

Doris L. Benz Trust

Emily Landecker Foundation, Inc.

Emma M. Kelly Charitable Trust

Endowment for Health

Epic Food Truck

Fastenal

Fedora Manufacturing LLC

FIRST® Robotics Competition

Flow Studios

Ford Motor Company

Gertrude Couch Trust

Gilman Home Inc.

GMCC Child Care

Harbor Freight

Hartland 4-H Club

Harvey D. & Christina R. Charitable

Trust

Home Depot

In The Garden Greenhouses

Jack and Dorothy Byrne

Foundation

Lakota Foundation, Inc.

LaValley's Building Supply

Leighton Family Foundation

Lizzie J. Cheny Trust

LUAS

Madelaine G. von Weber Trust

Maple Lanes Bowling Alley

Martin I. and Pauline G. Elkin

Charitable Trust

Mascoma Bank Foundation

McGee Toyota

Melissa Ayotte

Michelle Sirls Aiken

Nash Foundation, Inc

National Grange Mutual

Charitable Foundation, Inc.

NH Charitable Foundation

NH Children's Health Foundation

Pam Bergeron c/o Alison Crossman

Putnam's Colonial Florist

Ramunto's

Regina Boucher and Catherine

Martel

Remix

River Valley Community College

Riverbank Church Claremont

Ruger

Samuel P. Hunt Foundation

Saul O. Sidore Memorial

Foundation

Seacoast Mask Makers

Several Individual Community

Members

Sew Vermont Safe

Sherwin-Williams

Sulloway & Hollis

Tamposi Foundation

The Anthony & Gladys Sakowich

Charitable Foundation

The Barker Foundation, Inc.

The Barn

The Dental Offices of Dr. Frank

Benenati

The Garden Greenhouses

The MCR Foundation

The Olcott Family Foundation Inc.

The Panjandrum Foundation

The Penates Foundation

The Stannard & Dorothy Dunn

Charitable Trust

Tillotson North Country Foundation

Town of Lyme

Tremont House of Pizza

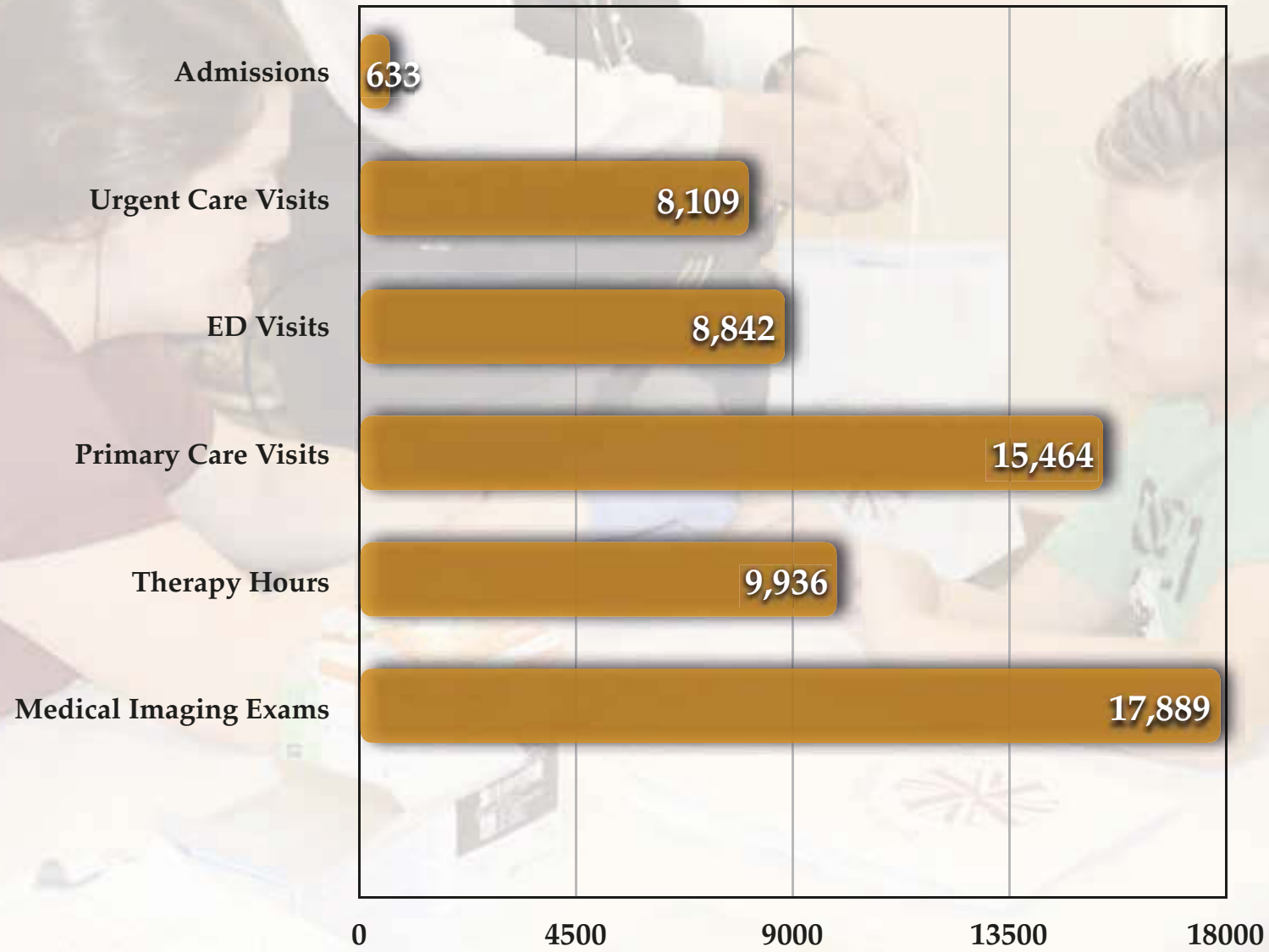
Tumble Inn Diner - Claremont

Washington Street Mobile

Whelen

By the Numbers

An Overview of Our Services



Additionally, we administered 95,180 Lab Tests

For much of this past year, nearly every minute of every day, our front line healthcare workers have dedicated themselves to caring for and saving the lives of every patient who has stepped through our doors. For every late night, every extra shift, every dinner missed with your own loved ones, we are grateful for your courage and your service. We dedicate this year to you!

Welcome

Strong. Dedicated. Compassionate - three words which define the essence of Team Valley in a year that defied definition. Deanna Howard, extending her assignment as Interim CEO, ushered in the year on solid financial footing, which would have seen VRH exceeding its fiscal goals if not for the impact of COVID-19. When Deanna returned to her retirement in early September, she left a resilient organization that was successfully learning how to deliver healthcare in the new, COVID-riddled landscape. During the past year, we have created and revised a myriad of infection prevention and other policies and procedures, vastly expanded our work-from-home technologies, developed telemedicine capability, stood up a high volume testing site, and deployed rapid immunization clinics. Many of these projects, born from necessity, unified the organization as we, together, conquered a steep learning curve, and will continue to benefit the organization long after the virus has been tamed.



Jocelyn Caple Patti Putnam

Valley Regional Hospital had the privilege of joining all of the New Hampshire hospitals as we strategized how to care for patients throughout the State during this unprecedented time when individual hospital and regional capacities were overwhelmed and every single patient bed in the State needed to stand at the ready. Usually competitors in the business of healthcare, the pandemic united us into a single healthcare network, working alongside the Department of Health and Human Services and the New Hampshire Hospital Association; while not surprising, it was inspiring.

While COVID-19 dominated the narrative of our past year, it by no means was the only story. Our ambulatory and hospital based providers and staff continued to deliver excellent care to many in our community, the vast majority of who were not COVID patients. We brought on a new MRI, rejuvenated our Occupational Health Service, and expanded our Physical Therapy Department. We have successfully recruited many new talented employees and medical staff. Our staff volunteered for causes outside the hospital, donated carloads of warm coats for winter and toys for Christmas, collected and distributed food for the hungry and pet supplies for our furry companions; one of our medical staff deployed with the Army to fight pandemic in a national area of need.

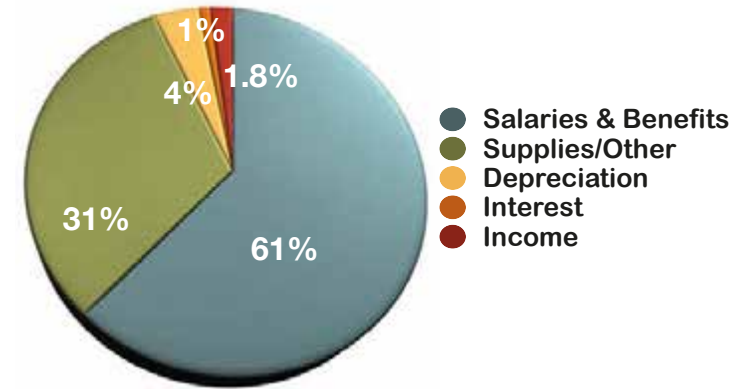
With the arrival of the vaccines, we pray for the pandemic to recede, allowing us to focus on our continued march toward long term financial stability and formalized strategic partnerships. COVID is a tragic reminder that our best laid plans can change in an instant. While I cannot guarantee what this year will bring, I know unequivocally how Team Valley will respond - with strength, dedication, and compassion.

It is my honor to join Valley Regional Hospital on this journey.

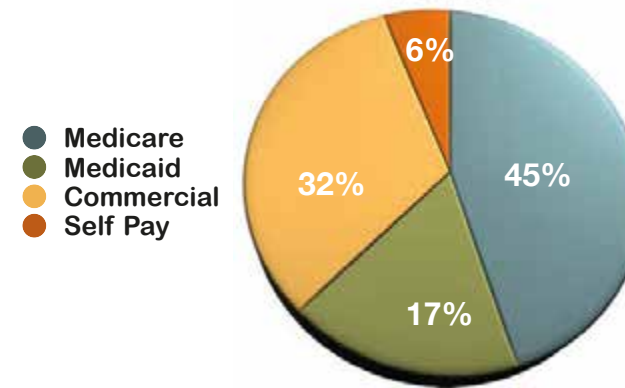
Jocelyn Caple, Interim CEO

Financial Overview

FY2020 Use of Funds



FY2020 Source of Funds



\$1,074,000
Financial assistance VRH provided to the community

CONSOLIDATED STATEMENT OF REVENUES & EXPENSES (unrestricted only)		
FY Ending September 30 (in thousands)	FY2019	FY2020
Net Revenue from Patient Care	42,618	38,721
Other Operating Revenue	2,262	6,882
OPERATING REVENUES	44,880	45,604
Salaries, Benefits & Medical Prof Fees	28,576	28,020
Other Operating Expense	14,675	14,303
Depreciation & Interest	2,509	2,480
OPERATING EXPENSES	45,760	44,803
Gain (Loss) from Operations	(880)	801
Non-Operating Revenues (Losses)	403	516
Increase in Unrestricted Net Assets before Unrealized Gains (Losses) on Investments	(477)	1317
Unrealized Gains (Losses) on Investments	722	787
Increase (Decrease) Unrestricted Net Assets	245	2,104
CONSOLIDATED BALANCE SHEET		
FY Ending September 30 (in thousands)	FY2019	FY2020
Cash & Other Current Assets	15,279	34,489
Long-term Investments	6,807	5,137
Property, Plant & Equipment - Net	13,885	12,426
Other Assets	27,721	29,121
TOTAL ASSETS	63,692	81,173
Current Liabilities	22,081	37,289
Long-term Debt	18,250	18,241
Net Assets Without Donor Restrictions	17,312	19,416
Net Assets With Donor Restrictions	6,049	6,227
TOTAL LIABILITIES & NET ASSETS	63,692	81,173

(Unaudited)

Medical Staff

Anesthesiology

Chris Mann, CRNA
John Tomlinson, CRNA
Carrie Heiney, CRNA

Cardiology - DH*

Gregory Dadekian, MD
Jon Wahrenberger, MD

ENT

Christopher Ryder, MD

Emergency Medicine

Mary Beth Gardner, APRN
Jeffrey Hanissian, MD
Joel Herrington, MD
Joshua Rudner, DO
Charles Sawyer, MD
Matthew Warden, MD
Malcolm Schongalla MD
Randolph Knight MD
Charles Gerz APRN
Mark Drye, APRN

Family Medicine & Pediatrics

Roy Barnes, MD
Juliann Barrett, DO
Marcella Meier, APRN
Alan Rogers, DO
Bernard Rosen, MD
Corinne Sullivan, MD
Shirley Tan, MD

Hospital Medicine

Tanya Carbonara, APRN
Ivar Frithsen, MD
Lori Kast Feenstra, APRN
Dennis Gruesenmeyer, M.D.
Gerald Beaudry, APRN

Internal Medicine

Katherine Cooper, APRN
Azem Dushaj, MD
Fernanda Miletto, MD

Occupational Health

Lisa Kazakis, APRN

Oncology - DH*

Matthew Sullivan, MD

Orthopedics

Eric Arvidson, MD
Tahsin Ergin, MD
Matthew Hawkins, MD
Joshua Philbrick, MD
Felicia Bickford Butler, APRN
Emily Brooks, APRN

Pathology - DH (Tele/Onsite)*

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

Pediatric Dentistry

Colin Boswell, DDS
Jonathan Norris, DDS

Podiatry & Peripheral Nerve

James Wilton, DPM

Psychiatry

Diane Roston, MD

Psychology

Richard Root, EdD

Pulmonary

Donald Mahler, MD

*DH = Employed by Dartmouth Hitchcock

Radiology - DH (Tele/Onsite)*

Vincent Caruana, MD
Tyler Cooke, MD
Elizabeth Dann, MD
Kris Eschbach, DO
Mark Hansberry, MD
Jennifer Krawitt, MD
Meena Moorthy, MD
Daryl Parker, MD

Surgical Services

Sean Bears, MD - DH*
Catherine Schneider, MD
Hermann Sigbjarnarson, MD - DH*
Brent White, MD - DH*

Urgent Care

Keith Fannin, APRN
Patricia Morgan, APRN
Nicole Morris, APRN
Brenda Slossberg, APRN
Keith Fannin, APRN

Urology - DH

Einar Sverrisson, MD

Women's Health & Gynecology - DH*

Sarah Ellsworth, CNM
Gailyn Thomas, MD
Autumn Vergo, CNM
Jesse Ridgway, CNM

Dermatology

Jose Peraza, M.D.
Daniel Peraza, M.D.
Ashwin Kumar, P.A.
Kira Schachinger, P.A.

Dentistry

Robert Maxfield, DDS

Physical & Rehab Medicine

Annice Mason, MD

Valley Regional Hospital's Dr. Juliann Barrett, DO, is on the Front Line in the Fight Against COVID-19

by Kris Richardson, Marketing Coordinator, Valley Regional Hospital

When Dr. Juliann Barrett, DO, joined the staff of Valley Regional Hospital in the fall of 2017, she was looking forward to being a part of a family practice in a small, tight-knit community where she could use her many acquired medical skills to take care of patients of all ages. Although her military career as a Major in the Army prepared her for almost any type of situation that might arise, perhaps a global pandemic three years later wasn't very high on that list.



Dr. Barrett came to Valley from the Army, where she served as the Sexual Assault Medical Director at Fort Drum in Watertown, NY, and prior to that, as the Assistant Medical Director at the Grafenwoehr Health Clinic in Germany. Dr. Barrett has ten years of post-graduate experience with emphasis on both inpatient and outpatient practice. She has a high degree of experience with outpatient procedures, women's health, pediatrics and medical acupuncture. In addition, Dr. Barrett has advanced training in acute trauma management, teaching, leadership, and health care administration, and is consistently a leader in patient satisfaction and productivity. For these reasons and more, in early 2018 she was named Medical Director of the Primary Care Practices at Valley Regional Healthcare.

Fast forward to January of this year. The United States government was preparing for an onslaught of illness, and despite taking measures such as social distancing, closing of non-essential businesses, and outright quarantining, the threat was barely curbed. "Late March I was called to report to my unit in Somersworth, NH within 48 hours, and it has been a whirlwind ever since, traveling to the New Hampshire seacoast, Massachusetts, and now to Pennsylvania", stated Barrett on her deployment. "The team and people have been great! There was a steep learning curve- we have never done this in the Army before- but we are working through the kinks. We share a common goal, to help people, and when you have the same goals things usually work out for the best. We are from 18 different states from coast to coast. Army medicine has never been asked to be the "war fighter" before. We have never been asked to be the front line of defense, and this has been a historic effort that I am just proud to be a part of."

Asked about how well prepared she thought she was for such an enormous undertaking, Barrett says, "I trained to be a physician in the army, prepared for the worst of the worst, and I did this for a number of years. Since joining the reserves my current unit has been training for two years to be an active participant during a medical disaster in the USA, however we didn't expect it to be a pandemic. We were excited two years ago when we were given this honor to be the Defense Support of Civil Authorities medical asset and it is an honor now to help in any capacity that is asked of me."

Although full of experience and training, Dr. Barrett feels that she continues to learn every day from her experiences. "Every time I am asked to participate in a military mission/exercise, I always learn something new- a new motivational approach, a new way to instill teamwork. During this mission I think what I have learned most is communication skills in the height of emergency. I think all organizations are constantly needing to communicate better and I think the same can be said about Valley Regional at times. I will definitely bring back improved communication skills."

As scary and unpredictable a time as this is, Dr. Barrett and everyone at Valley feel hopeful about flattening the statistical curve, and confident that we will come out of this stronger and wiser. "COVID-19 has been a unique time in history, one that I hope none of us ever see again. It has tested our medical community, our patience, our resilience, but it has also shown that we continue to be a nation that, when times get tough, we often come together and do the right thing."

Barrett adds, "We are not out of the woods yet, and I will remain where the Army asks of me until they feel the threat is over or has been abated. But if we can come together as a society and remember that here in the Upper Valley we are fortunate to have endless miles of walking space, fresh air, and the benefit of a community who has done the right thing by maintaining social distancing, I think we can all be thankful for what we DO have right now. We will get through this and live to tell the stories to our grand kids."

"Valley is prepared to keep our community healthy, strong and cared for. I know that commitment continues even in my absence. That is why I am not worried about what is going on there and I can focus on my mission here."

All of us at Valley are deeply grateful for the work and sacrifice that Dr. Barrett, and all healthcare workers worldwide, are making to keep all of us safe, healthy and calm. "Of course we are all concerned about the possibility of a second wave, but we as a unit, we as a military, we as a health care community, will come together any way we need to help the people who need us."

And indeed we will.



Partnering with Our Community

- American Red Cross Blood Drives
- Donate Life: New England Donor Services
- Junior Volunteer opportunities and job shadowing for high school/college students
- Clinical training
- Flu clinics
- Educational provider events
- Supporting our students sports teams, year books and graduation events
- Participation in our Chamber of Commerce, Kiwanis, Rotary, and as board members of local non-profits
- Local sponsorships



2020 Years of Service Awards

40 Years
Gary Lambert

30 Years
Valerie Davidson
Nancy Zekos

25 Years
Melissa Ayotte

20 years
Donna Putnam
Mary Craig
Mark Bergeron
Wendy Rasmussen
Janet Carroll

15 Years
Jennifer Martin
Carol Varnum
Jack Alexander
Ingeborg Sharron
Denise Lecaroz
Sylvia Willard

10 Years
Stacy Bathrick
Brittany Spencer-Lyon
Terri Smith
Jeffrey Hannissian

5 Years
Magdalena Newton
Samantha Lavertue
Anna Kercewich
Jaimie Turner
Amanda Metcalf-Mitcheal
Michelle Eglentine
Susan Earley
Melissa Naylor
Brianna DeFilippis
Melissa Clow
Joel Herrington
Dawn Davidson
Meghan Soby
Jesse Zabski
Mariah Taylor
Shannan Metzger
Debra Fitzpatrick
Jaimie Martel
Donald Mahler
Lori Lavertue
James Wilton

The 2018 DAISY Award For Extraordinary Nurses



The DAISY Foundation was established in 1999 by members of the family of Patrick Barnes. He was 33 years old and died of complications from auto-immune disease ITP. The Barnes family wanted to do something positive to honor the very special man Patrick was. They came up with DAISY – an acronym for Diseases Attacking the Immune System. The family was very impressed by the clinical care Pat’s nurses provided, but what really overwhelmed them was the compassion and kindness that his nurses brought to Pat’s bedside day in and day out. The nurses’ sensitivity made a great difference in the Barnes’ experience, and they wanted to say thank you to nurses for the extraordinary care they provide patients and families every day. So Pat’s family created The DAISY Award for Extraordinary Nurses.

“A patient arrived in critical condition and Vicky worked tirelessly to help save his life.”



2020 Award Winner
Vicky White, RN



2020 Award Winner
Adam Orcutt, RN

“Adam stood out as caring, professional, and with a wonderful sense of humor.”



Board of Trustees



Patricia Putnam
Chair



Bryan Huot



Cindy Burr



Juliann Barrett, DO



Katherine Lajoie



John Tomlinson



Lisa Richmond



Eric Crainich



Gailyn Thomas, MD



Tom Sullivan



Jim Borchert



Terri Decker



Steve LeBlanc



Alex Scott



Scott Bouranis

Assembly of Overseers

2020 - 2024
(ends Annual Mtg. Jan. 2025)

Roy Barnes
Michael Fuerst
Robert O. Landry
Charlene Lovett
Ted Purdy

2019 - 2023
(ends Annual Mtg. Jan. 2024)

Anthony DiPadova
Clay Hawkins
John Lambert
David McCrillis
Michael O'Connell
Barbara Parker
Robert Porter

2018 - 2022
(ends Annual Mtg. Jan. 2023)

John West, MD
Kevin DeRosa
Rusty Fowler
Nancy Wilmot
Joshua Nelson

2018 - 2022 cont.
(ends Annual Mtg. Jan. 2023)

Bonnie Miles
Andy LaFreniere
Douglas Adams

2017 - 2021
(ends Annual Mtg. Jan. 2022)

Matt Blanc
Roz Caplan
George Grabe
Reginald Greene
Alexander Herzog
Bernard Rosen
Mike Satzow
Robert Sprano
Carol Vivian

2016 - 2020
(ends Annual Mtg. Jan. 2021)

Joan Baillargeon
Donald Chabot
Robert Cricco
Martha Maki
Richard Seaman