



Valley Regional Healthcare Annual Report

At a Glance

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Valley Regional Proudly Scores a 4-Star Rating

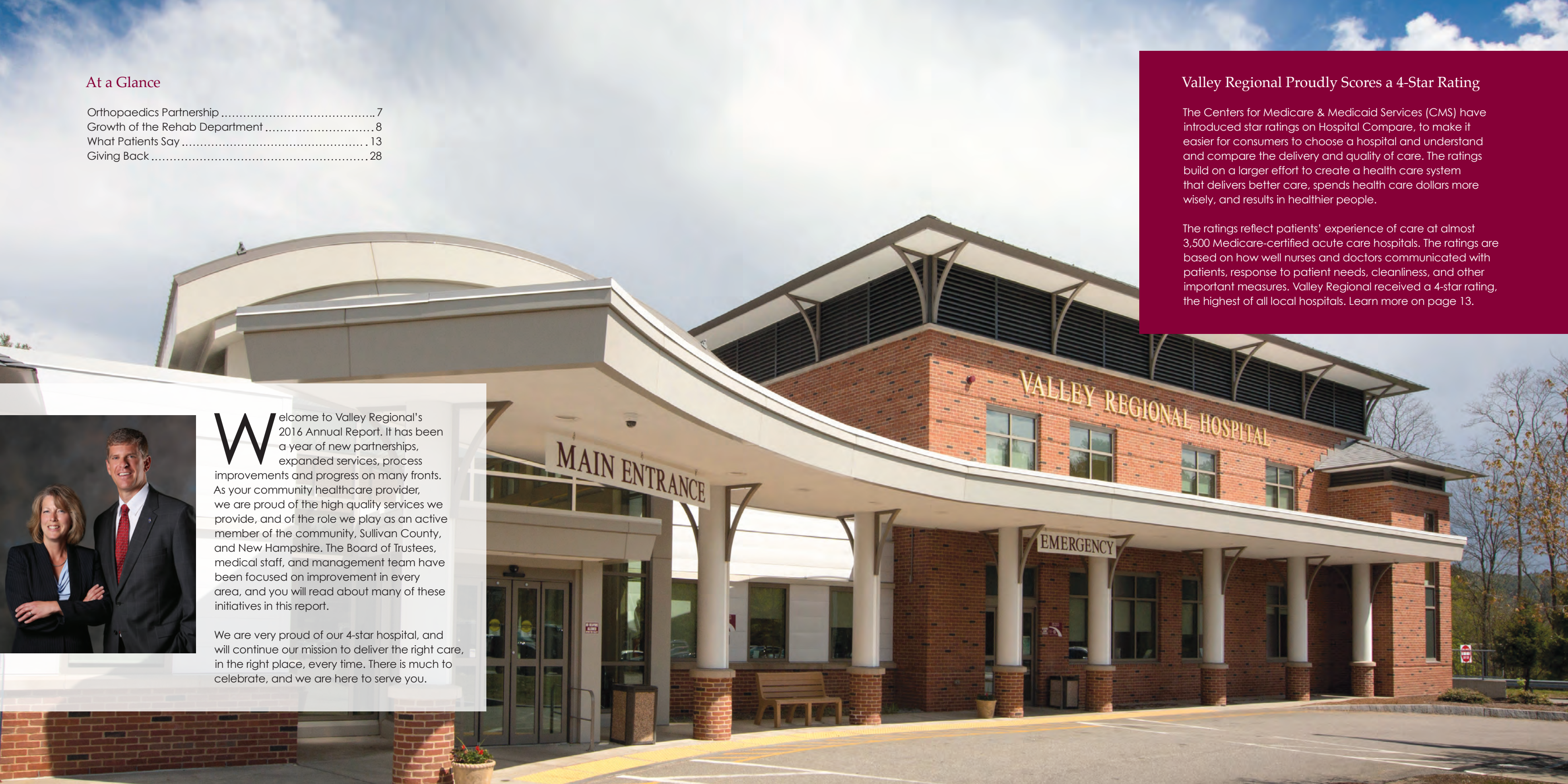
The Centers for Medicare & Medicaid Services (CMS) have introduced star ratings on Hospital Compare, to make it easier for consumers to choose a hospital and understand and compare the delivery and quality of care. The ratings build on a larger effort to create a health care system that delivers better 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, response to patient needs, cleanliness, and other important measures. Valley Regional received a 4-star rating, the highest of all local hospitals. Learn more on page 13.



Welcome to Valley Regional's 2016 Annual Report. It has been a year of new partnerships, expanded services, process improvements and progress on many fronts. As your community healthcare provider, we are proud of the high quality services we provide, and of the role we play as an active member of the community, Sullivan County, and New Hampshire. The Board of Trustees, medical staff, and management team have been focused on improvement in every area, and you will read about many of these initiatives in this report.

We are very proud of our 4-star hospital, and will continue our mission to deliver the right care, in the right place, every time. There is much to celebrate, and we are here to serve you.



Q&A with the CEO

Peter Wright, CEO and President



Because of my commitment to transparent leadership, I welcome questions from our staff and the community. Here are some common questions with my answers.

The Orthopaedics program had a significant transformation this year—a new partnership with Essex Orthopaedics. How does this partnership benefit your patients?

Our new orthopaedics program is a real catch for VRH. The knowledge, experience and depth Essex Orthopaedics brings to our community is something you rarely see at a small hospital. We are now able to offer three different orthopaedic sub-specialties: joint replacement, upper extremity, and sports medicine, along with general orthopaedics. These physicians, combined with our top-shelf rehab, OR, clinic and nursing staff, mean we can provide services that rival any hospital in the state.

Valley Regional has a highly regarded comprehensive women's health program. What makes it special?

We are now able to bring the vast resources and knowledge of a large hospital into a community hospital setting, combining topnotch clinical skill with home town personal service. Dr. Gailyn Thomas, who also practices at DHMC, has a unique ability to connect on a personal level with her patients. She listens and makes them feel comfortable and heard. We hear repeatedly from her patients that they feel they are in charge of their own care and there is no substitute for that empowerment.

Infusion services have returned to Valley Regional through a partnership with the Norris Cotton Cancer Center at the Dartmouth Hitchcock Medical Center. Why was it important to offer those services locally?

We are fortunate to live within a stone's throw of one of the world's leading cancer research and care programs. The return of the Norris Cotton Cancer program to Sullivan County is very important for local patients. While they will get the same excellent care they have become accustomed to, we are now able to save them as much as six hours of travel every week. These are the sickest patients in our community; giving them back that time and reducing the strain of travel is immeasurably important to their recovery. This is the kind of partnership that we strive for—patient-driven and community-centered.

Valley Regional Primary Care Providers, your affiliated office in Newport, is now co-located in the Newport Health Center through a new partnership. Can you tell us a little about what's happening in Newport?

Valley Regional and New London Hospital were challenged by a member of the community to unify the healthcare services in Newport. Moving our primary care clinic into the new Newport Health Center was a giant step in that direction. We will now offer Rehabilitation and Occupational Health services in our Main Street office and primary care at the Newport Health Center. I hope this is simply the first of many steps in our collaborative efforts.

Primary Care is a core service of the VRHC model. How have you changed the way primary care is structured here to improve service delivery and focus on the patient?

First and foremost, we have the right providers in the right place, with more to come. Having the right people is the foundation of everything we do...we are in the people business! Secondly, we have a knowledgeable and experienced practice management team whose vision is to work side-by-side with providers and staff, building our primary care service to meet patient needs and focus on prevention and population health.

What new services have you added this year?

In addition to orthopaedics and oncology, we are expanding Occupational Health both here at the hospital and at Sturm Ruger in Newport. We are recruiting for a neurologist, and reinvigorating our cardiology program. We have opened a wound care clinic, and are working to offer more psychiatric and mental health services. Most recently, we have discussed partnering to offer substance abuse recovery and detox.

What are the plans for the coming year?

We will build on the strength of our patient safety systems, and begin to roll out a new and enhanced quality program, based on best practices. We will continue to discuss affiliation options and look to add needed services where appropriate. We are refinancing our debt, allowing VRH to invest in our staff and in technology. Our vision? To continue to improve our quality and patient engagement, while stewarding our resources in the most responsible way possible.

“We are in the people business.”

— Peter Wright, CEO and President

Senior Leadership

Peter Wright, FACHE CEO AND PRESIDENT

In healthcare senior leadership for more than 15 years, Peter served as COO of Littleton Regional Hospital for 5 years. He earned his Master's Degree in Administration, and is currently working towards a Master's of Healthcare Delivery Science from Dartmouth College. Peter is Board Certified in Healthcare Management and serves on the NHHA Board and Executive Committee.

Jean Shaw CHIEF FINANCIAL OFFICER AND TREASURER

A valuable member of the VRH team for nearly 20 years, Jean brings strong accounting and leadership skills to the organization. Responsible for revenue cycle and finances at all levels of VRH, she also serves on the board of the Community Dental Center.



Lynne Gagnon CHIEF NURSING OFFICER

Lynne has 40 years of experience as a nursing leader, including 12 years as a Chief Nursing Officer and VP of Patient Care. She currently holds certifications in Healthcare Quality (CPHQ) and Nurse Executive—Advanced. She has been recognized as a Fellow in the Academy of Emergency Nurses (FAEN), and is a Fellow in ACHE (FACHE). Throughout her hospital career, Lynne has been a leader in quality initiatives and reporting, process improvement, performance management, patient engagement and employee development.

Cheryl Cavanaugh SENIOR DIRECTOR OF HUMAN RESOURCES

Cheryl has over 20 years of HR experience in the public and non-profit sectors. She brings compliance, HR law, and performance management expertise to VRH. Cheryl earned her MS in Organizational Leadership from SNHU and her BS in Business Administration.

Gaye LaCasce SENIOR DIRECTOR OF DEVELOPMENT & COMMUNITY ENGAGEMENT

Gaye brings many years of marketing, communication, volunteer management and development leadership experience in large and small nonprofit organizations in NH. With a background in education, she has a Master's Certification in Alternative Dispute Resolution.

James Wilton, DPM, FACFAS MEDICAL STAFF PRESIDENT

Jim provides Peripheral Nerve Surgery and Podiatry at VRH. He earned his DPM from the Pennsylvania College of Podiatric Medicine. His surgical residency focused on podiatric reconstructive foot surgery and he has also trained in lower extremity peripheral nerve.

Medical Executive Committee

James Wilton, DPM,
Chief of Staff

Ivar Frithsen, MD,
Chief of Medicine

John Tomlinson, CRNA,
Chief of Surgery

Bernard Rosen, MD

Brenda Slossberg, ARNP

Eric Knight, MD

Jose Peraza, MD

Lynne Gagnon, FACHE, NEA-BC,
CPHQ, FAEN

Peter Wright, FACHE

Randolph Knight, MD

Medical Staff

ANESTHESIOLOGY
John W. Tomlinson, CRNA

CARDIOLOGY
Jon W. Wahrenberger, MD

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

EMERGENCY MEDICINE
Jeffrey A. Hanissian, MD
Randolph Knight, MD
Clifford B. Langweiler, MD
Charles M. Sawyer, MD

GENERAL SURGERY
Hermann Sigbjarnarson, MD

HOSPITAL MEDICINE
Tanya Carbonaro, APRN, MSN, RN
Lisa Cooper, APRN
Ivar L. Frithsen, MD
Anoop Kumar, MD

OBSTETRICS, GYNECOLOGY & WOMEN'S HEALTH
Daisy Goodman, CNM
Ellen Martin, CNM
Gailyn Thomas, MD

OCCUPATIONAL HEALTH
Regina Aurelio, MSN, APRN

OPHTHALMOLOGY
Patrick J. Morhun, MD, FACS

ORAL & MAXILLOFACIAL SURGERY
Thomas A. Hillebrand, DMD

ORTHOPAEDIC SURGERY
Eric Arvidson, MD
Tahsin Ergin, MD
Matthew J. Hawkins, MD
Joshua M. Philbrick, MD

OTOLARYNGOLOGY (ENT)
Christopher J. Ryder, MD

PODIATRY & PERIPHERAL NERVE SURGERY
James Wilton, DPM

ADULT INTERNAL MEDICINE | AIM
Katherine Cooper, APRN
Azem Dushaj, MD

FAMILY MEDICINE & PEDIATRICS
Eric Knight, MD
Julie Stewart, APRN
Corinne K. Sullivan, MD
Shirley N. Tan, MD

VALLEY REGIONAL PRIMARY CARE PHYSICIANS
Alan C. Rogers, DO

KEADY FAMILY PRACTICE
Cecilia Vicuna-Keady, DNP, APRN

VALLEY FAMILY PHYSICIANS
Roy M. Barnes, MD
Gordon Black, APRN
Bernard A. Rosen, MD

PSYCHOLOGY
Richard W. Root II, EDD, ABPP
Christi Martin, MA, LCMHC

PULMONOLOGY
Donald A. Mahler, MD

RADIOLOGY
Kris A. Eschbach, DO
Mark T. Hansberry, MD
Marilyn Ray, MD
John J. Stanley, MD

URGENT CARE
Brenda Slossberg, APRN
Michelle Lincoln, APRN

UROLOGY
Einar F. Sverrisson, MD



Oncology: Cancer care with a hometown touch

Matt Sullivan, MD

DOCTORATE:
Dartmouth Medical School

RESIDENCY:
Montefiore Medical
Center, NY

FELLOWSHIP:
Dartmouth-Hitchcock
Medical Center

BOARD CERTIFIED:
Internal Medicine



603
ONCOLOGY VISITS IN 2016

Available treatments include:

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

Teaming Up with Norris Cotton Cancer Center

We work with you to create a treatment plan that meets your goals and needs, coordinating closely with your physician and specialty care providers. Proudly partnering with one of the premier cancer treatment and research facilities in the nation, we offer advanced treatments and symptom management during all phases of your disease.

Orthopaedics: More Choices

We are growing our orthopaedics program through a partnership with Essex Orthopaedics, adding four new providers with complementary specialties.

This will provide comprehensive surgery options for the Sullivan County area.

1,702
ORTHO SURGERIES

4,096
ORTHO VISITS

Joshua M. Philbrick, MD

Upper Extremity, Wrist,
Shoulder and Arthroscopic

DOCTORATE: University of
Toledo Medical Center

FELLOWSHIP: Hand Surgery,
Excelsior Orthopaedics in
Amherst, NY

BOARD-ELIGIBLE: Certification
in Orthopaedic Surgery



Eric Arvidson, MD

General Orthopaedics and
Sports Medicine

FELLOWSHIPS: Trauma and
Adult Reconstruction at
Brigham & Women's Hospital
and in Sports Medicine,
Boston Children's Hospital

BOARD-CERTIFIED:
Orthopaedic Surgery
Reconstructive Surgery



Matthew J. Hawkins, MD

Knee, Shoulder, Foot and Ankle,
Sports Medicine

DOCTORATE: Georgetown
University School of Medicine,
Washington, DC

FELLOWSHIPS: Sports Medicine
at Southern California Center
for Sports Medicine

BOARD-CERTIFIED:
Orthopaedic Surgery



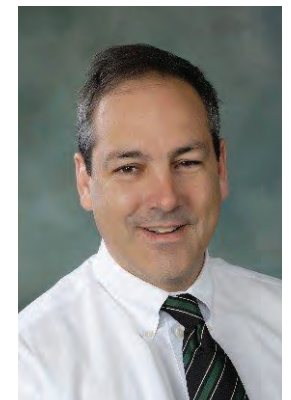
Tahsin Ergin, MD, FACS

Shoulder, Knee, Reconstructive
Surgery, Arthroscopic, Sports
Medicine

DOCTORATE: Vanderbilt
University School of Medicine
in Nashville

FELLOWSHIPS: Sports Medicine
at The Graduate Hospital,
Philadelphia

BOARD-CERTIFIED:
Orthopaedic Surgery and
Sports Medicine



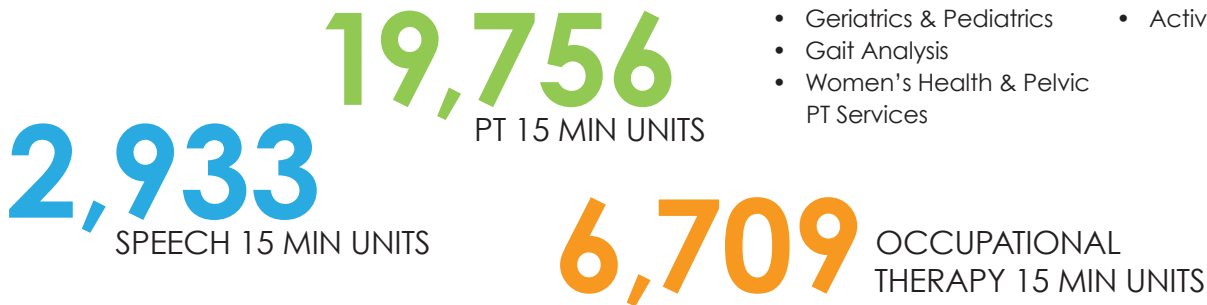
GETTING YOU BACK IN THE GAME

Rehabilitation Expansion

Our Rehabilitation Department grew significantly in 2016, adding staff, new services, and specialization in a variety of areas, from Hand Health to pediatric physical therapy to audiology. In the coming year, the department will expand upon its Hand Health practice in Newport and offer additional rehabilitation services there for the convenience of our patients.

Services offered:

- Audiology
- Speech Therapy
- Cardiac Rehabilitation
- Pulmonary Rehabilitation
- Physical Therapy
- Aquatic Therapy
- Dry Needling
- Geriatrics & Pediatrics
- Gait Analysis
- Women's Health & Pelvic PT Services
- Occupational Therapy
- Ergonomic Assessment
- Hand Health
- Lymphedema Therapy
- Inpatient Rehabilitation
- Joint Replacement Education
- Activities Program



New Service Highlights



Aquatic Therapy

Water can provide an ideal therapeutic environment for physical therapy, reducing weight bearing and providing different activities and resistance levels to targeted muscle groups.

The use of water and specially designed activity helps with restoration, extension, maintenance and quality of movement for our patients.

Pediatric Physical Therapy

Our physical therapists work with your child and your family for a comprehensive evaluation and assessment to create a personalized program to meet your needs and goals.

We work with your child to:

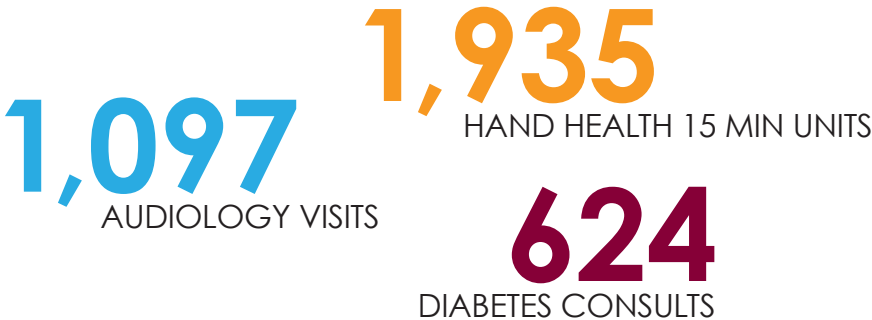
- Increase mobility and function
- Enhance participation in the community and at home
- Improve quality of life for children with developmental delays and special needs
- Build strength, improve balance, flexibility, coordination, and posture through play
- Optimize development and independence
- Support the use of adaptive technology and assistive devices

Dry Needling

What is Trigger Point Dry Needling?
A physical therapist inserts very thin needles directly into muscle tissue, irritable or sensitive spots within a muscle.

Benefits:

- Immediately reduces muscle tension
- Reduces pain
- Increases range of motion and mobility
- Restores normal function of muscle
- Improves tissue health



DAISY Awards: Stories of Nursing Excellence

DAISY AWARDS HONOR NURSING EXCELLENCE AND DEDICATION



Elaine Binder

"Our mother experienced a 15 day stay at VRH. It was our great pleasure to meet Elaine, who, many years ago, was hired by our mother, the Operating Room Supervisor! Our mother felt she'd make a wonderful nurse, and encouraged her to pursue a nursing career. The meeting of the two after all of these years was special for our mother and for us. She had a way with Mom that no other nurse had. Her patience with Mom was extraordinary. We felt heard, we felt understood. Our mother would ring for a nurse every few minutes—enough to make anyone crazy! Knowing this, Elaine specifically asked to include our mother in her patient load. She asked to be our mother's nurse! Our mother, at 99, is on borrowed time. This nurse's presence in her life at this time, in the same hospital at which they first met, happened for a reason. Beginnings and endings..."

"We felt heard, we felt understood."

Lori Lavertue Emergency Department

"A few weeks ago my grandmother came into the ER for an eval, after passing out at work. While in the room my Gram passed out and began seizing. Lori was at my Gram's bedside—it felt like 24/7! Her care and compassion are definitely something to be rewarded. She explained everything in a way that my family and I could understand and also answered every question we had. My grandmother ended up being transferred, but Lori cared for her right up until she left. A tough moment for our family became easier because of a nurse who was dedicated to her work and her patient. Thank you Lori!"



Dedicated Employees

2016 Years of Service Awards

40 YEARS Mary Brown, Lab

35 YEARS
Barbara Depoyster, CVHC
Gary Lambert,
Medical Records
Marie Mailloux, Surg. Serv
Kay Sanborn,
Nursing Admin
Laraine Strobel, CVHC

30 YEARS
Cathy Shidlovsky, Rehab
Donna Westcott,
Medical Staff

25 YEARS
Michael Bundy Sr.,
Housekeeping
Deborah Burns, Oncology
Karen Gessner, Med/Surg
Christine Hunter, ED
Geraldine Johnson, CVHC
Susan Scalera,
Orthopaedics

20 YEARS
Terry Callum, MIS
Sharon George, CVHC

15 YEARS
Nancy Archibald, AIM
Stacey Gatto, Surg Serv.
Jennifer Ranney, ED
Kiley Shackett,
Cardiopulmonary

10 YEARS
Susan Barry, CVHC
Sandra Boucher, UR/CM
Sara Harris, Pat. Acct's
Robin Hibbard, CVHC
Florence Marcotte,
Nutrition
Clarie Mongeon Belanger,
CVHC

Eric Rayno, Plant Ops
Sandalee Wright, Patient
Scheduling
5 YEARS
Janine Boguslawski, CVHC
Kathryn Coburn, Urology
Timothy Labrie,
Housekeeping

Richard Martin, Pharmacy
Sandra Robison, Phy Pract
Sarah Sheffield, Lab
Marcy Tapman Contois, AIM
Timothy White, Med/Surg
Claudia Zombeck, Nutrition
Amy Zullo, MIS



Certified Infection Preventionist
Shannan Metzger, RN, BSN, CIC

“Patient safety is my top priority. Not every patient sees my work, but I am working hard for every patient.”
— Shannan Metzger

- The Infection Preventionist limits or prevents the spread of infections at the hospital and clinics by:
- Investigating cases of infectious and communicable illness
 - Tracking various germs (flu, Norovirus, etc)
 - Reporting diseases of concern to DHHS
 - Providing education on best practice standards for infection prevention, as well as ongoing education about new or emerging infections to plan responses for those illnesses



Antibiotic Stewardship

Our Commitment to Your Good Health

Valley Regional Healthcare is committed to providing the best care to our patients and our community. We strive to be leaders in best practice guidelines and important changes in the use of antibiotics.

Antibiotics, like penicillin and azithromycin (Z-Pak), fight infections caused by bacteria that can cause serious illnesses. These medicines can cause side effects like skin rashes, diarrhea, or yeast infections. If the patient's symptoms are from a virus and not from bacteria, the patient won't get better with an antibiotic, but could still suffer from negative side effects. Antibiotics can also increase bacterial resistance, making future infections

harder to treat. Knowing this, our providers are committed to prescribing antibiotics only when they will be helpful to the patient. When a patient has a cough, sore throat, or other illness, the provider will select the best possible treatments. If an antibiotic would do more harm than good, our provider will explain this to the patient, and may offer other treatments. Our patients' health is very important to us. It is our promise to treat every illness in the best way possible. Working together with our patients, we can prevent harmful side effects and keep them on the path to good health.

Patient Experience: PFAC

We are redefining our Patient and Family Advisory Council to focus more on improving patient experience and quality throughout the hospital. The Quality Department works with each department to identify quality measures, developing a plan to sustain excellence while focusing on specific performance improvement. Our staff is working closely with the Director of Patient and Family Engagement at the Foundation for Healthy Communities in New Hampshire to develop a highly-engaged, patient-centered PFAC group. The group will continue its work providing

feedback and suggestions, while advising hospital staff about patient experience—from primary care to emergencies to surgery. The group will focus on specific quality and experience measures, such as whether patients understand their medications, discharge planning, and inpatient call button response time. PFAC volunteers provide essential insight into the partnership between our patients and the hospital to improve the health of everyone we serve.

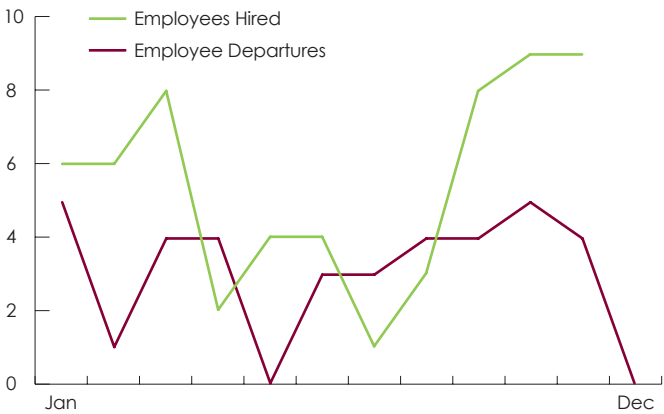
CMS HOSPITAL COMPARE RATINGS

QUALITY MEASURE	VRH	MT. ASCUTNEY	SPRINGFIELD	NH AVERAGE
Patients who reported that their nurses ALWAYS COMMUNICATED WELL	83%	75%	73%	82%
Patients who reported that they ALWAYS RECEIVED HELP AS SOON AS THEY WANTED	69%	66%	58%	70%
Patients who reported that their doctors ALWAYS COMMUNICATED WELL	80%	80%	75%	81%
Patients who reported that YES, THEY WERE GIVEN INFORMATION ABOUT WHAT TO DO DURING THEIR RECOVERY AT HOME	88%	92%	85%	90%
Patients who reported YES, THEY WOULD DEFINITELY RECOMMEND THE HOSPITAL	70%	69%	63%	75%
Healthcare workers given influenza vaccination	100%	NOT AVAILABLE	80%	93%
Patients who STRONGLY AGREE THEY UNDERSTOOD THEIR CARE WHEN THEY LEFT THE HOSPITAL	57%	50%	46%	55%

Human Resources: A Culture of Collaboration

Our Human Resources team is committed to a culture of collaboration, teamwork, and professional growth. These efforts mean that our turnover rate is well below the national average reported for hospitals. The HR team also works to ensure that benefit programs align with staff needs; we are dedicated to growing programs that encourage wellness and overall well-being.

Our clinicians have attended some of the most prestigious institutions in the country, and our leadership team has created a modern, nimble healthcare system to adapt to the needs of our community. Many of our employees have careers with Valley Regional that have spanned decades. We focus on providing a rewarding, team environment dedicated to professional excellence with the patient at the center of care.



National turnover for hospitals is on the rise, from 17% in 2014 to 19% in 2015. VRH continues a strong retention trend, with turnover at less than 14% turnover in 2016. This figure does not include the transition of CVHC from VRH to Lake Sunapee Region VNA.



Dr. Corinne Sullivan examines a patient.

Primary Care: Health Begins Here

Primary care is a core service for our community health system, providing the foundation of good health for our patients. Our primary care clinics, three in Claremont and one in Newport, provided more than 23,000 patient visits in 2016. Throughout the year, we focused on expanding access to primary care for children in our service area, because we believe access to care is essential to a healthy childhood.

VALLEY PRIMARY CARE

7 Dunning Street and 241 Elm Street (AIM) in Claremont

VALLEY FAMILY PHYSICIANS

5 Dunning Street in Claremont

VALLEY REGIONAL PRIMARY CARE PHYSICIANS

11 John Stark Highway and 17 Main Street in Newport



Eric Knight, MD, Ed.M.
Primary Care Medical Director,
Informaticist

BOARD CERTIFIED in Family
Medicine since 2001

RESIDENCY: Tufts University
focused in Family Practice

DOCTORATE: Harvard Medical
School

MASTERS OF EDUCATION:
Harvard Graduate School of
Education

Welcome to Valley Bistro: An Inspired New Menu

Over the past year, our cafeteria has been transformed. Changes include an expanded menu, additional salad bar options with made-from-scratch salad dressings, a soup corner, and a new name: Valley Bistro. To lead Valley Bistro into a new chapter, Chef Dave Goodman joined the team in late summer. He has brought in new flavors with recipes inspired by world cuisine, handmade stromboli, fresh ingredients, and "Panini of the Day." Feedback has been very positive from patients, staff, and the community. Valley Bistro is gaining a reputation as a great place to find good food at good prices!

SERVICE SPOTLIGHT: Women's Health

762
WOMEN'S HEALTH
VISITS



Gailyn Thomas, MD

Valley Regional offers a variety of women's health services. For every stage in a woman's life, we offer medical care expressly tailored to each patient's needs.

Women's Health offerings include:

- Breast Health
- Reproductive Health & Family Planning
- Menopause
- Obstetrics & Gynecology
- Pelvic Floor Rehabilitation

We offer specialized treatments for:

- Urinary Incontinence
- Pelvic Organ Prolapse
- SI Joint Dysfunction
- Pelvic Pain
- Lower Back Pain from Pregnancy
- Pelvic Floor Dysfunction

Women's Night Out

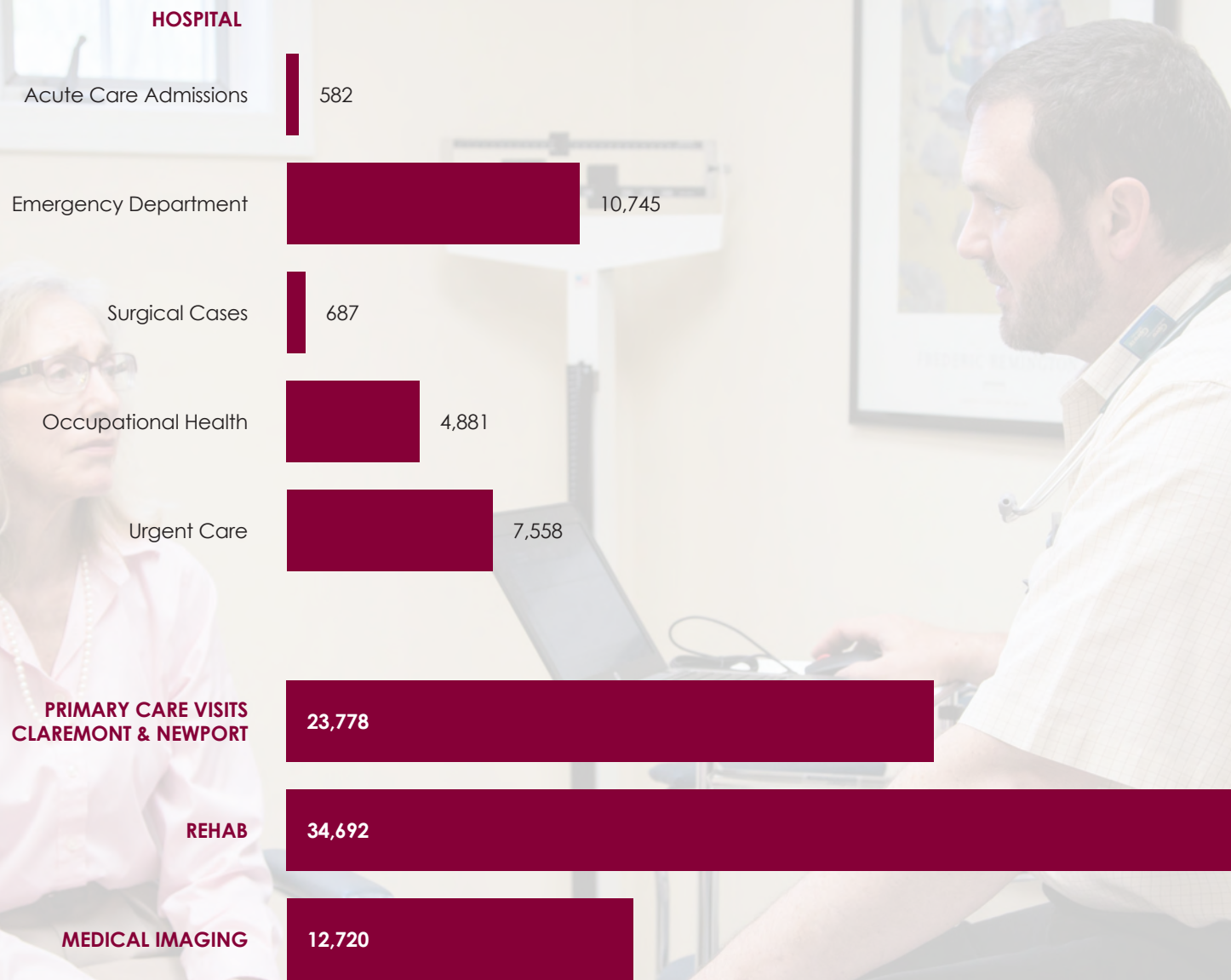
We host informal educational sessions with our providers, where community members can ask their most pressing questions about their health, with topics ranging from menopause to breast health to teen sexuality.

5,992
MAMMOGRAMS



Meghan Soby, DPT

2016 By the Numbers



Unsung Heroes

We would like to recognize the people behind the scenes who make it all happen. Their dedication is critically important to the success of the hospital and our clinics.





Education for Better Health

We offer many community education classes, workshops, and training opportunities:



Hand Health Presentations

Diabetes Education

Safe Sitter

Basic Life Support

Advanced Cardiac Life Support

Pediatric Advanced Life Support

First Aid and CPR

AlAnon

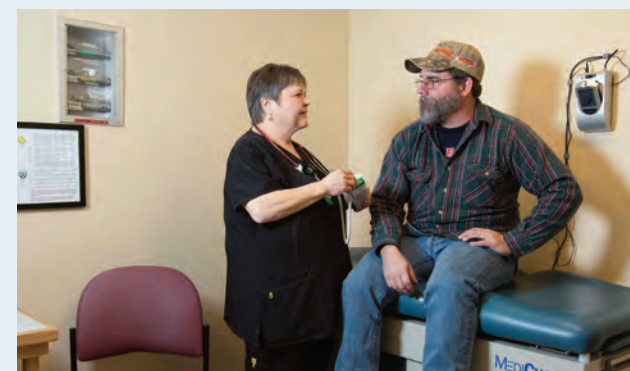
SERVICE SPOTLIGHT: Alpha-1 Clinical Resource Center

This year, VRH was designated as an Alpha-1 Clinical Resource Center by the Alpha-1 Foundation, a group committed to finding a cure for Alpha-1 Antitrypsin Deficiency and to improving the lives of people affected worldwide. Dr. Donald Mahler and his team were invited to apply to the Alpha-1 Foundation to be a Clinical Resource Center due to their work in this field. Valley Regional is the only Alpha-1 site in New Hampshire.



847
PULMONARY
REHAB HOURS

SERVICE SPOTLIGHT: Occupational Health



On-site Education and Health Fairs for:

- Exercise
- Nutrition
- Weight Loss
- Smoking Cessation
- Stress Reduction
- CPR
- First Aid

4,881
OCC HEALTH VISITS

Work-Related Occupational Healthcare

- Department of Transportation (DOT)
- Drug and Alcohol Testing
- Ergonomic Assessments
- Hearing Tests
- Immunizations
- Physicals
- Respirator Fit Testing
- TB Testing
- Vision Tests

Healthy employees are more productive and happier. Employee health is a major concern for companies of every size and in every industry. We partner with local businesses to create custom programming and to provide employee education and work-related healthcare.



Board of Trustees

Peter J Wright
Allan Berggren, MD
James Borchert
Michael Fuerst
Steve LeBlanc
Charlene Lovett
Sherwood Moody
Michael O'Connell
Patricia Putnam
Alison Raymond
Lisa Richmond
Michael Satzow
John Tomlinson
Jim Wimberg
James Wilton, DPM

Ex-Officio Trustees

Peter Wright,
President & CEO
Deanna Howard,
D-H Representative
Lisa Richmond,
President of LUAS

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Bob Bowen
Roz Caplan
Ella Casey
Wells Chandler
George Grabe, DMD
Kathy Hubert
Nancy Merrill
Patricia Putnam
Leigh Ann Root
Bernard Rosen, MD
Mike Satzow
Charles Sawyer, MD
Robert Sprano
Carol Vivian
Nancy Yazinski

Financial Overview

CONSOLIDATED STATEMENT OF REVENUES AND EXPENSES (UNRESTRICTED ONLY)

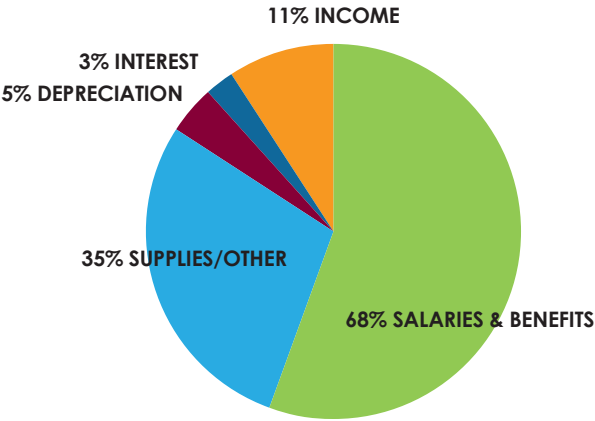
FISCAL YEAR ENDING SEPTEMBER 30 (IN THOUSANDS)	FY2016	FY2015
Net Revenue from Patient Care	39,470	39,429
Less Provision for Uncollectible Accounts	(2,920)	(3,222)
Other Operating Revenue	1,839	2,245
OPERATING REVENUES	38,389	38,452
Salaries, Benefits & Medical Prof Fees	26,193	26,874
Other Operating Expense	13,463	13,814
Depreciation & Interest	3,090	3,227
OPERATING EXPENSES	42,746	43,915
Gain (Loss) from Operations	(4,357)	(5,463)
Non-Operating Revenues (Losses)	763	4,030
INCREASE IN UNRESTRICTED NET ASSETS BEFORE UNREALIZED GAINS (LOSSES) ON INVESTMENTS	(3,594)	(1,433)
Net Assets Used for Property & Equipment	14	0
Unrealized Gains (Losses) on Investments	1,722	(4,767)
Increase (Decrease) in Unrestricted Net Assets	(1,858)	(6,200)

CONSOLIDATED BALANCE SHEET

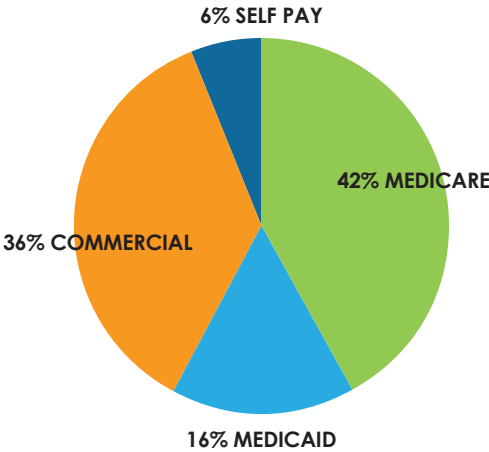
FISCAL YEAR ENDING SEPTEMBER 30 (IN THOUSANDS)	FY2016	FY2015
Cash & Other Current Assets	14,696	14,338
Long-term Investments	1,456	3,890
Property, Plant & Equipment – Net	16,491	17,879
Other Assets	28,474	26,313
TOTAL ASSETS	61,117	62,420
Current Liabilities	14,904	13,855
Long-term Debt	25,453	26,305
Net Assets:		
Unrestricted	15,266	17,124
Temporarily Restricted	1,281	1,261
Permanently Restricted	4,213	3,875
TOTAL LIABILITIES & NET ASSETS	61,117	62,420

We provided \$1,059,000 in financial assistance to the community.

2016 Use of Funds



2016 Source of Funds



Registered Nurse First Assistant
Eileen Czechowicz, RNFA

What is an RNFA?

- Registered Nurse First Assistant (RNFA) is a perioperative registered nurse with an expanded role that includes:
- 2,000 hours of assisting with a physician preceptor, combined with course work.
- Assisting the surgeon by exposing tissues, retracting, clamping and tying vessels, cauterizing and suturing wounds closed.
- Assisting with prepping and applying dressing.
- Providing the surgeon the best environment to perform their job.



"I have been very fortunate over the years to have been able to assist with many surgeries at VRH. I have been blessed to have many talented and capable mentors over the years in all the services that we have offered here."
— Eileen Czechowicz, RNFA

Wound Care Center

Our new wound care center provides evaluation and treatment of:

- Chronic non-healing leg and foot wounds relating to diabetes
- Post-surgery wounds
- Wounds resulting from inflammatory or neuropathic disorders, or arterial disease
- Thermal burns or radiation injury
- Traumatic injuries, including lacerations or crush injuries
- Wounds with bone infection

GETTING THE HEALING PROCESS GOING.

Dr. Hermann Sigbjarnarson, General Surgery

Dr. Hermann cares for his patients with great compassion. This patient testimonial, submitted to *What's Up, Claremont*, demonstrates his commitment:



"(Due to gallstones, I spent) almost two years limiting what I ate to barely nothing just so I didn't have to have an attack or have to go through anxiety or surgery. I have severe anxiety and panic attacks.

Fast forward to about two weeks ago. I woke up with an attack in immense pain and called 911. I met with a surgeon from the hospital, Dr. Hermann. A few days later, he called and asked how my mom was. He remembered me, my story, my fears and concerns. Most doctors don't remember their patients, or at least not the ones I've ever met. He called to check up on me numerous times, always giving me a chance to talk if I needed to.

The surgery date came and I was so confident in going under—it felt nice and I was very relieved. Finally I can move on with my life and begin eating normally again. I could not have done it without this surgeon. I truly feel they went above and beyond to help me. We need more doctors like this!"

Certified Wound Care Nurse
Jennifer H Martin, RN, WCC

- 2009 | Wound Care Education Institute certification
- 2015 | Attended the Wild On Wounds Conference studying conservative tissue removal and demonstrated proficiency under the guidance of Dr. James Wilton.
- Provides wound consultation and suggests treatments.
- Utilizes a state of the art wound camera, allowing measurement and monitoring the healing process.

Why wound care?

"I always had a fascination with how the body healed itself from surgical wounds, but then started seeing an increase in more complicated wounds on the floor, such as venous ulcers, diabetic ulcers and pressure ulcers. As a wound care nurse, teaching patients is just as important as wound healing."

— Jennifer H Martin, RN, WCC



Thank you to everyone who makes our work possible by donating their time, skills, and dollars to support the health of our community.





Certified Emergency Nurse
Jennifer Ranney, MSN, MHA, CEN

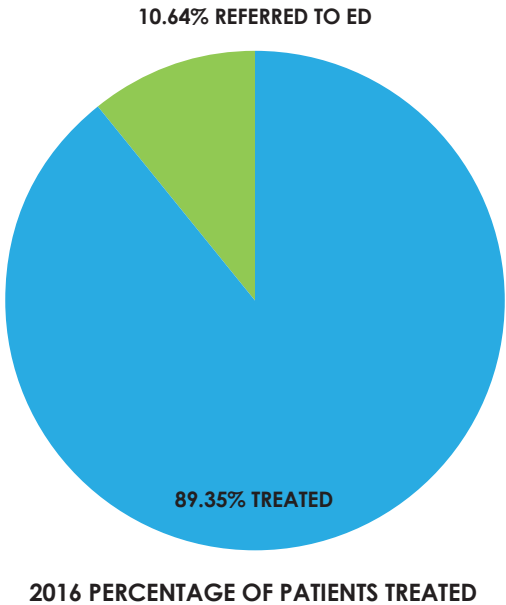
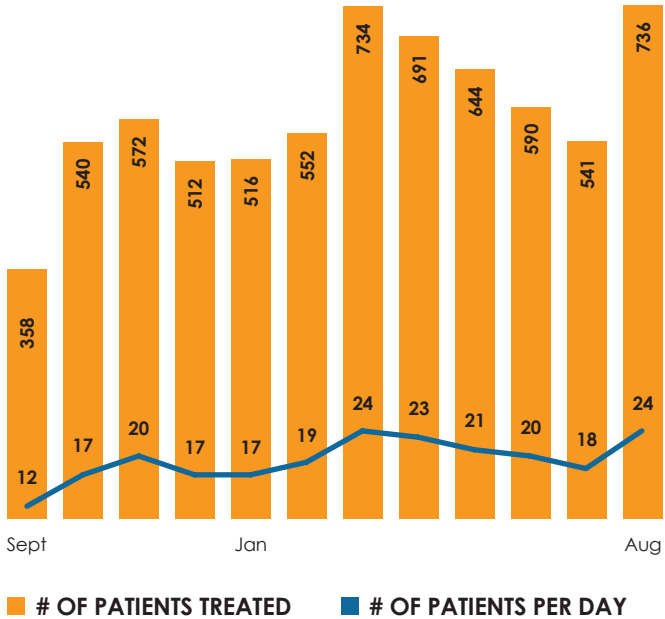
What is the Certification in Emergency Nursing?

- Establishes a level of knowledge, competency, requirements, and achievements
- Measures the attainment of a defined body of knowledge needed to function at the competent level
- Encourages participation in continuing education
- Promotes professional development and career advancement

Your Community Hospital

Some of the diverse ways we partner with our community:

- Blood Drives
- Junior Volunteer opportunities
- Medical Assistant training
- Supporting community events
- Community Health Fair
- Educational events
- Supporting our kids: team sponsorships, local high school year books, and Project Graduation events
- Donate Life
- Participation in community groups: Rotary, Kiwanis, BNI, many local non-profits



10,745

TOTAL ED VISITS 2016

8% OVER PROJECTION

9,984

7,558

TOTAL UC VISITS FOR 2016

16% UP FROM PROJECTED

6,515



Save the Dates

Volunteer Appreciation Luncheon
VALLEY REGIONAL HOSPITAL | WED. APRIL 26

Wine Gala
NEWPORT OPERA HOUSE | SUN. APRIL 30 | 4-6PM

2nd Annual Community Yard Sale
VRH'S DUNNING ST. PARKING LOT | SAT. JUNE 17

VRH Golf Classic
NEWPORT GOLF CLUB | TBD

Community Wellness Fair
VALLEY REGIONAL HOSPITAL | SAT. OCTOBER 28

Annual Meeting
CSB COMMUNITY CENTER | TUES. JANUARY 16, 2018



Our Mission:

To foster optimal and sustainable population health.

Our Vision:

To provide compassionate, affordable, evidence-based, high quality care in partnership with the community.

Our Core Values:

Integrity | Excellence | Accountability | Compassion



Valley Regional Healthcare