

ANNUAL REPORT TO THE COMMUNITY



I.C.A.R.E.

- Integrity
- Compassion
- Accountability
- Respect
- Excellence



20
18

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MISSION

To provide quality, compassionate and accessible healthcare in a manner that brings value to all.

VISION

Littleton Regional Healthcare will be the leading provider of healthcare and the best organization in which to work.

VALUES

Integrity
Compassion
Accountability
Respect
Excellence

DEAR FRIENDS of Littleton Regional Healthcare



Robert F. Nutter, President
Littleton Regional Healthcare



William Bedor, Chair
LRH Board of Trustees

WE HOPE you enjoy the Littleton Regional Healthcare 2018 Annual Report to the Community. The information included in this report will help you get to know Littleton Regional Healthcare a little better. We are excited to share the services we provide, introduce our new highly-skilled providers and report on our financial position. At the same time, we want to communicate the accomplishments we have made in 2018 and share our plans for the future. Every year, LRH makes investments in healthcare providers and programs and services so that we can continue to meet the healthcare needs of the communities we serve.

Looking back, 2018 has been 12 months of exciting changes. LRH continues to work with North Country Healthcare and affiliated hospitals: Androscoggin Valley Hospital, Upper Connecticut Valley Hospital, Weeks Medical Center, and North Country Home Health and Hospice. We are working together to deliver high quality, compassionate, and accessible healthcare across the region.

We now have the region's strongest foundation in orthopedic and sports medicine care at Alpine with the addition of Dr. Jean Langevin, Orthopedic Surgeon and Traumatologist, and Dr. James Glazer who specializes in Sports Medicine. Both of these providers add a new level of outstanding healthcare to the orthopedics service line at Alpine. Patients from the North Conway area can now be seen by one of the Alpine orthopedic surgeons, sports medicine specialist or pain management providers as we recently opened the new Alpine site in North Conway.

In September, Dr. Robert Cimis, Gastroenterologist, joined the Medical Staff at LRH. Dr. Cimis provides a much-sought-after service specializing in endoscopic and therapeutic procedures to the upper and lower gastrointestinal tract.

In addition to new healthcare providers, LRH opened the North Country Comprehensive Pain Center at LRH in June. Francis Valenti, CRNA, MS, and Greg Aprilliano, MSNA, CRNA, are leading this new service for patients suffering from a multitude of complex pain issues. In October, LRH opened the North Country Pharmacy. Conveniently located on the ground level of the Medical Office Building, North Country Pharmacy allows patients and community members to fill prescriptions before leaving the building, making visits to physicians much more convenient.

In November, LRH was appointed as a regional HUB for Governor Sununu's Substance Use Disorder (SUD) program. This initiative will address the opioid addiction crisis in New Hampshire by providing access to treatment and recovery services. Our HUB, known as The Doorway at LRH, will be located in downtown Littleton.

LRH ended Fiscal Year 2018 with a 2.36% operating margin compared to a budgeted margin of 2.0%. We continue to be financially stable. This helps us to sustain current services as well as fund expansion of new services and providers to meet your healthcare needs.

With the continuous and tireless efforts of the entire hospital team, we provide our patients and their families with compassionate, dedicated, and high quality healthcare. We are grateful for every member of the Littleton Regional Healthcare family. This includes recognizing the dedication and professionalism of our physicians, providers, nurses, staff, volunteers and the volunteer Board of Trustees that governs this organization. These professionals work hard to provide the high level of care you deserve, and have come to expect from Littleton Regional Healthcare.

We are open to your comments, as they are important and a valued part of the coordination of care and services we provide to you, your family, and our community. Thank you for your support of Littleton Regional Healthcare.

Respectfully,

Robert F. Nutter

William Bedor

Looking to 2019 at LRH

Growth

In 2019, we will continue to grow programs and services to meet the needs of the communities we serve.

New Services

Dr. Anthony Salerni, who specializes in minimally invasive neurosurgery, will join the LRH medical staff and the Alpine team in January. Dr. Salerni brings a new service line that is much needed in this area and will allow patients with cerebrovascular and spinal disorders to be treated close to home.

Urgent Care Center

We look forward to the Grand Opening of the Urgent Care Center on the LRH campus in February of 2019. The Center will offer convenient access to high-quality medical care at affordable rates. It will allow individuals who may not have access to health insurance or patients who cannot be seen by their primary care provider after hours to be seen by a provider. Staffed by LRH physicians and staff, Urgent Care Center at LRH is a low-cost option to emergency room visits for the treatment of non-life-threatening illness and injuries.

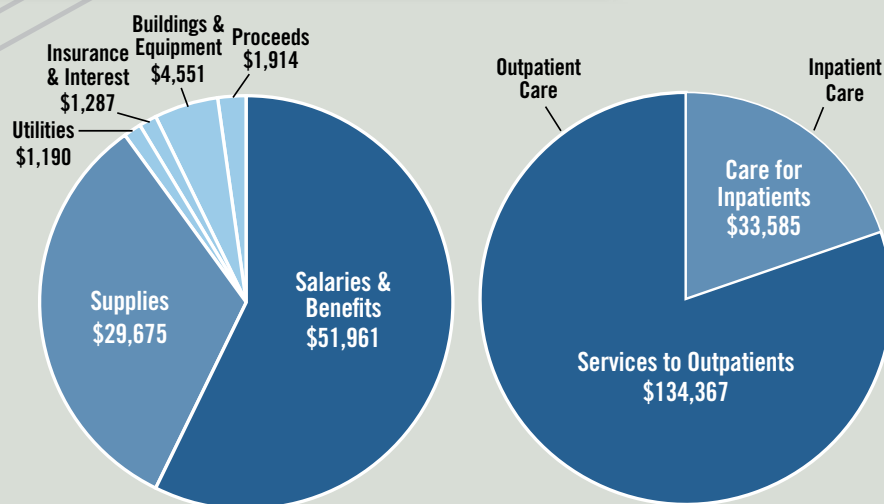
LRH is an **18-year-old**,
232,000 sq. ft. facility in the
heart of the White Mountains of
NH, on a **252-acre** campus.

FINANCIAL HEALTH

STATEMENT OF REVENUE & EXPENSES FOR FISCAL YEAR ENDING SEPT. 30, 2018 & 2017 (\$000)

INCOME & EXPENDITURES

CHARGES TO PATIENTS FOR SERVICES	2018	2017
Care for inpatients	33,585	34,031
Services to outpatients	134,367	128,498
Total amount of our charges	167,952	162,529
Less Government program reductions and discounts	(76,677)	(75,662)
Less patients who are unable to pay for our services	(6,376)	(5,425)
Therefore, we have received or will receive from patients or from those paying on their behalf: NET	84,899	81,442
Other operating income	5,679	3,943
Thus, we have received, or will receive a total of	90,578	85,385
EXPENDITURES		
For salaries, employee benefits, and the services of physician specialists	51,961	48,989
Medical and surgical supplies, drugs, food, and other expenses	29,675	28,185
Heat, water, and electrical services	1,190	1,160
Insurance and interest expenses	1,287	1,370
This year's use of buildings and equipment	4,551	4,849
Earnings from operations to repay our debt and reinvest in the Hospital's future	1,914	831
Therefore, this total is equal to the income received	90,578	85,385



COMMUNITY BENEFITS

Giving Back to the Community

As a not-for-profit community hospital, Littleton Regional Healthcare is dedicated to improving the health and quality of life of the individuals and communities we serve. Our community benefit activities are fundamental to that mission. Each year, LRH develops a Community Benefits Plan that seeks to identify unmet existing health needs in the community. Each day, our staff, physicians and volunteers work together to meet those needs through quality health services, wellness and educational initiatives, and charity care. We are fortunate to partner in many of these initiatives with outstanding health, cultural, educational, civic and social service institutions who share our vision for a healthier community.

Here are a few ways that LRH gave back to the community this year:

COMMUNITY HEALTH SERVICES

- Patient & Family Resources (medical information inquiries)
- Sharps Disposal Program
- Hearing Aide Training and Assistance
- Birth & Parenting Programs
- Heart Healthy Programs
- Hearing screenings for infants, toddlers and pre-schoolers
- Mom's Morning Out Support Group for new moms

COMMUNITY HEALTH EDUCATION

- Wellness Fairs
- North Country Women's Health Conference
- Emergency Medical Services (EMS) Conference
- Palliative Care Education
- Audiology – Lunch & Learn Series

HEALTHCARE SUPPORT SERVICES

- Patient Transportation Services (Care-A-Van)
- Family Support Team Services

CHARITY CARE

- Free or Discounted Healthcare

In 2018, LRH committed **\$1,115,000** in **community benefits and charitable healthcare**—along with **programs and services** for patients and their families in the communities we serve.

MEETING COMMUNITY NEEDS As a 501(c)(3) not-for-profit organization, LRH consistently provides additional free or charity care and wellness/health education programs in order to meet the growing healthcare needs of our North Country community.

2018 Guardian of Excellence Award in Patient Experience

Commitment to outstanding customer service is what makes Littleton Regional Healthcare unique. In 2018 LRH was awarded the prestigious award of Guardian of Excellence Award® by Press Ganey. The Guardian of Excellence Award recognizes top-performing health care organizations that have achieved the 95th percentile or above of performance in Patient Experience, Employee Engagement, Physician Engagement or Clinical Quality. LRH has maintained the **95th percentile** in Patient Experience for **four consecutive quarters**. LRH is also the **only** hospital in New Hampshire recognized for this prestigious award.

The Press Ganey Guardian of Excellence Award is a nationally-recognized symbol of achievement in health care. Presented annually, the award honors hospitals who consistently sustained performance in the **top 5%** of all Press Ganey clients for all four reporting periods during the course of one year.

Everyone at Littleton Regional Healthcare is committed to providing high quality, compassionate healthcare that is easily accessible. LRH is dedicated to creating care partnerships that support the healing and wellness of patients. LRH welcomes feedback from patients through Press Ganey survey responses and personal conversations.

These survey responses from our patients is what made this achievement possible.





North Country PHARMACY

Now Open at LRH!

North Country Pharmacy at LRH officially opened its doors in October 2018. LRH patients and community members can now enjoy more personal attention from one of the pharmacists. The Pharmacy is conveniently located in the lobby of the LRH Medical Office Building—making it easy for patients to stop on the way out to refill or fill their prescriptions. No more extra stops on the way home.

The LRH staff is getting to know their customers and will provide personalized service to everyone, discussing prescriptions and information on how and when to take prescriptions, and any other interactions they should be aware of. Our pharmacists encourage questions to be sure each person is fully aware of how to safely take their prescription.

Anyone wishing to refill their prescription from North Country Pharmacy can simply call in after hours to place their order.

We encourage you to contact the North Country Pharmacy at LRH today by calling (603) 444-9024 so you can see how convenient this new service will be for you and your family.

ADDITIONAL BENEFITS OF THE NORTH COUNTRY PHARMACY AT LRH:

- **Patients can shop for monthly over-the-counter specials.**
- **NC Pharmacy accepts most major insurance carriers.**
- **NC Pharmacy accepts Medicare Part D.**
- **NC Pharmacy accepts Medicaid – New Hampshire and Vermont.**
- **NCH Pharmacy is open Monday–Friday, 8am–5:30pm.**

“I am so pleased that LRH opened the North Country Pharmacy this year. The location on the main floor of the medical office building at LRH is perfect. It allows me to fill my prescriptions before I leave, so there is no need to stop on my way home. This makes it so much easier for me as I live in VT and it prevents me from having to stop in Littleton or St. Johnsbury, VT. Plus, the pharmacists are so helpful in explaining how and when to take my medication.”

Mr. LaBounty
St. Johnsbury, VT



PAIN MANAGEMENT



Frank Valenti, CRNA, MS, and Greg Aprilliano, MSNA, CRNA.

An Integral Part of Healthcare

Chronic pain or any kind of pain has a significant impact on 100 million Americans each year, according to one estimate. Pain can interfere with various aspects of a person's life. This is why Littleton Regional Healthcare brought two leaders in pain management on board to join the LRH Medical Staff and opened the **North Country Comprehensive Pain Center** in June, 2018. **Greg Aprilliano, MSNA, CRNA**, and **Frank Valenti, CRNA, MS**, provide a comprehensive plan to address each person individually.

Treating chronic pain is challenging. According to the US Pharmacist®, The Pharmacist's Resource for Clinical Excellence, *“The use of Opioids as first line therapy for chronic pain is not recommended. The known severe and potentially fatal risks outweigh the temporary benefits of opioids for chronic pain.”*

Different modalities will be offered to create a comprehensive plan of care to address each person individually. Both providers are committed to creating individual treatment plans for patients that will allow them to manage their pain more effectively and with less of an impact on their daily lives.

North Country Comprehensive Pain Center is now open at Littleton Regional Healthcare in Littleton, and pain management services will be provided at Alpine sites in North Conway and Plymouth.

“Nerve pain feels like a lightning strike. It can be both debilitating, and at best, discouraging. Thanks to the exceptional care by Frank Valenti, CRNA, MS the quality of my life has been restored. Frank's assistant, Grace Miller, MA, RT, has been so compassionate and exemplifies true thinking 'outside the box'. As an amputee, transferring on and off a high stretcher can be anxiety provoking, but Grace found a way to remove all fear. I cannot say enough about how much I appreciate the addition of North Country Comprehensive Pain Center at Littleton Regional Healthcare.”

S. Manah B.
Whitefield, NH

“Frank Valenti, CRNA, MS, and Greg Aprilliano, MSNA, CRNA and the entire staff at North Country Comprehensive Pain Center are by far the best “Top Notch”. They are caring and compassionate. They are very attentive and listen to you. They are responsive and explain everything so clearly. I am so thankful for all they have done for me. Anyone dealing with pain issues should give them a try—you will not be disappointed. LRH and the communities they serve are fortunate to have a state-of-the-art comprehensive pain center so close to home.”

R. Belmore
Bethlehem, NH

WELCOME New Physicians to



Introducing **Dr. Jean Langevin**, Orthopedic Surgeon and Traumatologist.

Dr. Langevin specializes in orthopedic surgery in traumatology. His specialty focus is on lower limb reconstruction, arthroplasty, and traumatology. The Northern New Hampshire Region is fortunate to have Dr. Langevin on hand to treat patients suffering from traumatic injuries to the extremities. Dr. Langevin joined the Alpine team in 2018—the largest orthopedic practice in northern New Hampshire.



Introducing **Dr. Anthony Salerni**, Spine Specialist, who specializes in the diagnosis and treatment of cerebrovascular disorders, spinal disorders, spinal fractures and spinal stenosis. He performs minimally invasive surgical procedures to treat these conditions.

“From the birth of my son through regular checkups and life-saving emergency care, LRH has always been there for my family, offering high-quality care without the crowds. My family tries to lead a healthy life, and we know healthcare is an important part of that. Littleton is vibrant, and this community deserves healthcare that will keep us thriving. With LRH, we get that. We know somebody is really looking out for us.”

Tracy Johnk
Local Outdoor Enthusiast

Littleton Regional Healthcare



Introducing **Dr. Robert J. Cimis**, Gastroenterologist, who provides endoscopic, diagnostic, and therapeutic procedures for the upper and lower gastrointestinal tract. He treats in- and out-patients through consultation, evaluation, and long term follow-up care for chronic gastrointestinal conditions.

“LRH does a great job of helping our volunteers and employees—from nurses and physicians to housekeepers—to understand how our individual roles impact patient care. The North Country needs this. My family loves it up here, where the community is a real community; where everyone is hardworking, family is important, and we all look out for each other.”

Amy
LRH Employee and Patient



Introducing **Dr. James Glazer**, Orthopedic Specialist.

Dr. Glazer specializes in Orthopedic Sports Medicine as a non-operative Orthopedics specialist. Dr. Glazer is Board Certified in Family Practice with a certificate of added qualification in Sports Medicine. He is one of the youngest doctors to be awarded the prestigious Fellowship in the American College of Sports Medicine. He joined the Alpine team in 2018—the largest orthopedic practice in northern New Hampshire.

Dear Friends of the LRH Auxiliary,

On behalf of the LRH Auxiliary Board and entire membership, please accept our sincere appreciation for your continued support of the LRH Auxiliary. The Auxiliary is comprised of 125 volunteers who work together to manage our primary fundraiser—the Moose Ledge Gift Shop, and host numerous community outreach and special fundraising events with the proceeds benefiting Littleton Regional Healthcare.

These fundraising and community outreach events included:

- An Evening Out with the Auxiliary at Jean's Playhouse
- Bag Ali Sale
- Bowl & Board Sale
- 99 Restaurant Dining for a Cause
- Collective Goods Book Fairs
- Handmade Quilt Raffle
- Holiday Cookie Sale
- Lu La Roe Clothing Pop-Up Boutique Sales
- Moose Ledge Gift Shop special sales events
- Participation in the LRH Dr. Moose Golf Tournament
- Participation in the LRH North Country Women's Health Conference

Because of the generosity of so many, the Auxiliary supported the following LRH and community outreach initiatives and provided:

- A \$2,000 sponsorship of the LRH North Country Women's Health Conference.
- Born to Read books for well child visits at North Country Primary Care RHC – Pediatrics.
- Clothing for all departments at LRH so that patients needing a change of clothes to go home in have one readily available.
- Doctor's Day luncheon to recognize the dedication of LRH medical staff.
- Ice Cream Social during National Hospital Week to recognize LRH staff.



LRH Auxiliary Scholarship Awards Ceremony: Cameron Bosse, WMRHS; Amy Dorr, LRH; Amanda (Mandy) Boyd, LRH; Rhonda Payette, LRH-Alpine; Carla Anderson, LHS; Darcy Horne, LHS; Scholarship committee members: Carlene Whitcomb, Nancy Diener, and Carrie Way.

- Lead support to host Consider the Conversation, a documentary on a difficult subject about end-of-life care made available to community members.
- Lead support to host the former Chief Justice John T. Broderick, Jr. who shared his poignant story to raise awareness about mental health and the five most common signs indicating mental illness.
- \$19,000 in scholarships for high school students and LRH employees who are pursuing a healthcare career or furthering their studies in healthcare.
- The lead gift of \$10,000 in support of the LRH Care-A-Van transportation program for patients who are unable to drive to and from their appointments.

These are just a few examples of how important your support of the Auxiliary is—whether you shop at the Moose Ledge Gift Shop, participate in various fundraising events or gift shop sales, or make a contribution to the LRH Auxiliary—your gift matters!

Warmly,

Gail P. Clark, President
LRH Auxiliary

The Moose Ledge Gift Shop is run solely by volunteers. All of the money the Auxiliary raises supports LRH in so many ways...

Dear LRH Family & Friends,

Every year individuals, corporations, local businesses, LRH Hospital Board members, Medical Staff, LRH Auxiliary, and staff and volunteers generously support Littleton Regional Healthcare through a variety of fundraising efforts.

This year is no different...because of the generosity of more than 300 donations totaling more than \$181,000 our fundraising efforts provided financial support for initiatives that touch every area of the hospital including program and service development, equipment needs, education, and physical plant improvement.

Each gift, regardless of size, makes a difference to our patients, their families, physicians and the staff at LRH. Whether you made an outright donation through a direct mail campaign, honored the memory of a loved one, provided in-kind service, sponsored or participated in a special event or purchased raffle tickets, thank you all for making our 2018 fundraising efforts a success.

Because of your generous support, we were able to provide funds to support the following for LRH:

- LRH Volunteer Program
- Helping Hands Fund – employee financial assistance
- Birth & Parenting Program – swaddles for our LRH newborns
- Health Related Educational Materials - Gale Medical Library
- Employee Nursing Education Scholarship Fund
- North Country Primary Care Waiting Areas
- Funds to Renovate the Pediatrics Waiting Area
- LRH Oncology, Hematology, & Infusion Center – furnishings for patients to improve comfort
- Patient assistance through uncompensated care
- LRH Rehabilitation Services equipment

Again, thank you to every person who generously supports Littleton Regional Healthcare. We are grateful for your help.

Respectfully,

Ashley Garrison
Fundraising Committee Chair

Gail P. Clark, Director
Development, Marketing & Community Relations

SUPPORT LRH

Why is your help important? Philanthropy and the generosity of our donors plays a huge role in our ability to continue to make these investments.

Every dollar donated to Littleton Regional Healthcare enables us to continue to invest in the health and well-being of the people in the communities we are so fortunate to serve.

Your gift at any level is greatly needed and appreciated. Please consider making a gift today by calling (603) 444-9304, or visiting littletonhealthcare.org.

Philanthropy brings people together to promote healthy individuals and healthy communities.

2018 STATISTICS & FACTS

These are just a few of the interesting facts about Littleton Regional Healthcare...

- \$49,986,036 in annual payroll (including salaries, benefits, and the services of physician specialists).
- LRH diagnostic imaging (x-ray) department took 24,449 imaging exams.
- Our Emergency Department treated 10,768 patients.
- The LRH Care-A-Van drove 35,392 miles, providing more than 2,992 free trips for 348 patients who cannot drive or do not have a vehicle.
- Our Accounts Payable staff member processed 19,325 invoices in just one year—an average of 1,610 per month.
- As of September 2018, we employed 515 dedicated professionals including 67 credentialed healthcare providers on our staff. Approximately 95% of our physicians are board certified.
- In 2018, LRH received \$181,535 in charitable contributions from 325 generous donors.
- 4,160 tons of wood chips burned at a total cost of \$231,030
- 11,206 gallons of fuel oil burned at a cost of \$20,607, saving \$375,647 in annual heating costs

THANK YOU for your continued support...

Littleton Regional Healthcare gratefully acknowledges the commitment of all those who support our fundraising efforts with a contribution, pledge or in-kind donation during fiscal year 2018. We also wish to recognize the quiet dedication of those individuals who make contributions to LRH but wish to remain anonymous.

Summit Donors (\$10,000 and above)

Dr. and Mrs. Scott Brody
Dr. and Mrs. Edward L. Duffy
Littleton Regional Healthcare Auxiliary
New England Wire Technologies, Inc.
Mrs. Star Whitney

Summit Donors (\$5,000-\$9,999)

Dr. and Mrs. Russell Sarver
Allan and Gail Clark
Arthur J. Gallagher & CO.
Bretton Woods Telephone Company
Randall and Elizabeth Kunz
Jared and Arlie Vandenbroek

President's Circle (\$1,000-\$4,999)

Allscripts Healthcare Solutions
Balanced Healthcare Receivables, LLC
Mr. Charles Bjorklund
Mr. S Jeffrey Burt
CGI Benefit Solutions
Coca Cola Bottling Company of Northern
New England
Farmway, Inc.
Foundation for Healthy Communities
Garnet Hill
Guardian Life Insurance Company
Harvard Pilgrim Health Care
Lincoln Financial Group
Dr. Jennifer Lucas
Mascoma Savings Bank
NH Charitable Foundation
Northeast Delta Dental
Omada Technologies
Daniel F. O'Neill, MD, Ed.D, FAAOS
Passumpsic Savings Bank
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Phillips, DiPisa & Associates
Pioneer Investments
Prime Buchholz
Principal Financial Group
Quorum Health Resources, LLC
SageView Advisory Group
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Mr. and Mrs. John D. Starr
Robert and Lois Stiles
Koren and Greg Superchi
Union Bank
White Mountain / Connors Footwear
Woodsville Guaranty Savings Bank

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Acute Medical Gas Services
Ammonoosuc Community Health Services
Androscoggin Valley Hospital
Coldwell Banker Linwood Real Estate
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Doug Chapman Builders & Carpentry
Mr. and Mrs. Russell Gaitskill
Roger and Marsha Gingue
Mr. and Mrs. Steven Glines
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Mr. and Mrs. Robert Jensen
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Littleton Coin Company, LLC
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Northern Human Services
Peabody & Smith Realty, Inc.
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Uniformly Yours, Inc.
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VT Heating & Ventilating
W.B. Mason
Weeks Medical Center
Whitney's, Inc.
Xenex Disinfection Services

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Casella Waste Systems, Inc.
Casey & Associates
Gregory and Danielle Cook
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Ms. Linda Novak
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Stanley Elevator Company, Inc.
Mrs. Carol Stearns
Trumbull-Nelson Construction Co., Inc.
Larry and Paula Uertz
Valhalla Corp.
Ms. Sylvie Weber
Mr. and Mrs. Thomas White
Yeaton Associates, Inc.

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Mr. and Mrs. Alfred Ames
Ms. Barbara Anderson
Leonard and June Armstrong
Mr. Donald L. Atkins

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Ms. Hilda J. Baker
Mr. Philip Barra
Ms. Audrey Bassett
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Ms. Betty Bond
Mr. and Mrs. Raoul W. Boucher
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William and Noreen Watts
Ms. Vivian G. Webster
Mrs. Mary F. Weiler
Mr. and Mrs. Charles West
Ms. Sandra White
Mr. Eric Witt
Mr. and Mrs. Howard R. Young

Gifts-In-Kind

Abbey Cellars
Adair Country Inn & Restaurant
Advanced Graphic Communication
Alpine Adventures
Amoskeag Beverages
Annabelle's Paint & Pub
Chef Michael Beers, CEC
Beal House Inn
Bella Funk Boutique
Bethlehem Country Club
Breathe New Hampshire
Ms. Diane Brown
Calico Cottage
Chef Joe's Catering
Cherry Blossom Floral Design
Coca Cola Bottling Company of Northern
New England
Copper Pig Brewery
Creative Cuts by Connie
Deluxe House of Pizza
Dunkin Donuts
Evergreen Sports Center
Farmway, Inc.
Fisher Auto Parts
Fitness Authority
Mr. Pablo Flores and Dr. Catherine B. Flores
Foto Factory
Garnet Hill
Gold House of Pizza
Gordi's Fish & Steak House, Inc.
Harman's Cheese & Country Store
Ms. Lorraine Holt
Home Depot

Inn at Sunset Hill
Iron Furnace Brewing
Jackson Corner Casuals
Jean's Playhouse
Jing Fong Chinese Restaurant
Ms. Maureen Kalfas
Kohl's Rochester
Lahout's Ski Shop
Little Village Toy & Book Store
Littleton Bagel Depot
Littleton Chevrolet Buick
Littleton Food Coop
Littleton Nails & Spa
Littleton Regional Healthcare Auxiliary
Loon Mountain Resort
Lowe's
Mascoma Savings Bank
Ms. Melanie Millette
Mittersill Alpine Resort
Mr. Jacks Car Wash
Maplewood Country Club
Ms. Carrie Myers
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OMNI Mount Washington Resort
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The Healthy Rhino
The Inkwell Coffee and TeaHouse
The Littleton Diner
The Mount Washington Cog Railway
The Viaggio Spa & Wellness Center
Thyme to Learn Wellness
Tip Top Nails
Topic of the Town
Town Fair Tire
Tractor Supply Co.
Trend Innovative Business Solutions
Uniformly Yours, Inc.
Walmart
White Mountain / Connors Footwear
Ms. Meggen Wright

Honor Gifts

In Honor of Jennifer Clough
David Partington Ph.D.

In Honor of Jeffrey Reisert
Mr. John P. Chivers

In Honor of Dr. John P. Sauter
Anonymous
Ms. Audrey Bassett
Mr. and Mrs. Michael Gainer
Dr. and Mrs. Russell Sarver

Please note that the donations listed above were made from October 1, 2017 through September 30, 2018, which reflects our fiscal year.

If we have inadvertently omitted or misspelled your name, please accept our sincere apology and notify us at **(603) 444-9304** or write to us at: **Littleton Regional Healthcare, Office of Development, Marketing & Community Relations, 600 St. Johnsbury Road, Littleton, NH 03561**, so that we can correct our records.

Memorial Gifts

In Memory of Dorothy M. Boisvert
Allan and Gail Clark

In Memory of Allee Burt
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In Memory of Dr. H. Taylor Caswell, Jr.
Ms. Katie Hartford
Ms. Linda Novak

In Memory of Barbara A. Clark
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In Memory of Sharon Covill
Ms. Audrey Bassett

In Memory of Donna Cruikshank
Ms. Kathleen Somerville
Mr. and Mrs. Ronald Stevens

In Memory of Carrie Deibler
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In Memory of Lil Finley
Mr. Edward Clough

In Memory of Robert Gale
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In Memory of Esther Huot
Mr. and Mrs. Paul Lambert

In Memory of Fred B. Kfoury
Ms. Lois Kfoury

In Memory of Erin Lanoue
Mr. and Mrs. Edward Lanoue, Sr.

In Memory of Harry McDade
Atty. Clarence V. Labonte, Jr.

In Memory of Charles Mullin
Richard and Patricia Reed

In Memory of Erma Shely
Ms. Donna Rohwer
Ms. Judith Dean
Ms. Karen Randall
Mr. and Mrs. Mark Fallon
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Union Bank

In Memory of Janet M. Stafford
Mr. and Mrs. David Neil Stafford

In Memory of Anne B. Stearns
Mr. Daniel Stearns
Ms. Carol Stearns

In Memory of Dorothy Sundman
Mr. and Mrs. Rick Sundman
Mr. and Mrs. David McLure
Mr. Eric Witt
Mr. and Mrs. Wendell Jesseman

In Memory of Guilbert Vickery
Katelyn and Tyler Murray

In Memory of Robert Whitney
Mrs. Star Whitney



LRH offers a wide range of inpatient and outpatient medical, surgical and diagnostic services, including:

24-HOUR PHYSICIAN STAFFED EMERGENCY DEPARTMENT

Emergency Medical Services (EMS) Education

ANESTHESIA SERVICES

AUDIOLOGY
Hearing Evaluations
Hearing Aid Fittings & Repairs
Vestibular (balance) Function Testing

CARE-A-VAN TRANSPORTATION

CASE MANAGEMENT
Advance Directives
Discharge Planning & Continuing Care
Social Worker on Staff

CARDIOLOGY

CORONARY CARE
Cardiac Rehabilitation and Wellness
Cardiac Lab
Cardiac Stress Testing
24-hour Cardiac Monitoring
Echocardiography
ECG Monitoring

DERMATOLOGY

DIABETES EDUCATION

DIAGNOSTIC IMAGING

Wide Bore MRI
64-Slice CT Scan
Bone Density Scanner
Breast MRI
4-D Mammogram
3-D Ultrasound Imaging
Multi-Slice Spiral CT Scanner
Mammography
iCAD Second Look
Mammogram
PET Scan

EMERGENCY MEDICINE

ENDOSCOPY PROCEDURES

EYE CARE

Optometry & Ophthalmology

FACIAL PLASTICS

Botox and Facial Fillers
Blepharoplasty (Eyelid Lift)
Rhinoplasty (Nose Surgery)
Laser Procedures
Surgical Dermatology

FAMILY MEDICINE

FAMILY SUPPORT SERVICES

Alternative Therapies Program
Collaboration with Local Clergy
Collaboration with Mental Health Providers
Referral to Local Support Groups

FOOD AND NUTRITION

Cafeteria Services
Community Appreciation Dinners
Community Nutrition Outreach Programs
Culinary Training
Diabetes Clinic
Nutrition Education Service
Patient Room Service

GALE MEDICAL LIBRARY

Patient and Family Resource Center

GASTROENTEROLOGY

HEALTH INFO MANAGEMENT (Medical Records)

HOSPICE CARE

HOSPITAL MEDICINE

INFECTION CONTROL

INTENSIVE CARE

INTERNAL MEDICINE

LABORATORY SERVICES

LITHOTRIPSY

NEUROLOGY

OBSTETRICS & GYNECOLOGY

OCCUPATIONAL HEALTH SERVICES

DOT – OSHA Exams
Drug and Alcohol Testing
Employee Wellness Clinics
Injury Treatment Services
Pre-Employment Examinations

ONCOLOGY/HEMATOLOGY & INFUSION CENTER

OPHTHALMOLOGY

Optometry

ORAL & MAXILLOFACIAL SURGERY

ORTHOAEDICS

OTOLARYNGOLOGY (Ear, Nose & Throat)

PAIN MANAGEMENT

PALLIATIVE CARE

PATHOLOGY

PEDIATRICS

PHARMACY

North Country Pharmacy

PODIATRY

PRIMARY CARE

PSYCHIATRY

PULMONOLOGY

QUALITY SERVICES

RADIOLOGY

REHABILITATION SERVICES

Ergonomics
Industrial Therapy
Incontinence Program
Occupational Therapy
Physical Therapy
Speech Therapy

RESPIRATORY THERAPY

RHEUMATOLOGY

THE SAUTER BIRTHING SUITE

Car Seat Safety Program
Childbirth Education
Lactation Consultation
Newborn Hearing Testing
Mother's Support Group

SHARPS DISPOSAL PROGRAM

SLEEP MEDICINE

Minimally Invasive SPINE SURGERY

SURGICAL SERVICES

Breast Surgery
ENT (Ear, Nose and Throat)
General Surgery
Gynecological Surgery
Orthopaedic Surgery
Trauma & Critical Care Surgery
Urology Surgery
Wound Care

UROLOGY SERVICES

Adult and Pediatric

VOLUNTEER SERVICES

Complimentary Therapies Program
Aromatherapy
Art Therapy
Guided Meditation
Massage Therapy
Music Therapy
Pet Therapy
Reiki and Reflexology,
Lifeline: 24-hour Personal Response
Roaming/Visiting Volunteer Program

ANESTHESIA SERVICES

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Judith Dearborn, CRNA
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Michele Hannon, CRNA, CHA, CPC3
Hilary Seymour, CRNA
Barry Townsend, CRNA
Jared Vandenbroek, DNAP, CRNA

AUDIOLOGY

Erin Taylor, MS, CCC-A, F-AAA 603-259-7692

CARDIOLOGY

Anil K. Mukerjee, MD, FACC, FACP, FASE, FASNC, FSCCT 603-444-9605
Hitchcock Clinic-Littleton
Emil Pollak, Jr., MD, FACC 603-444-9390

DERMATOLOGY

Charles Hamner, MD 603-259-7706

EMERGENCY MEDICINE

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Betsy Piburn, PA-C
Allysia Guy, MD
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Philip H.I. Lawson, MD
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Jeremy Orr, PA

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Patrick M. Fitzpatrick, DO 603-444-2450

GASTROENTEROLOGY

LRH Gastroenterology 603-259-7798
Robert J. Cimis, Jr., MD
No. Country Gastroenterology 603-444-0272
Howard Mitz, DO, FACOI

GENERAL SURGERY

North Country Surgical Services 603-444-2901
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Alice F. Rocke, MD

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Kuyilan Karai Subramanian, MD
Mary Van Alstyne, APRN
Sonya Morse, APRN
Anthony Signorine, NP

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Neurology Associates 603-444-9609
Gopalan Umashankar, MD

OBSTETRICS/GYNECOLOGY

No. Country Women's Health 603-444-9371
Scott Brody, MD, FACOG
Sonya Morse, APRN
Nicholas Marks, MD, FACOG
Emily Kelly, APRN, IBCLC
John Sauter, MD, FACOG
Julie Hohmeister, APRN

OCCUPATIONAL HEALTH

Occupational Health Services 603-444-9294
Amy Davis, APRN

ONCOLOGY/HEMATOLOGY & INFUSION SERVICES

Littleton Regional Healthcare-Dartmouth Hitchcock-Norris Cotton Cancer Center
Sergey Devitskiy, MD 603-444-9376

OPHTHALMOLOGY

Eye Associates of Northern NE 603-444-2484
Anthony Borgognoni, OD
Stephen Phipps, MD
William Rosen, MD

ORAL & MAXILLOFACIAL SURGERY

North Country Oral & Maxillofacial Surgery
Dennis Hannon, DDS 603-444-0003

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Jeffrey Kauffman, MD, MS, FAAOS 603-823-8600
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Haley Ireland, APRN
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Haley Ireland, APRN
Deb Sylvester, APRN
Daniel O'Neill, MD, EdD., FAAOS 603-536-2270
North Country Spine Clinic
Anthony Salerni, MD 603-575-6300

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North Country Comprehensive Pain Center
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Francis Valenti, CRNA, MS 603-575-6300

PALLIATIVE CARE

Philip H.I. Lawson, MD 603-444-9055

PODIATRY

Weeks Medical Center Podiatry 603-788-5288
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W. Kemp Schanlaber, DPM
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PRIMARY CARE

Behavioral Health

Weeks Medical Center
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Family Practice

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Kathleen Pearson, DO
Kimberly Klinefelter, FNP

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Imelyn Lahey, DO 603-837-2333
David Ferris, DO 603-444-2464
Robin Hallquist, MD 603-837-2333
David Nelson, DO, MBA 603-444-2464
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Sarah Young-Xu, MD 603-747-3740

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White Mountain Family Health Center 603-444-2010
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Angela Hawkins, PA-C
Claire Wilmot, MD

Weeks Medical Center 603-837-9005
John Ford, MD

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Littleton Regional Healthcare
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Irving Smith, DO

Littleton Internal Medicine 603-444-2002
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Kevin A. Silva, MD, FACP

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Jessica Jacobs, MD
Kate Noel, APRN

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North Country Pulmonology
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Kimberly Klinefelter, FNP

RADIOLOGY

Harlan Herr, MD 603-444-9536

RHEUMATOLOGY

North Country Rheumatology
Julia M. Bolding, MD 603-259-7599

SLEEP MEDICINE

Center for Sleep Medicine
Waverly S. Green, MD, FCCP 603-259-7780
Teresa Green, MD 603-259-7780
Kimberly Klinefelter, FNP
Irving Smith, DO

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Littleton Urological Associates 603-444-0385
Jennifer Lucas, MD
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