ANNUAL REPORT TO THE COMMUNITY

I.C.A.R.E.
Integrity
Compassion
Accountability
Respect
Excellence
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 valuable 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, President
Littleton Regional Healthcare

William Bedor, Chair
LRH Board of Trustees

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.
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.
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

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
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.

“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

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.

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 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,

Gail P. Clark, President
LRH Auxiliary

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) 444-9504, or visiting littletonhealthcare.org.

Philanthropy brings people together to promote healthy individuals and healthy communities.
THANK YOU for your continued support...

Littleton Regional Healthcare gratefully acknowledges the commitment of all those who have contributed to 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. William L. Duffy
Littleton Regional Healthcare

**New England Technologies, Inc.**
Ms. Star Whitney

**Northwest Healthcare**
Mr. and Mrs. Verne M. McGrew, Jr.
Mr. and Mrs. Robert Maroon, Jr.

**Community Relations, 600 St. Johnsbury Road, Littleton, NH 03561,**
sincere apology and notify us at (603) 444-9304

**September 30, 2018,**
which reflects our fiscal year.

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**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 via email:

Littleton Regional Healthcare, Office of Development, Marketing & Community Relations, 600 St. Johnsbury Road, Littleton, NH 03561, so that we can correct our records.

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**Memorial Gifts**
In Memory of Dorothy M. Bissex
Allied Arts of Littleton
In Memory of Alleie Burt
Mr. Jeffrey Burt

In Memory of Dr. Taylor Caswell, Jr.
Mr. and Mrs. Robert Caswell
Ms. Linda Novak

In Memory of Barbara A. Clark
Mr. and Mrs. James Clark

In Memory of Sharon Covil
Ms. Audrey Bassett

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

In Memory of Carrie Deabler
John and Maria Hynes

In Memory of Lil Finley
Mr. and Mrs. John Finley

In Memory of Robert Gale
Mrs. Caroline Gale

In Memory of Esther Huot
Mr. and Mrs. Paul Lamont

In Memory of Fred B. Kfouri
Ms. Lois Kfouri

In Memory of Erin Lanoue
Ms. Nancy Goslant

In Memory of Emer McCulley
Richard and Patricia Reed

In Memory of Erma Shelly
Mrs. Donna Roche
Mr. Judith Dean
Mr. Karen Bong
Mr. and Mrs. Mark Fallon
Mr. and Mrs. Rick Sundman

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. Robert K. Sundman
Mr. and Mrs. David McLure
Mr. Eric Witt
Mr. and Mrs. Robert K. Sundman

In Memory of Mary McDade
Atty. Clarence L. Labonte, Jr.

In Memory of Charles Mullin
Random and Richard Reed

In Memory of Emily Shelly
Mrs. Donna Roche
Mr. Judith Dean
Mr. Karen Bong
Mr. and Mrs. Mark Fallon
Mr. and Mrs. Rick Sundman

In Memory of John P. Chivers
Mr. and Mrs. John P. Chivers

In Memory of Mrs. Paul Lamont
Ms. Kathleen Somerville

In Memory of Robert C. Clough
Mr. Edward Clough

In Memory of Richard Monroe
Ms. Vivian G. Webster

In Memory of Lil Finley
Mr. and Mrs. John Finley

In Memory of Barbara A. Clark
Ms. Kathleen Somerville

In Memory of Allee Burt
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Mr. Edward Clought

In Memory of Guibert Vickers
Katelyn and Tyler Murray

In Memory of Robert Whitney
Ms. Star Whitney