

I.C.A.R.E.

Integrity
Compassion
Accountability
Respect
Excellence

LITTLETON
REGIONAL HEALTHCARE

ANNUAL REPORT TO THE COMMUNITY



20
19

2019 VOLUNTEER BOARD of TRUSTEES

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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 & CEO
Littleton Regional Healthcare



Roger Gingue, Chair
LRH Board of Trustees

In **healthcare**, change is constant. Innovations and improvements to procedures and advancements to technology are regular occurrences. Similarly, so are the requirements to address regulatory changes, privacy protocols and the ever-shifting healthcare needs that exist in the communities we serve. As a Critical Access Hospital, Littleton Regional Healthcare's mission of providing quality, compassionate and accessible healthcare is always at the forefront. Our 2019 Annual Report to the Community reflects on how we addressed this mission in 2019 and highlights some significant plans for 2020.

We began 2019 by announcing that LRH was awarded the prestigious Guardian of Excellence Award from Press Ganey. The award recognizes top-performing healthcare organizations that have achieved the 95th percentile or above in inpatient experience, employee engagement, physician engagement or clinical quality for four consecutive years. As the **only** hospital in New Hampshire to receive this recognition, it demonstrates our collective, consistent commitment to our patients and staff.

In the spring, after careful consideration, our Board of Trustees voted to exercise its option to withdraw from our affiliation with North Country Healthcare (NCH). As a result, LRH returned to serving as an independent, nonprofit healthcare provider. The assets of the hospital always remained under the control of our local trustees and the withdrawal does not impact our mission in any way.

To further meet the needs of the region, we opened our onsite urgent care center in July. The center offers the convenience of being located within LRH and providing services that are in line with the costs at other urgent care centers. About 25% of individuals who visit urgent care centers will need to go to an emergency room. Because of our co-location, patients can quickly and easily be brought to the ER, avoiding delays and expensive ambulance rides.

In late 2019, we announced an exciting partnership with Dartmouth-Hitchcock (D-H) to provide intensive care to patients via telemedicine. Patients at LRH who may need intensive care may now benefit from the D-H Center for Connected Care's Tele-Intensive Care Unit (TeleICU) Program through their board-certified intensivist physicians who have undergone advanced training in providing care for critically ill patients and assistance to critical care nurses. This partnership allows even the most critically ill patients to receive care closer to home. We expect to build on this relationship in 2020.

From a financial perspective, LRH ended the 2019 fiscal year with a (\$3,809,820) operating margin compared to a budgeted margin of \$1,914,301. This negative operating margin was primarily due to one-time costs related to NCH for the agreed upon separation costs, related legal and other expenses. Critical Access Hospitals typically operate with low margins because they care for individuals in the community, regardless of a patient's ability to pay, and offer a wide range of services—some of which subsidize other services the community needs that don't bring in enough individual revenue to sustain them. We remain a financially stable organization and our 2020 budget calls for a budgeted margin of \$1,804,734.

In 2020, we will celebrate the 20th anniversary of the construction of LRH. We're proud of our facility and the fact that we built it with the future in mind and made it environmentally friendly by using biomass and geothermal energy to efficiently and effectively run it. While we believe our facility has stood the test of time—changes in medical care and patient needs, privacy requirements associated with HIPAA, and technological advances require us to regularly review facility needs. This year we updated our strategic plan, which highlights important opportunities to enhance our medical campus, as well as guiding and prioritizing ongoing investments to our facilities. We are excited to announce the outcome of this work.

Because of the projected growth and changing demographics in Littleton, the region's aging population, the increase in patient acuity, and the fact that LRH can provide more complex services to the community, there is a projected need to increase bed capacity. Our emergency department is undersized, lacks privacy and an adequate number of treatment rooms to meet demands. Additionally, there is no suitable space to accommodate the safe and extended holding of behavioral health patients. To address these broad needs, we will be modernizing our inpatient rooms by converting double rooms to singles, adding eight new single rooms, adding a "patient of size" room and building out a new rehabilitation space in 2020. We will also expand parking by 66 spaces to accommodate projected demand. These capital improvements are necessary investments to ensure that LRH can provide the best care possible for the community we serve.

Lastly, as a community partner and the largest employer in Littleton, we value partnering with our local community. We are working with the Town of Littleton to improve ambulance resources and services, and we plan to provide support to help expand local ambulance services. In 2020, we will be announcing additional community partnerships aimed at helping to keep our community healthy.

We look forward to your comments and feedback as we continually work to ensure that LRH meets today's health needs while planning for the future. Thank you for your support of Littleton Regional Healthcare.

Respectfully,

Robert F. Nutter

Roger Gingue

In 2020, we will celebrate
the **20th** anniversary of the
construction of LRH...

2019 STATISTICS & FACTS

Just a few of the interesting facts about
Littleton Regional Healthcare...

- LRH is a **19-year-old, 232,000 sq. ft.** facility that rests in the heart of a **252-acre** campus.
- As of September 2019, we employ **over 500** dedicated professionals including more than 60 credentialed practitioners on our staff. Approximately 95% of our physicians are board certified.
- We have a **history page** that features the early years of Littleton Hospital (in 1906) through present day. Visit our website to read more: https://littletonhealthcare.org/LRH_history.php.

IN 2019, our facility saw...

- **2,600** patients treated at Littleton Urgent Care since opening in July 2019, including **220** uninsured patients.
- **295** babies born (each newborn was provided with a children's book distributed through our early literacy program).
- **8,566** outpatient rehabilitation visits and **944** new outpatient rehabilitation evaluations scheduled.
- We had **seven** Junior Volunteers totaling **322** hours of service.

FINANCIAL HEALTH

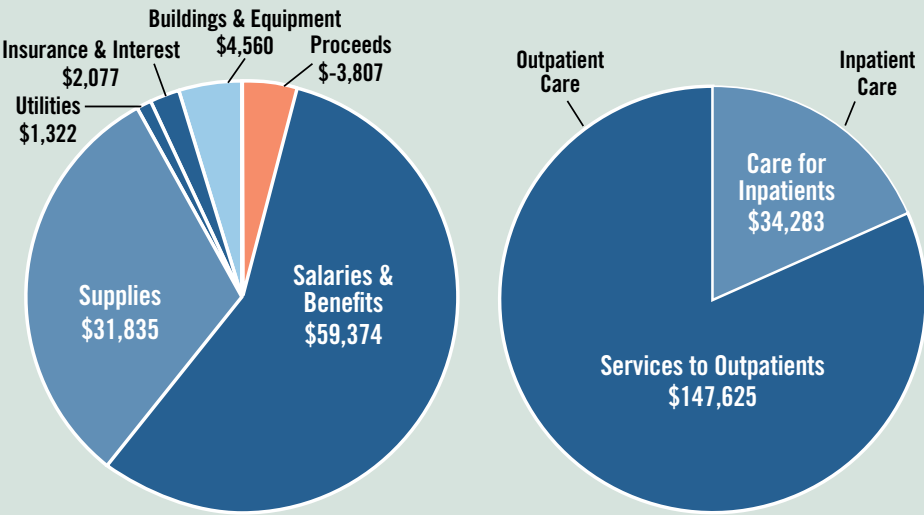
STATEMENT OF REVENUE & EXPENSES FOR FISCAL YEAR ENDING SEPT. 30, 2019 & 2018 (\$000)

INCOME & EXPENDITURES

CHARGES TO PATIENTS FOR SERVICES	2019	2018
Care for inpatients	34,283	33,585
Services to outpatients	147,625	134,367
Total amount of our charges	181,908	167,952
Less government program reductions and discounts	(85,419)	(76,677)
Less patients who are unable to pay for our services	(6,429)	(6,376)
Therefore, we have received or will receive from patients or from those paying on their behalf: NET	90,060	84,899
Other operating income	5,301	5,679
Thus, we have received, or will receive a total of	95,361	90,578

EXPENDITURES

For salaries, employee benefits, and the services of physician specialists	59,374	51,961
Medical and surgical supplies, drugs, food, and other expenses	31,835	29,675
Heat, water, and electrical services	1,322	1,190
Insurance and interest expenses	2,077	1,287
This year's use of buildings and equipment	4,560	4,551
Earnings from operations to repay our debt and reinvest in the Hospital's future	-3,807	1,914
Therefore, this total is equal to the income received	95,361	90,578



THIS IS AN UNAUDITED FINANCIAL STATEMENT FOR THE PERIOD OF OCTOBER 1, 2018–SEPTEMBER 30, 2019.

In 2019, LRH had **201 Adult Volunteers**, including **18 new volunteers**, stationed at many key areas in multiple departments throughout the hospital, totaling over **17,684 hours of service**. Based on a \$13 general services rate, these hours would have cost the hospital **\$230,000** in payroll, plus employee benefits.

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 organizations who share our vision for a healthier community.

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

- Birth & Parenting Programs
- Charity Care Free or Discounted Health Care
- Community Health Education & Wellness Fairs
- Community Health Services
- Emergency Medical Services (EMS) Conference
- Family Support Team Services
- Healthcare Support Services
- Hearing Aide Training and Assistance
- Hearing screenings for infants, toddlers and pre-school-aged children
- Baby's Morning Out Support Group for new parents
- North Country Women's Health Conference
- Palliative Care Education
- Patient & Family Resources (medical information inquiries)
- Patient Transportation Services (Care-A-Van)

In 2019, LRH committed **\$1,085,003** in **charity care** alone for individuals who were unable to pay for health care services provided.

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 the region we serve.

FROM OUR PATIENTS...

“When I found a spot on my ear, I didn’t know what to expect. Now, I’m expecting visits with the grandkids.”



Robert

Dr. Patrick Fitzpatrick, Board Certified in Otolaryngology (Ear, Nose and Throat) and Facial Plastic Surgery, and his expert team at Littleton Regional Healthcare, made sure Robert and his wife had the guidance and reassurance they needed through his skin cancer evaluation, surgery and reconstruction. Now he’s healthier than ever.

“After I tore my ACL, I knew my athletic career was in jeopardy. Now I’m a state champion.”



Alexis

Dr. Jeffrey Kauffman, Board Certified in Orthopaedic Surgery and Sports Medicine, and his team from Alpine were there with the care and expertise to see Alexis through her knee surgery, follow-up care and physical therapy. Dr. Kauffman is one of several providers at Alpine—the largest, most comprehensive orthopaedic practice in northern New Hampshire and Vermont. Because of the expert care Alexis received, she’s healthier than ever.

“My struggle with bladder control kept me close to home. Now, I’m back to my busy schedule.”



Laurie

The largest women’s health provider in northern New Hampshire, North Country Women’s Health at Littleton Regional Healthcare was there for Laurie with the comprehensive women’s services she needed. Thanks to the expert care and compassion of Dr. Nicholas Marks, Board Certified in Obstetrics and Gynecology, and his team, Laurie is healthier than ever.

INVESTING IN YOUR HEALTHCARE

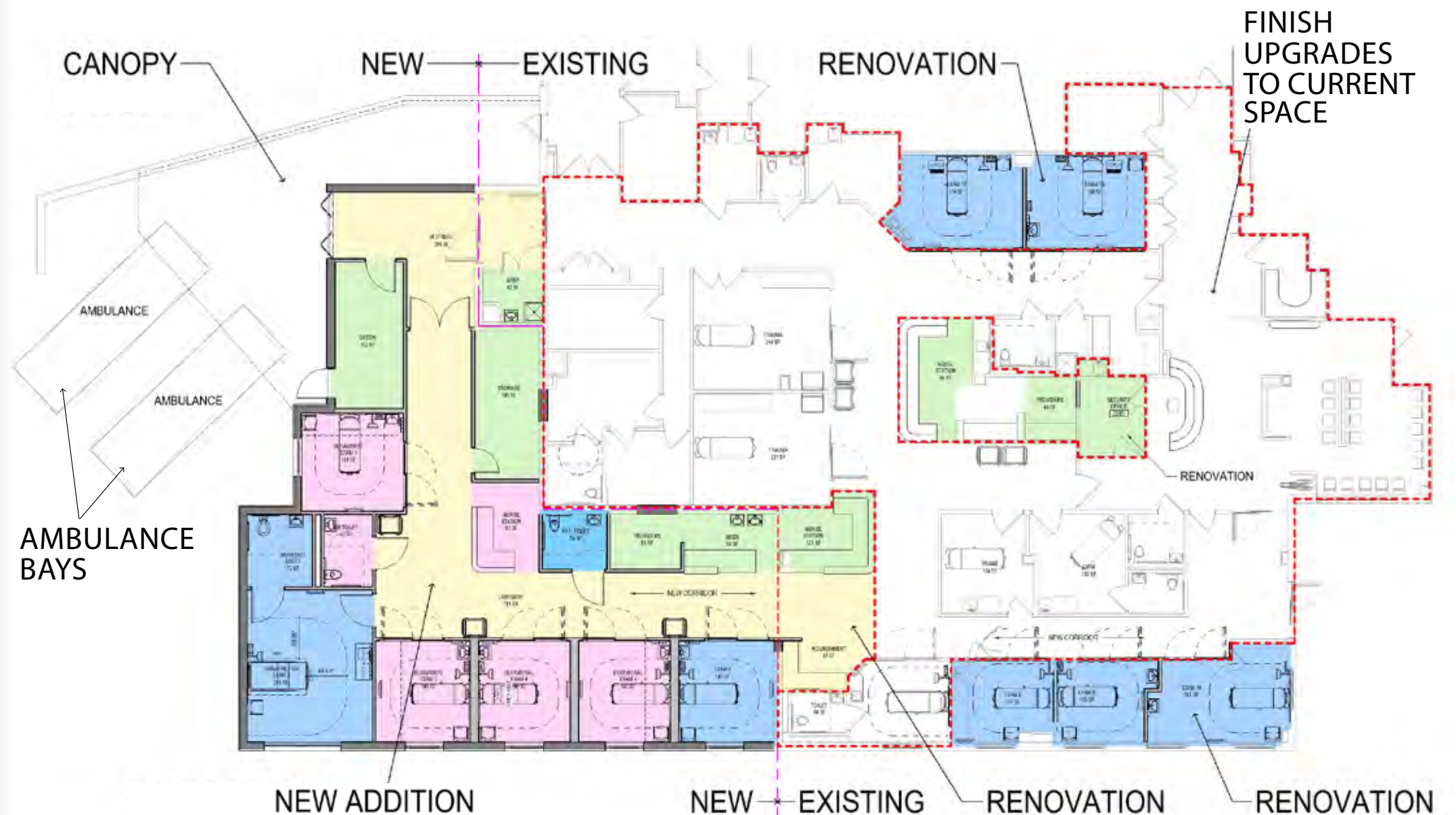
Our goal is to provide our patients with high quality and comfortable health care in a state-of-the-art setting. In the coming months we will be focusing on **two** areas to renovate and expand capacity, comfort and quality care.

1) Expanded and Renovated *Emergency Department* at LRH



The Emergency Department (ED) expansion project will result in the following:

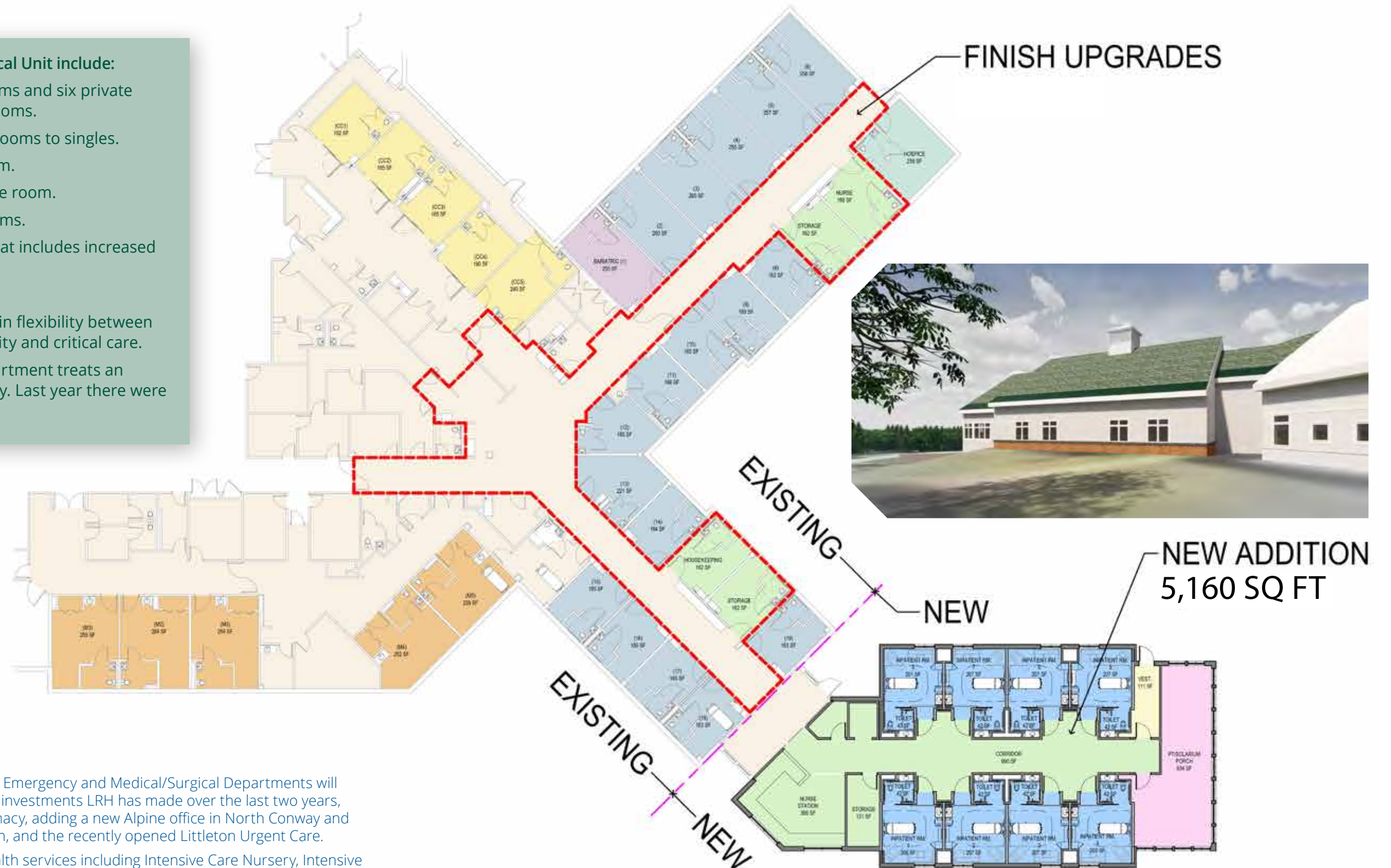
- Dedicate four rooms to treat trauma patients.
- Increase the number of beds in the LRH Emergency Department from 10 to 16 beds.
- Dedicate four beds that can accommodate patients presenting with mental health crises.
- Increased privacy for patients as new rooms will have doors instead of the current curtains.
- Dedicate one room for patients of size to include toilet/isolation in a negative pressure room setting.
- The LRH Emergency Department treats more than 11,000 patients annually.



2) Medical/Surgical Unit Expansion and Renovations

Renovations to the Medical/Surgical Unit include:

- Creating all private patient rooms and six private critical decision/observation rooms.
- Conversion of current double rooms to singles.
- Renovate current Hospice Room.
- Renovate current patient of size room.
- Eight new additional single rooms.
- Additional nursing care area that includes increased storage space.
- New rehabilitation space.
- All of these changes will result in flexibility between observation, inpatient, maternity and critical care.
- The LRH Medical Surgical Department treats an average of 11.4 patients per day. Last year there were 1,925 inpatient admissions.



THE NEW Littleton Regional Healthcare Emergency and Medical/Surgical Departments will complement the many other significant investments LRH has made over the last two years, including opening North Country Pharmacy, adding a new Alpine office in North Conway and the Pain Management Center in Littleton, and the recently opened Littleton Urgent Care.

LRH now offers a wide range of tele-health services including Intensive Care Nursery, Intensive Care Unit, Psychology, Neurology, Rheumatology, and coming soon we will offer Tele-Virtualist services for inpatients to address Infectious Disease, Gastroenterology, Pulmonology and Cardiology services. Tele-health services are designed to save patients from traveling far to a tertiary care facility. It allows patients to be seen in a virtual setting close to home.

Dear Friends

of the LRH Auxiliary,

As the new President of the LRH Auxiliary Board and the entire membership, I am excited and pleased to thank you for all of your support. Our Auxiliary is a very active one with over 125 members. We work together fundraising for the benefit of Littleton Regional Healthcare. We host community outreach and special fundraising events and, of course, run the Moose Ledge Gift Shop and Kiosk with the help of numerous dedicated volunteers. Some of this year's events include:

- Participation in the LRH Dr. Moose Golf Tournament
- Participation in the LRH North Country Women's Health Conference
- Participation in the Holiday Craft Fair
- 99 Restaurant Dining for a Cause
- An Evening Out with the Auxiliary and friends at Jean's Playhouse
- Collective Goods Book Fairs
- Bag Ali Sale
- Bowl & Board Sale
- LuLaRoe clothing pop-up boutique sales
- Moose Ledge Gift Shop special sales events
- Handmade Quilt Raffle
- Holiday Cookie Sale

Because of the generosity of so many of you, the Auxiliary has been able to support the following LRH and community outreach initiatives, and has provided:

- Almost \$1,000 for the "Born to Read" program donating books for well child visits at North Country Primary Care Pediatrics
- Over \$400 to supply sweat suits for the Emergency Department and other patients needing a change of clothing readily available to go home
- Annual Doctors' Day luncheon to recognize the dedication of the LRH medical staff

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



Area high school students and employees who received scholarships this year include: (standing) Alexandra Walker, LHS; Emily Kerivan, PHS; Carla Anderson, LRH employee; Olivia Stalaboin, LRH employee; Gabrielle Leavitt, LHS; Laney Hadlock, LHS; (seated) Leah Dutkewych, WMRHS; Sara Grant, LRS; and Nicole Piette, LHS.

- Ice Cream Social during National Hospital Week to recognize the LRH staff's dedication
- Scholarships for local high school students and LRH employees who are pursuing or furthering studies in a healthcare career in 2018/2019 in the amount of \$18,000 and have pledged another \$17,000 for the 2019/2020 school year
- Support to the LRH Care-A-Van with a lead gift of \$10,000 to provide transportation for patients who are unable to drive to and from appointments
- Support for the "All of Me" documentary film and workshops on eating disorders

Your support of our Auxiliary is very important to us, whether it be participating in our various fundraisers, shopping at the Moose Ledge Gift Shop, or making a gift to the LRH Auxiliary. Your gift matters. We wouldn't be able to do what we do without you.

Thanks to you and a special thank you to our dedicated members and volunteers.

Gratefully,

Laurie Morgan, President
LRH Auxiliary

Dear Family & Friends

of Littleton Regional Healthcare,

Philanthropy has long been known to make a community vital and strong. For everyone in Littleton and the entire region LRH serves, this sense of stewardship is visible through the generosity of those who support Littleton Regional Healthcare with their charitable donations.

For more than 113 years the generosity of our community friends and family has been an important part of enhancing the programs and services offered at Littleton Regional Healthcare, allowing us to provide high quality, affordable healthcare.

This year, for example, friends and family supported several programs, services or equipment needs for Littleton Regional Healthcare including:

- *Bilirubin Check Desk for OB/Maternity – This was paid for in part by a donation from New England Wire.*
- *Capital equipment support.*
- *Charity Care for those without health insurance or the ability to pay.*
- *LRH Chapel renovations provided by donors who have supported Pastoral Care at LRH.*
- *LRH Volunteer Department – offset wages from the interest earned through the Frances Heald Revocable Trust.*
- *Renovations to the LRH Pediatric waiting area – provided by New England Wire.*
- *Simulation models for both adult and pediatric healthcare education.*
- *Support of the Workplace of Choice Committee at LRH.*
- *The Helping Hands Fund.*

Whether you participated in our annual golf tournament, donated in honor or memory of a loved one or friend, or supported a specific hospital department, provided a gift of stock, or established a planned gift to benefit LRH—you are making a difference. Every gift regardless of size matters.

On behalf of the LRH fundraising committee, we thank you—individual donors, local businesses and organizations, employees, physicians and volunteers—who support Littleton Regional Healthcare so that we can continue to create community and regional charitable support for Littleton Regional Healthcare and the programs and service that promote the health and well-being of the region it serves."

Respectfully,

Ashley Garrison
Fundraising Committee Chair

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

YOUR GIFTS MATTER...

The LRH Fundraising Committee approved the investment of a Gaumard® adult and infant stimulator committing \$100,000 from a Board-designated fund to purchase this equipment. The simulator mannequins will provide an opportunity to educate clinicians, nurses and physicians to enhance their skills and teamwork in real time.

Each year LRH commits funds received from our generous donors to provide access to new equipment and enhance the programs and services that our patients and their families have come to expect at LRH. We are committed to providing high-quality healthcare to everyone—regardless of their ability to pay.



Nursing and clinical staff providing a demonstration include (from left): Calyn Brown, HUC, LNA; Crystal Kimball, HUC, LNA; Heather Newfield, RN, BSN; and Tammy Ladd, RN, BSN.

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.

THANK YOU for your continued support...
Littleton Regional Healthcare gratefully acknowledges the commitment of all those who supported our fundraising efforts with a contribution, pledge or in-kind donation during fiscal year 2019. 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 P. Brody
Dr. and Mrs. Edward L. Duffy
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New England Wire Technologies, Inc.

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and Dr. Winnie Tseng
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Mrs. Deborah Wiggett
Mr. Joseph Wiggett

*Please note that the donations listed above were made from **October 1, 2018 through September 30, 2019, 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 email **gclark@lrhcares.org**.*

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Mr. George R. Willard
Ms. Erin Woo
Mr. Allan D. Wooley

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Lowe's
Littleton Regional Healthcare Auxiliary
Maplewood Country Club
Mittersill Alpine Resort
Mountain View Grand Hotel & Resort
North Country Pharmacy
Notchnet, Inc
OMNI Mt. Washington Resort & Spa
OMNI Mt. Washington Resort Golf Course
One Stitch Two Stitch
Philemon A. LaPlante - Artist
Polly's Pancake Parlor
Presby Environmental
Presby's Maple Farm LLC
Restorative Health Therapies
Royal Alliance Limousine Service LLC
Santilli Family Dentistry
Smith Brothers Tavern
Spit & Shine Auto Detaling
Staples
Sugar Hill Inn
Sunset Hill House
Super Shoes
Tender Corporation
The Copper Pig
Thirty-One Bags
Thyme to Learn Wellness, LLC

Trend Innovative Business Solutions
Walker Motors
Walmart
White Mountain Footwear

Honor Gifts

In appreciation of the high quality care received at LRH
Anonymous

In Honor of Dr. John P. Sauter
Ms. Kay F. Hopkins
Dr. and Mrs. Russell Sarver

In Honor of Dr. Russell Sarver
The Binney's

Memorial Gifts

In Memory of Grace and Line Adams
Mr. and Mrs. William B. Adams

In Memory of Kimberly Austin
Love from the Arty Girls

In Memory of Dorothy M. Boisvert
Allan and Gail Clark

In Memory of Sybil Carey
Ms. Melinda Richmond

In Memory of Carrie Deibler
John and Maria Hynes

In Memory of Joyce Ebbersten
Ms. Patricia M. Ward-Roberts

In Memory of Jack Feenstra
Mrs. Nancy Feenstra

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

In Memory of Vernon and Irene Jensen
Mr. and Mrs. Robert Jensen

In Memory of Melvin Johnson WWII
Ms. Lise Johnson

In Memory of Fred B. Kfoury
Ms. Lois C. Kfoury

In Memory of Ronald Laflam
Emily and Reginald LaFlam

In Memory of Harry McDade
Atty. Clarence V. La Bonte, Jr.

In Memory of Neil and Rose Meehan
Bryan and Bibbit Haney

In Memory of George Merrill
Mr. and Mrs. Frank Porfido Jr.

In Memory of Isabelle Dodge Mullin
Richard and Patricia Reed

In Memory of James R. Sherwood
Mr. and Mrs. William Langdoc

In Memory of Edward R. Somers
Scott and Wendy Somers

In Memory of Henry C. and Anne B. Stearns
Mr. Daniel Stearns

In Memory of Guilbert Vickery
Tyler and Katelyn Murray

In Memory of Russell S. Williams
Mr. and Mrs. Leslie Laflamme



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

24-HOUR BOARD CERTIFIED STAFFED EMERGENCY DEPARTMENT

Emergency Medical Services (EMS) Education

ALLERGY MEDICINE

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

DRUG PREVENTION

The Doorway at LRH

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

ORTHOPAEDICS

Adult & Pediatric Sports Medicine
Spine Surgery
Total Joint Replacement - hip, knee, shoulder, hand and upper extremities
Trauma Surgery

OTOLARYNGOLOGY (Ear, Nose & Throat)

PAIN MANAGEMENT

PALLIATIVE CARE

PATHOLOGY

PEDIATRICS

PHARMACY

North Country Pharmacy

PODIATRY

PRIMARY CARE

PSYCHIATRY & BEHAVIORAL HEALTH

PULMONOLOGY

QUALITY SERVICES

RADIOLOGY

REHABILITATION SERVICES

Ergonomics
Industrial Therapy
Incontinence Program
Occupational Therapy
Physical Therapy
Speech Therapy

RESPIRATORY THERAPY

RHEUMATOLOGY (Tele-Medicine)

THE SAUTER BIRTHING SUITE

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

SHARPS DISPOSAL PROGRAM

SLEEP MEDICINE

SURGICAL SERVICES

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

UROLOGY SERVICES

Adult and Pediatric

URGENT CARE

VOLUNTEER SERVICES

Complementary Therapies Program
Aroma, Art, Massage, Music, and Pet Therapy
Reiki and Reflexology
Roaming/Visiting Volunteer Program

WOUND AND OSTOMY CARE

ANESTHESIA SERVICES

Sharon Bolton, CRNA
Beth Guckin, CRNA, MSNA
Michele Hannon, CRNA, CHA, CPC3
Angelina Hubert, CRNA
Sandra Keddy, CRNA
Hilary Seymour, CRNA
Barry Townsend, CRNA, Chief of Anesthesia
Jared Vandenbroek, CRNA, DNAP

AUDIOLOGY

Michael Lazarczyk, Au.D 603-259-7692

CARDIOLOGY

Anil K. Mukerjee, MD, 603-444-9605
FACC, FACP, FASE, FASNC, FSCCT
Dartmouth Hitchcock Clinic/Littleton
Daniel Storms, MD 603-444-9390

DERMATOLOGY

Charles Hammer, MD 603-259-7706

DRUG PREVENTION

The Doorway at LRH 603-259-1659
Jennifer Hagan, MLADC, LCMHC

EMERGENCY MEDICINE

André Beaubeouf, MD
Andrew Borghese, PA-C
James Bovienzo, DO
Aida Cerundolo, MD
Edward L. Duffy, MD, FACEP
Allysia Guy, MD
Kristen Grace, APRN
David Hirsch, MD
Nicole Houston, APRN
Jonathan Klingler, DO
Philip H.I. Lawson, MD
Richard Levitan, MD
Amy Lucas, PA-C

FACIAL PLASTICS

Patrick M. Fitzpatrick, DO 603-444-2450

GASTROENTEROLOGY

LRH Gastroenterology 603-259-7798
Jonathan Lamphier, MD - coming in March
North Country Gastroenterology 603-444-0272

GENERAL SURGERY

Surgical Associates at LRH 603-444-2901
Alice F. Rocke, MD

HOSPITALIST

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

NEUROLOGY

Neurology Associates 603-444-9609
Gopalan Umashankar, MD
Jodi Tracy, NP

OBSTETRICS/GYNECOLOGY 603-444-9371

North Country Women's Health

Scott Brody, MD, FACOG
Sonya Morse, APRN
Nicholas Marks, MD, FACOG
Emily Kelly, APRN, WH-BC, IBCLC
John Sauter, MD, FACOG
Julie Hohmeister, APRN

OCCUPATIONAL HEALTH

603-444-9294

ONCOLOGY/HEMATOLOGY & INFUSION SERVICES

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

OPHTHALMOLOGY

603-444-2484
Eye Associates of Northern New England
Stephen Phipps, OD

ORTHOPAEDICS

The Alpine Clinic
Andrew Chen, MD, MS, FAAOS 603-823-8600
Virginia Mike, PA-C
James L. Glazer, MD, FACSM 603-823-8600
Jeffrey Kauffman, MD, MS, FAAOS 603-823-8600
Haley Ireland, APRN
Jean Langevin, MD 603-823-8600
Dougald MacArthur, DO 603-259-7700
Holly D. MacArthur, APRN
Haley Ireland, APRN
Eric Mullins, MD, MS, FAAOS 603-259-7700
Haley Ireland, APRN
Shawn Richardson, APRN
Daniel O'Neill, MD, EdD., FAAOS 603-536-2270
Alpine Spine Center 603-575-6300
Anthony Salemi, MD
Stephane Rene, NP

OTOLARYNGOLOGY (Ear, Nose & Throat)

North Country Otolaryngology 603-444-2450
Patrick M. Fitzpatrick, DO
Danny Ballentine, PA-C
Deane Rankin, MD

PAIN MANAGEMENT

603-575-6300
Alpine Pain Management Center
Gregory Aprilliano, MSNA, CRNA, APRN
Francis Valenti, MS, CRNA, APRN, NSPM-C

PALLIATIVE CARE

603-444-9055

PODIATRY

Weeks Medical Ctr Podiatry 603-788-5288
Hal Goolman, DPM
W. Kemp Schanlaber, DPM
Anna Ruelle, DPM
Laurie Steward, APRN

PRIMARY CARE

North Country Primary Care - RHC 603-444-7070

Behavioral Healthcare

Stacy Charron, MD
Erinn Fellner, MD
Erin Klasen-Orr, LICSW

Family Practice

Richard McKenzie, DO
Kathleen Pearson, DO
Kimberly Klinefelter, FNP
Grace Wolcott, FNP

Internal Medicine

Jeffrey T. Reisert, DO

Pediatrics

Sunit Patel, MD
Jessica Jacobs, MD
Richard McKenzie, DO
Kate Noel, APRN
Grace Wolcott, FNP

PULMONOLOGY

603-259-7780

North Country Pulmonology

Carla Nordstrom, MD Long-term Locum

Irving Smith, DO 603-444-9536

RADIOLOGY

Harlan Herr, MD

Eric Emig, MD

RHEUMATOLOGY

603-259-7599

(Tele-Medicine) North Country Rheumatology

SLEEP MEDICINE

603-259-7780

Center for Sleep Medicine

Irving Smith, DO
Kimberly Klinefelter, FNP

URGENT CARE

603-444-9294

Gerald Hussar, PA

Benjamin Tipton, MPA-C

UROLOGY 603-444-0385

Littleton Urological Associates

Jennifer Lucas, MD

AFFILIATED PRIMARY CARE PROVIDERS

Ammonoosuc Community Health Services

Melissa Buddensee, MD 603-823-7078

Robin Hallquist, MD 603-837-2333

David Nelson, DO, MBA 603-444-2464

Linwood Medical Center 603-745-8136

Rodney Felgate, MD

Littleton Internal Medicine 603-444-2002

Rebekah L. Reeves, MD, FACP

Kevin A. Silva, MD, FACP

Weeks Medical Center 603-837-9005

John Ford, MD

White Mountain Family Health Center 603-444-2010

Marvin Kendall, MD

Angela Hawkins, PA-C



LITTLETON 
REGIONAL HEALTHCARE

Littleton Regional Healthcare
600 St. Johnsbury Road, Littleton, NH 03561 | 603.444.9000
littletonhealthcare.org