ANNUAL REPORT TO THE COMMUNITY

2019
DEAR FRIENDS
of Littleton Regional Healthcare

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

From a financial perspective, LRH ended the 2019 fiscal year with a ($3,809,820) operating margin compared to a budgeted margin of ($1,804,734). 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, President & CEO
Littleton Regional Healthcare

Roger Gingue, Chair
LRH Board of Trustees

In 2019, our facility saw...
• 2,600 patients treated at Littleton Urgent Care since opening in July 2019, including 420 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.

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://littletonehealthcare.org/LRH_history.php.

In 2019, our facility saw...
• 2,600 patients treated at Littleton Urgent Care since opening in July 2019, including 420 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.

ANNUAL REPORT 2019 • 1
# 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 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.

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.
Our goal is to provide our patients with high quality and comfortable healthcare 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 All 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
\- 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

Area high school students and employees who received scholarships this year include: (standing) Alexandra Walker, LHS; Emily Kerivan, PHS; Carla Anderson, LRH employee; Olivia Stalabain, LRH employee; Gabrielle Leavitt, LHS; Laney Hadlock, LHS; (seated) Leah Dukiewicz, WMRS, 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

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

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 Heal 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.

Supporting these needs would not be possible without the generosity of those who support Littleton Regional Healthcare, whether through gifts of money in honor or memory of a loved one or friend, or donated in honor or memory of a loved one or friend, or 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.

We are committed to providing high-quality healthcare to everyone—regardless of their ability to pay.

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. Howard Albee Mr. and Mrs. Howard Albee Ms. Kerri A. Wilcox

Champion Donors ($5,000-$9,999) Arthur J. Gallagher & Co.

Patrons ($2,000-$499) Allosports Bank of New Hampshire Biro's Roofing, Inc. Mr. and Mrs. Timothy Breen

Benefactors ($500-$999) Frederick W. and Ruth G. Griffin Designated Fund Garth H. Littleton Coin Company, LLC Mediland Maple Farm, LLC Peabody & Smith Realty Inc. Acute Medical Gas Services Ammonosuc Community Health Services Mr. and Mrs. Andrew Borghese Mr. and Mrs. Boyd Bush Mr. Gary Kaip Mr. and Mrs. William Laazot Mr. Brian Murray PMCS Orthotics & Orthopedics

Gifts (up to $100) Mr. Howard Abare Mr. and Mrs. William B. Adams Advanced Graphic Communication Mr. and Mrs. Kenneth Aish-Mr. and Mrs. Thomas White Yeaton Associates, Inc.

Gifts (up to $100) Mr. Howard Abare Mr. and Mrs. William B. Adams Advanced Graphic Communication Mr. and Mrs. Kenneth Aish-Mr. and Mrs. Thomas White Yeaton Associates, Inc.

Please note that the donations listed above were made from October 1, 2018 through September 30, 2019, which reflects our fiscal year. If you have inadvertently omitted or misspelled your name, please accept our sincere apology and notify us at gclark@lrhcares.org.

Trend Innovative Business Solutions Walker Motors Walmart White Mountain Footwear

Honor Gifts In Memory of the high quality care received at LRH Anonymously

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

In Honor of Dr. Russell Sarver The Sarver Family

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

In Memory of Kimberly Austin Love from the Amy Girls

In Memory of Dorothy M. Boisvert Allan and Gail Clark

In Memory of Sybil Carey Mr. and Mrs. Melinda Richmond

In Memory of Carrie Deblieer John and Maria Hynie

In Memory of Joyo Eberston Ms. Patricia M. Ward-Roberts

In Memory of Jack Feenstra Mss. Nancy Wadsworth

In Memory of Erin L. Lanoie Giguere Mr. and Mrs. Edward Lanoie, Sr.

In Memory of Vernon and Irene Jensen Mr. and Mrs. John Hennessey

In Memory of Melvin Johnson WWII Ms. Lise Johnson

In Memory of Fred B. Kloury Mr. and Mrs. Louise Kloury

In Memory of Ronald Latham Emily and Regina Latham

In Memory of Harry McCabe Mr. and Mrs. Virginia L. Bates, Jr.

In Memory of Neil and Rose Meehan Bikby and Hannah Bikby

In Memory of George Merrill Mr. and Mrs. Frank Porter, Jr.

In Memory of Isabelle Dough Mullen Patricia and Richard Reed

In Memory of Frank E. Moorewood Mr. and Mrs. William Langdoc

In Memory of Edward R. Somers Scott and Anna Somers

In Memory of William C. and Anne B. Steams Mr. Daniel Stearns

In Memory of Guilbert Vicker Mr. and Mrs. Jennifer Vicker

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

For the Littleton Lions Club, Littleton Lions Club, Littleton Coin Company, LLC, Mediland Maple Farm, LLC, Peabody & Smith Realty Inc., Acute Medical Gas Services, Ammonosuc Community Health Service, Mr. and Mrs. Andrew Borghese, Mr. and Mrs. Boyd Bush, Mr. Gary Kaip, Mr. and Mrs. William Laazzot, Mr. Brian Murray, ProMCS Orthotics & Orthopedics.
LRH offers a wide range of inpatient and outpatient medical, surgical and diagnostic services, including:

**LABORATORY SERVICES**

- Lithotripsy
- Neurology
- Obstetrics & Gynecology
- Occupational Health Services
- DOT – OSHA Exams

**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

**SLEEP MEDICINE**

- Sleep Study
- Sleep Disorders
- Sleep Apnea

**DRUG PREVENTION**

- The Doorway at LRH

**OUR HEALTHCARE PROVIDERS**

- Family Practice
- OB/GYN
- Pediatrics
- Sleep Medicine

**AFFILIATED PRIMARY CARE PROVIDERS**

- Littleton Urological Associates

- The Alpine Clinic

- Eye Associates of Northern New England

- North Country Pharmacy

- North Country Podiatry

- Twins Dental

- White Mountain Family Health Center