



Littleton Regional Healthcare

ANNUAL REPORT

2017



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

I.C.A.R.E.

BOARD OF TRUSTEES

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DEAR COMMUNITY MEMBERS

ON BEHALF of the Littleton Regional Healthcare Board of Trustees, Medical Staff and employees, we are pleased to present the 2017 Littleton Regional Healthcare Annual Report to the Community. We hope that the information contained in this report helps you better understand the commitment and dedication of administration, physicians, and employees at LRH in providing high-quality, cost-effective patient and family-centered care to everyone we serve.

We are proud to provide our patients with patient-centered, physician-led, and professionally managed care. Although patient-centered care is not new at LRH, placing physicians in leadership roles is. Top hospitals in the US have been physician-led since their beginnings. Nationally, consensus is widening that physician leadership really matters. We expect implementing this new leadership model will result in overall improved patient care and organizational performance. Physicians not only understand the needs of their fellow clinicians but also the needs of our patients. Placing a physician in a leadership role ensures that we continue to focus on our primary value—the needs of our patients.

2017 has been a year of change with the recent affiliation with North Country Healthcare. NCH is the parent organization of four Critical Access Hospitals and one home health agency in northern New Hampshire. The member organizations include not only our organization but also Androscoggin Valley Hospital, Upper Connecticut Valley Hospital, Weeks Medical Center, and North Country Home Health and Hospice Agency. Together, we are dedicated to improving healthcare for all the residents of northern New Hampshire.

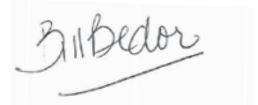
We are proud to announce that this year, our LRH physician practices received the Guardian of Excellence Award® by Press Ganey. This award recognizes top-performing healthcare organizations that have consistently achieved the 95th percentile or above performance in patient experience for four consecutive quarters. LRH has also received a 5-Star rating in overall Patient Experience based on surveys completed by patients. The Centers for Medicare and Medicaid Services use answers to the Hospital Consumer Assessment of Healthcare Providers & Systems Survey recorded by more than 3,500 hospitals to assign rankings. This rating gives you, our

patients, a clear picture of the high-quality and compassionate healthcare we provide. The LRH Laboratory received accreditation by the Accreditation Committee of the College of American Pathologists (CAP), based on results of an onsite inspection. This accreditation recognizes the highest standard of care that we provide to all our laboratory patients.

We want to thank the entire team at Littleton Regional Healthcare for creating a culture of caring. More importantly, we thank our team for their dedication to meeting the needs of the patients and families we serve.

We wish you and your family a happy, healthy 2018.

Warm regards,



Robert F. Nutter, President Littleton Regional Healthcare **William Bedor, Chair LRH Board of Trustees**

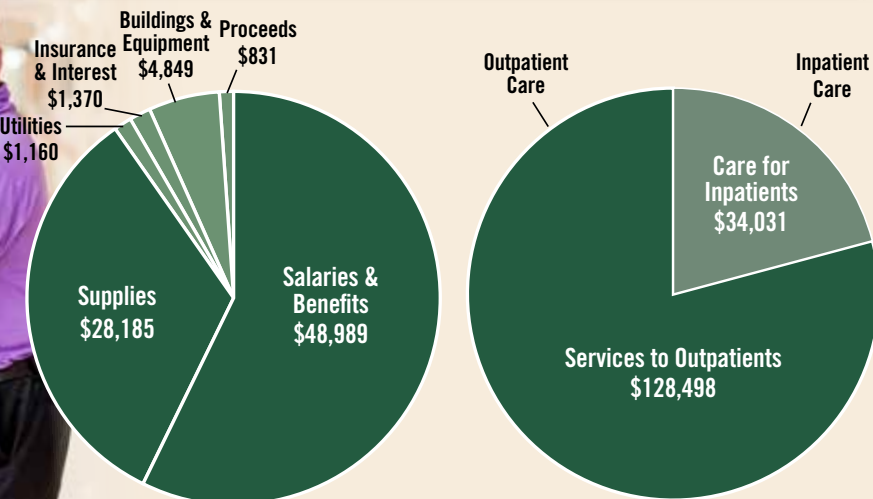


FINANCIAL HEALTH 2017

STATEMENT OF REVENUE & EXPENSES FOR FISCAL YEAR ENDING SEPT. 30, 2017 & 2016 (\$000)

INCOME & EXPENDITURES

CHARGES TO PATIENTS FOR SERVICES	2017	2016
Care for inpatients	34,031	31,808
Services to outpatients	128,498	130,760
Total amount of our charges	162,529	162,567
Less Government program reductions and discounts	(75,662)	(73,495)
Less patients who are unable to pay for our services	(5,425)	(4,926)
Therefore, we have received or will receive from patients or from those paying on their behalf: NET	81,442	84,146
Other operating income	3,943	3,676
Thus, we have received, or will receive a total of	85,385	87,822
EXPENDITURES		
For salaries, employee benefits, and the services of physician specialists	48,989	49,988
Medical and surgical supplies, drugs, food, and other expenses	28,185	29,479
Heat, water, and electrical services	1,160	1,125
Insurance and interest expenses	1,370	1,883
This year's use of buildings and equipment	4,849	5,243
Earnings from operations to repay our debt and reinvest in the Hospital's future	831	104
Therefore, this total is equal to the income received	85,385	87,822



COMMUNITY BENEFITS

LRH Commitment to Our Community

Littleton Regional Healthcare is proud of its long tradition of service to Littleton and surrounding communities in northern New Hampshire. We exist to improve the lives of the members of the communities we service, and we are committed to creating a healthier community by providing each patient with high quality, cost-effective healthcare.

As a community-based hospital, Littleton Regional Healthcare's commitment to meeting community healthcare needs extends beyond caring for patients each day—it includes financial support and a host of services to meet all of the healthcare needs of the communities we serve.

LRH provides healthcare to everyone regardless of their ability to pay, and our contribution back to the community through charity care and community service allows us to fulfill our mission to "provide quality, compassionate and accessible healthcare in a manner that brings value to all."

Some of the benefits to the community include:

→ COMMUNITY HEALTH EDUCATION

- Advance Care Planning
- Birth & Parenting Programs
- Cardiac & Pulmonary Rehabilitation Education
- Child Passenger Safety Program
- Diabetes Education
- Emergency Medical Services Education
- Nutritional Education
- Patient & Family Resource Center
- Healthcare Literacy

→ COMMUNITY-BASED CLINICAL SERVICES

- Babysitting Classes for Area Teens
- Breast Care Awareness
- Prostate Cancer Awareness
- Skin Cancer Awareness
- Community Influenza Flu Vaccine Clinics
- Community Health Screenings
- HEAR Now - Hearing Aids
- LRH Audiology Lunch & Learn Series
- Newborn Hearing Screenings
- Health & Wellness Fairs:
 - Emergency Medical Services Conference
 - North Country Women's Health Conference
 - LRH Health Rocks Wellness Fair

→ HEALTH CARE SUPPORT SERVICES

- Patient Transportation Services (Care-A-Van)

→ CHARITY CARE

- Free or Discounted Healthcare



"When it comes to me and my husband, Trevor, we take our health seriously, but the kids—Penn (two-and-a-half), and Elin (one)—are the most important things in our lives. There's nowhere better up here for the kids' healthcare needs."

- Arianna & Trevor Howard

In 2017, LRH committed nearly \$3,310,199 in charitable healthcare and programs and services to patients and their families in the communities served by LRH.



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

LRH Auxiliary Scholarship Presentation



Littleton Regional Healthcare's Auxiliary awarded the Marion Edmunds award for \$2,500 to a well-deserving student and another \$15,000 toward scholarships to three LRH employees and seven high school seniors in 2017.

Scholarship recipients. First row from left: Abhinay Burra, Kelsey Carlson, Sydney Lambert, Laura Superchi, Caylea Bryer, Avery Chang. Top Row from left: Sabrina Coleman, Kristina Harris, Jamie Torres. Missing from picture, Kaleigh Corrigan.

Dear Friends of the LRH Auxiliary,

On behalf of the LRH Auxiliary Board and entire membership, please accept our sincere appreciation for the support you have shown this year through the many special fundraising events and through the sales at the Moose Ledge Gift Shop that so many of you participate in. We are grateful to our members and friends whose support this past year helped us reach our goal in promoting the health and welfare of the community.

Under the guidance of outgoing President, Cynthia Mitchell, RN, the Auxiliary managed the Moose Ledge Gift Shop and the Moose Ledge Kiosk. In addition to funds raised through the retail gift shop and kiosk, fundraising activities included Books are Fun Book Fairs, Cookie Sale, Garden of Memories Event, Lu La Roe Clothing Pop-Up Boutiques, NH Board and Bowl event, Bag Ali – leather goods, and a variety of special holiday sales throughout the year. The Auxiliary also participated in several Hospital events including the North Country Women's Health Conference, Dr. Moose Golf Tournament, LRH Health Rocks Wellness Fair and LRH Annual Holiday Craft Fair.

Because of the generosity of so many, the Auxiliary supported the following initiatives:

- Scholarships for high school students and LRH employees who are pursuing a healthcare career or furthering their studies in healthcare received a total of \$17,500. \$2,500 of this amount was a special scholarship established in memory of longtime Auxiliary member, Marion Edmunds. Marion was passionate about the Auxiliary Scholarship Fund and worked hard to select the most deserving students.
- A \$10,000 donation to LRH support the Care-A-Van transportation service for patients needing a ride to the Medical Office Building at LRH for their appointments.
- A \$2,000 sponsorship of the LRH North Country Women's Health Conference.
- Clothing for the LRH Emergency Department so that patients needing a change of clothes to go home in have one readily available.
- Gift bags to the Sauter Birthing Suite for families of newborns.
- Support of the LRH Family Support Team through our annual Garden of Memories event.
- Books Are Fun books for well child visits at North Country Primary Care RHC – in Pediatrics.

These are just a few things that the Auxiliary does each year to support Littleton Regional Healthcare and the communities it serves.

Please join me in extending a special thank you to the Auxiliary Board and all of its members for outstanding volunteerism.

Warmly,

Gail P. Clark, President
LRH Auxiliary

Dear Friends of LRH,

Patients expect the best when they visit Littleton Regional Healthcare. They expect the best routine examinations, birthing experience, diagnostic testing, treatment of a disease or injury, and surgery. At LRH, we want every patient to have the best experience. We want them to be confident in the care they receive.

With support from our LRH family, friends, and the communities we serve, we are able to provide services that make the patient experience the best it can be. On behalf of our Board of Trustees, Medical Staff, administrative team, and the entire staff, we want to thank the individuals, families, and businesses who so generously supported our mission this past year.

Your generous contributions allow LRH to improve our facilities, purchase new medical equipment, make the patient care experience the best it can be, and promote health and wellness programs in the communities served by Littleton Regional Healthcare.

- Building Enhancements
- Care-A-Van Transportation for LRH Patients
- Clinical Staff and Nursing Scholarships
- Community Wellness Programs
- Diabetes Education
- Family Support Programs
- Gale Medical Library
- Helping Hands Program
- Safe car seats for newborns
- New equipment
- Support of the Century Fund Endowment
- Reach Out and Read Program
- Uncompensated Care

Many thanks to all of you for your continued support.

Wishing you all a Happy and Healthy 2018!

Warm Regards,

Dr. John P. Sauter, Chair
LRH Fundraising Committee

Gail P. Clark, Director
Marketing & Community Relations



“LRH is our hospital. It is our family’s hospital. We feel fortunate to have a high-quality healthcare facility so close to home where they offer multiple specialty practices to meet all our healthcare needs. All of this and a culture that is caring and warm—we couldn’t ask for more.”

- John & Maggie Starr, Bethlehem

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 DONORS...It is with sincere appreciation from all of us at LRH that we recognize the following individuals, families and businesses who supported our fundraising efforts this year. **THANK YOU ALL.**

Summit Donors (\$10,000 and above)

Dr. and Mrs. Scott Brody
Dr. and Mrs. Edward L. Duffy
Littleton Regional Healthcare Auxiliary
The Family of Leslie Robbins and Nicholas Marks
New England Wire Technologies, Inc.
Arlie and Jared Vandenbroek

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

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Allan and Gail Clark
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Dr. and Mrs. Russell Sarver
Warren and Rosemarie West

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

Balanced Healthcare Receivables, LLC
Mr. Charles Bjorklund
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Alpine Adventures
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Appalachian Stitching Company
Bethlehem Country Club
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Uniformly Yours, Inc.
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WREN

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In Memory of Sharif Abdallah
Ms. Jessica Abdallah

In Memory of Gladys Bernosky
Mr. Pablo and Dr. Catherine Flores

In Memory of Dorothy M. Boisvert
Allan and Gail Clark

In Memory of Sybil Carey

*Please note that the donations listed above were made from **October 1, 2016** through **September 30, 2017**, 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, 600 St. Johnsbury Road, Littleton, NH 03561, Attn. Marketing & Community Relations**, so that we can correct our records.

Ms. Melinda Richmond

In Memory of Dr. H. Taylor Caswell, Jr
Ms. Katie Hartford

In Memory of Helen M. Denman
Mrs. Scarlett Denman

In Memory of Lil Finley
Mr. Edward Clough

In Memory of Robert Gale
Mrs. Caroline Gale

In Memory of Thomas Gaudette
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In Memory of Iris Glidden
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In Memory of Ada Hutchinson
Ms. Linda Scavitto-Bengston

In Memory of Sidney Harris
Mr. and Mrs. William Clarke

In Memory of Erin Lanoue
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In Memory of Ronald Laflam
Mr. and Mrs. Reginald Laflam

In Memory of Stephanie Moskal
Mr. and Mrs. David Moskal
Mr. and Mrs. Michael Moskal
Mrs. Nancy E. Collins
Mr. and Mrs. Thomas Nesbitt
Ms. Melinda Richmond

In Memory of Dorothy Martin
Aiken Elementary School
David Walkley
Katie Gritter
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In Memory of Harry McDade
Atty. Clarence V. Labonte, Jr.

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In Honor of the Sauter Birthing Suite Staff
Dr. Theresa McNally

In Honor of Dr. John P. Sauter
Mrs. Beth A. Comerci
Dr. and Mrs. Russell Sarver

In Honor of Dr. Russell Sarver
Mr. Stanley Albro

In Memory of Dorothy Sundman
Joel and Catherine Bedor

In Honor of Dr. Gopalan Umashankar
Mr. James R. Smith

In Memory of Guilbert Vickery
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