

A Message to the **COMMUNITY**



Healthcare and hospitals experienced a volatile year in 2011. New London Hospital faced many of the same challenges all hospitals across the state continue to manage: decreased reimbursement, increasing volumes of uninsured patients and the effects of legislative action that threaten the financial security of small and large institutions.

Through all of the uncertainty, our commitment to provide the highest quality healthcare to the community always remained our priority. Despite the demands brought by the economy, New London Hospital continues its proud service to our families and friends in the towns of Andover, Bradford, Croyden, Danbury, Elkins, Goshen, Grantham, Lempster, New London, Newbury, Newport, Springfield, Sunapee, Sutton, Washington, and Wilmot.

We are pleased to share these notable achievements of our recent fiscal year, which ended on September 30, 2011.



- Several new providers joined the NLHA team: James Murphy, MD, Orthopaedics; Michael Madan, MD, Hospitalist, Emergency Department & Primary Care; Arlene Halsted, APRN, Family Medicine; and Mary Scott, APRN, Internal Medicine.

- We signed a Memorandum of Understanding with Dartmouth-Hitchcock and began four work teams to explore the model for a closer affiliation.
- Expanded medical services include mental health and services and surgery in urology and gynecology.



- We continue to implement the many components of our Healthcare Information System, which includes the use of electronic medical records and several patient safety programs such as Medication Administration.

- We installed the new state-of-the-art GE BrightSpeed CT Scan, which produces higher quality images using 40% less radiation than earlier models. Results are also available sooner.
- The volume of patients for our clinical services increased in FY 2011. Outpatient visits to our providers grew by 8% or 4,000 new visits.
- The patient care quality scores we report quarterly to the Centers for Medicare and Medicaid continue to demonstrate the high quality of our patient care. (To see NLHA scores

and other hospitals' information go to <http://www.hospitalcompare.hhs.gov>) Quality improvement projects continue throughout the organization related to patient safety, improved processes and communication.

- Stephen Jordan, MD received the 2011 Physician of the Year Award by the NH Hospital Association.
- Lori Richer, MD assumed the leadership of the Physician Practices Quality working on diabetes management and pediatric care.





- The following successful surveys by external accrediting organizations were completed by NLHA: the College of American Pathologists commended our lab; the Clough Center achieved a successful annual survey by the State; the NH Board of Pharmacy surveyed our inpatient pharmacy department; the FDA surveyed our Mammography equipment and services; and we achieved ultrasound re-accreditation.



- A new Clough Center handicap van was purchased this spring with the generosity of the community. Residents used the van to attend performances and outings throughout the summer and early fall.



- We held our 9th annual regional Emergency Services Education Conference at Mount Sunapee Resort, attracting over 400 participants.
- As part of the NLHA Wellness Program, we celebrated our first full year as a Tobacco-Free Campus and offered a variety of opportunities for staff to participate in healthy activity choices and classes.

- The 6th annual Grand Gala, 8th annual Golf Tournament and 87th annual Hospital Days, combined with generous community support, contributed to a very successful Annual Fund. Many thanks to the more than 1,200 families, individuals, businesses and foundations that supported NLH with philanthropic gifts this year.



- Volunteer service to the hospital totaled more than 11,900 hours, with a value of over \$254,243. The Friends of New London Hospital also contributed countless hours supporting a variety of community-based programs. We deeply appreciate gifts of time and talent that our volunteers provide each day.

- We continued to study the options for the expansion and renovation of the Newport Health Center as part of our strong ongoing commitment to the Newport community.

- We continue to work with the seven towns served by New London Hospital Ambulance to transition the ambulance service to a different operating model.

New London Hospital deeply appreciates the support of the community and the trust you place in us for your care.



G. William Helm, Jr.

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Chair Board of Trustees



Bruce P. King

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President & CEO