

## **LRGHEALTHCARE STATUS REPORT TO MEMBERS—2007**

The following is a status report regarding LRGHealthcare's activities during 2007. This has been an exciting year marked by the expansion of services and a continuation of the financial stability we established over the past two years. We hope you share our pride in your community healthcare system.

### **I. CAPITAL INVESTMENTS**

- In the merger agreement, LRGHealthcare committed to reinvesting \$10 million in the Franklin campus over a six-year period—we surpassed that level in just over four years, and plan to continue our investments. These investments are part of our overall strategy for providing new and enhanced services to the community.
- In the last five fiscal years, \$16.2 million in additions to property, plant, and equipment have been made at our Franklin Campus. At our Laconia Campus, \$22.5 million in additions to property, plant, and equipment have been made.
- In 2007, we secured \$6 million in lease financing. This is in addition to the monies secured in 2006: \$25 million bond financing in new money to fund capital expenditures in the next three years; and the rate we were able to lock in for an additional \$25 million for expenditures from 2010 – 2012.
- Projects on the Franklin Campus included: Common Platform Information Systems Project including the first automated systems for Surgical Services, Pharmacy, Laboratory, Medical Imaging, and Medical Records, as well as new scheduling applications; implementation of PACS (Picture Archive Communication System for digitization of medical imaging exams); completed construction of new physician office space for internal medicine and orthopedics, and completed fit-up for launch of oncology services at FRH.
- Projects on the Laconia Campus included: Common Platform Information Systems Project including key upgrades and enhancements to applications serving Surgical Services, Pharmacy, Laboratory, Medical Imaging, and Medical Records, as well as new scheduling applications; fire alarm system replacement; medical air system replacement; upgrades to main elevator bank, expansion of employee parking lot, and construction of a facilities building to house vehicles and equipment were all started in 2007 and will be completed in 2008.
- In October, following a year-long master facilities planning process, LRGHealthcare submitted an application to the New Hampshire Health Service Planning and Review Board for a Certificate of Need to complete a two-part project to address immediate infrastructure needs at the Lakes Region General Hospital campus, as well as future healthcare needs in the community.

The CON proposal includes two major components: the purchase and fit-up of 30,000 square feet of condominium space in the new medical office building at Hillside Medical Park in Gilford to house several outpatient services; and the construction of a nearly 90,000 square foot addition at the LRGH campus to address infrastructure and inpatient care needs. The total cost of the project is \$51.8 million. The planning process also identified a need for an expansion of emergency services and ambulatory access space at FRH—we hope to accomplish this in the next couple of years.

### **II. FINANCIAL STATUS**

- In 2007, LRGHealthcare reported our third successive year operating in the black, with a combined operating margin of \$4 million, and a total margin of nearly \$5.8 million.
- Even with these favorable operating results, philanthropic support is still essential to meet community need. LRGHealthcare's financial ratios largely determine the amount of capital we can access to meet community need, and the terms thereof. These are still areas that need further work. For example, relative to days cash on hand (i.e. the number of days of expenses in reserve), our levels are just about

half of hospital sector norms (median ratios). Philanthropic support was the strongest it has been in the past three years. However, non-operating gains have been below hospital sector norms due to the relatively modest endowment LRGHealthcare has in comparison to other hospitals.

- In 2006, we saw a combined increase of 1.5% in admissions at LRGH and FRH. This represents the highest volume of admissions we have had in the past decade.
- Please reference our financial report or audit report for further information.
- In 2007, LRGHealthcare gave back \$22,756,179 (valued at cost) in community benefit. Our community benefit activities in 2007 fell in five primary categories: Providing healthcare access for the uninsured and underinsured; unrecovered costs from Medicare and Medicaid underpayments; promoting health through risk management activities and managing the continuum of care with patients; promoting health through education and support; and providing continuing education and training for health professionals. We also gave back to our community in a number of non-quantifiable ways.

### **III. PORTFOLIO OF SERVICES**

- Provision of primary care, adult inpatient medical and surgical care, outpatient medical and surgical care, and emergency services has continued on both campuses, and in some cases, expanded. See IV, V, and VI, for details on expansion.

### **IV. MEDICAL STAFF DEVELOPMENT**

- The following professionals were appointed and/or granted privileges by LRGHealthcare in the last 12 months:
  - Active Staff physicians include Paul Levy, DMD, Oral Surgery; Mary Abigail Dacuycuy, MD, Internal Medicine and Infectious Diseases; Kasra Djalayer, MD, Internal Medicine; Bassem Azkul, MD, Family Practice; Elikem Kpenu, MD, Hospitalist; Jo-Ann Valles, MD, Pediatrics; Luchi Quinones, MD, Rheumatology; Ryan Scannell, MD, Otolaryngology & Facial Plastics; Hillary Stern, MD, Internal Medicine; Nino Usanetashvilli, MD, Hospitalist; and Mark Weinreb, MD, Pediatrics.
  - Ambulatory Care Staff physicians include Michael Buff, MD, Hematology/Oncology; and Jeanna Walsh, MD, Hematology/Oncology.
  - Allied Health Personnel include Mary Baillargeon, PA, Hematology/Oncology; Matthew Burrell, DPM, Podiatry; Stacy Sorrell, MS, Psychiatry; Michelle Aube, CRNA, Anesthesiology; Diane Desharnais, MS, Mental Health; Nancy Gallagher, MS, Mental Health; Eileen Oliver, ARNP, Sleep Medicine; and Jennifer Winslow, FNP, Pain Management.
  - Telemedicine Staff includes Dawn DeLavallade, MD, Diagnostic Radiology.
- LRGHealthcare continues to actively recruit physicians to our community in several areas. We are currently seeking the following: Critical Care / Pulmonologist, Dermatologist, Gero-psychiatrist, Hospitalist, Adult Psychiatrist, Vascular/Endovascular Surgeon, Internist, Neurologist, OB/GYN, Oral Surgeon, Orthopedic Surgeon, Cardiologist, Anesthesia (physician and CRNA), and Urologist.

### **V. NEW SERVICES/CLINICAL AND SERVICE ENHANCEMENT**

- **Physicians**
  - Worked with Genesis Behavioral Health to strengthen mental health services and emergency coverage in the Lakes and Three Rivers regions. Goal is to expand collaboration between agencies.

- In hiring Dr. Abby Dacuycuy, brought a full-time, on-site infectious disease specialist to our community. Dr. Dacuycuy is not only the Medical Director for LRGHealthcare's Infection Control Department, she is also available as a resource to all of our community physicians.
- HealthFirst Family Care Center opened a satellite office in Laconia, expanding primary care access in the Lakes Region. Like the original HealthFirst location in Franklin, the Laconia center is a full-service family practice health center that accepts all insurances and serves all, regardless of their insurance status. LRGHealthcare continues to provide significant ongoing financial support for the Centers in Franklin and Laconia.
- ***New Services/Clinical and Service Enhancement***
  - In January, 2007, we launched the Women's Health Network at LRGHealthcare. From adolescence to childbearing age, motherhood, menopause, and beyond, this Network will now further integrate care to serve the total healthcare needs of every woman in our community.
  - In 2007, expanded Hospitalist program launched in 2006 at LRGH to three full-time Hospitalists to provide inpatient physician coverage from 7:00 a.m. – 7:00 p.m., seven days a week. In July, 2008, we will have two additional Hospitalists on staff, and will be providing 24-hour-a-day onsite physician coverage for inpatients. Goal is to reach a full staff of 6-7 physicians on Hospitalist team.
  - At FRH, a similar, modified Hospitalist program is operating Monday—Friday from 8:00 a.m.—5:00 p.m., with weekend coverage provided by the Internal Medicine call system. Dr. Osama Elsammani and Dr. Karsa Djalayer are providing primary coverage for the program, and Dr. Abby Dacuycuy and Dr. Duncan Coolidge are providing back-up coverage.
  - This was the second year of operation for our Psychiatric Telemedicine program at Franklin Regional Hospital. This program uses cutting edge technology to provide 24-hour psychiatric coverage at our Franklin facility, and in the first 18 months, the program had seen more than 170 patient encounters. FRH is the only hospital in the state providing psychiatric services via telemedicine.
  - Completed the common platform project at both our Laconia and Franklin campuses, providing full integration of our information systems into one.
  - PACS (Picture Archiving and Communication System) was implemented in Spring, 2007 at FRH and LRGH, and in the Fall at Laconia Clinic. The system allows providers to access medical images via the hospital information system network. The system has been a wonderful enhancement to the organization as it has improved the turnaround time for medical imaging results as well as access to information, and enhances and eases physician consultations.
  - We brought Franklin on board with our Cerner pharmacy system so that we now share the same database and can review patient profiles from either campus. It also allowed us to institute a computerized Medication Administration Record on the Franklin campus, as well as computerized our Discharge and Swing reports.
  - We investigated and selected a separate IV pump for epidural infusions. Having a pump that looks different from all other pumps for this procedure is a safety initiative recommended by the Institute of Safe Medication Practices. These pumps also will allow for the process of "Patient Controlled Epidural Analgesia."
  - We opened our Coumadin Clinic on the Franklin campus and have over 100 patients that we are now managing in conjunction with their primary care providers for their anticoagulation treatment on this campus alone. (combined both campuses over 400 patients)

- We have a new clinical pharmacy model that supports our pharmacists working directly on our patient care units, interacting more with physicians, nurses, and patients themselves. The medical literature attributes pharmacist involvement with better patient outcomes.
- We continue to evolve our philosophy on Medical Safety and have embarked on our Just Culture initiative. The philosophy of Just Culture emphasizes that healthcare professionals need to speak up and have ongoing “critical conversations” about patient care, work environments, and our standard procedures that will ensure the highest quality of care we can deliver. In particular, care at the time of transitions is error prone in healthcare and we have instituted a number of processes to make these transitions safer.
- Gained licensure for two outpatient laboratory drawstations—one at Westside Healthcare in West Franklin and one at Newfound Family Health in Bristol. These new stations provide convenient access for patients of those practices and improve efficiencies by lowering volumes at the FRH lab.
- Nuclear Medicine services were introduced to the Franklin campus in February, 2007 via a mobile camera. The service is available every Friday. A total of 177 nuclear studies were conducted at FRH from February through September, 2007.
- Convened a strategic planning group to create a community behavioral health plan to address both inpatient and outpatient mental health needs in both the Lakes and Three Rivers regions. Diverse group representing multiple agencies began meeting in 2007 and will meet monthly to develop plan and increase interagency collaboration to address community mental health needs.
- Renovations were completed in August and September on the Franklin campus in anticipation of the opening of Hematology/Oncology Services at FRH. The first patients were seen in October, and there is a physician onsite for office hours every Monday. Limited chemotherapy services are also available at FRH, and the goal is to expand services as community and patient needs dictate.
- In March, 2007 Rehab Services began a partnership with the Taylor Community to offer aquatics services to Rehab clients. In addition to the one-to-one patient contact, LRGH therapy staff also offered weekly aquatics aerobics classes. In 2008 we will look to continue that partnership.
- In anticipation of the opening of an observation unit on North 4, the Sleep Lab was moved in July to the Franklin Campus. The lab continues to offer the ability to complete four patient studies each night.
- Began offering 4D ultrasound services at both Laconia and Franklin campuses. This new technology gives providers the opportunity to see images in much greater detail than is possible with traditional, two dimensional ultrasound. Primarily used for gynecological and fetal exams.
- Rehab services now has two staff members trained to perform Functional Capacity Evaluations using a new software product. The software provides greater accuracy in the completion and interpretation of exam findings.
- We have expanded our partnership with the city of Laconia with regards to the Ambulance Program. We now are offering an opportunity for people to train to become paramedics via the TuitionLink Program. We are also funding a position that will provide continuity for EMS training throughout the Lakes and Franklin service areas.
- Staff in ultrasound are all certified in complete Nuchal Translucency Screening— a prenatal test to evaluate a baby’s risk of having Down syndrome or other chromosomal abnormalities, or major congenital heart problems. This enables us to provide that particular service to more patients.

- A committee has been formed to explore the transition from traditional analog mammography to digital mammography. The goal is to have the equipment installed and operational the spring of 2008.
- Prior to the implementation of PACS, we finished going live with Computed Radiography at FRH and the Laconia Clinic. CR was implemented at LRGH in the previous year.
- Continued the Joint Institute program by running a series of joint pain education classes in both the Lakes and Three Rivers regions, and continuing the clinical classes held monthly for scheduled patients.
- This was the second full year of operation for our new Senior Psychiatric Services unit, and demand continued to exceed expectations. Over the course of the year, the unit served more than 150 seniors from across the state.
- Working in collaboration with Community Health and Hospice, implemented a new, formalized palliative care program to improve end-of-life care for patients and their families.
- Completed training and laid groundwork for implementation of Schwartz Rounds, an opportunity for caregivers to discuss some of the challenging emotional and social issues that arise in caring for patients. The Rounds are intended to provide support and information for caregivers, foster teamwork, and ultimately enhance the relationship between patients and caregivers. The first session was held in early January, 2008, and was attended by more than 50 physicians and staff members.
- Completed renovations on the LRGH Family Birthplace Unit to create a warmer, more welcoming environment for delivering mothers and their families. In addition to a “facelift” for the entire unit, renovations included the purchase of new specialty maternity beds and convertible partner beds for every room.
- Implemented paper patient satisfaction survey process for all outpatient services, including provider practice visits.
- Continued Electronic Medical Records implementation in offsite practices. Upgraded to Centricity program and focused on system optimization. A total of 13 LRGHealthcare practices are now utilizing Centricity.
- All pediatricians for Lakes and Franklin campuses certified in Neonatal Resuscitation Program.
- Senior Psychiatric Services nursing staff underwent training toward psychiatric nursing certification. All staff on the unit continue to work towards certification.
- Continued enhanced provider communication through “Provider Bulletin” quarterly newsletter for providers and practice managers. Tool to share information about new programs and services, clinical education opportunities, contracting changes, etc.
- Continued clinical education newsletter for Licensed Nursing Assistants and Registered Nurses.
- UpToDate, an online clinical information database, was available to LRGHealthcare providers, nurses, and other medical staff from computers in the Jessup Medical Library, or any computer on the LRGH or FRH campuses. UpToDate is available for clinical research, and is a tool to find answers to clinical questions that arise at point of care.
- Implemented a number of quality initiatives including a system to ensure clear communication on all patient handoffs; a pressure ulcer prevention program; a patient flow project to decrease time spent in the Emergency Department and facilitate placement of patients; a falls prevention project; and revised protocol for calling Rapid Response Teams.

- Began participation in the Institute for Healthcare Improvement's Protecting 5 Million Lives Campaign—a national patient safety and quality effort designed to protect 5 million lives through the prevention of medical errors. The program is a continuation and expansion of the 100,000 Lives Campaign.
- ***New Equipment***
  - Upgrade to surgical services information systems at LRGH was completed in 2007. System utilizes Electronic Medical Records from pre-evaluation to discharge. Both OR's are now fully aligned, including scheduling and patient record access. There will be an upgrade on both systems completed in early 2008.
  - Renovations of general radiology rooms at FRH were completed. All of the medical imaging equipment at FRH is now virtually brand-new, with the oldest equipment there being the mammography machines that were purchased four years ago.
  - We purchased a total of four new ventilators for patient care: three for the Laconia campus and one for Franklin. The new ventilators are state-of-the-art in the care of critically ill pulmonary patients.

## **VI. NEW SERVICES/MISSION ENHANCEMENT**

- In 2007, the Community Wellness Center had its first full year in its new, permanent location in downtown Laconia. The new facility is bright, spacious, and open, with plenty of room for our equipment, strength training programs and other specialized offerings. It is also fully handicapped accessible, offers a private office for client-staff meetings and exams, and a central nurse's station for enhanced client monitoring. In the first year in the building, membership increased 30%.
- Participated in regional emergency preparedness preparation and planning, with staff members working on both internal plans as well as serving on the Lakes Region Partnership for Public Health's emergency planning committees and sub-committees.
- Patient beds at both LRGH and FRH were all equipped with Evacuated emergency evacuation equipment. Clinical and non-clinical staff on both campuses were trained to use these devices to improve speed and safety in the event of a hospital evacuation.
- Community Education program focused on prevention of the primary causes of illness and injury in our region; with a concentration in the areas of women's health, seniors, and youth healthy eating and active living. Many programs offered in conjunction with community partners.
- Participated in the Foundation for Healthy Communities' Walk New Hampshire program with Dr. Susan Lynch. Continue to support Foundation's statewide focus on youth healthy eating and active living.
- We now have two certified car seat safety technicians, one at LRGH and one at FRH. This free service is available to the public by appointment.
- Continued onsite CME series for medical staff, providing Category I CME credit through 52 hours of instruction to more than 150 physicians. Programs are open to all staff, and in 2007, we had more than 400 attendees at programs.
- Introduced 19 new nursing grads to professional nursing, pairing them with preceptors and helping them get acclimated to the hospital setting through the GradLink program.

- Beefed up the LNA education series with three new programs in 2007; four more are scheduled in 2008.
- Coordinated a Crisis Prevention Intervention refresher course, which was widely attended by hospital staff.
- Provided an end-of-life education series for clinical staff in support of the rollout of the new Palliative Care program.
- Provided expanded leadership training program for clinical lead nurses.
- Provided guidance and training during the clinical learning experience to 195 students from 20 health career programs.
- Offered the first Healthcare Career Expos for local high school students, holding a session on each campus. Hundreds of students attended, engaging in interactive demonstrations to learn more about healthcare career options. Sessions are scheduled again in February, '08.
- Continued partnership with New Hampshire Community Technical College to offer nursing program at the Laconia Campus. 20 new RNs graduated in May, 2007, and this spring, the fourth group of students will graduate.
- Began exploring additional opportunities to collaborate with NHCTC for further workforce development initiatives focused on allied health professions.
- LRGHealthcare, the Caring Community Network of the Twin Rivers, and other local agencies completed the 2007 Franklin-area Community Needs Assessment. The Lakes Region Assessment will be completed in 2008 in partnership with a number of local agencies.
- LRGHealthcare participated as a partner in the Lakes Region Partnership for Public Health.
- Continued Patient Advantage program to help make healthcare more convenient and affordable. This program has served as a model for other hospitals in the State.
- Expanded HealthLink income qualification guidelines and made changes to the cost-sharing structure. Further improving coverage for our community, improving continuity of care for patients; and making hospitalization expenses more manageable for HealthLink members.

## **VII. OPERATIONAL ENHANCEMENT**

- Implemented a Balanced Scorecard management system to ensure that organizational activities are working in support of LRGHealthcare's strategic plan.
- Made decision to upgrade practice management software at all LRGHealthcare physician practices and the Laconia Clinic. Implementation began in early 2008.
- Both LRGH and FRH laboratories successfully completed Clinical Laboratory Improvement Amendments (CLIA) inspections in 2007. FRH also successfully completed a Critical Access Survey. CMS is surveying LRGH and our outpatient practices in January, 2008.
- Installed new variable speed drives in our HVAC system at LRGH, creating a more energy efficient system and earning a \$57,302 rebate from the NH Saves statewide energy conservation program.

## **VIII. MARKETING INITIATIVES**

- Implemented comprehensive 2007 marketing plan approved by Community Relations Committee on behalf of the Board. Focused on three primary strategic initiatives: Women's Health, Senior Services, and Employer of Choice.
- Created and launched a new website, [www.lrg.org](http://www.lrg.org). The site featured new design and functionality, and updated information. The site continues to grow and develop and will be managed by the PR & Marketing Office.
- Developed a fresh visual identity for the Women's Health Network at LRGHealthcare and launched both the program and an introductory campaign, including a 30 second tv commercial, in 2007.
- Created identity and promotion for Nursing Recruitment event focused on new grads as well as seasoned nurses looking for a change. Utilized direct mail, radio and print advertising in central and northern New Hampshire.
- Collaborated with Philanthropy and Education Departments to unify messaging and efforts. In Philanthropy, supported the 2007 Red Dress Gala, the 18<sup>th</sup> Annual NHIS Golf Classic, and the Tanger Event. Assisted in promotion of the Education Department's programs through Focus Magazine, newspaper columns, and radio.
- Published three issues of our magazine, Focus on Health and Wellness, featuring LRGHealthcare programs and services. Each issue mailed to more than 25,000 households in the LRGHealthcare service area. Will be printed two or three times each year moving forward.
- Continued development of public education seminars for individuals suffering with joint pain. An experienced physical therapist and orthopedic surgeon provide a clinical overview of joint pain, update the attendees on current treatment options and answer questions. These joint pain seminars are free and open to the public.
- Working with a skilled volunteer, continued program to welcome and assist new movers to the Lakes and Three Rivers regions by connecting them with a range of primary and specialty care providers to meet their healthcare needs.
- Developed a new visual identity for our print advertising. Utilized new image in creation of billboard leased on Route 3 in Belmont. Billboard featured two different messages in 2007, and will switch out appropriately.
- Continued development and implementation of various tools to support strategic marketing initiatives, as well as other LRGHealthcare programs and services. Tools utilized include print, television, and radio advertising; on-hold messages; brochures and other collateral materials; press releases and pitched media stories; speaker placement and interview opportunities; messaging for stakeholders; and internal communication through bi-weekly online newsletter and quarterly Provider Bulletin.

## **IX. HUMAN RESOURCES & WORKFORCE INTEGRATION**

- In 2007, 28 local students were given the opportunity to further their healthcare career goals through LRGHealthcare's TuitionLink program. We invested nearly \$150,000 in our local workforce through LRGHealthcare's nationally recognized TuitionLink program, which helps nurses and health professionals achieve their career goals. In exchange for a commitment of employment at LRGHealthcare, we assist future healthcare professionals with tuition and other costs related to their clinical degree programs.
- Implemented a clinical ladder program in the Laboratory to reward and recognize excellent work done by staff.

- The implementation of Position Manager has resulted in a 30% increase in applicants over last year. This has resulted in a wider pool of applicants for consideration. It has also provided managers with immediate access to candidate information, alleviating lag time in the application process during which we have sometimes lost strong candidates in the past.
- We were audited by the Department of Labor's Employment Standards Administration's Office of Federal Contract Compliance Programs and found to be in compliance with the affirmative action plan for both campuses.
- During Hospital Week in May, we held the first annual employee recognition breakfast to honor those reaching milestone years of service to the organization.
- Our Employee Assistance Program, staffed by a full-time coordinator, provides short-term support and assistance to employees and their families during unforeseen times of crisis. The program was able to meet many more families' needs around the holidays last year, thanks to a generous donation from a community member. The EAP assists with emergency needs including fuel assistance, food stamps, housing assistance, and more, and also provides employees with information and referrals to other community agencies.
- Employees from departments across the hospital continued to participate in an Employee Wellness Committee to focus on internal wellness initiatives. Created a quarterly newsletter and held employee health fairs at LRGH, FRH, and the HealthLink Building.
- LRGHealthcare employees are not just employees—we are a family. We recently lost several longtime members of that family, including Steve Harvey, Dan Gardiner, Bill Fredette, and Marguerite Carbee Smith. We remember those who are no longer with us and honor their contributions to our organization.
- Continued to evaluate and adjust salaries to ensure that we maintain competitive in the market, and continued to strive to ensure that all of our employees are earning a “liveable wage.”
- Over the past couple of years, despite the increasing cost of healthcare in the US, LRGHealthcare has maintained our ability to offer eligible employees single medical coverage at no cost to the employee. In addition, over the past four years we have actually shown a decline from year to year in the amount of premium increase for both two person and family coverage.
- Voluntarily expanded our definition of dependent young adults to include those who are up to 26 years old for purposes of medical and dental insurance coverage. We were proud to offer this option for our eligible employees.
- While the State of New Hampshire signed into law this year a bill affording domestic partners the same rights and responsibilities as married couples, LRGHealthcare is proud to have been offering eligible employees the opportunity to cover domestic partners on their medical insurance since 2001.

## **X. FUNDRAISING**

- The community generously supported LRGHealthcare in 2007.
- More than \$1.3 million was received in cash donations made by more than 1,000 donors. Gifts were designated to more than 50 different programs and services of Lakes Region General Hospital and Franklin Regional Hospital. Cash gifts increased by more than 53% over the prior year.
- Tanger Outlet Center donated \$40,000 to the Women's Imaging Center through the Stanley K. Tanger Breast Cancer Fund. Funds raised during events and special promotions held during October, Breast

Cancer Awareness Month. The donation will be allocated to the Campaign for Digital Mammography – the effort to bring this state-of-the-art technology to Franklin Regional Hospital and Lakes Region General Hospital.

- The 3<sup>rd</sup> Annual Lovering Volvo Red Dress Gala: The Heart of Women’s Health was held in February 2007 in support of cardiac services for women. LRGHealthcare’s signature fundraising event raised \$47,000 to underwrite the cost of cardiac equipment at each hospital. The 4<sup>th</sup> Annual Event is scheduled for February 1, 2008.
- The 18th annual New Hampshire International Speedway’s Annual Golf Classic raised more than \$51,000 for the HealthLink Program.
- With the support of its members and other community donors, the Community Wellness Center capital fund drive has raised approximately \$396,000 to purchase a condominium at the former Scott and Williams Mill building in Laconia.
- The Anderson Pharmacy Fund, a 5-year-old program providing medication assistance for those undergoing chemotherapy got \$25,000 from the Anderson family’s golf tournament in Massachusetts and the family’s ongoing generosity.
- In conjunction with the Home Beautiful, the LRGH Auxiliary held a home makeover raffle that raised more than \$18,000 for the purchase of Hi Lo beds.

## **XI. MISSION DEVELOPMENT**

- LRGHealthcare’s community benefit contribution was \$22.7 million (valued at cost) in 2007.
- The Board of Trustees reviewed HealthLink’s income qualification guidelines and cost sharing structure in 2007, further improving coverage for our community; improving continuity of care for patients; and making hospitalization expenses more manageable for HealthLink members.
- Fully implemented the Patient Advantage Plus program and the HealthLink Catastrophic Program, providing new and improved financial assistance options to our patients without insurance or those facing financial hardships.
- The LRGH Nursery Guild continues its history of service to those families in need. Their Baby Boutique provides baby and children’s clothing and furniture to the community at a reduced rate. The Boutique also offers all of these items to women referred by local service agencies at no cost. Their diapers and wipes drives sought donations of necessary baby hygiene items, which were then donated to families in need through local agencies.
- Through their Wish List Program, the FRH Auxiliary was able to purchase an AED machine for the Education Department, music for the patients at Integrative Women’s Health, and pediatrics equipment for Westside Healthcare. The Lights of Memory event allowed the Auxiliary to award \$3,500 in scholarships to local students pursuing medical careers; and the Pioneer Emergency Response system service was brought to 100 clients this year.
- The LRGH Auxiliary continues to fund medical response devices to the medically vulnerable in our community. More than 90 of these emergency response systems have been provided free of charge. These devices are particularly important in such a geographically diverse area which often isolates seniors from regular medical review.
- Between LRGH and FRH, 270 volunteers gave more than 36,000 hours of service to healthcare in our community in 2007. 20 volunteers were also recognized with the President’s Call to Service Award for

providing more than 4,000 hours of volunteer service in their lifetimes. Volunteers are vital to the operation of our hospitals.

- In 2007, LRGHealthcare's Chemical Dependency Program completed 194 chemical dependency evaluations with 45 admitted to the outpatient program. The Program fields 5-10 calls each day from people with questions about substance abuse.
- In FY07, our Medication Connection Program brought more than \$1.6 million dollars in medicine to those in need in our community. More than 450 clients were assisted in obtaining 4,300 prescriptions. In addition to helping seniors when we are able, our plans for the next year include expanding our coverage to help the underserved younger populations.
- At the end of FY07, 2,096 local residents were members of the HealthLink program. These members received financial assistance accessing healthcare, and care management through our Community Care Management program.
- As of December, more than 71,000 children in the State of New Hampshire were enrolled in the Healthy Kids Program. LRGHealthcare provides numerous sites for enrollment and is instrumental in assisting local residents in the enrollment process. Also partnered with NHHK and local school districts with goal of 100% NHHK outreach and coverage for eligible children.
- Since its inception, LRGHealthcare's VetLink Program has had contact with over 4,000 veterans and has helped more than 1,000 veterans with information and direction in accessing the VA system. Our VetLink Coordinator continues to work with the State Veterans Council in assisting area Vets with VA compensation issues, and estimates that those assisted are now receiving more than \$700,000 in compensation. It is believed that LRGHealthcare is the only hospital in New Hampshire to offer a program like VetLink.