

Healthy Horizons

A GUIDE TO YOUR HEALTHY LIFE

SPRING 2019

New Service:

Huggins Hospital offers innovative treatment to help heal orthopedic injuries

A new treatment used to relieve pain and accelerate the healing process is now available at Huggins Hospital. The treatment, called platelet-rich plasma treatment (PRP), is an outpatient procedure that involves an injection of your own platelets to the injured area.

The treatment is most commonly used to promote healing of injured tendons, ligaments, muscles, and joints and is recommended for diagnoses such as patellar tendonitis, elbow epicondylitis and Achilles tendonitis.

It is a simple procedure with wide-ranging benefits utilized by popular athletes including David Ortiz, who credits the procedure for a speedy recovery from surgery in 2007 after helping the Red Sox win the World Series. Other famous athletes who have undergone PRP include golfer Tiger Woods, Kobe Bryant of the NBA's Los Angeles Lakers and former Patriots defensive lineman Adrian Clayborn.

PRP presents patients with a long lasting, permanent solution that will not wear off over time as with a traditional pain injection. For this reason, the use of PRP could be an alternative to more invasive procedures. With any treatment option, the effectiveness of the treatment depends upon the severity of the injury.

For the PRP treatment, your own blood is used to extract platelets. Platelets are best known for their importance in clotting blood, however, they also contain hundreds of proteins called growth factors, which are important in the healing of injuries. The blood is drawn and then spun down using a centrifuge to create a concentration of platelets – and thereby growth factors – that can be 5-to-10 times greater than normal. This result is known as platelet-rich plasma.

The PRP is then injected into the injured area. The release of the growth factors helps recruit and increase the production of reparative cells, enhancing the healing process. The treatment, including making the PRP, usually takes less than an hour.

Several clinical studies have demonstrated that PRP injections have improved function and decreased pain to various joints, including elbow, wrist, shoulder, hip, knee and ankle.

The PRP treatment is offered at Huggins Hospital by Michael Giovan, MD, FAAOS on Mondays and Wednesdays in the Orthopedic Surgeons suite. The out-of-pocket cost is \$500 for the PRP treatment.

For more information or to make an appointment, please call Huggins Hospital's Orthopedic Surgeons office at 603.569.7690.



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Please e-mail askhuggins@hugginshospital.org or call 603.515.2073 with any questions or feedback. You can find an electronic version of *Healthy Horizons* online at www.hugginshospital.org.

A Message from Huggins Hospital's President & CEO Jeremy Roberge, CPA

Welcome to our 2019 Spring Healthy Horizons Magazine and Fiscal Year 2018 Annual Report. We had a strong year last year and provided more than \$7 million in Community Benefits (see more on page 6). We anticipate our strength and growth to continue in our future. In this Healthy Horizons, you will see information about the new services and the growth we have had throughout Huggins Hospital and our physician offices including Gastroenterology, Infusion Services, Orthopedics, Rehabilitation Services and more. You can also join us in thanking our amazing supporters (see page 4 and 5) for all they do to help our community stay healthy!

We also continue to work with our GraniteOne Health partners – Catholic Medical Center (CMC) and Monadnock Community Hospital – as we discuss a possible combination with Dartmouth-Hitchcock Health. In January, we announced GraniteOne Health had signed a Letter of Intent (LOI) with Dartmouth-Hitchcock Health to combine our two systems. We are currently working through the Definitive Agreement process. I look forward to sharing more information with you in our future public sessions about this plan.

Thank you for taking the time to read about how our new services can help you and your loved ones. Our vision is to be the community's home for health and wellbeing. We are happy to have your support with this vision and to be here for you when you need us.

P.S. I hope to see many of you at our upcoming Heroes Gala on July 11 where we will honor our local first responders and raise funds for Huggins Hospital's Emergency Services (see page 4 for more information).



Jeremy Roberge

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Growing and Growing and Growing...

Huggins Hospital has experienced tremendous growth in the past few years. This growth in services follows the strongest financial years Huggins has seen in over a decade. The growth and strength of Huggins Hospital proves there is a solid foundation for improving the overall health and wellbeing of our communities.

Following a comprehensive strategic planning process at Huggins Hospital, employees identified initiatives and growth opportunities that would provide better access to more local healthcare services. Those initiatives were based on the needs identified by the employees and our community members during the most recent Community Health Needs Assessment.

Huggins Hospital is now able to offer more services including:

- extended hours in primary care and pediatrics,
- new telestroke and teleneurology services,
- gastroenterology,
- behavioral health and counseling,
- more massage therapy,
- more infusion therapies,
- more rehabilitation services,
- lymphedema treatment (see story on page 3),
- dry needling,
- post-partum exercises,
- platelet-rich plasma treatment (see story above),
- more mammography, ultrasound and MRI services (including weekends),
- Low-dose CT program,
- and more.

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Growing and Growing and Growing... (continued from page 1)

Huggins will also be expanding its physical locations to accommodate this growth including more space at Tamworth Family Medicine and Moultonborough Family Medicine as well as a new Orthopedic Suite.

The following are a few examples and details of some of the new and expanded services at Huggins Hospital.



Massage Therapy – expanded services

Along with locations at Back Bay Rehabilitation and Huggins Hospital in Wolfeboro, Massage Therapy is now offered at Alton Family Medicine and Moultonborough Family Medicine. The hours at Back Bay have also been extended to include Saturdays.

If you would like to experience the healing effects of massage therapy, please call Back Bay Rehabilitation at 603.569.7565 for an appointment. Treatments typically last one hour and a referral is not required.



Pediatric and Primary Care – extended hours

Sometimes you just want health care – without the hassle. We strive to offer same day access in our primary care and pediatric offices by offering convenient hours that work for your schedule. We have opened three of our primary care and pediatric offices until 8 PM. Wolfeboro Pediatrics is open until 8 PM on Wednesdays. Alton Family Medicine is open every weekday from 8 AM until 8 PM. Moultonborough Family Medicine is open until 8 PM on Mondays, Tuesdays and Thursdays. To make an appointment with one of our offices, please call our PATH specialists at 603.569.7669.



Rehabilitation Services – physical therapy, lymphedema, post-partum exercises and more

Over the past two years there has been a 34 percent increase in visits to our Rehabilitation professionals. To accommodate the need for more services and appointments, Back Bay Rehabilitation has added six full-time physical therapists, a full-time massage therapist, and more support staff positions.

Back Bay Rehabilitation has also branched out to cover more of the community. Physical therapy is now available at Moultonborough Family Medicine and is available for extended hours (until 8 PM) on Mondays and Wednesdays at the Wolfeboro Back Bay location. There are also plans in the works to create additional space to meet the increased demand for more physical therapy at Tamworth Family Medicine.

The list of services offered by the Rehabilitation

professionals has grown as well to include dry needling, lymphedema treatment (see page 3) and post-partum corrective exercises by certified specialists.

For more information about the services or to make an appointment, call Back Bay Rehabilitation at 603.569.7565.



Emergency Department – expanded and improved services, telestroke and teleneurology

We now offer telestroke and teleneurology services in our Emergency Department. These new services were made possible through an initiative with our GraniteOne Health partners, Catholic Medical Center (CMC) and Monadnock Community Hospital. Telestroke and teleneurology are telehealth services that allow remote consults with neurologists. This service provides patients with specialized, time-sensitive treatments faster, greatly affecting positive outcomes.

The Emergency Department has also implemented processes to help alleviate wait times throughout a patient’s visit. The processes include steps to register the patient at the bedside and steps that will allow an emergency provider to see the patient as soon as possible once they are registered. This makes it possible for patients to experience even more seamless, efficient care in our Emergency Department.



Infusion Services

Huggins Hospital has seen growth in the need for infusion services over the past year. More patients are coming to Huggins Hospital for infusions due to the caring and expert staff, location and ease. Infusion Services at Huggins Hospital has increased offerings to include more medications.

For more information about Infusions Services and a full list of what we offer, please call 603.569.7530.



Moultonborough Family Medicine - addition

An addition and renovation project at Moultonborough Family Medicine will be completed this spring. The addition includes two exam rooms and a laboratory patient service center. The renovations are to the reception area to create more space and a better flow for employees and patients.

“With the additional patient rooms, we will have greater flexibility with offering counseling services and RN-led Medicare wellness visits,” said Julie Furlan, DO, a primary care provider at Moultonborough Family Medicine. “In addition to physical therapy services, on site x-ray and lab

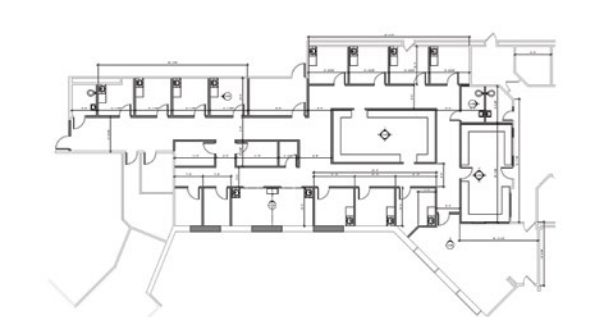
draws, our goal is to provide as much care as possible in Moultonborough to serve the surrounding community.” (See page 6 for open house details).



Tamworth Family Medicine - addition

There are plans for an addition to Tamworth Family Medicine to include more space for physical therapy, the waiting area, new exam rooms, a procedure room and more office space for providers.

“The expansion of Back Bay Rehabilitation in Tamworth will help in a multitude of ways,” said Tamworth Clinic Physical Therapy Supervisor Ben Wiggin, PT, MPT. “The extra space provided by the expansion will allow for more patient comfort and privacy, create more room to provide various treatments and allow for space to provide other services that compliment physical therapy.”



Orthopedic Suite – renovation and expansion

This summer, Huggins Hospital will begin construction of a new orthopedic suite. The new suite at Huggins Hospital will grow the Orthopedic Surgeons office and will move it to a location within the hospital that will be more accessible for patients and visitors. The new space will contain 11 exam rooms, a two-bay casting room and x-ray facility. The renovated space will allow our specialists to care for more patients and increase the services available to our community.



Surgical Services

Over the past year, Huggins Hospital has seen growth in surgical cases, including an increase in emergent cases, and increases in orthopedics, endoscopy and general surgery. With the growth of specialty services and as more patients choose Huggins Hospital for their surgical needs, the operating rooms and surgical services at Huggins Hospital will continue to grow to meet the needs of our community.

Help Support Our Growth

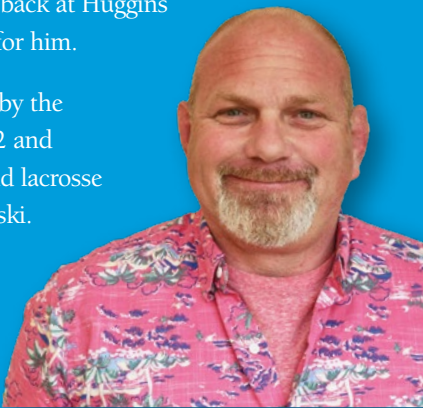
The growth at Huggins Hospital would not be possible without the generous support from our donors. This support allows us to remain a strong and viable healthcare organization that is here to care for you when you need us. Naming opportunities are available through a few of our upcoming renovation projects and multiple opportunities exist to support the programs that make our community healthier. Contact Cheryl Kimball in the Philanthropy Office at 603.515.2089 or ckimball@hugginshospital.org for more information.

New Provider:
Paul DeMasi, DO, FACOI, joined Internal Medicine Associates of Wolfeboro

Paul DeMasi, DO, FACOI, recently joined Huggins Hospital’s Internal Medicine Associates of Wolfeboro to add to the office’s team including Stephen Fleet, MD, Brittany Horrigan, PA-C, Charles H. Hiles, Jr., MD, and Jennifer Pinard, APRN. Dr. DeMasi is happy to be back at Huggins Hospital because he feels he truly gets to know his patients here and it feels like home for him.

Dr. DeMasi has over 20 years of experience and is Board Certified in Internal Medicine by the American College of Osteopathic Internists. He has lived in New Hampshire since 2002 and currently lives in Tuftonboro with his wife and two sons, both of whom play football and lacrosse at Kingswood Regional High School. In his free time, he likes to paddleboard, golf and ski.

If you would like to join one of our Huggins Hospital primary care offices, please call our PATH Specialists at 603.569.7669. For more information about Internal Medicine Associates of Wolfeboro, please call 603.569.7588.



New Provider:
Suzanne Anderson, MSN, FNP-BC, joined Moultonborough Family Medicine

Last fall, Huggins Hospital’s Moultonborough Family Medicine welcomed Nurse Practitioner Suzanne Anderson, MSN, FNP-BC. Anderson will add to the expertise in Moultonborough as she joins the office’s current providers Julie Furlan, DO, ABIHM and Melissa Bourque, FNP-BC.

“When I first came to interview at Huggins, I was struck by the level of caring, professionalism and respect the staff show toward our community members,” said Anderson. “These qualities are important to me and I am excited to work with this team and show the same level of commitment to my patients.”

If you would like to join one of our Huggins Hospital’s primary care offices, please call PATH (Patient Access to Huggins) at 603.569.7669. For more information about Moultonborough Family Medicine, please call 603.476.2216.



New Service:
Gastroenterology now available at Huggins

Gastroenterologist Mark J. Silversmith, MD, started at Huggins Hospital in September through our relationship with GraniteOne Health partner Catholic Medical Center (CMC). Gastroenterology is a new service at Huggins Hospital and complements the array of primary and specialty care services already available.

For more information about Dr. Silversmith or to make an appointment, please call 603.625.5744 and ask about appointments in Wolfeboro.



New Treatment:
Lymphedema Treatment now available at Huggins Hospital

Huggins Hospital is now offering Complete Decongestive Therapy to patients with lymphedema. Treatments are provided by Certified Lymphedema Therapist Erin Scott, MSPT, WIA and can provide relief from many symptoms.

Lymphedema is the swelling of a body part due to the abnormal accumulation of fluid in the affected area, most often the extremities. It can also occur in the face, neck, abdomen and genitals.

The following treatments are now available at Huggins Hospital to help stimulate the lymphatic system, control swelling and prevent infections:

- Manual Lymphatic Drainage (MLD): A light skin stretching technique that stimulates the lymphatic system.
- Compression: Layered bandaging with foam or specially fitted garments that support the swollen area to control swelling.
- Exercises: With compression, special exercises will help to pump lymph out of the swollen area.
- Skin Care: Keeping the skin clean and moisturized will help to prevent infections that often can happen with lymphedema.
- Self-Care Management and Training: Learning how to manage your lymphedema at home.

Up to 10 million Americans, and hundreds of millions worldwide, suffer from lymphedema and lymphatic diseases, according to the Lymphatic Education & Research Network.

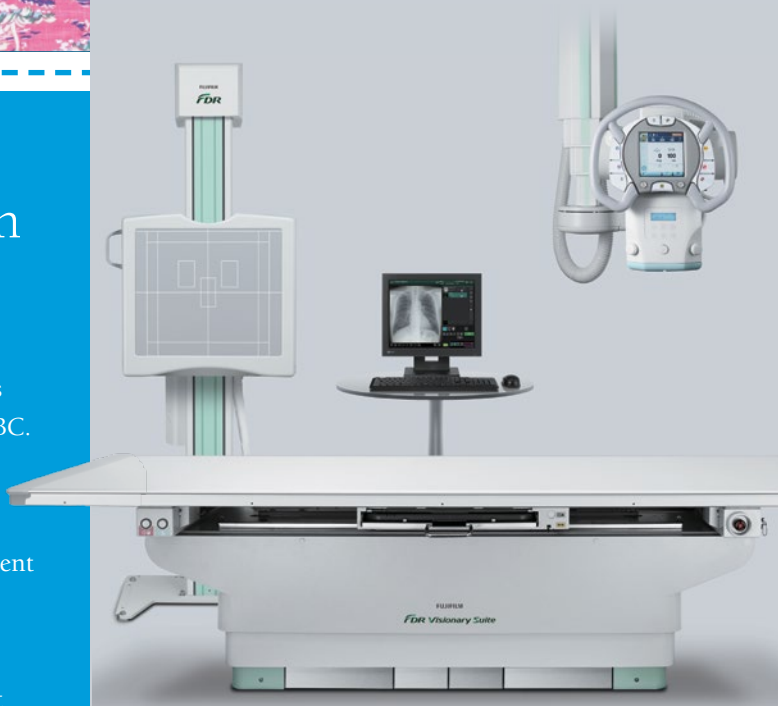
Lymphedema is classified as either primary or secondary. Primary lymphedema is the result of lymphatic dysplasia. It may be present at birth, but more often develops later in life without obvious cause. Secondary lymphedema is more common and the result of surgery and/or radiation therapy for cancer. Secondary forms may also occur after injury, scarring, trauma or infection of the lymphatic system.

If left untreated, lymphedema can cause a progressive hardening of the affected tissues. Infections such as cellulitis, erysipelas or lymphangitis may also develop in people suffering from lymphedema.

Referrals are required and appointments can be made through Back Bay Rehabilitation by calling 603.569.7565 or by faxing a referral directly to 603.569.3026.

New Technology:
Visionary Suite technology brings added precision with less radiation

X-rays are now easier (and quicker) than ever before thanks to the new technology in Huggins Hospital’s Imaging Department. Huggins Hospital has added Fujifilm’s FDR Visionary Suite to the lineup of imaging equipment. This technology is proven to save time for patients and delivers precise images using just half the radiation.



“So far the patients love it,” said Andrew Krivitsky, Manager of Medical Imaging at Huggins Hospital. “They mention how quick and easy it is and they’re put at ease knowing they’re getting a quality exam.”

The new system offers a variety of features and automated functions that boost x-ray room productivity and efficiency. The technology is similar to the auto focus option on a camera. It automatically positions the x-ray tube and adjusts as needed. With older systems, the technician would need to adjust the tube and field manually, which takes more time.

“It is one of the fastest machines out there – a direct capture, which means we see the image within two seconds of exposure.”

“It is one of the fastest machines out there – a direct capture, which means we see the image within two seconds of exposure,” said Krivitsky.

Krivitsky said one of the biggest benefits on the clinical side of the process is the streamlined workflow. Images from the Suite upload directly to the hospital’s Picture Archiving and Communications System (PACS), which allows quicker readings by a physician. The quicker the image can be sent to a physician for reading, the quicker a patient can have their result and together they can start working on a treatment plan.

Golf Classic supports Community Care

Thank you to everyone who supported the Huggins Hospital Golf Classic in September of 2018 at Bald Peak Colony Club. Together we raised more than \$35,000 for the hospital’s Community Care Program, which provides health care to everyone regardless of their ability to pay or insurance status. With the help of those who support the Golf Classic, Huggins Hospital is improving access to care which, in turn, improves the health of our community and establishes a healthier future for everyone.

Sponsors of the 2018 Golf Classic were:

- Bald Peak Colony Club
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The 32nd annual Golf Classic is scheduled for Thursday, Sept. 26, 2019, at Bald Peak. For information about sponsorship opportunities, contact Cheryl Kimball in the Philanthropy Office at 603.515.2089 or ckimball@hugginshospital.org.



Thank you to our (FY) 2018 donors!

Huggins Hospital is grateful for the support from our community. Thank you to the following donors who gave to Huggins Hospital in the hospital’s Fiscal Year 2018 (October 1, 2017 – September 30, 2018). Whether an individual, a corporation, an in-kind gift of goods or services, support through attendance at our fundraising events, or a donation in honor of a special person, each and every donation of any amount is a gift that will improve the health of our community. If you have questions about the list below, please contact Cheryl Kimball in Huggins Hospital’s Philanthropy Department at 603.515.2089 or ckimball@hugginshospital.org.

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Huggins Hospital Heroes Gala

The 2019 Heroes Gala is scheduled for Thursday, July 11, 2019, aboard the *M/S Mount Washington*. The event honors emergency medical professionals and local first responders while raising funds for Huggins Hospital’s Emergency Services. For information about sponsorship opportunities, contact Cheryl Kimball in the Philanthropy Office at 603.515.2089 or ckimball@hugginshospital.org.

Purchase tickets now!

Online: hugginshospital.org/support/heroesgala By phone: 603.515.2089

Tickets Available Now
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Dr. and Mrs. Lucian Smyd
Eric and Marlene Taussig
Mr. and Mrs. Donald Taylor
Candace W. Thayer
Richard and Diane Thayer
Clayton A. Theberge
Robert Thistle
Alfred and Sharon Thomson
David E. Thurston
Beatrice and David Tibbetts
Jim Tolner
Charles and Ilona Train
Martha Troup
Adam Tucker
Charles and Kerry Tyler
Bob and Maureen Vaccaro
Megan Varhegyi
Dr. Betsey and John Vinton
Robert P. Volpe
Mr. and Mrs.
 Stephen E. Wainwright
Robert Waldron
Alex Walker, Esq.
George W. Walker
Jesse Walker
Dr. and Mrs. Peter Walker
Betty Wallace
John Weaver
Jim and Gail Weigel
Mark and Diana Weinburg
Mr. and Mrs.
 Joseph Weisenburger
Nicole Werman
Edwin and Joan West, Jr.
Dr. Gregory White and
 Lois Carey
Headley and Teresa White, Jr.
Tim and Sally White
Janet Williamson
Irwin and Barbara Wood
Jessamy Wood
Laurie Wood
Elizabeth Woodard
Charles Woollett
Joyce A. Wright
Howard F. Zimmerman
Thomas Zotti

In Memory of

Ralph Adams
Sally Hesler
Joseph W. Robins
Jean Smeriglio
Audrey Volpe
Mark Wright

In Honor of

Judith Cole



Huggins Hospital Education Coordinator Debbie Simone, RN, MSN (middle) presents the Andrea Murray Scholarship to Huggins Hospital Emergency Department LNA Kelly Harrington Eldridge (left). Andrea's daughter, Felicitas Tucker, is pictured, right.

Andrea Murray
Scholarship Builds
Strong Network
of Nurses

Recently, Kelly Harrington Eldridge, an LNA in the Emergency Department at Huggins Hospital, was named the recipient of the Andrea Murray Memorial Nursing Scholarship.

The scholarship is named for Andrea Murray who, through years of schooling on the job, worked her way to becoming an RN at Huggins Hospital before passing away from pancreatic cancer in 2011. The scholarship is awarded to a Huggins Hospital employee who is or will be attending a nursing education program and who has the same determination and passion for nursing that Andrea Murray did.

Eldridge is a freshman at Lakes Region Community College. She received a recommendation for the scholarship from Susan Dionne, RN, BSN, MS, Vice President of Nursing and Clinical Services at Huggins.

“(Eldridge) has the drive, knowledge and interpersonal skills necessary to become an outstanding professional registered nurse,” Dionne wrote in the recommendation. “I have no doubt that she will successfully complete her studies and go on to distinguish herself as a compassionate and competent nurse, who will continue to serve her community and the rural population of New Hampshire.”

“(Eldridge) has the drive, knowledge, and interpersonal skills necessary to become an outstanding professional registered nurse.”

To help support the education of nurses in our community, please contact Cheryl Kimball in the Philanthropy Office at 603.515.2089 or ckimball@hugginshospital.org. Your donations to the program will help build a strong network of healthcare professionals and help prevent nursing shortages in our rural community.

Honoring Family with a Special Connection

Douglas H. Robins donates each year to Huggins Hospital’s year-end appeal in memory of his grandfather, Joseph W. Robins. Despite the fact that his grandfather died 12 years before he was born, Douglas’ gift honors his family’s special connection to Huggins: in the early 1900s, Joseph W. Robins, a pharmacist and owner of Wolfeboro Pharmacy, gathered with a group of concerned citizens who initiated building a hospital in Wolfeboro.

When Huggins Hospital was dedicated on December 31, 1907, at the location on South Main Street between the high school and the golf course which now is remembered with a heart-shaped stone statue, Joseph W. Robins, the only pharmacist in town, was named “the official supplier of medicine for the institution” (Wolfeboro History, Bowers, Vol. 1, p. 149).

In 1913, the family moved to Lynn, Massachusetts, where Douglas himself was born. But regular visits to a summer home on Rust Pond keeps Douglas connected to the Wolfeboro area.



Early image of Huggins Hospital

“I’m grateful that the Wolfeboro community continues to support the hospital.”

FY 2018 Annual Report Financials and 2019 Leadership

Summary of Patient Services	FY18
Hospital Discharges.....	915
Inpatient Days (Acute)	2,514
Inpatient Days (Swing).....	1,699
Average Length of Stay (Acute).....	3.4
Surgical Procedures.....	1,461
Lab Tests.....	161,832
Rehabilitation Services.....	55,938
Radiology Exams	22,261
Emergency Room Visits.....	10,555
Physician Practice Visits.....	62,574

Balance Sheet

Current Assets.....	\$20,689,886
Long-term Assets.....	\$108,632,709
Total Assets	\$129,322,595

Current Liabilities	\$29,074,556
Long-term Liabilities.....	\$21,891,121
Total Liabilities.....	\$50,965,677
Net Assets	\$78,356,918
Total Liabilities & Net Assets ..	\$129,322,595

Statement of Operations

Net Patient Service Revenue ...	\$57,196,155
Other Operating Revenue.....	\$4,770,474
Total Revenue	\$61,966,629

Expenses

Salaries & Wages	\$35,025,019
Supplies & Other	\$19,431,788
Depreciation	\$4,694,000
Interest	\$658,801
Total Expenses	\$59,809,608

Operating Income	\$2,157,021
Non-Operating Gain	\$5,864,313
Increase in net Assets.....	\$8,021,334

Senior Leadership

- Jeremy Roberge, CPA**
President & CEO
- John S. Boornazian, MD**
Chief Medical Officer
- Patrick Brown, BS**
Vice President of Information Technology
- Kimberlee Daley, RN, CCRN**
Vice President of Physician & Diagnostic Services
- Susan E. Dionne, RN, BSN, MS**
Vice President of Nursing & Clinical Services
- Monika O’Clair, BA, MA**
Vice President of Strategy & Community Relations
- Donn Pushor**
Vice President of Facilities & Support Services
- Laura Stauss, PHR**
Vice President of Human Resources
- Joshua Upham, BS, MBA**
Vice President of Finance

Board of Trustees 2019

- Officers:**
- John J. Daigneault, CPA**
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- Stephen Wainwright**
Vice Chair
- Kathy Barnard**
Secretary
- Howie Knight**
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- James Cubeddu, PA-C**
Assistant Treasurer
- Jeremy Roberge**
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- Trustees:**
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- William Marsh, MD**
- Joseph Pepe, MD**
- Corrine Smith, RN**
- Alex Walker, Esq.**
- George Walker, Esq.**

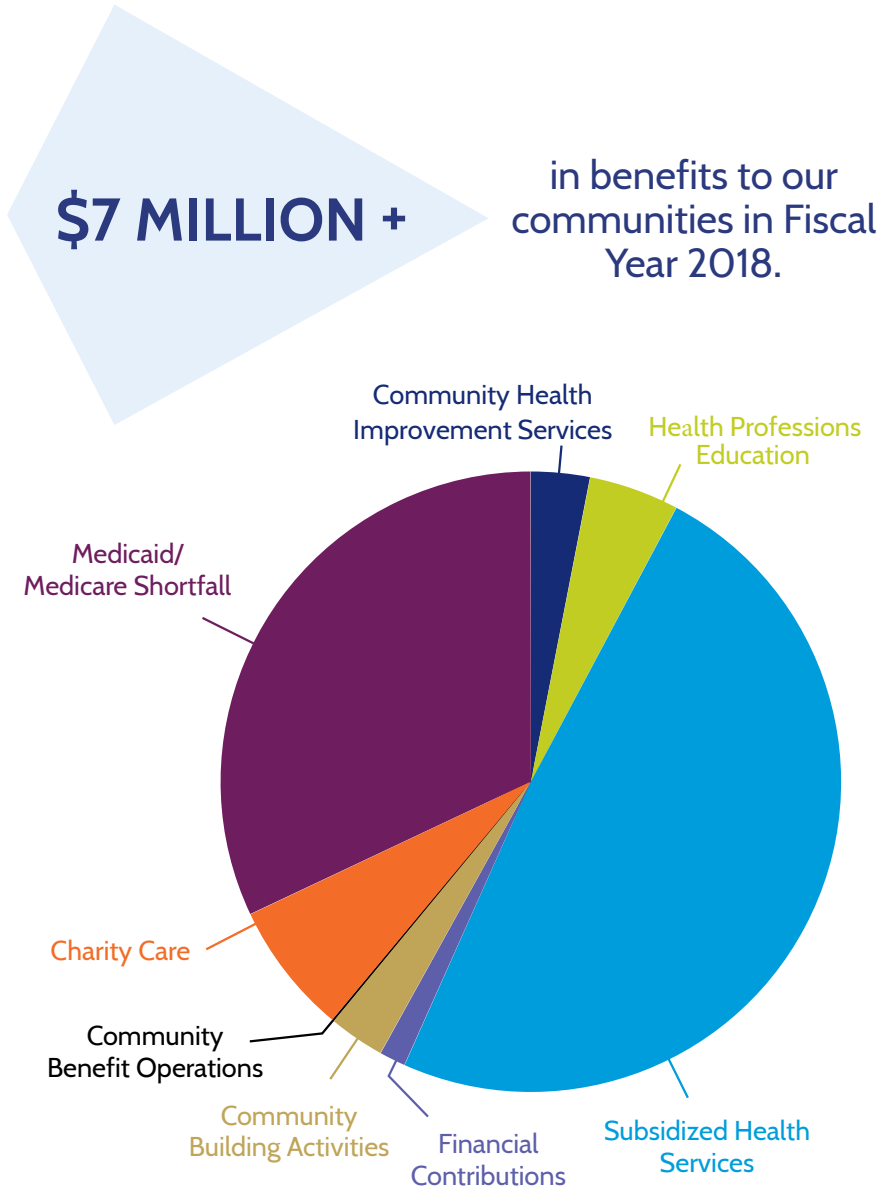
Benefits to our Community

Each year, Huggins Hospital provides millions of dollars in healthcare programs and education that benefit the Eastern Lakes Region community, as well as free and/or discounted healthcare services to residents who require financial assistance. Huggins Hospital is dedicated to these vital programs and services that meet the needs of everyone in our community.

In Fiscal Year 2018, Huggins Hospital provided over \$7 million dollars in support to care for our community in a variety of ways.

Huggins Hospital Community Benefit Services

- Paramedic Intercept Program
- Primary Care Services in Rural Communities
- Free Health Clinics (such as Drive Thru Flu Shot Clinic – see page 7)
- Community Health Education
- Financial Assistance Services
- Health Professions Training
- Community Organization Support to Local Social Service Agencies
- Medications for Emergency Service Organizations



Community Health Improvement Services.....	\$226,546
Health Professions Education ..	\$346,866
Subsidized Health Services ..	\$3,604,209
Financial Contributions	\$100,879
Community Building Activities ..	\$217,563
Community Benefit Operations ...	\$1,388
Charity Care.....	\$512,878
Medicaid/Medicare Shortfall .	\$2,359,002

Community Benefit Report

To read our complete 2018 Community Benefit Report, visit HugginsHospital.org. If you have questions or comments about our community benefit activities, please e-mail us at askhugging@hugginshospital.org.

ICE Cream Social

MAY

29

Moultonborough Family Medicine Open House & Ice Cream Social

DATE: May 29, 2019
TIME: 5:00 PM - 7:00 PM
LOCATION: 984 Whittier Highway, Moultonborough, NH

Join our Moultonborough Family Medicine staff for an Open House celebration. The office recently completed an expansion project to include more exam rooms and a new waiting area for our visitors. The Open House will include tours, an ice cream social, chair massages, raffle prizes and more. More information at www.HugginsEvents.org.

Orthopedic Excellence LIVES HERE

Opportunities to enjoy the outdoors are endless here in the Eastern Lakes Region. But many suffering with bone and joint pain struggle to take part in their favorite activities. If that sounds like you, we are here to help.

Our team of respected orthopedic surgeons and specialists could choose to live and work anywhere, but they've brought their experience and expertise to Huggins.

Why Huggins? Each of these leading specialists recognizes our commitment to deliver the highest quality orthopedic care available anywhere, and they want to empower people in their community with improved health for a better life. Life is better when you're out there enjoying it.

DON'T LET BONE AND JOINT PAIN STOP YOU.

Orthopedic Excellence lives here at Huggins Hospital and in your community. For more information about our Orthopedic specialists, call 603.569.7690.



MEET HUGGINS' PHYSICIAN ASSISTANT, TIMOTHY O'BRIEN, MPH, PA-C

“As an avid triathlete and winter sports enthusiast, I'm beyond passionate about being outdoors and no place offers more outdoor activities than the Eastern Lakes Region. As a physician assistant with more than 15 years of experience, I'm excited every day to help people in our community overcome their joint pain so they, too, can get out there and do what they love to do.”

Free Drive Thru Flu Shot Clinic at Huggins Hospital keeps community healthy

A total of 584 people were better prepared to battle the flu thanks to the third annual Drive Thru Flu Shot Clinic at Huggins Hospital that took place over two days in October. This past year, the number of participants rose 58% from just a year prior and more than doubled the number of participants from the first year. The goal of the event is to help the community to stay healthy during flu season by removing barriers to getting the flu vaccine.



In their own words...

Exceptionally skilled orthopedic specialists who could practice anywhere – but who choose to work and live here for the same reasons you do.



“I grew up in the face of the White Mountains, and ever since I was a kid I was on the rivers, fishing. I went to college on an athletic scholarship; played football – and it was really sports that made me want to get into orthopedics.

I trained at Yale in New Haven, CT – and when I decided to come back to New Hampshire, it was because I was just tired of driving back and forth to do what I love to do on weekends.”

~ Dr. Thomas Rock

“I'm a runner. Marathons, half-marathons, triathlons. Started as an athletic trainer; then became a PA (Physician Assistant)... I love it up here. You've got the mountains, the lakes... Why would I want to practice anywhere else?

Right here at Huggins, we are capable of much more than people might expect from a community hospital. Joint replacements – knees, hips, shoulders... Arthroscopic surgeries. Fracture repairs, rehabbing from strains... a whole range of things that can help people stay active. When I see a patient out in the community, doing better, back to their sports, their activities – back to being active in this beautiful place – that feels good.”

~ Timothy O'Brien, MPH, PA-C

“I'm a golfer and I also love to hike. As an orthopedic physician, I think it's important to do the activities, because then you know what's required of the activities. For example in golf, I can tell you how your shoulder injury is going to relate to your swing, and what kinds of stretches you need to do. Or if you're hiking I can tell you which muscles you really need to focus on after an injury, because those are the ones that are crucial when it comes to doing what you love to do.

*After working with a patient, sometimes that person will say to me, 'You should be practicing in Boston or somewhere like that.' And I'll say it's not that I'm not practicing in Boston because I can't – it's because just like you, **this is where I want to be.** Some people drive up here every weekend. I get to be here every day.”*

~ Dr. Michael Giovan

“I summered in this area for as early as I can remember. My parents bought a cottage on Lake Winnepesaukee in 1975, and I've been waterskiing since I was ten years old. I still go out at 6:00 AM before work almost every day in the summer.

*When I came here 32 years ago, I knew I could really help people live the kind of life they want to live in this part of the country. It's safe to say that we can do just as good a job on most orthopedic procedures as anywhere. Some might argue **better** because of our experience having done a lot of them. All in a place where you'll get as much personal care and attention as you need, to help you maintain as much activity in your life as you possibly can.”*

~ Dr. George “Skip” Costello

In the Spotlight

Strategy Expertise:

Huggins Represented at National Conference

In the fall of 2017, employees from across Huggins Hospital participated in a unique and comprehensive strategic planning process to set the vision and direction of the organization. Last fall, hospitals across the country learned about Huggins Hospital’s process and success in using an open and collaborative approach.

In October, Huggins Hospital Vice President of Strategy & Community Relations, Monika O’Clair, presented at the Society for Healthcare Strategy & Market Development (SHSMD) national conference in Seattle describing the process and outcomes at Huggins Hospital. SHSMD is a professional membership group of the American Hospital Association.

The presentation O’Clair created with Lee Ann Lambdin of Stratasan, “An Agile Strategic Planning Process,” was chosen out of about 400 submissions. SHSMD’s Director of Education Lisa Hinkle said the presentation was chosen because of Huggins Hospital’s success in collaboration and coalition building within the organization, resulting in a successful strategic plan. Hinkle also said the presentation by O’Clair and Lambdin received higher than average feedback ratings from the healthcare professionals in attendance with a few participants citing it as the best presentation of the conference.



Monika O’Clair, Huggins Hospital’s Vice President of Strategy & Community Relations

The successful strategic planning process at Huggins Hospital resulted in a new mission and vision for Huggins Hospital and organization-wide motivation to continue growing services and improving the health of the communities served by Huggins Hospital. To learn more about the growth at Huggins Hospital, please read the GROWTH STORY starting on page 1.

Huggins Hospital’s Mission is to empower the fulfillment of life through better health.

Huggins Hospital’s Vision: Huggins Hospital will be the community’s home for health and wellbeing.

Laboratory Expertise:

Educating Others about Regulations

Huggins Hospital Manager of Laboratory Services Kelly Quinn-Hall presented at the American Society for Clinical Laboratory Science (ASCLS) Convention in April of 2018 regarding Laboratory Regulatory Inspections, a presentation she had also presented at the Beckman Symposium in 2017.

Quinn-Hall was also published in the April 2018 issue of Medical Lab Management in the “Product Spotlight” section for her review of the Beckman Coulter DxC 700 chemistry analyzer. MedicalLab Management, a print and digital publication, is a peer-to-peer information source for clinical laboratory management.



Kelly Quinn-Hall, Huggins Hospital’s Manager of Laboratory Services



Emergency Care Expertise: Pediatric and Complex Care Training

Huggins Hospital Emergency Department staff were recently trained by workers from the Complex Care Program at Children’s Hospital at Dartmouth-Hitchcock (CHaD) to be prepared to care for a local child with a rare condition. Pictured left: Director of Emergency Department Operations Will Riley trains with paramedic Trevor Greene and Registered Nurse Christine Noble.



Emergency Department staff also recently trained with a Pediatric Emergency Simulation Program conducted by professionals from Boston Medical Center. Pictured bottom left: Huggins Hospital’s Emergency Department Medical Director Cyril Chen, MD, looks at an IV being prepared by Emergency Department Nurse Supervisor Stacie Flanagan, RN, BSN, CEN.

Operational Expertise:

NEW VPs at Huggins

Huggins Hospital recently promoted three employees to the position of Vice President.



Patrick Brown

is now the Vice President of Information Technology. He joined Huggins in 2014 and leads the operations of network infrastructure, data analytics, electronic medical record projects and more.



Joshua Upham

now joins the Senior Leadership team as the Vice President of Finance. He started at Huggins in 2016. Josh leads the Finance Department and Revenue Cycle operations.



Donn Pushor

is now the Vice President of Facilities and Support Services. He joined Huggins in 2014 and leads the organization through growth and facility needs. Pushor oversees operations for Facilities, Environmental Services, Food Services, Materials Management, Safety and Security.



Denise White, Registered Nurse at Huggins Hospital

Critical Care Expertise: Developing Scopes and Standards

In August of 2018, Huggins Hospital Registered Nurse Denise White, was chosen to participate on the task force for the American Association of Critical Care Nurses (AACN) to review and revise the Scopes and Standards for Acute and Critical Care Nurses. The final document will be ready for publication in May 2019.

In February of 2019, White presented a poster and led a discussion session based on the presentation of “Peer Mentorship Program for Unit Based Council Chairs” in New Orleans at a conference for International Honor Society of Nursing, Sigma Theta Tau. The conference theme was Creating Healthy Work Environments.