



UPPER CONNECTICUT VALLEY HOSPITAL
COMPASSIONATE HEALTHCARE...CLOSE TO HOME

Annual Community Report



Living Proof



Life is better when care is closer..

Living Proof

With gratitude and thankfulness this letter is sent to you for
I would personally thank each and everyone of the staff who
Your professional treatment and care at that critical
to recovery. You made a difference in his life and
I will bring this letter to the CEO of your hos
and compassion his E.R. staff provid

A Message to the Community

The staff of Upper Connecticut Valley Hospital embarked on a transformative journey several years ago. The goal of this journey was to pursue unsurpassed excellence in every respect-safety, quality, patient satisfaction, financial performance, infrastructure and more. While our journey to excellence is by its nature never ending, this fiscal year saw countless examples of what we have achieved together so far. Many of these examples are highlighted in this report. They include our acquisition of new technology, the addition of even more specialty services on site, and infrastructure upgrades that earned State wide recognition. All underscore our commitment to provide exceptional care to the people we serve.

Providing care of that caliber requires substantial financial resources. Like other hospitals, we continue to deal with the financial challenges posed by State and Federal budget cuts and sweeping new regulations. Through our Quality Improvement processes, we work to identify ways to reduce costs and increase efficiency so as to make the most of every precious health care dollar. Our efforts enabled the hospital to finish the year on stable financial ground.

The pages of our report tell a wonderful story about the passion and commitment we have, and how smart, dedicated people working together towards the same goals can achieve extraordinary results. Enjoy reading, and know in closing that we are proud of our reputation as a hospital that feels like home, and will continue to work diligently to be the close-knit medical family you turn to when you need help.

Yours in service,

The Staff at Upper Connecticut Valley Hospital





Nicole Paier-Mullan, MD
Chief Medical Officer

“In the short time I have been here, I have come to realize how very important this hospital is to the patients and families we serve as well as to the economic landscape of the area I now call my home. I consider it a privilege to be the Medical Director, and can affirm that UCVH has a culture that honors competence, integrity, compassion and teamwork in everything we do.”

*When the right people are in the right place at the right time,
great things can happen. At UCVH, our people are
the greatest resource we have.*



*Our exceptional care would not be possible without the devotion,
energy, talent, and cooperation of our staff. It is only because of them
that we have been able to reach such ambitious heights.*







Restoring Life

“I lost my leg. They had to do surgery down at Dartmouth, and then I came back here. I wanted to walk again and someday, get back on my bike. I used to bike everywhere. I knew it would be a long road. I knew I shouldn’t give up. Some days, it was hard. My message to everyone is keep on moving. Push yourself and you can do it. I had lots of help here at the hospital. Corey pushed me and I am glad she did. I have my temporary leg now, and I am gaining every day. I am walking a lot and starting to work again to help people with small jobs. I am anxious to get my permanent leg and get back on that bike. I was pretty tickled to be chosen to be in this report. That made my day. I hope I help others by sharing my message.”

Michael Morin



“what made her strong was
despite the million things
that hurt her
she spoke of nothing . . .
nothing
but happiness”

Inspiring Life

“I don’t let my chronic disease define who I am. I tell myself I can be better, and I am. I never want to be that person who lets “it,” whether that’s pain, fatigue, the side effects of medications, even the seriousness of the situation, rule me. I love life too much to let that happen.

My message? Keep looking forward. There is no need to dwell on yesterday. The next day is right in front of you, ready for you to live. I trust UCVH. They have been there for me since the beginning. I know I matter to them and that makes all the difference. I was chosen to be their inspiring life story and couldn’t feel more inspired or full of life then I do right now.”

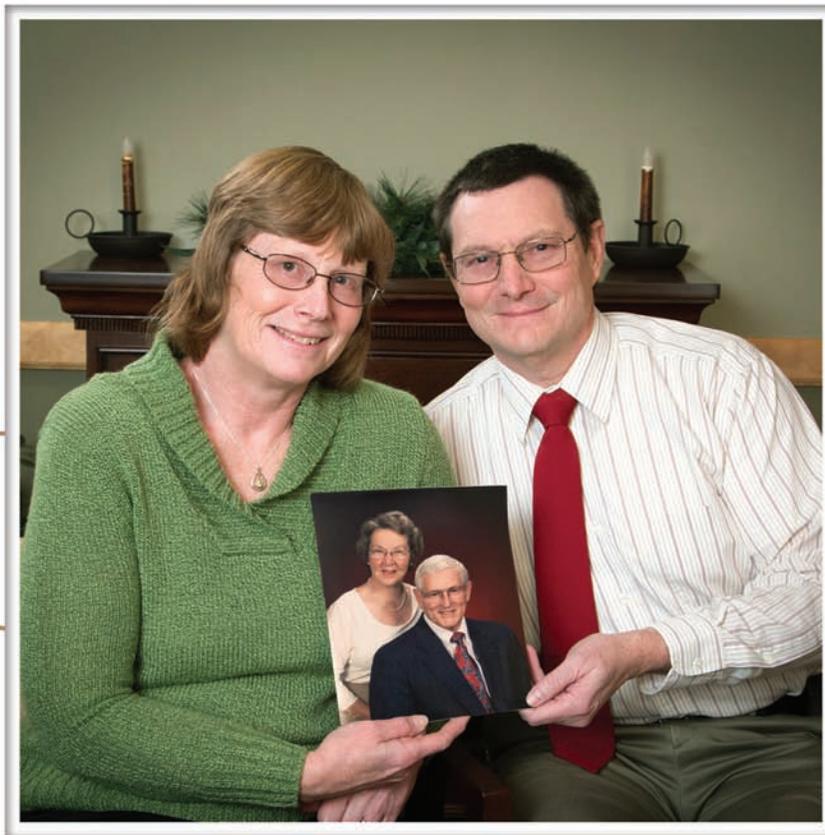
Heather Little



Saving Life

“My message? Don’t wait. I was one of those people who never went to the doctor. Even though heart disease ran in my family, I just couldn’t be bothered to get healthcare. I was so tired when I got home from work that day, and I didn’t feel good. I went to bed and my husband went to work, like always. The sweat started pouring off of me shortly after going to bed, and it was hard to breathe. I had chest pain and I knew something was really wrong. I called my daughter in law and told her I needed an ambulance. She called my neighbor and my neighbor came over and called 9-1-1. That is the last thing I remember. They told me afterwards that I made it to the hospital and then cardiac arrested in the Emergency Room. Ed Laverty, Amy, and the staff saved me that day. I had to go to Dartmouth and Ed even went with me. I can’t thank them enough for what they did. Everyone who works in that ER is fantastic. I am back at work now, and I feel good. I was willing to be the UCVH “Saving Life” story and hope that my message will help people know how important it is to get help before it is too late. I am alive today because of UCVH.”

Belinda Jolin



Honoring Life

“My Dad wanted to be in the room where Mother passed when his cancer was getting the best of him. It made him feel closer to her. We loved how we could just move in to that larger room with all of our stuff, and be a family together. It took us half a day just to move out of there after Dad passed! It felt like home, and whether we were reminiscing, playing Dad or Mother’s favorite music, or playing family games together, we always felt comfortable. Watching both Dad and Mom with everyone at UCVH was comforting because they knew them and trusted them. We were very impressed with the care provided by all of the staff and Physicians. We were honored to be a part of this report because we believe in this hospital. Dad served many years on the Board of Directors at the hospital, and if we can help others know the compassionate care that Dad was a part of inspiring, we will have helped him carry on an important message.”

Clint and Eldonna Brooks

Educating and Mentoring

*Physician Assistant Internship Sponsor
ACLS Classes
PALS Classes
AARP "55 Alive" Driving Program*

*Key Leader Sponsor
School to Work Sponsor
CPR and First Aid Classes
Teddy Bear Clinic*



Living Proof

Nourishing



Diabetes Program

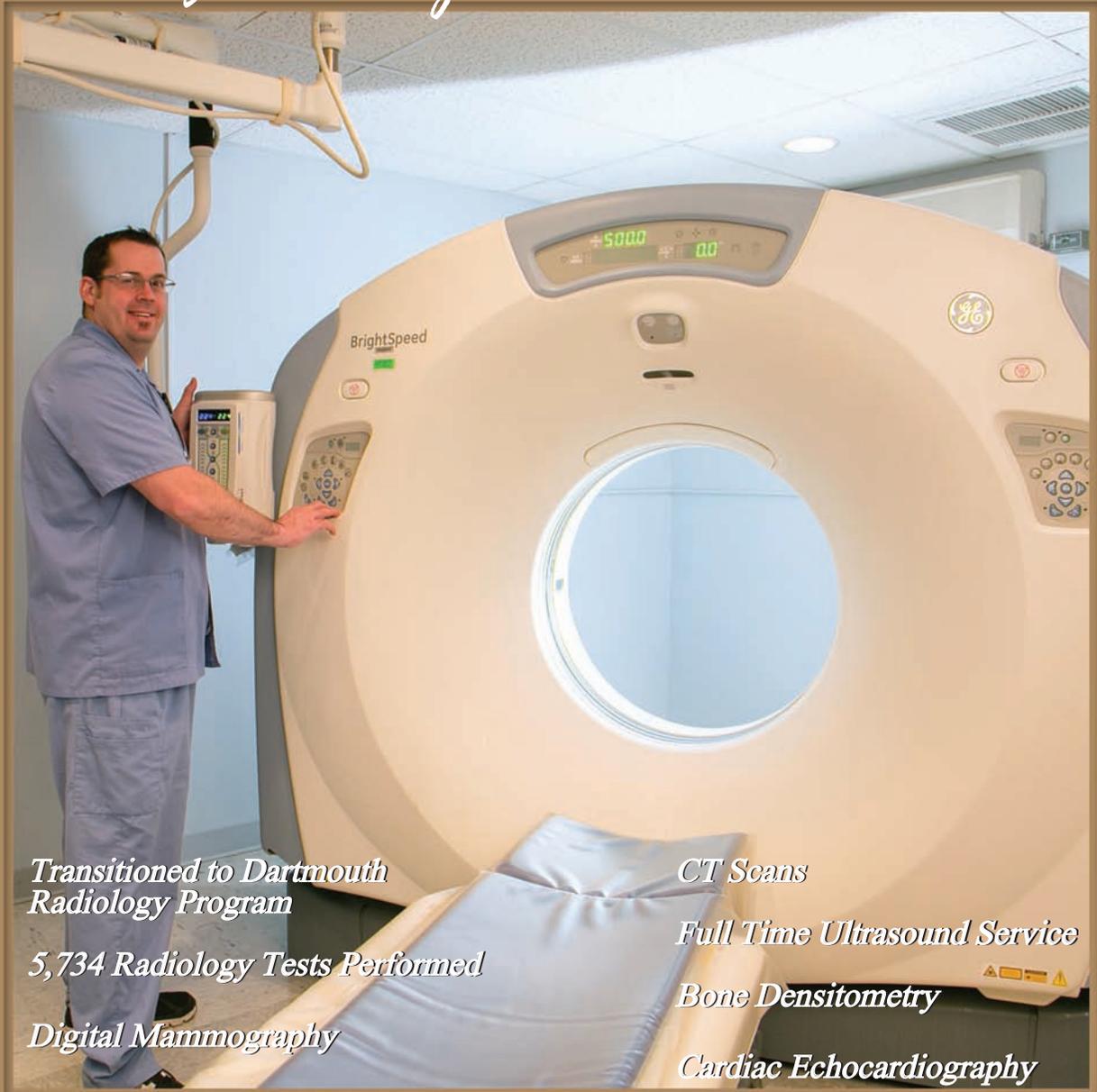
Community Dinner Sponsor

Nutritional Consults

Deficiency Free Inspection

Living Proof

Seeing Clearly



*Transitioned to Dartmouth
Radiology Program*

5,734 Radiology Tests Performed

Digital Mammography

CT Scans

Full Time Ultrasound Service

Bone Densitometry

Cardiac Echocardiography

Living Proof

Stabilizing Safely



*64,695 Doses of Medications Dispensed
With no Adverse Patient Outcome*

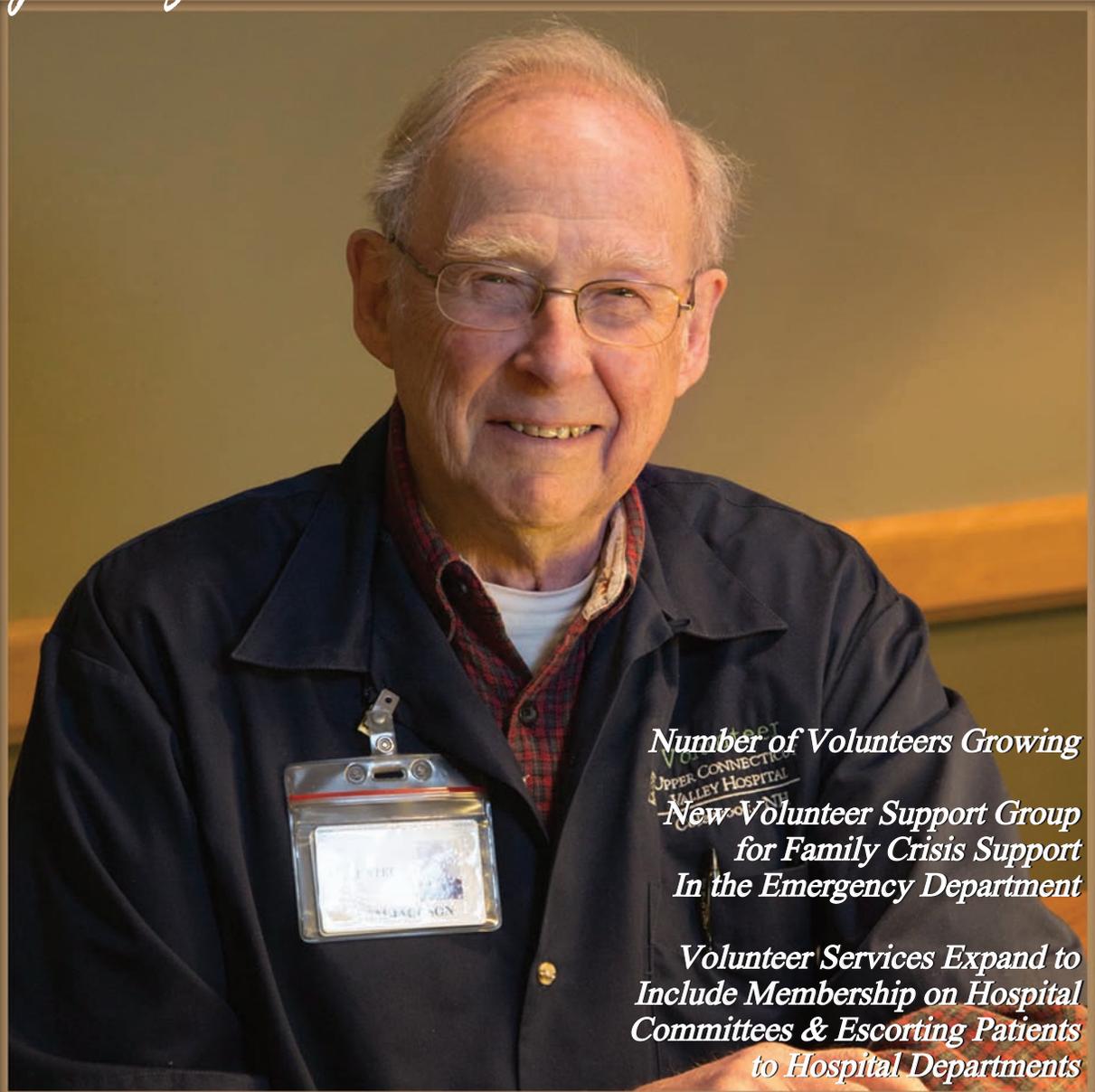
Smart IV Pumps

Bar Code Scanning

Standardized Patient Wrist Band Program

Living Proof

Giving



*Number of Volunteers Growing
New Volunteer Support Group
for Family Crisis Support
In the Emergency Department*

*Volunteer Services Expand to
Include Membership on Hospital
Committees & Escorting Patients
to Hospital Departments*

Living Proof

Supporting



School Back Pack Drive

Food Drives

Recycling & Waste Stream Segregation Program

Sponsored 17 Families and 19 Elderly Residents for Christmas

Living Proof



Living Proof

Strengthening

UCVH has concentrated their efforts over the past few years on working closely with neighboring health care facilities.

Our goal is to continue strengthening the strategic cooperation that exists amongst the North Country hospitals . . . Weeks, AVH, and Littleton, to achieve excellence in patient care for our region.

Together, we identify that our common roots are the patients we serve, and for them, we have formally committed to explore beneficial ways of working together that will positively impact the care they receive now and in the future.

Living Proof

Vital Statistics 2013

Payer Mix (sources of patient revenue)



Patient Statistics

Emergency Room / Urgent Care Visits	4,334
Total Admissions	386
Outpatient Surgeries	281
Outpatient Visits (lab, radiology, rehab, etc.)	14,524

Employed Caregivers

95.3 (full time equivalents)

Financial Objectives

Met or Exceeded the Targets Described Below

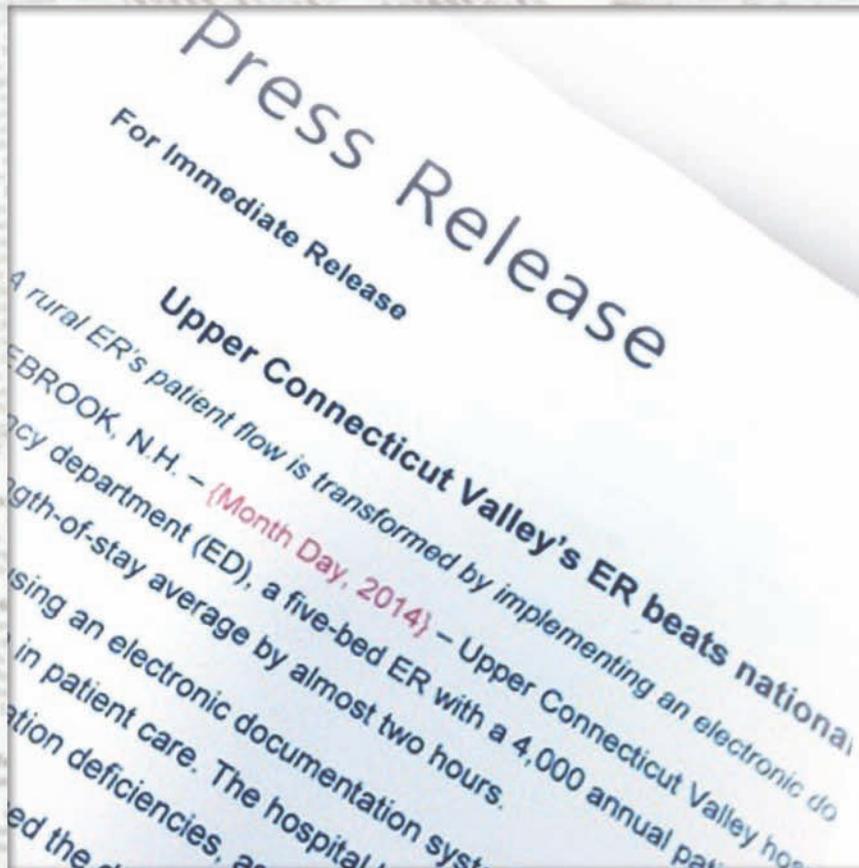
- Days Cash on Hand (260)
- Debt Service Coverage Ratio (2.7)
- Total Margin (0.67%)

Charity Care

Unreimbursed Charity Care Expenses \$269,591
Unreimbursed Expenses for Providing Community Benefits \$2,709,283



Uniquely Newsworthy



*Public Service of NH Recognizes
UCVH for Being Energy Efficient
with Boiler Conversion*

*Special Catastrophic
Payment Received by UCVH*

*Upper Connecticut Valley's ER Beats
National Average with Successful
Implementation of Electronic T-System*

*Sharp Recognition Earns Kudos
From Governor Hassan*

*Pulmonology and Sleep Medicine
Specialists Added On Site at UCVH*

*UCVH Receives Northern Borders
Regional Grant for Cardiac
Monitoring System*

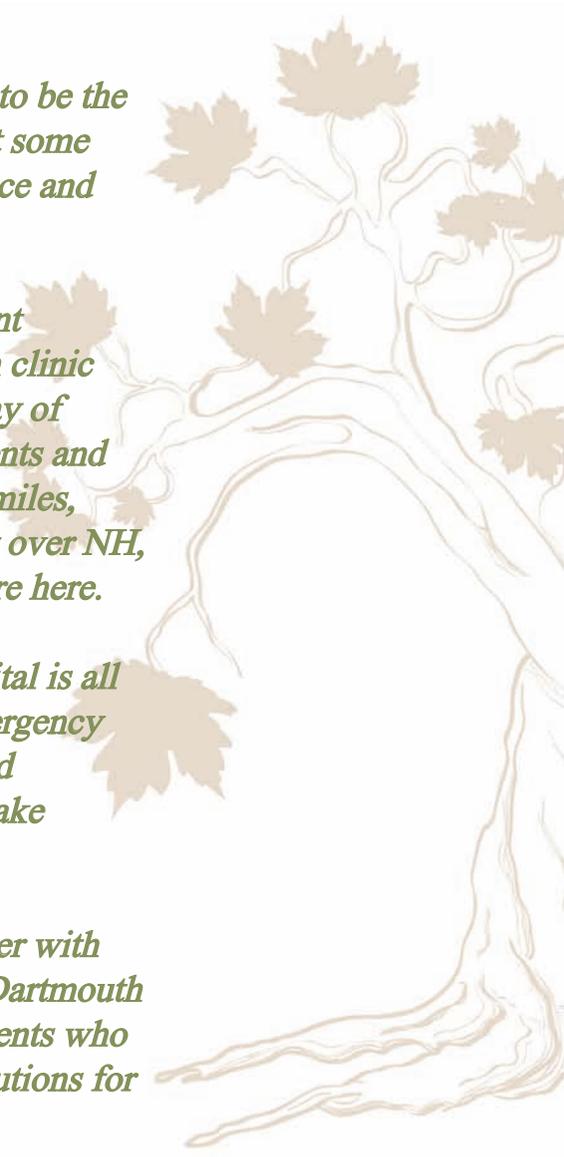
Times change . . .

We have been here, serving patients and families since 1970. Built on what used to be the old “fair grounds,” we are proud to boast some of the highest rankings in customer service and quality in our region.

We have a 24 hour emergency department with state of the art equipment; a walk in clinic for your less urgent needs, and a full array of services that help us support both inpatients and outpatients. Since we serve 850 square miles, and a total of 19 communities spread out over NH, Maine, and Vermont, it is vital that we are here.

That is what being a critical access hospital is all about. If your need is emergent, our Emergency Department is staffed with a Provider and specially trained nursing staff who will take outstanding care of you and your family.

We save lives at our hospital, and together with services like an air response team from Dartmouth and Maine—we are able to ship those patients who are critically ill or injured to larger institutions for care after stabilization.



Living Proof

. . . healthcare evolves

Other facts that you might not know about us . . .

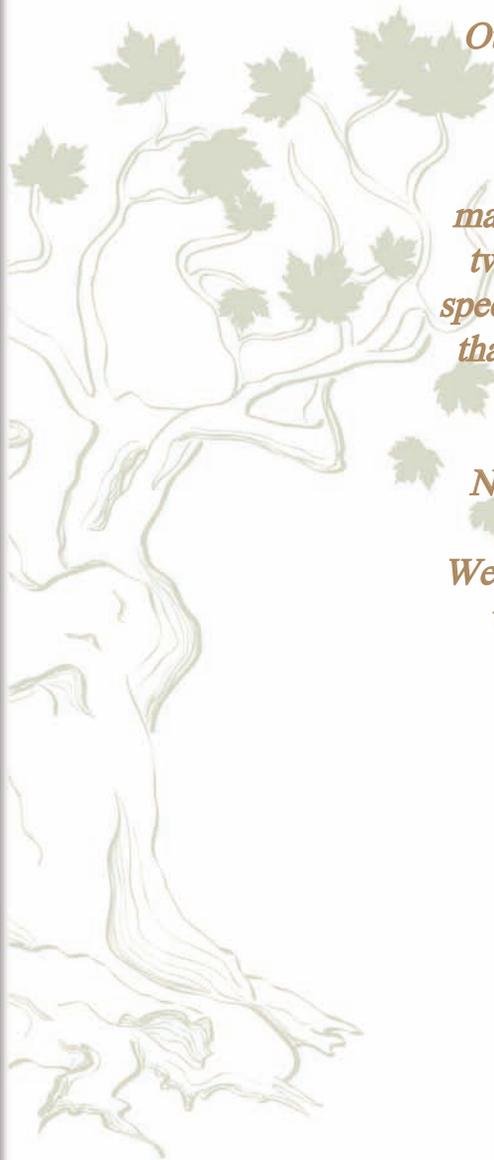
We do chemotherapy in our Ambulatory Nursing Services department. We have digital mammography, perform elective surgery the first, two full weeks of the month, and have Physician specialists who hold office hours at our hospital so that our patients do not have to drive out of town.

These specialists include Cardiology, Neurology, Pulmonology, Orthopedics, Urology, OB-GYN, Sleep Medicine, and ENT-Allergy. We have a great Rehab department who have staff who have special certifications in dry needling, aquatherapy, and lymphedema management.

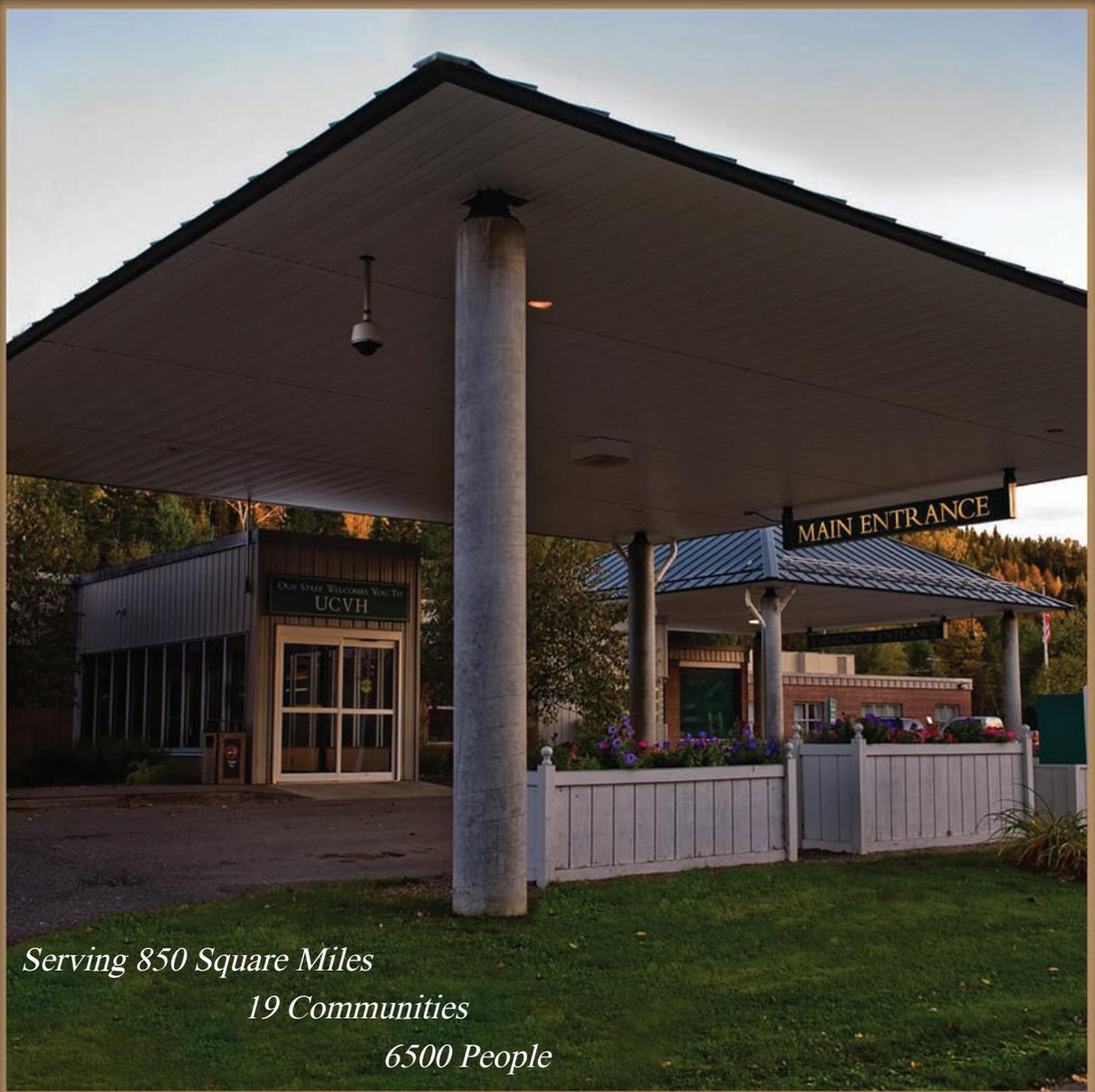
We have a certified hand specialist. We do ultrasounds 5 days a week, perform CT scans, bone densitometry, and offer diabetes management and nutritional counseling. We do stress tests, Pulmonary Function Tests, and have a full service laboratory.

Suffice to say-we are ready, able, and honored to serve you!

Living Proof



We're Here...



Serving 850 Square Miles

19 Communities

6500 People

Living Proof

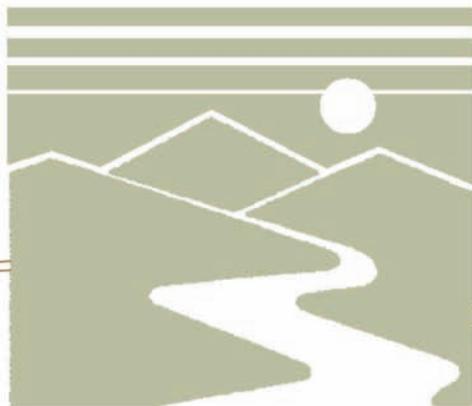
...Right Where We Belong

2013
night/day shift medical
off of Cathal (Kayo) weight man
family, I would like to extend my
thanks and appreciation for the outstanding care
that you provided Kayo following his car accident
on August 1st, 2013.
Your approach, bedside manner, open communication
and general positive attitude demonstrated your
number one concern for the well being of your
patient and helped relieve the families' anxieties.
I personally was extremely well treated as a bystander
family member and felt listened to and well informed.
I/we wish you continued success in
difficult tasks that you undertake
congratulate you on the work
regards,

Living Proof



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Compassionate Healthcare...Close to Home



www.ucvh.org • For additional information, please contact us at 603-237-4971