



Friends of



Supporting New London Hospital through active service and philanthropy

Generous Challenge Gift for New London Hospital's Annual Fund



(L to R) Bruce King, NLH President & CEO, and Norma and Bill Faccone

Norma and Bill Faccone of New London and Naples, FL have given a \$100,000 unrestricted gift to New London Hospital (NLH)—and issued a challenge to the community to raise an additional \$100,000. They will match, dollar for dollar, all gifts of \$1,000 or more made to NLH's Annual Fund between now and September 30, 2011, up to \$100,000.

This gift officially launches NLH's 1918 Society, honoring Dr. Nathan Griffin, Dr. Charles Lamson and Dr. Anna Littlefield, and the New London Nursing Association, which founded the hospital on October 1, 1918. The 1918 Society recognizes donors who make leadership gifts in support of NLH's Annual Fund. The Annual Fund provides unrestricted support for charity care and financial assistance programs; education and training for our physicians, nurses, emergency health providers and other clinicians; and new equipment and upgraded technology.

"The Norma and Bill Faccone Challenge comes at a time when community support for our local hospital is needed the most," said Bruce King, President & CEO. "The Faccones have been tremendous friends and supporters of NLH for more than fifty years, and with their current gift they'll help take our Annual Fund to a whole new level."

"This gift is from the heart," said Bill Faccone, long-time New London resident and businessman, "Our association with New London Hospital goes back decades. Norma worked at the former hospital on Main Street and the current one as a nurse."

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CMO Insights

Starting with this issue, the Friends newsletter will feature a regular column by NLH's Chief Medical Officer, Dr. Gregory Curtis.



What Does Meaningful Use Mean to You As a Patient?

If you had a doctor's appointment at NLH in the last year, you may have noticed that your provider was using a small computer—a tablet—instead of referring to a folder with paper records of your previous visits or diagnostic tests. This is all part of our new Healthcare Information System (HIS) of which the Electronic Medical Record (EMR) is a central part. This new technology is being implemented to help us improve the quality of patient care.

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Friends Committees

Community Outreach & Health Education

Richard Haines
Paul Linehan
Cynthia Marshall
Sally Southard
Pat Stewart
Kathy Taylor
Nancy Walters

Grand Gala

Cynthia & Dave Marshall
Tanya & Bob Wilkie
Mary & Larry Schissel

Barn Pillows

Cheryl Weinstein
John Silverberg

Friends Art Program

Marian Biron
Bob Foster
LauraBeth Foster
Vicki Koron
Dusty Logan

Friends Shop

Beverly Goring
Rita James

Holiday Decorations

Mary & John Williams

Scholarships

Sheridan Danforth
Jean McKee
Jan Sahler

Reach Out and Read

Tina Helm

Hospital Days Chairs

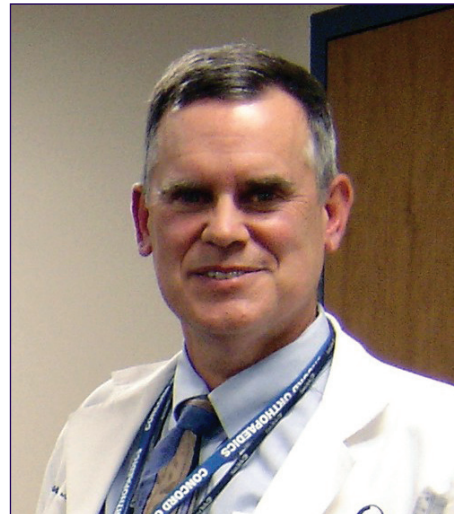
Nancy Clark, Food Sale
Joan Robinson, Jewelry
Evelyn Weber & Lib Sherrill, Knitting
Ellie & Dan Snyder & family,
Family Fun (Activity)

The Friends of New London

Hospital newsletter is published six times a year.

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New Hip Replacement Procedure Results in Less Pain and Faster Recovery



Orthopedic surgeon Dr. Gary Jones

New London Hospital offers a new, minimally invasive surgical procedure for patients that suffer with arthritis, hip pain, stiffness and limited hip movement. It is called anterior hip replacement. "Anterior hip replacement differs from traditional hip replacement in that the surgeon is able to approach the hip from the front instead of the side or back," explained surgeon Gary Jones, MD. A specialist with Concord Orthopaedics who practices at New London Hospital, Dr. Jones continued, "This approach eliminates the need to cut through muscle tissue which avoids permanent muscle damage."

The procedure is made possible by a new operating table specifically designed for hip surgeries. It allows for positioning of the leg so that the artificial component may be

Please write to the Community Relations and Development Office, New London Hospital, 273 County Road, New London, NH 03257 if you wish to have your name removed from the list of people who receive marketing and/or fundraising requests from the hospital in the future. In the event that you write to us with this request, all reasonable efforts will be taken to ensure that you will not receive any marketing and fundraising communications from us, excluding postal patron mailings.

placed in ways not possible on a conventional surgical table. After the administration of anesthesia, the patient is positioned to allow an incision at the front of the hip that follows the natural plane between the muscles. With x-rays ensuring correct position, size and fit, the replacement components are inserted. The surgery is usually completed within 90 minutes.

There are many benefits of this new approach: the patient experiences less pain and faster recovery; less pain medication is needed; the risk of dislocation is reduced; and little or no physical therapy is required. Patients remain in the hospital for one or two days. Post-surgery activities are not restricted and patients are instructed to use the hip and resume normal activity when comfortable.

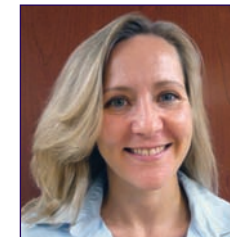
If you feel you may benefit from this new surgical approach to hip replacement, speak with your primary care provider.



Orthopedic surgeon Dr. Gary Jones is shown with the operating table used specifically for hip surgeries.



John Lane



Dr. Julie Franklin

In Their Own Words.....

An upbeat and athletic man, John Lane had been suffering from pain radiating through his lower body for the past four and a half years. Visits to his primary care provider and various other physicians suggested a few causes but could find nothing conclusive. "I had several tests done at another hospital that didn't find anything, so a physician recommended exploratory surgery," explained John. "I told him 'definitely not!' That wasn't somewhere I wanted to go."

The pain steadily grew worse and began to affect John's sleep and his daily workout routine, and prevented him from enjoying daily activities. He attended one of Dr. Julie Franklin's pain management sessions at the First Baptist Church in New London and immediately called to set up an appointment.

X-rays and a series of tests revealed that John was suffering from osteoarthritis in his hip and that his situation was treatable. He was scheduled to have a modern surgical procedure called anterior hip replacement (see related article on page 2). This surgery would allow John to return to his normal activities in the shortest amount of time and with the least amount of pain. Patients typically only stay in the hospital for one to two days, then return home and slowly resume their normal activities with little or no physical therapy.

"All the people who were involved in my procedure were fantastic."

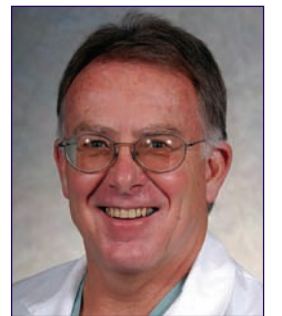
John was about to go into surgery when Kara (Berns) saw something on his monitor. An episode of atrial fibrillation postponed his surgery temporarily. "I'm glad that they were attentive enough to catch it!" said John. After some additional testing, the surgery was rescheduled and went smoothly. John speaks highly of his anesthesiologist, "soccer-man", David Keith, who kept him laughing and upbeat before his procedure.

The day following his surgery, John was up and walking and able to go home the next day. He has been recuperating since and will shortly be able to begin exercising again.

"All the people who were involved in my procedure were fantastic. The OR staff members were very personable and humorous!" said John. "I really appreciated everyone's willingness to help, especially Addy and Jean from Concord Orthopaedics. I'm glad I had this procedure done now so that by summer I'll be out doing everything I want to again!"



Kara Burns, RN
a member of the surgical team



David Keith, CRNA

Meet NLH's New Patient & Family Advisors



As reported in the January/February issue of *Friends Newsletter*, NLH is implementing a Patient & Family Centered Care (PFCC) Initiative. PFCC is an innovative approach to the planning, delivery, and evaluation of healthcare that is based on mutually beneficial partnerships among health care patients, families, and providers. The PFCC process focuses on providing care with dignity and respect; sharing information with patients and families that is timely, complete, unbiased, and accurate; and encouraging patient and family involvement with the hospital by collaborating on policy and program development, professional education, and the overall delivery of care. The ultimate goal of patient- and family-centered care is to enhance the quality and safety of healthcare.

A vital component of our PFCC Initiative is our Patient and Family Advisor group, which consists of community members Olive Sutton, Dave Barden (both pictured above), Nancy Malm, and Richard Benson. Olive, a retired nurse, and Dave, a long-time NLH volunteer, share valuable advice and observations from the perspective of community users of NLH services at monthly PFCC meetings.

Friends Art Program Welcomes New Artists

As part of the ongoing art program to support NLH's healing environment, four area artists have recently hung their work in the main corridors of the hospital. The artists involved in the current show are: Paul Howe, photographer from Sunapee; Kathy Lowe, photographer from New London; Betsy Derrick, oil painter from Croydon and Hanover; and Patricia Sweet-MacDonald, oil painter from Bradford.

Members of the community gathered recently with NLH staff at a reception to welcome the artists and view their work. This exhibit will be on display through mid-May 2011. NLH would like to extend a special thank you to Jane Rastallis and her staff from The Old Courthouse Restaurant for making the reception possible by generously providing and serving delicious hors d'oeuvres.

For more information about The Friend's Art Program, please contact Lynda Reinish at **526-5265** or lynda.reinish@newlondonhospital.org.



Pictured above are participating artists, from l-r, Betsy Derrick, Kathy Lowe, Patricia Sweet-MacDonald, Bruce King, CEO and President of NLH, and Paul Howe.

NLH Hosts Legislators

NLH President & CEO Bruce King and NLH Trustees welcomed a group of New Hampshire legislators at the hospital on February 4. Bruce King shared information about hospital services and the challenges faced by community hospitals. A lively discussion during the question-and-answer period covered such topics as patient electronic health records, hospital quality of care initiatives, community benefits, and the impact of healthcare reform. Greg Curtis, MD, CMO spoke to legislators about changes to provider reimbursement that are outlined in recent healthcare reform legislation.

"The opportunity to discuss all these issues and present the hospital's perspective on subjects such as how healthcare is funded is of critical importance as the legislature begins its committee meetings on the state's budget for the next two years," stated Bruce King.



In photo, from left, Bruce King, NLH President & CEO; Rep. Beverly Rodeschin, R, Newport; Rep. Steve Cunningham, R, Sunapee; Rep. Andrew Schmidt, D, Grantham; Rep. Randy Foose, D, New London; Sen. Bob Odell, R, Lempster; Rep. David Kidder, R, New London

Board of Trustees Appoints New Chair

G. William Helm, Jr. was appointed Chair of the NLH Board at its regular January 27 meeting. Mr. Helm will complete the term of Dudley R. Smith who resigned for personal reasons. Mr. Helm's term is until October 2011.

"As a former Board member and Chair, Bill Helm's experience and knowledge bring a valuable perspective on the strategic goals of our hospital," said Bruce P. King, CEO.



A Gift to New London Hospital's Permanent Art Collection



Judy and Hugh Chapin of New London recently donated a striking fourteen-piece tile mural to NLH's permanent art collection. Titled, "The Wave of the Future", this 72-inch wide by 33-inch high work is composed of hand-made ceramic tiles that have been painted and glazed as one large piece resulting in a stunning work of art.

The artist, Peter Shrope, formerly of New Hampshire, now resides in the Adirondack area of New York. Judy and Hugh Chapin originally purchased the mural at The League of New

Hampshire Craftsman's Fair in the early 1980s to hang in Hugh's New York City law office. Realizing the tiles could potentially be an addition to the upstairs seating area of the new building, the Chapins asked members of NLH's Art Committee if they would like to view the mural for consideration.

"The contemporary quality, color and size of this piece complements the seating area perfectly. The Friends of NLH Art Committee is thrilled to have the Chapins make this gift to our permanent collection for the enjoyment of patients, visitors and staff," said Dusty Logan of the Committee.

NLH is extremely grateful to the Chapins for their generous gift and would also like to recognize the donation of Ed Reinish in designing, framing and installing the mural.

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What Does *Meaningful Use* Mean to You As a Patient?

In 2005, NLH became one of the first critical access hospitals in New Hampshire to initiate an HIS that could support EMRs and the technology of *Meaningful Use*. As hundreds of hospitals across the United States began using EMRs over the last two years, common, standardized goals were created to ensure that the use of this technology was ultimately benefitting patients. In 2009, Congress passed the Health Information Technology for Economic and Clinical Health Act (HITECH) to oversee EMR goals and reporting.

Meaningful Use refers to the objectives that a hospital and a physician must achieve by using EMRs and other supporting technology. During a specific time period, NLH must report successfully on 15 core objectives and select five from a lengthy menu of additional objectives to satisfy the Stage I requirements of HITECH. In addition to demonstrating that *Meaningful Use* has been achieved by submitting very specific data, NLH also becomes eligible for incentive payments to the hospital and individual providers through Medicare and Medicaid.

The 15 core objectives touch each patient. For example, through the EMR, providers can: check for drug-to-drug allergy interactions before writing a prescription; update a patient's medication list at each visit and maintain it with current information; record the patient's vital signs—height, weight, blood pressure—and note changes; compile and electronically submit aggregate hospital and clinical quality data to the state and national centers for Medicaid and Medicare; and share key clinical information among authorized providers, facilitating seamless care for a patient moving through the healthcare system.

Meaningful Use ensures that we are as informed as possible with real time information of each patient's condition, enabling us to provide the highest quality of care possible in every situation, from routine exams to emergency treatment.

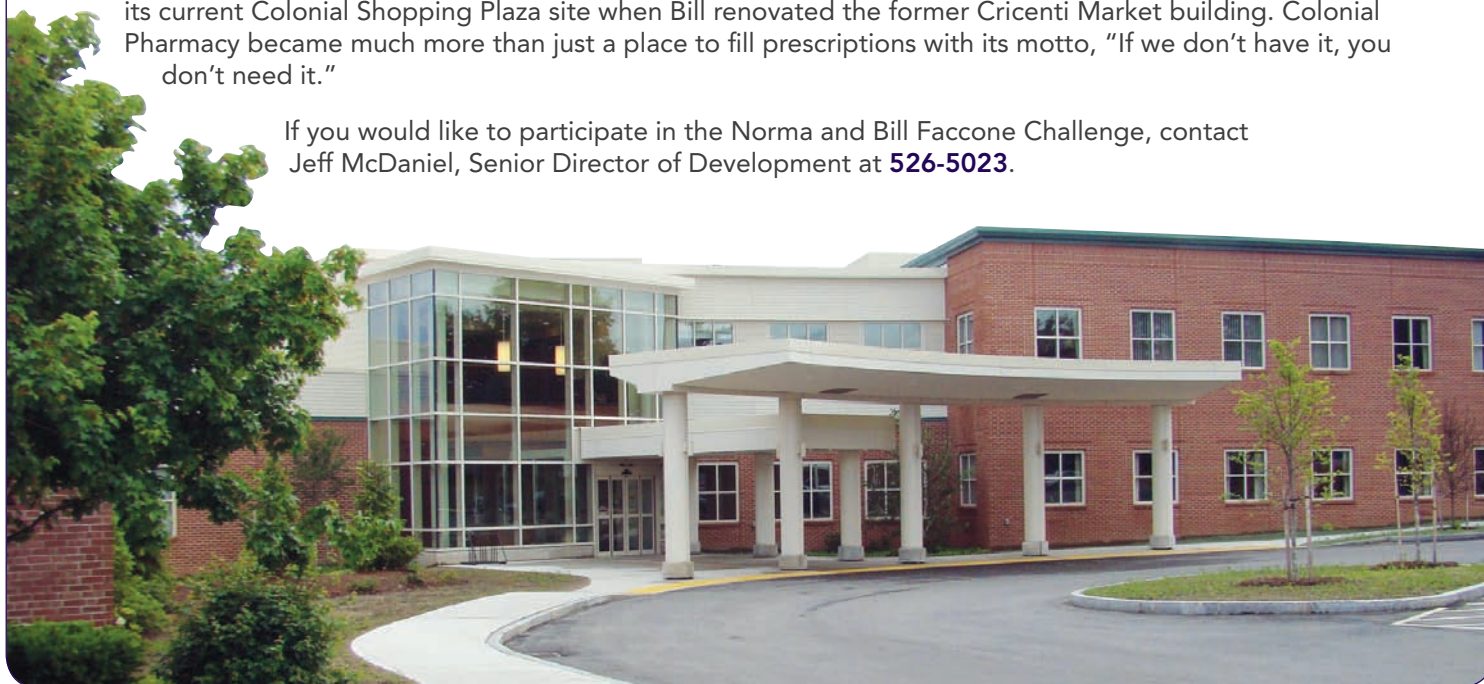
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Bill continues, "We've both been involved in hospital activities over the years and used its services on many occasions." Norma added, "We have always believed that we take care of our kids first and then we take care of our community as best we can!"

Norma and Bill have been active members of the New London community since the 1960s when they opened Colonial Pharmacy on the corner of County Road and Newport Road. Eventually, the pharmacy moved to its current Colonial Shopping Plaza site when Bill renovated the former Cricenti Market building. Colonial Pharmacy became much more than just a place to fill prescriptions with its motto, "If we don't have it, you don't need it."

If you would like to participate in the Norma and Bill Faccone Challenge, contact Jeff McDaniel, Senior Director of Development at **526-5023**.



Mark Your Calendar!

Saturday, April 16 1:00 – 3:30 PM:

New London Hospital Clinical Services Open House: Come tour our Operating Rooms, Sleep Center, Radiology, Lab and other patient areas of the hospital. Meet some of our physicians and staff who will show you around and answer questions.

Friday & Saturday, June 3 & 4: Annual Relay for Life, sponsored by the American Cancer Society to raise funds and awareness for cancer research. Meetings are held the first Friday of the month. To learn how you can help, call Deb Wilson at **526-5311**.

Saturday, June 11: 6th Annual Grand Gala. An annual event for friends and supporters to gather in celebration of NLH. Come to the Cabaret! www.newlondonhospital.org/events

Monday, June 27: 8th Annual Golf Invitational at Baker Hill Golf Club. To register, go to www.newlondonhospital.org/events

Saturday & Sunday, August 6 & 7: Hospital Days and 28th Annual New London Triathlon. Contact Holly Lansdale **526-5467** or Naomi Forrestall **526-5057**

Your Philanthropy at Work

Jeffrey L. McDaniel, CFRE
Senior Director of Development



A matching gift is a wonderful thing. When Norma and Bill Faccone approached NLH about making a \$100,000 gift, they weren't looking for publicity, recognition, or any special acknowledgement of their generous support. But, if there was a way they could help NLH to raise an additional \$100,000 for the Annual Fund and kick-off the new 1918 Society, they were all for it.

As you may have read on the front page of this newsletter, Norma and Bill have issued a challenge to match, dollar for dollar, all gifts of \$1,000 or more up to \$100,000. The levels of membership in the 1918 Society are:

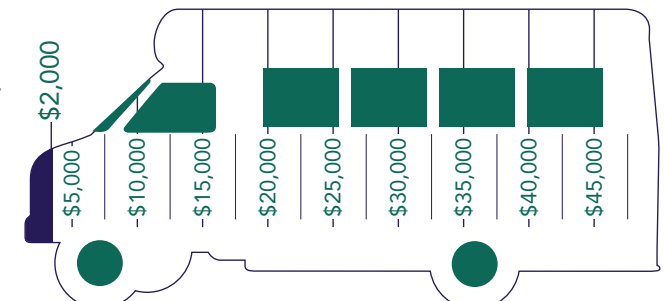
- Founders' Circle** (\$25,000 and above)
- Chairman's Circle** (\$10,000 - \$24,999)
- Trustees' Circle** (\$5,000 - \$9,999)
- President's Circle** (\$2,500 - \$4,999)
- Membership** (\$1,000 - \$2,499)

The community's generous support of the Annual Fund has helped NLH to meet the increasing need for charity care for our uninsured and underinsured patients, while expanding services and investing in new technology. To that end, every gift is greatly appreciated.

Every dollar matters...Every gift counts!

Clough Center Fundraising to Purchase New Van Continues

Over the past several weeks, the William P. Clough Extended Care Center has received nearly \$2,000 in contributions to support the purchase of a new GCII – Chevy C3500 handicap accessible van. This van will be specially configured to accommodate eight passengers and four wheelchairs, and will allow many more of our residents an opportunity to partake in activities outside of the hospital grounds, such as seeing a show at the Barn Playhouse or doing a fall foliage tour.



The total cost to purchase this van is \$50,000 and anyone wishing to donate can make checks payable to New London Hospital. Please note "Clough Van" in the memo line and send your gift c/o the NLH Development Office, 273 County Road, New London, NH 03257.

Also, mark your calendars for Thursday, May 26 as the New London Inn has designated the Clough Center Van Fundraising Effort as it's Thursday's Child beneficiary.

Friends of New London Hospital

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New London, NH 03257

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Volunteer Spotlight: Joe Bergin

When you come into the hospital to register for service, be prepared to receive a smile and nod from Joe Bergin, a Front Desk Volunteer. Joe came to NLH just over two years ago when he decided that volunteering was a worthwhile thing to do. Since then he has had good experiences volunteering as a transporter, in the mail room, and at the front desk. He enjoys his role at the front desk as it gives him the opportunity to greet people and make them feel more comfortable when they come into the hospital.

"I think it is a privilege to be a small part of a fine hospital and the dedicated people who work here."

Joe and his wife Isabel lived in Needham, MA and had a second home in Grantham for many years. They liked the area so much that they sold their business and built a house in Eastman, right on the golf course. This also put them closer to their daughter who lives in Stowe, VT. Seven years ago they decided to move to New London.

If you have noticed the rose on Joe's lapel, don't hesitate to ask him about it. He carries on a tradition passed down by his father. If you ask about the rose, Joe will pull another one out of his pocket and give it to you as a good luck charm. Many people in the hospital and community are showing them off!

When asked how he feels about volunteering, Joe said, "I think it is a privilege to be a small part of a fine hospital and the dedicated people who work here." We believe having volunteers like Joe is a privilege!

