

Volunteer Spotlight



Dana Darling

Dana Darling of New London has been a faithful NLH volunteer for over ten years. Two years after the passing of his wife, he wanted to become involved in a community activity and to meet people. So he presented his cheerful and friendly self at our Volunteer Department, where he was happily received. He has experienced many volunteer duties, including clerical assistance, mail-room, assisting patients in Nuclear Medicine, and promoting events by posting notices throughout the hospital.

Dana has been a reliable source of extra help when volunteer assistance is needed at special events or to help accomplish projects. He enjoys his time here because he likes to help people and to make friends. In turn, everyone that Dana meets is pleased to make his acquaintance and appreciates all his efforts on behalf of NLH.

Recently, Dana experienced a loss with the passing of Kyra, his beloved German Shepherd companion of 10 years. Those of us who know and admire Dana are thrilled that he recently adopted Roxie, a lab mix, who already seems devoted to her kind and loving master.

Dana's son, Charlie (editor of the Andover Beacon), lives in Andover with his wife Sharon, also a member of the NLH volunteer team. Dana enjoys the company of his seven grandchildren who live in Massachusetts and Kentucky.

Thank you, Dana, for being a member of the NLH family!

Healing Garden Promotes Peaceful Environment

The creation of a healing garden was made possible through the generous support of Don and Sherry Rice in 2009. Their gift, part of New London Hospital's Building Towards the Future Capital Campaign, enabled the hospital to take the initial step in creating a garden to be enjoyed by everyone who enters the hospital, as well as patients who receive oncology and infusion treatments. The large windows of the Oncology Suite look out upon the garden. The garden is also supported by the Friends Shop whose generous gift further enhances the healing garden that is comprised of trees, shrubs, plants, lighting and an irrigation system. The impressive success of the Friends Shop was celebrated with the presentation of a check in the amount of \$12,500, representing proceeds from a 12-month period, to NLH President & CEO Bruce King. The Friends Shop gift will be used for garden maintenance now and in the future.



Bruce King, NLH President & CEO, accepts Friends Shop proceeds from Beverly Goring and Rita James.

The Healing Garden will enhance the family and patient-centered environment of our hospital and we are most grateful to Don and Sherry Rice and the Friends Shop for their generous contributions.



Noah Thompson, resident landscape artist in the Maintenance Department, is shown among the trees, flowers and shrubs that create the NLH Healing Garden.

NLH's Emergency Preparedness Plan *continued from page 1*

Preparedness and Response, visited NLH to review the hospital's emergency preparedness program along with its financial and training records, and to assess utilization of Health Resources and Services Administration funding. Gusto noted that the Secretary for Preparedness and Response plans to use the information gathered to identify best practices to share with organizations nationwide.

During the meeting, Pamela Drewniak, EMS Coordinator at NLH, presented an overview of the hospital's emergency preparedness efforts over the past several years, including review of the 2008 Ice Storm, a challenging patient transport, and the recent HazMat (Hazardous Materials) decontamination exercise. Gusto congratulated NLH on the demonstrated ability of a small rural hospital,

and the significant coordination of efforts throughout the area and the State with other health organizations and agencies.

The mission of NLH's Emergency Preparedness Plan is to provide continuity of operations and patient care in an external or internal emergency. Components of the plan include factors influencing emergency operations, effective communications, and decontamination in conjunction with local and regional HazMat teams.

Also participating in the briefing that Gusto attended were Deb Yeager of the New Hampshire Hospital Association and Curtis Metzger, Hospital Preparedness Coordinator, Department of Health and Human Services, Emergency Services Unit.



Watch for the "new look" (preview above) of the Friends Newsletter, coming in January 2011!

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Friends



Friends of *November/December 2010*
NEW LONDON HOSPITAL

Supporting New London Hospital through active service and philanthropy

Holiday Message from Bruce King, NLH President & CEO



On behalf of the Board of Trustees, the physicians and the more than 500 employees of New London Hospital, I would like to wish you a joyful holiday season.

Like many of you, our hospital faced a challenging year in 2010. Our commitment to provide quality healthcare to the community always remained our priority as all our employees worked together to control and reduce expenses. External economic factors profoundly impacted New London Hospital in 2010 as we continued to provide care for an increasing volume of patients who were uninsured. We anticipate that healthcare reform will eventually address some of the negative financial impact, however, we also know that we must continue to operate the hospital and our services even more efficiently and cost effectively than before.

Throughout 2010, and indeed during the seven years I've been privileged to be the CEO of New London Hospital, I continue to be immensely grateful for the strong community support of the hospital. Despite reports of national trends reflecting decreased charitable giving, the hospital's Annual Fund significantly exceeded our budgeted projections for FY 2010. The Annual Fund is a very important portion of the cost of the care we provide to community members who otherwise could not afford the services they need.

Thank you for your generosity and commitment to your hospital. As you share the holidays with family and friends, please accept our deepest thanks for your gifts and support.

Your Philanthropy at Work

Jeffrey L. McDaniel, CFRE
Senior Director of Development

At a time when giving to healthcare is down across the nation by 11%, I am very pleased to report that community support for New London Hospital continues to grow! Over the past 12-months, NLH's Annual Fund and Special Events have raised over \$600,000 in support of our institution's highest priorities, including charity care and financial assistance programs, new technology and equipment, along with education and training for physicians, nurses, emergency health providers and other clinicians.

Building on the success of the past year's Annual Fund and in support of future healthcare initiatives at NLH, we are excited to introduce the founding of the 1918 Society this fall. The 1918 Society honors Dr. Nathan Griffin, Dr. Charles Lamson, Dr. Anna Littlefield, and the New London Nursing Association, which founded New London Hospital on October 1, 1918.

The 1918 Society will recognize donors who make leadership gifts in support of New London Hospital's Annual Fund, which has been making a difference at NLH every day for the past 92 years.

On behalf of New London Hospital, please accept my grateful thanks for your continued support. We couldn't do it without you!



New London Hospital Association held its Annual Meeting of the Board of Trustees on October 28, 2010. Seated from left are: David E. Marshall, Treasurer, Patricia Tilley, Secretary and G. William Helm, Jr., Assistant Treasurer. Standing from left are Bruce P. King, President & CEO, Robert Rex, Anne Holmes, Jane Rastallis, John R. Butterly, MD, Sage Chase, Stanley I. Cundey, Jr., Susan A. Reeves, John Ferries, Bev Payne, Peter Hager, Eileen Kirk, MD, Stephen Jordan, MD, Tanya Wilkie, RN, M.Ed., John F. Robb, MD, Vice-Chair, and Dudley R. Smith, Chair. Special thanks for their many years of service were expressed to Emeritus Trustees R. Hoyt Chapin, George G. Wells, and Tanya Wilkie.

New London Hospital's Emergency Preparedness Plan Recognized By Federal Government

New London Hospital (NLH) was one of three New Hampshire hospitals recommended by the New Hampshire Hospital Association to federal emergency officials for its Emergency Preparedness Plan.

John Gusto, Senior Public Health Analyst with the US Department of Health and Human Services (DHHS), office of the Assistant Secretary for

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New London Hospital Welcomes New Board Member



John R. Butterly, MD

Clinical Fellowships in Medicine at Harvard Medical School, and Research and Clinical Fellowships in

New London Hospital is pleased and honored to welcome John R. Butterly, MD of Norwich, VT to its Board of Trustees. A 1977 graduate of the University of California School of Medicine at San Francisco, Dr. Butterly completed Research and

Cardiology at Massachusetts General Hospital (MGH) in Boston, MA. His medical residency and internship were completed at MGH. From 1987 to 1992, he was Director of the Cardiac Catheterization Laboratory at the Lahey Clinic Medical Center in Burlington, MA.

From 1999 to 2006, Dr. Butterly was Vice Chairman of the Department of Medicine at Dartmouth Hitchcock Medical Center (DHMC) in Lebanon, NH. His numerous administrative responsibilities include Executive Vice President of Medical Affairs and Member, Board of Governors at DHMC. His current appointments include Assistant Professor of

Medicine (Cardiology) at Dartmouth Medical School, Attending Staff at Mary Hitchcock Memorial Hospital, and Instructor at Dartmouth Medical School and Dartmouth College.

Dr. Butterly's major research interests include ischemic heart disease, coronary thrombosis, interventional coronary devices, and clinical outcomes.

A national author and lecturer, Dr. Butterly is a member of numerous professional societies. He has extensive teaching experience, has received several awards and honors, and has served on many committees during his career.

In Their Own Words...



Tina and Bill Helm

"You know that a couple has been together for a long time when they each require back surgery within weeks of each other!" says Tina Helm with a laugh. But, thanks to Dr. Joseph Phillips, a neurosurgeon with Upper Valley Neurology Neurosurgery, and his Physician Assistant Alyssa Pearl, both Tina and her husband, Bill, have returned to all their previous activities, but without pain!

For a number of years, both Tina and Bill had been experiencing extreme pain which originated in the lower back and ran down to the ankle. "Our respective pain was so severe that we were unable to stand for more than five minutes without having to sit down," Tina says.

MRI's revealed that Tina and Bill's pain was treatable. With great sensitivity and in layman's terms, Dr. Phillips explained that small little "strings" were coming out of the L5 in the lower back. Known as facets, these little "strings" were irritating certain nerves, which caused Bill and Tina's pain. A simple

laparoscopic procedure, called a simple medial facetectomy, could remove those facets and thus eliminate the source of the irritation. Dr. Phillips said that the surgery, which would take about an hour and a half under general anesthesia, could be done at New London Hospital. In fact, said Dr. Phillips, "I have the highest confidence in and respect for the anesthesiologists at New London Hospital." It would be same day surgery and the patient would experience very little discomfort from surgical pain following the procedure.

From the caring phone call from the pre-op nurse to the nurses in the operating room on the day of the surgeries, including Kara Berns, to the wonderfully skilled and attentive nurses in the post operation stage of the surgery, both Bill and Tina had absolutely superb and capable care.

During another recent surgery at another hospital, Tina experienced minor complications from anesthesia. This, of course, concerned her as she embarked upon her surgery at NLH. But the entire surgical team, most notably Dr. Tom Lucas, Chief of Anesthesiology, kept asking questions, listened and carefully read the report of Tina's previous anesthesia. As a result, he elected to use a slightly different approach to his administration of the anesthesia, and Tina had absolutely no issues this time around.

Both Bill and Tina went home the same day after their surgeries and experienced very little discomfort from their procedures. Both quickly realized that their surgeries were totally successful.

"We call Dr. Joseph Phillips a 'miracle worker' and sing the highest praises for the entire surgical team from start to finish," Bill and Tina said. "New London Hospital has served us both so well and we are most grateful. How fortunate we are to have these A+ resources right here in our town!"

Welcome Home, Dr. Carr!



Among the members of the NLH family who welcomed Dr. Michael Carr home were, from left, Karen Chase, RN, Tasha Gilman, ATC, Catherine Budd, Holly Lansdale, Darlene Ligon, Tina Walker, and Elke Melody, RD

New London Hospital friends and colleagues welcomed Dr. Michael Carr home after a six-month deployment to Afghanistan as part of the NH National Guard Medical Command. Dr. Carr was stationed with the 101st airborne division at the Black Horse camp, east of Kabul. While in the United States, the Medical Command is responsible for the combat readiness of all NH Guard members. The Command also evaluates medical conditions and helps members negotiate the disability system.

During his deployment overseas, Dr. Carr's responsibilities included serving as a member of a multinational operating base, comprised of several medics, who operated a battalion aid station, serving 300 soldiers and marines. Among the non-battle-related injuries encountered during this mission were dehydration and back pain, which sometimes resulted from the 70-pound backpacks troops usually carry.

A member of the NH National Guard since 2007, Dr. Carr is Chief of Aviation Medicine and a flight surgeon. He stated that his experience overseas was worthwhile, and he is very happy to be home! Dr. Carr expresses sincere gratitude and appreciation to his medical colleagues who provided coverage during his absence, and to all his friends and colleagues for their overwhelming support and encouragement.

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that provide legitimate prescription services and those that are questionable, making purchasing medications online risky.

Potential risks of ordering pharmaceuticals online may be: sub-standard products, minimal quality control, and lack of security. To purchase medicines online safely and securely, patients are advised to only take medications prescribed by their provider and to purchase only from sites that require prescriptions from an authorized provider.

Other aspects of medication safety include food and medication interactions, generic medications, insurance coverage, medication side effects, and potential allergic reactions.

New London Hospital Promotes Medication Safety

New London Hospital joined the National Council on Patient Information and Education and the New England Alliance for Health (NEAH) in promoting Medication Safety Month. NEAH is a group of community hospitals, behavioral health centers, and home healthcare agencies that are committed to improve the quality, efficiency, and availability of health care in New Hampshire, Vermont, and western Massachusetts. The theme of this year's event is *Your Medicine Information: Read It and Heed It*.

The purpose of this designation is to encourage patients to become active members of their healthcare team. This includes knowing what to expect from new medications and asking questions to ensure that prescriptions are as effective as possible.

New London Hospital's Quality Improvement Department sponsored events, displays and

presentations during October, all designed to encourage awareness and involvement in prescription usage. NLH's Medication Safety team participated in the New London Health Fair on October 9, and sponsored a display in the hospital's main lobby. At each of these events, patient education materials and Vials of Life were distributed.

Vials of Life are small plastic bags that contain vital personal and medical information readily accessible in the home in case of crisis or emergency. Within the bag is a form containing the person's name, doctor, medical history and medications, and contact information. A red magnet holds the bag to the outside of the refrigerator where emergency personnel can readily see it.

Among the educational tools available is a Consumer Safety Guide prepared by the US Food and Drug Administration (FDA). The FDA advises consumers to know the difference between online pharmacies

NLH Celebrates 20 Years of Helping Women Avoid Breast Cancer



Gail Matthews

"I must admit that I personally measure success in terms of contributions an individual makes to her or his fellow human beings," stated noted anthropologist Margaret Mead. With this as a measure, Gail Matthews of Wilmot has achieved a level of success that few could claim.

In 1990, Gail received a mammogram at New London Hospital and remembered the discomfort it entailed. "I jokingly asked the staff how many women they get to go through with it," she said. The staff replied that fewer women receive mammograms than should, simply because they couldn't afford to pay for them. Gail became a relentless advocate for a Mammography Fund, encouraging others to contribute, and suggesting that donations be made in lieu of personal gifts.

Additionally, Gail used the power of the media to encourage women to speak with their providers about the benefits of mammography, and she organized special events, such as a Shaw Brothers concert, to raise funds. One of Gail's many sources of happiness and joy in these efforts is the fact that the fund has thrived over the years as others join in support.

For example, the Lake Sunapee Women's Golf Association has adopted the NLH Mammography Fund as its beneficiary. Over eleven thousand dollars was raised this year, the fifth year of sponsorship by the Women's Golf Association. Also, the auction held at the Friends Grand Gala includes a service component, with guests pledging their gifts of support to the Mammography Fund.

"Despite some differences of opinion regarding frequency of exams, the fact remains that mammography is 85 to 95 % accurate in detecting breast abnormalities before they are large enough to be felt," said Eileen Kirk, MD, NLH Gynecologist. "A 2009 study conducted at Harvard Medical School

revealed that three-fourths of deaths due to breast cancer occur among women who do not undergo regular screening mammograms.

"Through its Mammography Fund, New London Hospital is providing a wonderful service for women who may avoid a mammogram because it's not covered by their insurance, or they don't have insurance," Dr. Kirk continued. "I urge all women to speak with their providers about the benefits of mammography and to abide by the recommended schedules for examinations."

On this 20th anniversary of the Mammography Fund, Gail was asked to envision our commemoration of the 30th anniversary, ten years from now. Without hesitation, she replied that she hoped to be able to say that we have used current modalities like gene therapy that, in addition to mammography, have eliminated breast cancer. Gail's faith and determination will certainly remain steadfast, thereby helping us achieve this ambitious goal. New London Hospital values and appreciates Gail Matthews, and all those who have been inspired by her dedication to a worthy cause.

Friends Art Program Welcomes New Artists

New London Hospital recently welcomed four new area artists to its exhibit promoting the value of art in a healthcare setting. The Art Program, begun by the Friends of New London Hospital in November of 2005, celebrates quarterly rotations of artists who represent the regional art community.

The new group is comprised of Joanne Ferguson, Bob McQuade, David Tibbetts and Mark Vernon. Joanne Ferguson of New London studied art at the College of William and Mary and Rhode Island School of Design, and has worked professionally as an interior decorator and fashion illustrator. Currently, her interests lie in the field of art therapy.

A self-taught photographer, Bob McQuade has been photographing wildlife, landscapes, flowers and relics for almost 30 years. He owns the Red Roof Gallery in Enfield and the Red Roof Frame Shop in West Lebanon. David Tibbetts of New London is a watercolorist who enjoys painting ponds, fishermen, boats, rivers and rocks. His paintings have been featured in national publications and his work has been represented at the Smithsonian Institution in Washington, DC.

Mark Vernon of New London creates relief sculptures, three-dimensional sculptures, mobiles and layered compositions. Most of his sculptures and mobiles are made from varying thicknesses and kinds of wood and often feature plant and animal portraits and landscapes.



From left, Joanne Ferguson, Mark Vernon, NLH President & CEO Bruce King, Bob McQuade and David Tibbetts.

The artwork flows from the Hospital lobby area through the hallway leading to the Medical Surgical Unit and into the administrative corridor.

All artwork in the exhibit may be purchased by contacting the artist. Price sheets are available at the Main Lobby desk. A portion of all sales benefits the programs of New London Hospital.

The Art Program is a project of The Friends of New London Hospital, whose mission is to support NLH through active service and philanthropy. The current exhibit will be on display through January 10, 2011.

Art Program Receives Valued Support

During its five years of promoting healing through art, the Friends of NLH Art Program has gratefully received the support of the regional art community as well as individual donations of art for our permanent art collection.

The photographs to the right depict several recent contributions in support of the therapeutic value of art. In the top photo, artist Dave Tibbetts is shown with his painting of the Colgate Boathouse on Lake Sunapee that he is donating to NLH's permanent art collection. Also in the photo are boathouse owners Nelia Sargent and Scott Nielson. NLH is honored to have this painting, which is hanging in the medical/surgical hallway.

In the middle photo, Tina Naimie, NLH Chief Financial Officer, second from right, is shown accepting *North Wilmot, Spring*, a painting from the Howe family, in memory of Townsend Howe. Also included in photo, at left, are Sonja and Peter Garre of the New London Gallery. The New London Gallery generously framed the painting and has contributed to the framing of several other paintings for the hospital's permanent collection. Standing next to the Garres are Margaret Howe (Mrs. Townsend Howe) and her son John. At right are brothers Paul and Craig Howe. NLH is extremely grateful to the Howe family for their gift and to the New London Gallery for their generosity. This painting hangs in the hospital's Medical-Surgical Waiting Room, for the pleasure of patients, families, visitors and staff.

The bottom photo shows Gen Izutsu of Ellie's Cafe and Eric Therrien of Gourmet Your Way. Gen and Eric created exceptionally delicious and attractive hors d'oeuvres that were thoroughly enjoyed by those who attended. The refreshments were generously catered at no expense to New London Hospital.



NLH Team Helps Promote Community Health



An impressive group of NLH employees and volunteers participated in two annual community health fairs, the first in Grantham on October 2 and the second in New London on October 9. Those who staffed displays are shown in the photos above. Program and service displays included Rehabilitation, Breast Cancer Awareness, Sleep Lab, Volunteer Services, Wound Care, Food and Nutrition, Medication Safety, Oncology Care, and Athletic Trainer. Many thanks to all those who



helped to increase community awareness of our services and programs.

In addition to Friends of NLH, other sponsors were Lake Sunapee Region VNA & Hospice, COA Chapin Senior Center, Town of Grantham, New London Outing Club, Health Ministries First Baptist Church, and New London Fire & Police Departments.

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 AND FAMILY

Family Fun Night

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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.