

FALL 2021

 New London Hospital
Dartmouth-Hitchcock

Friends newsletter

Here for You.

Infusion Therapy at NLH



Compassion
Communication
Comforting
Close to Home

WHAT IS **CARE
MANAGEMENT**
AT NLH?

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Tom Manion, NLH president and CEO

Tom Manion

a message from the CEO

Over the past year, I have shared several messages with the community about the challenges we faced—and continue to address—at New London Hospital (NLH).

Many businesses and organizations are adjusting to the waves of cultural and systematic shifts resulting from the COVID-19 pandemic, and we are counted among them.

While we all share anxiety about what lies ahead, I am choosing to focus on gratefulness. So many of our staff decided to face our adversities while embracing NLH’s core values—allowing us to continue our mission of providing high-quality care to our community. I continue to learn of employees, who, without hesitation, offer assistance to other departments in times of need. From administrative staff assisting

with washing dishes in the cafeteria, to nurses and physicians crossing departmental lines to support other clinical teams, these acts characterize the pride that lies at the foundation of NLH.

As the new year approaches, I am reflecting with optimism about NLH’s future. I am proud and thankful to be associated with our talented team members, who share their passion of service, care and thoughtfulness daily.

I wish our community a happy and healthy holiday season, and hope we can lead with gratitude and confidence into 2022.

Best wishes,

Tom Manion 

Meet Jonathan Hale Season, MD

As the patient volumes in the NLH Emergency Department (ED) continue to run high, Jonathan Hale Season, MD, ED medical director, delivers experienced care with a sense of calm—helping his team and patients effectively navigate an often stressful environment.

Season, a 2012 graduate of Yale University Medical School, completed his Emergency Medicine Residency at the Oregon Health and Science University in 2015. Hale, who prefers using his middle name with friends and colleagues, joined NLH in 2019 as an attending physician in the ED. He was named chief of Emergency Medicine in January, and serves as the medical director for NLH Express Care, which opens in November.

“When I came here, I was struck by the NLH community and knew both the hospital and the Upper Valley would be a great fit for me and my family,” Season says. “I consider working with my team members and the NLH community a great privilege.” 



Jonathan Hale Season, MD

Patient Experience



Patients and their families have many options for health care providers today, and when they choose New London Hospital (NLH), they benefit from dedicated, patient-centered care. The patient experience is a top priority at NLH: it is a culmination of a variety of interactions, beginning with a patient's first access point at NLH. As a member of Dartmouth-Hitchcock Health (D-HH), that experience can extend throughout the System.

Several factors determine the overall patient experience. The most commonly shared feedback is related to positive outcomes—including faster recoveries with few complications. Other experiences incorporate the communication platforms that allow patients easy access to their personal information, treatment plans and the ability to schedule appointments. Urgent care wait times and how patients are treated during those instances are additional cases when the patient experience is shared.

NLH takes pride in delivering patient-centered care with compassion. While the goal is always to provide patient satisfaction, NLH values accountability to address situations where the patient experience didn't meet expectations.

Patient advocacy

In an effort to better assist patients, NLH recently welcomed Bentley Gallo as its patient experience program specialist. He joined NLH in September after spending 10 years at Dartmouth-Hitchcock Medical Center (DHMC) in various roles, including patient relations specialist.

"Everybody has a story unique to their experience, and I have found the key to being successful in a patient-facing role is to really listen," says Gallo. "Most of the time patients just want to know they are being heard."

Since his arrival, Gallo is actively engaging departments on several initiatives including the launch of a Patient Family Advisory Council. His various responsibilities also include



Bentley Gallo

providing a confidential location where patients and families can discuss their experience, answering questions about the way NLH provides care and helping to improve the communication process among staff, patients and families. 

NLH appreciates feedback and hopes you will share your experience with us—it helps us learn what is working well and where we can improve.

Patients can contact Bentley at
patient.advocacy@newlondonhospital.org
or 603-526-5467

Delivering Infusion Therapy

with Compassion

When a patient is diagnosed with cancer, the emotional toll can be just as challenging as the physical one.

Studies show a cancer diagnosis can cause the same internal reactions experienced by those with post-traumatic stress disorder. From the stress of the diagnosis to the



From left, Jillian Tully, RN, BSN, Michelle Miller, RN, BSN, OCN, Jen Tibbetts, RN, BSN.

treatments, the patient's ability to cope and meet their health care needs is often contingent on their support team. At New London Hospital (NLH), the infusion care staff assists in that effort by delivering therapy with compassion.

The infusion team at NLH takes its responsibility to address the emotional needs of patients with cancer as seriously as administering the treatments. Whether patients are fighting cancer or other chronic conditions, infusion therapy can be life-changing.

"Communication is really important. Many patients are anxious about what's going to happen here,

so it's my job to put them at ease and thoroughly explain the process," says Michelle Miller, RN, Hematology-Oncology Infusion. "For the oncology patients it can be nerve wracking, so I try to answer their questions with compassion."

Excellent care close to home

Hematologist/Oncologist Rodwell Mabaera, MD, shares his time between NLH and Dartmouth-Hitchcock's Norris Cotton Cancer Center (NCCC). Incorporating NCCC's quality of care is an example of how the member relationship with Dartmouth-Hitchcock Health (D-HH) is providing the highest level of care at NLH. This makes sophisticated cancer care close to home for NLH patients.

The infusion center at NLH is an extension of that high quality care, and delivers comprehensive medical treatment to people with cancer and blood disorders. It also offers a variety of infusions and injections for non-cancer-related conditions, including Crohn's disease, arthritis and osteoporosis.

"Our goal is to help patients manage their treatment options so they can enjoy a better quality of life—in an environment conducive to lowering the stress associated with the diagnosis," explains Jillian Tully, RN, Hematology-Oncology Infusion.

The infusion suite at NLH is a referral-based service. For more information about opportunities to access this high quality care in your own community, contact your provider today. 

A REMARKABLE LEGACY,

A REMARKABLE GIFT



Bruce Avery was not afraid of challenges. He built an accomplished career in the U.S. Navy based on his reputation as trustworthy, intelligent and hardworking—retiring after 20 years with the rank of Commander and accomplishing impressive national security recognition.



Bruce and Shirley Avery

His leadership and innovation in precision weapons systems acquisition culminated with the Tomahawk Cruise Missile Project, among many other strike weapons and unmanned

systems integrations. Bruce then leveraged his expertise to lead defense consulting firms and the Precision Strike Association, which he helped establish. His zeal for making a difference and supporting his community never faltered—even when he was diagnosed with cancer.

A new chapter in New London

Bruce and his wife, Shirley, moved permanently to New London from Washington, D.C. in 2006. They and other family members maintained three summer properties on Pleasant Lake for decades—a fun, family compound—and ultimately the couple renovated their own house to withstand winters and settled into retirement life. They immediately became active members of the Episcopal Church of St. Andrew in New London, and Bruce served on the Vestry and as Warden in 2019 and 2020.

As part of the New London community, the couple made support of several local organizations a top priority. New London Hospital (NLH) was one of these beneficiaries and received recurring monthly gifts of \$100 from Bruce and Shirley for a decade. Their daughter, Leslie Pferchy,

explains that having locally accessible, quality medical care was very important to them.

Bruce began his cancer treatment at Dartmouth-Hitchcock Medical Center (DHMC) but was soon able to transition to NLH. That was a game changer.

He always had the same team of nurses: Michelle Miller and Jill Tully. Leslie shares that he said, “They are so funny, and I really enjoy them. They always make me feel comfortable.”

Bruce enjoyed having the same, private room for his infusion treatments, where he could work on his computer or talk on the phone. “His treatment was the cream of the crop at this community hospital,” Leslie says. “It made a world of difference to my father—he never felt like just a patient. He was especially touched when Jill shared with him that she was expecting a baby.”

An inspired gift

Bruce finished his chemotherapy and radiation treatments, and knew they weren’t successful. Yet he and Shirley were so grateful for the care he received, that they decided to make a substantial gift to NLH. Inspired by the compassion shown to him by Michelle and Jill, the couple chose to make a \$50,000 gift to benefit the infusion suite. The two nurses had shared their wish list for the suite with Bruce in conversation, so he wanted to help jumpstart their project list.

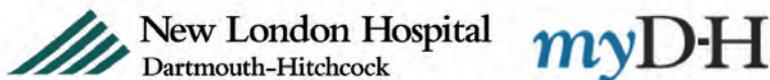
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BOOK YOUR NEXT MAMMOGRAPHY APPOINTMENT ONLINE *with myD-H*

You can now book your next mammography appointment through the myD-H portal.

You may also call the Mammography Coordinator at 603-526-5207 for appointments at New London Hospital or Newport Health Center.

To create a myD-H account, visit mydh.org or call 603-526-5059.



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While Bruce had informed Development Director Kathleen Kennedy of his intentions, he unfortunately passed away at NLH—from an unrelated cause to his cancer—after just two days in the hospital. He had intended for Michelle and Jill to be formally recognized at a NLH check presentation, so Leslie and her brother, Steve, helped their mother make that event a reality.

Recently, the family presented the Averys' \$50,000 check as part of the Circle of Gratitude program, which honors the work of NLH caregivers. Michelle and Jill were formally recognized for their excellence and were presented with service pins.

"The care you both provided to Bruce was exceptional. Whenever he was going for his chemotherapy treatments, he left the house happy and returned happy because of the excellent treatment you provided," Shirley said to the nurses. "Your compassion was so genuine that it inspired this gift to support the work you do in the infusion suite."

As noted in Bruce's obituary and during his funeral service, he loved his God, family and country dearly, and considered his family his greatest accomplishment. His legacy on the world is surely impactful—and will long be remembered at NLH. 



From left, Shirley Avery, Michelle Miller, Jillian Tully and Tom Manion.



Shirley gives Michelle the Circle of Gratitude Pin.

Please consider joining Bruce and Shirley in enhancing NLH Infusion Suite patient care. Your year-end support will have an immediate impact, and can be made using the enclosed envelope or by visiting

www.newlondonhospital.org/support

CARE MANAGEMENT

New London Hospital's (NLH) mission is to continually improve the wellbeing of individuals in our region by providing high-quality health care—which requires a team effort.

The Care Management team at NLH skillfully coordinates care and resources for both hospital and clinic patients to optimally achieve patient needs, while promoting cost-effective and evidence-based outcomes.

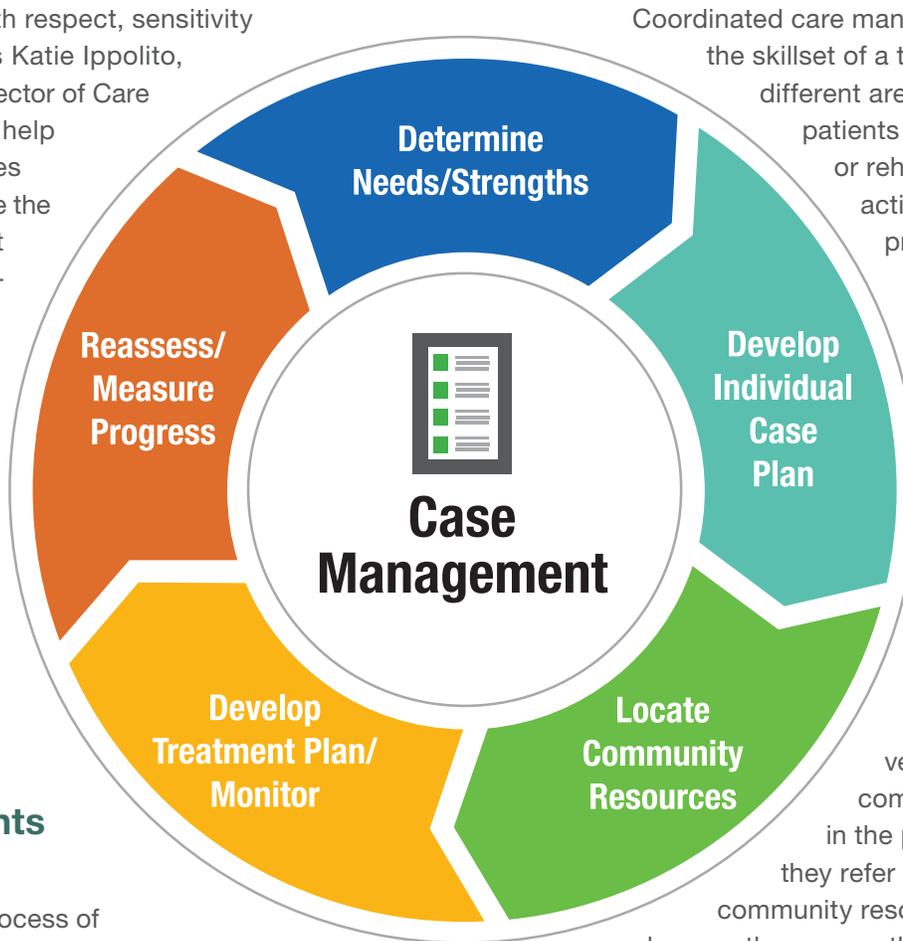
“First and foremost, our goal is to treat patients and family members with respect, sensitivity and empathy,” says Katie Ippolito, RN, BSN, CCM, director of Care Management. “We help patients and families identify and navigate the barriers that impact their quality of life—so we take the time to learn about who our patients are, and what is important to them. This makes us effective in helping patients achieve their goals.”

Every team member counts

Care management is a collaborative process of comprehensive care coordination across individual patient teams, which are comprised of a board certified case manager, registered nurse care managers, transitional and activities coordinators and a social worker. These professionals are dedicated to addressing the social and emotional needs of patients during hospitalization and coordinating follow-up care after discharge.

From admission through discharge, registered nurses coordinate care and services—even after patients leave the hospital. They work with transitional nurse care coordinators to support patient care during hospital stays by promoting communication between the inpatient team and NLH primary care providers.

Transitional care coordinators also follow-up with patients within two business days after discharge to ensure patients understand their instructions, and have the resources and support in place for a successful discharge.



Coordinated care management requires the skillset of a team of people with different areas of expertise. When patients require skilled nursing or rehabilitation care, the activities coordinator provides customized activities during their hospital stay. There are also multiple professionals who address external factors that impact a patient's health. For example, a resource specialist helps patients and families cope with the impact of illness or injury, and works very closely with the community health worker in the practices. Together, they refer patients for financial or community resources to assist patients wherever they are on the health continuum.

Working through challenges

The past year has certainly increased the pressure on the Care Management team, but its ongoing commitment to NLH's mission keeps patients in good hands.

“The unfortunate impact of COVID-19 has been the hesitancy of patients seeking out the care they need, and the result has been a flood of visits to our inpatient unit and emergency department,” says Ippolito. “I’m so proud of not just our team, but all the employees in other departments who continue to work through these challenging times. The compassion demonstrated toward our patients is something special to witness.”

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Express Care has its own designated entrance, parking and registration. Open seven days a week: weekdays from 9 am to 7 pm; Saturdays from 9 am to 5 pm; and Sundays from 9 am to 3 pm. Most insurance plans will be accepted, including Medicare and Medicaid.

Visit newlondonhospital.org/expresscare or call 603-526-5155 for more information.

Express Care is a service for ages 2 and older.

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 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.