

# 2021 ANNUAL REPORT



 **New London Hospital**  
Dartmouth-Hitchcock



# 2021 ANNUAL REPORT

*This Annual Report represents Fiscal Year 2021 (July 1, 2020—June 30, 2021).*

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Tom Manion,  
President and CEO

# Tom Manion & Doug Lyon

a message from the CEO  
and Board of Trustees Chair



Doug Lyon,  
Chair, Board of Trustees

## Dear Friends:


This past fiscal year of 2021 was certainly one for the record books. Despite navigating unprecedented challenges as the COVID-19 pandemic continued, New London Hospital (NLH) and Newport Health Center were able to nimbly pivot operations and implement critical systemic changes to improve patient care—thanks to the dedication of our providers and staff.

We successfully transitioned to Epic software, which creates and intuitively maintains patient electronic medical records and integrates them with the Dartmouth-Hitchcock Health (D-HH) System. This has already proven effective in enhancing efficiency and accuracy outcomes. We also prepared to open a new service line for the community, Express Care, which will provide a convenient health care option.

These exciting accomplishments, along with major budget challenges, inspired a careful examination of operations. The leadership team and Board of Directors developed two overarching strategic goals for this fiscal year: deepening the delivery of high quality, patient-centered care and ensuring long-term sustainability.

In order to markedly improve community and patient health, we are expanding primary care access at NLH and Newport Health Center, hiring additional board-certified emergency department physicians and improving inpatient care services. Through our D-HH affiliation, NLH has increased its orthopaedic staff and proudly shares the designation of an Orthopaedic GE Center of Excellence for hip and knee replacements with Dartmouth-Hitchcock (D-H).

While sustainability includes having a positive operating margin, we are also focusing our efforts on offering vibrant core services delivered by top-notch providers and staff. Through employee surveys, we have learned that job satisfaction and the feeling of making a difference are key to staff retention. We are committed to investing in hiring and retaining high quality talent and maintaining robust employee engagement to make NLH an employer of choice in the region. Truly, our distinctiveness lies in being a patient-focused community hospital with all the resources of a major, world-class hospital. There is no other hospital like NLH in our region.

Thank you for your continued support of NLH and Newport Health Center. We wish you and yours health and happiness. 

# Kirk Dufty

a message from the CMO



Kirk Dufty, MD,  
Chief Medical Officer

## Dear New London Hospital Community:


Early last year I had the pleasure of joining the New London Hospital (NLH) leadership team. Previously, I practiced emergency medicine at Dartmouth-Hitchcock Medical Center (DHMC), and have enjoyed assisting with strategies to further NLH's journey toward a high quality sustainable future within the Dartmouth-Hitchcock Health (D-HH) System since I transitioned to NLH. An essential one has been the process toward full integration with our Epic electronic medical record, which went live at NLH in October of 2020. Our providers and patients have already experienced gains in productivity that have markedly improved efficiencies and care, and we look forward to additional positive impacts.

A major challenge for NLH and hospitals across New Hampshire has been the ongoing COVID-19 pandemic that has created a significant strain on staffing. Our doctors, nurses and support staff have done an amazing job caring for the community despite the stress they experience. Unfortunately, the unrelenting nature of this pandemic has led a significant number of staff to retire or seek other jobs not related to health care. We are working diligently both within D-HH and in concert with the State of New Hampshire to address staffing issues.

We are strategically reshaping the services provided at NLH and Newport Health Center to assist with these staffing challenges and to ensure overall sustainability. We are pleased to have hired a new director of Quality Assurance & Safety, Amber Bailey, who is leading data-driven improvements to patient care. We are also working with our primary care doctors to organize the primary care practices more efficiently, from changing how patients are scheduled and how we room them, to solidifying performance expectations for providers and staff. Our goal is to make the primary care experience consistent across practices.

To better meet the behavioral and mental health needs of our community, NLH has recently expanded the behavioral health team to include Nadee Siriwardana, MSN, PMHNP-BC, who will support the primary health care needs of our patients at both NLH and Newport Health Center.

Finally, we celebrate the solidification of our emergency medicine team with the promotion of Jonathan Season, MD, as director of Emergency Medicine, and hiring of Eric Gruber, MD, an emergency medicine-trained physician. These important additions will improve emergency room care and outcomes.

At NLH, our ultimate goal is to deliver excellent health care to our community. Your ongoing support of our efforts is greatly appreciated as we navigate these uncertain times. 



Lisa Cohen,  
Chief Financial Officer

# Lisa Cohen

a message from the CFO


## Dear Friends and Supporters of New London Hospital:

When I reflect on the fiscal year behind us, it's easy to recognize the challenges that faced our organization. Along with experiencing ongoing losses year over year, the effects of the COVID-19 pandemic continued to take its toll on our staff, patients and operations. Yet there were many positive trends that occurred during the fiscal year that happily remind me of just how extraordinary and committed New London Hospital (NLH) is as an organization.

We entered Fiscal Year 2021 with a realistic operating budget: NLH had experienced significant losses over the prior year, and we anticipated that to continue. Our Finance Committee supported the Senior Leadership Team's efforts to formally place the hospital on a financial improvement plan to stabilize operating margins, by implementing sustainable yet difficult changes. I'm pleased to share that although we budgeted for monthly losses for the full year—we began having positive operation margins in February, which continued in April and May.

This trajectory is continuing to go up month over month into the new fiscal year, and I credit the diligence of the entire NLH team and our Dartmouth-Hitchcock (D-H) senior management partners with helping to turn this corner. It has been inspiring to witness their collective efforts: I liken it to a train going uphill gaining traction. Since I started at NLH in June of 2014, I have never seen financials as positive as these—and have never been so optimistic about our hospital's future.

For a long period of time, NLH simply could not afford to give raises or retirement contributions to its employees. It's important for you to know that despite anticipating losses when the Fiscal Year 2022 budget was built, NLH still chose to incorporate a two percent cost of living increase and a one percent 403(b) retirement contribution for employees into the budget figures. This is a testament to NLH's commitment to reinvesting in its most important asset: its people.

This organization has accomplished so much over the past year with the help of our management team, D-H partners, Board of Directors, employees and community-at-large. I feel incredibly blessed to be part of something so special. I celebrate the work that was accomplished, and the community support we enjoy on a regular basis. Thank you for placing your trust and confidence in NLH. 

# New Provider Profiles



## Tom Beauregard, PA

A native of Vermont, Tom Beauregard, PA joined New London Hospital (NLH) in the winter of 2020 from Porter Medical Center in Middlebury, Vermont, where he spent the past 20 years providing care in the ER and Family Practice. Tom serves as the clinical director of NLH Express Care. //



## Eric A. Gruber, MD

Eric A. Gruber, MD joined the NLH Emergency Department staff in the summer of 2021. Dr. Gruber is an instructor of Emergency Medicine at Geisel School of Medicine, Dartmouth and is board certified in Emergency Medicine. He joined us from Dartmouth-Hitchcock Medical Center (DHMC). //



## Jonathan "Hale" Season, MD

Jonathan "Hale" Season, MD, joined the NLH Emergency Department as Director in January 2021. Dr. Season is a 2012 graduate of Yale University Medical School and completed his Emergency Medicine Residency at the Oregon Health and Science University in 2015. //



## Nadee Siriwardana, APRN

Nadee Siriwardana, a psychiatric APRN, joined NLH in the spring of 2021. She provides consultation evaluations for a behavioral health collaborative care model in primary care, in collaboration with Dartmouth-Hitchcock Health (D-HH).

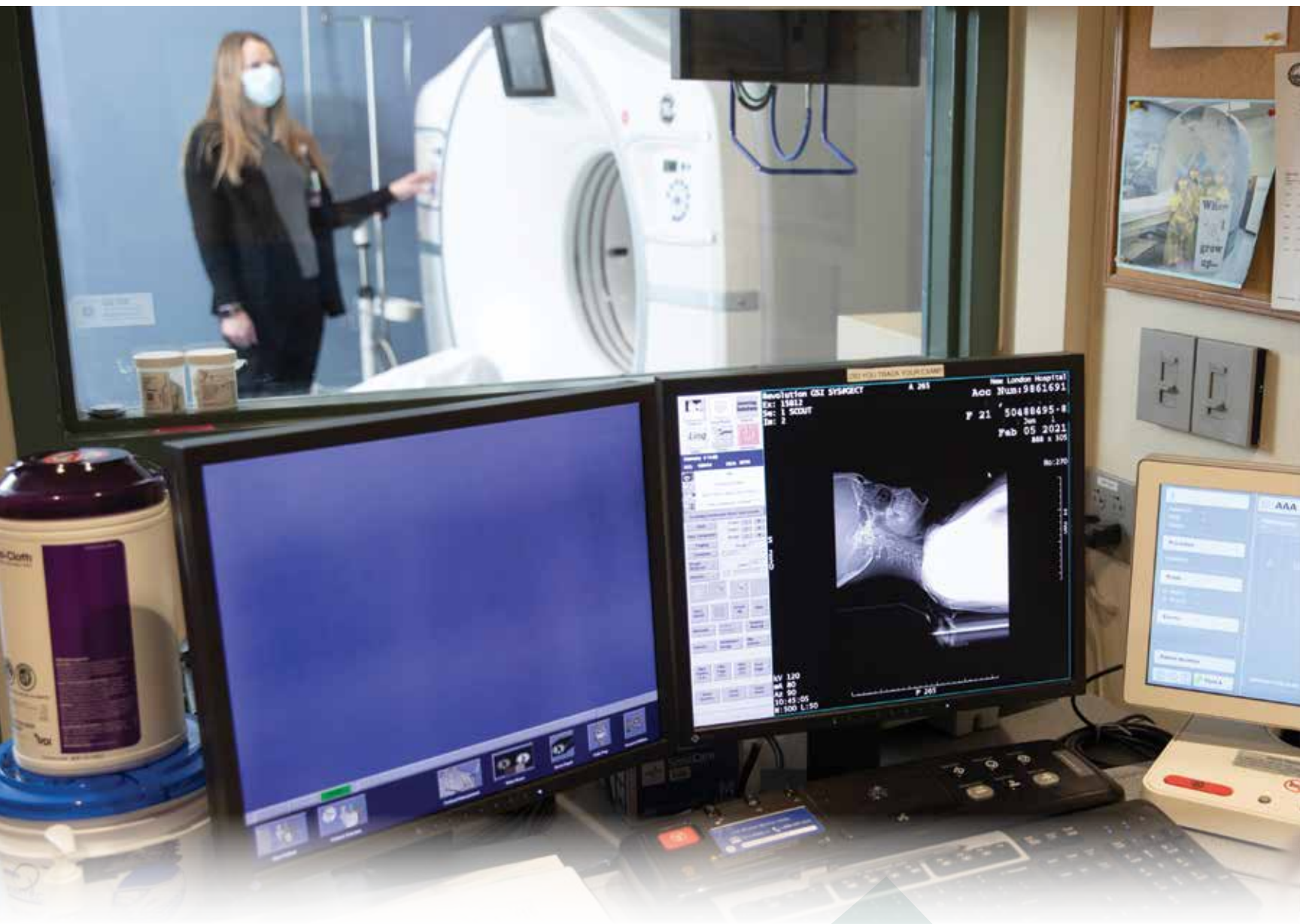
Nadee recently returned from the State of Washington. Prior to her time on the West Coast, Nadee spent five years in the DHMC Department of Psychiatry. //



## Jonathan Waltman, MD

Jonathan Waltman, MD, joined Dr. Torkelson at NLH Cardiology in the spring of 2021. He shares his time between Dartmouth-Hitchcock (D-H) and NLH. Dr. Waltman holds board certifications in Cardiovascular Disease, Interventional Cardiology and Internal Medicine. //

# Radiology: Striving for Excellence



Often, community hospitals are assumed to have diagnostic capabilities inferior to major hospitals, or to lack certain resources and accreditations. The Radiology team at New London Hospital (NLH) is impressively breaking those stereotypes with every patient it serves. The approximately 30 technologists on staff hold, or are currently pursuing, American Registry of Radiologic Technologists (ARRT) certification in multiple imaging modalities. These include bone density, CT scanning and mammography.

NLH Radiology offers 3D mammography, ultrasonography, MRI, CT scan, bone mineral analysis and nuclear medicine services. Nuclear medicine services are provided every Monday, and MRIs are conducted Tuesday through Friday. CT and X-rays are

available 24 hours daily. While trained in all modalities, some technologists solely perform ultrasounds, MRIs or nuclear medicine.

In an average month, the team conducts approximately 800 X-rays, 400 CT scans and 300 mammography exams. However, the team performed up to 2,000 exams monthly over the past year as patients scheduled exams they postponed during COVID-19's onset.

"Our team members are committed, compassionate with patients and enjoy what they do," says Bonnie Smith, NLH director of Diagnostic Imaging. "They truly care about the imaging they produce and will ask each other for critiques. They're constantly looking to improve their product and are always striving to do more."

She reports that the team consistently receives positive patient and provider feedback on its efficiency and personalized care. The technologists know providers rely on their images to make diagnoses and are committed to excellence—and accuracy.

## World-class resources, exceptional results

As a member of the Dartmouth-Hitchcock Health (D-HH) System, all NLH Radiology equipment is the same equipment available at Dartmouth-Hitchcock Medical Center (DHMC). The X-ray room is a mirror image, while the mammography, 3D mammography and the 64-slice CT scanner—which has the ability for dual energy scanning, virtual contrast setting and 3D image construction—machines are the same as those at DHMC Radiology. In addition, NLH's CT technologists are trained to build 3D study reconstructions on-site.

"We offer stroke protocols, arterial images and all modalities. We follow Dartmouth-Hitchcock (D-H) protocols within them: the image sequences, timing, anatomy and positioning are exactly the same," Smith explains. "The quality is not any different from site to site."

NLH's on-site radiologists are trained D-H radiologists that can read images for all D-HH locations. DHMC radiologists can also provide NLH support during busy times. In 2018, the D-HH System radiologists merged with the picture archiving and communication (PACS) system for secure storing and digital transmission of images and reports, which has sped information sharing for both providers and patients.

The NLH transition to Epic for electronic health record management has also improved outcomes. Instead of faxing requests, burning images to disks, printing reports and waiting a week just to find out a hospital didn't receive patient images and reports, Smith says the team can now track requests and results in Epic and ensure they're received. She reports that electronic orders have eliminated approximately 75 percent of Radiology's paper

“...the team performed up to **2,000 exams monthly** over the past year...”



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usage and save valuable time in the documentation and communication process.

## Distinctive accreditations

While radiology accreditations are not required, NLH Radiology pursues them due to its commitment to the highest standards. It is proudly designated as a Diagnostic Imaging Center of Excellence™ (DICOE) by the American College of Radiology (ACR), which considers all imaging modalities offered, the physical environment (including patient suites and waiting areas), equipment, IT resources for storing and sharing images, the facility, policies and procedures.

DICOE designation allows NLH Radiology to establish benchmarks for quality improvement while comparing measures—including turnaround times, patient wait times and patient satisfaction—with similar-sized facilities nationwide. It permits participation in the Dose Index Registry, which automatically collects and compares hospital data to identify opportunities for lower radiology use. NLH also benefits from the National Radiology Data Registry that tracks efficiencies between provider orders and exams, and image repeat rates. These help promote technologist education and improved radiology processes.

In addition, NLH's mammography services are annually regulated and certified by the FDA Mammography Quality Standards Act. Notably, Smith reports that no accreditation body has made any recommendations for improvement over the past several years. She and her team have much to celebrate, as their shared pursuit of excellence in patient care continues its positive impact on the NLH community.

# Stronger Together: EMS and ED Partner to Improve Patient Care



From left, Shawn Riley, director, EMS, Kim Hardin, RN, inpatient director, Trevor Swan, RN, nursing director, Emergency Department.

It wasn't long after Trevor Swan joined New London Hospital (NLH) in September 2019 as its interim emergency department nursing director that he recognized an opportunity: the hospital's Emergency Medical Services (EMS) team members are proficient in most skills required in the emergency department (ED). "Paramedics can do everything nurses do except blood transfusions," Swan explains. "They can triage patients, start and manage IVs, take blood draws for lab tests, assist with suturing and casting, place catheters, give medications, conduct EKGs, make patient assessments, document and report to physicians."

He approached Shawn Riley, director of EMS, about integrating EMS into ED operations. Riley agreed it made sense to deepen the connection between the two teams, as it had lessened over the years with staff changes and COVID-19 restrictions. Along with the nurses on staff, the eight bed ED now benefits from the in-house, on-call assistance of four EMS staff members during the day and two overnight, plus a full-time paramedic in the ED for the night shifts.

"While our primary mission is to provide 911 EMS coverage to seven towns over 250 square miles—which

is more than 17,000 people—we can maintain a high level of readiness for calls while capitalizing on the time in-between them in the ED,” Riley says. “Our four ambulances also support the interfacility transports (IFTs) for NLH and within the Dartmouth-Hitchcock Health (D-HH) System. Our ambulances often transport to hospitals in Boston, Vermont, Maine and even New York when necessary.”

### Extra hands, impactful results

Swan and Riley have developed training protocols to cross-train new and existing EMS staff for their ED roles. All newly hired paramedics take a four-hour RN and Epic software training and spend a minimum of three 12-hour shifts in the ED to raise their comfort levels. The 30-member EMS team is fully proficient in ED operations and many pick up extra ED shifts.

“Even during a time when health care staffing is an issue, we do well with recruitment and retention,” Riley says. “We have team members who drive from Concord, Franklin, Keene and the Lakes Region to work at NLH EMS. They were attracted to the opportunity to practice skill maintenance in the ED and to have more time working directly with physicians.”

EMS staff can now practice and enhance their medical skills at a faster pace than working exclusively in the pre-hospital environment. They are especially helpful during patient surges and when critical patients require many extra hands. They also assist with fulfilling the ED practice of updating patient families hourly, either by phone or in the waiting area.

The EMS and ED teams now enjoy collaborative working relationships that have proven to streamline operations and improve employee—and patient—satisfaction.

“...our primary mission is to provide 911 EMS coverage to **seven towns** over **250 square miles...**”

—Shawn Riley, Director of EMS


“When I initially started, I was following up with patient concerns at least twice weekly,” shares Swan, who became the permanent ED nursing director in December

2019. “In the past six to eight months, I have only had two. The significant drop boils down to the teamwork atmosphere, changing morale and areas of opportunity we’ve addressed to improve patient care.”

### Continued partnership

The EMS and ED teams have more integration plans ahead. As of January 2022, the EMS staff will participate in the ED’s annual nurse competency trainings. These education opportunities cover skills managing urinary catheters, the crash cart, respirator fit testing and central line catheter care.

While space in any ED is often a challenge, Swan is working to create an EMS workspace in the actual ED, as it is currently downstairs. This will expand the team’s ED participation by allowing them to view the tracking board and cardiac monitors, while eliminating delays in calls for assistance.

Riley hopes that the ED nurses may someday want to cross-train as licensed EMS staff to complete the integration of the teams. With the amount of dedication and enthusiasm exhibited daily through this collaboration, certainly anything is possible. 

# COVID-19 Puts Supply Chain Team in Spotlight



From left, Kathy Meagher, supply chain manager, Vickie Hale, buyer, Brian Murdough, inventory technician, Lorraine Lamos, inventory & PAR specialist.

New London Hospital (NLH) Supply Chain Manager Kathy Meagher never dreamed her team would be monitoring cargo ships worldwide—including Suez Canal barge traffic—to significantly boost the hospital's supply of Personal Protective Equipment (PPE). But once the COVID-19 pandemic started, the team realized that one box of 50 face shields, a small supply of N95 face masks and reusable (not disposable) linens that were part of NLH's standard stocked products were insufficient. They joined forces with fellow Dartmouth-Hitchcock Health (D-HH) System Supply Chain staff to enhance NLH's buying power and

tackled the global PPE shortage head-on. Today, thanks to their dedication, NLH has several months' worth of PPE in stock at all times—including a quadrupled amount of N95 masks—and millions of standard face masks accessible through D-HH.

"The Supply Chain's strength came from us gathering together quickly and creatively," Meagher shares. "Each System hospital had an Incident Command that included Supply Chain liaisons (I served as NLH's), who cooperated to stop their work at a moment's notice and get on phone calls, shift team member

responsibilities and figure out workflow to obtain the supplies we needed.”

A major boost to D-HH’s buying power includes its leadership role in the New England Alliance for Health, a 20-strong hospital and health care organization that works to share resources and find solutions to common problems. Meagher explains that instead of NLH trying to purchase 10 of a product, the Alliance could secure a better per-unit price for 1,000—which were then shared across D-HH membership.

D-HH also regularly leveraged its sourcing connections to obtain required supplies, including pallets of PPE purchased in partnership with the University of Vermont Medical Center, and accessed respirators, gowns and masks through the State of New Hampshire. Meagher could request NLH-specific needs that D-HH sourcing staff tackled for her. The Dartmouth-Hitchcock Medical Center (DHMC) Supply Chain’s Value Analysis Program also lent its clinical expertise in approving substitute products when the original ones were unavailable.

“The NLH Supply Chain is a department of four, but we had the whole D-HH System to lean on,” Meagher says.

### The new normal


This experience forced a variety of positive changes for the NLH Supply Chain team. Recognizing that the global supply chain is constantly impacted by events like hurricanes, factory fires and plant shutdowns both overseas and stateside, NLH is working with D-HH to standardize product and manufacturer usage—with back-ups in place—and operations in general.

Meagher reports that product variety bogs down the supply chain the most. Using one type of product for PPE items like masks, gloves and gowns makes it easier to share supplies across D-HH member hospitals. D-HH is now working to standardize product categories like basic wound care (gauze and bandages) and respiratory products to make them more shareable and interchangeable.

“The Supply Chain’s strength came from us gathering together quickly and creatively,”

—Kathy Meagher, Supply Chain Manager

NLH has also leveraged its shared online D-HH ordering system to boost efficiencies. By viewing available inventory across D-HH, NLH can transfer it to and from fellow member hospitals without losing valuable staff time on paperwork.

While the stress of obtaining NLH-required PPE during COVID-19 was an experience like no other, the NLH Supply Chain team is better prepared than ever to handle future crises. Its laser-focus on strategic purchasing, dedication to optimizing efficiencies and enthusiasm in collaborating with fellow D-HH System members provides a solid foundation to the entire hospital. 

# Pediatric Team Flexibly Leads Families through Pandemic

When the COVID-19 pandemic hit, the pediatric providers of New London Hospital (NLH) and Newport Health Center immediately adjusted how they scheduled and managed patients to reduce transmission risk. They staggered appointments to see newborns in the early mornings and pediatric sick visits in the afternoons, spaced waiting room chairs six feet apart and eliminated discharge check-outs by having nurses make future appointments in patient rooms.

## Advocates for consistent care

Along with fellow pediatric team members at NLH and Newport Health Center, Sarah Lester, MD, and Rebecca Lozman-Oxman, DNP, APRN, MPH took a proactive approach to patient and family outreach. They participated in NLH webinars, videos and regionally-published articles to educate parents and guardians about continuing well-child visits and preparing children for changes they would observe.

Their messages highlighted the critical nature of keeping well-child visits on schedule to continue regularly-scheduled vaccinations, like measles and tetanus, and to address any physical or mental health changes that have occurred. They also wanted patients to understand providers would look different due to personal protective equipment (PPE) measures like gowns, head coverings and face shields, and even demonstrated what to expect in videos so children wouldn't be caught off-guard.


The availability of telehealth was regularly promoted, which proved popular with older children and teenagers. The convenience of receiving medical attention and advice without having to leave home continues to work well.

## Addressing mental health

The negative effects of the pandemic on children have proved significant: remote learning, lack of peer socialization and unpredictability—along with fear of contracting the virus—have caused intense stress. The NLH and Newport Health Center pediatric providers actively supported their families by offering various strategies on monitoring and improving the mental health of children.

For example, Lester advocated for open communication with children to acknowledge losses, talk about feelings and answer questions factually and age-appropriately. She encouraged parents to ask questions like, “What are you going to tell your grandkids about this time?” to reinforce the temporary nature of the pandemic.

Families were encouraged to follow a consistent, but flexible, daily schedule for meals, exercise and screen time to provide balance and predictability. One-on-one time with parents—even while doing chores together—and family activities like virtual game nights with extended family were some of the ideas offered to fight boredom and provide screen time breaks. The team also asked parents to practice self-care to support their own mental health and reduce stress.

Ultimately, the families of NLH and Newport Health Center received personalized care, practical strategies and compassionate advice throughout the pandemic. Yet the pediatric team's manner of making patients feel like family is not new—and will continue having a positive impact on community health in the years to come. 



# COVID-19 Relief Fund Delivers Impactful Results



Nurses: Stacie Prescott, LPN, left, Karri Heller, LPN.

The public outpouring of support for New London Hospital (NLH) staff at COVID-19's outset was both humbling and deeply appreciated. The generous donations of food, Personal Protective Equipment (PPE) and handmade face masks from individuals and businesses within the NLH community were gratefully accepted. As the pandemic wore on and COVID-19 presented new challenges, NLH recognized the need

to create an emergency fund for the first time in its history. The COVID-19 Relief Fund was launched to provide supporters the opportunity to help offset the costs of NLH's COVID-19-related initiatives.

One of the most important projects made possible by the COVID-19 Relief Fund was providing shelter and respite for the clinical staff who were outdoors testing patients for COVID-19. Initially, they used a tent with blown-in heat, which was then replaced with the hospital's utility trailer, thanks to the efforts of Nurse Practitioner Griffin Manning and the Facilities team. Over a single weekend, they turned the trailer into an exam room complete with negative air pressure, counters and linoleum floors.

This worked well until the warmer weather made it unbearable to be inside the trailer. Even the vests with built-in ice packs the staff wore under their PPE were no match for the heat. Community donations to the COVID-19 Relief Fund were then used to build what Nicole Wakeman, RN, NLH Medical Group nurse manager, calls both the "She Shed" and "C-Shed" (for COVID-19). Located outside door 23 of NLH, the shed on wheels features heating and cooling capabilities, along with a sliding patio door.

"When it was 85 degrees out and our team members were swabbing patients in their cars while wearing plastic gowns, face shields, N95 masks—and were

double-gloved—sweat was literally pooling in the fingertips of their gloves," Wakeman shares. "They did what they had to do without complaint, but our 'She Shed' gives us the ability to have protection against the harsh elements of New London in-between swabbing patients."

## Making a difference, one patient at a time

Along with the staff shed, the COVID-19 Relief Fund has proven valuable in supporting additional staffing during the pandemic. For example, a Community Outreach staff member dedicated time to calling each of the NLH patients who tested positive for COVID-19, asking if they needed food and/or medication delivered to their homes while in quarantine. This work was completed in conjunction with Kearsarge Neighborhood Partners.

"We treated the whole person," explains Wakeman. "The nice thing about a community access hospital is we go to church with our patients, our kids are in Little League together—they are our neighbors."

Wakeman and Brian Frenkiewicz, DO, shared these positive COVID-19 Relief

Fund outcomes at a NLH donor celebration event over the summer. "The Fund's value cannot be overstated," Frenkiewicz says. "It has significantly improved workplace conditions for NLH staff, while providing us the bandwidth to deliver more personalized patient care. We are grateful to every COVID-19 Relief Fund donor for supporting NLH during this global emergency."



COVID-19 testing shed

# FY2021 Recognition and Awards



## American Heart Association Workplace Health Achievement


In the fall of 2020, New London Hospital (NLH) was awarded the American Heart Association Gold Level Workplace Health Achievement for the fifth year in a row for taking significant steps to build a culture of health in the workplace.

"It is a tremendous honor to receive Gold Level recognition for the 2020 Workplace Health Achievement Index Award," says Tom Manion, president and CEO of NLH. "Focusing on wellness has never been more important than it is right now, in the middle of a pandemic—especially for our health care workers. Receiving this award for the fifth consecutive year makes me very proud of the work of our employees, our Wellness champions and our Senior Wellness Leader, Catherine Bardier." 



## DICOE Radiology

The Radiology Department at New London Hospital (NLH) was re-designated a Diagnostic Imaging Center of Excellence™ (DICOE) by the American College of Radiology (ACR). NLH remains the only hospital in New Hampshire to achieve the DICOE. This distinction was first awarded to NLH in 2014 and again in 2017. The DICOE program, which represents the pinnacle of medical imaging care, is an achievement that goes beyond accreditation to recognize best-quality imaging practices and diagnostic care.

"Considering all the challenges we faced this past year, this achievement is a reflection of our dedicated staff and organization," says Bonnie Smith, director of Diagnostic Imaging at NLH. "It's a privilege to be able to provide the highest possible radiological care to our patients." 



## GE Center of Excellence


Dartmouth-Hitchcock (D-H) Orthopaedics at New London Hospital (NLH) has been chosen by GE as one of the company's national Centers of Excellence for total hip and knee replacement surgeries. With this designation, eligible GE plan members can elect to receive enhanced coverage for their joint replacement surgery at NLH.

"D-H Orthopaedics is proud to be partnering with GE for the outstanding level of care we provide for our hip and knee replacement patients," says David S. Jevsevar, MD, MBA, department chair of Orthopaedics, D-H. "It's important that patients in our region know they don't need to travel to a major metropolitan area for top-notch surgery. Being chosen as a Center of Excellence by GE shows that NLH offers not only the convenience of a community hospital, but excellence in complicated procedures, like joint replacement." 

# Healthy Conversations

In January 2020, New London Hospital (NLH) launched a new community wellness forum series, Healthy Conversations, to honor former NLH President and CEO Bruce P. King, his commitment to leadership and his passion for community wellness.

The series aims to provide free monthly forums for the community on a variety of health-related topics. Since

the launch, hundreds of participants have enjoyed interactive educational sessions on a variety of topics including: Healthy Eating, Palliative Care, Stress Reduction and COVID-19 and Kids. To view past sessions and register for upcoming events, **please visit: [www.newlondonhospital.org/healthy-conversations](http://www.newlondonhospital.org/healthy-conversations)**. 



## Community Health Needs Assessment (CHNA)

Every three years, hospitals are required to conduct a Community Health Needs Assessment (CHNA) and adopt an implementation strategy to meet identified community health needs. These assessments help hospitals better understand the health-related issues and concerns impacting the well-being of area residents, which inform resulting community health improvement plans, partnerships and initiatives.

New London Hospital's (NLH) 2021 assessment, conducted during the winter and spring of 2021, included 15 municipalities in the NLH service area with a total resident population of 33,071 people. Assessment methods included: 1,600 surveys of community residents; 207 surveys of community leaders; 10 community discussion groups and a review of available population demographics and health status indicators.

The CHNA was completed by the NLH Community Health team in partnership with Dartmouth-Hitchcock (D-H), Lake Sunapee Region VNA & Hospice, Alice Peck Day Memorial Hospital, Valley Regional Healthcare, Mt. Ascutney Hospital and Health Center, Visiting Nurse and Hospice for VT and NH, and technical support provided by the NH Community Health Institute/JSI.

Currently, the NLH CHNA team is completing the 2021 Community Health Implementation Plan (CHIP). To learn more about the current health needs of the community, view the full CHNA report on the NLH website:

**<https://www.newlondonhospital.org/about/annual-and-community-reports>**. 





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