HERE, PATIENTS COME FIRST

The mission of Alice Peck Day Memorial Hospital (APD) is to provide patient-focused health care services that are responsive to community needs, promote wellness, and continually improve the quality of health care services in the community, all in a manner consistent with and supportive of the Dartmouth-Hitchcock Health System mission.
Dear Friends,

I am more optimistic than ever about the future of APD. This was a strategically important year for the hospital, and we are in a strong place and poised for great success—thanks to the generous support of friends like you who provide the philanthropic foundation for all our endeavors.

It was a banner year in fundraising. APD raised the most it ever has in a non-campaign year. This resounding and gratifying affirmation would not have happened without your enthusiastic involvement. Support from donors like you has helped enrich the hospital in profound ways.

For example, our FitScripts program, which encourages healthy lifestyles, was able to take flight thanks to philanthropic support from donors like you. Philanthropy is also supporting our work with medication-assisted treatments for individuals struggling with substance use disorder. And equally important, unrestricted contributions to our Annual Fund helped us make facility improvements, improve the campus, and support workforce development.

Since 1932, we’ve been committed to delivering high-quality health care in a friendly environment where patients come first. Over the years, we’ve been through many changes, but our commitment remains the same: we take your health personally.

These are exciting times for APD, and we are grateful to you, our donors and volunteers who are supporting us on this journey. This is a special place, and your support helps us continue to serve our patients and the community.

Sincerely,

Susan Mooney, MD, MS
President and Chief Executive Officer
Board of Trustees

Alice Peck Day Memorial Hospital relies on the support and skills of our board of trustees to ensure the smooth running of the hospital. We are grateful to these dedicated individuals who give of their time and talents to serve our community in 2017–18.

OFFICERS

- **Greg W. Lange**, Chair
- **Mike F. Long**, Vice Chair
- **Brett C. Peltzer**, Treasurer
- **Brenan (Ben) Riehl**, Secretary

TRUSTEES

- Clayton R. Adams
- George T. Blike, MD
- Marisa D. Devlin
- Anne D. MacEwan
- Mark E. Melendy
- Tina E. Naimie
- Mary M. Oseid
- Scott W. Rodi, MD
- Jennifer Sage Schiffman
- Charles J. Wheelan

TRUSTEES EX-OFFICIO

- **Susan E. Mooney**, MD, MS, President & CEO
- **Edward J. Merrens**, MD, DH-H Designee
- **John P. Houde**, MD, President, Medical Staff
- **Randall D. Lea**, MD, Chief Medical Officer
Senior Leadership

Brenda Blair, MC, SPHR
Vice President and Chief Operating Officer

Jean Ten Haken, MSN, RN, CENP
Vice President and Chief Nursing Officer

Peter Glenshaw
Vice President of External Affairs

Timothy Graham
Chief Financial Officer

Sue Mooney, MD, MS, FACOG
President and CEO

Randall Lea, MD
Chief Medical Officer

Dale Vidal, MD, MS
Executive Director, Multi-Specialty Clinic
A Year of Growth and Constant Improvement

This truly was a momentous year for the APD community. Please take a few moments to relive a few of the highlights with us.

Multi-Specialty Clinic Opens

In the fall of 2017, the APD community celebrated the opening of the Multi-Specialty Clinic. The new 44,000-square-foot building was designed around patient needs, so now all of APD’s outpatient services are housed under one roof.

Services in the new MSC include:

- Cardiopulmonary
- Family Practice
- General Surgery
- Geriatrics
- Internal Medicine
- Lab / Blood Draw
- Medical Records
- Occupational Health
- Orthopaedics
- Pain Management
- Pediatrics
- Physiatry
- Physical, Occupational and Speech Therapies
- Plastic and Reconstructive Surgery
- Podiatry, Foot and Ankle Surgery
- Sleep Health
- Urology
- Women’s Care
- X-Ray and Imaging

Staffed by more than 50 providers and 150 staff members, the MSC enables APD to deliver personalized care in a convenient, efficient, and welcoming new home.
“FitScripts” Encourages Healthy Lifestyles

APD launched a new community health initiative called FitScripts this past year. The program allows APD primary care providers to write referrals for adult patients—for whom cost has been a barrier—to area fitness centers, including the Carter Community Building Association in Lebanon and the Upper Valley Aquatic Center in White River Junction.

Participants state that they feel better about themselves and that they are on a long-term path to a healthier lifestyle. Additionally, the benefits to the larger community are manifold. As patients engage in preventative measures today, health care costs down the road will be drastically reduced.

The cost of the patients’ memberships is covered by philanthropic support.

Scholarships Enable APD’s Staff to Advance Their Training

Philanthropic support has allowed APD to grow its nursing scholarship program significantly this year. Previously, APD struggled to meet demand for nursing scholarships, and earmarked funds were often depleted early in the fiscal year. Now, APD paces the scholarship distribution quarterly so that the funding will last for the full fiscal year. APD’s policy had been that employees who applied for tuition reimbursement and were awarded aid were given a total of up to $2,000 annually. With significant new philanthropic support received this past year, APD recipients now receive up to $3,000 annually in scholarship aid—*a 50% increase!*
Campus Improvements Enhance APD’s Personal Touch

Many donors this past year have made gifts to upgrade and beautify ADP’s campus. An example of this campus beautification arose from a bequest received from Nellie Russell that was directed, in part, toward campus improvements. $7,500 of the overall bequest went toward the purchase of permanent outdoor furniture and planters for the new Multi-Specialty Clinic. "It’s the small touches that add up over time and build a community," said Maryann Caron, the Assistant Vice President of Clinic Operations at the MSC. "Nellie’s gift provides a comfortable space for patients, providers, and employees to rest and enjoy the outdoors. We are grateful for her kindness."
Statement of Operations  
For the period ended June 30, 2018 and 2017 ($ in 000s)

<table>
<thead>
<tr>
<th></th>
<th>June 2018</th>
<th>June 2017</th>
<th>Variance</th>
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<tr>
<td><strong>Unrestricted revenue and other support</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Net patient service revenue</td>
<td>$66,300</td>
<td>$63,516</td>
<td>$2,784</td>
</tr>
<tr>
<td>Other operating revenue</td>
<td>1,697</td>
<td>1,537</td>
<td>160</td>
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<tr>
<td>Net assets released from restrictions</td>
<td>103</td>
<td>106</td>
<td>(3)</td>
</tr>
<tr>
<td><strong>Total unrestricted revenue and other support</strong></td>
<td>68,100</td>
<td>65,159</td>
<td>2,941</td>
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<tr>
<td><strong>Operating expenses</strong></td>
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<td></td>
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<tr>
<td>Salaries</td>
<td>29,215</td>
<td>29,397</td>
<td>182</td>
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<tr>
<td>Employee benefits</td>
<td>7,406</td>
<td>5,532</td>
<td>(1,874)</td>
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<tr>
<td>Medical supplies and medications</td>
<td>8,484</td>
<td>7,760</td>
<td>(724)</td>
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<tr>
<td>Purchased services and other</td>
<td>19,220</td>
<td>16,564</td>
<td>(2,656)</td>
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<td>Medicaid enhancement tax</td>
<td>2,176</td>
<td>2,608</td>
<td>432</td>
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<tr>
<td>Depreciation, amortization and interest</td>
<td>2,806</td>
<td>1,999</td>
<td>(807)</td>
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<tr>
<td><strong>Total operating expenses</strong></td>
<td>69,307</td>
<td>63,860</td>
<td>(5,447)</td>
</tr>
<tr>
<td>Operating margin (loss) before DSH</td>
<td>(1,207)</td>
<td>1,299</td>
<td>(2,506)</td>
</tr>
<tr>
<td>Medicaid Uncompensated Care Payment (DSH)</td>
<td>3,478</td>
<td>44</td>
<td>3,434</td>
</tr>
<tr>
<td><strong>Operating margin</strong></td>
<td>$ 2,271</td>
<td>$ 1,343</td>
<td>928</td>
</tr>
<tr>
<td>Operating margin (%)</td>
<td>3.2%</td>
<td>2.1%</td>
<td></td>
</tr>
</tbody>
</table>
Our Donors

Charitable giving directly touches every area of APD. Individuals, businesses, and foundations continue to select APD as a beneficiary of their giving. This past year, 267 donors contributed $475,275—a record amount in a non-campaign year. We are gratified by this strong gesture of support and the vote of confidence in APD that it represents.

THANK YOU FOR YOUR GENEROSITY

Anonymous (19)
Clayton Adams
Mr. and Mrs. James R. Adler
Allan’s Vending Service, LLC
Ms. Susan W. Almy
Amazon, Inc.
Ms. Lynn Anderson
APD Auxiliary
Peter H. Armstrong
Mr. James E. Austin
Mrs. Lola F. Baldwin
Cynthia R. Barrette
Ms. Marilyn J. Bassett
Ms. M. K. Beach
Ms. Gail Bell
Lloyd and Virginia Bennett
Ms. Iris M. Berezin
Burton M. Bickford
Mr. Paul R. Bilgen
Ralph and Joan L. Bishop
Blaktop, Inc.
George T. Blike, MD
Ms. Anne Boswell
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Mr. and Mrs. David Bradley
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David R. Brooks and Meredith E. Jackson
Peter C. and Mary H. Brown
Mrs. Barbara H. Brown
Virginia M. Buckley
Judson and Carol Burnham
Linda Burroughs and Charles Perkins
The Jack and Dorothy Byrne Foundation
Tanya and James Callan
Janet Canillas
Ms. Brenda A. Carter
Gretchen E. Cherington and Michael O’Leary
David M. Cioffi and Ann S. Cioffi
Susan Cohen
Ms. Wendy Cole
David L. Cole and Sally D. Cole
Mrs. Marjorie F. Cole
Ms. Jane E. Conklin
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The Couch Family Foundation
Crowell Family Foundation
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Mr. and Mrs. Richard Daniels
Mrs. Jane B. Darrach
Dartmouth-Hitchcock Medical Center
Professor J. Andrew Daubenspeck
Ms. Denise A. DeChant
Jason and Kiki Densmore
Charles T. Depuy, Jr. and Mary Ann Haagen
Mr. Dennis DeVaux
Julian and Marisa Devlin
Mrs. Closey F. Dickey
Jo and Harry Dorman
Mr. and Mrs. Paul Doscher
Mrs. Margaret L. Drinker
Mrs. Constance Dubie
Ms. Verna L. Dunn
Mr. and Mrs. Paul Dunne
The Lane and Elizabeth C. Dwinell Charitable Trust
Bob and Shirley Eaton
Mrs. Patricia W. Eckels
Mr. and Mrs. Rogers Elliott
Mrs. Priscilla P. Eusden
Mr. and Mrs. Charles S. Faulkner, II
First Baptist Church of Lyme
Mr. and Mrs. Merle G. Ford
Foundation for Healthy Communities
Susan Frankenstein and Andrew M. Tuthill
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Mr. and Mrs. Conrad F. Frey
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Ernest H. and Lorania E. Gallant
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Claudia and Ralph Gibson
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Gillian Goodwin
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Ms. Theresa A. Grigsby
Mr. and Mrs. Robert W. Gronauer
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Mr. and Mrs. Michael Harris
Justin Harris
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Rick and Roney Hoffman
Mr. and Mrs. Romer Holleran
Joan Holman
Mr. and Mrs. Hamilton Holt
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Mr. and Mrs. Ralph R. Hough, Jr.
Dr. Luke Howe
Ms. Sharon Hughes Young
Mr. Walter Jabs, Jr.
Richard S. Jennings and Elizabeth P. Hanlon
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Mr. and Mrs. Stuart R. Johnson
Dave and Marilyn Johnson
Ms. Barbara H. Jones
Ken Kalb and Nance Driscoll
Jeremy and Stephanie Katz
Karen G. Kayen and Terry Boone
Ms. Carol P. Kelley
Mr. and Mrs. Edward T. Kerrigan
Mr. and Mrs. Calvin E. Knights
Ronald Kobylenski and Sara Kobylenski
Robert E. and Barbara C. Kohler
Mr. and Mrs. Simo Korpela
Mr. and Mrs. Austin Kovacs
Meg J. Kremzner and Tyler C. Brown
John Kuhns and Janet Milne
Dr. and Mrs. David T. Lamb
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Sydney Lea and Robin Barone
Claude L. and Tina Lemoi
Mrs. Margaret Little
Mr. and Mrs. Michael F. Long
Mr. and Mrs. Douglas M. Loudon
Mrs. Nancy C. Luebbert
Ms. Elsa M. Luker
Reginald P. Lussier
W. Grant MacEwan and Anne MacEwan
Mrs. Olive C. MacGregor
Mrs. Jean B. Mallary
Mr. and Mrs. John W. Manchester
Ernest Mas, Jr. and Sally Mas
Dr. Peter Mason and Ms. Laurie Harding
Mrs. Ruby McAlister
Mrs. Margot McCaffrey
Mr. and Mrs. Stuart J. McCampbell
Mrs. Arline E. McCondach
Mr. and Mrs. Timothy J. McCosker
Pamela Harrison McCullough
Ms. Fiona McElwain
Mrs. and Mrs. Robert G. McEwen
Mr. and Mrs. James P. McKeown
Mr. and Mrs. Peter J. McLaughlin
Mr. Mark E. Melendy
Edward Merrens, MD
Mr. Richard Milius and Ms. Amy Dingley
Mr. and Mrs. David P. Miller
Marie S. Miller
Katherine J. Milligan and Theodore E. MacVeagh
Mr. and Mrs. Dennis B. Mitchell
Susan E. and Tish D.N. Mooney
Mr. Bob J. Moran
Mr. and Mrs. Charles F. Morgan, CPA, PC
Michael Morton
Mr. and Mrs. Charles M. Moses
Mr. and Mrs. Robert Moses
Mr. William N. Murphy
Ms. Tina Naimie
Mr. and Mrs. Charles F. Nettleship, III
New England Industries, Inc.
NH Charitable Foundation
NH State Assoc. of Emblem Clubs
Mr. and Mrs. Don Noordsy
Mr. and Mrs. Robert Z. Norman
Northeast Delta Dental Foundation, Inc.
Ms. Mary M. Oseid
Overeaters Anonymous
Dr. Michael Paine
Henry and Barbara Payson
Mr. and Mrs. Brett Peltzer
Mr. and Mrs. Donald Penfield
Mr. and Mrs. Judson T. Pierson
Ms. Kelli Pippin
Mr. and Mrs. E. Steven Plumley
Ms. Elizabeth A. Pollard
Mr. Gerhard Postpischil
Walter N. Pruiksma and Evelyn A. Pruiksma
Mary Quinton-Barry
Mr. Lloyd E. Raymond
Ms. Evelyn I. Reid
Mr. and Mrs. John C. Richardson
Patricia B. and Gordon Richardson
Fred and Alice Riehl
Ben and Sharri Riehl
Mrs. Ruth D. Riess
Mary L. Ripley
Mrs. Joan Rueckert
Rule 62 Group
Mr. and Mrs. Jeremy B. Rutter
Ms. Charlotte J. Sanborn
Ms. Emily D. Santaw
Saturday Night Live Group
Dr. and Mrs. Richard Saunders
Jennifer and Mark Schiffman
Mr. and Mrs. John Schiffman
Mr. and Mrs. Robert C. Schultz
Andrew Searle
Ms. Anne S. Segal
Shaker Hill Bed & Breakfast
Gary R. Shepard and Karen E. Currier Shepard
Ms. Helen Skeist
Mr. and Mrs. John G. Skewes
Mr. and Mrs. Douglas A. Smith
Mr. Earl E. Smith
Mr. Wendell M. Smith
Sandra Freitas Smith
Mrs. Barbara G. Smith
Ms. Barbara M. Sprague
Mr. Orson L. St. John, Jr.
Dr. and Mrs. James C. Strickler
Ms. Eleanor J. Sullivan
Sunday Morning Big Book  
Clinton Swift and  
Bonnie Allard Swift  
Mrs. William E. Tansey  
Dr. Vijay M. Thadani and  
Ms. Onita Connington  
Mrs. Mary Thibideau  
Dr. Ivan Tomek  
Trumbull-Nelson  
Construction Co., Inc.  
Helen D. Tucker  
Twin State Sand and  
Gravel Co., Inc.  
Ms. Nancy Ulf  
Dr. Kathryn M. Vargo and  
John M. O’Donnell  
Richard R. Virkstis and  
Harriet S. Virkstis  
John and Sally Wadsworth  
Mr. and Mrs. Paul Waehler  
Ms. Elizabeth Walk  
Mr. and Mrs. Stanley  
A. Wallace  
Mr. and Mrs. Robert Walsh  
Mr. and Mrs. Bruce Waters  
Mr. and Mrs. Donald E. Watson  
Ms. Clyde Watson  
Mr. Lloyd L. Weinreb  
Charles J. Wheelan  
Mr. and Mrs. Philip H. Wheeler  
Mr. and Mrs. Stephen  
L. Whitman  
Adele Wieber Smith  
and Tom Smith  
Reeve C. Williams and K.  
Sandra Anderson  
Dr. Andrea Williams and  
Mr. Clayton E. Goss  
Mr. and Mrs. Martel  
D. Wilson, Jr.  
Ms. Joan B. Wilson  
Mrs. Jeanne Woodward-Poor  
Mr. Harold B. Wright  
Mr. and Mrs. James E. Wright  
Carl Yalicki and Carolyn Friberg  
Mr. and Mrs. Arthur L. Young  
Erna Zopf  

We have carefully compiled this Annual Report in the hope of correctly listing all supporters. If there is an error, we apologize and ask that you please inform us.

---

The Homestead Society

Established in 1995, the Homestead Society recognizes those individuals who have made a bequest provision, life income gift, or other planned gift commitment to the hospital.

- Mrs. Patricia B. Brown  
- Mrs. Closey F. Dickey  
- Mr. and Mrs. Conrad F. Frey  
- Mr. and Mrs. Ralph R. Hough Jr.  
- Mr. and Mrs. Austin Kovacs  
- Mr. and Mrs. Robert Z. Norman  
- Ms. Terry A. Rousseau  
- Mr. Richard Tucker
### GIFTS IN HONOR

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship</th>
</tr>
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<tbody>
<tr>
<td>The kindness of the medical staff</td>
<td>Clinton Swift and Bonnie R. Swift</td>
</tr>
<tr>
<td>Eric L. Bronstein</td>
<td>Mr. Bob J. Moran</td>
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<td>Closey F. Dickey</td>
<td>Mrs. Lola F. Baldwin</td>
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<td>Lisa Furmanski</td>
<td>Mrs. Olive C. MacGregor</td>
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<td>John Houde</td>
<td>Sydney Lea and Robin Barone</td>
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<td>Peter Mason</td>
<td>Mr. and Mrs. Robert Moses</td>
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<td>Leonard Rudolf</td>
<td>Mr. and Mrs. Ralph R. Hough, Jr</td>
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<td>Pauline Robert</td>
<td>NH State Assoc. of Emblem Clubs</td>
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<td>Arthur Walsh</td>
<td>Mr. and Mrs. John Wadsworth</td>
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</table>

### GIFTS IN MEMORY

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<th>Name</th>
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<td>Lucille Archambeault</td>
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<td>Esther S. Bickford</td>
<td>Burton M. Bickford</td>
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<td>Channing T. Brown</td>
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<td>George and Beatrice Brown</td>
<td>Dorothy A. Herrick</td>
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<td>Thomas S. Brown           Dr. and Mrs. Walter C. Griggs</td>
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<td>Eleanor M. Daubenspeck</td>
<td>Professor J. Andrew Daubenspeck</td>
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<td>Lillian DeVaux</td>
<td>Mr. Dennis DeVaux</td>
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<td>Barbara J. Falzarano</td>
<td>Robert F. and Patricia A. Courtemanche</td>
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<td>Emma K. Herring</td>
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<td>Dr. and Mrs. Ronald C. Keenhold</td>
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<tr>
<td>Dianne and Christian T. Langley</td>
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<tr>
<td>Richard W. Murray, Jr. and Eileen L. Fiori</td>
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<td>Denise Du Charme and Gregory Phair</td>
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<tr>
<td>Elizabeth D. Sherrill</td>
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<tr>
<td>Lillian R. Fellows-Abbott</td>
<td>Anne W. Cerasoli</td>
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<td>Aras Enterprises, Inc.</td>
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<tr>
<td>Zaela J. and John A. Freitas</td>
<td>Mrs. Sandra Freitas Smith</td>
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<td>Gloria Green</td>
<td>Ms. M. K. Beach</td>
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<td>Virginia Hayward</td>
<td>Karen and David Pillitteri</td>
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<tr>
<td>Bruce N. Johnstone</td>
<td>Mrs. Priscilla P. Eusden</td>
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<td>Greg W. Lange</td>
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<tr>
<td>Sean Kersey</td>
<td>Timken Foundation of Canton</td>
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<tr>
<td>Emery G. Lessard</td>
<td>Dianne Langley and Christian T. Langley</td>
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<tr>
<td>Dennis M. McCullough</td>
<td>Community Lutheran Church</td>
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<tr>
<td>Donald J. Raymond</td>
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<tr>
<td>Dorothy Joan (Cole) Raymond</td>
<td>Lloyd E. Raymond</td>
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<tr>
<td>George Procopio</td>
<td>Anonymous</td>
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<tr>
<td>Ruth Shepard</td>
<td>Gary R. Shepard and Karen E. Currier Shepard</td>
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<tr>
<td>Hugh W. Sullivan</td>
<td>Ms. Eleanor J. Sullivan</td>
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<tr>
<td>Wayne J. Tucker</td>
<td>Helen D. Tucker</td>
</tr>
<tr>
<td>John Woodward-Poor</td>
<td>Mrs. Jeanne Woodward-Poor</td>
</tr>
</tbody>
</table>
2017–18 Volunteers

Volunteers are among our most valued resources—they offer friendly faces for our patients, residents, and visitors. They also provide very substantive services and financial support. We salute our volunteers, who clocked more than 9,000 hours in service this past year.

Judith Alger
Diane Andrews
Marjorie Aptakin
Mary Bailey
Sandra Besas
Arlene Bettigole
Betty Bonneau
Ken Broughton
Barbara Brown
Margaret Ann Campbell
Mary Campbell-Wenig
Carol Campbell
Brenda Carter
Forrest Cole
Dorothy Connelly
Carolyn Emmons
Erin Evans
Nancy Fontaine
Kathryn Forbush
Ute Frankenstei
Cadence Genereaux
Barbara Gerstner
Claudia Gibson
Debbie Groveman
Mary Hamill
Anne Harms
Mary Harrington
Mary Anne Holland
Thomas Hudgens
Aditi Jogdand
Susan Johnson
Cecile Jolin
Judy Jorgensen
Susan Karp
Linda Kingman
Alessandra LaFiandra
Toni Lamonica
Barbara Lar
Cara LaRoche
Barbara Levenson
Bronwen Lewis
Elsa Lind
Medora MacMeekin
Cindi Mansell
Donna Matson
Maggie May
Bev Metcalf
Dan Moriarty
Helen Pembricks
Damian Poludin
Barbara Sargent
Germaine Schmanska
Phyllis Shea
Gary Shepard
Thelma Siegel
Annie Silverstein
Gwenn Smith
Amy Stephens
Barbara Stowe
Nahid Tabatabai
Alexis Taylor-Young
Mary Thibideau
Hetty Thomae
Pat Tilton
Cheer Torrey
Pat Trefethen
Louise Valliere
Cheryl Zindulka