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

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<tr>
<th>Position</th>
<th>Name</th>
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<tbody>
<tr>
<td>Chair</td>
<td>Greg W. Lange</td>
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<td>Vice Chair</td>
<td>Mike F. Long</td>
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<td>Treasurer</td>
<td>Brett C. Peltzer</td>
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<td>Secretary</td>
<td>Brenan (Ben) Riehl</td>
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## TRUSTEES

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<th>Name</th>
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<tr>
<td>Clayton R. Adams</td>
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<td>George T. Blike, MD</td>
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<td>Marisa D. Devlin</td>
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<td>Anne D. MacEwan</td>
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<td>Mark E. Melendy</td>
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<td>Tina E. Naimie</td>
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<td>Mary M. Oseid</td>
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<td>Scott W. Rodi, MD</td>
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<tr>
<td>Jennifer Sage Schiffman</td>
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<td>Charles J. Wheelan</td>
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## TRUSTEES EX-OFFICIO

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tr>
<td>Susan E. Mooney, MD, MS</td>
<td>President &amp; CEO</td>
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<tr>
<td>Edward J. Merrens, MD</td>
<td>DH-H Designee</td>
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<tr>
<td>John P. Houde, MD</td>
<td>President, Medical Staff</td>
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<tr>
<td>Randall D. Lea, MD</td>
<td>Chief Medical Officer</td>
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</table>
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>Unrestricted revenue and other support</th>
<th>June 2018</th>
<th>June 2017</th>
<th>Variance</th>
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<tbody>
<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>
</tr>
<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><strong>68,100</strong></td>
<td><strong>65,159</strong></td>
<td><strong>2,941</strong></td>
</tr>
</tbody>
</table>

**Operating expenses**

<table>
<thead>
<tr>
<th></th>
<th>June 2018</th>
<th>June 2017</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>29,215</td>
<td>29,397</td>
<td>182</td>
</tr>
<tr>
<td>Employee benefits</td>
<td>7,406</td>
<td>5,532</td>
<td>(1,874)</td>
</tr>
<tr>
<td>Medical supplies and medications</td>
<td>8,484</td>
<td>7,760</td>
<td>(724)</td>
</tr>
<tr>
<td>Purchased services and other</td>
<td>19,220</td>
<td>16,564</td>
<td>(2,656)</td>
</tr>
<tr>
<td>Medicaid enhancement tax</td>
<td>2,176</td>
<td>2,608</td>
<td>432</td>
</tr>
<tr>
<td>Depreciation, amortization and interest</td>
<td>2,806</td>
<td>1,999</td>
<td>(807)</td>
</tr>
<tr>
<td><strong>Total operating expenses</strong></td>
<td><strong>69,307</strong></td>
<td><strong>63,860</strong></td>
<td><strong>(5,447)</strong></td>
</tr>
</tbody>
</table>

Operating margin (loss) before DSH  
(1,207)  
Medicaid Uncompensated Care Payment (DSH)  
3,478  
44  
3,434

**Operating margin**  
$ 2,271  
$ 1,343  
928

Operating margin (%)  
3.2%  
2.1%
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.

denotes 3+ years consecutive giving.

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
Prof. Richard S. Bower
Mr. and Mrs. David Bradley
Mr. and Mrs. David Breed
Gary T. Brooks and Barbara J. Duncan
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
Mr. Thomas H. Cormen
The Couch Family Foundation
Crowell Family Foundation
Debra Curtis
Mr. and Mrs. Richard H. Cushing
Ms. Leann Cushman
Mr. and Mrs. Jere R. Daniell
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. Deupuy, 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
Mr. and Mrs. Howard Fraser
Mr. and Mrs. Conrad F. Frey
Mr. Harold J. Frost
Ernest H. and Loriane E. Gallant
Ms. Cadence Genereaux
Claudia and Ralph Gibson
Mr. Peter Glenshaw
Gillian Goodwin
Mr. and Mrs. Franklin Gould, III
Mr. and Mrs. Clark A. Griffiths
Dr. and Mrs. Walter C. Griggs
Ms. Theresa A. Grigsby
Mr. and Mrs. Robert W. Gronauer
Richard Grossman and
Elaine Warshell, Esq.
Mr. and Mrs. Mark R. Hardy
Mr. and Mrs. Michael Harris
Justin Harris
Mr. and Mrs. William R. Hatch
Ms. Marvel J. Hauger
Dorothy A. Herrick
Rick and Roney Hoffman
Mr. and Mrs. Romer Holleran
Joan Holman
Mr. and Mrs. Hamilton Holt
Florence E. Houde
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
Mrs. Nancy P. Johnson
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
Greg W. Lange
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
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>The kindness of the medical staff</th>
<th>Lisa Furmanski</th>
<th>Leonard Rudolf</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinton Swift and Bonnie R. Swift</td>
<td>Mrs. Olive C. MacGregor</td>
<td>Mr. and Mrs. Ralph R. Hough, Jr</td>
</tr>
<tr>
<td>Eric L. Bronstein</td>
<td>John Houde</td>
<td>Pauline Robert</td>
</tr>
<tr>
<td>Mr. Bob J. Moran</td>
<td>Sydney Lea and Robin Barone</td>
<td>NH State Assoc. of Emblem Clubs</td>
</tr>
<tr>
<td>Closey F. Dickey</td>
<td>Peter Mason</td>
<td>Arthur Walsh</td>
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<tr>
<td>Mrs. Lola F. Baldwin</td>
<td>Mr. and Mrs. Robert Moses</td>
<td>Mr. and Mrs. John Wadsworth</td>
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### GIFTS IN MEMORY

<table>
<thead>
<tr>
<th>Lucille Archambeault</th>
<th>Dianne and Christian T. Langley</th>
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<tbody>
<tr>
<td>Sally A. and Robert G. McEwen</td>
<td>Richard W. Murray, Jr. and Eileen L. Fiori</td>
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<tr>
<td>Dr. Esther S. Bickford</td>
<td>Denise Du Charme and Gregory Phair</td>
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<tr>
<td>Burton M. Bickford</td>
<td>Elizabeth D. Sherrill</td>
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<td>Channing T. Brown</td>
<td>Lillian R. Fellows-Abbott</td>
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<td>Mrs. Barbara H. Brown</td>
<td>Anne W. Cerasoli</td>
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<td>George and Beatrice Brown</td>
<td>Aras Enterprises, Inc.</td>
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<td>Dorothy A. Herrick</td>
<td>Zaela J. and John A. Freitas</td>
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<td>Thann McCullough</td>
<td>Mrs. Sandra Freitas Smith</td>
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<td>Thomas S. Brown Dr. and Mrs. Walter C. Griggs</td>
<td>Gloria Green</td>
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<td>Professor J. Andrew Daubenspeck</td>
<td>Ms. M. K. Beach</td>
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<td>Lillian Devaux Mr. Dennis DeVaux</td>
<td>Virginia Hayward</td>
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<td>Barbara J. Falzarano Robert F. and Patricia A. Courtemanche</td>
<td>Karen and David Pillitteri</td>
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<td>Patricia C. and Kurt C. Giavara Mr. and Mrs. Ronald Keenhold</td>
<td>Bruce N. Johnstone</td>
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<td>Mrs. Priscilla P. Eusden</td>
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<td>Greg W. Lange</td>
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<td>Sean Kersey</td>
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<td>Timken Foundation of Canton</td>
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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
Dorothea Connelly
Carolyn Emmons
Erin Evans
Nancy Fontaine
Kathryn Forbush
Ute Frankenstei
Cadence Gene
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 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
Cherrie Torrey
Pat Trefethen
Louise Valliere
Cheryl Zindulka