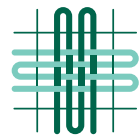




WE ARE APD



Dartmouth
Health

Alice Peck Day
Memorial Hospital



Hello friends,

Have you visited the APD campus recently?

I'm here just about every day and, almost daily, I'm hearing examples of APD's culture of kindness.

A patient in the Medical Surgical wing shared his experience at APD with me. He told the nursing team it was his late wife's birthday that week and her favorite flowers were sunflowers. On the morning of her birthday, sunflowers were included on his breakfast tray. **"That was the nicest thing anyone has ever done for me,"** he told me, **"and it will not be forgotten."**

Another patient was having a knee replacement surgery with APD Orthopaedics. "A nurse distracted me with a picture on her phone of her dog while the anesthesiologist put the needle in my back. She knew I had a high level of anxiety to have that done," she said. "It worked and I appreciated her so much for doing that."

These experiences are unusual in healthcare and they are exactly why APD is successful. Our staff genuinely cares for our patients and they show it in all sorts of ways. This culture of caring wasn't built in a day and it wasn't created by one person. It has been a community effort – and that includes your philanthropic support which, helps APD provide this high-quality, personal care.

Your generous donations sponsor workforce education opportunities, supporting our efforts to recruit and retain the best and the brightest. Your pledges to our annual appeals help us purchase the technology our patients need. Your support of community health programs, like Upper Valley Smiles, directly funds much needed services in New Hampshire and Vermont.

It is with your help that APD is able to preserve and strengthen our culture of caring.

You'll find the results of your generosity throughout the 2023 Report on Philanthropy. I encourage you to visit the APD campus to see, feel, and hear our values of kindness, service, community, and partnership. From our medical staff to our support staff, everyone is engaged in the act of healing and it starts with recognizing the humanity in every person who comes through the door.

Thank you for being a true friend and benefactor of APD.

Sincerely,



Sue Mooney, MD, MS, FACOG
President and CEO





Barrie Sellers was grateful for the care he received and that laid the foundation for his gift to APD.



Members of the APD Medical Staff were recognized for their dedicated care to patients.

Community

2023 President's Award

The President's Award is designed to recognize distinctive, meritorious service to APD and the community it serves. We do not present this award every year as it is meant to recognize individuals and groups who far exceed expectations and provide inspiration to others. These award winners truly embody APD's values of community, kindness, partnership, and service.

We proudly honored two recipients in 2023:

- The APD Medical Staff – which includes physicians, physician assistants, midwives, certified registered nurse anesthetists, and nurse practitioners – in recognition of their dedicated care to patients and the community in an array of areas from primary care to our orthopaedic surgery department
- Barrie Sellers, founder of Lebanon-based Geokon, for his years of generous philanthropic support to Alice Peck Day Memorial Hospital

Barrie Sellers's \$2 million gift was designated to support two of APD's highest strategic priorities: \$750,000 to support improvements in surgical services and an endowment of \$1.25 million to fund workforce education efforts.



Service

Dental Care for Kids

In a rural area with labor shortages, dental care isn't always easy to access. But APD's Upper Valley Smiles brings dental services directly to the kids who do not have regular dental care.

Upper Valley Smiles is a school-based oral health program that provides preventive and non-invasive dental care to children. During the 2022-2023 school year, the APD dental team visited 11 elementary schools, cleaning and sealing the teeth of 409 students.

In June, Upper Valley Smiles received a \$20,000 Humanitarian Grant from the Doris Buffett Legacy Foundation. Now, more children will receive an annual dental screening, fluoride varnish, Silver Diamine Fluoride, and sealants — **all at no cost to parents.** This funding will help APD provide dental services throughout the 2023-2024 school year.

Asha Clark, APD's dental hygienist, visits Upper Valley schools throughout the year.

Partnership

Helping Patients with Food Insecurity

APD patients may remember answering a screening true/false question like this: “Within the past 12 months, we worried whether our food would run out before we got money to buy more.”

There’s a reason for this question. In 2022, 11.2% of adult primary care patients at APD answered yes, they worried about food.

To meet the needs of patients, APD asked DHMC, which had a new shelf stable food bag program, if APD could participate. Now, when a patient answers the screening question positively, APD’s Primary Care team can offer food bags on the spot. The bags provide enough food – such as cereal, rice, beans, canned goods, and a can opener – for one to two days for a family up to four.

“The food bags provide immediate support and help our staff engage patients in longer term support for other social-related health needs,” said Karry Smardon, social worker and recovery coach.

The APD program has grown – more than 100 bags have been distributed since 2020 – and APD patients are also offered meal cards for a free, hot meal at Alice’s Café; gas vouchers for those in need; and LISTEN vouchers for clothing, all of which is paid for by community benefit dollars.



Kindness

Caring for Patients – and Visitors

“ I was chilled while waiting in APD’s main lobby for my neighbor to be released from her endoscopy. A nurse commented she liked the color of my jacket. I said thanks and mentioned it was needed, especially since my cold and windy dog walk just before heading to APD had caught up with me. Five minutes later, she is handing me a warm blanket, like you would offer a patient.

This unexpected gesture was so profound to me. To be a non-patient who was seen and heard and cared for filled me with gratitude and thanks. The warm blanket was such a relief to me but, more than that, the nurse’s attentiveness and kindness was exceptional. **There is no substitute for someone who cares for all people as valued patients, worthy of care and a warm blanket.** ”

— K.C., Lebanon, New Hampshire



Senior Leadership



Michael Lynch — MD, MBA
Chief Medical Officer

Dr. Michael Lynch has been the Chief Medical Officer at APD since 2019. He also practices at APD as an emergency physician. He went to Dartmouth as an undergraduate where he met his wife of 35 years, and is thrilled to be back in the Upper Valley and part of this wonderful community.



Dale Collins Vidal — MD, MS
Executive Director, Multi-Specialty Clinic

Dr. Dale Vidal joined APD as the Executive Director of the Multi-Specialty Clinic in February 2016. She spent the previous 21 years practicing at Dartmouth Hitchcock Medical Center where she served as the Chief of Plastic Surgery and the Medical Director of the Center for Shared Decision Making.



Sue Mooney — MD, MS, FACOG
President and Chief Executive Officer

Dr. Sue Mooney joined the medical staff at APD in 2000 as an obstetrician/gynecologist and continued in that role until 2005. After pursuing fellowship training as a Veterans Administration Quality Scholar, she became the Medical Director of Quality and later the Chief Medical Officer before transitioning to her current role as President and CEO in 2013. Dr. Mooney is passionate about improving the quality of care APD provides to patients.



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

After working in direct nursing care, Jean Ten Haken began her management career at Dartmouth Hitchcock Medical Center as the Director of the Intermediate Cardiac Care and Cardiovascular Critical Care Units. She previously served as the Chief Operating Officer, Vice President of Patient Care Services, and Chief Nursing Officer at the Elliot Health System in Manchester, New Hampshire. She joined APD in 2018.



Todd Roberts — MBA
Vice President of Finance

Todd Roberts joined APD in 2013. He served as APD's controller for six years before being promoted to Vice President of Finance in 2020. Prior to APD, he was the controller at Casella Construction of Mendon, Vermont, and worked in fiscal services at Mt. Ascutney Hospital in Windsor, Vermont. Todd enjoys spending any spare time with his family and enjoying the outdoors.



David Watts — MS, SHRM-SCP
Senior Director of Human Resources

David Watts has more than 20 years of human resource experience in healthcare in the Upper Valley, most recently as the Director of Human Resources at Kendal at Hanover. David and his family live in Vermont and spend considerable time in the Northeast Kingdom.

Board of Trustees

Alice Peck Day Memorial Hospital relies on the support and skills of our Board of Trustees to ensure the oversight of the hospital. We are grateful to these dedicated individuals who give their time and talents to serve our community.

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Charles J. Wheelan, PhD, MPA, Vice Chair

Clayton R. Adams, MBA, Treasurer

Jennifer S. Schiffman, MPH, Secretary

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President and CEO

Michael Lynch, MD, MBA

Chief Medical Officer

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FY 2023 Facts & Stats

60,237 outpatient visits

2,341 inpatient stays

11,281 Emergency
Department visits

2,295 surgeries

1,727 procedures

Choose the Purpose of Your Gift

New in fiscal year 2023, donors could choose the purpose of their gift by selecting a designation: **Capital Fund, Workforce Education, Community and Patient Health, and the President's Fund.** Here's how your generosity made an incredible impact.

The Capital Fund

The **Capital Fund** supports the capital needs of the hospital. This could include state-of-the-art equipment or campus improvements.

In fiscal year 2023, APD completed construction of a 5,600-square-foot addition that made space for a new Materials Management warehouse as well as a larger and more modern Central Sterilization department. Both materials management and central sterilization are important functions for hospitals with a significant surgical program like APD.

Materials Management makes sure all needed supplies are available and inventories are up-to-date so hospital operations can run smoothly. They source materials, meeting the right criteria for delivery, timeliness, quantity, quality, and cost. Our new addition includes a modern, secure, and larger materials management space that is closer to our operating rooms. That means our surgical teams, and all of APD, will receive the materials they need, when needed, efficiently and safely.

Central Sterile ensures devices, instruments, and equipment used in medical procedures are properly cleaned, sterilized, and organized. Our new central sterile department has expanded, modernized, dedicated work and storage spaces, including a segregated decontamination area for operation room instruments.



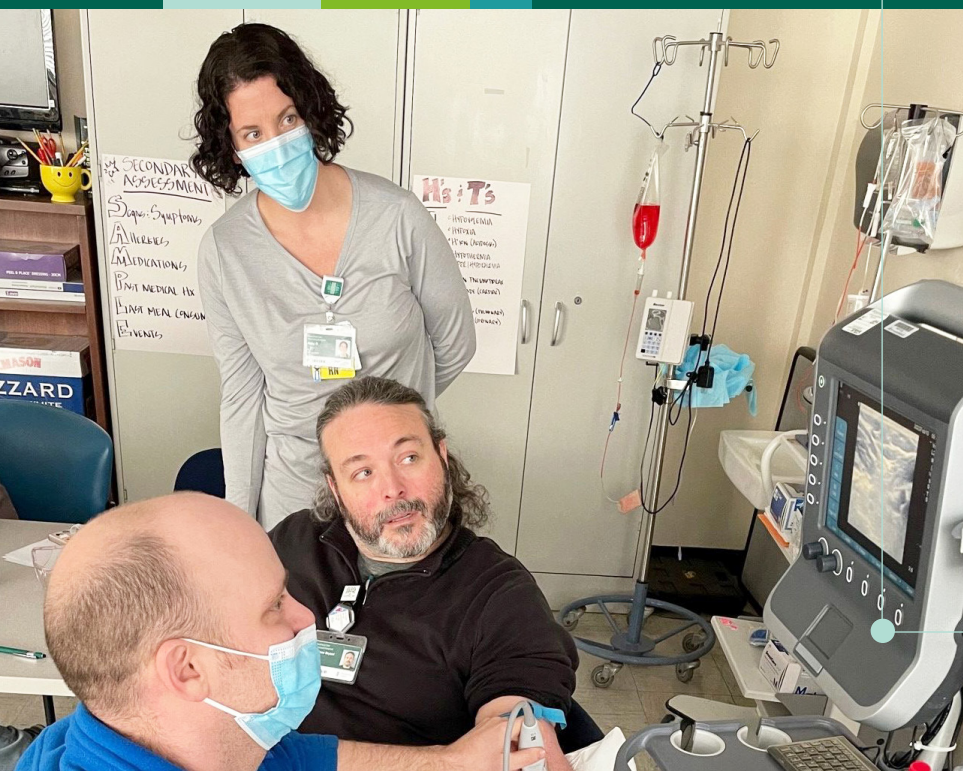
Workforce Education

By supporting **Workforce Education**, your gift will give APD staff access to advanced training and educational opportunities. Here are three examples.

Certification and training help the APD Environmental Services team maintain the ultimate environment of care. All 28 EVS employees have completed the Certified Health Care Environmental Services Technician programs and four OR technicians completed the Certified Surgical Cleaning Technician program. “The training makes us certified experts in the subject of cleaning and disinfecting,” said Shawn Richardson, Director of Nutrition and Environmental Services at APD.

After training and performance monitoring, APD’s Emergency Department is recognized for pediatric emergency care. The Emergency Department at APD was recognized under the Always Ready for Children program offered by New Hampshire EMS for Children. Participation in this program will create a safer patient experience for families.

In a new class at APD, nurses learned ultrasound guided techniques for increased vascular access. The technique decreases the number of difficult IV starts which, in turn, increases patient satisfaction. Five nurses received certification through APD’s first ultrasound vascular access training program in February.



Top: Sunlight beams down on the steel frame of the new Materials Management warehouse and Central Sterilization department.

Bottom: Abigail Olivier, RN, (standing) and Randy McSwain, RN, learn ultrasound guided IV techniques from Matthew Bryant, MS, CRNA (seated, right).



Meet two members of the Diabetes Clinic care team:
Katie Nordman, RN, and Joanne Hayes, APRN and clinic director



A patient visits APD's Diabetes Clinic to check his blood sugar levels.

Community and Patient Health

Gifts designated to **Community and Patient Health** improve the health and wellbeing of our patients by enhancing the patient experience, personalizing patient care, and allowing APD to continue our efforts to meet our community's healthcare needs.

In fiscal year 2023, an expanded Diabetes Clinic provided education to patients and APD providers. As part of the training, primary care providers wore a continuous glucose monitor (CGM).

"Our providers wore CGMs to learn what it is like to be a patient with diabetes," said Joanne Hayes, a nurse practitioner, Certified Diabetes Care and Education Specialist, and director of APD's Diabetes Clinic. "They were able to see the data and learn how to analyze it."

Diabetes, an endocrine disease that affects the way the body uses blood sugar, is one of the dominant chronic conditions in the United States. It contributes to a host of serious medical conditions, such as vascular disease, kidney disease, loss of eyesight, and nerve pain. According to the CDC, approximately 49 percent of adults have diabetes or prediabetes.

With the support of a grant, the Diabetes Clinic in APD's Primary Care has had 100 referrals and seen more than 200 patients in just six months.

"Now we can do this. We can offer every patient access to good diabetes care either with their primary care provider or through the diabetes clinic," Hayes said.



President's Fund

The **President's Fund** supports the areas of greatest need across the hospital campus and our community.

Thanks to you, funds were at the ready for a critical need in Medical-Surgical.

One great example: Patients in the Medical-Surgical wing have wounds that need consistent care. In the past, a member of the healthcare team would wash hands and glove up before coming into the patient's room to assess the wound, then unglove and go out to the supply closet for the items necessary for wound care. If a different item was needed, such as 2-inch tape instead of 1-inch tape, the process started all over again.

The Medical-Surgical team sent a request to the President's Fund for a Wound Care Cart, a mobile unit with all the supplies to provide wound care directly at the bedside.

"The mobile cart allows us to have all of our supplies at the ready for wound care assessments and skin rounds," said Amanda Fay, MSN, RN, WCC, Clinical Educator and Program Development Coordinator. "Sterile drapes, gloves, dressings, adhesives, cleaners, gauze, tape, and a computer are in one central location, providing increased efficiency and better patient care. Now we have all the supplies on hand to make wound care unique to the patient."

Thank you to ALL of our donors.

The basic understanding of the value of helping someone else is the truest essence of philanthropy.

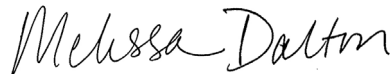
Philanthropy can come in many forms — from being a committed monetary donor to volunteering in your spare time to engaging in projects that align with your passions.

It is something built in each one of us.

Philanthropy is vital to helping APD continue our mission of building a healthier community, one connection at a time. Your support means that APD will be accessible to all, proactive to prevent illnesses and injury, and able to provide excellent, personalized medical care in a cost-effective setting. APD is where neighbors take care of neighbors.

We believe in being a community hospital and, to put it quite simply, we couldn't do it without you — our philanthropists.

With gratitude,



Melissa Dalton

Director of Philanthropy



Pamela Abrahamson
 Anna Adachi-Mejia and
 Christopher Moore
 Adachi Labs, LLC
 Clayton and Elizabeth Adams
 Bonita Albee
 Joel Allen
 Virginia and Huntly Allison
 Susan Almy
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 Peter Armstrong
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 Ute and Guenther Frankenstein
 Douglas and Suzanne Fraser
 George and Susan Fraser



Gifts, grants, and achievements

July 2022

First graduate nurse residency training program at APD

September 2022

APD joins Upper Valley commitment to diversity and inclusion

October 2022

Under-Secretary of Agriculture Xochitl Torres Small visits APD

November 2022

Periop 101 training program launched

Bruce and Ann Garland
 Geokon, Inc.
 Sarah and Gordon Gillens
 Laura Gillespie
 Peter and Elizabeth Glenshaw
 Robert and Marjorie Gordon
 Ernest Gallant and Lorian Graves
 Laura Greer and Erich Osterberg
 Clark and Happy Griffiths
 Theresa Grigsby
 Robert and Devora Gronauer
 Richard Grossman and Elaine Warshell
 Elizabeth Haartz and Walter Davis
 Lucinda Hall
 Hannaford Community Bag Program
 Anna Harding and Peter Mason
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 Robert and Barbara Kohler
 Lena and Simo Korpela



Gifts, grants, and achievements

December 2022

\$500,000 grant to expand diabetes clinic in Primary Care

February 2023

APD receives \$200,000 gift from the Leon Nichols estate

March 2023

APD donates EKG to Ukraine hospital

March 2023

ED receives 2022 Guardian of Excellence Award for Patient Experience

Austin and Betty Kovacs
 Madeleine Kremzner and Tyler Brown
 Ray and Maree Lagasse
 Gregory and Heidi Lange
 Donald and Lynn Langley
 Thomas LaPointe
 Sydney Lea and Robin Barone
 Claude and Tina Lemoi
 Sally and Edward Leszko
 Stanley Linkovich
 David Loebel and Jane Cawthorn
 Peter and Connie Loescher
 Michael Long
 J. Dirk Lorenz
 Douglas and Jean Loudon
 Nancy and William Luebbert
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 Catherine and Scott McGee
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 Alfred Michalovic and Dana L. Ferguson-Michalovic
 Carol Miller
 Marie and Richard Miller

Diane Mooney
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 Daniel Moriarty
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 James and Jane Olmstead
 Joyce and Tony Ordinetz
 Chelsea Paige
 Jonathan Paul
 David and Beverly Payne
 Barbara and Henry Payson
 Lindamae Peck
 Marc Peterson



Gifts, grants, and achievements

April 2023

ED nurse manager/clinical educator receives Excellence in Nursing Award

May 2023

Upper Valley Smiles* provides dental services to 409 kids

May 2023

APD Orthopaedics receives Center of Excellence recognition for carpal tunnel procedure

June 2023

ED receives pediatric certification

Nancy and Denis Pinkernell
 Elizabeth and Raymond Plante
 Katherine and George Procopio
 Joan Rachlin
 Megan Rae and Rex Brown
 Carol and Richard Reed
 John and Cicely Richardson
 Antonia and Tom Richie
 Frederic Riehl
 Kathleen and Paul Robbins
 Ray and Lenita Robbins
 Todd Roberts
 Barbara and David Roby
 Scott Rodi and Emily Dentzer
 Rick and Linda Roesch
 Keith and Roanne Rogerson
 John and Karen Rovick
 Alan Rozycki and Diane Kittredge
 Jeremy and Sarah Rutter
 Sally Rutter
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Phillip and Marian Schaefer
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 Donald and Karen Watson
 Beverly Weeks
 Charles and Leah Wheelan
 Philip and Donna Wheeler
 Laura Jean Whitcomb
 George and Patricia White
 Stephen and Carolyn Whitman
 Debra Williamson

Gifts, grants, and achievements

June 2023

Upper Valley Smiles* receives a \$20,000 Humanitarian Grant from the Doris Buffett Legacy Foundation

* These programs are fully funded by philanthropy.

Doug and Leslie Williamson
Joan and Thomas Wilson
Martel and Margaret Wilson
Doris Wohlfort
Robert Woods
Nancy and Charles Woolley
David and Eleanor Wright
Nancy Wright
Susan and James Wright
Margaret Yatsevitch
Art and Jeanne Young
Bebe Zabilansky

Pages 12-16 list all donors to APD in FY23 (July 1, 2022 – June 30, 2023). If we have omitted, misspelled, or incorrectly listed a name, please accept our sincere apologies and notify Melissa Dalton, Director of Development, at (603) 308-0068 or email DaltonM@apdmh.org.



Gifts in Tribute

Tribute giving is a way to recognize, honor, and celebrate people that are important to you while giving back to organizations you and the honoree care about. Donations made in honor or in memory of someone provide a wonderful way to create a lasting legacy.

In honor of

APD physicians, nurses,
and support staff
Eric Bronstein, MD

John House, MD
Lora McClintock, MD
Linda M. Williams

In memory of

Channing T. Brown
George and Beatrice
Brown
Dudley J. Clark
Judy Frost
Maree Lagasse

Shirley Martin
Michael Morton
Florence Mooney Raser
Daniel J. Rutledge
James Wright

Eric Bronstein, MD, Family Medicine



Leaving a Legacy

Legacy gifts – naming the hospital as a beneficiary of your will, trust, or retirement plan – help contribute to the long-term financial strength and ongoing quality of the healthcare provided at Alice Peck Day Memorial Hospital. A legacy gift is a powerful tool for donors who want to give back to the community well into the future.

Mr. and Mrs. Paul Bond

Mrs. Patricia Brown

Estate of Closey F. Dickey

Mr. S. Dickey

Estate of Lane and Elizabeth Dwinell

Mr. John A. Fayerweather

Mr. Edward M. Fulton

Mrs. Eleanor D. Furlow

Mr. and Mrs. Conrad F. Frey

Ms. Gay H. Gahagan

Mr. Ralph Hough, Jr and Mrs. Sandra Hough

Ms. Dorothy E. Jewett

Mrs. Louise Johnson

Estate of James W. and Willena Kilton

Mr. Austin Kovacs and Mrs. Betty Kovacs

Ms. Michelle Marceau

Mr. and Mrs. Robert E. Middleton

Estate of Winifred W. Morrissey

Professor and Mrs. Robert Z. Norman

Mrs. Virginia Scotland

Mr. Richard Tucker

Dr. and Mrs. Royal Whitney

Ms. Maude E. Williams



Alice Peck Day, second from left, donated her family home to start a cottage hospital.

**Would you like to
make a legacy gift
to Alice Peck Day
Memorial Hospital?**

Contact Melissa Dalton, Director of Development, at (603) 308-0068 or email DaltonM@apdmh.org

APD Awards & Accolades

Orthopaedics

U.S. News & World Report 2023-2024

Best Hospital for hip replacement

National Center for Excellence
for carpal tunnel procedure



Emergency Department

2022 Guardian of Excellence Award
for Patient Experience

Always Ready for Children certification

2023 Excellence in Nursing Award



Alice Peck Day Memorial Hospital

2023 Best Hospital for Nurse Communication

2023 Best Hospital for Physician Communication

2023 Best Hospital for Staff Responsiveness

BECKER'S
HOSPITAL REVIEW

2022 Volunteers

Volunteers are a vital part of the APD community. We extend heartfelt thanks to each and every one of our volunteers for their contributions—their time, dedication, and kindness.

Judith Alger
Mary Bailey
Ann Berry
Arlene Bettigole
Barbara H. Brown
Carol Campbell
Kathryn S. Forbush
Ute Frankenstein
Cadence Genereaux
Mary Hamill
Anne B. Harms
Pamela M. Jenkins
Susan Johnson
Susan F. Karp
Alessandra LaFiandra

Barbara Laro
Elsa Lind
Irene E. MacArthur
Medora MacMeekin
Miriam Maguire
Donna Matson
Maggie May
Daniel Moriarty
Linda Shemanske
Gary R. Shepard
Amy M. Stephens
Hetty Thomae
Pat Tilton
Clementine Winny
Cheryl Zindulka



Pet Therapy on Fridays

On Fridays, Cadence “Sugar” Genereaux and Sholy, a Whoodle (Wheaton terrier and poodle mix), check in on staff, visitors, and patients at APD.

“We stop in patient rooms, asking if they would like a visit from a dog,” Sugar said. “Most patients welcome Sholy, pet his soft fur, and share family cat and dog stories with me.”

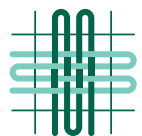
Pet therapy, or animal-assisted therapy, is a guided interaction between a patient and a trained animal. It can make patients feel happier, decrease loneliness, and reduce anxiety. **“The visit from the therapy dog was the best part of my trip,”** one patient said about her hospital stay at APD.

Sugar was a palliative care volunteer at DHMC for a number of years before becoming certified in pet therapy. She started volunteering with Sholy at APD after undergoing knee surgery five years ago.

“I was impressed with my care and wanted to give back to APD,” she said.



Alice Peck
Memorial
Hospital
Proud me



Dartmouth
Health

Alice Peck Day
Memorial Hospital

10 Alice Peck Day Drive, Lebanon, NH 03766

(603) 448-3121

AlicePeckDay.org

