



Caring on the APD Campus

When a pediatric patient needed clean clothes, APD’s ED tech gifted some like-new PJs and well-needed comfort.

Christine Bickford’s favorite quote from Dumbledore (the wizard and headmaster of Hogwarts in the *Harry Potter* series) is “Happiness can be found, even in the darkest of times, if one only remembers to turn on the light.”

As an Emergency Department (ED) tech for two years and a LNA for nine years, Bickford lives by these words — and it shows throughout her work at APD.

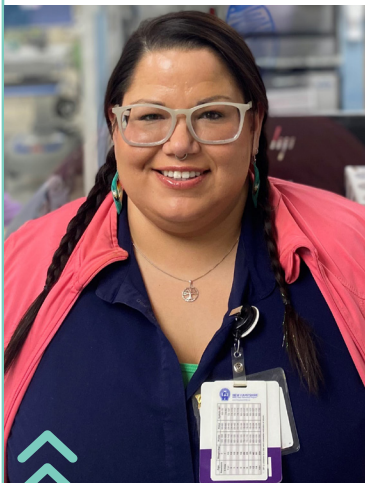
A child had just thrown up and her mother rang the call bell looking for tissues. “Mom wanted to clean her up the best she could before they went back out in the cold. I found some pediatric scrubs for her to wear while she was here to prevent any more vomit on her only clothes,” Christine said.

As a mom of two boys, Christine knew how traumatic throwing up is for a child and how uncomfortable it is, for any age, to wear soiled clothes. She decided to drive home — she lives two minutes from APD — and grab a few pairs of winter PJs.

“Upon returning, I told her I didn’t feel right sending them back out in the cold with wet clothes. I know these are boy’s jammies but they should fit and will be warm,” Christine said. “The mom looked like she was going to cry and asked, ‘You really just went and got them? Why would you do that for me?’ I told her this is just who I am; I have a big heart and am always happy to help when I can.”

“Christine continually goes above and beyond to ensure patients are comfortable,” said Kristie Foster, RN, BSN, manager/clinical educator in the Emergency Department at APD. **“Her kindness and compassion goes beyond the call of duty.”**

“I admire the providers who treat patients as more than just a number,” Christine said. “I will always go the extra mile when I can. What I love about working in the ED is, even on those dark days, WE get to be the light for someone.”



 Christine Bickford, LNA, ERT

GIVE TODAY AND DOUBLE YOUR IMPACT

Christine’s story isn’t unusual at APD, a community hospital with values that include kindness, community, service, and partnership. **With your gift, we can provide high-quality, personalized care to more Upper Valley residents.** In fact, your donation will have double impact thanks to a generous \$250,000 matching gift from the Jack and Dorothy Byrne Foundation. There are a variety of gift opportunities available and you can choose the purpose of your gift by selecting one of four designations:

THE CAPITAL FUND supports the capital needs of the hospital, including state-of-the-art equipment.

WORKFORCE EDUCATION provides our staff with access to advanced training and educational opportunities, ensuring we recruit and retain the best and the brightest.

COMMUNITY AND PATIENT HEALTH improves the health and well-being of our patients, allowing us to continue our efforts to meet our community’s healthcare needs.

THE PRESIDENT’S FUND supports the areas of greatest need across the hospital campus and our community. This flexible funding, used at the discretion of the hospital president and CEO, supports our highest priorities.

Mark Your Calendar

“Free Come as You Are” Movie Series

Starting in March, a free monthly movie series, sponsored by APD, will be shown in the newly renovated Lebanon Opera House on 51 Park Street:

- **Shrek on Saturday, March 30 at 10 am.**
- **Singin’ in the Rain on Thursday, April 18 at 4 pm and 7 pm.**
- **Kinky Boots (the original movie) on Thursday, May 9 at 7 pm.**

“We’re extremely grateful to APD for sponsoring this movie series,” said Maureen Krauland, Development Relations Manager at Lebanon Opera House. “It provides three barrier-free ways for some of our more underserved neighbors to access LOH programming.”

Learn more: lebanonoperahouse.org

What Our Patients Say

Upper Valley Smiles allows access to dental care for many kids. Not all parents have the ability to take time off from work to get their kids to dental appointments. The importance of oral care is not always on parents’ radar, but many parents get information from schools, so this program provides both access and education.

– **Deborah Shields, RN,**
Canaan Elementary School

In the News

What has APD been up to? It’s the same focus we’ve always had – high-quality, personalized patient care – but more and more folks are appreciating – and recognizing – our dedication. Here are some of our recent accolades.



Newsweek’s America’s Best-In-State Hospitals 2024 list ranked APD as the #3 hospital in New Hampshire. **APD was the only New Hampshire hospital with a Patient Satisfaction award.**

For the second year in a row, APD won the Guardian of Excellence - Patient Experience award for its Emergency Department from Press Ganey, the global leader in healthcare experience solutions and services.

Susan E. Mooney, MD, MS, FACOG, CEO and president of APD, was named to the 2024 class of the New Hampshire 200, New Hampshire Business Review’s biennial ranking of the Granite State’s top business leaders. The New Hampshire 200 are selected for having made their mark on New Hampshire’s economy, business climate, and the state as a whole.

Elizabeth Mann, MD, MPH, Geriatrics

Navigating the healthcare system is challenging for patients of any age. It’s certainly an issue for older adults, especially those suffering from multiple medical problems or dementia. Helping vulnerable older adults as part of a multi-disciplinary team is why Elizabeth Mann, MD, MPH, came to APD Primary Care.

“Our country, especially the New England area, is rapidly aging and we are going to need to be creative in how to care for older adults. I see geriatricians, with our

knowledge and unique perspective, as a valuable resource for individual patients, primary care providers, and the health system,” Dr. Mann said. “I try to help my patients understand their health condition and focus their treatments on helping them maintain their quality of life.”

Dr. Mann comes to APD from Dartmouth Hitchcock Medical Center. She received her MD/MPH from Tufts University School of Medicine in Boston, MA; completed residency in internal medicine, primary care track at the Hospital of the University of Pennsylvania, Philadelphia, PA; and completed a fellowship in geriatrics and palliative medicine at Mount Sinai Medical Center, New York, NY.

Prior to moving to the Upper Valley, Dr. Mann was in New Mexico for five years working for the Indian Health Service, serving mainly Navajo patients. “Working there during the first year of the COVID pandemic was particularly challenging. It was an experience that shaped how I practice medicine,” she said.

Outside of APD, Dr. Mann enjoys spending time with her husband and two young children outside skiing, mountain biking, rock climbing, and hiking.

2023
HX Guardian
of Excellence
Award®
PressGaney



Then and Now

APD's Diabetes Clinic

In our first APD Insider newsletter in January 2023, APD announced the receipt of a \$550,000 award to establish a Diabetes Clinic within its Primary Care Clinic.

One year later, we'd like share the positive results of the grant. The Diabetes Clinic provided an educational series to primary care providers on the complexities and challenges of diabetes care and the team changed the workflow of the clinic to streamline care for patients.

In November 2023, APD earned an Education Recognition Program certification from the American Diabetes Association, validating that the healthcare professionals at APD offer quality education and support for people living with diabetes.

"At APD, we have a passionate belief that comprehensive diabetes care should be embedded in primary care, and providing consistent, high-quality diabetes care within a patient's 'medical home' can be a game-changer, both for patients and providers," said Annika Brown, MD, Medical Director of Primary Care at APD.

Diabetes, an endocrine disease that affects the way the body uses blood sugar (glucose), is one of the dominant chronic conditions in the United States. According to the CDC, approximately 49% of adults have diabetes or prediabetes. At APD, approximately 25% of primary care patients have been diagnosed either with diabetes or with prediabetic conditions in the past three years.

HOW YOU CAN HELP:

A gift designated to Community and Patient Health would help APD Primary Care expand our services and staffing in the Diabetes Clinic to meet the needs of our patients and the community.



Katie Nordman, RN, Joanne B. Hayes, APRN



Patient with a Continuous Glucose Monitoring (CGM) device

About APD Insider:

APD Insider is a periodic newsletter intended to keep donors, supporters, volunteers, and friends up-to-date with Alice Peck Day Memorial Hospital. APD is able to be the community hospital in the Upper Valley because of your support.

Questions? Comments? Suggestions? Want to be removed from the mailing list? Please contact the Development Office at (603) 308-0068.

Scene on Campus

HELLO THERE!
I WILL BE EATING ALL THE BAKED GOODS

JUDGE

Two baking contests happened on the APD campus in December, and APD's Board of Trustees Members were more than happy to help out as judges!



Pictured here (left to right): Melissa Dalton, Director of Development, Charlie Wheelan, Vice Chair of the Board of Trustees, and Clay Adams, Treasurer of the Board of Trustees judged cookie entries in the Medical-Surgical Unit contest.



If you'd like to make a gift to Alice Peck Day, go to: AlicePeckDay.org/about/give-now or contact **Melissa Dalton, director of development.**

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APD Insider

March
2024

A Newsletter for Our Friends



Dartmouth
Health

Alice Peck Day
Memorial Hospital

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Hello *APD Insiders,*

Who doesn't like buy one get one free? When it comes to fundraising, a matching gift campaign does just that! In the fall, APD received a generous matching opportunity from The Jack and Dorothy Byrne Foundation. The Byrne Foundation has long been a generous supporter of APD and their gifts make a positive impact on patient care.

Matching donation challenges are a highly effective strategy that can make a substantial difference for APD's mission— **with a \$250,000 match, your contributions will bring a more significant impact.**

We have had more than 240 donors generously give so far, bringing APD to the halfway mark of our goal. Will you take advantage of the match and help us achieve our goal?

Melissa Dalton, Director of Development



»»» *Melissa Dalton*