



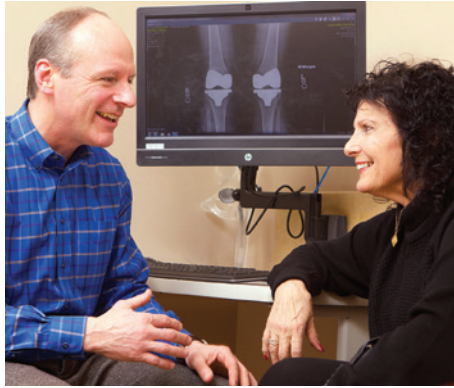
ALICE PECK DAY
MEMORIAL HOSPITAL

A Dartmouth-Hitchcock Affiliate

ANNUAL REPORT

2017-2018





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.



Sue E. Moorey, MD, MS
President / CEO
Administration
MD

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,

A handwritten signature in black ink that reads "Susan Mooney". The signature is fluid and cursive, with a large initial "S" and "M".

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.

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ALICE PECK DAY
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Level 1

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)

	Year to Date		
	June 2018	June 2017	Variance
Unrestricted revenue and other support			
Net patient service revenue	\$66,300	\$63,516	\$2,784
Other operating revenue	1,697	1,537	160
Net assets released from restrictions	103	106	(3)
Total unrestricted revenue and other support	68,100	65,159	2,941
Operating expenses			
Salaries	29,215	29,397	182
Employee benefits	7,406	5,532	(1,874)
Medical supplies and medications	8,484	7,760	(724)
Purchased services and other	19,220	16,564	(2,656)
Medicaid enhancement tax	2,176	2,608	432
Depreciation, amortization and interest	2,806	1,999	(807)
Total operating expenses	69,307	63,860	(5,447)
Operating margin (loss) before DSH	(1,207)	1,299	(2,506)
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

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Annual Report in the hope of
correctly listing all supporters.

If there is an error, we apologize and
ask that you please inform us.



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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.

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