

LRH Celebrates 105 Years of Service

More than 100 guests filled the cafeteria at Littleton Regional Hospital on January 24 to hear the hospital's annual report from officials of Littleton Regional Hospital.

It was the hospital's 105th Annual Meeting and good news abounded. Hospital CEO, Warren West announced the many changes that have taken place in the past 105 years to bring LRH to where it is today. Healthcare reform will mean more change for LRH and all hospitals across the US. West reported that, "preparing for this change is the most important thing we can do, and this is exactly what LRH has done by expanding services and increasing the number of physician specialties. LRH has expanded primary care on campus and through its relationship with Ammonoosuc Community Health Services. Electronic medical records are now available to all physician offices in the community. LRH recently went live with a new health information system, an investment that will change the way clinicians care for patients, making patient care safer in many ways. LRH also enjoys high patient satisfaction scores and a strong financial climate."

West stated, "Healthcare reform will force us to continue to change. Our future means focusing on how to keep patients out of the hospital and remain financially viable. Currently 70% of the work we do is outpatient and 30% is inpatient. As healthcare reform evolves, we must work to increase our outpatient services to return patients home following their care at LRH.

John Starr, Board Chair of LRH Trustees, reported on the role of Trustees in working with administration to ensure that the hospital's revenue stream remains viable. Starr reported on accomplishments since his appointment as Board Chair expressing gratitude for the increased quality measures and patient satisfaction, led by Linda Gilmore, RN, Chief Nursing Officer and Chief Administrative Officer. Trustees work closely with administration and medical staff on refining quality measures and improving hospital policy. Starr also reported on increasing fundraising to support LRH's programs and services. The goal this coming year is to hire a full time fundraiser to support this effort.

Stevan Trooboff, Treasurer of LRH Trustees reported on the growth over the past years. Since 1995, LRH's revenues have increased from \$12 million to \$110 million in revenues. Trooboff provided data indicating the growth in services, revenues, and employment at LRH. Trooboff stated, "LRH plays a significant role in our local economy through each of its 400 employees. The availability of quality healthcare is an important factor in any community and it is very important to the Littleton area and surrounding towns."

Joy Moore, President of the LRH Auxiliary reported on a good year for the hospital's Auxiliary. The Auxiliary is comprised of volunteers working hard to raise funds to support programs and services. In

2012, the LRH Auxiliary supported the Care-A-Van transportation services for patients, nursing scholarships for LRH staff and for local high school graduates who plan to study healthcare, the LRH women's health conference, and family support services. The Auxiliary raises money through the Moose Ledge Gift Shop at LRH. In 2012, the Auxiliary donated more than \$24,000 to LRH and surrounding communities.

John Sauter, Board Chair of the LRH Charitable Foundation indicating that the Foundation currently has more than \$1 Million invested in funds. In 2012, LRH Charitable Foundation provided funds to purchase equipment, promote services at LRH through the development of brochures for patients and their families, start up for a nursing education website that will assist LRH staff and the community seeking opportunities to further their nursing and clinical education, furnished the LRH family support room where patients can gather with family during a medical crisis, and purchased car seats for families who could not otherwise afford to purchase one. Sauter also reported on the work of the Fresh Salon and Day Spa, led by owner Kristen Weir. Kristen and her team promoted breast care awareness by selling pink hair extensions at their salon and throughout the community. Fresh Salon and Day spa raised nearly \$10,000 to support breast care awareness. Funds raised will provide free mammograms for those unable to afford them and it will also support hosting a Breast Cancer Awareness Day at LRH in June.

CEO West also reported on the rebranding initiative as part of LRH's strategic plan to meet the needs of patients and families. West stated, "Part of evolving is changing who we are and how we are identified." Our new brand symbolizes our commitment to growth, and to ongoing improvements in our campus and patient care. LRH needs to continue to change despite all the change in the past 105 years. In the coming year, LRH will transition to Littleton Regional Healthcare with a new logo and a new tag line – More Than You Expect.



Guests at the 105th Annual Meeting of Littleton Hospital Association enjoyed a social hour filled with delicious appetizers prepared by LRH's Culinary Services Department.