A Message to our Community

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As we reflect on the past year, we extend our gratitude to the community at-large for their collective efforts to help us celebrate our milestone centennial anniversary. We are proud of our 100 year legacy and the many advancements in quality patient-care through the decades. Your support of our efforts truly encourages us every day.

New London Hospital is in it’s sixth year advancing and expanding local health care through our strategic relationship with Dartmouth-Hitchcock Health (D-HH). This partnership enables us to bring health care experts into the community both in New London and at our Newport Health Center (NHC) so residents are not required to travel away from their home community to seek academic-level care. This fulfills our strategic initiative of moving providers not patients. We currently offer nearly 20 specialty services with over 60% of our providers dual-credentialed at both NLH and Dartmouth-Hitchcock Medical Center.

This year we continued to expand our medical staff, enhance our clinical services, and acquire advanced technology to deliver high-quality, safe and compassionate care. With all of our undertakings and initiatives, care of our patients and their families continues to take center stage. Adding value to the patient experience was at the heart of our accomplishments.

Our D-HH membership has increased revenue by improving the availability and quality of the medical services we offer, and helped in many ways "behind the scenes". The financial result for NLH is a strong balance sheet, improved cash position, stronger revenue growth and reduced expenses in some areas of operations.

We would like to thank our employees, medical staff, board members and volunteers for their tireless efforts this year. We want to especially thank our patients for trusting us to meet your health care needs locally. We hope you find this report informative and helpful in providing some insight about the hospital.

Sincerely,

Bruce P. King
President and CEO

Douglas W. Lyon
Chair, Board of Trustees
New London Hospital is a not-for-profit community Critical Access Hospital (CAH), founded in 1918, serving 15 towns with a population base of 32,800. Our mission is to provide safe quality care for every patient, every time in partnership with patients, families and healthcare providers.

Operating revenues of $114.6 M consisting of:

- $94.7M – 25-bed New London Hospital
- $19.8M – NLH Medical Group with 58 employed providers (inclusive of NHC)
- $3.0M – Ambulance service for 7 towns
  - $1,259,261...Charity care (inclusive of Newport Health Center)
  - 444/407......Employees/full-time equivalents
  - 120............Providers on the medical staff
  - 7,127............Emergency Department visits
  - 127,848......Laboratory tests
  - 70,178...........Physician visits
  - 23,939...........Radiology visits
  - 32,832............Rehabilitation visits
  - 1,728...........Surgical patients

Newport Health Center Quick Facts for Fiscal Year 2018

- 5,779/62.6%...Newport area residents who used the NHC for their healthcare, including those from Croydon, Goshen, Guild, Lempster, Washington
- 19,770.........Patient visits for Primary Care and Women’s Health
- 2,460.........Laboratory visits
- 6,668.........Rehabilitation visits
- 2,593.........Radiology visits
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The Jack and Dorothy Byrne Foundation, Inc.
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Mr. Matthew A. Locker and Dr. Catherine A. Schneider
Mr. Douglas W. Lyon
Mr. and Mrs. Donald McCree Fidelity in honor of the Mellinger family and a birthday celebration.
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- New Hampshire Telephone Museum
- New London Barn Playhouse, Inc.
- New London Chamber of Commerce
- New London Historical Society
- New London Outing Club
- New London Recreation Department
- Northern Stage
- Odd Fellows of Heidelberg Lodge #92
- Omer and Bobs Sportshop
- PINE Restaurant
- Pizza Chef
- Red River Theatres
- Rollarblade
- Runner's Alley
- Salem Witch Museum
- Spring Ledge Farm
- Stacy's Smoothies
Gifts In Kind Continued

Stonyfield
Strawberry Banke Museum
Summer Music Associates
Sunapee Cruises
Sweet Beet Market
The Color Cafe’
The Common Man
The Elegant Ewe
The Fells Historic Estate and Gardens
The Lake Inn at Mt. Sunapee
The Old Courthouse Restaurant
The Preservation Society of Newport County
The Skinny Pancake
The Sports Museum
Three Tomatoes Trattoria
Uniformly Yours
Vibes Gourmet Burgers and Buza Gelato
Vocera
Watson Adventures