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.

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 2018 accomplishments, some of which we are pleased to share with you here:

**Specialty Services and Providers**

We are in our fifth 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 (DHMC).

Our EMS team launched our new Mobile Integrated Health Service which in collaboration with our community partners, visits patients in their first 24-48 hours after discharge from an in-patient stay. This program allows us to ensure that the needs of our patients continue to be met while at home, thus reducing the need for unnecessary readmission.

**Advanced Technology**

We continue to invest in new technologies which are being used for the detection of disease and cancer, enhanced neurological and orthopedic surgical services and empowered community wellness. This year these advancements included:

The Meditronic O-arm enhances spine surgeons’ ability to perform minimally invasive surgery procedures. The O-arm provides a real-time image of a patient’s anatomy during surgery by producing high quality images and a large field-of-view in both two and three dimensions. This technology ensures unparalleled safety and accuracy.

The BioFire FilmArray TORCH is an integrated testing machine, which cuts result wait times from days to just two hours. With the increased speed and accuracy of diagnoses for patients of New London Hospital and Newport Health Center, precise treatment can start quicker with better outcomes. The BioFire FilmArray TORCH system also assists the diagnosis of 60 diseases related to respiratory illnesses, infectious diseases, and gastrointestinal ailments.

The higi health station, which arrived in November, is our latest commitment to empowering our community to “own your health”. Now available in our main lobby, the health station allows guests to check and track their “numbers” in many categories including: weight, BMI, pulse and blood pressure. To learn more and start your profile visit: www.higi.com.
**Recognition and Accreditation**
While our focus is on serving our patients and community, it is gratifying to be recognized by local and national organizations. NLH and NHC are pleased to be awarded the following:

For the third year in a row, NLH achieved American Heart Association’s Workplace Health Index Gold Level Award for taking significant steps to build a culture of health in the workplace. We are thrilled to be one of only two organizations in New Hampshire to be recognized at this level.

Dr. Larry Schissel, President of the Medical Staff and NHC primary care provider, received the New Hampshire Hospital Association Outstanding Medical Staff of the Year award.

Newport Health Center was awarded a three-year term of accreditation in ultrasound as the result of an extensive review by the American College of Radiology (ACR). The ACR gold seal of accreditation represents the highest level of image quality and patient safety.

**Financial Performance**
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". We benefit from joint purchasing of equipment, supplies and insurance. We enjoy better investment, audit and refinancing services as part of a larger group. The financial result for NLH is a strong balance sheet, improved cash position, stronger revenue growth and reduced expenses in some areas of operations.

**Community**
Our lead fundraising initiative, the 100 New Donor Challenge was achieved in September and “unlocked” a $50,000 matching grant from the Jack and Dorothy Byrne Foundation. We feel truly grateful to the foundation and our new donors for their generosity.

The support of the community throughout the year has humbled us. This was felt from the Sunapee region’s involvement in the 94th Annual Hospital Days, the 35th Annual Triathlon, the 13th Annual Benefit, the 100th Anniversary Concert and other various community activities. We are truly appreciative of people’s engagement and participation.

We feel excited as we enter into the hospital’s next century of wellness and the many opportunities that lie ahead to bring exceptional health care to our regional community. We are actively engaged in this work, and know that we could not do it without your support.

Warm wishes for the new year ahead.

Bruce P. King  
President and CEO  
Douglas W. Lyon  
Chair, Board of Trustees

To connect with us year-round through The Friends of New London Hospital newsletter, please email community.relations@newlondonhospital.org or visit www.newlondonhospital.org.