FALL 2019

Friends newsletter

Here for You.

Compassion

Healing

Circle of Gratitude

Generosity

Bruce King announces retirement
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New London Hospital (NLH) is excited to announce a new, formalized grateful patient program, the Circle of Gratitude, to help patients and loved ones express their gratitude and emotional connection after care. The Circle of Gratitude is a philanthropic program that ties a financial donation to the care of a particular person and honors their care team. These grateful donations are then used to enhance patient care, completing the circle.

“This incredible program provides an opportunity for those who want to say thank you to one of our staff members with something more than words. We believe the expression of gratitude spreads and ripples outward like a circle, hence the term Circle of Gratitude,” says Kathleen Kennedy, Director of Community Relations and Development.

Each caregiver who is honored receives a pin through a special ceremony and wears it proudly as a reminder of your thoughtful gift. Your gift also helps us meet the needs of our community by expanding our programs, advancing technology, investing in clinical talent, and supporting our commitment to compassionate patient- and family-centered care.

We invite you to recognize those who have touched your life and to support their continued impact. Maybe it was a kind word, a gentle smile or a warm blanket that brought comfort to you or a loved one. It could have been a lifesaving procedure, exceptional care during an in-patient visit or compassion received in an ambulatory setting.

By making a gift in your caregiver’s honor, you can recognize their exceptional work while helping the hospital provide that same essential compassionate care to others.

We frequently hear from patients and their loved ones, like the Stohls, who tell us how members of our healthcare team went above and beyond to make them feel comfortable and nurtured through excellent, compassionate care. They want to know, “How we can ever say thank you enough?”

On behalf of my mother and family please know of our immense gratitude for the role that NLH caregivers gave in providing both timely attention and excellent care by everyone she encountered during her stay. We have made a contribution as appreciation and tribute to the wonderful hospital staff for all that they do to give the very best.”

- The Stohls, Grateful Family Members

Honor a caregiver today at:

www.newlondonhospital.org/circleofgratitude
I want to thank the members of our community, employees and trustees current and former for your support throughout the years. It has been an honor and privilege to have had the opportunity to contribute to the leadership of this wonderful community health resource.”

- Bruce King

BRUCE KING ANNOUNCES HIS RETIREMENT

NLH President and CEO Bruce King has announced his intention to retire at the end of 2019, concluding over 16 years in the position and a 40+ years long healthcare career.

King moved to New Hampshire to work at Dartmouth-Hitchcock (D-H) in 1987, initially as a Vice President of Finance, where he was responsible for budgeting, reimbursement and patient accounts. In 1996, he became Vice President of Contracting and Network Development for Dartmouth-Hitchcock and the Dartmouth-Hitchcock Alliance organizations in New Hampshire and Vermont. In April 2003, King became President and CEO of NLH, functioning in this capacity under a management contract between D-H and NLH.

“On behalf of New London Hospital, I thank Bruce for his dedication and commitment to the patients and community throughout his long career,” says Doug Lyon, Chair of the NLH Board of Trustees. “He has led NLH through sixteen years of constant improvement. During his tenure, badly needed new construction and renovation projects were completed at NLH and Newport Health Center. We’ve achieved greater financial stability and finished two successful capital campaigns. Most importantly, higher quality care is now delivered at NLH. Staff was added in all care areas of the hospital and medical personnel from Dartmouth-Hitchcock now provide a wide range of specialty services formerly available only in Lebanon. The integration into the Dartmouth-Hitchcock Health (D-HH) system, which he championed, will provide our communities with even greater access to high quality care. Bruce has been the widely recognized face of NLH in our community and will leave very big shoes to fill.”

A search committee was formed in the summer with fellow trustees and in concert with D-HH, with a goal of naming a successor in the late fall. To ensure a smooth transition, King is planning to continue serving until his successor is selected.

King shares, “I want to thank the members of our community, employees and trustees current and former for your support throughout the years. It has been an honor and privilege to have had the opportunity to contribute to the leadership of this wonderful community health resource.”
Stop the Bleed is a national awareness campaign and call to action launched in 2015 by the American College of Surgeons. This vital program trains community members to help in a bleeding emergency prior to the arrival of professional help. A bleeding person can die from blood loss within five minutes, meaning bystanders’ ability to stop the bleeding can make the difference between life and death.

When people think about serious injuries resulting in critical bleeding, mass shootings are typically the first events which come to mind. “While mass shootings certainly raise awareness for the need to train citizens, critical bleeding injuries are much more common than people are aware,” says Pamela Drewniak, EMS and Emergency Preparedness Coordinator at NLH.

“From traffic accidents, such as the one we saw in Randolph this past Summer, to yard injuries involving various equipment, being prepared if such an incident happens can save a life.”

In May 2018, NLH joined the nationwide movement to provide local training sessions on Stop the Bleed Day. This year, NLH EMS hosted six Stop the Bleed training sessions throughout the month of May in the towns of Danbury, Wilmot, New London and Sunapee, aiming to improve trauma outcomes in the Lake Sunapee Region.

Jason Warn, Paramedic at NLH is the New Hampshire State Coordinator for National Stop the Bleed Month. “Every individual trained becomes educated and empowered to act in someone else’s time of need when precious seconds count,” said Warn. “The feedback from class participants has been incredibly positive.”
New London Hospital thanks all of its employees who worked and volunteered for Hospital Days and the New London Triathlon and went above and beyond to make these events such a success. In addition we thank community organizations and businesses and countless individuals for their support, without which our longstanding annual traditions and fun newer activities would not be possible.

**SPONSORS**

**LEAD SPONSORS** ($1,500 & over)
- Chadwick Funeral Service
- League of NH Craftsmen
- New London Historical Society
- Newton-Bartlett Funeral Home

$1,000
- Clarke’s Hardware
- Foremost Builders
- Sugar River Bank

$500
- Bob’s Beacon Marina
- Colby Insurance Agency
- Four Seasons Sotheby’s International Reality
- New London Barn Playhouse

$250
- Barton Insurance Agency
- Better Homes & Gardens Milestone Team
- Goodrich Oil Co, Inc.
- Marshall’s Garage
- Old Hampshire Designs, Inc.
- Pelletieri Associates, Inc
- Stacy’s Smoothies

$100
- Apple Tree Opticians
- Bubba’s Bar & Grille
- Grounds Cafe
- Pleasant Lake
- Veterinary Hospital
- Spring Ledge Farm

**MULTI-DAY SUPPORT AND PARTICIPATION**
- Lake Sunapee Region Chamber of Commerce
- New London Fire Department
- New London Highway Department
- New London Police Department
- New London Recreation Department
- Town of New London

**ACTIVITIES**
- Car Nutz Car Club
- Center for the Arts Community Crafters
- Dance Arts Academy
- DHART
- Elkins Fish and Game
- Friends of New London Hospital volunteers—in many roles, including Gift Shop, jewelry and bake sales
- Joan Robinson
- Morgan Hill Bookstore
- Musical entertainment by Richard King
- New London Lions Club
- New London Rotary Club
- NH Lakes Association
- Skyview Alpacas
- Tiger Mountain Shotokan Karate
- Tracy Memorial Library
- Veterans Court
- Vital Communities
- Wags & Wiggles Rescue

**IN-KIND DONORS**
- Belletetes
- Casella Waste Management
- Dunkin’ Donuts of New London
- Hannaford of New London
- Jake’s Market and Deli
- LaValley Middleton Building Supply
- Mount Sunapee Resort
- New London Police Benevolent Association

**TRIATHLON**
- Mark Vernon, Race Director
- Sunapee Police Department
- Sutton Police Department
- Warner Men’s Club
- Wilmot Police Department
- And other volunteers by the dozens

**PARADE**
- Grand Marshal: Dr. Donald Clark
- Judges: Anne Holmes, Dr. Don Eberly and Dr. Jim Murphy
- Driven by George Carlucci
- Co-Chairs: Heather McCarthy and Judy Sheon
- Banner Carriers: Brooke Warme, Emily Mecheshki and Derrick Bartlett
- Nathan Sheon and Quinn Sisto
- Amy Bline and Kim Novak
- Lila Sheon and Sara Sisto
- Adventures in Learning: Alex Yates
- American Legion Post #40 Artisans
- Ausbon Sargent Land Preservation Trust
- Bar Harbor Bank
- Bill Bates
- Blue Loo Bakery
- Clarke’s Hardware
- Colby-Sawyer College
- Dance Arts Academy
- Dave Carey and Kenny Carey
- Dance Competition Judge: Don Wright
- Dance Academy: Doug Baxtor
- Ed Henderson
- Elliot Fair and Jim Lewis
- Felix Stith
- First Baptist Church
- Grantham Fire Department
- Jeff Hopkins
- John and Tracey MacKenna
- Kearsarge Community Band
- Kearsarge Council on Aging
- Kearsarge Thanksgiving Basket Project
- Kidder Ice House
- Lake Sunapee Protective Association
- Lake Sunapee Region Chamber of Commerce
- Lake Sunapee VNA & Hospice
- Lea’pin’ Lena
- Ledyard Bank
- Lou Botta and Bill Hickey
- Mad Bavarian Brass Band
- New Hampshire State Police
- New London Barn Playhouse
- New London Day
- New London Fire Department
- New London Hospital/EMS
- New London Police Department
- New London Rotary Club
- Newport Fire Department
- NLH Annual Benefit Committee
- Nicole Densmore and Michael Brown
- Noel Eastman
- Odd Fellows of Heidelberg Lodge #92, New London
- John Osborne
- Spring Ledge Farm
- Parade Winner - Best Theme
- Sutton Fire Department
- Sutton Police Department
- Tamara Connors
- The Kidder Family
- The Outing Club
- Tiger Mountain Karate
- Town of New London
- Tracy Memorial Library
- U.S. Navy Birthday Committee
- Unleashed
- Village Drummers
- Wicked Yankee TV
- Wilmot Fire Department
- Woodcrest Village

...and other volunteers by the dozens!

Apologies to anyone we have overlooked. We are grateful to all who helped—and to those who joined us in the fun of celebrating New London Hospital!
Interprofessional Education Exercise

Colby Sawyer College (CSC) recently hosted an Interprofessional Education Exercise for members of the CSC Athletic Training Department and University of New England Doctors of Osteopathic Medicine (D.O.) students as well as staff from New London Hospital, Lake Region General Hospital, Androscoggin Valley Hospital, Newbury Fire Department, and New London Emergency Services.

The attendees participated in a joint exercise simulating an accidental overdose, with victims portrayed by actors. In the scenario, the athletic trainers discover an unresponsive athlete in a dorm room, after he or she had self-medicated with opioids to relieve pain. Participants needed to assess the situation, alert EMS, take vitals and administer Naloxone. When EMS arrived on scene, the athletic trainers needed to communicate the situation and provide a smooth handoff. EMS transferred the patient to a makeshift ER on campus, where the D.O. students provided emergency care and analysis. Under the observation of Brian Frenkiewich, D.O., who serves as medical director for the NLH Medical Group and the athletic trainers at CSC, the students performed a checklist of steps to treat the patient.

“It is important to address the communication process between the athletic trainers, EMS and the D.O. students in critical situations,” says Dr. Frenkiewich. “As the exercise progressed, I was impressed with how each group employed increased awareness about the others’ skill sets and capabilities to improve patient outcomes.”

To conclude the exercise, all participants joined in a large debrief session to discuss future community education needs and communication improvements.

A special thanks to Lt Corey Bartlett and firefighters Gena Edmunds and Quinn Miller of the New London Fire Department, Wayne Whitford, Vicki Hayward and Rudi Franklin of the Newbury Fire Department and dispatcher Nicole Moyer (CSC ’12) for their time.

Interprofessional Education Exercise

NLH WELCOMES NEW STUDENTS

NLH is thrilled to introduce our two new University of New England (UNE) Doctors of Osteopathic Medicine (D.O.) students, Gigi Green and Nicholas (Nick) Croce.

This is the fourth year NLH is participating in the UNE Clinical Campus D.O. Program, which is designed to give third-year medical students experience in a hospital setting. As part of this hands-on program, Gigi and Nick will spend the next year at NLH under the guidance of Pegs Lucarelli, Physician Onboarding/ Clinical Rotation Coordinator and Brian Frenkiewich, D.O.

“It’s nice to have them here for the year,” says Pegs Lucarelli. “They become a part of the mold at NLH. Because we are a small community hospital, students have the opportunity to work directly with the attending providers. The students can outreach to the community and provide education, but their interaction with patients is very limited.”

Raised in San Jose, California, Gigi completed her undergraduate degree at Loyola Marymount University. Gigi did her postgraduate work as a nursing assistant in Washington, D.C. at a clinic for the homeless. Gigi quickly learned from this experience that she wants help others and work to make a difference in a struggling healthcare system. She obtained her Master of Public Health with a concentration in Health Policy and Ethics from Creighton University in Omaha, Nebraska and is looking forward to her time at NLH.

Nick Croce is from Massachusetts and completed his undergraduate degree at the University of Massachusetts Lowell. For 2 years, he worked as a clinical assistant in the Emergency Department at Boston Children’s Hospital. It was there where he met his wife, Kathryn, who is now a nurse at NLH. Nick finds passion in helping others. “I feel called to work with children,” says Nick. “Ultimately my goal is to find a smile inside every child, and relief inside of every parent.”
BARDIER Elected Chair Of The Governor’s Council On Physical Activity And Health

NLH’s Director of Wellness and Population Health, Catherine Bardier, has been elected chair of the Governor’s Council on Physical Activity and Health. The council was formed in 1991 by Executive Order of Governor Judd Gregg, and has been continued by those holding the Governor’s office. The council is charged with the responsibility of promoting a healthy, active lifestyle for all citizens of New Hampshire. Bardier has been serving a member of the council since 2017 and as vice chair since the beginning of 2018. She assumed her new role in September.

“I’m excited about the programs we are able to introduce to benefit the New Hampshire community,” says Catherine Bardier. “I look forward to serving as chair and to continue the passionate work of a dedicated team.”

As Director of Wellness and Population Health at NLH, Catherine oversees community health initiatives, including the Wellness Connection Coalition and the NLH Employee Wellness Program. She also serves as the chair of the Greater Sullivan County Public Health Advisory Council and is on the Executive Committee for Dartmouth-Hitchcock Partners for Community Wellness. The Governor’s Council on Physical Activity & Health promotes several programs throughout the year, such as NH Moves, a 90-day exercise program that occurs annually in late summer. The Council is not funded by the State of New Hampshire but relies on contributions and grants from the business community and various state and national organizations and agencies.

VOLUNTEERS ASSIST WITH RECYCLING PROGRAM

With more than 400 employees, NLH understands the importance of monitoring and reducing its environmental footprint. For many years, the Facilities team at NLH has been dedicated to several recycling initiatives by engaging employees and volunteers to ensure proper management of trash and recyclable goods.

Though NLH staff is committed to the environmental benefit and the proper disposal of our recyclable goods, none of these efforts would be successful without the assistance of volunteers. Since 2008, NLH volunteer Mike Quimby has become a staple of the NLH community, making his way through the hallways and offices with a special cart to collect paper from recycling bins several times each week. You can always hear when Mike is coming—employees greet him with their morning hello’s, and Mike is always ready with a smile and pleasant conversation. Volunteers Bud Rice and Skip Hause also assist regularly with the recycling program.

“I find giving a couple hours of my time is a good way to start my day, 3 or 4 days a week,” says Mike. “Being part of the recycling program is a nice way to get some exercise. I love interacting with the friendly staff at NLH, and am thrilled that they embrace the program.” Mike estimates he collects an average of 300 pounds a week of paper to be recycled.

For more information about volunteer opportunities at NLH, please call the Volunteer Office at 603-526-5133.
Proceeds raised at the 14th Annual Benefit held in September will support the hospital’s Annual Fund and the purchase of four Lucas Chest Compression Devices for NLH EMS. These automated CPR units improve the quality of chest compressions during critical live-saving situations and allow first responders to attend to the patients’ other needs during an emergency.

Thank you to all the guests, sponsors and donors who made this possible!

Please join us as we celebrate Bruce P. King, NLH CEO and President for his dedication and commitment to the patients and community throughout his career.

We invite all to join us for this community-wide open house style retirement reception.

Thursday, December 5
5:00 - 7:00 PM
Remarks at 6:00 PM.
New London Hospital Main Lobby
Light refreshments served.
To RSVP, please visit newlondonhospital.org/king.