NLH WELCOMES NEW PRESIDENT & CEO

One Health Record and One Patient Portal Coming this Spring.

See page 7
Q: What are the benefits of being a member of a health system and some of the challenges?

Being an affiliate member in a health system carries numerous benefits. Here are the three things that come to my mind:

1) Perhaps the most significant opportunity as an affiliate is to have a unified electronic health record (EHR) with the rest of your network. At PMC, half the Medicare patients are also seen by the UVM Medical Center. As the only tertiary care provider in Vermont, it is fantastic to have all of this information at the caregiver’s fingertips. That is exactly what is happening here at NLH. This spring we will be on one health record and one patient portal with D-HH. While EHRs absolutely have their own challenges, creating this kind of integration is a huge step in the right direction for our community.

2) As a critical access hospital, you may have a need for some services, but not enough demand to justify hiring a full-time provider in certain specialties. Trying to find and hire a provider to work that restrictive of a schedule would be very difficult. In a health system, you can partner with your affiliates to lease their services to meet your demand. Getting this care locally for our patients is a huge win for everybody involved.

3) With shared services, there are opportunities for expense savings in supply chain, information systems, pharmacy and more. Those savings can be reinvested locally to support your workforce, facilities and other programmatic development.

Integrating within the D-HH system does not mean the loss of NLH’s identity as a community hospital. We can be responsive to the needs of our community as we’ve always been. This allows us to take advantage of resources and efficiencies far greater than our own to meet those needs.

Q: What are some of the keys for you to be successful in your new role, and how have you prepared for this transition?

To be successful in this role, I plan to focus a lot of energy building relationships, learning the history and culture of NLH and D-HH and asking many, many questions. It is a personal goal of mine to learn the name of every NLH employee within the first three-to-six months on the job and to know something unique about each of them.
As far as preparation goes, I am taking advantage of the generous time Bruce King is sharing during this transition. I attended one board meeting already and continue to learn the operational and strategic plans for the organization. On a personal note, my family and I have spent a lot of time preparing for the transition by simply getting to know the area. Touring daycare centers, house hunting and eating at restaurants have certainly given us a good sense of what this community has to offer. My wife, Mary, two kids, Martin (4) and Beatrice (2) and black lab, Judy, are very excited to become part of this amazing community.

Q: How will your experience as vice president of the medical group at PMC benefit our physicians and support staff?

My time working within PMC’s medical group gave me an excellent operational background to understand what works well in a small hospital and what does not. To get an appreciation for this, you need to spend more time listening to—rather than talking at—those who are closest to our patients. It’s the providers, nurses and other support staff who are doing the most important, mission-driven work you can do. You must engage these team members when considering activities such as facilities planning or adding new services. If you are not engaged with the team on the frontline of care delivery, you will limit your success. By gaining buy-in, explaining the “why” behind your work and always keeping the patient in the center of your decision making, you will ensure success for all those involved.

Q: Our community is passionate and vital to the success of NLH. What do you want to share with them?

When you see me out in the community, please let me know what I can do as the president and CEO of NLH to meet your needs, and if there is something we can do better. It is vital that I have my finger on the pulse of the community, and the only way that can happen is if we are communicating.

Retreat Participant Application Deadline: April 10

Casting for Recovery, a nonprofit organization offering support and educational retreats for women with breast cancer, will hold a weekend retreat at the Barbara C. Harris Center June 19-21, 2020 in Greenfield, NH. The retreat is open to women of all ages and in all stages of breast cancer treatment and recovery, and is offered at no cost to participants.

For more information about this retreat and to apply, please contact Catherine Bardier at (603) 526-5093.

CastingForRecovery.org
When Shawn Riley arrived as the new director of NLH Emergency Medical Services (EMS) in November of 2019, his goal was to develop a mission and vision for EMS that provides the best available care for the seven communities in the service region. In order to achieve this, Riley had to address the immediate needs of his overworked staff—and the daunting challenge of filling several empty positions during the lowest state unemployment rate in decades. In an effort to increase the number of well-qualified paramedics, and identify candidates from distant areas, he implemented a restructured deployment system that resembles the 24-hour shift model used in fire departments. In simple terms, his paramedics work 24-hour shifts, providing longer stretches of days off. It’s a system highly preferred by firefighters and EMS staff nationally. Since activating this model, NLH has welcomed five new EMS team members, including one from Global Rescue, another who retired from the Derry Fire Department and a former member of the Alton Fire Department.

A 30-year emergency services veteran, Riley is a New Hampshire native who grew up in Derry. Prior to arriving at NLH, he worked in EMS at Concord Fire Department for 10 ½ years and most recently wrapped up his position as deputy chief of the Laconia Fire Department, where he served for 12 years.

With a solid team in place, Riley shifted his focus to ongoing training and reducing the ambiguity of responsibility. He identified four shift supervisors responsible for select units, which include education, equipment and supplies, vehicles and scheduling. As for training, NLH EMS now holds weekly lunch and learn sessions, monthly staff meeting trainings on advanced skills and continues its regular community outreach trainings, including Mental Health Mayday and Hypothermia Management.

“Shawn’s vision and commitment to providing a foundation of quality is energizing this unit. I’ve been here four years and I’m proud of the service we provide, the advanced technology we utilize and, most importantly, my team members.”

- Brian Allison, NLH EMS paramedic

Since his arrival, Riley says he has received full support from the leadership at NLH. “This has been a team effort across the board. It’s been special to see the way our EMS team has come together with a vested interest to make our program successful,” he says. “I know we have more work to do with our relationships in the community, and our mutual aid partnerships, which is why we’ve taken steps to set the foundation as we move forward.”
Sometimes the affection of a pet can provide smiles and comfort when they’re needed most. In a continued effort to address the needs of our patients, employees and the community, the NLH P.A.W.S. Rx (Pet Affection Worth Sharing) program is just what the doctor ordered! The P.A.W.S. Rx program encourages therapeutic interactions between trained pets and patients, employees and visitors—providing opportunities to share unconditional love and affection.

“Even if spending a few minutes with a P.A.W.S. Rx team member—or watching another person enjoy their time—can provide a smile, make someone’s day happier, lessen fear and anxiety or improve someone’s outlook on their day—then the P.A.W.S. Rx program is meeting the most important goal we have set for it.”

- Nicole Alves, manager, Service Excellence Department.

In partnership with Caring Animal Partners of NH (CAP), our P.A.W.S. Rx Therapy Teams consist of volunteers who have been selected, screened and specifically trained to be in a health care setting. These team members are chosen based on their attentiveness, experience, affection and sensitivity to people’s needs. If you, or someone you know, might be interested in joining the P.A.W.S. Rx program, please contact CAP directly. For more information, visit caringanimalpartners.org or contact CAP by emailing the P.A.W.S. Rx Team Coordinator at Nichols.ma@comcast.net, or by calling (603) 927-4046.

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Whether a patient is visiting NLH for a procedure, lab test, x-ray or just a provider check-up, it can be a stressful experience. A simple smile and greeting goes a long way to ease the tension, and for the volunteers at NLH, this is their mission as soon as you come through the door.

A volunteer dressed in purple or green is often at the front desk alongside the hospital concierge, to make you feel welcome and ensure you get the assistance you need. These community members give their time to make sure your experience gets off to the best possible start.

The main lobby at NLH is designed to make you feel comfortable. When you add in the beautiful plants (provided by Spring Ledge Farm) and the occasional volunteer playing the baby grand piano, it might make you wonder if you are really in a hospital. The lobby also features the Friends Gift Shop, which is staffed solely by volunteers. Stocked with wonderful seasonal offerings and some everyday items, the gift shop is a great place for a few minutes of browsing.

If you are interested in learning more about the volunteer program, volunteering a few hours a week or to join the list of piano players, call the Volunteer office at (603) 526-5133 or visit newlondonhospital.org/ways-to-support/volunteering.

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ORTHOPAEDIC CARE FROM HEAD TO TOE

DARTMOUTH-HITCHCOCK ORTHOPAEDICS AT NEW LONDON HOSPITAL

We’re pleased to bring the expertise of Dartmouth-Hitchcock’s orthopaedics team to New London Hospital, where you’ll have access to appointments and many surgical procedures right in your community.

We’re here for you with the innovative and personal care only Dartmouth-Hitchcock and New London Hospital provide.

To make an appointment, call (603) 526-5314 Monday through Friday, 8am - 5pm. Learn more at newlondonhospital.org/orthopaedics.

New London Hospital
Dartmouth-Hitchcock
One Health Record and One Patient Portal!

To better serve you, NLH is migrating our health record to eD-H, the system used by Dartmouth-Hitchcock Health.

As part of this transition, the online portal that patients use to access health information, schedule an appointment and communicate with providers, is changing to myDH.

Please be advised our staff is working hard to bring this new technology to you, and we appreciate your patience while we upgrade our systems to better serve you.

COMING THIS SPRING

We invite you to create a myDH account for use after May 31 by visiting mydh.org/portal.
2020 EVENT schedule

APRIL
Thursday, April 2: Thursday’s Child Dinner to benefit NLH and Casting for Recovery. The Coach House Restaurant, New London, NH.

MAY
Friday, May 1: Spring Art Reception/First Friday Gallery Stroll with Center for the Arts. 5:30-7:30 pm, NLH. Eat, sip and be artsy at the Spring Art Reception.

JUNE

JULY-AUGUST

SEPTEMBER
Friday, Sept 18: 15th Annual Benefit. 5:00-10:00 pm, The Fells, Newbury, NH.
Thursday, Sept 24: Fall Art Reception. 5:00-6:30 pm, NLH.

Visit newlondonhospital.org/events for more details.

healthy conversations
Bruce P. King Community Wellness Forums
11:45 AM - 1:00 PM | Clough Community Room, New London Hospital
Please join us for Healthy Conversations Wellness Forums, a new monthly series named in honor of Bruce P. King’s leadership and passion for community wellness. Lunch (soup and salad) will be served at 11:45 AM. Discussion to start at 12:00 PM

March 26, 2020
Medication Management
Featured Speaker: Chris Lopez, PharmD, BCACP, CDE

April 23, 2020
New England Donor Services
Featured Speaker: Kerry Casey, NEDS

For more information about future sessions and to RSVP, visit newlondonhospital.org/events.

Kathleen Kennedy, director of Community Relations and Development
Tim Lund, manager of Marketing and Communications
Amy Carney, special events and development coordinator
Tara Bishop, copy editor
Kerrilee Quinn, R.C. Brayshaw & Company, design and layout

Please write to the Community Relations and Development Office, New London Hospital, 273 County Road, New London, NH 03257 if you wish to have your name removed from the list of people who receive marketing and/or fundraising requests from the hospital. In the event that you write to us with this request, all reasonable efforts will be taken to ensure that you will not receive any marketing and fundraising communications from us, excluding postal patron mailings.

Direct all questions and comments to (603) 526-5322 or community.relations@newlondonhospital.org