

Transforming Care Together

MAHHC DONOR IMPACT REPORT • 2024



"Often, firefighters get called by someone experiencing chest pain, or by a family member saying a loved one has collapsed... It never entered my mind that someday it would be me."

- David Shropshire,
Hartford, VT

David's Story

"Often, firefighters get called by someone experiencing chest pain, or by a family member saying a loved one has collapsed," says former Hartford, VT firefighter David Shropshire, "and you rush to the scene to provide aid, administer CPR, and get the person to the nearest hospital. It never entered my mind that someday it would be me."

Earlier this year, Shropshire started noticing a soreness in his chest. "I told my wife, Belinda, 'My heart hurts.' It felt like pressing on a sore muscle. But I didn't have other symptoms and didn't think much of it. Working out, I'm used to sore muscles. However, the following week, after a swim, I was in a store parking lot and felt a sharp pain behind my left shoulder and in my heart."

"I told my wife, Belinda, 'My heart hurts.' It felt like pressing on a sore muscle. But I didn't have other symptoms, and didn't think much of it."

Your philanthropy means so much to Mt. Ascutney Hospital and Health Center - and to patients like Dave. Because of you, members of our community have access to the region's most advanced Acute Rehabilitation Center, high-tech diagnostics, and state-of-the-art surgical care. Your giving keeps healthcare local.

(cont'd inside page 2)



“They did a great job, and I’m thankful to them for giving me another day with my wife, my kids, and my life.”

David's Story (cont'd from cover)

While Shropshire was trained in how to respond to emergencies, it was different when the emergency was his own. He called a nurse to make a primary care appointment, but following a few questions about his symptoms, it was clear he should be at the hospital. Shortly after, he walked through the doors of the Emergency Department at Mt. Ascutney Hospital and Health Center.

“RNs Rick and David, and attending PA Lee were absolutely phenomenal,” recalls Shropshire. “Lee was serious, but very kind and explained what was happening at every step. Everyone was so nice and reassuring. They administered an EKG, which looked normal, but they wanted to be sure, so they followed protocol by keeping me there for a series of blood tests to check my enzyme levels. Those kept climbing higher and higher, which led to an ambulance trip to Dartmouth-Hitchcock, and eventually, a pair of stents to address serious blockages.”

When he was discharged from the hospital, Shropshire returned to the MAHHC ED—but not for an emergency. “This time, I brought them flowers to thank them for doing their jobs so well.” Today, Shropshire is back in the Miller Therapeutic Pool and going to cardiac rehab at the Mt. Ascutney Rehabilitation Center. Since his experience, he’s also learned fitness is only part of the story—family history plays a part because heart disease was more prevalent on his mother’s side of the family than he knew.

“I became a firefighter because I love helping people,” reflects Shropshire. “I’ve always said, I want to be the first guy in and the last guy out.” He’s grateful for the clinicians at the MAHHC ED who have the same commitment. “They did a great job, and I’m thankful to them for giving me another day with my wife, my kids, and my life.”



Building on Your Generosity

As we make facility upgrades in accordance with our Five-Year Capital Plan, you can see and feel the impact of your donations. For instance, we recently installed a new HVAC system for the MAHHC Laboratory, renovated the ED nurses’ station and supply room, implemented an ID badge access system to improve security, moved our bulk oxygen for easier delivery, and painted many common spaces. We’re also upgrading our chiller plant and air handling systems while we integrate our IT system into the Dartmouth Health Electronic Medical Record. We’re always improving our spaces, technologies, and systems to provide better care.



Hello! I’m pleased to present this Mt. Ascutney Hospital and Health Center Donor Impact Report.

Here, you will find stories highlighting how individual and institutional donors help to ensure quality, life-changing care. Your ongoing support has a profound impact on us, so that we can continue to have a positive impact on those we serve. In this report, Vermont firefighter David Shropshire talks about how our Emergency Department was there for him when he experienced chest pains. He is a born helper who found himself needing our help—an experience that deeply affected him. We’re also proud to share with you the recognition we’ve received from national organizations for our dedication to achieving and maintaining quality in all we do. Finally, it is my privilege to introduce our new President and CEO, Matthew R. Foster, MD, MMM, who will join us in December. Dr. Foster, who comes to us from Johnson Health Center in Lynchburg, Virginia will provide leadership to both MAHHC and Valley Regional Hospital. Welcome, Dr. Foster! This hospital and community have needed and supported one another for more than 90 years. We look forward to continuing a healthy relationship for years to come. Thank you for your continued support.

Jocelyn F. Caple, MD
Interim Chief Executive Officer

Local Commitment Strengthened by Partnership

Thanks to our system partnership with Dartmouth Health, we have recently streamlined gift processing behind the scenes. One thing that hasn’t changed: All gifts stay local—every dollar you give to MAHHC stays with MAHHC. It’s the best of both worlds, with access to DH resources and skills, including shared providers, as well as an intensified commitment to truly local healthcare for the communities we serve, as demonstrated by our expanding specialty services and children’s health clinic.

Welcome, Valley Regional Hospital!

As of July 31, 2024, Claremont, NH’s Valley Regional Hospital is the newest system partner of Dartmouth Health. The agreement represents a formal integration of clinical, administrative and financial resources following negotiations with the NH Attorney General’s office, and after years of collaborations between Dartmouth Health and Valley Regional across multiple services. The result for Claremont area residents is improved access to state-of-the-art technology, the latest in clinical research, and more than 2,000 of the region’s top physicians and providers. It ensures more patients in rural communities can access essential healthcare close to home, including a new addiction and treatment center to be established at Valley Regional. MAHHC and Valley Regional have always been good neighbors, and now we’re more, as we’ll be jointly managed by a shared CEO.

“There is so much optimism and excitement as we look to our future together,” said Joanne M. Conroy, MD, CEO and President of Dartmouth Health. “The benefit to our patients, families and rural communities will be substantial, including investments in future services and infrastructure, and enhanced research opportunities to continue providing the best in innovative, cutting-edge, world-class care.”





New Vision Equipment Helps More Kids See Clearly

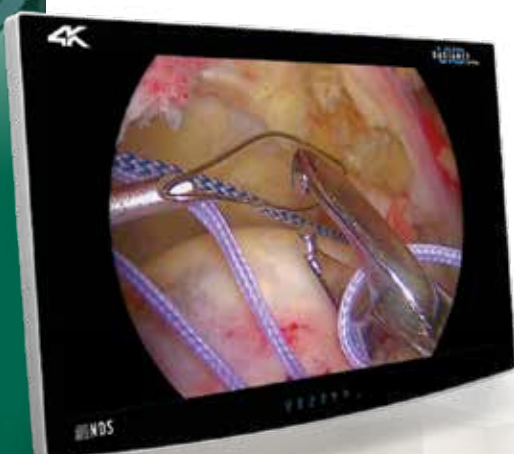
Primary care is one of the first lines of defense against vision loss in children. That's why we are proud to announce the addition of new vision screening technology for our pediatrics offices in Windsor and Woodstock. These photo vision screeners will help us diagnose amblyopia, or "lazy eye," in 3- and 4-year-olds before it becomes a permanent condition. The acquisition was made possible with a grant of \$14,271.88 from the Canaday Family Charitable Trust, established in 1945 to improve the lives of Vermont children and families.



Hospital Auxiliary Donates \$25,000 for OR Imaging Systems

The Mt. Ascutney Hospital Auxiliary has voted to approve support in the amount of \$25,000 for the purchase and upgrade of imaging systems for colonoscopy and endoscopy patients. According to Wendy Tetrault, RN, Nurse Manager of Perioperative Services, "The Hospital performs approximately 25 of these procedures each week, mainly preventative screenings for colon cancer. Upgrading to 4K resolution

as endoscopes are replaced over the coming months will allow for clearer visualization as we screen for polyps and other changes in the lining of the colon and upper GI tract." Tetrault says, "On behalf of all of us who provide care, we are deeply grateful to our Auxiliary for seeing the importance of this high-volume service line, and focusing on an improvement to our Hospital that will literally help to save lives."



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- Wendy Tetrault, RN
Nurse Manager of Perioperative Services



Thank you from Perioperative Services!

Making an Impact on Children and Families

Family wellness and children's medical care are key components of Mt. Ascutney Hospital and Health Center's mission. We are part of a powerful network delivering world-class pediatric healthcare. And with crucial support from our donors, we work to ensure that parents and children have the education, tools, and support to be healthy, valued, and connected to their community.

Dartmouth Health Children's at MAHHC

Family-centered care for infants, children, and teens is here at MAHHC, in a welcoming, kid-friendly environment. But our excellence is more than local—we are part of Dartmouth Health Children's, a fully integrated network providing access to expertise in dozens of medical and surgical specialties. We offer primary care appointments here, with connections to the resources of our Children's Hospital in Lebanon, NH, and our entire system of expert clinicians and advanced technology across northern New England.

Family Wellness to Support Community Health

The Family Wellness Program at MAHHC places a Family Wellness Coach and Family Wellness Therapist in the Pediatric Clinic at Mt. Ascutney Provider Practice in Windsor and a Family Wellness Coach at Ottauquechee Health Center in Woodstock. The professionals in these donor-supported positions offer services and resources to all families of the clinics.

Sarah Zwickelmaier: Family Wellness Therapist

In her role at the MAHHC Pediatric Clinic, Sarah provides individual education and counseling to families whose emotional and/or behavioral health gets in the way of positive family functioning. Among her duties, Sarah conducts depression and anxiety screenings, coaches people on mindfulness and cognitive behavioral therapy, runs a therapeutic art program, and provides guidance to the MAHHC Pediatric Mental Health Team. Additional funding from donors could help sustain and expand her role, supporting service reimbursement to ensure free services for uninsured or underinsured patients, snacks for children to enhance food security and help them focus during visits, and covering clinical supervision expenses.

"I believe in taking time to build a trusting relationship and getting familiar with a person's strengths so that we may build from this foundation together."

- Sarah Zwickelmaier
Family Wellness Therapist



Community Health

From our Family Wellness Program to outreach for seniors, Mt. Ascutney Hospital and Health Center understands that we are perfectly positioned to provide exceptional care to our patients and lead health and wellness initiatives in our community. Our commitment to community health remains strong.

Part of keeping our commitment strong is continually and deliberately streamlining our community health outreach to be as efficient as possible. That's why our community health efforts are evolving to make our work more manageable and more effective. If you have questions about a program's relationship with MAHHC, or your support for our community health initiatives, please reach out to Tayo Kirchhof, Director of Development at 802-674-7321 or email tayo.kirchhof@mahhc.org.



DONORS: October 1, 2023 through September 30, 2024

We sincerely thank the donors and supporters who make our work possible. Your gift of any size is accepted with deep gratitude. Every dollar donated remains with MAHHC, advancing our commitment to improving the health and well-being of our community.

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 Dr. Leesa Taft
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 Dr. Brent White and entire staff
 Shawn Williams
 The Wonderful Staff at MAH and the OHC

Accolades

With your support, Mt. Ascutney Hospital and Health Center and Ottauquechee Health Center are providing the kind of high-quality care that gets recognized.

Recognized as the "Top Rehabilitation Hospital" in Vermont in Becker's Hospital Review's annual list. This distinction is awarded to hospitals that provide exceptional care of patients recovering from events such as traumatic brain injury, severe burns, and stroke.

Recognized by national healthcare surveyor Press Ganey for the second year, MAHHC is proud to receive the 2023 Human Experience Guardian of Excellence Award.

MAHHC was honored with the 2023 Performance Leadership Award from Chartis, a leading national healthcare consulting firm, scoring in the 75th percentile among more than 2,000 rural hospitals nationally in quality, outcomes, and patient perspective.

The 2022 Press Ganey Human Experience Guardian of Excellence Award, Inpatient Rehabilitation, placed MAHHC in the top 5% of healthcare organizations in patient experience, employee engagement, physician engagement, or clinical quality performance.

We are proud to be accredited by The Commission on Accreditation of Rehabilitation Facilities (CARF) in our acute inpatient, outpatient, and stroke specialty rehabilitation programs.

The Emergency Department at MAHHC was the first in Vermont to earn accreditation as a Level 2 Geriatric Emergency Department from the American College of Emergency Physicians (ACEP).

MAHHC and OHC are the recipients of Level 3 Recognition as a Patient-Centered Medical Home™ (PCMH™) by The National Committee for Quality Assurance (NCQA)—the highest level attainable.



We apologize for any names or organizations that may have been inadvertently omitted, misspelled, or incorrectly listed and appreciate notice of corrections or errors. Please forward notices to Tayo Kirchof, Director of Development at 802-674-7321 or email tayo.s.kirchof@mahhc.org.

Thank you to the members of the MAHHC Development Committee.

The Development Committee provides oversight of the philanthropy functions at Mt. Ascutney Hospital and Health Center and partners with leadership and staff to support a culture of philanthropy within the Board, the organization as a whole, and the communities that it serves.

My/Our gift to Mt. Ascutney Hospital \$

This gift is made: In Memory In Honor of: _____

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and Health Center

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Rehabilitation Reunion Healing Celebration

Every year, former and current patients, families, and staff members of our award-winning Acute Rehabilitation Center meet in our courtyard to celebrate our annual Rehabilitation Reunion. This yearly event is an opportunity for people who began their rehabilitation journey here following surgery, illness, or injury to reconnect with the people who first helped them recover strength and mobility, so they could start getting back to their lives. For many, recovery is a lifelong process, including outpatient therapies, pain management, and specialized medical care. Social and emotional healing are also essential, and that's what the Reunion provides—an opportunity for people to share their experiences with peers and the public. Likewise, it's tremendously rewarding for our therapists and other caregivers. "Staying in touch after our patients leave here, and knowing that they're in good hands and they're thriving," says Occupational Therapist Stella Virchick, "getting back together and enjoying a day like today—it gives me goosebumps."



"Getting back together and enjoying a day like today—it gives me goosebumps."

Watch the
32nd Reunion
Video



Do you have a story to share about your care and experience with Mt. Ascutney Hospital and Health Center?



Tell us
Your
Story.

Stella Virchick,
Occupational Therapist