

# Inside: See What's New and Exciting at Your Hospital!



Weeks Medical Center

## Message from the CEO

As I look back over my 16 years at Weeks Medical Center, I am proud of all that we, the hospital and community together, have accomplished. Your support and confidence in Weeks has allowed us to grow through a challenging time in health care, both locally and nationally. This year's **Report to Our Community** is a tribute to the hundreds of people who have contributed to the vital role of successfully running a hospital. It's all about our donors, volunteers, physicians, nurses, medical and support staff — all of you enable us to carry out our mission every day. Thank you, each and every one of you, for contributing your time, talent and resources so that we can offer the very best in community health care.

Scott Howe  
CEO

*P.S. We hope you will join the Weeks staff on **April 11th from 5:00 – 7:00 pm** for this year's **Open House**. This annual event will highlight some of the hospital's latest innovations, including our new state-of-the-art Wound Care Center.*

Report to  
Our Community  
2013



Weeks Medical Center



# Report to Our Community 2013

■ **Senior Management Team** *Front row, left to right:* Linda Rexford, Director of Human Resources; Celeste Pitts, CFO; Lars Nielson, MD, Chief Medical Officer; Scott Howe, CEO; Patricia Rogers, Assistant to the CEO; *Back row, left to right:* Rona Glines, Director of Physician Services; Donna Walker, Chief Nurse Executive.

Welcome to Weeks Medical Center's 2013 Annual Report. As you'll see in these pages, one of the main themes of this year's report is a focus on our exemplary medical team.

Our primary care providers and specialists are doing remarkable things everyday, such as replacing worn-out hips and knees; fixing broken hearts; helping cancer patients through difficult times; and getting diabetes under control. The list is endless and we can't thank this dedicated medical team enough for playing such a crucial role in the health and wellness of our patients.

One of the highlights of 2013 was the opening of the **Northwoods Center for Continuing Education** located at our Whitefield Physicians Office. The concept for a North Country education center started three years ago when we began the application process with the American Heart Association to become a designated training center. As a result of three generous grants, a state-of-the-art education center and simulation laboratory was opened in August 2013 to offer education services to local hospitals, EMS services, and other health care organizations.

One of the more significant initiatives in 2013 was a partnership that was formed with Dartmouth-Hitchcock Medical Center to provide radiology and pathology services. This allows us to send radiology images for interpretation and tissue specimens for diagnosis directly to Dartmouth for fast, high quality diagnostics which ultimately improves clinical outcomes. Dartmouth has some of the **best Radiologists and Pathologists in New England**.

Our volunteer program continues to grow and we have exciting new opportunities for those interested in donating their time. Volunteers are truly the heart of our organization. The smiles and daily camaraderie of our many volunteers warm the hearts of patients and employees alike.

We are truly grateful for the strong commitment of our fine medical, clinical and support staff. Because of this professional dedication and the generous support of our community, we are able to meet the health care needs of all of our North Country patients.



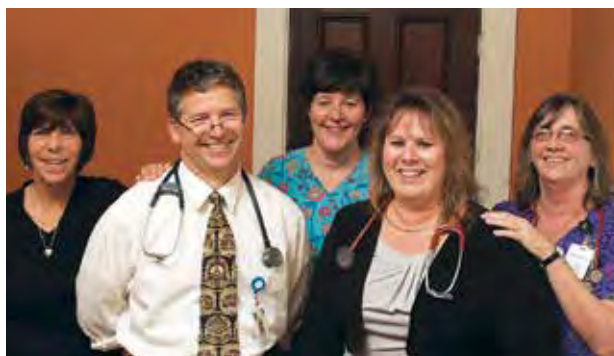
# Specialties Complete Healthcare Services for the Entire Family

From family medicine to podiatry to oncology, Weeks Medical Center's highly trained and experienced physicians and medical staff offer comprehensive medical care in a range of medical specialties for every stage of life. Weeks provides exceptional specialty and primary care to residents in the North Country, and for unique medical issues or routine treatment, Weeks' medical team provides the care patients need, when and where they need it.

## Primary Care



■ Groveton Primary Care



■ North Stratford Primary Care

## Patient's First Line of Defense

Weeks Medical Center is fortunate to have an outstanding, dedicated team of primary care providers, including physicians, nurse practitioners and physician assistants. They are typically the first healthcare provider a patient sees for non-emergency medical problems. They are specifically trained for comprehensive first contact and continuing care for patients with any undiagnosed health symptoms or concerns, as well as preventive care. For our patients convenience, our practices are located at four locations in the North Country — Lancaster, Whitefield, Groveton and North Stratford.



■ Lancaster Primary Care

■ Whitefield Primary Care





# Specialties



## Pediatrics

### Quality Child Care From Birth Through Adolescence

Weeks Medical Center is fortunate to have Dr. Jane Tarkleson, a board certified pediatrician, on its specialty medical staff. Dr. Tarkleson is specially trained to handle a long list of common illnesses often found in children and teens, such as asthma, common cold, croup, whooping cough, ear infections, impetigo, fever, head injuries, soar throats, stomach pain and vomiting. She also provides well-child check-ups and immunizations. The medical professionals at Weeks know that raising a child can be demanding and an all-encompassing job. We are committed to supporting families in raising physically, emotionally and socially healthy children.



## Gynecology

### Gynecological Care Vital to Women's Health

Dr. Lars Nielson, certified by the American Board of Obstetrics and Gynecology, has been providing gynecological care to women in the North Country for over 10 years. He provides a full spectrum of routine gynecologic services, including contraceptive management, infertility evaluation and treatment, cholesterol screening, premenstrual tension syndrome, sexually transmitted diseases, bladder dysfunctions, menopause, cancer screening and treatment, and osteoporosis prevention.

## Orthopedics

### Latest Treatment Options Restore Quality of Life

The Weeks orthopedic team, led by Dr. Paul Kamins and Anna Linglebach-Lorenz, PA-C, has been providing patients living in the North Country with the latest treatment options and newest technologies to alleviate pain and return patients to their normal activities. Whether a patient needs a joint replacement, enhanced rehabilitation, an injection, or custom bracing, the skilled and compassionate orthopedic staff works as a team to provide a full spectrum of services

for children through seniors. For patients requiring surgery, the care is highly personalized from pre-surgery through post surgical rehabilitation.

## Podiatry

### Expert Treatment for Ankle and Foot Disorders

For Weeks patients who have either common or complex foot disorders, the Podiatry Practice of Drs. Hal Goolman and W. Kemp Schanlaber offer medical and surgical care for a variety of foot and ankle conditions that affect people of all ages. Conveniently located in Weeks' Whitefield Physicians Office, this dedicated team of experienced podiatrists can diagnose and treat patients to improve foot health. Some of the more common foot and leg problems that the podiatrists treat include: sores and wounds, ingrown toenails, hammer-toes, heel pain, gout, tendonitis, arthritis, sports injuries and stress fractures.



## Cardiology

### Life Saving Heart Care Close to Home

For patients needing experienced cardiovascular diagnostics, treatment and follow-up care, the cardiology team at Weeks is committed to working with patients to reduce the incidence of heart disease. The cardiologists work closely with an entire team of medical and administrative professionals who are dedicated to the treatment and prevention of heart disease. Through Weeks' affiliation with the Cardiology Department at Dartmouth-Hitchcock Medical Center, patients transferred from Weeks to Dartmouth with serious heart issues have access to one of the finest Cardiology teams in New England.

## Oncology

### Excellent, Compassionate Care

For cancer patients, Weeks Medical Center offers oncology care and chemotherapy in a comfortable, home-like atmosphere. The medical staff understands the importance of having local access to physical, psychological and emotional care for cancer patients and their families. For twenty years, Weeks has enjoyed a strong partnership with Dartmouth-Hitchcock's Norris Cotton Cancer Center. Two oncologists from Dartmouth offer twelve regular clinics a month at Weeks for the diagnosis, treatment and prognosis of cancer.





# 2013 Highlights

## NEW NCCE

### Northwoods Center for Continuing Education Opens in Whitefield

One of the highlights of 2013, was the opening of Northwoods Center for Continuing Education located at Weeks' Whitefield Physicians Office. The new Center serves the educational and training needs of hospitals located in the North Country, EMS services, and other healthcare institutions.

In addition to traditional classroom training, the Center offers courses utilizing three advanced computer-based, human-like medical simulation models. Medical simulation is a training and feedback method in which medical professionals practice tasks and processes in life-like circumstances. These simulators are used to teach new skills or procedures and to test competencies to improve quality of care and reduce errors. The teaching teams consist of physicians, registered nurses and paramedics.

The Center is a collaboration between Weeks Medical Center, White Mountain Community College, Upper Connecticut Valley Hospital, Androscoggin Valley Hospital and Coos County EMS Services.



## NEW Radiology and Pathology



■ Dr. John Hubbard, Radiologist

### Weeks Partners with Dartmouth-Hitchcock to Deliver High Quality Radiology and Pathology Diagnostics

In the fall of 2013 Weeks Medical Center signed an agreement with Dartmouth-Hitchcock Medical Center in Lebanon to provide radiology and pathology services.

Today, using digital technology, radiology images taken at Weeks are sent directly to Dartmouth-Hitchcock for interpretation by their radiologists. This ensures timely around the clock diagnosis and, in some cases, faster treatment for patients. This agreement also includes Androscoggin Valley Hospital and Upper Connecticut Valley Hospital and is part of the Coos Hospital Collaboration. All three hospitals also share the services of a Dartmouth Radiologist on-site to perform procedures and oversee the radiology services.

The pathology department at Weeks has also turned to Dartmouth-Hitchcock for the processing of tissue specimens, diagnosis, and reporting. They are able to offer the same 24-hour turn-around and quality analysis as the hospital's former in-house service. A Dartmouth Pathologist, Dr. Charles Brown, comes to Weeks one day a week to meet with providers; offer educational opportunities; and answer questions about regulations.

"We are pleased to be able to coordinate with Dartmouth-Hitchcock to streamline our processes to deliver the highest quality, fastest diagnostics using the latest technology which ultimately improve clinical outcomes," says Scott Howe, CEO. "We also have the benefit of Dartmouth-Hitchcock employing some of the best Radiologists and Pathologists in New England which is a real plus for a small hospital."

**NEW** Urology



## Comprehensive Urinary Healthcare for Men and Women

A board certified Urologist, Dr. Russell Sarver, joined the Weeks staff in 2013. Dr. Sarver, who treats both adult and pediatric patients, has been specially trained to diagnose, treat and manage male and female urinary track disorders and disorders of the male reproductive system. Urological disorders treated by Dr. Sarver include urinary incontinence, enlarged prostate, bladder cancer, urinary cancer, kidney stones, kidney tumors, bladder stones, erectile dysfunction and vasectomies. The medical team at Weeks welcomes Dr. Sarver as their newest specialist.

## Statement of Operations

Net Patient Service Revenue.....	\$39,256,860
Free Medical Services Provided	
Emergency Services Costs	
Not Recovered .....	\$1,826,148
Subsidized Health Services .....	265,618
Cost of Charity Care Provided .....	887,631
Shortfall from Government Insurances .....	3,779,514
Case Management Services .....	273,741
Other Community Services .....	808,750
Total Community Benefits.....	\$7,841,402
Total Employees .....	410
New Hires for 2013.....	74

## Services Provided

Admissions.....	919
Emergency Room Visits .....	6,046
Surgical Cases.....	989
Imaging Exams .....	11,736
Lab Tests.....	234,342
Physical/Occupational/ Speech Therapy Procedures .....	17,317
Outpatient Visits .....	19,983
Physician Practice Visits.....	52,041

*“I was recently taken to the Emergency Department at Weeks and everyone in the ED was compassionate, caring and very encouraging. They had the utmost patience with me and I had the best team of nurses, doctors, and x-ray technicians and I feel blessed for the care I received. The whole team kept me comfortable and did not just treat me, but treated me with respect and dignity.”— recent ED patient*





# Looking Forward

## New Wound Healing Center Treats Problem Wounds

Opening in April 2014, Weeks Medical Center's new Wound Care & Hyperbaric Medicine Center offers a comprehensive approach for treating patients with non-healing wounds or sores.

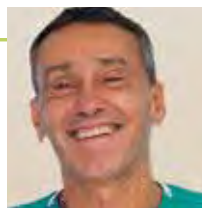
The Center will treat two types of wounds — chronic wounds and acute wounds. Chronic wounds can be caused by on-going systemic disease such as diabetes, poor blood flow, or chronic swelling or pressure on a certain part of the body. An acute wound is usually the result of an accident, trauma or surgery.

The Wound Care Center is an out-patient, hospital-based program staffed by a team of medical specialists who work closely with a patient's primary care provider to treat wounds that will not heal on their own. These specialists thoroughly assess each patient's underlying causes that led to the wound and recommend an individualized treatment plan. The center uses the latest scientifically proven methods, dressings, and technologies for the treatment of patients with chronic wounds.

Candidates for treatment at the new center are those suffering from diabetic ulcers, pressure ulcers, infections, radiation injuries to soft tissue and bone, compromised skin grafts and flaps, and wounds that haven't healed within 30 days.

An exciting feature of the new Wound Care Center is Hyperbaric Oxygen Therapy (HBOT) which is one of the most advanced therapies in the treatment of problem wounds. HBOT delivers high concentrations of oxygen to the blood stream and the wound bed, which rapidly accelerates the healing process. This therapy aids in wound closure, new tissue growth, wound tissue regeneration and much more.

"We are excited to be able to provide this much needed service to residents of the North Country and beyond," said Scott Howe, CEO. "Our entire multi-disciplinary team of physicians and nurses are trained to provide comprehensive treatment and care to those patients suffering from problem wounds."

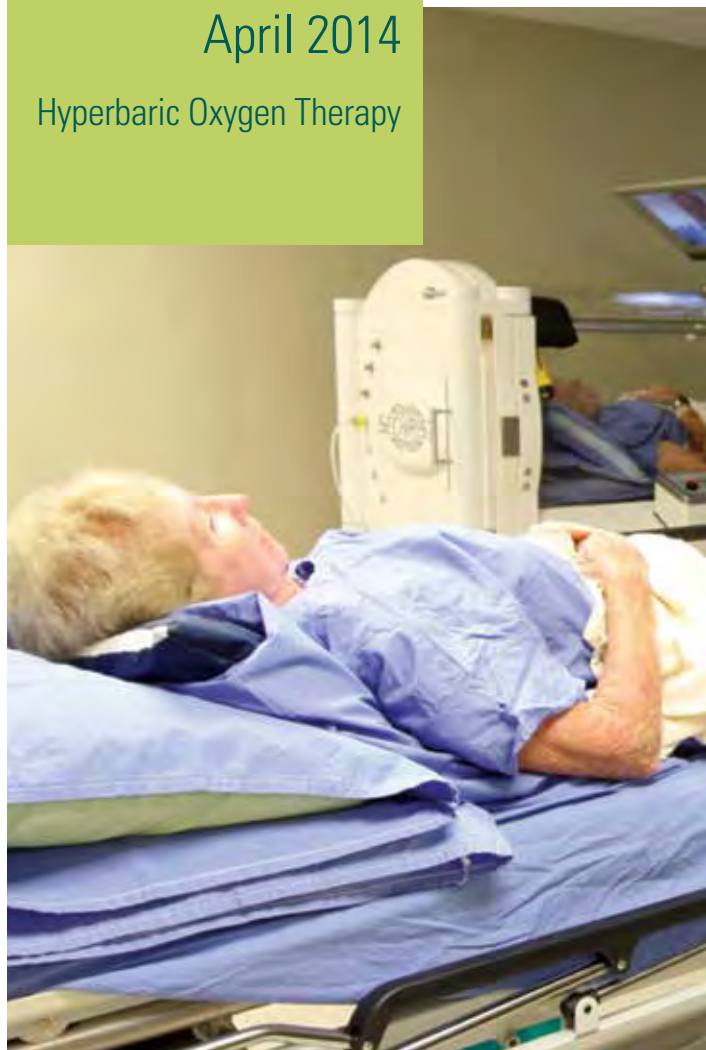


### Wound Care Team

- Angelo Vozzella, PA
- Dr. Kemp Schanlaber and Anna Lingelbach-Lorenz, PA-C
- Drs. Hal Goolman and Lars Nielson

**NEW**  
April 2014

Hyperbaric Oxygen Therapy



# Thank you, Donors!



## Thank You...

For gifts of \$250 or more, you are invited to be a member of the CEO Circle of Friends. Membership entitles you to attend the WMC Annual Meeting, the annual Donor Recognition Dinner, and special events throughout the year.

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Dr. Hal Goolman  
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# Gifts in Memory of...

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**In Memory of Pat Gregory**  
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**In Memory of Joseph Gross**  
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Gorham Congregational/UCC Church

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Debra Groves

**In Memory of Vladimir Horak**  
Katherine Baublis

**In Memory of David Horowitz**  
Bernadette Horowitz      Isabelle Horowitz

**In Memory of Clayton Jarest**  
Armand Dube      Alice Wilkinson  
Muriel Lewis

**In Memory of Harold Kenney**  
The News and Sentinel

**In Memory of Kevin Kopp**  
Mary Kopp

**In Memory of John Ladd**  
Rosalind Ladd

**In Memory of Howard Martin**  
Susan Doyle

**In Memory of John R. McGee**  
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Town of Carrol      Caryn Ranson  
Janice Francis      Phyllis Ricardi  
Melanie Harding      Lois Vashaw  
Gloria Hatfield  
William King  
Roberta McGee  
Nancy Mitiguy  
Charles & Cathleen Martone

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Mary Louise Almeida

**In Memory of Edward McKeage**  
Leatrice Bacon  
Lester and Theresa Brooks  
Ginny and Petro, Nancy Bellacqua  
Linda Clogston  
Rick and Stephanie Dube  
Crystal McKeage  
Vonnie Rough  
Roger and Beth Young

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Bernadette Nay

**In Memory of Stanley C. Parker**  
Carolyn Bond      Carolyn Hudson  
Mary Louise Damuth      Jacquelyn Noyes  
Marcia Hanson

**In Memory of Roland Perron**  
Rhonda Fraser

**In Memory of Roger Rousseau**  
Ronald LaFrance      Elaine L'Heureux

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**In Memory of Marion Stanton**  
Kathleen Nowak

**In Memory of Christy St. Onge**  
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Mike and Kathy St. Onge

**In Memory of Dean Sweeney**  
Sharon Sweeney

**In Memory of Timonee Tippett**  
Bailey's Funeral Home  
Jon and Carol Bergeron  
Theodora Bergeron  
Barry and Becky Craggy  
Donald and Joyce Dimick  
Charles and Mary Fitch  
Larry and Elaine Gray  
Tara Kilby  
Sons of American Legion

**In Memory of David Tupper**  
Sharon Tupper

**In Memory of Helen Walkers**  
Paul and Linda Bernard      Nancy Norris

**In Memory of Nathalie B. Wheeler**  
Stephen and Nova Wheeler

## Our Medical Services

- |                              |                            |
|------------------------------|----------------------------|
| Cancer/Oncology Treatment    | Orthopedics                |
| Cardiac Services             | Osteopathic Medicine       |
| Ear, Nose and Throat         | Pediatrics                 |
| Echocardiography             | PET/CT Service             |
| Family Practice              | Pharmacy                   |
| Gynecology                   | Physical Therapy           |
| Internal Medicine            | Podiatry                   |
| Laboratory                   | Pulmonary Function Testing |
| Mammography                  | Radiology                  |
| Medical Acupuncture          | Sentinel Node Biopsy       |
| MRI Service                  | Stereotactic Breast Biopsy |
| Nuclear Medicine             | Surgical Services          |
| Occupational Health Services | Ultrasound                 |
| Occupational Therapy         | Urology                    |

# Our Healthcare Professionals

Richard Kardell, DO Karen O'Day, FNP	Allergy/ Otolaryngology
Karen Armento, CRNA Mark Morgan, MD Larry Walker, CRNA	Anesthesia
Jennifer Parent, APRN	Behavioral Health
Elizabeth LaPointe, PA-C Mark Greenberg, MD David Pelkowski, MD Emil Pollak, Jr., MD	Cardiology
Joseph Keenan, PhD James McGuire, MD	Child Development
Jean Benson, MD Ralph Broadwater, MD Jay Dege, MD Jeffrey Johnson, MD Mederic LeBlanc, MD Kenneth Rudd, MD Arthur Ruediger, MD Richard Yee, MD	Emergency Services
Glenn Adams, DO Jack Avery, DO Gina Bedell, APRN John Ford, MD Sonya Gilbert, PA-C Mary Beth Kenison, APRN Christopher Laurent, FNP Amber Schmidt, DO Angelo Vozzella, PA-C	Family Practice
Maude Keeshin, MD Walter Voigt, MD	General Surgery
Stephen Regan, MD Curtis Smith, MD	Hospitalists
Paul DeMasi, DO Wendy Gair Muello, MD	Internal Medicine
Lars Nielson, MD	Obstetrics/Gynecology/ Medical Acupuncture
Ron Kubica, MD Gregory Ripple, MD	Oncology
Paul Kamins, MD Anna Lingelbach-Lorenz, PA-C	Orthopedic Surgery
Charles Brown, MD	Pathology
Michael Flanagan, MD	Pediatric Cardiology
Jayne Tarkleson, DO	Pediatric Medicine
Hal Goolman, DPM W. Kemp Schanlaber, DPM	Podiatry
Peggy Simon	Pulmonology
John Hubbard, MD	Radiology
Russell G. Sarver, MD	Urology

## Auxiliary Gives Back



Auxiliary donates blanket warmer to oncology department.

The Weeks Auxiliary began in 1920 and for over 74 years has been providing valuable volunteer support throughout the hospital. They have also been active fundraisers through the sponsorship of over 15 events and activities every year, such as the Golf Tournament, The Giving Tree, Uniform and Book Fairs and many more.

In fact, since Weeks' fiscal year 1999/2000, the Auxiliary has raised \$395,428 for the purchase of much needed equipment and supplies for the hospital to improve the comfort and well-being of patients. Close to \$20,000 was raised in 2012/2013 for the purchase of three ceiling lifts for the Medical/Surgical Department. The winner of the 2013 Auxiliary Scholarship was Katelyn Dion, White Mountain Regional High School, in the amount of \$1000.

"With 83 Auxiliary volunteers and 16 Board members, Weeks takes great pride in these men and women who unselfishly volunteer their time on behalf of patients and the hospital," says Margo Cliche, Manager of Volunteers. "Our volunteers provide those special 'extras' that make a meaningful difference in the lives of our patients."

## Board of Trustees

Lisa Tetreault, Chair  
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### Honorary Trustee

Rebecca Weeks Sherrill More, Ph.D.



# Weeks Medical Center

173 Middle Street  
Lancaster, NH 03584

# Thank you Volunteers

You are the heart of our Hospital.  
Thank you for all that you  
do every day at Weeks  
Medical Center.



If you would like to join this wonderful group of volunteers, please call Margo Cliche at 603-788-5221 or email her at [margo.cliche@weeksmedical.org](mailto:margo.cliche@weeksmedical.org)

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Belmore, Julia  
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