

CARING FOR OUR  
**COMMUNITY,**  
CARING FOR **YOU.**





The Mt. Ascutney Hospital and Health Center family mourns the loss of our own Charles Clement, who passed away unexpectedly on February 1, 2020. After joining us in 2014, he was named Director of Development in 2017. Charlie was a tireless advocate for the Hospital, with a talent for communicating our potential to serve the community, and a passion for making change happen. He was a role model for his fellow employees with exceptional professionalism displayed at every turn. He was an avid sportsman, a devoted husband, and a good friend. We miss him dearly, and will remember him always.

Mt. Ascutney Hospital and Health Center and Ottauquechee Health Center are committed to your health and wellness, with strong support from our system partners at Dartmouth-Hitchcock Health. Our commitment to you brings us into our local communities, where we work with many town and state organizations to share useful information, provide resources, and prevent illness.

## HERE ARE SOME OF THE WAYS WE HELPED TO BUILD HEALTHIER COMMUNITIES, ALONGSIDE OUR PARTNERS AND DONORS IN 2019:

### COMMUNITY PARTNERSHIPS

We aim to meet people wherever they are on life's journey. MAHHC is connecting people with essential healthcare services through a network of referring partners, and delivering strategic services and information to patients where the need is greatest.

For example, we offer **Screening, Brief Intervention, and Navigation to Services (SBINS)** in the Emergency Department. SBINS helps our health care providers identify risks to patients' health and wellbeing, from drug and alcohol use, to housing and food insecurity, violence, and more. Trained counselors offer patients support and connect them with services they need to maintain or improve their health.

Meanwhile, **Community Care Coordinators** provide integrated care management and service coordination in our health clinics and referral appointments.

We're establishing healthcare workshops along with new support groups and outreach to improve Family Wellness through the **Developmental Understanding and Legal Collaboration for Everyone (DULCE)** project.

MAHHC lends our support to community health partners such as SEVCA, The Thompson Senior Center, The Scotland House, RiseVT, and others.

We're actively addressing food insecurity with programs like **VeggieVanGo**, providing fresh, healthy food in conjunction with the Vermont Foodbank. We support **Rachel's Kitchen**, which provides breakfast at no cost five days a week. And we provide transportation from volunteer drivers to get people to warm places in the colder months.

And we're proud to support **Mt. Ascutney Prevention Partnership (MAPP)**, which works with towns on drug policy and creates awareness in the public about substance misuse, and supporting families at every opportunity.

### COMMUNITY-BASED ADDICTION SUPPORT

As our communities continue to grapple with the challenges of substance misuse, we have added **Medication Assisted Therapy (MAT)** in our Emergency Department. This provides immediate substance abuse relief for people in crisis, and creates a seamless connection to longer-term intervention. This service improves the chance to aid someone at a time when they are most receptive to assistance and recovery services.



CARLA KAMEL  
Community Care Coordinator



## COMMUNITY OF CARING

In 2019, MAHHC and OHC took steps to make care at our health care centers even more welcoming and effective. In Windsor, we introduced a **Mamava Lactation Pod** to help mothers nurse in privacy. We made needed renovations to **Miller Therapeutic Pool** that will ensure it can help people for many years to come. We introduced the **Flossbar dental program** to increase the availability of basic dental care. And at both campuses, we added new primary care providers and specialists to improve your access to quality, compassionate care.



## COMMUNITY FITNESS STARTS WITH US

In 2019, MAHHC received an **Excellence in Worksite Wellness award** from the Governor's Council of Physical Fitness & Sports and the Vermont Department of Health. This award recognizes MAHHC's success in creating a workplace that promotes the health and wellness of employees. Here, we believe that employees are our greatest asset—and staying fit ourselves helps us to help you. From our smoke-free campus, to our private gym for employees, healthy cafeteria selections and more, we make it as easy as possible for employees to be healthy and well.



FELICIA MURRAY  
Registered Nurse

## COMMUNITY HEALTH NEEDS ASSESSMENT

One of the best ways to improve community health is to directly ask you—what are the most important health needs of you and your neighbors? As part of our efforts to improve community health, we regularly reach out to survey our communities, and we take action based on what we hear. Key health metrics are then tracked and published periodically through the **Community Health Improvement Report**. The results of this effort give MAHHC and our partners a roadmap to guide our efforts as we move forward.

## COMMUNITY VOLUNTEERS

From across the towns we serve, volunteers step up to help their neighbors stay healthy and well. **Volunteers in Action (ViA)** brings people from across our communities together to provide a world of assistance to neighbors in need. From giving rides to appointments, to working at the Hospital, to working with Meals on Wheels and more, ViA volunteers pitch in to perform tasks that people across the Upper Valley urgently need.

## COMMUNITY HEALTH WORKSHOPS

Mt. Ascutney Hospital and Health Center is proud to coordinate and host meetings on many important topics, including: **Advance Directives, Emotional Wellness, Family Addiction Recovery, Dental Programs, Diabetes Prevention Programs, Healthier Living Workshops for Chronic Disease, Chronic Pain and Diabetes, Parenting and Grief Support Groups, Nicotine Quit Groups, and Pulmonary Rehabilitation.**



In so many ways, Mt. Ascutney Hospital and Health Center, its partners, and supporters are making a real difference—in the lives of individuals and in the overall wellness of the communities we all call home.

WITH YOUR HELP, WE'RE  
**CHANGING**  
**LIFE** FOR THE BETTER,  
 EVERY DAY.

SHARI LASKEVICH, PTA  
 with Patient in the  
 Miller Therapeutic Pool

**BALANCE SHEET (AUDITED)**

September 30, 2019 & 2018

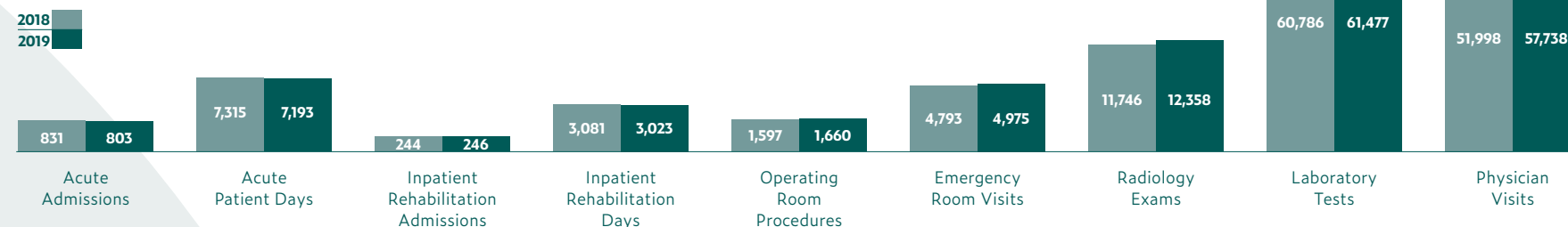
	2019	2018
Cash	\$ 7,769,056	\$ 7,170,205
Short Term Investments	1,005,914	174,261
Accounts Receivable, Net	4,967,769	5,727,191
Supplies, Prepaids, Other Current	2,133,699	1,811,802
<b>Current Assets</b>	<b>15,876,438</b>	<b>14,883,459</b>
Assets Limited as to Use	19,659,422	19,094,654
Property and Equipment, Net	18,116,754	18,085,243
Other Assets	2,914,092	2,692,351
<b>ASSETS</b>	<b>\$ 56,566,706</b>	<b>\$ 54,755,707</b>
Accounts Payable & Accrued Expenses	\$ 2,492,200	\$ 3,545,096
Current Portion of Long Term Debt	234,111	194,616
Accrued Salaries and Wages	3,627,187	3,636,379
Other Current Liabilities	419,171	448,184
Deferred Revenue	1,147,211	952,648
Third Party Settlements	2,974,040	1,396,395
<b>Current Liabilities</b>	<b>10,893,920</b>	<b>10,173,318</b>
Long Term Debt	11,392,455	11,215,741
Pension Liability	7,470,285	4,573,284
Other Non Current Liabilities	220,244	240,470
<b>Liabilities</b>	<b>29,976,904</b>	<b>26,202,813</b>
Unrestricted Net Assets	19,412,279	21,306,927
Temporarily Restricted Net Assets	1,314,991	1,354,614
Permanently Restricted Net Assets	5,862,532	5,891,353
<b>Net Assets</b>	<b>26,589,802</b>	<b>28,552,894</b>
<b>LIABILITIES AND NET ASSETS</b>	<b>\$ 56,566,706</b>	<b>\$ 54,755,707</b>

**OPERATING STATEMENT (AUDITED)**

For the Years Ended September 30, 2019 & 2018

AMOUNT WE BILLED & EARNED	2019	2018
Services Billed for Inpatients	\$ 27,840,905	\$27,266,563
Services Billed for Outpatients	55,066,876	50,638,806
Services Billed for Providers	20,410,715	19,463,239
Other Operating Revenues	4,014,970	4,438,962
<b>Total Gross Operating Revenue</b>	<b>\$ 107,333,466</b>	<b>\$ 101,807,570</b>
AMOUNT NOT FULLY PAID FOR OUR SERVICES		
Not Paid by Those Unable to Pay	818,147	949,742
Not Paid by Those Unwilling to Pay	2,056,707	1,541,879
Not Paid by Medicare and Medicaid	44,526,349	36,060,486
Not Paid by Other Payers	12,035,969	9,424,439
<b>Total Deductions from Revenue</b>	<b>\$ 59,437,172</b>	<b>\$ 47,976,546</b>
Payments received for patients in Healthcare Reform system	6,627,522	665,142
<b>Total Net Operating Revenue</b>	<b>\$ 54,523,817</b>	<b>\$ 54,496,166</b>
AMOUNT WE PAID TO PROVIDE SERVICES		
Salaries and Benefits for Our 420 Employees	33,591,347	32,348,976
Supplies and Services We Purchase	13,250,339	13,532,394
Utilities, Leases, and Rentals	5,107,416	5,266,726
Interest on Outstanding Debt	227,353	226,535
Wear and Tear on Building and Equipment	2,390,246	2,076,660
<b>Total Expenses Paid</b>	<b>\$ 54,566,701</b>	<b>\$ 53,451,291</b>
<b>Income on Operations</b>	<b>\$ (42,885)</b>	<b>\$ 1,044,875</b>
<b>Income from Non-Operating Revenues (Investments, Donations, etc.)</b>	<b>\$ (2,046,082)</b>	<b>\$ 1,941,872</b>
<b>FUNDS AVAILABLE FOR DEBT AND FOR FUTURE INVESTMENT INTO BUILDINGS AND PROGRAMS</b>	<b>\$ (2,088,967)</b>	<b>\$ 2,986,747</b>

**SERVICE TO THE COMMUNITY**



Students and faculty of Woodstock Elementary School with Tile artist Robert Rossel at the Ottauquechee Health Center's Mosaic Mural unveiling.



Mt. Ascutney Hospital and Health Center is proud to support the work of these Community Health Partners. For more information about Community Resources please visit [mtascutneyhospital.org/community-resources](http://mtascutneyhospital.org/community-resources)



# MT. ASCUTNEY HOSPITAL AND DARTMOUTH-HITCLOCK HEALTH. STRONGER TOGETHER.

Our ability to reach out to our communities through the initiatives described in this report is strengthened by our collaborative relationship with our system partners at Dartmouth-Hitchcock Health. This relationship strengthens our resources, provides us with logistical support, and boosts our capabilities across the towns we serve.

**Mt. Ascutney Hospital and Health Center**  
289 County Rd., Windsor, VT 05089  
(802) 674-6711 | [MtAscutneyHospital.org](http://MtAscutneyHospital.org)

**Ottawaquechee Health Center**  
32 Pleasant St., Woodstock, VT 05091  
(802) 457-3030

**MAHHC Ophthalmology**  
80 S. Main St. Top Floor, Hanover, NH 03755  
(603) 643-1919

**Historic Homes of Runnemed**  
40 Maxwell Perkins Ln., Windsor, VT 05089  
(802) 674-6733 | [HHRliving.org](http://HHRliving.org)