A YEAR OF COURAGE & RESILIENCE ACROSS OUR COMMUNITIES

2020 ANNUAL REPORT
What a year! Since March 2020, Mt. Ascutney Hospital and Health Center has led the local response to the Covid-19 pandemic. From standing up our dedicated respiratory clinic and rapidly expanding outpatient testing, to the cancellation of all elective procedures and surgeries, this was a year of constant change. We built an inpatient Covid-19 unit where we cared for patients suffering with the coronavirus, serving as the local hospital resource for our surrounding communities.

Many days during the height of the pandemic MAHHC had more Covid-19 inpatients than any other hospital in VT and competed with UVM Medical Center. Our nursing staff and hospitalists developed expertise in managing Covid-19 and we accepted transfers from hospitals up and down the CT River. We pivoted early to clinical and financial recovery efforts in May and June. We reopened clinics and therapy offices, restarted procedures and surgeries, and worked hard to bring our patients back into our hospital and clinics for much-needed care.

In the last 5 months, we have shifted resources to what I call the “happiest place on Earth (forget Disney),” our vaccination clinics held in the Professional Building on the Windsor Campus. We have vaccinated thousands of Vermonters and, with eligibility for the Pfizer vaccine now down to age 12, we have thousands more to go.

We are moving closer to the end of the pandemic and the employees of MAHHC have performed remarkably over the last year. Every member of our staff has contributed to our organization’s recovery. We have maintained our commitment to delivery of the highest quality medical care in the safest possible way, for both patients and our staff. Our clinical and financial performance over the last year has been outstanding and I could not be prouder of MAHHC’s response to the pandemic.

This was a year like no other. It was a year of great challenges, as a worldwide pandemic arrived at our front door. But it was also a year of great courage, cooperation, and selflessness among our staff, and across our community. These qualities are worthy of recognition and celebration.

The mission of Mt. Ascutney Hospital and Health Center is to improve the lives of those we serve. This year, we fulfilled our mission with incredible support from individuals who took it upon themselves to make protective masks when supplies were low, to local businesses that donated personal protection equipment to safeguard our staff.

Like many other healthcare providers, the arrival of COVID-19 meant that we were forced to temporarily curtail some of our elective services in March of 2020 in order to protect patients, staff, and visitors from the spread of the virus. Despite this significant challenge, the Hospital has emerged from 2020 financially stable. Our dedicated staff and our patients have adapted incredibly well to the changes we implemented to ensure safety. As the arrival of effective vaccines in 2021 gives us a ray of hope, we remain closer than ever to the communities we serve.
A YEAR OF COURAGE & RESILIENCE

WIDE BORE MRI SERVICES

MAHHC added enhanced wide-bore magnetic resonance imaging (MRI) scanner services, with same-week scheduling. The mobile unit is on site at the Hospital campus every Monday and Thursday. The project is undertaken in collaboration with Valley Regional Healthcare in Claremont, New Hampshire and Alliance Healthcare. The wide-bore unit accommodates larger patients, up to 550 pounds, as well as people who may experience anxiety or claustrophobia with traditional, narrower MRI units.

CHILD & ADOLESCENT PSYCHIATRY

Desiree Biesheuvel, MD and Alan Frascoia, MD are Child & Adolescent Psychiatry Specialists who treat Psychotic Disorders and conditions that cause severe mental symptoms and disconnection from reality, such as schizophrenia, delusional disorder, and substance-induced psychosis.

A YEAR OF EXPANDED SERVICES

The need for a full range of healthcare services didn’t stop because of the coronavirus. While implementing new safety protocols, MAHHC continued to focus on our mission to care for you as we strengthened our community outreach efforts to encourage preventive care. In 2020, we significantly expanded our health services to the community with these new providers and programs:

NEUROLOGY

Dr. Harmanpreet Tiwana joined the Hospital staff as a Board-certified Neurologist, specializing in the diagnosis of neurological disorders. She addresses a range of conditions including stroke, epilepsy, migraines, Myasthenia Gravis, Encephalitis, Parkinson’s Disease, ALS, Multiple Sclerosis, Alzheimer’s Disease, Meningitis, and HIV.

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RESPIRATORY CLINICS

MAHHC has established a dedicated Respiratory Clinic (Red) for people with upper respiratory symptoms, and a separate Respiratory Clinic (Green) for occasional health or travel-related, asymptomatic COVID-19 testing. Both branches are connected to the MAHHC main clinic and are designed to keep respiratory care separate from our other services, for the safety of all.

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YOU FIRST FRIDAY

Scheduling preventative screenings and other services throughout the year can be a challenge for the busy families we serve. MAHHC staff help make this process easier by conveniently timing these types of appointments during a single visit, to make the most of your time, and to increase access to routine screenings for early detection-improving outcomes.

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A YEAR OF COMMUNITY HEALTH

In order to improve health and wellness across the communities we serve, we need to understand what people see as the most urgent health matters affecting their lives and their towns. This helps to prioritize our outreach efforts to make the greatest possible impact. Key health metrics are tracked and published periodically through the Community Health Improvement Report, a collaboration between MAHHC and other community health organizations. Updated results of this effort continue to serve as a roadmap to guide our community efforts moving forward.

MAHHC, once again earned the U.S. Environmental Protection Agency’s (EPA) Energy Star designation. The hospital, and other factors. Only 266 hospitals out of 3,478 surveyed nationwide earned the full 5 stars, including only two in Vermont.

A YEAR OF COURAGE & RESILIENCE

All Lord, MAHHC Director of Community Health, was awarded a Certificate of Excellence at Turning Point Recovery Center of Springfield, Vermont’s first annual Recovery Gala. Affiliated with the Vermont Recovery Center of Springfield, Vermont’s first annual Recovery Gala.

Our Service to the Community

2020 2019

Services billed for Inpatients $28,009,210 $27,840,905
Services billed for Outpatients 53,997,415 55,066,876
Services billed for Providers 19,519,152 20,410,715

Operating Revenue $106,316,100 $107,333,466

Gross Operating Revenue $106,316,100 $107,333,466
Not Paid by Those Unable to Pay 797,296 818,147
Not Paid by Those Unwilling to Pay 2,205,969 2,056,707
Not Paid by Medicare and Medicaid 43,097,190 44,526,349
Payments received for patients in Healthcare Reform system 3,987,540 6,627,522
Payments received for COVID relief 2,533,288
Total Deductions from Revenue $54,484,349 $51,635,172
Gain from Sale of Other Assets 20,999,480 19,659,422
Assets Limited as to Use 3,103,446 2,914,092
Property and Equipment, Net 19,326,114 18,116,754
Current Portfolios 6,572,700 6,461,576
Accounts Receivable, Net 4,984,841 4,967,769
Current Portfolios, Net 12,015,078 1,005,914

Total Current Liabilities 18,540,409 10,893,920
Short Term Investments 12,015,078 1,005,914
Other Current Liabilities 421,592 419,171
Total Liabilities 38,682,752 29,976,904
Net Assets 29,362,478 26,589,802

ASSETS
Content 3,627,187
Utilities, Leases, and Rentals 4,893,044
Accounts Receivable, Net 4,984,841

Accounts Payable & Accrued Expenses 4,637,949
Deferred Revenue 3,291,199

Expenses $2,090,938 $2,492,200
Interest on Outstanding Debt 320,063

NOT FOR DISTRIBUTION

Total Net Operating Revenue $56,484,349 $51,635,172
Total Not Paid by Others 10,386,094 12,035,969
Total Non Current Liabilities 217,770 220,244
Retirement Liability 511,337 7,470,285

With Donor Restriction – Time or Purpose 1,858,688 1,314,991
With Donor Restrictions – Perpetual 5,935,704 5,862,532
Liabilities 38,492,757 29,976,904

AMOUNT NOT FULLY PAID FOR OUR SERVICES $43,097,190 $44,526,349
AMOUNT NOT PAID TO PROVIDE SERVICES $10,386,094 $12,035,969

AMOUNT PAID TO PROVIDE SERVICES $46,464,276 $49,376,097

Total Expenses $2,533,288

Expenditures for COVID Relief $48,099,995
Expenditures for Medicaid Waiver $19,999,599
Expenditures for Patients in Medicaid Waiver $19,999,599

Revenue $56,350,379 $54,523,817

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For the Years Ended September 30, 2020 & 2019

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Income (Loss) Operations $538,310 $ (42,885)

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Service to the Community

2020 2019

Room Visits 4,798 4,975
Emergency Exams 61,477 54,207

Physician Visits 57,738 54,207

Other Operating Revenues 4,790,323 4,014,970

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Income (Loss) Operations $538,310 $ (42,885)
Mt. Ascutney Hospital and Health Center
289 County Rd., Windsor, VT 05089
(802) 674-6711 | MtAscutneyHospital.org

Ottauquechee 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 Runnemede
40 Maxwell Perkins Ln., Windsor, VT 05089
(802) 674-6733 | HHRliving.org

FOR STANDING BY US AS WE WORK TO PROTECT YOUR HEALTH AND WELL-BEING, THANK YOU.