

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 aside from the University of Vermont 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 to clinical and financial recovery efforts early, starting 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.



A handwritten signature in white ink on a dark green background, consisting of the letters 'JP' followed by a flourish and 'MD'.

Dr. Joseph Perras, MD
President and CEO, Chief Medical Officer



A YEAR OF **COURAGE & RESILIENCE**

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. Those 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 give us a ray of hope, we remain closer than ever to the communities we serve.



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:

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 their time, and to increase access to routine screenings for early detection—improving outcomes.

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.

YOU FIRST FRIDAY

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.

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.

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.

MEDICATION ASSISTED TREATMENT

To help save lives amidst the local opioid crisis, we now provide rapid access to Medication Assisted Treatment (MAT) for people who arrive in the Emergency Department following an overdose, or for people seeking help with an opioid use disorder. To provide this care, MAHHC is working with Connecticut Valley Addiction Recovery (CVAR), an addiction treatment center in Windsor. In addition, MAHHC and CVAR are collaborating with the Vermont Department of Health to distribute the nasal-spray naloxone (Narcan) for free to the public.



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 us 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's score of 92 means it is more energy efficient than 92 percent of similar facilities across the nation. Efficiency Vermont once again provided technical assistance to help MAHHC achieve certification.

Jill 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 as a 501(c)(3) nonprofit organization, Turning Point is a peer-based network of support for people affected by any kind of Substance Use Disorder. Lord leads the Community Health Improvement Plan, which supports several workgroups that attempt to improve community health needs. One of these is the Substance Misuse workgroup. Jill also leads the Prevent Opiate Overdose Deaths initiative, which is facilitating cross sector partnerships with novel approaches to overdose prevention, response, treatment, and recovery.

MAHHC was awarded a 5-star rating for patient experience by the Centers for Medicare and Medicaid Services (CMS) according to CMS Hospital Consumer Assessment of Healthcare Providers and Systems scores. Ratings are based on random Patient Satisfaction Surveys of patients of all kinds, who are asked about a range of topics, including staff communication, responsiveness, cleanliness, quietness, discharge information, the patient's willingness to recommend the hospital, and other factors. Only 266 hospitals out of 3,478 surveyed nationwide earned the full 5 stars, including only two in Vermont.

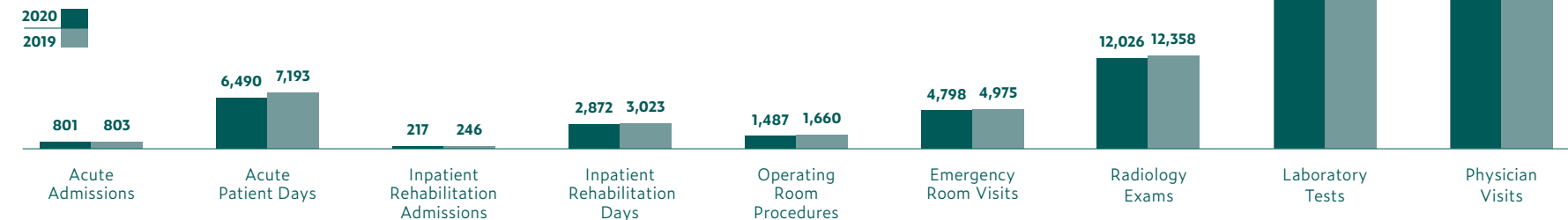
A YEAR OF HONORS EARNED

BALANCE SHEET (AUDITED)

September 30, 2020 & 2019

	2020	2019
ASSETS		
Cash	\$ 5,720,700	\$ 7,769,056
Short Term Investments	12,015,078	1,005,914
Accounts Receivable, Net	4,984,841	4,967,769
Supplies, Prepaids, Other Current	1,895,571	2,133,699
Current Assets	24,616,190	15,876,438
Assets Limited as to Use	20,999,480	19,659,422
Property and Equipment, Net	19,326,114	18,116,754
Other Assets	3,103,446	2,914,092
ASSETS	\$ 68,045,230	\$ 56,566,706
LIABILITIES AND NET ASSETS		
Accounts Payable & Accrued Expenses	\$ 2,090,938	\$ 2,492,200
Current Portion of Long Term Debt	630,000	234,111
Accrued Salaries and Wages	4,637,949	3,627,187
Other Current Liabilities	421,592	419,171
Deferred Revenue	3,291,199	1,147,211
Third Party Settlements	7,468,731	2,974,040
Current Liabilities	18,540,409	10,893,920
Long Term Debt	19,413,236	11,392,455
Retirement Liability	511,337	7,470,285
Other Non Current Liabilities	217,770	220,244
Liabilities	38,682,752	29,976,904
Without Donor Restrictions	21,568,086	19,412,279
With Donor Restriction - Time or Purpose	1,858,688	1,314,991
With Donor Restrictions - Perpetual	5,935,704	5,862,532
Net Assets	29,362,478	26,589,802
LIABILITIES AND NET ASSETS	\$ 68,045,230	\$ 56,566,706

SERVICE TO THE COMMUNITY



OPERATING STATEMENT (AUDITED)

For the Years Ended September 30, 2020 & 2019

	2020	2019
AMOUNT WE BILLED & EARNED		
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
Other Operating Revenues	4,790,323	4,014,970
Total Gross Operating Revenue	\$ 106,316,100	\$ 107,333,466
AMOUNT NOT FULLY PAID FOR OUR SERVICES		
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
Not Paid by Other Payers	10,386,094	12,035,969
Total Deductions from Revenue	\$ 56,486,549	\$ 59,437,172
Payments received for patients in Healthcare Reform system	\$ 3,987,540	\$ 6,627,522
Payments received for COVID relief	\$ 2,533,288	-
Total Net Operating Revenue	\$ 56,350,379	\$ 54,523,817
AMOUNT WE PAID TO PROVIDE SERVICES		
Salaries and Benefits for Our 416 Employees	34,727,511	33,591,347
Supplies and Services We Purchase	13,327,532	13,250,339
Utilities, Leases, and Rentals	4,893,044	5,107,416
Interest on Outstanding Debt	320,063	227,353
Wear and Tear on Building and Equipment	2,543,919	2,390,246
Total Expenses Paid	\$ 55,812,069	\$ 54,566,701
Income (loss) Operations	\$ 538,310	\$ (42,885)

Mt. Ascutney Hospital and Health Center

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(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 Runnemed

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.*

