

Dartmouth  
Health

New London Hospital

# Newsletter

Summer 2023

97<sup>th</sup> Annual

# HOSPITAL DAYS

*A Community Celebration to Benefit New London Hospital*



Emergency Department  
Upgrades [Page 5](#)



# A message from the CEO

New London Hospital (NLH) is a remarkable place. For more than 100 years, it has reliably and exceptionally delivered healthcare services to our community. While many changes have occurred through the years, the dedication and compassion of our providers, staff and volunteers have remained unchanged. We are—and always will be—neighbors truly caring for neighbors.

To celebrate NLH and its contributions to our region, we are preparing for the 97th Hospital Days, August 3-5. This signature fundraising event is an annual staple that makes happy memories among families, friends and acquaintances, while demonstrating the community's dedication to its hospital.

Recently, the approach of Hospital Days has been refreshed to underscore the original purpose of the event—established in the early 1900s—as a community-sponsored fundraiser that effectively supports NLH. A critical aspect of this change is the transition of event proceeds from supporting the unrestricted Annual Fund to an annually-selected fundraising priority.

I'm pleased to share that NLH's Hematology/Oncology Infusion Services was selected as the 2023 Hospital Days beneficiary and all funds raised during the event will help improve and enhance the infusion

patient experience. From the parade and Chamber Night to the Midway, we will share smiles and laughs, knowing we are helping patients receive care during a challenging time in their lives. For more information about this cause, I invite you to read about the special care needs of our Infusion Services patients and staff on page 3.

This is a special time of year, and I know many of you will spend hours preparing to make Hospital Days memorable. The commitment of our volunteers is inspiring and part of what makes NLH so unique. This spirit of giving back is evident not only during Hospital Days, but throughout the year at NLH where our volunteers generously lend their talents and heartfelt care to our patients and visitors.

As a father of four young children here in New London, I look forward to everything Hospital Days offers. As a community member, I appreciate all that Hospital Days represents, and, as CEO of NLH, I'm grateful to our community for your support.

Thank you, and see you soon at Hospital Days!

**Tom Manion, MPA, FACHE, CMPE**  
**President and CEO**  
 New London Hospital

# Delivering care that counts: Hematology/Oncology Infusion Services

Every patient is a priority at New London Hospital (NLH), and its providers, staff and volunteers are looking forward to celebrating this quality standard of care during the 97th Hospital Days. This signature community event was recently reorganized and refreshed to fund a specific area of need at NLH, and Hematology/Oncology Infusion Services has been named the 2023 Hospital Days beneficiary. The team's positive impact on patient quality of life and the wide range of disease and conditions it treats led to this selection.

The three registered nurses who staff Infusion Services provide compassionate and personalized care to our community members living with cancer, blood disorders and other conditions. They deliver intravenous medications to patients during appointments that can last from 20 minutes up to 6.5 hours, depending on individual needs.

Between January 2022 and May 2023, the Infusion Services team treated patients during 2,164 visits. These patients ranged in age from 17 to 98 years-of-age, and 33.53% of the visits were related to cancer treatment. Infusion Services also treats arthritis, Crohn's disease, multiple sclerosis, osteoporosis and rheumatoid arthritis, among other conditions.

Minette McQueeney has been visiting the Infusion Services Suite—which she calls her “second home”—regularly for nearly five years. Due to chronic anemia, she receives infusion therapy treatments once weekly for three weeks, every three months. She reports that her 90-minute treatments go by quickly because of the nursing staff.



From left, Jillian Tully, RN, BSN, Jen Carlin, RN, BSN, and Michelle Miller, RN, BSN, OCN.

“I am always impressed by their level of professionalism, along with the fact that they truly care. I couldn't ask for a better experience,” Minette shares. “I love these women. They make a positive difference in my life. I would miss them if I didn't need to visit Infusion Services anymore!”

Community support of the 2023 Hospital Days will directly benefit the work of the Infusion Services team and enhance the infusion therapy experience for patients like Minette. To donate online, visit [www.newlondonhospital.org/support](http://www.newlondonhospital.org/support) and select “Infusion Services” from the drop-down designation menu.

**Details about Hospital Days, including daily schedules, are available at [newlondonhospital.org/hospitaldays](http://newlondonhospital.org/hospitaldays). NLH is grateful to its dedicated friends and neighbors who will make this a most memorable event!**

In June, the “Avery Bell” was installed in our Infusion Suite. Patients completing treatment will now have the opportunity to celebrate this special milestone on their road to recovery with family and staff. The bell is dedicated to Bruce Avery. NLH will always be grateful to Bruce and his wife, Shirley, for their generous support of NLH Infusion Services.



## Recent additions



**Kyleigh Guy, APRN**

Kyleigh joins the NLH Medical Group with years of experience in the Dartmouth Health system, including serving as a staff nurse here at NLH. A resident of New London, Kyleigh's passion for care and commitment to our community reflects the mission and values of NLH. "I have spent years preparing to be a primary care provider for this community that I hold close to my heart," says Kyleigh. "I'm grateful for this opportunity and the responsibility associated with it."



**Samantha Rossignol, APRN**

As a graduate of the University of New Hampshire where she received her Master of Science in Nursing, Samantha (Sam) recently returned to New Hampshire after serving as a family nurse practitioner in the Boston area. Sam is currently providing care at NLH Express Care and will transition to our Newport Health Center (NHC) in the fall as a full-time family medicine provider.



**Joseph H. Cameron, MPAS, PA-C**

Joseph (Joe) brings more than 20 years of emergency medical experience to NLH Express Care. He most recently served as physician assistant in the Spears Memorial Hospital Emergency Department and its MedChek Urgent Care. Prior to his time at Spears, Joe worked in the Elliot Hospital Emergency Department for 6 years.

# Emergency department upgrades

In 2019-20, the New London Hospital (NLH) Emergency Department (ED) was receiving less than satisfactory patient feedback due to the rising demand of emergency care needs in the region. The ED leadership and staff reevaluated the workflow process to improve the overall patient experience, resulting in new communication and process strategies, including the patient callback program. NLH has since netted some of the strongest scores for EDs in the nation according to Press Ganey survey results.

With a strong care model in place, the team noted the ED's physical surroundings weren't matching the high-quality care being provided. In 2022, NLH turned to the community for support of some much needed upgrades to the ED and it responded generously. The Annual Benefit, along with individual and foundation contributions, raised \$60,000 for Emergency Room/Trauma Bay upgrades. As a result, work began almost immediately on new floors, cabinets and paint for the walls.

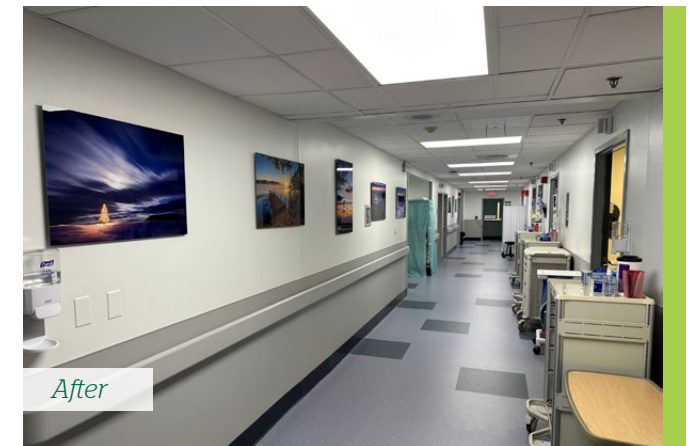
"We are so appreciative of all the support from our donors to help us make our emergency department reflective of the pride we have for the care we share with our patients and fellow staff," says Trevor Swan, ED Nursing Director.

The visually stunning photo work of local artist Garrett Evans brings life to the walls of the ED. In kindness, Garrett donated two pieces, "Penobscot Bay Sunset" and "Window to the Lake," in loving memory of Paul J. Diekmann, Jr., who served NLH for nearly 40 years with pride and compassion.

The ED is now a more inviting place for all those who seek care from its experienced nurses, physicians and staff.



Before



After



Before



After

## Hospital Days Community Forum

Thursday, August 3, 2023, 9 to 10:00 am,  
New London Town Green

Join us for a NEW Hospital Days event for 2023, a Community Forum with President and CEO of New London Hospital, Tom Manion with remarks by Michelle Miller, RN Supervisor, Hematology-Oncology Infusion.

**To prepare for your attendance, RSVP at:** [www.newlondonhospital.org/hospitaldays](http://www.newlondonhospital.org/hospitaldays)

97<sup>th</sup> Annual

# HOSPITAL DAYS

A Community Celebration to Benefit New London Hospital

Opportunities to support the 2023 Hospital Days fundraising beneficiary, New London Hospital's Hematology-Oncology Infusion Services, will be available

## Little Free Pantry- *take what you need, leave what you can*

As part of New London Hospital's (NLH) Community Health Needs Assessments (CHNA) process, it was determined that local residents from the region self-identified as having difficulty affording healthy food. Data shows that during the last year, an average of 8% of Merrimack County residents, and approximately 3-12% of our own patients, had this experience. Recognizing this need, and understanding the importance of access to healthy food, NLH launched the Little Free Pantry in June. Together, the NLH staff collected and stocked the pantry for the grand opening.

We encourage community members to take and leave healthy food as they are able. We have the support of the Kearsarge Lake Sunapee Community Food Pantry, located in New London, which supports residents on a larger scale on Wednesday evenings and Saturday mornings.

The Little Free Pantry is available 24-7 for immediate and emergency food needs for anonymous donors and recipients. It is located on the NLH campus at Door 10.

Those wishing to make a financial contribution to support food and supplies in the Little Free Pantry can visit: [www.newlondonhospital.org/support](http://www.newlondonhospital.org/support) and select "Food Security Initiatives" in the drop-down designation menu.



## 97<sup>th</sup> Annual HOSPITAL DAYS

A Community Celebration to Benefit New London Hospital

### THURSDAY, AUGUST 3: NEW for 2023!

Community Forum with President and CEO of New London Hospital, Tom Manion, joined by Michelle Miller, RN Supervisor, Hematology-Oncology Infusion Services

Meet the Chamber Night, with 50 business booths, hosted by the Lake Sunapee Region Chamber of Commerce (LSRCC)

### FRIDAY, AUGUST 4:

Family Fun Day at Elkins Beach hosted by New London Recreation Department (NLRD)

Band Night, hosted by the LSRCC

### SATURDAY, AUGUST 5:

7:30 am Pancake Breakfast, hosted by New London Rotary Club

10 am | **97<sup>th</sup> Annual Parade: A Storybook Celebration**

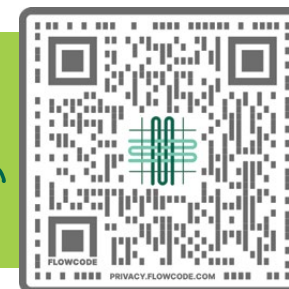
Followed by family-friendly activities on the Town Green!

Vendor Exhibition, Bounce House and **SO** Much More!

### ALL WEEKEND, AUGUST 3-5:

Midway, hosted by the LSRCC

Scan me



### Excited for Hospital Days 2023? Us too!

Scan the QR code to view our website that will be updated with event information as August nears. Be sure to follow us on Facebook and Instagram, too, @newlondonhospital!

The 2023 Hospital Days annually-selected fundraising beneficiary is NLH's Hematology-Oncology Infusion Services. Funds raised will help improve and enhance the infusion patient experience.



Monday, September 18, 2023

## Baker Hill Golf Club

101 Baker Hill Road  
Newbury, NH 03255

Registration begins: 10:30 am  
Shotgun start: 12:00 pm  
Format: Scramble

*Awards reception to follow*

## Swing for a Cause!

Registration is now open for the 20th Annual New London Hospital Golf Invitational on Monday, September 18, 2023 at Baker Hill Golf Club in Newbury, New Hampshire! For more details and to register, please visit:

[www.newlondonhospital.org/golf](http://www.newlondonhospital.org/golf)

Funds raised from this event benefit the New London Hospital Annual Fund, which provides unrestricted support for the hospital's greatest needs.



Dartmouth Health

New London Hospital

09

18

**New London Hospital**

273 County Road  
New London, NH 03257

Non-Profit Organization  
US Postage Paid  
Manchester, NH  
Permit No. 724

NEW LONDON HOSPITAL ANNUAL BENEFIT

DENIM AND *Diamonds*

Join us for an evening of cocktails, dinner and philanthropy.

For more information and to register, please visit:

[newlondonhospital.org/annualbenefit](http://newlondonhospital.org/annualbenefit)

*Embracing the theme is encouraged!*

FRIDAY, SEPTEMBER 22, 2023

*located at:*

JOHN HAY ESTATE AT  
THE FELLS



New London Hospital

Please write to the Community Relations and Development Office, New London Hospital, 273 County Road, New London, NH 03257 if you wish to have your name removed from the list of people who receive marketing and/or fundraising requests from the hospital. In the event that you write to us with this request, all reasonable efforts will be taken to ensure that you will not receive any marketing and fundraising communications from us, excluding postal patron mailings.