



UNITED IN  
**COMMUNITY.**

UNITED IN  
**EXCELLENCE.**

UNITED IN  
**WELLNESS.**



# THE OPERATING AFFILIATES OF EXETER HEALTH RESOURCES



**Core Physicians** is a community-based, multi-specialty group practice affiliated with Exeter Health Resources that provides comprehensive primary, specialty and pediatric dental care throughout the greater Seacoast Region. Over 160 providers in 15 locations pursue excellent patient satisfaction and quality outcomes through the provision of exceptional clinical care.

**Exeter Hospital** is a 100-bed, community-based hospital serving New Hampshire's Seacoast Region. The hospital's scope of care includes comprehensive medical and surgical health care services including, but not limited to: breast health, maternal/child and reproductive medicine, cardiovascular, gastroenterology, sleep medicine, occupational and employee health, oncology, orthopedics, general surgery and emergency care services. Exeter Hospital is accredited by DNV Healthcare, Inc., and is a Magnet<sup>®</sup>-recognized hospital. Magnet designation from the American Nurses Credentialing Center is the most prestigious distinction a health care organization can receive for nursing excellence and high quality patient care.

**Rockingham Visiting Nurse Association & Hospice** is a community-based, home health and hospice agency providing individuals and families with the highest quality home care, hospice and community outreach programs within Rockingham and Strafford Counties.

## TABLE OF CONTENTS

Clinical Affiliations	4
United in Excellence	5
Innovation	6 – 7

United in Wellness	8
United in Community	9 – 18
Our Community Gives Back	19-21

Our Donors	22 – 33
Financials	34 – 38
Trustees/Officers	39



## LETTER FROM **THE PRESIDENT, CEO**

The mission of Exeter Health Resources and its affiliated organizations: Core Physicians, Exeter Hospital and Rockingham Visiting Nurse Association & Hospice, has always been to improve the health of the community members we serve. Throughout Fiscal Year 2017, our healthcare system advanced this commitment by developing the competencies necessary to broaden our accountability for the overall health of the population. Specifically, we worked to incorporate new analytical capabilities and systems necessary to better understand the breadth of our community members' health status, healthcare utilization, and importantly to better identify those individuals whose health is most at risk in the future. In today's world, being a healthcare leader requires us to reach beyond our system of care and redefine what it means to be a healthcare provider. As a result, Exeter Health Resources and its affiliated organizations have worked to identify the conditions in our communities that could adversely affect the health of its members and wherever possible, catalyze community partners to help to collectively support interventions that can contribute to improved community health.

The affiliates of Exeter Health Resources provided \$67,312,514 in charity care, subsidies and other community benefit programs and services to communities in the areas served during FY 2017. Of this, nearly one million dollars was contributed to our tax exempt community partners who provide vital services that are in alignment with our efforts to improve community health and well-being including access to healthy nutrition, transportation, youth suicide prevention, substance abuse and prevention, affordable housing and more. In addition to the ongoing collaboration with our community partners, our healthcare system continued its focus on providing innovative healthcare.

During FY 2017 Exeter Hospital began the planning that will introduce the state's newest and most advanced da Vinci® Surgical System, the latest innovation in precision robotically assisted surgery. The da Vinci technology enables surgeons to operate with minimal incisions, and the micro instrumentation has a greater range of motion than a human hand, enabling more precise movements to ensure the best possible patient outcomes. In addition, Core Physicians' surgeons Rebecca Kwait, MD and Kimberly Marble, MD became the first physician team in the state to become certified in Hidden Scar™ breast cancer surgery. This innovative technique enables the surgeons to have better access to tumors while minimizing scarring typically associated with breast cancer surgery. Exeter Hospital also introduced lung cancer screening using low dose computed tomography (LDCT). The hospital offers LDCT lung cancer screening for adults who have no lung cancer symptoms but who are identified as high risk due to specific criteria. LDCT is a CT scan that uses a low dose of radiation to detect lung nodules, with the goal of identifying early stage lung cancer when it is most treatable and has the highest success rate.

The future will call on Exeter Health Resources and its affiliated organizations: Exeter Hospital, Core Physicians and Rockingham VNA & Hospice to change, adapt and innovate. It will also call on us to recognize our unique role in uniting the community around improving its health. Our efforts in FY 2017 helped prepare us for answering that call.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kevin J. Callahan'.

Kevin J. Callahan, President, CEO



## CLINICAL AFFILIATIONS

*Exeter Hospital and Core Physicians have formed clinical relationships with several leading medical organizations that enable us to provide advanced care close to home.*

**Massachusetts General Hospital Cancer Center:** Leading Mass General radiation and medical oncologists and nurse practitioners provide care to patients at **Exeter Hospital's Center for Cancer Care**, along with multidisciplinary clinics, genetic counseling, clinical trials and nurse navigators.

Massachusetts General Hospital also provides **telemedicine services** to Exeter Hospital physicians to assist with the care of stroke patients at Exeter Hospital.

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**Brigham and Women's Hospital:** Exeter Hospital has two affiliations with Brigham and Women's Hospital. **The Center for Reproductive Care** provides comprehensive infertility, reproductive endocrinology care and advanced reproductive surgery. **Maternal Fetal Medicine** provides expert care for women who have complications identified prior to or during pregnancy.

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**Dartmouth-Hitchcock Medical Center:** Our relationship with Children's Hospital at Dartmouth-Hitchcock (CHaD) brings **pediatric gastroenterology and pediatric cardiology services** to patients at our Exeter Core Pediatrics office.

Dartmouth-Hitchcock Medical Center partners with **Core Vascular Surgery** to provide expanded vascular services in Exeter. Dartmouth also provides a medical director for Exeter Hospital's **Center for Occupational Health**.

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# UNITED IN EXCELLENCE



**Beacon Award for Excellence™** The American Association of Critical-Care Nurses (AACN) conferred a silver-level Beacon Award for Excellence on the Progressive Care Unit (PCU) at Exeter Hospital. The award recognizes unit caregivers who successfully improve patient outcomes and align practices with AACN's six Healthy Work Environment Standards. This is the second Beacon Award received by the PCU. Two years ago, Exeter Hospital's Intensive Care Unit (ICU) was also awarded a silver-level Beacon Award for Excellence. Exeter Hospital is currently the only hospital in New Hampshire to hold a Beacon Award.



**Magnet®** Exeter Hospital is a **designated Magnet hospital**, as conferred by the American Nurses Credentialing Center (ANCC) to recognize nursing excellence and innovation. This achievement places Exeter Hospital in the top 7% of hospitals nationwide.



**Most Wired™** This was the tenth consecutive year that Exeter Health Resources has been named one of the nation's **Most Wired health care organizations** for its use of information technology.



**NCQA** Core Physicians and all of their local practices have received the NCQA Patient-Centered Medical Home (PCMH) Recognition for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term, participative relationships.

## TOP DOCS

Twenty physicians from **Core Physicians' primary and specialty care practices** were recognized among the best physicians in the state in *New Hampshire Magazine's 2017 Top Doctors* issue.

# INNOVATION

Rebecca Kwait, MD and Kimberly Marble, MD became the first physician team in the state to become certified in Hidden Scar™. Dr. Kwait, a fellowship-trained breast surgeon, and Dr. Marble, a reconstructive and plastic surgeon, completed training in this advanced approach to breast cancer surgery that effectively treats cancer while optimizing cosmetic results.



Richard Feeney, DO of Core Physiatry has introduced spinal cord stimulation for nerve pain in the back and/or legs. After testing to ensure the treatment is effective for the individual patient, a small unit is implanted along the spine through a minimally-invasive procedure. The system provides ongoing stimulation for long-term pain relief.



Exeter Health Resources is committed to leveraging its Community Impact Program to substantially impact the risk of youth suicide in the greater Seacoast area of New Hampshire. Exeter Hospital awarded grants to local non-profits that provide services to address the risk factors associated with youth suicide, some of which include substance misuse, teen depression, social isolation, abuse, bullying and lack of awareness. In addition, Exeter Health Resources hosted the first Zero Suicide Academy in the state of New Hampshire. The Academy was a two day training with 90+ attendees from 13 different organizations. To learn more about Exeter Health Resources' suicide prevention efforts visit [exeterhospital.com/About-Us/Suicide-Prevention-Awareness-Initiative](http://exeterhospital.com/About-Us/Suicide-Prevention-Awareness-Initiative).





**E. William Johnson, MD, MPH** is now providing a new treatment for **enlarged prostate**, a common condition in older men. The UroLift® system is a minimally invasive procedure that lifts the enlarged prostate tissue out of the way so it no longer blocks the urethra. This can eliminate the need for medications which can lose effectiveness over time or have side effects.



**Exeter Hospital's physical therapists** are now offering **dry needling** with appropriate patients to relieve pain. This procedure requires special certification, and is used in conjunction with other treatments. Two to eight thin filiform needles are used to stimulate trigger points, which are tight bands in the muscle that cause pain. These needles help relax the muscle, alleviating pain and increasing range of motion.



**Exeter Hospital introduced lung cancer screening** using low dose computed tomography (LDCT) for people who meet the high risk criteria. Lung cancer is the number one cause of cancer-related death, and is most treatable when it is identified in the earliest stages. Exeter Hospital offers LDCT lung cancer screening for adults who have no lung cancer symptoms but who are at high risk of lung cancer because of a heavy smoking history. LDCT is a CT scan that uses a low dose of radiation to detect lung nodules, some of which may be cancer. Lung cancer screening is not a single test, but a commitment to participate in a series of screenings over time.



# UNITED IN WELLNESS

**Exeter Health Resources and its operating affiliates, Exeter Hospital, Core Physicians and Rockingham VNA & Hospice, are United in Wellness. This simple, but important, phrase embodies our health system’s collective efforts to improve the health of the communities we serve.**

As a not-for-profit health care system, the operating affiliates of Exeter Health Resources are supported in part by community members, grateful patients, and local business leaders, all of whom have been compelled to “give back” after their experience within our healthcare system. Whether it was the compassionate care provided to a loved one or, in some cases, inspired by their own personal experience, these individuals have helped to strengthen our collective efforts. With their support and our dedication to being United in Wellness, we are better able to purchase state-of-the-art equipment and technology, implement innovative treatment options and therapies, provide continuing education to clinical staff and assist with financial support for community members in need.



## **Exeter Health Resources’ Community Advancement Partners (CAPs)**

We are stronger thanks to the support of these devoted local businesses:







UNITED IN  
COMMUNITY.





## OUR MISSION

**The mission of Exeter Health Resources is to improve the health of the community. This mission will be accomplished without compromising Exeter Health Resources' sustainability principally by supporting the provision of health services and information to the community by the affiliated companies of Exeter Health Resources.**

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Throughout the past year Exeter Hospital, Core Physicians and Rockingham VNA & Hospice have continued the pursuit of this mission. During FY 2017 the affiliates provided \$67,312,514 in charity care and other community benefit programs and services to communities in the areas served. Since the inception of the community benefit reporting requirement in FY 2000, the affiliates of Exeter Health Resources have provided a total of \$399,301,255 in community benefits.

This addendum includes an overview of *some* of the affiliates' many community benefit services and programs that help to address needs identified in the 2016 Community Health Needs Assessment.

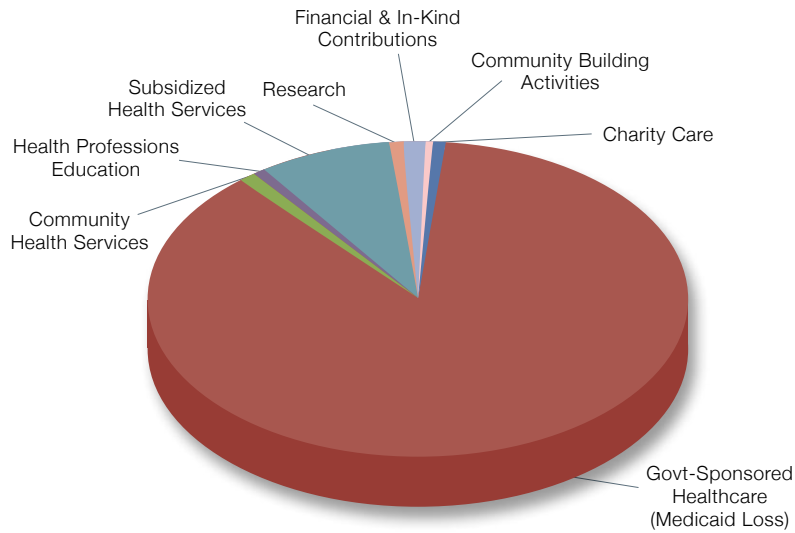
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Access to care due to insurance coverage cost barriers – Substance abuse and addiction  
Behavioral health – Mental health services – Youth suicide/substance and prescription drug abuse  
Transportation – Affordable housing/homelessness – Elder care and support services

The final assessment can be found at: [exeterhospital.com/About-Us/Community-Benefits](http://exeterhospital.com/About-Us/Community-Benefits).



# GIVING BACK TO THE COMMUNITY



Charity Care .....	\$ 1,179,866
Govt-Sponsored Healthcare (Medicaid Loss) .....	\$ 55,958,106
Community Health Services .....	\$ 981,814
Health Professions Education .....	\$ 1,144,210
Subsidized Health Services .....	\$ 6,458,058
Research .....	\$ 374,440
Financial & In-Kind Contributions .....	\$ 962,851
Community Building Activities .....	\$ 253,167
<b>Total .....</b>	<b>\$ 67,312,514</b>

# ANN



GRATEFUL PATIENT STORY:  
**ANN KIMBALL**

Ann had early stage breast cancer, which qualified her for Intraoperative Radiation Therapy (IORT), a one-day surgery and radiation treatment that eliminates 5-7 weeks of daily radiation. She was grateful to receive this specialty care close to home, as Exeter Hospital is one of the only facilities in the region to offer IORT.

# ACCESS TO CARE

## Financial Assistance

*Exeter Hospital has three components to its health care access program:*

– **The Uninsured Care Discount/Hospital Access Plus Program**

Patients who are uninsured will not be charged more than amounts generally billed to people who have insurance covering the same care. Exeter Hospital, prior to billing the patient, applies a discount towards gross charges for patients who are uninsured. This discount is not valid for patients who have health insurance coverage, including but not limited to: Medicare, Medicaid, MedPay, third party liability, or any other state or federal programs.

– **The Financial Assistance Program (FAP)**

Exeter Hospital's community-based Financial Assistance Program is available to uninsured and under-insured patients who meet income and asset guidelines, and who live in our service area. To qualify, patients must first have applied for all other sources of coverage, including through the Healthcare Exchange and the New Hampshire Health Protection Program.

– **Catastrophic Care Discount**

Exeter Hospital's Catastrophic Care Program provides financial relief for those patients who do not qualify for the Financial Assistance Program, but who are faced with a substantial debt due to a serious illness or injury. This program is calculated based on a percentage of the patient's gross income.

*Additional information can be found at:*

*[exeterhospital.com/patients-and-visitors/Financial-Assistance](http://exeterhospital.com/patients-and-visitors/Financial-Assistance)*

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*The operating affiliates actively promote these programs through direct patient education, paid advertising and community partnerships.*

**Exeter Hospital** provided \$993,124 (*calculated at cost*) in charity care which served 978 people.

**Core Physicians** offers a financial assistance program for patients who meet certain geographic and financial criteria. Core Physicians provided \$180,495 (*calculated at cost*) in charity care which served 488 people.

**Rockingham VNA & Hospice** provided \$6,247 (*calculated at cost*) in charity care which served six people.

**Telehealth Services:** Exeter Hospital provided \$338,009 in Telehealth monitoring services serving 10,226 people.

# ALLISON



GRATEFUL PATIENT STORY:  
**ALLISON YEAGLE**

Allison has been treated at Exeter Hospital since 2005, originally for breast cancer, and then later for metastatic breast cancer. She is greatly appreciative of the extended team of caring providers as well as having such high quality care close to home.

## COMMUNITY PARTNERS

*The operating affiliates of Exeter Health Resources work collaboratively with numerous community agencies towards meeting the needs of the community. These relationships include but are not limited to:*

### Lamprey Health Care

**Exeter Hospital continued its financial support of Lamprey Health Care with a community benefit grant in the amount of \$380,500.**

Lamprey Health Care provides high quality primary medical care and health related services, with an emphasis on prevention and lifestyle management, to all individuals regardless of ability to pay. As New Hampshire's oldest community health care center it provides services at three centers located in Newmarket, Raymond and Nashua.

### Families First Health and Support Center

**Exeter Hospital made financial contributions to Families First in the amount of \$51,000.**

Families First is a community health center offering a wide variety of health services and programs including primary care, prenatal care, dental care and mobile health care for the homeless.

### Connor's Climb

**Exeter Hospital provided support in the amount of \$17,000 to Connor's Climb.**

The Connor's Climb Foundation is dedicated to preventing youth suicide. The nonprofit organization raises funds locally to support suicide prevention and education programs in New Hampshire. All of the funds raised directly impact programs for suicide awareness, education and prevention in the New Hampshire community.

### Seacoast Mental Health Center

**Exeter Hospital helped to underwrite mental health services in the amount of \$463,482 serving 541 people.**

Exeter Hospital partners with Seacoast Mental Health to offer mental health services to patients and their caregivers in the Emergency Department and the Center for Cancer Care.

Governor Chris Sununu came to Exeter Hospital in September to proclaim September 10-16, 2017 as New Hampshire Suicide Prevention Week. Along with Exeter Hospital, attendees included state leaders working on suicide prevention in New Hampshire.



# HONORING THOMAS P. WHARTON, JR., MD



Dr. Wharton with his wife Nancy Sinclair at the dedication.



Pictured with a rendering of the new signage for the Interventional Cardiovascular Lab are (left to right) Kevin Callahan, president and CEO, Exeter Health Resources; Thomas P. Wharton, Jr., MD, Core Cardiology; Dennis Mechem, supervisor, Cardiac Catheterization Lab; Jessica Sutherland, MD, Core Cardiology.



Dr. Wharton with a grateful patient.

In February 2017, Exeter Hospital announced the naming of its Interventional Cardiovascular Lab in honor of Thomas P. Wharton, Jr., MD of Core Cardiology, a pioneer in the treatment of myocardial infarction, commonly known as a heart attack, with emergency balloon angioplasty and stenting. In recognition of Dr. Wharton’s leadership and to acknowledge the tremendous impact he has made on Exeter Hospital and the communities served, the Board of Trustees together with the leadership of Exeter Hospital formally named the “Thomas P. Wharton, Jr. Cardiovascular Suite.”

Kevin Callahan, president and CEO of Exeter Health Resources stated, “For many years Dr. Wharton has led Exeter Hospital’s outstanding cardiovascular interventional team – a team that has been responsible for saving the lives of countless members of our community. His constant reminder that time is critical has resulted in Exeter Hospital being recognized nationally for its work with the entire ‘chain of survival’ to respond quickly, from paramedics in the field all the way to the cath lab for acute coronary angioplasty. Dr. Wharton has been a consistent advocate for – and proponent of – community hospital-based interventional cardiac programs, thereby significantly advancing standards of cardiac care nationally. His work has not only saved hundreds of lives locally, but countless lives across the country.”

The Hospital also established The Wharton Fund, which will help to support Dr. Wharton’s commitment to the prevention of heart disease along with the continued provision of advanced interventional cardiac services within the local community. Donations can be made at [unitedinwellness.org](http://unitedinwellness.org).



Thomas P. Wharton, Jr., MD with Jessica Sutherland, MD and other providers from Core Cardiology and the Exeter Hospital Cath Lab.



## COMMUNITY BENEFIT PROGRAMS & SERVICES

### **New Heights**

**Exeter Hospital continued its support of New Heights in the amount of \$50,000.**

New Heights partnered with Chase Home for Children and Seacoast Outright to form the Seacoast Youth Suicide Prevention Network. The organizations will cross train and provide a portion of their core services to 150 youth within the first year.

### **Transportation**

**Exeter Hospital provided 241 transports at a cost of \$26,522.**

Exeter Hospital's transportation program is an important health care support service provided in response to an identified community need. Each year the program enhances access for hundreds of patients who otherwise would not be able to obtain needed health care and health related support services.

### **HAVEN**

**Exeter Hospital provided support in the amount of \$40,000 to HAVEN in alignment with its suicide prevention efforts.**

HAVEN is dedicated to addressing public health through violence prevention and improving the well-being of children and families. Preventing abuse and providing support for those impacted by domestic and sexual violence can lead to healthier and more secure children and adults.

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### **Community Health Services**

*The operating affiliates of Exeter Health Resources continue to provide various support programs and services to improve the health and wellness of the community. These include but are not limited to:*

**Community Education Programs:** Exeter Hospital provided community education services at an expense of \$500,189.

**Cancer Wellness and Diabetes Support Programs:** Exeter Hospital served 704 people in its cancer and diabetes programs at \$1,110,161.

**Community Based Clinical Services:** Rockingham VNA & Hospice contributed \$54,290 towards serving 689 people with community based clinical services.

# PROFESSIONAL EDUCATION & RESEARCH

## Health Education

Through the Health Education Program, students in various stages of their academic careers benefit from the experience of working with professional clinical staff. Agreements with Dartmouth-Hitchcock Medical School and the University of New England among others, allow medical students to pursue internships through various Core Physicians' practices. We have been fortunate to partner with Seacoast School of Technology allowing high school juniors and seniors to explore future health career options available to them. Additionally, this year over 180 students in nursing and allied health related careers from over 30 educational facilities were given the opportunity to work alongside the excellent clinical staff of Exeter Hospital, Core Physicians and Rockingham VNA & Hospice.

**188 students participated in training and internship programs provided by the affiliates of Exeter Health Resources at a total cost value of \$1,106,501.**

## Research

The Center for Cancer Care at Exeter Hospital participates in several national research groups sponsored by the National Cancer Institute, which enables the Center to offer clinical trials to patients undergoing treatment at Exeter Hospital. These offerings allow patients to voluntarily take part in leading edge research that does not necessitate travel outside of the Seacoast area.

**Exeter Hospital provided \$374,440 for clinical trials and research that served 782 patients.**

For further information or to view the hospital's Community Benefits Report,  
visit [exeterhospital.com](http://exeterhospital.com)

# OUR COMMUNITY GIVES BACK

The mission of the operating affiliates of Exeter Health Resources is to improve the health of the community. One of our greatest rewards is to hear from our patients expressing the quality of care and compassion they experienced while receiving care within our health system.

Through generous donations of time and funding, many local businesses as well as community members have made it their mission to help ensure future patients have the very best treatment available by supporting the advancement of Exeter Hospital, Core Physicians and Rockingham VNA & Hospice. Some of our grateful patient stories follow on these pages. **To learn how you can help, please visit [unitedinwellness.org](http://unitedinwellness.org).**



The United in Wellness Cancer Walk & Trick or Treat Trot 5K brings the community and employees together to support world-class cancer care close to home.

## Caring Hands: Helping us with our Mission

The Caring Hands Program was introduced in 2017 to recognize generous donors and organizations that have made a significant contribution in support of the mission of Exeter Hospital, Core Physicians, and Rockingham VNA & Hospice. As a generous gift, local artist Annette Brennan photographed the hands of major donors and community partners for a display in the Perry Lobby of Exeter Hospital. Annette is the wife of Jim Brennan, a grateful patient and member of the United in Wellness Advisory Board.



Kathy Flygare was one of the donors whose hands were photographed. At the time of her retirement from her position of human resources partner, Kathy made a generous donation that was equally divided between two funds with missions that are important to her: The Wharton Fund for cardiology in memory of her late husband, Tom, and The Kathleen Schusler Fund for Nursing Education and Professional Development.

“I have loved my work here and am grateful to have finished my career with this outstanding organization,” said Kathy. “Because of this, I am giving a major gift to Exeter Hospital in memory of my husband Tom Flygare, who served as a board member from 2002-2004.

And in kind, I am giving a wonderful gift to myself – the gift of giving.”

The photos are displayed near the Caring Hands quilt, which was created in 1990 by Newfields artist Katie Krause and is made up of 150 hand prints of employees who worked at the hospital at that time. The Caring Hands quilt is an homage to the team approach the hospital takes to providing care, and an acknowledgement that everyone plays an important role in the patient care experience.

Annette Brennan also photographed the hands of 15 recipients of the Kathy Schusler Nursing Scholarship for a display in one of the primary hallways at Exeter Hospital. Since 2008, with support of generous donations, the Schusler Fund has awarded more than \$60,000 in grants and scholarships to more than 60 nurses in our health system to help with professional development.



Pictured are this year's scholarship recipients, members of Kathy Schusler's family, Selection Committee Members, and senior leaders.

## We Care – The Name Says It All

For patients in need, the We Care Fund can make a significant impact in the quality of their lives. Who is the “We” in the We Care Fund? It's the employees of Rockingham VNA & Hospice. The staff saw the direct needs of their patients and wanted to do something to help,

resulting in the employees donating money to establish a fund and naming it the We Care Fund in reference to the Rockingham VNA & Hospice foundation principles of care.

The We Care Fund has helped many patients with expenses not covered by other means that may become unmanageable for individuals during care, such as much needed medical supplies and assistance with bills that occurred during sickness. The Fund also helps to grant the last wishes for hospice patients. Sometimes it is as simple as a recliner for a patient with COPD, a large print Bible or a Thanksgiving Food Basket for the patient and their family to share.



*"I am thrilled and truly blessed. I would not have had a Thanksgiving otherwise."* – Rebecca, a thankful recipient of the Thanksgiving baskets provided to patients in need.

### United in Wellness Cancer Walk – A Transformative Year

The Trick or Treat Trot 5K and Creepy Crawler Fun Run, which began as a Halloween-themed run/walk to benefit The Beyond the Rainbow Fund, has been growing each year. In the past year, it has transitioned to be known as the United in Wellness Cancer Walk & Trick or Treat Trot 5K, with participants and teams doing their own fundraising. Additional proceeds now also support Exeter Hospital's Center for Cancer Care. We are excited to see this signature fundraising event bring together the community with sponsors, contributors, participants, fundraisers, donors, volunteers and community partners.



*"This run/walk is a day that I can say thank you to the incredible staff at Exeter Hospital's Center for Cancer Care. A day that I can give back and raise money to help support those friends, neighbors and loved ones who may be undergoing cancer treatment at Exeter Hospital."* – Dawn MacArthur (dressed as butterfly, pictured here with her team)

## OUR DONORS

### The Operating Affiliates of Exeter Health Resources Major Gift Donors & Community Advancement Partners

#### Major Gift Donors – \$10,000 and Over (includes pledge gifts)

David Barrows Adventure Fund – Maureen Barrows  
*The Center for Orthopedics & Movement*

Elizabeth H. Bauman and Luke Gullick  
*Exeter Hospital and Rockingham VNA & Hospice*

Robert E. Benoit  
*Exeter Hospital – Oncology*

Jim and Annette Brennan  
*Exeter Hospital*

F. Burton Dibble, Jr., MD  
*Core Physicians Leadership*

Emanuel Engineering, Inc. – Fred Emanuel  
*Exeter Hospital*

Kathy Flygare  
*Thomas P. Wharton, Jr., MD Fund for  
Cardiology & The Kathleen Schusler Fund  
for Nursing Education and Professional  
Development*

Dr. and Mrs. Gary M. Proulx  
*Exeter Hospital-Oncology & Thomas P.  
Wharton, Jr., MD Fund for Cardiology*

Seacoast United Sports Club, Inc.  
*Exeter Hospital-Oncology & Thomas P.  
Wharton, Jr., MD Fund for Cardiology*

#### Community Advancement Partners – \$5,000

AutoFair Group  
D.F. Richard, Inc.  
Hannaford Supermarket  
Northeast Delta Dental  
Optima Bank & Trust  
Seacoast United Sports Club

### Employee Donors of the Operating Affiliates of Exeter Health Resources

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*These lists reflect donors whose gifts were received between October 1, 2016 and September 30, 2017.*

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# Rockingham Visiting Nurse Association & Hospice

## Parkman Memorial Giving Society (includes In Memoriam Gifts)

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The Airfield Cafe  
The Community Oven  
The Countryview Restaurant & Pub  
The Farm at Eastman's Corner  
The Old Salt Restaurant  
The Sea Ketch  
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Exeter Hospital's Intensive Care Unit (ICU) purchased two Baxter Prismaflex Systems thanks to a generous donation from a family who was looking to support treatment for patients with kidney disease. The Prismaflex systems are used for continuous renal replacement therapy (CRRT), a dialysis modality used to treat critically ill patients in the ICU who have kidney failure. With the new equipment, the Exeter Hospital ICU providers will be able to provide CRRT to patients in a more efficient manner.



# Financial Summary

Exeter Health Resources reported consolidated gross revenues and other support of \$730.3 million which is a \$40.4 million or a 5.9% increase over the prior fiscal year. Gross revenue generated by Exeter Hospital increased \$37.1 million or 6.9%. This favorable revenue growth can be attributed to an increase in both volume and charges for services. Gross revenue generated by Core Physicians increased \$2.8 million or 2.1% due mainly to a \$2.2 million increase in testing/laboratory service revenue, while other revenue sources were consistent or decreased slightly. Gross revenue generated by Rockingham VNA increased \$.5 million or 3.1% predominately due to a \$.6 million increase in home care services.

While consolidated gross revenues and other support increased 5.9% from fiscal 2016 to fiscal 2017, total deductions from revenue including bad debt increased \$26.6 million or 7.1% as a result of various fixed rate payer contracts and bad debt expense.

Consolidated operating expenses increased by \$23.7 million or 7.8% over 2016 levels which were consistent with the growth experienced in 2017. The two leading factors were an increase in salary and employee benefits of \$14.7 million or 8.4% and supplies and other expenses of \$7.6 million or 7.5% from fiscal 2016.

The organization provided approximately \$67.3 million of community benefit in fiscal 2017, which included \$11.3 million to subsidize health services, offer community service programs, provide charity care and provide direct cash contributions to other community agencies that support the mission of the organization. The other \$56.0 million represented the cost of Medicare and Medicaid services provided to patients that exceeded reimbursement received from those programs.

Exeter Health Resources' operating margin in fiscal 2017 was \$.2 million. This was a decrease of \$9.9 million from the prior year as increases in net revenue were lower than the increases in expenses. The investment market continued to be favorable in fiscal 2017, which resulted in a total non-operating gain of \$18.9 million versus a \$5.4 million gain in fiscal 2016. Investment returns and the swap value appreciation were the two biggest contributors accounting for \$9.0 million and \$4.8 million, respectively.

The organization continued its capital investment commitment by purchasing \$11.1 million in property, plant and equipment in 2017 which included new and replacement medical equipment along with building and information technology infrastructure.

The overall liquidity remained strong in fiscal 2017 as the organization's day's cash on hand was 250 days which represented a 3 day decrease over 2016. Total cash, short term investments and investments increased approximately \$18.4 million in 2017 to \$214 million which was principally related to unrealized equity gains recorded during the year. The long term debt to equity ratio improved from 21.4% in 2016 to 18.2% in 2017 as no new debt was incurred while net assets continued to appreciate principally due to a significant increase in non-operating income.

Exeter Hospital's Baa2 bond rating was reaffirmed with a stable outlook from Moody's Investors Service.

# Exeter Health Resources, Inc.

	2017	2016	2015	2014	2013
Gross revenues and other support	\$ 730,327,367	\$ 689,958,839	\$ 626,896,008	\$ 574,918,902	\$ 515,584,798
Deductions from revenue:					
Contractual allowances and discounts	394,040,880	365,323,160	334,789,948	290,931,994	246,998,985
Bad debt	8,240,171	10,394,101	12,909,532	17,286,229	14,331,216
Total deductions	402,281,051	375,717,261	347,699,480	308,218,223	261,330,201
Total revenues and other support	328,046,316	314,241,578	279,196,528	266,700,679	254,254,597
Consolidated operating expenses	327,870,755	304,182,585	280,404,655	270,889,906	271,499,364
Income (loss) from operations	175,561	10,058,993	(1,208,127)	(4,189,227)	(17,244,767)
Nonoperating gains (losses), net:					
Investment return	17,182,663	8,214,729	(4,639,056)	11,506,048	13,986,377
Unsolicited donations and gifts	85,568	158,678	76,086	65,459	64,721
Contributions to community programs	(792,524)	(573,144)	(606,480)	(608,825)	(828,279)
Impact of interest rate swaps	2,403,455	(2,376,330)	(3,193,416)	(1,999,961)	2,822,978
Other	(27,005)	(29,214)	(270,587)	173,118	16,781
Total nonoperating gains (losses), net	18,852,157	5,394,719	(8,633,453)	9,135,839	16,062,578
Excess (deficiency) of revenues, other support and nonoperating gains (losses) over expenses from continuing operations	19,027,718	15,453,712	(9,841,580)	4,946,612	(1,182,189)
Loss from discontinued operations		—	—	—	(232,107)
Excess (deficiency) of revenues, other support and nonoperating gains (losses) over expenses	\$ 19,027,718	\$ 15,453,712	\$ (9,841,580)	\$ 4,946,612	\$ (1,414,296)

# Exeter Health Resources, Inc. & Subsidiaries

## Consolidated Balance Sheets

September 30, 2017 and 2016

<u>Assets</u>	<u>2017</u>	<u>2016</u>
Current assets:		
Cash and cash equivalents	\$ 44,553,708	\$ 34,107,672
Short-term investments	5,713,473	14,555,219
Accounts receivable, less allowance for doubtful accounts of \$16,241,582 in 2017 and \$17,528,257 in 2016	27,575,866	26,677,866
Inventories	3,663,197	3,143,804
Prepaid expenses and other current assets	6,423,422	6,391,0003
Current portion of funds held by trustee under bond and other financing agreements	7,430,031	10,881,105
Total current assets	95,359,697	95,756,666
Investments, limited as to use	184,862,138	167,984,615
Funds held by trustee for professional liability claims	3,475,452	3,454,166
Property, plant and equipment, net	90,377,522	94,262,110
Other assets	15,323,536	13,792,841
Total assets	\$ 389,398,345	\$ 375,250,398

# Exeter Health Resources, Inc. & Subsidiaries

## Consolidated Balance Sheets

September 30, 2017 and 2016

<u>Liabilities and Net Assets</u>	<u>2017</u>	<u>2016</u>
Current liabilities:		
Accounts payable	\$ 12,854,075	\$ 14,565,895
Accrued salaries and payroll taxes	16,368,367	15,196,811
Due to third-party payors	5,010,054	5,754,234
Current portion of long-term debt	3,527,297	3,184,447
Total current liabilities	37,759,793	38,701,387
Accrued pension and other liabilities	27,061,634	33,912,772
Long-term debt, less current portion	49,161,851	52,652,952
Reserve for professional liability claims	5,631,034	4,151,998
Net assets:		
Unrestricted	248,946,880	225,059,901
Temporarily restricted	1,169,786	1,133,255
Permanently restricted	19,667,367	19,638,133
	269,784,033	245,831,289
Total liabilities and net assets	\$ 389,398,345	\$ 375,250,398

# Exeter Health Resources, Inc. & Subsidiaries

## Consolidated Statements of Operations

September 30, 2017 and 2016

	<u>2017</u>	<u>2016</u>
Net patient service revenues, net of contractual allowances and discounts	\$ 318,816,936	\$ 308,351,866
Less provision for bad debts	(8,240,171)	(10,394,101)
Net patient service revenues less provision for bad debts	310,576,765	297,957,765
Disproportionate share funding	6,461,110	6,591,563
Other revenues	10,879,248	9,615,757
Net assets released from restrictions used for operations	129,193	76,493
Total revenues and other support	328,046,316	314,241,578
Operating expenses:		
Salaries and benefits (note 9)	190,526,848	175,778,076
Supplies and other	109,826,392	102,176,862
Depreciation	15,008,643	14,338,638
New Hampshire Medicaid enhancement tax	11,570,541	11,073,560
Interest	938,331	815,449
Total operating expenses	327,870,755	304,182,585
Income from operations	175,561	10,058,993
Nonoperating gains (losses):		
Unrestricted contributions	85,568	158,678
Investment income and dividends	1,894,158	2,048,447
Realized gains on investments, net	13,192,074	3,526,403
Unrealized gains on investments, net	2,096,431	2,639,879
Impact of interest rate swaps	2,403,455	(2,376,330)
Contributions to community programs	(792,524)	(573,144)
Other, net	(27,005)	(29,214)
Nonoperating gains, net	18,852,157	5,394,719
Excess of revenues and other support, and nonoperating gains over expenses	19,027,718	15,453,712
Adjustment to pension liability	4,859,261	(4,301,441)
Increase in unrestricted net assets	\$ 23,886,979	\$ 11,152,271



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