





Letter from the President and CEO Tom Frank

I've had the good fortune of returning to North Country as the Chief Executive Officer in April; I feel like this has been a real homecoming for me. Although I didn't grow up full-time in Vermont, I did spend a good deal of my youth visiting relatives in the Barton area and spending time on Shadow Lake in Glover. I was fortunate that my family has owned property in Glover since 1971, the property on which I am building my full-time home today. Before returning as Chief Executive Officer I had the pleasure of serving as Chief Operating Officer here from 2012 – 2019 and I am so glad to be back!

The reception by employees, medical staff, and the local community has been extraordinary, but the challenges are the same. About a year before my return, NCH moved to a new electronic medical record, which has been financially crippling, to say the least. Our teams have worked hard to make the best of the situation, always keeping the care of our patients and the quality of that care the most important priority. As we continue to navigate these waters, please know that we take the most pride in making each patient experience the best it can be.

Along with our EMR situation, we've had our share of other challenges over this past year. Staff shortages have made it necessary to employ traveling nurses and other providers so that we can continue taking care of our patients proves to be very costly. However, we are working on developing more homegrown programs that educate young students who may have an interest in a career in the medical field and coming back to work in their hometown community. As is clear from the employee years of service on the adjacent page, we have a high level of longevity here as well. We've also had some staff return to North Country, who had worked here previously, left for other jobs, and have chosen to apply for open positions here.

As you may have noticed, we are embarking on a major renovation of our Emergency Department, which will bring more patient privacy and efficiency. Currently, during high-volume times, we are forced to house emergency room patients in the department's hallways due to a lack of appropriate services in other parts of the community and state. The renovation will move the ambulance entrance to the side of the building, where heated pavement in inclement weather will allow direct and safe access into the department for direct patient care.

I want to publicly thank Tracey Paul, who has worn many hats at this hospital, including as our managing officer during a transition time before my arrival. She now serves as our Chief Operating Officer and interim Chief Financial Officer. We welcome Denise Carter, our Vice President of Patient Care Services/Chief Nursing Officer, who originally came as a traveling nurse to lead our Emergency Department. Human Resources is under new leadership with Katie Peck, our HR Director.

Since my return, I've heard time and time again, about how important an asset this hospital is to our local community.

We are the largest employer in the county, and in my accountant's mind, this organization is also the region's economic engine.

It's thanks to our Board of Trustees, Medical Staff, Employees, and Volunteers, who make NCH the place to work and receive your care. Please read more about this in the following pages.

All the best for the year ahead,

Thomas 5. Flap

A \$61 Million Hospital Payroll: Transforming Our Community

In a small Vermont community like ours, the continuity of a \$61 million hospital payroll can have a profound and far-reaching impact, benefiting residents and the local economy in numerous ways. This substantial ongoing injection of funds not only fosters the growth of healthcare services but also fuels the overall well-being and prosperity of our community.

Job Creation: The most immediate and noticeable impact of such a substantial payroll is job creation. North Country Hospital requires a range of skilled professionals, including doctors, nurses, administrative staff, and support personnel. With a generous payroll, the hospital can attract top talent,

leading to the creation of numerous well-paying jobs. This, in turn, reduces unemployment rates and provides our local residents with more opportunities for stable employment.

Economic Stimulus: A \$61 million payroll reverberates through the local economy. NCH employees and their families spend their earnings on goods and services within our community, from housing and groceries to dining out and entertainment. This boosts the local business sector, leading to increased sales and tax revenues.

Improved Infrastructure: The increased economic activity often encourages investments in infrastructure and public services. With a larger population and a surge in demand for local businesses, surrounding communities can allocate resources to improving roads, schools, and public facilities. This, in turn, makes the area more attractive for further development and potential investors.

Community Development: NCH is not just a place for medical treatment; we also invest in community development. We frequently support local initiatives, charities, and education programs, further strengthening the social fabric of our area. This can result in enhanced educational opportunities for residents and a higher quality of life for all.

Health and Well-being: A well-funded hospital like NCH can provide better healthcare services, advanced medical equipment, and a wider range of specialties. This means that residents don't need to travel long distances for specialized care, leading to improved health outcomes and a higher quality of life.

Attracting Talent: In many cases, NCH can attract medical professionals and specialists to our community, further enhancing the local healthcare ecosystem. This can lead to more comprehensive and advanced medical services, reducing the need for residents to seek care elsewhere.

Population Retention: A thriving healthcare industry can help in retaining residents who might otherwise move to larger urban centers in search of better medical facilities and job opportunities. This contributes to the sustainability of our community and ensures its continued growth.

In summary, a \$61 million dollar payroll is not just an injection of funds; it's an investment in the well-being and prosperity of our community. It strengthens the local economy, creates jobs, and improves healthcare services, all of which contribute to a higher quality of life and a more sustainable future for the community.



2023 by the numbers



*FINANCIAL SUMMARY

Total Patient Service Revenue	94,752,771
Other Revenue	5,530,424
Total Revenue	100,283,195
Total Expenses	108,283,607
Operating Profit	(8,532,412)
Total Non Operating Revenue	5,049,442
Total Profit/(Loss)	(3,482,970)
* based on draft audited financials	

Decreased payments for the services we provide and rising costs made for a challenging year financially. This was compounded by a very difficult electronic medical record implementation that led to a significant reduction in our ability to collect for services provided.



625 people employed

\$61 M in payroll and benefits

\$120,443 employee



\$445,000 Community Benefits - scholarships, student mentoring and The

scholarships, student mentoring and The Wellness Center

\$1.1 M financial assistance for services provided

4,424 volunteer hours

(4) Employees

Navigator Services - assist community obtaining health insurance and financial assistance



1,531 admissions

53,810 patient encounters

15,018 emergency room visits



A Heartfelt Thank You to Frank Knoll, Chairman of the Board for North Country Hospital

Stacey Charboneau Newport, VT

Tom Frank, President and CEO Glover, VT

> Jennifer Harlow Derby Line, VT

John Monette Derby, VT

Janet Osborne Island Pond, VT

William Peck, MD Newport, VT

> Ellen Stanley Newport, VT

Peter Stuart, MD – Med Staff Vice President Newport, VT

> Gregory Walker, MD Med Staff President Newport, VT

Frank Knoll has been an integral part of the NCH Board of Trustees for 12 years, serving the last six as Board Chair. "We have been able to attract great talent to the board over the years, that not only care a great deal about the local community but also have a variety of skills to address the complexities of overseeing a hospital," noted Frank.

There are always challenges because of the complexities, and once the pandemic hit in 2020, all hospitals found themselves in uncharted territory. The hospital staff and the board of trustees, however, demonstrated the ability to work together and manage the constant changes.

A few years ago, studies were done on providing more access to patient care by setting up an urgent care center, and we knew as the board, that this could not be accomplished alone. But in 2022 we found a partner and the center became a reality – Northern Express Care opened in Newport with the partnership of Northern Counties Health Care. The result is better access to care for routine and minor medical needs.

The first phase of a State approved \$28 million capital project is now underway – North Country's Emergency Department is being renovated to improve privacy, decrease noise, and provide a better patient experience; especially for those needing one-on-one care.

NCH has Sleep and Pulmonary services that work in conjunction with other hospitals and more partnerships are planned.

"I feel fortunate to have worked beside a strong executive board," added Frank. "Steve Wright, President and General Manager of Jay Peak Resort, Louise Bonvechio, Executive Vice President at Community National Bank, and Nancy Bullock, retired Chief Operating Officer from a New York children's hospital, comprise the non-compensated executive officers of the board, along with the rest of this outstanding board listed to the left."

A man of many talents, Frank Knoll has served this hospital and this community well with his technical and business experience. He is invested in local commercial and residential property development in Newport and Derby.

North Country Hospital proudly introduced its state-of-the-art steam-heated helipad this past summer, a groundbreaking addition to our medical infrastructure. This innovative helipad is equipped with cutting-edge technology to ensure a safe and efficient landing for air ambulances, especially during the challenging winter months. The incorporation of steam heating elements on the helipad surface is a testament to our commitment to providing top-notch medical services regardless of weather conditions. This feature prevents ice accumulation, guaranteeing a secure landing platform for critical medical evacuations. The steam-heated helipad reflects North Country Hospital's dedication to enhancing emergency response capabilities, ensuring swift access to life-saving care for patients in need.



This past fall we introduced our cutting-edge automated Daktronics informational sign, revolutionizing the way visitors and patients receive crucial information. This state-of-the-art display, seamlessly integrated into the hospital's infrastructure, provides real-time updates on important announcements, upcoming events, and essential health information. With vibrant visuals and user-friendly interfaces, the Daktronics sign enhances the overall experience for those navigating the hospital premises. Whether it's directing individuals to specific departments, offering health tips, or displaying emergency alerts, the automated sign ensures efficient communication in a dynamic and engaging manner.



Under the leadership of President Carole Dowd, the Auxiliary continues to be a vibrant group. With the help of food service, a weekday coffee cart is now manned by members, volunteers, and staff, traveling throughout the hospital to serve patient families and employees. The Auxiliary has been fulfilling wish list requests, including a bilirubin meter for NC Pediatrics, Therapy Chairs for Occupational Therapy, and a new wheelchair for Rehabilitative Services. Auxiliary members have donated quilts for babies and adults, and the lobby mitten tree will continue during the winter months. The Harvest Fest, uniform sales, membership raffle, and bakeless bake sale helped the group achieve its annual fundraising goals.



North Country Hospital's new emergency department renovations mark a significant leap forward in enhancing healthcare infrastructure and patient care in the region. The state-of-the-art facility reflects the hospital's commitment to providing top-notch emergency services to the community. The redesigned space incorporates the latest advancements in medical technology and patient-centered design principles, ensuring a seamless and efficient workflow for healthcare professionals. With expanded treatment areas, cutting-edge diagnostic equipment, and improved patient privacy, the renovated emergency department not only elevates the standard of care but also creates a more comfortable and reassuring environment for individuals seeking urgent medical attention.



Thanks to golfers and sponsors coming together in support of the 35th annual North Country Hospital Scholarship Golf Classic, another round of students will receive scholarship awards in the next round of application review. Three student teams joined in, and Alex Giroux led three NCU students to victory by placing first with their gross score – an easy round for Gage Micknack, Zach Abbott, and Austin Giroux. Special thanks to lead sponsors M&T Bank, NFP Property & Casualty, Nuance, HUB International, CPS, and North Country Hospital Medical Staff. At the end of the 2023 school year, 17 new \$1,000 scholarships were awarded to deserving students, along with an equal number of renewals.



Havana Nights was another hit theme at this year's Moonlight Ball, and with the skill of our volunteer committee and the support of our staff, major sponsors, and the community it truly is the signature event of the year. For the past decade, the effort has raised over half a million dollars for our patient care initiatives program. Our hospital and clinics continue to directly connect patients to the services and assistance they need. From providing gas cards for extensive medical travel to grocery cards for food insecurity, to blood pressure cuffs, durable medical equipment, and more, this fund has been able to fill in the gaps that patients in need may encounter. Special thanks to sponsors Community National Bank, Northpoint, Paul Decelles Financial Strategies, Passumpsic Bank, and all the other generous supporters. This year's gala netted \$58,000 for this program!



NORTERAST

R M M M M M North Country Hospital plays a pivotal role in bolstering the local economy of our community through its strategic approach to purchasing thousands of items that are used daily, hiring contractors for numerous campus projects and utilities. As a cornerstone of the Northeast Kingdom region, North Country Hospital contributes significantly to the economic well-being of the community in many ways.

Local Procurement: North Country Hospital actively engages in local procurement, sourcing goods and services from nearby businesses whenever possible. This commitment to local sourcing benefits the economy by supporting local suppliers and encouraging the growth of small and medium-sized businesses.

Contracting Local Services: North Country Hospital often contracts with local service providers for maintenance, construction, and other specialized services. This practice directly injects funds into the local economy, as these contractors hire local labor and purchase supplies from local vendors.

Community Partnerships: NCH frequently partners with local educational institutions and vocational training programs. This partnership allows for skill development and job training, which can directly lead to employment opportunities for residents. It helps in building a skilled workforce in the community.

Economic Ripple Effect: The economic impact of the hospital extends beyond its direct employees and contractors. It creates a ripple effect, as these individuals and businesses spend their income locally, further stimulating economic activity. The increased economic activity, in turn, leads to increased tax revenue for the local government, which can be reinvested in the community.

Health and Well-being: A healthy community is a prosperous community. North Country Hospital's core mission of providing healthcare services ensures that NEK residents can maintain good health, which allows them to participate actively in the local workforce and contribute to the local economy.

Investment in Infrastructure: NCH often invests in expanding and upgrading its facilities, which involves significant construction and renovation projects. These projects create temporary jobs and business opportunities for construction companies, suppliers, and contractors in the area. Our newest ED expansion project is underway and will be completed by the spring of 2024. This alone is over a \$3,000,000 project.

Philanthropic Contributions: Many hospitals, including North Country Hospital, engage in philanthropic activities to support local causes, charities, and community development projects. These contributions have a positive impact on the social and economic fabric of the community. From local flu clinics, numerous health equipment and treatment cost savings, to utilization of our incredible Oncology Fund, NCH is always here to help whenever possible.

In conclusion, North Country Hospital acts as a cornerstone for economic growth and stability in its local community. Through its commitment to local procurement, employment, and community engagement, the hospital not only provides essential healthcare services but also contributes significantly to the economic well-being of the region. By supporting local businesses, providing jobs, and engaging in community partnerships, North Country Hospital helps ensure a strong and vibrant local economy.



METOUR NEW PROVIDERS

In 2023, North Country Hospital welcomed a diverse and highly skilled group of new providers to its growing healthcare team, marking another milestone in our commitment to providing top-quality medical care to our community. These accomplished professionals bring a wealth of knowledge and expertise across various specialties, enhancing our capacity to meet the healthcare needs of our patients. With their dedication, passion, and commitment to patient care, North Country Hospital is poised to continue delivering exceptional medical services and advancing our mission to improve the health and well-being of the North Country region. We are excited to introduce these new additions to our medical staff in this year's annual report, highlighting the vital role they play in our ongoing efforts to provide outstanding healthcare services to our community.



Steven Anisman, MD - Cardiology



Carlos Alfaraz, MD – Family Medicine



Omar El-Ghazzawy, DO – General Surgery



Jared Leavitt, PA – Family Medicine





Ashley Luneau, NP – Cardiology



Donna Toohey, NP – Inpatient Services

We are grateful for the generosity of our community and all who support the hospital foundation's fundraising efforts throughout the year. From annual fund gifts to gifts-in-kind, to memorials/honorariums, major sponsorships, and legacy gifts, every single one is important. Giving enhances our ability to reinvest in this organization, to provide necessities for patients in need, to provide scholarships for deserving students pursuing a healthcare career, and to sustain programs in the community and here at North Country Hospital.

Here are some examples of how your donations were distributed this past year: Healthcare Scholarships \$40,000, Patient Care Initiatives Program \$34,904, Mammograms and other Diagnostics

\$5,268, Youth Conservation Corps/Healthcare Share Program \$14,400, Orleans County Blizzard Bags \$5000 and Community Defibrillators/Supplies \$4,590. The current campaign in support of the Emergency Department renovation will continue in 2024.

The names listed below represent cumulative giving to the Hospital Foundation for the calendar year January 1 – December 31, 2023. For additional information on philanthropic opportunities, please contact the Foundation Office at 802-334-4186.

THANK YOU!

BENEFACTORS (\$5,000 and above)

Sheryl & Buddy Carter Community National Bank Jay Peak Resort Theodore N. Jewett

Edith Magoon Trust North Country Hospital Auxiliary

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PATRONS (\$1,000 - \$4,999)

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Lat45 5k for Diabetes Fund Lavallee/Brensinger Architects

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Dr. & Mrs. Stephane Mulligan Dr. & Mrs. Eric Mullins

Newport Rotary Club

NFP Property & Casualty Services, Inc. NCH Employee Dress Down Fundraisers

North Country Hospital Medical Staff Nuance

Passumpsic Bank Tracey & Claude Paul

Katie & Cory Peck Dr. William & Rev. Martha Peck

Mr. & Mrs. Peter Poulin

Price Chopper's Golub Foundation Dr. Robert & Mrs. Ellie Primeau

Spates Construction Allison Sturtevant & Laurel Laing

Dr. Peter & Mrs. Lona Stuart Dr. Robert & Mrs. Carol Trembley

Mahmood Vaezzadeh, MD Mr. & Mrs. Thomas G. Wagner Gregory Walker, MD

Dr. & Mrs. Gene Wu Katherine Young

SPONSORS (\$500 - \$999)

ADA Traffic Control Mr. & Mrs. Thomas Adams Anonymous (2) Dr. Megan Batchelder Katy Bouchard Dr. Marc and Mrs. Laura Bouchard Linda Burke

Cigna

Jon Comtois David Cunningham

Leslie & Jeremy DeLabruere Anita Flagg

Reene Fontaine & Dan Royer Lynn Fortunati

Forvis

Mr. & Mrs. Keith Gee H.P. Cummings Construction Company

Matthew Gray & Dr. Weili Gray Dr. John & Mrs. Wendy Lippmann

Louis Garneau USA Inc. Drs. Will & Sarah Manning

Isobel Marks

Susan Maxwell-Thompson Dr. Sarah McAuliff

Dr. Tyson McKechnie

Mr. & Mrs. John P. Monette Morrison Management Specialists Laurinda Maxwell & Roger Guisinger

Newport Daily Express Mr. & Mrs. Edwin Nilson

Rita Gage Poulin Grain Ginette Provost

Mr. & Mrs. Fred Purkey Brandy Robillard Denise Rossignol

Dr. Russell Sarver Dr. & Mrs. Larry Sisson France Smith & Don Piette

Spates Family, LLC

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Acadia Benefits Mr. & Mrs. Alan Aiken Dr. Steven & Mrs. Julie Anisman Anonymous (10) Sue & Frank Antonelli AudioCarve Amy Barrup, PT Mr. & Mrs. Ben Batchelder Debra Beauchesne The Belfry Benevity Community Impact Fund

Border State Security - Vinny Lewis

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Bruce & Mary Muir Nadeau's Plumbing & Heating, Inc. Pamela Nemeth Rita Nve Newport Optical Dr. Denise Niemira Nancy Noble NCH Leadership Team NCH Patient Financial & HIM Teams NCH Senior Team Newport Farm & Garden Mr. & Mrs. Ward Nolan Northeast Vision Center Fred & Joyce Oeschger Faith Olsen Janet Osborne

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Lapierre's Decorating Center

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Mr. & Mrs. Robert Joslin & Family

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Jay Village Inn

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Gary Kuron

Grace M. Lafont

Kathleen LaFratta

Rosemary Lalime

Chantal Lampron

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Leroux Bros. Auto. Inc.

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Paul Monette

Terri A. Monroe

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KGA

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Mr. & Mrs. Steve Pratt Mr. & Mrs. Michael Raboin Mr. & Mrs. Ernst Reichert William Rice

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Mr. & Mrs. Richard White

Mr. & Mrs. John Wilson

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(up to \$99)

Amazon Smile

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Roger St. Aubin

Judith Ballinger

Marie Barbier

Nikki Bathalon

Debra Batista

Linda Benway

Mary Jo Bishop

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Christine Brown

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Linda Burns

Grace Boudreau

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Mr. & Mrs. Maurice Brasseur

Mr. & Mrs. Alfred Briere

Deborah Bouchard

Scott & Melinda Birch

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Mr. & Mrs. Mark Wright

The Wellness Center Fundraisers

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Fay Valley

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Ida Cadieux

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Laura Carpenter

Nancy Carter

Nancy Castle

Hillary Chase

Sara Clark

Joan Craig

Christina Cotnoir

Johanne Champaigny

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Kim Lantagne

Amanda Letourneau

Alice Letourneau

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Stephanie Shashore

Francis Sheehy

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Beverly Spaulding

Krate Stallman

Brenda MacDonald-Kuper Sen. & Mrs. Robert Starr

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Joan McAllister
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Mr. & Mrs. Patrick McGinnis
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Jennifer McReynolds
Lisa Stevens
Lyndsay Sykes
Dr. Jennifer Menon
Penny Thomas
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Christina Montminy Mr. & Mrs. Lawrence Thompson

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Newport Village Market

JT Turner

Jean Norris VT Pie & Pasta Margo Norris Charlotte Vinal

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