



CATHOLIC MEDICAL CENTER

a member of GraniteOne Health

Where
heart
meets
health.



Annual Report—FY 2018

A Message from Dr. Pepe



If there were one theme to sum up 2018 at Catholic Medical Center, it would have to be collaborative growth. Last year represented tremendous growth for our organization—growth in our partnerships, the services we offer, the number of providers and employees we have, the donors we engage, and the communities we're involved in. All of that adds up to a growing difference we're making in the lives of Granite Staters every day.

This growth, and our ability to work in collaboration with other community partners, is central to our strategic vision and upholds our mission to carry out Christ's healing ministry by offering **health, healing, and hope** to every individual who seeks our care. Highlights from the last fiscal year include opening new spaces such as the Clinical Decision Unit, Outpatient Non-Invasive Cardiology, and the new ICU, as well as new practices like Vein & Vascular Specialists. We stepped up as leaders in our community to help address care for our veterans, our homeless population, and the on-going opioid epidemic.

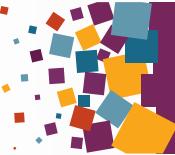
The last year also included many “firsts” for CMC as we continue to find new and innovative ways to bring the latest technologies and treatments to our patients. We stretched our boundaries far beyond the state lines thanks to telemedicine technology and our cardiac patients had the chance to be among the first in the world to receive cutting-edge treatments.

This year, you'll notice that we've decided to release our annual report in digital formats only. This is an effort to reduce waste and ensure more of our resources go towards those in greatest need. We hope you understand.

On behalf of Catholic Medical Center's Board of Trustees, physicians and staff, I thank you for your support. I hope you'll find this annual report insightful and that you take pride in knowing that CMC is here for you and our community.

Joseph Pepe, MD
President & CEO





2018 Catholic Medical Center **Board of Trustees**



The recipient of the Charles F. Whittemore Award for philanthropic spirit, Eleanor Wm. Dahar, Esq., and CMC Board Chair John Cronin (left) with Dr. Joseph Pepe, CMC President and CEO, at the October 2018 CMC Gala, which raised more than \$210,000 for Maternal Health and Infant Services.

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Diane Murphy Quinlan, Esq., Bishop's Delegate for Health Care,
Diocese of Manchester

Fr. Patrick Sullivan O.S.B, RN, Saint Anselm College/ Abbey

A Timeline of Improvement



In 2018, CMC grew physically through a hospital-wide renovation. These new spaces enhance our ability to meet the needs and expectations of our patients.



Outpatient Non-Invasive Testing, March 2018

Level-B Skybridge Connector, March 2018





A Timeline of Improvement



Vein & Vascular Specialists, April 2018

Clinical Decision Unit, May 2018



Sterile Processing Department, September 2018

Dan Smith, A Grateful Patient



It's not every day you shoot a 79 on the golf course, especially when you're three days out from a heart procedure. But that's exactly what happened to Dan Smith.

Dan was referred

to CMC by his primary care provider and met with Dr. Stephen Heo of CMC's New England Heart and Vascular Institute (NEHVI). Stress tests revealed a 90-percent blockage in one of his arteries. Together, Dr. Heo, Dan, and his wife, Pat, decided on a minimally-invasive procedure to place a stent in his left anterior descending (LAD) artery.

"I've been in great physical shape my entire life, athletic and outdoorsy. I've had many broken bones and interludes with doctors. Once Dr. Heo and his team came into the picture, it became the best experience I ever had. I was cared for, my wife was cared for. It went all the way from the nurses to the doctor."

Dan was walking within 42 hours of receiving his stent and back to his active lifestyle with his wife, Pat. Prior to the procedure, the couple, who have a home in the Lakes Region, wasn't aware of CMC or the New England Heart & Vascular

Institute – what they now call a gem in the middle of New Hampshire. The level of care they received without having to travel to Boston left a lasting impression on them.

"My momma always told me to appreciate who you are, where you come from, and what others don't have. Giving back is just a part of what we should do if you can do it. My wife and I looked at each other and said, right after I shot my 79 on the golf course, we really ought to do something to recognize Dr. Heo and his team."

And that's exactly what they did. Generous donations like the one the Smiths made help ensure that CMC is able to continue fulfilling its mission of health, healing, and hope for all.

"The follow up care I received has been just as good as the care I got while I was at CMC. It's not often that the doctor hands you his cell number and says call me for any reason, any time. We exercised that to see if it was real and it was!"



Financials (in thousands)

CMC's Board and Senior Leaders have a responsibility to keep our finances stable, despite an ever-changing healthcare market that's pressured by unpredictable insurance demands and increasing technological needs. We're pleased to report that our bond ratings remain stable with S&P issuing CMC an A- and Moody's giving a Baa1.

	2018	2017*	2016	2015
Net patient revenues	432,176	508,090	370,158	330,762
Other revenue	37,448	38,095	29,860	18,618
Total Revenues	\$469,624	\$546,185	\$400,018	\$349,380
Salaries, wages and benefits	266,813	297,461	216,216	194,420
Supplies and other	160,290	180,806	131,385	117,990
Depreciation and amortization	16,137	17,807	13,225	11,771
NH Medicaid enhancement tax	19,969	23,129	15,778	14,963
Interest	4,369	2,937	2,779	3,211
Total Operating Expenses	\$467,578	\$522,140	\$379,383	\$342,355
<i>Gain (loss from operations)</i>	2,046	24,045	20,635	7,025
<i>Nonoperating gains (losses)</i>	4,492	6,258	-245	3,675
<i>Excess of revenues/gains over expenses</i>	6,538	30,303	\$20,390	\$10,700
	2018	2017	2016	2015
Cash and other current assets	160,434	170,548	130,846	114,320
Board designated long-term investment	127,267	116,556	97,318	99,419
Property, plant and equipment	134,598	113,877	97,021	94,475
Other assets	72,101	84,839	34,968	35,087
Total Assets	\$494,400	\$485,820	\$360,153	\$343,301
Current liabilities	72,471	82,679	55,420	55,158
Long-term liabilities	245,377	257,022	221,552	173,157
Unrestricted net assets	166,125	136,393	74,941	106,340
Temporarily restricted net assets	1,191	925	396	330
Permanently restricted net assets	9,236	8,801	7,844	8,316
Total Liabilities and Net Assets	\$494,400	\$485,820	\$360,153	\$343,301

*CMC's 2017 fiscal year included 15 months of financial statements, from July 1, 2016 to September 30, 2017.

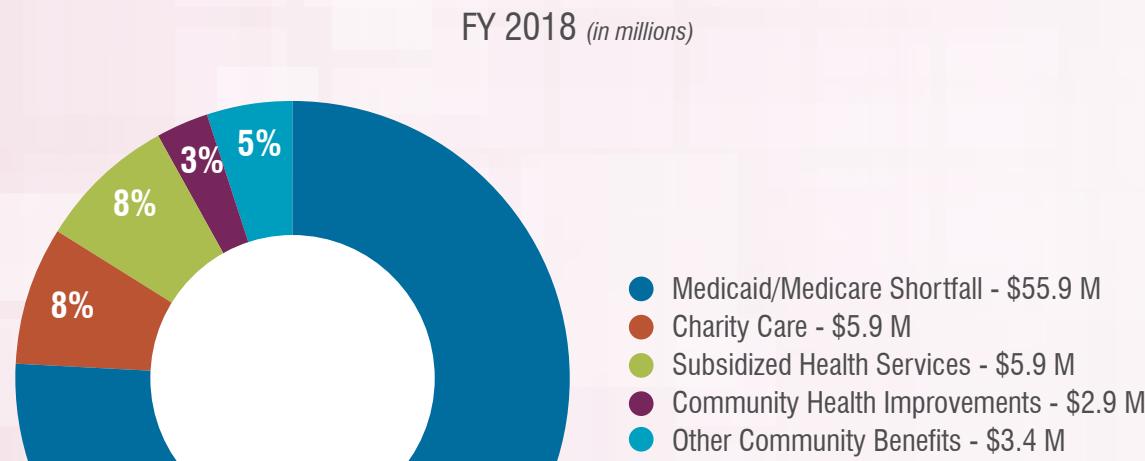
Community Benefits Summary

Over \$73 million in value to the community



CMC's compassionate care extends beyond the advanced clinical services we offer patients in our facilities. We are in the community, supporting vital programs and services to meet health needs of the most vulnerable and medically underserved populations.

Between October 1, 2017-September 30, 2018 (FY 2018), CMC provided more than **\$73.4** million worth of care to our community. CMC's level of community benefits historically exceeds the average for U.S. hospitals (as a percentage of revenue) and is among the highest in the state. Please read our complete Community Benefits Report at CatholicMedicalCenter.org.



CMC provided more than
\$73.4 million in care
to our community

Subsidized Health Services

CMC underwrites these services through its own funding, as well as donor and grant support, to increase access to care for those in need:

- Behavioral Health Services
- Health Care for the Homeless
- Pain Center
- Poisson Dental Facility
- Primary Care Services (underserved & underinsured)
- Special Care Nursery
- Pregnancy Care Center

Community Health Improvements

Based on needs identified in the greater Manchester Community Health Needs Assessment (CHNA), CMC provides community-based health education, prevention, and supportive programs including:

- Community health education, fitness classes and support groups
- Health screenings at little or no cost to community members, including breast and cervical cancer screenings
- Medication Assistance Program
- Outreach and enrollment assistance for Medicaid and other government-sponsored programs
- Patient transportation services
- Parish Nurse Program

* Other Community Benefits include: leveraged revenue, health professions education, financial contributions, community-building activities and clinical research.



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Medical Staff Leadership

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Vice President, Medical Staff

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Section of Newborn Care, Chief

OPEN
Section of Psychiatry, Chief

Robert Sprague, MD
Section of Radiology, Chief

At Our Fundraising Events



From left to right, Shelley Masterson ST, Kristine Dugan Kearns PT, Carol Stiasny Rehab Aide, Emily Nazarenko ST, Jennifer Russell OT, all from Inpatient Therapy Services, dress for the 1st Team Spirit Day at the Annual CMC Employee Picnic on May 30, 2018.



CMC senior leaders hosted CMC Board members and donors at the Boston Pops at SNHU Arena in December. Pictured: Adele Baker and Dr. Kathleen Albert



Marybeth Pierce, DMD, of CMC's Poisson Dental Facility, pictured third from left with: Paul Mertzic, Executive Director, Community Health and Mission; Daniel Goldfarb, DMD, and Dr. Joseph Pepe, President and CEO. More than 300 attended CMC's May Wine and Beer Tasting at the Bedford Village Inn.



CMC Development Committee Chair Matt Kfouri and Steve Friedman at the April CMC Donor Reception, held annually to thank donors for their support



St. Thomas Aquinas in Derry was one of 6 Catholic schools to participate in Casual for a Cause day in May or June. For a \$2 donation, students were welcome to leave their uniforms at home and dress casually. More than \$2,000 was raised to benefit CMC's Books for Babies program.

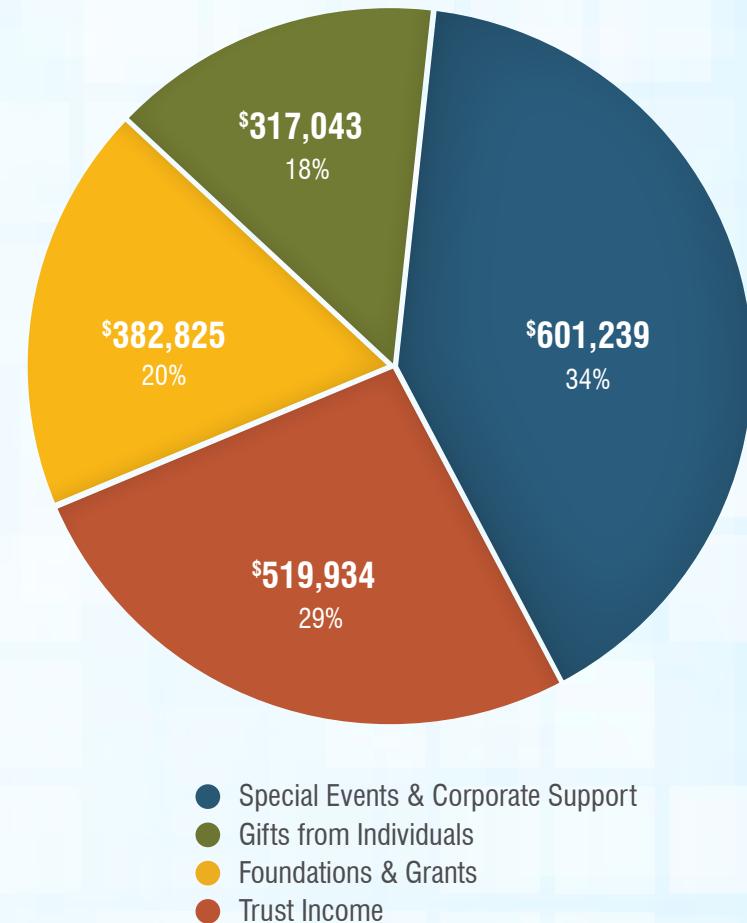


Philanthropy Generosity at Work for CMC

CMC's donor support enables us to carry out our mission. We gratefully acknowledge all of the individual, family, corporate, foundation, and government gifts and grants that we received in 2018.

In 2018, CMC received \$1,821,042 in donations representing 1,288 unique donors and 2,394 gifts. 100% of this money goes to support CMC's mission, funding programs like:

- **Breast Care Center** – patient education programs and non-invasive surgical technologies
- **Emergency Department** – life saving equipment
- **Mom's Place and Special Care Nursery** – equipment, parenting education programs for families and Books for Babies
- **New England Heart and Vascular Institute (NEHVI)** – cardiac technology and equipment
- **Parish Nurse Program** – community health services including screenings for medically underserved populations
- **Pastoral Care** – patient and family spiritual guidance and support
- **Poisson Dental Facility** – oral health care for low income children and adults
- **Pregnancy Care Center** – prenatal care for women and addiction recovery services
- **Prescriptive Food Pantry** – assists low income patients with special dietary needs
- **Wilson Street Integrated Health, A Program of HCH Manchester** – primary care and recovery services for homeless patients and those with substance use disorder
- **Hope and Healing Fund** – helps low income patients receive support to make the transition from inpatient to outpatient when no other options are available
- **Capital Fund** – supports purchases of lifesaving equipment for the patients of CMC



Catholic Medical Center's Donor Society recognizes the generosity of our donors at various giving levels. These levels are based on total cumulative giving throughout the calendar year. Catholic Medical Center gratefully acknowledges those individuals who have made gifts in support of CMC's mission. Below you will find listed the individuals, corporations and foundations who made gifts from January 1, 2018 to December 31, 2018.



Gifts from individuals who contributed \$1,000 or more.

Diamond Level (\$50,000 and Above)

Edward and Muriel Broad in honor of their son Charles "Chip" Broad
Daniel and Maureen Flatley
Kenneth and Grace Solinsky

Platinum Level (\$10,000 - \$49,999)

Rick and Renee Botnick
Dr. Powen and Maureen Hsu
Dr. Joseph and Anne-Marie Pepe
Daniel and Patricia Smith

Emerald Level (\$7,500 - \$9,999)

Atty. Eleanor Wm. Dahir

Gold Level (\$5,000 - \$7,499)

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Richard M. Bunker
Jeff and Carole Eisenberg
Matthew and Julie Kfouri
Robert J. Larkin, MD, FACP
Lisa and Alex Walker

1 donor wishes to remain anonymous

Silver Level (\$2,500 - \$4,999)

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Dr. Robert Dewey and Ms. Pamela VanArsdale
Drs. Louis Fink and Pamela Grich
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Carolanne O'Sullivan and Bill Sturgis
Merryll and Gary Rosenfeld
Timothy and Suzanne Soucy
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Mrs. Jane Steckowych and Dr. Lee Steckowych

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Patrick and Allison Tufts
Mark and Julie Whitney
1 donor wishes to remain anonymous

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Vasso Tsingos
Lorrie B. Woodward
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Five donors wish to remain anonymous
†Deceased

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