

care. compassion. community.

Investing In A Healthier Tomorrow

Our mission is to provide quality, compassionate care and to strengthen the well-being of our community.

MESSAGE FROM CEO KEVIN DONOVAN

The colors are out, and a chill is in the air, which means fall, one of my favorite times of the year, is here. This is a time when most start to rake leaves and prepare for the blanket of snow that surely is coming. For me, I start to think about the holiday season approaching, including Thanksgiving when many of us take stock of all the good things in our lives. The spirit of Thanksgiving is about showing gratitude, and in that spirit, I want to thank you for all your help and support.

As I write this note of thanks to you, I am also thinking about how important donors are to the good work we do. Throughout the year, we receive wonderful notes of thanks from the patients and families we have helped. I like to share these notes because you are a part of the LRGHealthcare family and while our staff works very hard to maintain an excellent patient experience, you as a donor are also a big part of each success.

Just a few weeks ago I received this note: *"I was treated in your emergency room for a broken ankle. From the first person I met to the nurse who walked me to the care when I left, the care I received was top notch!"*

And here is another recent thank you: *"I was seen at LRGHealthcare for a dislocated shoulder. I was brought in by ambulance. Everyone from the people with the ambulance, to the doctor I had, the nurses, radiology, registration, made the worst day of my life as comfortable as they possibly could. I have never ever been so scared and in so much pain in my entire life, and everyone that took care of me did just absolutely amazing. This is my thank you to all of them."*

I hope you are as grateful as I am to hear stories like this, as your support makes them possible. So, with Thanksgiving in mind, I say thank you for your unwavering support.



*Thank you and best wishes
for a
Happy Thanksgiving*

AN EVENING WITH FRIENDS

of LRGHealthcare

The Board of Trustees and Senior Management hosted an event at LRGH recently, welcoming nearly a hundred long-time 'loyalty' donors and our most generous Founder's Circle friends.

Our deepest thanks to all of our supporters for your generous gifts and for believing in LRGHealthcare. Best wishes to you and your family this holiday season!



15th Annual LRGHealthcare
RED DRESS GALA

Fire & ICE

Save the Date

Friday, February 8, 2019
Church Landing at Mill Falls at the Lake
Meredith, NH

PRESENTED BY

For more information please contact Becky Doherty
603-527-7063 rdoherty@lrgh.org

2018 LRGHealthcare

GOLF CLASSIC



The LRGHealthcare Golf Classic, held on Monday, August 13 at Laconia Country Club, was a great success raising **\$47,958** for renovations to the Emergency Department at Lakes Region General Hospital.

Thank you to Bank of New Hampshire for joining us for a 10th year as Presenting Sponsor of the Golf Classic. We also thank the many sponsors, auction donors, and volunteers for their support.

CALENDAR OF EVENTS

- | | |
|-------------------------|------------------------------|
| February 8, 2019 | - Red Dress Gala |
| March 30, 2019 | - National Doctor's Day |
| May 6, 2019 | - National Nurses Day |
| May 6 - 12, 2019 | - National Hospital Week |
| June 2, 2019 | - Bridge to Recovery Walk |
| August 12, 2019 | - LRGHealthcare Golf Classic |

Philanthropy Office Staff

Brian Winslow, Executive Director
Becky Doherty, Annual Fund & Special Events Manager
Maureen Wilkins, Office Operations Manager

Emergency Care ReimaginED

The Emergency Department (ED) at LRGH is the gateway to our hospital and a safety net for patients in our catchment area. The ED in Laconia is one of the busiest in the state of New Hampshire, with more than 25,000 patients treated per year.

To continue to deliver the high quality emergency care our community requires, LRGHealthcare has taken this opportunity to reimagine the way we deliver emergency care. We are excited to share that in recent months LRGHealthcare has developed a plan to reimagine the ED with overall patient experience at the heart of all decisions. Thanks to the generosity of LRGHealthcare donors, we have already started renovations.

Completely donor funded, this project will bring the ED facilities on par with the level of care delivered. The resulting design is a 3-pod system that provides an effective and efficient triage system, resulting in significantly reduced wait times and higher patient satisfaction. In addition to enhanced aesthetics, important outcomes of the renovation include; better patient flow, increased capacity, improved security, and updated infection control.



Updated entrance to Emergency Department creating a more welcoming environment complete with spacious walk-in entry and covered ambulance bay.

Increased Capacity ... faster, flexible care

The ED will host 21 private treatment spaces updated to contemporary standards and designed for maximum versatility and utilization to create greater efficiencies. Traditional treatment rooms will be universally designed — consistent in size, configuration and equipment — to accommodate the needs of most patients. These rooms are geographically zoned into what we refer to as “pods.” There are three pods, each with their own nurse’s station and waiting room. Each pod has a purpose. The green pod contains registration and triage for the entire ED. The blue pod is available to handle increased volume in the ED. On the other side of the green pod is the “Rapid Treatment Unit.” This pod is designated to handle the less serious cases and is designed to help prevent long wait times for individuals who can be treated quickly.

More Security for our Patients and Staff

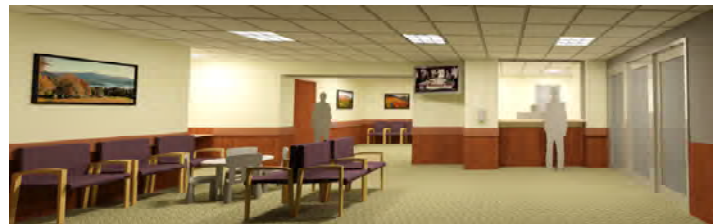


Open Nurses Station with increased accessibility to providers and improved line of sight to patient rooms and waiting areas.

NH for infection control standards, but we can and should always improve. The new ED will see the addition of a negative pressure room and bring the number of single patient exam rooms up to twenty-one. It will also include an update to our decontamination room to conform to current standards.

Better Patient Flow ... improved safety and patient access times

When entering the ED, patients will immediately access an open, more welcoming, registration and triage area where staff will quickly determine the necessary level of care. Patients will then progress through the ED to appropriate functional areas based on their needs.



Well-appointed and spacious waiting area adjacent to registration and triage rooms.



Increased size Trauma Room that includes medical equipment necessary for resuscitation, a negative pressure laminar flow system for infection control, and room enough to provide needed care for trauma situations.

Currently, the ED is generally open to most foot traffic in and out of the area. Public foot traffic causes hallway congestion presenting challenges for ED staff to get their patients where they need to go in a private manner. The new ED will be set up to reroute foot traffic and build a perimeter that can be secured.

Improved Infection Control Standards

LRGHealthcare already receives high marks in the state of

LRGHealthcare

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LRGH BREAKS GROUND ON EMERGENCY DEPARTMENT RENOVATIONS



More Project Information Inside