

A stylized tree graphic with a grey trunk and branches, and several light blue leaves. One leaf at the bottom left is highlighted in a bright yellow-green color.

2020 Annual Report

& COMMUNITY BENEFITS

HUGGINS HOSPITAL GIVING TREE



LEGEND

Huggins Hospital individual donors are now recognized on a Giving Tree, crafted by W&E Baum, in the hospital's main lobby. Individual donors' names are imprinted on leaves representing gifts of over \$1000 (brass), over \$100 (copper), and employees (aluminum). Memorial gifts of over \$250 are imprinted on acorns and memorial gifts of over \$1000 on stones.

IVING TREE



WELCOME TO OUR ANNUAL REPORT

The past year has been challenging for our Huggins Hospital Family as we've had to ask our employees to give more and more of themselves to our efforts to keep our community safe and healthy. Many of you saw these challenges and reached out to support us by donating funds, food, supplies, and to offer words of encouragement.

Throughout the pandemic, we shared your support and praise with our employees directly. The support brought smiles to our faces and extra boosts to our determination. I can't thank you enough for all you've done for us this past year.

I hope you find our 2020 Annual Report informational. Inside these pages, you will have a chance to learn about a special connection we made with the family of one of the original incorporators of Huggins Hospital. We share a special thank you message and photos from the height of the pandemic. We also provide details about the benefits we provide to the community – over \$6 million worth. And, as special recognition, we have included lists of all our donors and included a story about how two members of our Board of Trustees stepped up to support Huggins Hospital by returning to health care.

I join our entire Huggins Hospital Family in thanking you for your support.

Jeremy Roberge, CPA
President & CEO
Huggins Hospital



Dr. Scott's children with the buggy used for house calls in Wolfeboro (circa 1897)



Ruth Adele Wallace is vaccinated by Janet Williamson

Care IN Full CIRCLE

From horse and buggy to Paramedic Intercept vehicle, medical experts care for our community for more than a century

The year is 1903 and your household in Wolfeboro has taken to bed with fever and illness that mimics typhoid fever; yet, blood tests rule it out. For several weeks, Dr. Nathaniel Harvey Scott rides his horse and buggy to care for you in your home as he tries to figure out what could be the cause of the illness. Then, you remember the parrot. Yes, the parrot.

The Martin family had purchased a pet parrot in New York City and the parrot had died just before the household took ill. Dr. Scott, along with other consulting physicians, was able to diagnose what seemed

to be the first known case in the United States of Parrot Fever or psittacosis, a rare disease passed from certain birds to humans.

Through stories passed down by generations of Wolfeboro families, a sick parrot and a smart doctor may have been the significant push to open a hospital in town. It is said that the James and Mary Martin family asked Dr. Scott how they could repay his kindness, expertise and care and that Dr. Scott responded by expressing the need for a local hospital. The Martin family made a large contribution to start a hospital with a request to name the hospital after Mary Martin's brother, John Huggins. The first hospital opened in 1907.

The year is now 2021 and as 96-year-old Ruth Wallace sits in her home in mid-April reminiscing about the past, she prepares for the second dose of her COVID-19 vaccine from Huggins Hospital's EMS and Emergency Management Coordinator Janet Williamson. Huggins Hospital's Paramedic Intercept vehicle is far from horse and buggy but the intentions of the visit are the same – to care for those in our community.

Due to mobility issues, Ruth's first dose experience was difficult. Her daughter reached out to Huggins Hospital to ask if there was any way to have the second dose administered at her mother's home in Wolfeboro to prevent any further hardship. Huggins Hospital was more than happy to help and staff were excited to learn that Ruth Wallace is the



Dr. Nathaniel H. Scott

granddaughter of one of the hospital's original incorporators, Dr. Nathaniel H. Scott. Also, according to family, Ruth was the last baby born at Huggins Hospital's original building.

Ruth Wallace was born in 1924 to Clayton M. Wallace and Ethel (Scott) Wallace, the daughter of Dr. Nathaniel H. Scott, just before the hospital moved to a new community-funded building at its current location. Dr. Nathaniel H. Scott was one of nine original incorporators of the hospital. In his time, Dr. Scott would provide care in his home across from Brewster Academy and make house calls.

To come full circle, his granddaughter Ruth was now receiving a house call from Huggins Hospital.

Ruth still remembers her grandfather and living in the Scott home, upstairs with her parents and two brothers, Jimmy and Hugh. She has specific memories of sitting on her grandfather's lap while he read her poetry. After an injury as a child, Ruth says one of her first lessons from her grandfather came when he said to her parents, "well, now she's learned early that what goes up must come down."

She also remembers that even after he retired, he still saw patients.

"I had the pleasure of seeing people still come to the home to see him," said Ruth. "He said he was done but he was still dedicated to caring for his patients."

Dr. Nathaniel Harvey Scott was born in Dalton, NH, in 1851. At age 16, he had a serious infection that caused him to be bedridden for over a year. He spent time writing in his journal about his fears and

frustrations with his difficult and slow recovery. His family believes that this early medical condition had a great influence on his decision to attend medical school. He attended both Bowdoin College in Maine and Dartmouth Medical School in New Hampshire, where he graduated in 1874. He practiced medicine in Sandwich, NH, in 1875 and married Harriet Elizabeth Moulton (Lizzie) in 1879. In July of 1880, Dr. Scott and Lizzie Scott moved to Wolfeboro of which Dr. Scott stated, "I was shown over the town and thought it the most desirable one in which to live that I have ever seen."

In the 1880s, Dr. Scott opened a drug store in Wolfeboro called N.H. Scott and Co. In 1903, Dr. Scott diagnosed the first U.S. case of psittacosis in a Wolfeboro resident and the case was described in medical journals and received national attention. After the hospital opened in 1907, Dr. Scott remained on the medical staff of Huggins Hospital until 1927. Dr. Scott passed away in 1946 at the age of 94 and

Dr. Scott (front) at his pharmacy in downtown Wolfeboro (circa 1880s)



it was stated that he was the oldest male citizen in Wolfeboro at the time. He was mourned as one of Wolfeboro's leading citizens. His family shared that there is record of his last moments in which he opened his eyes and stated of the world beyond, "it's more beautiful than I would have ever believed."

*The family of Dr.
Nathaniel H. Scott
continues to support
Huggins Hospital*

While the Huggins Hospital Family was happy to help the descendants of the Scott Family with a house call for a COVID-19 vaccine, the descendants of Dr. Nathaniel H. Scott also continue to support Huggins Hospital.

In 2020, as Huggins Hospital was adapting and dedicating every effort to guiding the community through a global pandemic, the family of Dr. Scott stepped up and got involved. They wanted to support the hospital and decided they could plan a town-wide yard sale to raise funds. The yard sale support was a morale booster for the Huggins Hospital Family who saw the involvement as a show of support for all the challenging work the staff were doing every day. The proceeds of \$1,300 were directed toward the hospital's Nurses Education Fund and add another piece to the story of how the family of Dr. Scott continues to support something that was so important to him during his lifetime – caring for those in our community.

HISTORICAL PHOTOS ARE PUBLISHED
COURTESY OF THE DESCENDANTS OF DR. SCOTT.

**THANKING THOSE WHO
THOUGHT OF US DURING
THE PANDEMIC**

Thank You

Along with individual and corporate donations to our COVID-19 Relief Fund, many in-kind donations came from local and nationwide companies and individuals who were interested in making sure we were safe, well fed and supported. Here are a few examples of the many in-kind donations (please see our list starting on page 12 for more supporters), some of which were as simple as a drive-up pizza drop-off from someone living in our community. Throughout the pandemic, we tried our best to keep track of everyone who donated items. We know we were not able to capture everything and everyone who stopped by to give us items. If you do not see your name listed on this page or in the list starting on page 12, please let us know so we can add you. Our employees are eager to know everyone who reached out to us with support! You can contact Huggins Hospital's Manager of Philanthropy, Cheryl Kimball, at ckimball@hugginshospital.org. Thank you!

FACE SHIELDS FOR PATIENT CARE



Organizations, such as the Portsmouth Naval Shipyard and Ford Motor Company, along with local individuals, created and donated face shields and other Personal Protective Equipment (PPE) items to help us deliver care safely. We even had a local company, Headwall Construction, engineer a special box to protect our anesthesia staff during surgical procedures or emergencies. Pictured is our donated face shields from the Portsmouth Naval Shipyard with Huggins Hospital's EMS & Emergency Management Coordinator, Janet Williamson, left, and Vice President of Facilities & Support Services, Donn Pushor.

WORDS FOR ENCOURAGEMENT



Many people and organizations offered words of encouragement throughout the pandemic. Local camps thanked us in their signs while The Nick developed a program for people to purchase signs to donate to our staff as another way to provide a public show of support. We received letters and notes from community members that helped brighten even the most difficult of days. Pictured is a sign at Camp Merrowvista in Tuftonboro, NH. Camp Merrowvista also donated PPE items for our staff.

MASKS FOR SAFETY



As PPE became scarce across the country and safety mandates required everyone to wear a mask in our facilities, local groups formed and individuals stepped up to create cloth facemasks for our staff, patients and visitors. Pictured is a sampling of masks donated by the Wolfeboro Mask Makers.

FOOD FOR FUEL

Nationwide organizations, such as Clif Bar & Company and Coca-Cola, donated energy bars and energy drinks to keep us going! Pictured is our donation



from Clif Bar & Company alongside Huggins Hospital's Director of Community & Patient Relations, Kera Favorite, left, and Emergency Department Physician, John Flanagan, MD. Local organizations such as Lucas Roasting Company, Tumbledown Café and Morrissey's Front Porch also kept us fed and energized.

FOOD FOR COMFORT



Groups such as Boy Scout Troop 165, Crew 55 (pictured) took the time to bring us large donations of food snacks, drinks and gift cards for our employees. The items were put in a central location and our employees made sure they didn't last long!

BENEFITS TO OUR COMMUNITY

Each year, Huggins Hospital provides millions of dollars in healthcare programs and services that benefit the Eastern Lakes Region community, as well as free and discounted healthcare services to residents who require financial assistance. Huggins Hospital is dedicated to these vital programs that meet the needs of everyone in our community.

In our Fiscal Year 2020 (October 1, 2019 – September 30, 2020), Huggins Hospital was the recipient of federal and state funding to support special COVID-19 services such as the hospital’s community-based Drive Up Testing and COVID-19 Hotline. Above and beyond the COVID-19 programs, Huggins Hospital provided over \$6 million of Community Benefits activities to support the community. These activities include subsidizing primary care services in our rural areas, providing education to maintain expertise for our healthcare professionals, free care to those who cannot afford it, and much more.

We rely on the support from our donors in order to continue providing the programs that are vital to the strength of our community. Thank you for recognizing the need for comprehensive healthcare services in our beautiful, rural communities. We appreciate all you do to support us.



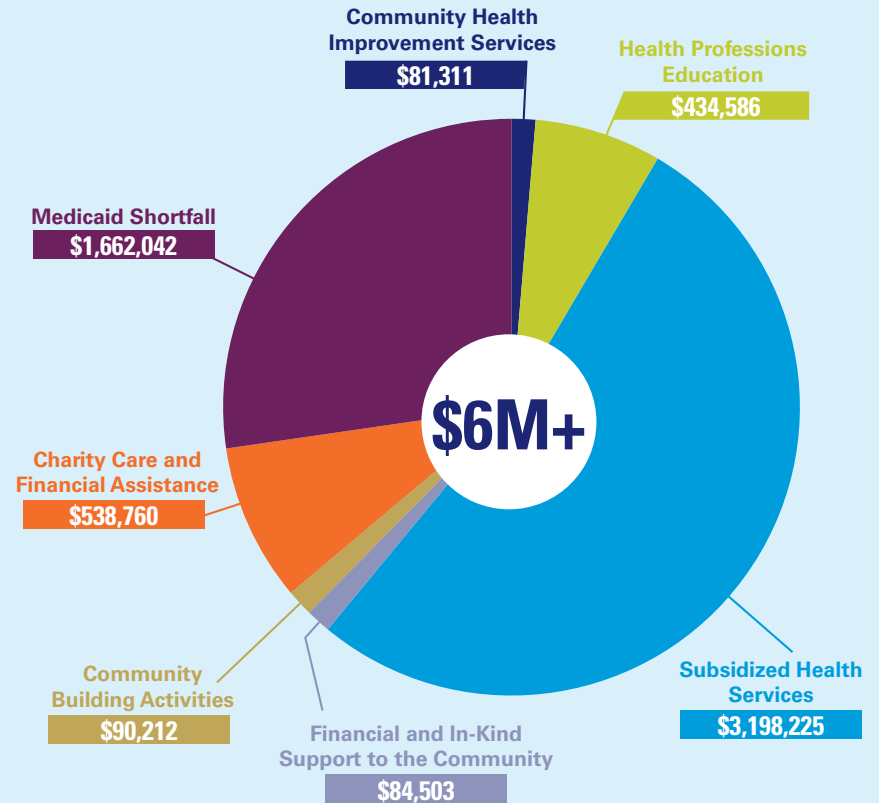
Monika O'Clair
Vice President,
Strategy & Community Relations
Huggins Hospital



Howie Knight
Chair, Board of Trustees
Huggins Hospital

COMMUNITY BENEFIT REPORT: To read our complete 2020 Community Benefit Report, visit HugginsHospital.org. If you have questions or comments about our community benefit activities, please e-mail us at askhuggins@hugginshospital.org.

2020 COMMUNITY BENEFITS = \$6 MILLION+



HUGGINS HOSPITAL COMMUNITY BENEFIT SERVICES

- Paramedic Intercept Program
- Primary Care Services in Rural Communities
- Free Health Care Services
- Community Health Education
- Financial Assistance Services
- Health Professions Training
- Support to Local Social Service Agencies
- Medications for Emergency Service Organizations
- Rural Workforce Development
- Economic Development

SUMMARY OF PATIENT SERVICES FY20

Hospital Discharges.....	676
Inpatient Days (Acute).....	1,927
Inpatient Days (Swing).....	1,008
Surgical Procedures.....	1,334
Lab Tests.....	167,382
Rehabilitation Services.....	61,266
Radiology Exams.....	20,877
Emergency Room Visits.....	9,999
Physician Practice Visits.....	61,182

BALANCE SHEET

Current Assets.....	\$49,652,580
Long-term Assets.....	\$114,746,623
Total Assets.....	\$164,399,203
Current Liabilities.....	\$31,754,967
Long-term Liabilities.....	\$52,167,721
Total Liabilities.....	\$83,922,688
Net Assets.....	\$80,476,515
Total Liabilities and Net Assets.....	\$164,399,203

STATEMENT OF OPERATIONS

Net Patient Service Revenue.....	\$60,187,617
Other Operating Revenue.....	\$9,389,444
Total Revenue.....	\$69,577,061

EXPENSES

Salaries and Wages.....	\$39,043,115
Supplies and Other.....	\$23,565,304
Depreciation.....	\$4,735,681
Interest.....	\$918,050
Total Expenses.....	\$68,262,150

Operating Income.....	\$1,314,911
Non-operating Gain.....	\$2,496,259
Increase in Net Assets.....	\$3,821,170

SENIOR LEADERSHIP

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President & CEO

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Chief Medical Officer

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Vice President of Physician & Diagnostic Services

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Vice President of Nursing & Clinical Services

Monika O'Clair, BA, MA
Vice President of Strategy & Community Relations

Donn Pushor
Vice President of Facilities & Support Services

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Vice President of Human Resources

Joshua Upham, BS, MBA
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Les MacLeod

William Marsh, MD

Joseph Pepe, MD

Corrine Smith, RN

Alex Walker, Esquire

THANK YOU TO OUR CALENDAR YEAR 2020 DONORS!

Huggins Hospital is grateful for the support from our community. Thank you to the following donors who gave to Huggins Hospital in calendar year 2020 (January 1, 2020 – December 31, 2020). Whether an individual, a corporation, an in-kind gift of goods or services, support through attendance at our fundraising events, or a donation in honor of a special person, each and every donation of any amount is a gift that will improve the health of our community. If you have questions about the list below, please contact Cheryl Kimball in Huggins Hospital's Philanthropy Department at 603.515.2089 or ckimball@hugginshospital.org.

Businesses

1810 House Bed & Breakfast
Brookside Entertainment Systems
Dartmouth-Hitchcock Health
Harvard Pilgrim Healthcare
Health Plans, Inc.
Jackson Lewis
Maxfield Real Estate
Meredith Village Savings Bank
NCM Management
Network for Good
Rath, Young, and Pignatelli
Bruce Robinson Company
TEAMHealth
Town of Wolfeboro
(Cate General Fund)
Weatherby Health Care

Funds, Foundations, and Trusts

Bald Peak Community Fund
Botnick Family Foundation
John Brewster Fund

Virginia Clark Foundation
Foundation for Healthy Communities
Greater Washington Community
Foundation
Gribbel Family Foundation
The Estate of Mary Hansen
Haynes Family Foundation
Heffernan Family Foundation
Holden Hill Family Trust
Hospital and Community Aid Association
Donald W. Leavitt Trust
Magee Family Trust
W. G. and J. B. Manson Charitable Trust
J. Willard and Alice S. Marriott Foundation
Richard E. and Nancy P. Marriott
Foundation
Melvin Village Community Church
Mirror Lake Community Church
New Hampshire Charitable Foundation
Stephens Family Fund

In-Kind Support in response to the COVID-19 pandemic:

Agape Ministries
Alton Central School
Matt Alford
Anonymous (5)
Beam Construction
Berkshire Hathaway
Mal Blodget
Boy Scouts of America Troop 165, crew 55
Christie Bowers
The Boys Fresh Catch
Casey Buell
Camp Merrowvista
Christian Carillo
Don and Bev Clements
Clif Bar & Company
Coca-Cola
Beverly Cressey
Nicole Csiszer
Patricia Dawilla
Deer Cap Greenhouses
Vincent Dufort
Corey Fuller
GenTent Safety Canopies
Tommaso Giannetti
Joan Goodrich
Pat Grant
Kelly Quinn-Hall and Larry Hall
Linda and David Hayes
Hannaford (Ossipee)
Nancy Hirshberg
Letitia Hoaas
Hole in the Wall

Amy Johnson
Robert Kelly
Barbara Kelczewski
Cheryl Krivitsky
Liberty Mutual—Concord Team
Lindalee Lambert
Lucas Roasting Company
Jo Mancuso
Dot Marshall
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MR Boxxity
NH Boat Museum
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Mike Porter
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Angela Roussel
Sandwich Mask Makers
Julie St. Sauveur
Charles Simpson, DDS
Mark Stengle
Rosemary Sullivan
Tumbledown Café
Meg Ward
Wells Appliance Services

Weston Auto
Brad Williamson
Windy Ridge Corporation
Wolfeboro Fire Department
Wolfeboro Mask Makers

Individuals

Norman and Elizabeth Ahn
Jane Allan
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Richard and Bridgette Anderson
Anonymous (11)
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Virginia Kirch
Darcy Kjellman
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Kellie Lievens
Michelle Leigh Lightbown
June Long
David and Leslie Lynch
Andrew Alward MacGregor
Les and Nancy MacLeod
Melanie MacMullin
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David and Ann Wilkins
Kevin Willoe
Jane and Andrew Wiznia
Robert and Inger Woerheide
Elizabeth Woodard
Karen Zagula

TRUSTEE NURSES COME OUT OF RETIREMENT TO HELP WITH PANDEMIC RESPONSE

They were nurses first. Huggins Hospital Board of Trustee members Corrine Smith, RN, and Judy Cole, APRN, took an extra step in supporting the hospital during the COVID-19 Pandemic. Both Corrine and Judy readily came out of retirement status when the need arose for more nurses to administer COVID-19 vaccines in Huggins Hospital's Vaccine Clinic.

“When you're a nurse and you see the world in a healthcare crisis, you know what you need to do,” said Corrine Smith, RN, who retired from nursing in 2013 and had dedicated the first 19 years of her career to Huggins Hospital. “Being a trustee is a significant way to support the hospital and I wanted to do even more. I didn't hesitate to return to nursing. You never forget how to give a shot!”

For Judy Cole, APRN, who retired as a nurse practitioner from Huggins Hospital's Alton Family Medicine in 2015, the decision to help came naturally as well. “I am first and foremost a healthcare provider,” said Judy. “I loved working in the Vaccine Clinic and developed an even deeper admiration for Huggins Hospital employees. They care so much about helping the community. I'm honored to have been able to help them in return.”

Thank you to Corrine and Judy for their support of Huggins Hospital as donors, trustees and as nurses dedicated to supporting the health of our community.



Huggins Hospital Board of Trustee members Judy Cole, APRN, (left) and Corrine Smith, RN

Huggins Hospital, 240 South Main Street, Wolfeboro, NH 03894



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