

ABOUT DARTMOUTH-HITCHCOCK

Serving Our Patients

- Across the Dartmouth-Hitchcock system, we annually have more than 1.7 million outpatient visits, perform nearly 20,000 surgeries, discharge more than 25,000 patients, and care for 31,000 emergency visits in our Lebanon emergency department.
- Dartmouth-Hitchcock Medical Center, New Hampshire's only academic medical center in Lebanon includes a 396-bed (licensed) hospital with the only Level 1 – the highest-level designation – trauma center, the only air ambulance service (DHART), and the only pediatric intensive care unit in the state of New Hampshire. The Lebanon medical center covers more than 2 million square feet.
- Dartmouth-Hitchcock Manchester has served the state's largest city for more than 30 years, opening in 1984.
- D-H cares for the top 5 percent of the sickest, most complex patients – a measure known as “patient acuity” – in the nation.
- D-H provided more than \$168 million in community benefits in 2014, including \$19.5 million in charity care.
- 40 percent of D-H's patients come from Vermont; D-H is the second-largest provider of care to Vermonters.

Quality and Safety

- Since mandatory reporting began in 2009, Dartmouth-Hitchcock Medical Center is the only hospital in the State of NH to have fewer infections than expected.
- In 2014, for the third straight year the Centers for Medicare and Medicaid Services (CMS) have rated Dartmouth-Hitchcock as a high performer in preventing repeat hospitalizations.
- Daily “safety huddles” convene each morning to review and address quality and safety issues in real time, involving providers and staff from around the Medical Center campus.
- Dartmouth-Hitchcock posts its quality and safety data publicly on its web site, at <http://www.dartmouth-hitchcock.org/medical-information/quality.html>
- Healthy Monadnock 2020, a community engagement initiative, which includes D-H Keene and Cheshire Medical Center, fosters and sustains a positive culture of health throughout Cheshire County and the Monadnock region, received a national award from the American Hospital Association.

imagine

Imagine a health system that focuses on health, not just health care

Imagine a health system where care is based on value, not volume

Imagine a health system grounded in population based strategy, not market share

Imagine a health system that rewards quality, not quantity of procedures

Imagine a health system where patients, when well informed, receive only the care they want and need

This is Dartmouth-Hitchcock Today

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imagine

Creating a sustainable health system to improve the lives of the people and communities we serve for generations to come.

 **Dartmouth-Hitchcock**

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NH: Concord Keene Lebanon Manchester Nashua New London
VT: Bennington St. Johnsbury Windsor

THE DARTMOUTH-HITCHCOCK DIFFERENCE — ONE OF THE BEST HEALTH SYSTEMS IN THE NATION

Innovation, Research and Education

- Dartmouth-Hitchcock received approximately \$129 million in research funding for 2014 and 2015.
- D-H is one of only 19 Pioneer ACOs in the United States.
- Dartmouth-Hitchcock was a co-founder of the High Value Healthcare Collaborative (HVHC), a consortium of health care delivery systems and The Dartmouth Institute for Health Policy and Clinical Practice. HVHC member organizations collectively serve a market of more than 70 million people across the United States, including Alaska and Hawaii. The mission of the HVHC is to improve health care value – defined as quality and outcomes over costs, across time – for its service population, in a sustainable manner, while serving as a model for national health care reform.
- D-H is one of only 60 academic medical centers in the nation to be chosen for the National Institute of Health’s multi-million-dollar Clinical and Translational Science Award, a project now known as Dartmouth SYNERGY, helping investigators advance research and efficiently translate discoveries into improved population health.
- D-H’s Center for Surgical Innovation, funded by a \$9.3 million NIH grant, as well as by D-H, and Dartmouth College, offers some of the most advanced imaging and research capabilities of any facility of its kind.
- D-H is the home of the first-in-the-world Center for Shared Decision Making, founded in 1999 to facilitate collaboration between patients and caregivers to come to an agreement about a health care decision. It is especially useful when there is no clear “best” treatment option.
- Dartmouth-Hitchcock’s Center for Telehealth is exploring and developing new ways to deliver care to all areas of the region, including care in neurology, rheumatology, dermatology, and other specialties.
- D-H conducts world-class research and education in the training of the next generation of doctors, with our partners at the Theodor and Audrey Geisel School of Medicine at Dartmouth College.
- Nurse researchers and researchers from other disciplines partner with the Office of Professional Nursing on all aspects of evidence-based practice and research projects, including identification of topics, proposal development, implementation, data analysis, and interpretation of results.
- The D-H Research Fellowship, which will start with an inaugural class in the fall of 2015, will support nurses at the point of care learning to conduct relevant research studies, aimed at identifying ways to improve patient outcomes and the experience of care. The Fellowship program will feature mentoring by skilled Nurse Researchers, knowledge transfer, proposal development, study execution, analysis of data and reporting of findings.

Our Employees

- D-H has more than 9,000 permanent full- and part-time employees at locations in New Hampshire and Vermont. Dartmouth-Hitchcock is the largest private employer in the state of New Hampshire. Employee counts include:
 - More than 1,395 physicians, residents and fellows, and associate providers
 - More than 1,925 direct-care nurses
 - More than 1,437 allied health professionals
- 6,818 (75%) of D-H employees live in New Hampshire; 2,171 (24%) live in Vermont.
- More than 500 volunteers provided 60,000 hours of service in 2014 – at an added value \$1,371,600.
- Recent initiatives include the Conaty Institute for Transformation Health Care Leadership, dedicated to developing health care leaders who can help create the future model of care - a sustainable health system.
- D-H’s workforce development efforts, through the D-H Workforce Readiness Institute, were recognized by the U.S. Department of Labor as a leader in the field through the White House-sponsored job training initiative “Upskilling America”.
- Becker’s Hospital Review named D-H as one of “150 Great Places to Work in Health Care” in 2015.
- D-H was named to the New Hampshire Magazine Hall of Fame as one of New Hampshire’s Best Companies to Work For.

Other measures of distinction

- Gold seal accreditation by The Joint Commission in November, 2014.
- A+ outlook, stable bond rating, the highest rating for an organization of our size, by both Fitch and Standard & Poor’s rating services.
- Named among the top 25 hospitals in environmental sustainability by Practice Greenhealth.
- New Hampshire’s Best Hospital, as noted by U.S. News & World Report.
- Each year, dozens of Dartmouth-Hitchcock physicians are named among the state’s leading physicians in New Hampshire magazine’s annual “Top Doctors” issue.
- Recognized as a “Patient-Centered Specialty Practice” by the National Committee for Quality Assurance, for its responsiveness to patients and medical colleagues.
- D-H providers are represented on a number of prestigious academies and organizations, such as on the National Academy of Medicine, the National Quality Forum, and the National Committee for Quality Assurance.
- Partners for Community Wellness are more than 300 citizen representatives across New Hampshire and Vermont who work with Dartmouth-Hitchcock to promote the health of the region and be the voice of the community through advocacy, action strategies and philanthropy.

Dartmouth-Hitchcock (D-H) is a nonprofit academic health system that serves a patient population of 1.9 million in New England. Anchored by Dartmouth-Hitchcock Medical Center in Lebanon, NH, the system includes the Norris Cotton Cancer Center, one of only 41 National Cancer Institute-designated Comprehensive Cancer Centers; the Children’s Hospital at Dartmouth-Hitchcock, the state’s only comprehensive, full-service children’s hospital as noted by the Children’s Hospital Association; 30 outpatient clinic locations including clinics in Manchester, Concord, Nashua, and Keene, NH and Bennington, VT; and affiliate hospitals in New London and Keene, NH, and Windsor, VT. D-H provides access to more than 1,000 primary care and specialty providers in almost every area of medicine. In partnership with the Audrey and Theodor Geisel School of Medicine at Dartmouth and the White River Junction, VT, VA Medical Center it trains nearly 400 residents and fellows annually, and performs world-class research.