

quality



community



health



care



DKH DAY KIMBALL
HEALTHCARE

2016 Annual Report

2016

quality. community. health. care.

Day Kimball Healthcare is Northeast Connecticut's premier provider of integrated healthcare services.

We strive for exceptional **quality** in all we do.

We're inspired by the **community** we serve.

We believe good **health** is vital for a happy and fulfilling life.

We **care** deeply about our patients and their families.

With those ideas in mind, we dedicate ourselves every day to the delivery of quality community healthcare.

Our non-profit, community healthcare system is comprised of Day Kimball Hospital, Day Kimball Medical Group, Day Kimball HomeCare, Day Kimball HomeMakers, Hospice & Palliative Care of Northeastern Connecticut, and healthcare centers in Danielson, Dayville, Plainfield and Putnam. Our comprehensive network offers more than 1,100 staff including nearly 300 associated, highly skilled physicians, surgeons and specialists. Learn more at www.daykimball.org.

Our Mission

The mission of Day Kimball Healthcare is to meet the health needs of our community through our core values of clinical quality, customer service, fiscal responsibility and local control.

Our Leadership Team

Executive Team

Joseph M. Adiletta

President and Chief Executive Officer

John Graham, MD

Chief Medical Officer and Vice President, Medical Affairs & Quality

John O'Keefe

Chief Nursing Officer and Vice President, Patient Services

Paul Beaudoin

Chief Financial Officer

Odile Romanick

Chief Information Officer

Board of Directors

John E. Burke, Chairman

William St. Onge, Esq., Vice Chairman

Karen Cole, Secretary

Janice Thurlow, Treasurer

Joseph Botta, MD, Asst. Secretary/Asst. Treasurer

Joseph Adiletta

Joseph Allesandro, DO

Michael Baum, MD

Hadi Bozorgmanesh

Garfield Danenhowe, MD

William Johnson, MD

Kevin P. Johnston

Shawn McNerney

Jeffrey Paul

Steven Schimmel, MD

Mark Shamber

2016



Joseph M. Adiletta



John E. Burke

Message from the President and Chairman of the Board

For Day Kimball Healthcare, 2016 was a year of challenges, change and through it all, achievement. Challenges and change are not unique to Day Kimball, but the way our organization has responded to them is. And because of that response – that dedication to our mission within our organization despite the many pressures from without – we have emerged stronger.

We began our fiscal year with the news that the entirety of our hospital funding from the state had been cut, along with that of all other hospitals across the state. As a result, an anticipated affiliation with Hartford Healthcare was called off quickly thereafter. For months, our organization, our legislators and our community battled those cuts, and won. The vast majority of our funding was reinstated thanks to the strong voices from all over the “Quiet Corner” that made our state’s legislature take notice and understand that Day Kimball is different.

Against this backdrop of uncertainty, the Day Kimball team remained focused on our mission: to meet the health needs of our community through our core values of clinical quality, customer service, fiscal responsibility and local control. Through that unwavering dedication, we attained the other defining theme of this year, achievement. We achieved numerous distinctions for the quality of our care including multiple national distinctions for our maternity care, hip and knee replacement program and more.

Today, the tides of change continue, most recently with the resignation of long-time President and CEO Bob Smanik. Bob successfully led our organization through some very challenging times, and today Day Kimball is in a better place. We’re grateful for Bob’s contributions to our organization and community, and we wish him well.

As we enter 2017, we do so having finished one of the most difficult periods in our history with a positive bottom line – a nearly \$7 million turnaround in just one year. And, we do so with a new direction and a fresh vision for our future. Affiliation with a larger system may be a part of that vision someday. But because of the hard work of our staff and the support of our community, affiliation is a decision we can make at our own pace, under our own terms and with a partner that shares our vision. Today, we remain focused on building upon our strengths utilizing partnerships with other respected healthcare systems, such as our existing clinical partnership with UMass Memorial Medical Center and our business partnership with Yale New Haven Health for cost-efficient materials management and purchasing.

Partnerships such as these, combined with our own clinical and business expertise and accomplishments, mean that today we stand strong as an independent, non-profit community healthcare system at a time when such systems are becoming increasingly rare. We are on a path not just to survival but to success and there’s a reason for that – Day Kimball is different. Those differences are what define us and the way we provide quality community healthcare. Those values – quality, community, health and care – will continue to define us and serve as the foundation upon which we build the next phase of our evolution.

We look forward to what comes next. And with your continued support, we look forward to more achievement together.

Sincerely,

A handwritten signature in cursive script that reads "Joseph M. Adiletta".

Joseph M. Adiletta
President and CEO

A handwritten signature in cursive script that reads "John E. Burke".

John E. Burke
Chairman of the Board

quality

Our focus on **quality** is getting some serious attention.

Top-Notch Care for Mothers and Babies

Generations have been born at Day Kimball Hospital, earning it a special place in the hearts of many in Northeast Connecticut and beyond. Our Burdick Family Birthing Center has always provided excellent care for mothers and babies, but in 2016 it earned a series of distinctions that serve as a significant testament to that high level of care. We're very proud of these achievements and the special role we play in the lives of each family we serve.

Designated a Baby Friendly Hospital by Baby-Friendly USA

- In February, Day Kimball Hospital became one of just six hospitals in Connecticut and one of just 329 in the nation to hold the "Baby Friendly Hospital" designation. A global initiative launched by the World Health Organization (WHO) and the United Nations Children's Fund (UNICEF), this designation recognizes birthing facilities that effectively offer mothers the information, confidence, and skills needed to successfully initiate and continue breastfeeding their babies.

Designated a Blue Distinction® Center+ for Maternity Care

- In March, Day Kimball Hospital became one of the first hospitals to receive the "Blue Distinction® Center+ for Maternity Care" designation from Anthem Blue Cross and Blue Shield. This new designation recognizes hospitals that deliver high-quality, affordable maternity care safely and effectively while also achieving high marks for patient satisfaction and efficiency.

Among the Top 10% in the State and Nation for Maternity Practices in Infant Nutrition and Care

- In October, 2016, Day Kimball Hospital was notified that it placed in the top 93rd percentile statewide and the top 95th percentile nationally for the Centers for Disease Control and Prevention's (CDC) latest "Maternity Practices in Infant Nutrition and Care" survey, which was conducted in 2015. This national survey evaluates maternity care practices that support infant feeding, from labor and delivery to discharge. Day Kimball Hospital's total score was 96 out of 100, 13 points higher than the statewide average and 17 points higher than the national average.

(L to R) Matthew Godzik, with newborn son Theodore Godzik, Alycia Godzik, and DKH nurses Kathleen Dizazzo and Jennie Beaudry

Among the Top

10%

in the State and Nation for
Maternity Practices in Infant
Nutrition and Care



Emergency Care Done Right

In November, 2015, the ribbon cutting for our new Townsend Emergency Medical Center officially opened the doors to a modern and comfortable new facility for our emergency care patients and staff. The completely refurbished facility was made possible in part by the generous donations of community members from across northeast Connecticut – a shining example of the history of community connectedness and support that Day Kimball has enjoyed since it was founded in 1894. But the new facility wasn't our Emergency Department's (ED) only achievement this fiscal year.

98% Patient Satisfaction, Shortest Wait Times in the State

- Beginning in October, 2015, we instituted a new patient survey in our ED, called "Qualitick Client IQ." The first full year of data showed a 98% patient satisfaction rating and that 98% of patients would recommend our ED to family and friends. Medicare's Hospital Compare website shows that our ED has the shortest average door-to-provider time among all Connecticut hospitals.

Recognized as a Leader in Stroke Care

- In April, Day Kimball Hospital for the second time earned The Joint Commission's "Gold Seal of Approval®" and the American Heart Association/American Stroke Association's "Heart-Check" mark for Advanced Certification for Primary Stroke Centers. The certification, which is given for a two-year term, was first earned in 2013. The re-certification was granted after a rigorous onsite review that evaluated compliance with stroke-related standards and requirements.

Read more about these stories and others at daykimball.org/stories.

Maria Gauvin, Emergency Department Project Manager and Lead UR/PCT

Quality at Day Kimball The Year in Review

- Day Kimball Hospital in the top third of all CT hospitals for patient satisfaction, according to CT DPH reports
- Lowest hospital readmission rates in CT, based on most recent CHIME data
- Zero adverse events at Day Kimball Hospital for second consecutive year; one of only two CT hospitals this year
- Baby Friendly designation awarded by Baby-Friendly USA, Inc.
- Anthem Blue Cross and Blue Shield Blue Distinction® Center+ for Maternity Care
- The Joint Commission Gold Seal of Approval for Stroke Care
- American Heart Association/American Stroke Association Heart-Check Mark for Advanced Certification for Primary Stroke Centers
- Anthem Blue Cross and Blue Shield Blue Distinction® Center for Hip and Knee Replacement
- Cigna Center of Excellence designation for hip replacement, knee replacement and pulmonary medical care
- The Joint Commission Gold Seal of Approval for Joint Replacement Certification
- Designated Lung Cancer Screening Center by the American College of Radiology

Emergency
Department Earned

98%

patient satisfaction;
shortest wait times in
the state



community

Northeast Connecticut is a special place. At a time when community ties and personal connections seem to be growing more rare, those invaluable qualities remain strong here. And because of that, they also remain strong at our community hospital and healthcare system. Day Kimball Hospital was literally built on community support over 120 years ago, so that we'd be here to provide support right back to the community, in the form of health care and wellness outreach and education. That founding spirit of connectedness continues today, and we couldn't be prouder of – or more grateful for – all that we continue to accomplish together.

We've been an integral part of the **community** since 1894.

Thompson Couple Leaves a Legacy of Care

The late Leonard and Barbara Wielock were married for 60 years. They lived in the Quinebaug section of Thompson for most of their long lives, where they were active and engaged members of the community. More than a decade ago they established a trust to divide the proceeds of their estate among the organizations that were important to them upon their passing. That forethought and commitment to the community where they spent nearly their entire lives now benefits a number of nonprofit organizations. The Day Kimball Hospital Emergency Department is the grateful recipient of a \$216,000 gift.

"We can only assume that Day Kimball Hospital served Leonard and Barbara Wielock well, and that's why they wanted to support that care for others," said Joseph Adiletta, then Day Kimball Chairman of the Board. "Because of the value they placed on the services provided by Day Kimball for the community, and their forethought in establishing this trust, those who come to our hospital seeking emergency care will benefit for years to come."

An ambulance arrives at the Townsend Emergency Medical Center at Day Kimball Hospital. The expansion and complete refurbishment of the emergency department was made possible in large part through community donations, including a \$216,000 gift from the Leonard and Barbara Wielock Trust.



Cancer Fund Transitions from Founding Family to Wider Community

After more than 25 years of raising funds to help Northeast Connecticut residents prevent and fight cancer, the founders of the Day Kimball Healthcare Deary Memorial Cancer Fund passed the torch to DKH and the wider community in December, 2015. Day Kimball continues to operate the fund in the same way, but under a new name: the Northeast Connecticut Cancer Fund of DKH. Meanwhile, the community has continued its historically strong support of the fund through its many associated fundraising events and individual donations. The fund provides financial assistance to more than 200 Northeast Connecticut residents in need of cancer screening and treatment each year. Since its inception, the fund has raised over \$1 million.

The DKH Family, Community and Local Legislators Come Together to Say, "I AM New Day"

Our fiscal-year 2016 was a rollercoaster ride of fighting for restoration of our small hospital and supplemental hospital funding from the state of Connecticut. Hospitals around the state were impacted, but community hospitals more so and Day Kimball was no different. Thanks to the strong and steady support of our staff, our community and our local legislators in speaking out against the cuts, the majority of our funding was preserved. This collective effort through our "I AM New Day" advocacy campaign was so impactful, impressive and inspiring that it was recognized by the New England Society for Healthcare Communications as the Best in New England for healthcare communications from among 381 entries submitted by 58 other New England hospitals and healthcare organizations. Together, we won our fight to protect the health and livelihood of Northeast Connecticut. We're so proud to serve such a community as ours.

Read more about these stories and others at daykimball.org/stories.

Ella (left) and Lilah Dunn of Danielson sing carols in front of Killingly's ceremonial Tree of Life at Davis Park. Tree of Life, celebrated on the first Sunday of December in 10 Northeast Connecticut towns since 1989, raises critical funds to support the services of Hospice & Palliative Care of Northeastern Connecticut.



Northeast Connecticut
Cancer Fund of DKH
has raised over

\$1M

in financial assistance for
Northeast Connecticut
residents in need



DKH Chief Medical Officer and VP, Medical Affairs and Quality Dr. John Graham and CT Senator Mae Flexer at the State House on April 27, 2016, to present Governor Malloy with an open letter signed by more than 60 Northeast Connecticut doctors urging preservation of hospital funding.

Providing the latest in care and technology to our patients.



Director of Critical Care, Elizabeth Favreau and the new state-of-the-art patient monitoring system.

Ensuring Top-Notch Technology and Facilities for Top-Notch Care

Our commitment to provide the best care possible to our patients means that we're also committed to ensuring top-notch technology and facilities. Thanks in part to grants and the support of the community, we were able to make a number of important upgrades at Day Kimball Hospital this year so that we can continue providing the latest in care and technology to our patients.

- **Day Kimball Hospital infrastructure improvements** – We added a third emergency generator, which increased emergency electricity capacity by 33%. We also opened the newly constructed helipad that serves our Townsend Emergency Medical Center, and added a 300-ton chiller and cooling tower to our existing 1,000-ton chiller to provide the increased temperature and humidity control needed for today's medical equipment and technology.
- **Industrial dehumidification unit** – We installed this in the Brousseau Surgical Suite at Day Kimball Hospital to achieve optimal temperature and humidity levels in the operating rooms, as changes in surgical attire and processes in recent years have necessitated lower temperature and humidity. This improvement was funded by DKH's Seldom Overlock Fund.

health

We work hard to bring good health to Northeast Connecticut.

- **State-of-the-art patient monitoring system** – The Intensive Care and Medical/Surgical departments now have all-inclusive patient monitoring not only at the central nursing station but also right at the point of care at the patient's bedside and while patients are in-transit between hospital departments, allowing for faster, more efficient provision of care.
- **Stereotactic Biopsy Unit** – Used in the hospital's laboratory, this machine enables pathologists to diagnose any abnormality in any type of human tissue. This new processor provides the latest technology for this function, providing reliable results in a faster timeframe than before, allowing for same-day diagnosis in the lab. This was a critical upgrade to allow the hospital's lab to keep up with the more than 6,000 patient biopsy samples it processes each year.
- **PillCam recorder and monitor** – This device allows patients having an endoscopic procedure to have it done in a minimally invasive way, avoiding potential risks associated with traditional endoscopies. Patients simply swallow the PillCam capsule, which captures thousands of images of the GI tract and transmits them to a high-definition monitor for the doctor to examine.
- **Tissue Tek Vacuum Infiltration Processor** – Used in the hospital's laboratory, this machine enables pathologists to diagnose any abnormality in any type of human tissue. This new processor provides the latest technology for this function, providing reliable results in a faster timeframe than before, allowing for same-day diagnosis in the lab. This was a critical upgrade to allow the hospital's lab to keep up with the more than 6,000 patient biopsy samples it processes each year.



Day Kimball hospital operating room – in the Brousseau Surgical Suite.

A Partner in Prevention and Wellness Education

Health education and outreach are key to prevention. Here are just a few highlights of how we reached out to help keep our community well this year.

- **Stop and Pink Breast Health Initiative** – Held in October, 2015, to coincide with Breast Cancer Awareness Month, this initiative used advertising and social media to generate awareness about the importance of women receiving their recommended mammograms. It culminated with a Breast Health Event at the Day Kimball Healthcare Center in Plainfield, where we shared information about breast health and nutrition, hosted women-focused giveaways and activities, and offered on-site low- or no-cost mammograms for women in need.
- **Breastfeeding Welcome Here Initiative** – This program, undertaken by the Day Kimball Healthcare WIC (Women, Infants and Children) Program, brings support for breastfeeding mothers beyond the hospital and into the community. It identifies and promotes local businesses that have committed to providing a comfortable place for nursing mothers to feed their babies. Participating businesses display a “Breastfeeding Welcome Here” decal at their establishments.
- **Freedom from Smoking Program** – Designed by the American Lung Association, this smoking cessation program makes it six times more likely that participants will stop smoking for good (compared to those who try to quit alone). Day Kimball respiratory therapist AnnMarie DeMerchant has been hosting the program on a quarterly basis at the hospital and at various community locations, to help community members quit for good with the aid of expert advice and a comfortable, friendly forum for peer support.

Read more about these stories and others at daykimball.org/stories.



Wendy Wojcik of Heirloom Food Company, a proud supporter of the Day Kimball Healthcare WIC “Breastfeeding Welcome Here” program.

Health education and outreach are just as important to keeping our community well as the latest in equipment and the best in care.

Day Kimball
Hospital's
Cardiopulmonary
Rehabilitation
Facility.



When people think about healthcare, they often focus most on the “health” aspect. But in reality, the “care” portion of that equation is just as important. It’s the personal care – qualities like compassion, connection and a human touch – that helps to ensure successful delivery of the medical care, helps our patients to heal and inspires their spirits to be strong even when their bodies are weak. At Day Kimball, we’re proud to have a long history of providing healthcare in a way that makes “care” an intrinsic part of the process.

Bouncing Back from a Heart Attack: How One Man’s Coworkers Changed His Life

Bob Kovalski is a pharmacy technician at Day Kimball Hospital. On February 3, 2016, he had just started his shift at work when he began feeling significant pain in his stomach and went home. Hours later he was at UMass Memorial Hospital being treated for a heart attack. Bob’s recovery plan included Day Kimball Hospital’s Cardiopulmonary Rehabilitation Program, which included medically-monitored exercise and education on how to improve heart health.

Three times per week for three months, Bob was cared for and coached by nurses Carol Artiaco, Colette Cote and Brenda Rich-Pike. Of his experience Bob said, “Our staff, I can’t say enough about them, there is no better anywhere. Thanks to them, I’ve completely changed my diet, I exercise more than before, I pay attention to my health. It’s made a big difference.”

Bob’s health has significantly improved since completing the program earlier this year. But he still goes to the facility and takes advantage of his employee perk to use the gym equipment on off-hours. And, he says, he still stops in to say hello to his favorite nurses who provided



Bob Kovalski, DKH employee and patient

care

Everything we do can be summed up in one word: care.

him with the supportive care he is so grateful to have had. “When I finished rehab, I brought them each a little gift to say thank you and I’m glad that because I work at the hospital I still see them often in the hallways and can stop by the rehab center to say hello,” Bob said. “I really learned so much from them and today my life is better for it.”

What Matters Most in a Medical Emergency? This Couple's Experience Sums it Up

When faced with a serious health emergency in an unfamiliar place, anyone would want to have the best possible care. The story of Norman and Rose Baker of Ashford, CT, shows how important it is for that care to be more than just medical. On the morning of July 28, 2016, Norman saw his primary care doctor, Dr. Raja Fattaleh, for a gastrointestinal problem that was causing him to lose blood. As it turned out, Norman's condition was dire. What unfolded then – from Dr. Fattaleh's quick action to the care and comfort provided to both Norman and Rose by nearly a half-dozen different departments at the hospital – highlights the unique strengths of the Day Kimball Healthcare system and the important role that each and every staff member plays in fulfilling our goal of providing high-quality care in a seamless and supportive environment.

"It was my first time at Day Kimball Hospital, but everybody there treated me so well, I couldn't have expected much better care. Jill [Barker], Jessica [Provencher], Brenda [Senecal], and all the ICU nurses were so nice," Norman said. Norman wasn't the only one who was cared for. Rose says that at a time when she was worried and fearful, everyone she encountered at Day Kimball Hospital helped to lessen those feelings. "At 71 years of age, I have had loved ones in other hospitals often enough and have had to be kind of vigilant to make sure things wouldn't fall through the cracks," Rose says. "Previously, I felt like I had to step in to make sure they were getting the best care possible. But I felt such peace about Norman being here (at Day Kimball), that he was in the very best hands. Every time I would start to think there was something that might need tending to, they were there... There truly wasn't one person that wasn't kind and took excellent care of both Norman and me. The doctors and nurses were wonderful. And the custodial staff does an amazing job," Rose says.

The personalized care the Bakers received from Dr. Fattaleh and the staff at his primary care practice as well as the doctors and staff in our ED, ICU, Endoscopy and Housekeeping departments shines a light on the ways they all served to touch the Bakers' lives during a difficult time. Dr. Fattaleh perhaps summed it up best when he said, "I think that's what the Bakers' story really serves to illustrate. We can't lose sight of what matters most – the patient and their family."

Read more about these stories and others at daykimball.org/stories.

Each and every staff member plays an important role in fulfilling our goal of providing high-quality care in a seamless and supportive environment.



(L to R) Rose Baker, Norman Baker, and Dr. Raja Fattaleh



Report on Philanthropy and Volunteerism

Kristen E. Willis, Director of Development

2016

Day Kimball Healthcare is most fortunate to be part of a vibrant, caring community that exudes philanthropic spirit in countless acts of volunteerism, advocacy, and financial support. Starting with Mrs. M. Day Kimball's original donation of \$5,000 in 1894, that philanthropic spirit has been critical to Day Kimball, and its impact transformational. The past year has proven no exception.

A celebration of the culmination of our Care in a Heartbeat Campaign kicked off fiscal year 2016 with the dedication of the newly constructed Townsend Emergency Medical Center. Over \$3 million in pledged donations brought this project to fruition; 93% of those pledges have been fulfilled and the remainder expected by the end of FY2017. Thanks to a dedicated and committed team of leaders, DKH staff, volunteers, and generous donors, our greater community is reaping the benefits of new and much improved emergency services.

Inclusive of the capital campaign, annual fundraising efforts and investment earnings yielded \$883,729 to benefit the hospital, its programs, and subsidiaries. Individuals and business community partners helped to organize, contribute to, and participate in a number of events that provided funds in support of new equipment and upgrades. These funds also supported a variety of services that would otherwise not be afforded to patients and their families, including cancer care, hospice, family and child advocacy programs, spiritual care, education and wellness programs, and much more. Annual Appeal and memorial contributions totaled \$48,348 in unrestricted funds for the hospital, \$12,471 for Pastoral Care, \$61,153 for Hospice and Palliative Care, \$18,903 for HomeMakers, and \$19,563 for HomeCare Services. Planned gifts totaled \$251,449 in bequests and trusts, the most significant of which was an extraordinary gift of \$216,480 to the Emergency Room from the estate of local philanthropists Leonard and Barbara Wielock.

With the passing of the torch by the Deary family, DKH has been entrusted with, and is committed to, protecting and perpetuating the Deary family's legacy of the DKH Deary Memorial Cancer Fund, spanning three decades and four generations of hard work, dedication, care and commitment to the community. We are extremely grateful for the Deary family's tireless efforts to bring Northeast Connecticut together in the fight against cancer and to remember, celebrate, and honor those who have battled the disease. We are pleased and proud to report that through the recent transition, and with the wholehearted commitment of DKH and the community, \$59,802 was raised through memorial donations and continuation of several previously dedicated events for what is now known as the Northeast Connecticut Cancer Fund of DKH.

As a result of the hard work of Pat Hedenberg, DKH Event Coordinator, and numerous volunteers who served on event committees, special events brought in \$209,000, realizing \$156,000 or 75% of the funds received. The Annual DKH Golf Classic (the hospital's most significant fundraiser) brought in \$87,200 in sponsorships and contributions with more than 300 volunteers and golfers participating. In addition to annual and memorial donations, Hospice and Palliative Care received \$43,602 from special events, including \$29,252 from the Tree of Life Ceremony, and \$14,350 from "Lights, Camera, Auction" (the annual Twilight Auction) for a total of \$86,438. In addition to Hospice, this year's auction benefited HomeCare and HomeMakers providing \$14,350 in funds to each, resulting in total donations to HomeCare of \$27,923, and \$28,591 to HomeMakers. "Paddle for a Cure," an event that has benefited DKH for the past three years due to the generosity and dedication of Lance Collins, raised \$9,189 for the Rose Bove LaRose Cancer Center.

Other major annual events included the Cruisin' for Cancer Care car and motorcycle cruise, Celebrity Bartender Night, Divine Wine Tasting, and the NE CT Cancer Fund Annual Race and Walk (formerly the Deary Memorial Race and Walk), which collectively raised \$40,346 for the NE CT Cancer Fund of DKH. This was the first year for the race and walk event without its founders at the helm, but the committee's efforts, along with a new format and date, were met with great enthusiasm, participation, and support from the Deary family and community, raising \$22,603.



Pictured at right: Woman's Board Executive Board

Left to Right, Top Row:

Linnea Sarantopoulos, Co-chair Fundraising Committee; Heidi Hare, Assistant Treasurer; Kim Lecuyer, Treasurer/Gift Shop Manager; Myrna Paulhus, Recording Secretary; Denise Baum, Gift Shop Manager; Sue Desrosiers, Corresponding Secretary

Left to Right, Bottom Row:

Paula Schimmel, Past President; Nancy Dziki, President; Amy Mountz, Vice President; Cheryl Bozorgmanesh, Past President

Not Pictured:

Arlene Baril, Co-chair Fundraising Committee; Francine Lee, Gift Shop Treasurer

Year after year, we are reminded that Day Kimball's single biggest strength is the people of Northeast Connecticut. This year, the hospital benefited from the contributions of over 200 adult and junior volunteers who served in a variety of roles to assist staff and enhance the experience of our patients and visitors. Hospital volunteers contributed approximately 22,500 hours in 27 departments, the most significant occurring in areas such as escort services, the Junior Volunteer Program, the gift shop, Volunteer Services Office, Visitor Information, Hospice, and the Development Office. Janet Johnson, Pastoral Care & Volunteer Services Coordinator said, "We are very fortunate to have such wonderful volunteers; our hospital is a better place because of their presence. They give the gift of time, energy, and compassion to our staff and patients with an open heart. They are truly what we refer to as Champions of the Human Spirit." We are indebted and eternally grateful for these volunteer "Champions" and the hundreds more who serve on our leadership and advisory boards, fundraising and event committees, and auxiliary Woman's Board.

In my role as Director of Development, I see the spirit of giving in our DKH community each and every day: Each time you volunteer, advocate, participate in an event, or contribute to Day Kimball, you improve the quality of life in Northeast Connecticut. Most telling and extraordinary was the grassroots effort by thousands of our community members through the "I AM New Day" advocacy campaign to bring renewed attention to protecting one of our most vital assets in Northeast Connecticut. Ultimately, it is about people helping people – our success is your success, and at a time when philanthropic support was so critical to the success of Day Kimball, the true spirit of giving has come through once again. Our heartfelt and sincere thanks go out to all those who extended themselves in mind, body and spirit to assist Day Kimball in its fund development and continued tradition of compassionate, quality care for our families, friends, and neighbors.

The events and circumstances of the past year have been extraordinary – just like the community's support of Day Kimball. Moving forward, our fund development efforts will parallel organizational goals by focusing on support for areas where the community needs services close to home. Along with our annual appeal for unrestricted support for the hospital, cancer, and in-home care, capital priorities will include equipment and upgrades in the areas of surgery (to increase patient access and volume) and diagnostic imaging (to provide the most technologically advanced and highest quality diagnostic testing across all areas of patient care). Please join us in support of these efforts, and help us write the next chapter of quality community healthcare at Day Kimball.

FY 2016 Fund Development Contributions

Day Kimball Hospital	\$ 489,849
Capital Campaign – Emergency Medical Center	\$ 238,427
Pastoral Care	\$ 12,501
Day Kimball HomeCare	\$ 27,923
Day Kimball HomeMakers	\$ 28,591
Hospice & Palliative Care of Northeastern CT	\$ 86,438
Total	\$883,729

Reported funds include annual campaigns, special events, temporarily restricted gifts, memorials, bequests, trusts, and interest income. October 1, 2015 through September 30, 2016.



Message From The Woman's Board

Since 1894, the mission of the Woman's Board has been to support the needs of Day Kimball Hospital, thus enabling Day Kimball Healthcare to enhance the scope and quality of services provided locally. We fund equipment and programs through fundraisers and through the sale of gifts and merchandise at the Gift Shop at DKH. We are proud to know that the money raised in support of the hospital remains in our community.

Our current pledge of \$71,000 will provide funding for an additional anesthesiology cart and a nerve monitoring system for the OR. We anticipate paying off this pledge in 2017 and look forward to choosing a new pledge amount to foster local, high quality care for our families, friends and neighbors in Northeastern Connecticut. The successful fundraising events and money earned from the Gift Shop, enabled a total of \$41,000 to be paid towards the current pledge.

The Woman's Board also pays for newspapers to be delivered to patients, donates to the Chaplaincy Fund, gives flowers to new mothers on Mothers Day, and decorates the lunch trays of patients in hospital on Christmas Day.

Past-President Cheryl Bozorgmanesh passed the torch to current President Nancy Dziki in March. Under their leadership, the Woman's Board is implementing updated By-Laws with terms that now run three years. The process for accepting new members is streamlined and there are more, smaller roles to include all of our 250 members. Members meet quarterly for a lunch or dinner meeting, in May for a May Breakfast, and as needed to plan fundraisers.

The Fundraising Committee, co-chaired by Arlene Baril and Linnea Sarantopoulos held 9 events this year. The largest being the annual Valentine Dinner Dance, held at the Mansion at Bald Hill this year. Woman's Board remembers Moses Day Kimball on his birthday, February 14th. Other events included a Spring Tea, Charity Auction, Author Night, Ladies Golf Tournament, 99 Dinner, Annual Raffle, Bakeless Bake Sale and the TGIF Party.

Denise Baum, Kim Lecuyer and Francine Lee are the dynamic trio that manages the Gift Shop and account for about half of the Woman's Board funds raised. Everything from gifts to candy to jewelry to clothing is sold in one of the last all-volunteer-run hospital gift shops in the country.

Nancy Dziki, President

Financial Review

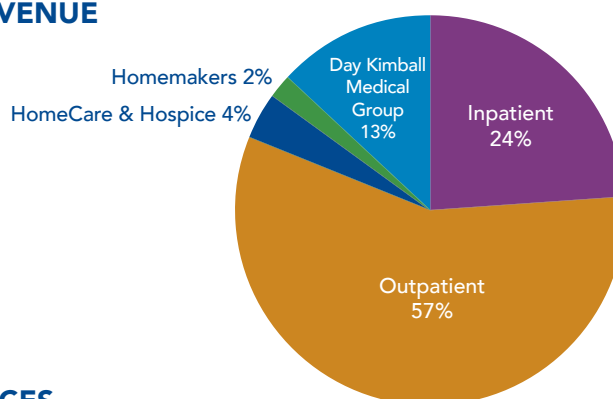
REVENUE TO EXPENSE COMPARISON

Fiscal Years Ending September 30, 2015 and 2016
Consolidated financials for Day Kimball Hospital, Day Kimball Medical Group and Day Kimball in-Home Services.

2016

	2016	2015
Total Net Revenue:	\$128,626,883	\$129,027,298
Total Expenses:	\$128,288,231	\$135,095,779
Non-Operating Gains:	\$641,978	\$849,196
Failure of State of CT to pay 4th Quarter Subsidies:	n/a	(\$1,101,849)
Excess (deficiency) of revenues over expenses:	\$980,630	(\$6,321,134)

BREAKDOWN OF REVENUE BY SERVICE AREA



SUMMARY OF SERVICES

Day Kimball Hospital Inpatient, Outpatient and Healthcare Center Services	
Discharges	4,418
Emergency Department Visits	23,372
Births	499
Operating Room Cases	3,305
Inpatient Operation Room Cases	504
Outpatient Operating Room Cases	2,801
Diagnostic Services	71,059
Laboratory Exams	531,285
Physical Medicine (Rehab) Services Exams	61,757
Cardiopulmonary Rehab Visits	3,264
Oncology Center Visits	5,978
Endoscopy Procedures	4,294
Day Kimball Medical Group	
Office Visits	123,275
Active Patients	42,412
Day Kimball HomeCare	
Patient Visits	32,382
Hospice & Palliative Care of Northeastern Connecticut	
Patient Visits	6,513
Day Kimball HomeMakers	
Client Hours of Service	145,642

2017

Fundraising Event Schedule

**Cruising for Cancer Care Guest
Bartender Night**

Thursday, March 30 | 5 pm

The 2nd Annual Wine Tasting

Thursday, May 4 | 6 pm

Deary Memorial Garden Rededication

Thursday, May 18 | 5 pm

The 14th Annual Cruisin' for Cancer Care

Sunday, June 4 | 8 am

Paddle for a Cure, Kayaking Event

Sunday, June 11 | 10 am

**The Annual NE CT Cancer Fund
Race and Walk**

Saturday, June 17 | 9 am

The 33rd Annual Golf Classic

Friday, July 14 | 7:45 am & 1 pm

Celebrity Scoops Night

Thursday, August 10 | 6 pm

The 7th Annual "Give It a TRI" Triathlon

co-sponsored by Day Kimball Healthcare
& the YMCA of Putnam

Saturday, August 19 | 8 am

**"Pumpkins & Pearls" Annual Auction
and Cocktail Party**

Friday, October 13 | 6 pm

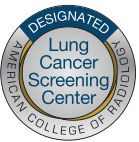
The 28th Annual Tree of Life Ceremonies

Sunday, December 3 | 5 pm

For more information visit daykimball.org/events or call the development office at (860) 928-7141.



The Joint Commission Gold Seal of Approval
for Joint Replacement Certification



DKH DAY KIMBALL HEALTHCARE

320 Pomfret Street | Putnam, CT 06260
(860) 928-6541 ■ daykimball.org

Day Kimball Hospital

Day Kimball Medical Group

Day Kimball HomeCare

Day Kimball HomeMakers

Hospice & Palliative Care of Northeastern Connecticut