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With the Supreme Court’s upholding of the Affordable Care Act last summer, hospitals across the country are preparing for the long-anticipated overhaul of the health care delivery and payment system. The relationship between quality care, outcomes and cost will continue to play an increasingly important role in hospital reputation and success. Well-performing community hospitals like Anna Jaques will be a critical part of the solution to get healthcare costs under control while improving outcomes.

Here at home, years of planning and hard work by the hospital’s boards and committees, and community members, culminated in the transformation of Anna Jaques, physically and figuratively. Nearly all private rooms and a modernized facility now provide the level of care that our community needs and deserves. For the seventh consecutive year, Anna Jaques posted a gain from operations of $2.3 million in fiscal year 2012 (FY12).

Our ability to sustain a healthy bottom line, run an efficient organization, and provide measurably high-quality care has earned Anna Jaques recognition as a “high-value” community hospital that is here to stay. It has been an honor to have been associated with a team of do-ers who stepped up and delivered when it mattered most. None of this would have been realized without the level of engagement shown by the members of the Board of Trustees, and the collective positive energy of our employees, physicians, volunteers, board and committee members, community leaders, and donors. Together, they have accomplished the main goals from our strategic plan written in 2007:

- Achieved a financial turnaround and stability, with seven years of consecutive operational gains
- Completed a successful capital campaign that exceeded its initial goal and raised $6.5 million
- Invested $15.8 million to modernize the hospital and offer nearly every inpatient a private room
- Improved the patient experience, particularly in the Emergency and Maternity departments
- Reinvigorated our focus on quality care, meeting or exceeding state averages on most measures
- Established a strong and growing affiliation with Beth Israel Deaconess Medical Center (BIDMC), while remaining an independent, non-profit hospital with our own, local governance
- Opened the Gerrish Fast Track, which now serves more than 12,000 emergency room patients annually
- Built the Newburyport Medical Center and the access road long desired by our surrounding neighborhoods
- Invested $6.5 million in the master plan capital project to modernize the facility

In March 2013 the Board of Trustees will be chaired by David J. LaFlamme, who currently serves as vice chair and has been an essential part of the hospital’s successes as chair of the Finance Committee since 2007. Under his leadership, Anna Jaques will continue toward our vision of being the most respected community hospital in the region, and we’re on our way.

I thank you for the opportunity to have served as your board chair. It has been one of the most worthwhile experiences of my life, and my love and advocacy for this hospital will not change.

George H. Ellison, Jr.
Chairman, Anna Jaques Hospital Board of Trustees

A COMMUNITY HOSPITAL TRANSFORMED

About Us
Anna Jaques Hospital’s mission is to provide the highest quality medical care and improve the health of our community in alliance with our medical staff. Anna Jaques is recognized for delivering high-quality, low-cost community health care with an emphasis on patient satisfaction. The hospital is clinically affiliated with Beth Israel Deaconess Medical Center (BIDMC), a Boston academic medical center and major teaching hospital of Harvard Medical School.

Fast Facts:
- 123-bed, independent, nonprofit community hospital
- 90% or more of all inpatients stay in a private room for enhanced comfort, infection control and healing
- 17 cities and towns in our service area
- 1,000 employees and 250 physicians work in collaboration to care for patients
- 100% of our Medical Staff is either Board Certified or Board Eligible
- 7,780 inpatients served per year
- 33,000 adults and children seen in the Emergency Department and Level III Trauma Center
- Anna Jaques performs as well or better than the Massachusetts state and U.S. Hospital averages in nearly every Core Measure (a set of federal quality care standards) with many of the indicators being at 100%
- Approximately 200 volunteers, aged 14 to 92, collectively gave 29,000 hours of service
- 612 babies were born at the Birth Center
- Completed a $6.5 million capital campaign: Your Hospital: the Campaign for Anna Jaques
- Invested $15.8 million in the master plan capital project to modernize the facility

Letter from Board Chairman - George H. Ellison, Jr.
COMMUNITY HEALTH FOUNDATION Officers

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Vice Chair
Donna Townshy
AJH Employee Representative and Secretary to the Foundation Board, Chair, AJH Employee Campaign
Mark L. Goldstein
Anna Jaques Hospital Treasurer

COMMUNITY HEALTH FOUNDATION Trustees

(continued)

Mary Anne Clancy
Institution for Savings
Barbara Calliere
HealthWise
Scott Eaton
Newburyport Free Cann Savings Bank

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**MEDICAL STAFF LEADERSHIP**

**Department of Medicine**
- David Swierzewski, MD

**Department of Obstetrics & Gynecology**
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**Department of Pathology**
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**Department of Pediatrics**
- Christine Daragjati Riccardi, MD
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**Department of Anesthesiology**
- David Swierzewski, MD

**Department of Emergency Medicine**
- Christopher Harris, MD

**Department of Pathology**
- Laura Harris, MD

**Assistant Department Chiefs**
- Domenic Martinello, MD
- Andrey Filippov, MD
- H. Thompson Mann, MD
- Mary Chang, DO
- Maurice Fremont-Smith, MD
- Tammy Bottner, MD
- David Sorenson, MD
- Richard Rosin, MD
- Daryl Colden, MD

**Senior Management Team**
- Delia O’Connor, FACHE, President & Chief Executive Officer
- Mark L. Goldstein, Executive Vice President and Chief Financial Officer
- Gaul B. Forre, MD, Vice President, Chief Medical Officer
- Richard Make, RN, BA, MHSA, Vice President, Chief Nursing Officer
- Sarah Green, Vice President, Development and Executive Director, Anna Jaques Community Health Foundation
- Pamela Perry, Vice President, Marketing and Community Relations
- Stephen E. Selvo, Vice President, Human Resources

**Department Directors**
- Kirsten L. Arnold, Finance
- Kent Boynton, PhD, LCISW, Child Psychiatry
- James A. Brand, MS, RDMS, Diagnostic Imaging
- Yevtu C. Bailey, RN, MBA, MCHA, CCM, Case Management
- Robert Buchanan Jr., Chief Information Officer
- Joanne Cunningham, RN, Surgical Services
- Richard Doolan, Materials Management
- Phillip G. Drus, BS, RRT, Clinical Services
- David W. Fowler, Senior Director Support Services
- Carol A. Gamble, MT (ASCP), MS, Laboratory Services
- Jeffery M. Gwinn, RPh, Pharmacy Services
- Thora Healy, CPMSM, CPCS, Medical Staff Services
- Mark J. Kelley, Food & Nutrition
- Robert A. Kotarba, Environmental Services
- Mark J. Kelley, Food & Nutrition
- Richard Maki, RN, BA, MHSA, Vice President, Chief Nursing Officer
- Mary E. Lord, BS, RNC, Psychiatric Services
- Randall Martin, RN, MSN, CEN, Nursing Education, Professional Practice, and Nursing Supervision
- Scott W. McNutt, Wound Healing & Hyperbaric Center
- Travis Pulitucci, RN, MSN, CNOR, Perioperative Services
- Robert Rawding, Engineering & Maintenance
- Laura Rossi, RNCC, MSN, CCN, Intensive and Outpatient Clinics

**Administrative Professionals**
- Cheryl Staryb, Volunteer Services
- Mary Jane Wing, RN, BS, Director of Clinical Care
- Joseph E. Salans, Financial Planning
- Charlene A. Torrisi, RNC, MSN, Maternal Child Health
- Diane E. Waymire, RN, BS, CEN, Emergency Services
- Elizabeth M. Wright, Human Resources
Improving the patient experience was at the heart of our day-to-day activities in fiscal year 2012 (FY12). With the additional 18 new single rooms on the Institution for Savings Inpatient Unit, private rooms are now available throughout the hospital for nearly every patient.

Private rooms fundamentally change the patient experience by enhancing comfort, reducing the risk of infection and providing a healing environment, at no additional cost to the patient or insurance company.

As some Massachusetts hospitals continued the trend of consolidation, Anna Jaques strengthened our clinical affiliation with Beth Israel Deaconess Medical Center (BIDMC), a Boston academic medical center and major teaching hospital of Harvard Medical School, to bring sub-specialists to our local community and enhance the collaboration on certain programs between our hospitals. We also invested $15.8 million in capital projects to modernize the hospital campus and become a nearly all private room hospital. These enhancements will benefit patients for generations to come.

In FY12 we made strides in patient satisfaction, with Press Ganey scores hitting above the 90th percentile in certain quarters in the Birth Center, Emergency Department and Ambulatory Surgery. Results are being realized in improved clinical outcomes and our “core measures” scores are at or above state averages, with many of the indicators now at 100%. Anna Jaques received several awards and recognition, including being named a Boston Business Journal’s “Best Places to Work” for the second time. We expanded orthopedic and spine services and pediatric surgery services, and invested heavily in Information Technology. We continued to work closely with the medical staff and Whittier IPA for better coordination of care, and welcomed eight highly trained and experienced new physicians to the medical staff.

One of the most significant goals we have as a community hospital and physician network is to keep our local patients receiving care in their own community. Becoming a patient’s first choice for healthcare depends on our ability to provide high-quality care at a lower cost, and a superior patient experience. With our community’s support, medical staff’s commitment, and employees’ dedication, we will attract and treat more patients closer to home, which will assure the future of Anna Jaques as a valued asset.

In 2013, George H. Ellison, Jr. will end his seven-year term as board chairman and vice chairman David J. LaFlamme will take the reins. George came to lead the Anna Jaques Board of Trustees at the urging of the medical staff in 2006. His leadership was what Anna Jaques needed to help steer the hospital’s turnaround. He has been the hospital’s biggest champion and occasional tough critic, and we are a terrific place for patients to receive care partly because of him. On behalf of the Board of Trustees, the Foundation Board, Committees, Medical Staff and hospital administration, I wish to express our gratitude to George for his leadership, loyalty, ideas and perseverance.

Delia O’Connor, FACHE
President & CEO, Anna Jaques Hospital

A Space to Heal: Private rooms for nearly every patient who stays overnight at Anna Jaques

Anna Jaques is one of a small number of hospitals in Massachusetts to offer single-room availability for most patients. Private rooms enhance comfort, reduce the risk of infection, and provide a healing environment for patients and families. With the opening of the new 18-bed Institution for Savings Inpatient Unit, now nearly every patient who stays overnight gets a single, at no additional cost to the patient or insurance company.

The new unit, named after the Institution for Savings in Newburyport for its $1.5 million gift, was made possible thanks to an enthusiastic team of community members, medical staff, AJH board members and hospital leadership. Over the course of three years, this team dedicated their time, gave meaningful gifts and became advocates for our patients who had a strong desire for private rooms.

It’s All About the Experience
ENERGY-EFFICIENT ZAMPPELL POWER PLANT

In August 2012, Anna Jaques Hospital’s energy consumption plummeted suddenly, prompting our energy supplier to call and see what was wrong. Concern quickly turned to congratulations when officials realized the drop in energy use was due to the switchover to the hospital’s new $8 million energy-efficient power plant and other new efficient systems. The Zampell Power Plant, named in recognition of the financial support of Christine M. and James C. Zampell, reduces the hospital’s base energy use by approximately 15 percent and its carbon footprint.

The purchase of energy-efficient boilers, chillers, automated systems, and lighting qualified Anna Jaques for rebates from National Grid under the company’s energy initiatives and incentives program. The combined support of National Grid and State Representative Michael A. Costello helped bring clean energy to Anna Jaques Hospital, along with $250,829 in rebates.

“The rebate funds received by Anna Jaques to help offset the cost of the new Zampell Power Plant and other upgrades is another outstanding example of local businesses, government and non-profits working together to make great things happen for our community,” said Representative Costello.

FINDING YOUR WAY

In late September, the historic smoke stack was removed from the main entrance and construction crews started laying the foundation for the new outpatient entryway, which will be known as the Virginia A. Capolupo Outpatient Entrance. Good progress has been made on the concrete foundation, stone walls, terrace, landscaping, and the brick walkway. The new entryway is now open.

AHEAD OF HEALTH CARE REFORM – SMOOTH TRANSITIONS HELP AVOID RE-ADMISSIONS

Effective October 1, 2012, Medicare reduced payment to hospitals for preventable re-admissions within 30 days. This new law is intended to enhance the discharge planning and coordination of care that is provided to patients as they transition between care settings. In preparation for this change in reimbursement, in FY12 Elder Services of the Merrimack Valley, Inc., Anna Jaques Hospital, and five other hospitals in the Merrimack Valley participated in a pilot program through the Center for Medicare and Medicaid Services (CMS). This Transitional Care Program tests ways to reduce preventable hospital re-admissions within 30 days, one of the goals of healthcare reform. The program gives patients free tools and resources, including trained Transitional Coaches, for added support (including at-home visits and phone calls) for a successful transition back home after a hospital stay. The Transitional Care Program is expected to improve the patient experience and save Medicare dollars through better care planning, patient education and service interventions to help prevent a medical crisis.

NEW WEBSITE TO INFORM AND ENGAGE PATIENTS

In August 2012, Anna Jaques launched a newly-designed website for patients and visitors, introducing an attractive layout, new navigation, and helpful new tools and features. The modern design allows patients to interact with the hospital in a whole new way with enhancements like videos, downloadable forms, links to download books on their iPads, complete patient guides and much more.

Highlights include:
• Simple and effortless navigation
• A new “Find a Doctor” tool that showcases our Medical Staff
• Prominent promotion of our BIDMC affiliation
• The incorporation of social media like Facebook and Twitter

The more patients and families get to know about the excellent quality of our doctors, nurses, clinicians and staff, the more confidence they will have in choosing their local hospital for care.

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Anna Jaques is well on the way to adopting an electronic health records (EHR) system to achieve improvements in quality of care and an advanced level of efficiency.

The American Recovery and Reinvestment Act included legislation called Health Information Technology for Economic and Clinical Health Act, also known asHITECH or "meaningful use". HITECH allocated $19 billion to hospitals and physicians who demonstrate "meaningful use" of electronic health records. By the end of September 2012, after a series of upgrades and implementations, we were proud as an organization to attest to meeting all of the 24 requirements of Stage 1 "meaningful use". Not only do we have a safer computer system that helps to improve patient care, we also received $2.4 million in incentive payments from Medicare and Medicaid.

Transitioning from paper or manual processes to electronic systems requires tremendous organization-wide support and teamwork. Some of the systems adopted this year by hospital staff and physicians include:

- Computerized Provider Order Entry (CPOE) used to enter patient orders online rather than using paper.
- Meditech’s Data Repository system allows us to collect information on our patients in a central database, and organizes it so that we can analyze patient treatment strategies, strategic planning, and outcomes reporting.
- Electronic Medication Administration Record (EMAR) improves patient safety with the use of bar-code technology so that nurses can more easily and accurately verify correct patient, medication, dose, route and time of medication administration.
- Drug-drug and drug-allergy interaction checking during the ordering process is a significant patient safety initiative. Now when a possible interaction occurs during online ordering, the provider will be alerted and can change the order, if necessary.
- Bi-directional electronic integration was established between our Meditech system and Beth Israel Deaconess Medical Center’s (BIDMC) computer system. Now when we send our patients into Boston, BIDMC’s physicians can see the testing and results completed here at AJH. In addition, AJH physicians can see the patient information and results done at BIDMC.

In addition, data center improvements to support EHR initiatives included new redundant cooling units, increased power capacity connected to our brand new redundant backup generators, and new servers and storage for our main Meditech system. Our investment in infrastructure improvements is important to keep our systems operational 24/7 to care for patients around the clock.

**PEDIATRIC SURGICAL SERVICES**

Continued focus on enhancing pediatric surgical services at Anna Jaques was spearheaded by the Pediatric Surgery Advisory Team. Our friend, “Andy”, made his debut in a pediatric surgery video to educate children and their families about the surgical process and what to expect at the hospital. Research shows that knowing what to expect can ease anxiety associated with a child’s surgery.

A full Children’s Guide and Pediatric webpage were also developed, thanks to generous funding by Newburyport Five Cents Savings Bank. What to bring, who they will meet, and often an interactive link to the book, “Franklin Goes to the Hospital,” available for download on iPads and other mobile devices.

**CARDIAC CATHETERIZATION LAB ADDS CARDIAC ABLATION**

Cardiac ablation is a new surgical procedure used to selectively pinpoint and interrupt certain heart arrhythmias. It is an advanced cardiac service typically available in tertiary hospitals. AJH purchased special mapping equipment and documentation systems to conduct electrophysiology (EP) studies that are performed by cardiac electrophysiologist physicians. Nurses want to Minotaur to be specially trained in cardiac ablations, and are now regularly treating patients.

**IT - FOUNDATION FOR THE FUTURE**

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**EXPANDING PROGRAMS AND SERVICES**

As part of our strategy to be our community’s first choice for healthcare, we added and enhanced key surgical services to better meet our patients’ needs.

**ORTHOPEDICS AND SPINE SURGERY**

Anna Jaques added new capabilities to our already robust orthopedic services to offer highly specialized care in the areas of sports medicine, arthroscopic reconstructive surgery, and spine surgery.

Brayan Zoric, MD, is a board-certified orthopedic surgeon practicing at Sports Medicine North who specializes in sports medicine and arthroscopic reconstructive surgery of the hip, knee, shoulder, elbow, and hand. Dr. Zoric is currently the team physician for the Gold Medal US Women’s National Soccer Team and part of the physician pool for the US Ski and snowboard teams.

Robert McLaughlin, MD, is a board-certified orthopedic surgeon who sees patients at Seacoast Orthopaedics Associates. His expertise is in shoulder arthroscopy and reconstruction. He treats rotator cuff disorders, shoulder instability, labral tears, arthritis and frozen shoulder.

He arthroscopically performs revision rotator cuff surgery with tissue augmentation.

Spine surgery was also introduced at Anna Jaques this year, with board-certified and fellowship-trained spine specialists. Jeremy Stone, MD, and Richard Chuse, MD, who both trained at major Boston academic medical centers, now see patients in Newburyport at Sports Medicine North and perform spine surgeries at AJH. In addition to our physicians specializing in spine health, our clinical affiliation with BIDMC also enhances our ability to provide specialized spine care locally. BIDMC spine surgeons, Kevin J. McGuren, MD, MS, treats patients on the Anna Jaques campus at Seacoast Orthopaedics Associates to provide highly specialized spine care. As these practices grow and residents know they can come to AJH to see highly trained experts in orthopedics and spine surgery, more patients will continue to choose to have their surgeries performed locally.

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The Institute of Medicine (IOM) defines healthcare quality as the degree to which health services provided to individuals and patient populations improve desired health outcomes and are consistent with current professional knowledge. Kenneth Kizer, MD, former CEO of the National Quality Forum (NQF), defines patient safety as, “the freedom from injury or illness resulting from the processes of healthcare.”

At AJH, we believe quality and patient safety go hand in hand. We strive to raise the bar to ensure our patients receive safe, reliable, evidence-based care. Our multidisciplinary Patient Safety Committee, Quality Improvement Committee and Board Quality Committee are the foundation for our efforts.

The results of the pilot program were excellent, with 100% of patients arriving via Amesbury Fire Department being seen in CT within the targeted arrival time. In addition, Anna Jaques received 100% in a recent Massachusetts Department of Public Health (DPH) study of appropriate use of tPA. Diane Wigmore, RN, BS, CEN, director of the Emergency Department, and Dave Mather, deputy chief of the Amesbury Fire Department co-presented these results at the 7th Annual NorthEast Cerebrovascular Consortium held in Boston in October 2012. The program will be extended to other EMS providers and on nights and weekends in 2013.

In hospitals, the medication administration stage accounts for 26% to 32% of adult patient medication errors.* In September of 2012 Bar Code Medication Administration and Electronic Medication Record (EMAR/BMV) processes were implemented in the Emergency Department (ED). The EMAR/BMV process is designed to help prevent medication errors during the administration process. While this technology has been in place in the inpatient setting since August 2008, it has taken the industry a bit longer to work through the unique environment of the ED. The new process improves communication regarding medications administered and begins the transition to computerized physician order entry (CPOE).

Emergency Department Implements Bar Code Medication Administration

In response to the nationwide effort to reduce patient falls in the hospital setting, the Quality Department developed a multidisciplinary task force of bedside nurses, physical therapists, information technology, transporters, nursing directors and managers to identify opportunities for improvement and implementation of best practices.

A new falls program was developed that includes:
- A validated risk assessment tool
- Identifying the patient as a “high fall risk” with yellow blankets, socks and arm bands
- A patient and family education brochure
- New beds with built-in bed alarms

Hospital-wide education was conducted to ensure all hospital personnel are working to help prevent as many falls as we can. Rounding and auditing was done to ensure understanding of and compliance with the new program. As a result, the number of falls in FY12 decreased by about 40% and the rate of falls was below the benchmark of 3.5 falls per 1000 patient days.

Advancing Quality and Patient Safety (continued)

**Rate of Inpatient Falls Drops Significantly**


**Emergency Department Implements Bar Code Medication Administration**

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**Advancing Quality and Patient Safety** (continued)

**Improving Surgical Care**

By working as a team and implementing recognized best practices in surgical care, hospitals can reduce the risk of infection after surgery. For example:

- Giving the recommended antibiotics at the right time before surgery
- Stopping the antibiotics within the right timeframe after surgery
- Maintaining the patient’s temperature and blood glucose (sugar) at normal levels
- Removing catheters that are used to drain the bladder in a timely manner after surgery

Like all hospitals, AJH continually strives to improve surgical care and reduce the risk of infection after surgery by providing the right medicines at the right time on the day of surgery. As a result of our focus on improved surgical care, in FY12, Anna Jaques scored at or above the national average on every surgical care improvement measure.

**Advancing Quality and Patient Safety** (continued)

**Patient Feedback:**

“As with my first pregnancy and hospital stay, the lactation consultant was extremely helpful in helping me establish successful nursing with my baby.”

“I am happy to know that there is such a good hospital facility a short ambulance drive away from where I live.”

“My firm belief is that the nurses at AJH are wonderful. They are excellent listeners.”

“Emergency Room staff were excellent.”

“The physicians were great in respecting my wishes for having the birth experience I wished to have.”

**Other Initiatives in Progress:**

- Ventilator Associated Pneumonia prevention
- Sleep apnea screenings
- Timely discharge information to Primary Care Physicians
- Advance Directive documentation
- Transitions in care
- CT Scan criteria documentation
- Wound Center reaccreditation
- Lab results turnaround times in the ED
- Evidence-based criteria for blood transfusions
- Central line infection prevention
- Case Measures
- Surgical site infection prevention
- Telestroke
- OBI mock drills for emergencies
- Medical Staff leadership Education
- Exceeding AORN sterilization standards
- ICU multidisciplinary team rounding
- Computerized Physician Order Entry (CPOE)
Anna Jaques continues to strengthen and grow our clinical affiliation with Beth Israel Deaconess Medical Center (BIDMC), a Boston academic medical center and major teaching hospital of Harvard Medical School. BIDMC and AJH share a relationship in many clinical areas, giving patients easy access to BIDMC’s sub-specialists and more coordinated care between the two hospitals. In FY11, our collaboration involved:

- Emergency Department transfers for more seamless, coordinated care
- Maternal-Feal Medicine services to provide advanced high-risk obstetrical care on site with a BIDMC specialist three times a month
- NurseCall, a “skype-like” service that provides our ED physicians with 24/7 access to board-certified subspecialists for consultation and to triage cases

We have expanded our relationship this year to include:

Gastrointestinal Services – Complex gastrointestinal cases are referred to the Digestive Disease Center at BIDMC, one of the nation’s largest programs. Doctors at BIDMC work in partnership with gastroenterologists at Anna Jaques on each case from start to finish for well-coordinated care and a seamless transition for the patient.

WebEx Participation in Cardiac Catheterization Laboratory Patient Care Conferences – Cardioangiologists from BIDMC who join AJH’s weekly Cardiac Catheterization Laboratory patient care conferences no longer have to travel between Newburyport and Boston each week to attend. In January 2012, Anna Jaques began using secure video conferencing technology called WebEx that enables physicians to now join these meetings remotely. This technology gives remote participants visual contact and interaction with attendees and provides computer access to slides.

Oncology – Oncology specialists from BIDMC now join the Cancer Center’s Tumor Board conferences via secure video conferencing technology. The Tumor Board brings together a multidisciplinary group of physicians who review individual cancer cases in detail. This ensures that each cancer patient has access to the best current thinking about cancer management. In addition, the hospitals are planning for enhancement and co-branding of the Newburyport Cancer Center.

Gynecologic Oncology – Dr. Christopher McCann now comes to Newburyport to collaborate with our gynecologists and bring additional expertise to our local community. Together, they treat women with uterine, cervical and other gynecological cancers. Our clinical affiliation also means that more complex cases may be seamlessly transferred to Boston or may even be referred to a promising clinical trial. The doctors work in partnership on and other gynecological cancers. As part of a new affiliation with Beth Israel Deaconess Medical Center, we have expanded our relationship this year to include:

- NeuroCall, a “Skype-like” service that provides our ED physicians with 24/7 access to board-certified neurologists to help diagnose and treat stroke patients on site with a BIDMC specialist three times a month.
- Maternal-Feal Medicine services to provide advanced high-risk obstetrical care on site with a BIDMC specialist three times a month.
- NurseCall, a “skype-like” service that provides our ED physicians with 24/7 access to board-certified subspecialists for consultation and to triage cases.

BOSTON BUSINESS JOURNAL 2012 “BEST PLACES TO WORK” WINNER
The Boston Business Journal named Anna Jaques Hospital one of the Best Places to Work (large employer) in Massachusetts. Anna Jaques was ranked #9 out of 23 businesses in the large employer category. The honor recognizes the hospital’s positive work environment that attracts and retains employees. It is also a testament to our employees for their compassion, kindness and teamwork in caring for our patients and in interacting with one another. Anna Jaques Hospital was one of more than 400 companies to qualify for consideration based on a two-stage nomination process and the results of confidential employee satisfaction surveys.

DESIGNATED A Tier 1 HOSPITAL
Health plans like Blue Cross Blue Shield, Tufts Health Plan and Harvard Pilgrim Health Care rank hospitals based on cost and quality measures and assign patient co-payments according to a tiered system. Anna Jaques is ranked in the best Tier 1 by all the tiered network providers. This translates into lower out-of-pocket costs for high-quality care for Anna Jaques’ patients and area employers.

Wickedlocal.com Readers Choice Silver Award Best Hospital
Readers of local newspapers and their affiliated Wickedlocal.com community websites choose their favorites in more than 75 categories annually. Anna Jaques was awarded with the Readers Choice Silver Award for Best Hospital.

QUALITY RESPIRATORY CARE RECOGNITION
The program recognizes hospitals that promote patient safety by providing access to respiratory therapists around-the-clock.

ANNA JAQUES ACHIEVES THE JOINT COMMISSION GOLD SEAL
The Joint Commission, the nation’s predominant standards-setting and accrediting body in health care, assesses hospitals’ performance in specific areas, and specifies requirements to ensure that patient care is provided in a safe manner and in a secure environment.

JOINT COMMISSION RECOGNITION PROGRAMESM
• Five Star Hospital and Community Value 100 Hospital. This award is a testament to our ability to provide measurably high-quality care while remaining low-cost.
• Tier I by all the tiered network providers. This translates into lower out-of-pocket costs for high-quality care for Anna Jaques’ patients and area employers.

STRENGTHENING OUR AFFILIATION WITH BIDMC

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Last fall, Anna Jaques and BIDMC launched a co-branded advertising campaign designed to increase awareness of our clinical affiliation, a series of three different ads that highlighted the collaboration between the hospitals to bring more specialized care to the community, to better coordinate care between AJH and BIDMC, and to use state-of-the-art technology for advanced care.

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Paul Spieler, MD, Retires; Commonwealth Hematology-Oncology (CHO) Welcomes Paul Poulin, MD

After 33 years of medical practice and caring for patients surviving with cancer, Dr. Paul Spieler, Hematologist-Oncologist for Commonwealth Hematology-Oncology (CHO) at Anna Jaques, retired in August 2012. Dr. Spieler’s passion for his patients and clinical excellence will be remembered fondly by the medical community.

With Dr. Spieler’s retirement, Paul Poulin, MD, joined the physicians and staff of CHO. Dr. Poulin brings more than 25 years of experience practicing oncology and hematology in New England to this role. Prior to joining the CHO, Dr. Poulin was the head of Portsmouth Regional Hospital’s oncology department. He sees patients in both the Newburyport and Haverhill office locations. Dr. Poulin received his medical degree from the University of Vermont College of Medicine and completed his residency and internship at Maine Medical Center, Portland, ME.

Women’s Health Care Opens Third Location in Georgetown

Women’s Health Care expanded to a third location in Georgetown last spring in the Pentucket Medical Associates office space in Georgetown Plaza. Dr. Jane Kerr, Dr. Mary Chang and Dr. Christannah Waters now offer expert obstetrical and gynecological care in another convenient location. Laboratory and ultrasound are also available on site.

Gail B. Foye, MD, Appoints New Chief Medical Officer

LYDIA JEFFCOAT, MD, JOINS COASTAL MEDICAL ASSOCIATES

Twenty years after starting her career at Anna Jaques, internist Lydia Jeffcoat, MD, returned to Newburyport to join Coastal Medical Associates. Dr. Jeffcoat joined internal medicine specialists Kay A. Ficht, MD, and Nurse Practitioners Melanie A. Mahoney, ANP-BC, and Anja J. Comeau, FNP-BC. Dr. Jeffcoat is clinically interested in women’s health issues, as well as fitness and nutrition.

Women’s Health Care

ENHANCING THE MEDICAL STAFF

ANNA JAQUES APPOINTS NEW CHIEF MEDICAL OFFICER

Women’s Health Care

Lyray

Lisa Jeffcoat, MD

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ANNA JAQUES YEAR-AT-A-GLANCE

- OCTOBER
  The AID Association donated a record $18,000. Wound Care celebrates 10 years.
  
- NOVEMBER
  Handled out more than 1,000 turkeys to celebrate the holidays with employees and volunteers (more than 100 were donated by employees to Pettengill House). Dedicated the brick donor walkway for the soon-to-be-built Virginia A. Capolupo Outpatient Entrance and the Ann and Chuck Lagasse Terrace.

- DECEMBER
  Demoulas’ gift of over $200,000 brings the Capital Campaign achievement to the $6 million mark.

- JANUARY
  BIDMC attends Cardiac Catheterization lab conferences via WebEx videoconferencing technology.

- FEBRUARY
  Preparative “Hibiclens” showers used by almost 100% of surgical patients to prevent infections. Pre-operative “Hibiclens” showers used by almost 100%

- MARCH
  Women’s Health Care opens Georgetown Office (co-located with Pentucket Medical Associates). First cardiac ablations performed in Cardiac Catheterization Lab.

- APRIL

- MAY
  Dedication of the Zampell Power Plant.

- JUNE
  Fetal surgery performed. Medical staff giving to the Capital Campaign hits 88%.

- JULY
  BIDMC sub-specialists in gynecologic oncology and maternal-fetal medicine practice on site with Women’s Health Care in Newburyport. “Andy” makes his debut in the Pediatric Care video.

- AUGUST
  Construction begins on the Virginia A. Capolupo Outpatient Entrance and the Ann and Chuck Lagasse Terrace. I Was Born at AJH Club is born. Annual golf tournament raises a record $130,000.

- SEPTEMBER
  Open House held for the Institution for Savings Inpatient Unit. Capital Campaign comes to a close and exceeds its goal with $6.5 million raised. AJH attests to meaningful use of Electronic Health Records (EHR). AJH completes seven years of positive financial performance.

ENGAGING EMPLOYEES

BOSTON BUSINESS JOURNAL 2012 “BEST PLACES TO WORK” WINNER

The Boston Business Journal named Anna Jaques Hospital one of the Best Places to Work (large employer) in Massachusetts. Anna Jaques was ranked 9th out of 25 businesses named in the large employer category. The honor recognizes the hospital’s positive work environment that attracts and retains employees. It is also a testament to our employees for their compassion, kindness and teamwork in caring for our patients and in interacting with one another. Anna Jaques Hospital was one of more than 400 companies to qualify for consideration based on a two-stage nomination process and the results of confidential employee satisfaction surveys.

SUPPORTING COMMUNITY HEALTH NEEDS

Anna Jaques’ community outreach centers on supporting the region’s youth, senior and vulnerable populations through a variety of programs. For example, the “Just Right Kids” program designed by the hospital several years ago continues to be implemented in area elementary schools. Funded by a grant from the Amesbury Charitable Healthcare Trust, “Just Right Kids” provides schools and day care providers with a sustainable, turn-key anti-obesity curriculum to teach portion control and healthy eating. The curriculum includes hands-on activities, educational events, and interactive dialogue and play. Anna Jaques also partners with local elementary schools to implement a program encouraging kids to walk more. The “How Far Can You Go?” program, in partnership with the Newburyport Farmer’s Market, celebrates the importance of healthy eating and physical activity. Anna Jaques also partnered with local elementary schools to implement a program encouraging kids to walk more. The “How Far Can You Go?” program, in partnership with the Newburyport Farmer’s Market, celebrates the importance of healthy eating and physical activity.

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For the last seven years, I have had the opportunity to report about the positive financial performance of Anna Jaques Hospital (AJH). Our success to date is the result of establishing a responsible base of expense that allows us to provide high quality care to our patients while ensuring that any future expense growth is matched with revenue growth. Being financially responsible has become part of our hospital’s culture. It is the Anna Jaques way.

I am pleased to report that we finished the fiscal year ending September 30, 2012 in the black reporting a gain from operations of $2,314,000, which represents a 2.0% operating margin.

2012 was an historic year in healthcare. The industry is facing the most fast paced and aggressive set of changes since the creation of the Medicare program in 1965. Two major events over the year laid the ground rules for healthcare delivery and payment reform:

1. The United States Supreme Court ruled in a 5-4 decision to uphold the majority of the 2010 Patient Protection and Affordable Care Act (PPACA), commonly called “Obamacare”.

2. The State of Massachusetts passed Chapter 244 of the Acts of 2012: “An Act Improving Quality of Health Care and Reducing Costs Through Increased Transparency, Efficiency and Innovation”. This is a broad enactment of payment reform, and establishes total health expenditure targets for the commercially insured population, linked to the growth in state gross product.

These national and state policies are changing how organizations deliver and get paid for care. Hospitals like Anna Jaques and our medical staff are starting to respond to the complexities and incentives that are being put into place by contracts such as the Alternative Quality Contract (AQC) of Blue Cross Blue Shield of Massachusetts.

In the next year, most certainly the medical staff and the hospital will partner in a risk-sharing contract covering a population to be served in a coordinated way, allowing us to work together with shared incentives. This is not a completely new set of goals for us and we have enjoyed substantial success in achieving good quality and satisfaction metrics while being one of the lower paid hospitals in Eastern Massachusetts.

Our healthcare industry has been changing for decades, reinventing itself with new policy initiatives geared toward quality, and cost reduction, some more successful than others. Our ultimate goal is to reduce health care costs to our community population responsibly, and to work with the medical staff for better outcomes and better coordination of care. Success on those objectives will let us be profitable in the future and allow us to reinvest in needed technology, infrastructure, and staff that our community deserves and our patients expect.

Mark L. Goldstein
Executive Vice President and Chief Financial Officer

LETTTER FROM THE EVP/CFO – MARK L. GOLSTEIN

ANNA JAQUES HOSPITAL STATEMENT OF OPERATIONS

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Operating revenues</td>
<td>$112,025,861</td>
</tr>
<tr>
<td>Net patient service revenue</td>
<td>$109,299,289</td>
</tr>
<tr>
<td>Other operating revenues</td>
<td>$2,726,572</td>
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<tr>
<td>Net operating revenue</td>
<td>$112,025,861</td>
</tr>
<tr>
<td>Operating expenses</td>
<td>$110,711,439</td>
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<tr>
<td>Salaries and wages</td>
<td>$51,299,252</td>
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<tr>
<td>Supplies and other</td>
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<tr>
<td>Depreciation and amortization</td>
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<tr>
<td>Provision for uncollectible accounts</td>
<td>$5,429,116</td>
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<tr>
<td>Other operating expenses</td>
<td>$17,074,045</td>
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<tr>
<td>Total operating expenses</td>
<td>$110,711,439</td>
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<tr>
<td>Gain (loss) from operations</td>
<td>$2,314,002</td>
</tr>
<tr>
<td>Net assets released from restriction</td>
<td>$138,162</td>
</tr>
<tr>
<td>Net assets</td>
<td>$36,025,994</td>
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</tbody>
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SEACOAST REGIONAL HEALTH SYSTEMS, INC. AND AFFILIATES CONSOLIDATED BALANCE SHEET

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Assets</td>
<td>Liabilities and net assets</td>
</tr>
<tr>
<td>Total assets</td>
<td>$234,480,097</td>
</tr>
<tr>
<td>Current assets</td>
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<tr>
<td>Cash and cash equivalents</td>
<td>$6,775,169</td>
</tr>
<tr>
<td>Prepaid expenses and other current assets</td>
<td>$3,570,818</td>
</tr>
<tr>
<td>Materials and supplies</td>
<td>$1,728,981</td>
</tr>
<tr>
<td>Property, plant, and equipment, net</td>
<td>$33,937,657</td>
</tr>
<tr>
<td>Donor-restricted funds</td>
<td>$8,882,138</td>
</tr>
<tr>
<td>Pledges receivable</td>
<td>$2,449,597</td>
</tr>
<tr>
<td>Trustee-held funds</td>
<td>$1,344,777</td>
</tr>
<tr>
<td>Beneficial interest in perpetual trusts</td>
<td>$1,625,295</td>
</tr>
<tr>
<td>Board-designated funds</td>
<td>$36,972,954</td>
</tr>
<tr>
<td>Non-restricted</td>
<td>$3,562,181</td>
</tr>
<tr>
<td>Unrestricted</td>
<td>$2,449,597</td>
</tr>
<tr>
<td>Total assets</td>
<td>$234,480,097</td>
</tr>
<tr>
<td>Other assets</td>
<td>$4,615,179</td>
</tr>
<tr>
<td>Prepaid expenses and other</td>
<td>$3,570,818</td>
</tr>
<tr>
<td>Other assets</td>
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<tr>
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<td>Total liabilities</td>
<td>$67,019,222</td>
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<tr>
<td>Current liabilities</td>
<td>$25,613,000</td>
</tr>
<tr>
<td>Accrued pension liability</td>
<td>$23,630,184</td>
</tr>
<tr>
<td>Due to third-party payors, net</td>
<td>$2,491,000</td>
</tr>
<tr>
<td>Total current liabilities</td>
<td>$25,613,000</td>
</tr>
<tr>
<td>Total liabilities</td>
<td>$67,019,222</td>
</tr>
<tr>
<td>Total liabilities and net assets</td>
<td>$172,460,874</td>
</tr>
<tr>
<td>Temporarily restricted</td>
<td>$14,735,433</td>
</tr>
<tr>
<td>Permanently restricted</td>
<td>$5,291,553</td>
</tr>
<tr>
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</tbody>
</table>

• 25 •

Mark L. Goldstein
Executive Vice President and Chief Financial Officer

• 26 •
Chair of the Board, Anna Jaques Community Health Foundation – Ann M. Lagasse

It has been a privilege to serve as chair of Anna Jaques Hospital Community Health Foundation since 2009. You and others have made my job a joy. With your help we have improved patient comfort, safety, and access to the latest medical technology for our community including over $6.5 million in funding toward the Anna Jaques Hospital Master Plan (new, energy efficient power plant, new single patient rooms and new entrance), medical technology—like the new microsurgery scope that has established minimally invasive spine surgery at our hospital; and for nursing education to provide tuition funds for the RN to BSN program that helps our nurses further their education, ultimately providing even better care for our patients.

There are many outstanding individuals in our service area whose commitments contribute each day, and over the years, in small and large ways. In any other reason why Anna Jaques has been a cherished community institution since 1884? Let me introduce you into just a few of them.

Arthur and Dorothy Chapman know Anna Jaques well. Now living in southern New Hampshire, they were West Newbury residents for many years and Mr. Chapman was born at Anna Jaques. They are longtime donors because, as Mr. Chapman says, “Anna Jaques spends the money wisely and helps so many.”

Curt Gerrish and his family understand the value of hard work. These generations are active in Rochester Electronics. They believe in strategic investments in the community. When President & CEO Delia O’Connor asked Curt to consider helping Anna Jaques buy a microsurgery scope that would allow the hospital to bring minimally invasive spine surgery to the hospital, he agreed to make the gift as he has so many other breakthrough gifts at the hospital.

Medical Staff and employees demonstrate pride and expertise in their work every day. Through their gifts, they show great confidence in our team, the facility and hospital leadership. Ninety percent of the Medical Staff gave to support our hospital. Forty-year volunteer, Aid Association board member, Corporator and generous donor Donna May Oberlin Welch died in April 2012.

On a sad note, we lost some great friends this year. Swift C. Barnes passed away in November. The family has deep roots in Newburyport and a long history of supporting our hospital. Forty-year volunteer, Aid Association board member, Corporator and generous donor Donna May Oberlin Welch died in April 2012. We will miss them. Their gifts will continue to do good work as they intended.

As I complete my term, I ask you to help me welcome Ginny Eramo as the Community Health Foundation’s next board chair. Ginny is the owner and creative director of Interlocks Salon and Spa in Newburyport. As President & CEO Delia O’Connor asked Curt to consider helping Anna Jaques buy a microsurgery scope that would allow the hospital to bring minimally invasive spine surgery to the hospital, he agreed to make the gift as he has so many other breakthrough gifts at the hospital.

As always, for over a hundred years, the Anna Jaques Hospital Aid Association, through bake sales, holiday craft fairs, cupcake challenges, The Gift Shop and their signature Great Chefs’ Night, has raised millions of dollars. In 2012, they committed $82,025—their largest gift to date.

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As I complete my term, I ask you to help me welcome Ginny Eramo as the Anna Jaques Hospital Aid Association’s next board chair. Ginny is the owner and creative director of Interlocks Salon and Spa in Newburyport and has given years of volunteer service, most recently as the Foundation Board’s vice president. Thank you again for the opportunity to have led our nonprofit community hospital Foundation board.

As I complete my term, I ask you to help me welcome Ginny Eramo as the Community Health Foundation’s next board chair. Ginny is the owner and creative director of Interlocks Salon and Spa in Newburyport and has given years of volunteer service, most recently as the Foundation Board’s vice president.

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Thank you again for the opportunity to have led our nonprofit community hospital Foundation board.
When I reported to you last year that Your Hospital: The Campaign for Anna Jaques was progressing toward its $6 million goal, I could not have foreseen that just days before the end of 2011, a $100,000 gift would come in. That donation, in combination with every gift large and small before it, helped the campaign to exceed its goal. After three years of sharing the vision with long-time donors and new ones, as well, I felt privileged to see the absolutely necessary fundraising for this transformational project succeed.

Last year at this time, the Institution for Savings new single room unit was still visible only on the architect’s drawings. As the year went on, the project approached its stunning completion and the number of donors climbed to over 400 families, individuals, businesses and foundations. Anna Jaques’ Medical Staff rallied, with over 90% of them supporting this project with their generous gifts. More than 200 bricks on the walkway leading to the new Virginia A. Capolupo Entrance and the Ann and Chuck Lagasse Terrace now carry names of loved ones, community members, and employees.

In September and October this year, donors were the first to be invited to tour the Institution unit to see the dramatic improvements to patient comfort, privacy, reduced risk of infection – all in a beautiful, quiet environment.

As of early January 2013, the campaign had exceeded $6.5 million in private support. Your gifts have been crucial. I hope you have seen the transformation in person. If you have not, I urge you to contact the Foundation staff for a tour of the new unit. When you visit, you will be welcomed by the newly constructed front entrance and graceful outpatient entrance that have come to symbolize the completion of this extraordinary project.

I want to thank members of the Your Hospital campaign committee who included: George H. Ellison, Jr., Dr. Maury Fremont-Smith, Dr. Ben Heersink, Ann Lagasse, Byron Matthews, and Dr. Michele Sasmor, and Business Committee: Grace Connolly, Larry Hunter, Marc MacBurnie, Esther Sayer, and Chuck Withee. Also on the committees were President & CEO Delia O’Connor, Executive Vice President & CPO Mark Goldstein, and Vice President of Development Sarah Gnerre. This determined and lively group gave each other the energy to get the job done. I am honored to have played my part.

With great appreciation for your giving,

Charles R. Cullen
Chair, Capital Campaign

LETTER FROM CAPITAL CAMPAIGN CHAIRMAN – CHARLES R. CULLEN

YOUR SUPPORT HELPS CHANGE LIVES

How, you wonder, does your gift help save lives? Let us count the ways!

Last year, Anna Jaques piloted the NeuroCall program, a “Skype-like” service (affiliated with BIDMC) that provides our Emergency Department physicians with around-the-clock access to board-certified neurologists to help diagnose and treat stroke patients. Like many community hospitals, AJH cannot support a dedicated neurologist 24/7. In the case of stroke emergencies, where every minute matters, NeuroCall allows for a faster diagnosis and life-saving treatment to be given more quickly. In FY12, donor support helped maintain NeuroCall as an ongoing offering so that you and your loved ones have immediate care in the case of a stroke or other neurological emergency.

Did you attend the Great Chefs’ Night last year, or stop by one of The Aid Association’s bake sales? If so, your participation helped us purchase 11 medical mattresses that are proven to prevent pressure sores and decubitus ulcers, replacing conventional mattresses. Your gifts to The Aid also helped AJH attract two board-certified, fellowship-trained spine surgeons. With The Aid’s support, Anna Jaques purchased the necessary surgical kits and equipment to bring minimally invasive, almost always out-the-same-day, surgery to our community.

If you said “yes” to one of our volunteer solicitors, or to Dr. Joe Hall’s letter to patients, or to Ann M. Lagasse, Chair of the AJH Community Health Foundation, in her holiday letter to supporters, you helped provide more than $1 million toward patient care priorities.

If you bought a brick for one of the new walkways in the Virginia A. Capolupo Entrance, you helped change patient rooms from doubles into singles. Your gifts mean you and your loved ones will almost always have a private room to prevent infection and create a better healing environment.

Anna Jaques could not do it without you. Thank you for helping us change and save lives every day!
Anna Jaques Hospital opened its doors to the institution for Savings Imperial Unit in November 2012. The newly constructed unit, named after the Institution for Savings in Newburyport for its $1.5 million gift, was made possible thanks to an enthusiastic Capital Campaign Committee led by Charles R. Cullen, President & CEO of The Newburyport Five Cents Savings Bank. The new unit transforms the hospital and ensures nearly every patient who stays overnight will have a private room for enhanced privacy, infection prevention and healing.

“I am deeply grateful to the leaders of the Newburyport Five Cents Savings Bank for their unwavering support and commitment,” said Dr. Bernhard Heersink, President & CEO of Anna Jaques Hospital. “The dedication of the institution for Savings Imperial Unit will improve the patient experience and demonstrate the hospital’s commitment to providing the highest level of care to the community.”

The Newburyport Five Cents Savings Bank leadership team outside the new unit. Pictured from left to right: Timothy Felter, Michael Webber, Mr. and Mrs. Richard Eaton, Vincent Russo, Keri Sullivan, Sandy Licciardo, Scott Terry, Janice Morse, Marc MacBurnie, and Richie Eaton.

“The new unit is a testament to the support and philanthropy of the Newburyport Five Cents Savings Bank and will ensure that Anna Jaques Hospital continues to provide world-class care to the patients in our community,” said Mr. and Mrs. Bernard Christopher, The Franklin Foundation.

“We are proud to support this landmark project.”

—Michael J. Jones, President and CEO of the Provident Bank. The new unit transforms the hospital and ensures nearly every patient who stays overnight will have a private room for enhanced privacy, infection prevention and healing.

The Newburyport Five Cents Savings Bank leadership team outside the new unit in November 2012. Pictured from left to right: Timothy Felter, Michael Webber, Mr. and Mrs. Richard Eaton, Vincent Russo, Keri Sullivan, Sandy Licciardo, Scott Terry, Janice Morse, Marc MacBurnie, and Richie Eaton.

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Yours: Your Hospital: The Campaign for Anna Jaques (continued)

$1,000 to $9,999

$500 to $999

$1,000 to $9,999 continued

The Provident Bank

Anna Jaques dedicated The Provident Bank Important Unit, formerly known as Med- Surg East. The Unit was retained in recognition of a major gift from The Provident Bank Charitable Foundation. The name also recognizes personal gifts from the directors of the bank and its president, Charles B. Cullen. The early and significant support from The Provident Bank helped other donors and greatly contributed to the campaign exceeding its $6 million goal.

Deb Burke
Linda Boyer
Susan Carter
Dr. Katherine D. Coney
Mr. and Mrs. David Coyle
Mr. and Mrs. John Coyle
Mr. and Mrs. Kevin Coyle
Mr. and Mrs. John Coyle
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Ameresb Heath Care Charitable Trust

The Ameresb Heath Care Charitable Trust, a supporter of programs that serve the health care needs of the people of Ameresb, donated $30,000 to Anna Jaques’ capital campaign. Members of the Ameresb Health Care Charitable Trust, (left to right) David Fitz, Richard Coles and Lucie Knapp presents the gift to Charles B. Cullen, Chair of Your Hospital: The Campaign for Anna Jaques.
Curt Gerrish and his family believe in strategic investments in the community. Their affiliation with the hospital dates back many years—but Curt was born at Anna Jaques. He and his family have contributed to many positive changes at AJH including the Gerrish Fast Track where patients with low-symptom emergency cases get treatment and be on their way in under two hours, in most cases.

Anonymously (2)

Affiliated Surgical Associates (David J. Swiezowski, MD)

Children’s Health Care

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Annually Giving

Gifts and pledges received between October 1, 2011 and September 30, 2012. We gratefully acknowledge the following donors for their generosity and extend our gratitude to those who have asked to remain anonymous. The support of our community is tremendous. Thank you!

$100,000+ 
- Estate of Marion Roaf
- Rochester Electronics, Inc.
- $50,000 – $99,999
- The Mary Alice Arakelian Foundation
- BNY Mellon Wealth Management
- Travelers Construction
- $25,000 – $49,999
- Walmart Foundation
- TD Bank
- $10,000 – $24,999
- The Provident Bank
- M.A.R. Properties
- $1000-$2,499
- Matter Communications, Inc.
- Dr. Daniel and Elizabeth Leary

The Zampell Power Plant

脱贫致富

Friends (from left to right) are the Zampell family at the dedication: Michael Zampell with his daughters, Dr. Christine M. and James C. Zampell, is at least 15% more energy efficient than the former one that stood where the new outpatient entrance is today. The equipment that was replaced are two 20-ton and one 200-ton air-conditioned space heating and cooling systems. The Zampell Power Plant, dedicated on April 26, 2012 and named in recognition of donations from Christine M. and James C. Zampell.

ANNUAL GIVING (continued)

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- Dr. and Mrs. Andrew Perry
- Balfour Beatty
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- TD Bank
- William O. Moseley Foundation
- Anna Jaques Hospital Aid Association
- $25,000 – $49,999
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The Zampell Power Plant

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Friends (from left to right) are the Zampell family at the dedication: Michael Zampell with his daughters, Dr. Christine M. and James C. Zampell, is at least 15% more energy efficient than the former one that stood where the new outpatient entrance is today. The equipment that was replaced are two 20-ton and one 200-ton air-conditioned space heating and cooling systems. The Zampell Power Plant, dedicated on April 26, 2012 and named in recognition of donations from Christine M. and James C. Zampell.

ANNUAL GIVING (continued)

Vania and Barbara O’Connor
-

- Dr. and Mrs. Andrew Perry
- Balfour Beatty
- Balfour Beatty
- TD Bank
- William O. Moseley Foundation
- Anna Jaques Hospital Aid Association
- $25,000 – $49,999
- The Mary Alice Arakelian Foundation
- Rochester Electronics, Inc.
- Estate of Marion Roaf
- Rochester Electronics, Inc.
- $50,000 – $99,999
- Walmart Foundation
- TD Bank
- $10,000 – $24,999
- The Provident Bank
- M.A.R. Properties
- $1000-$2,499
- Matter Communications, Inc.
- Dr. Daniel and Elizabeth Leary

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\[ \text{\textbf{Total} $1,142,075} \]

\[ \begin{align*}
\text{Bequests} & \quad \text{$7,227} \\
\text{Clubs and Organizations} & \quad \text{$10,750} \\
\text{Trusts and Endowment} & \quad \text{$223,436} \\
\text{Hospital Vendors} & \quad \text{$107,553} \\
\text{Businesses} & \quad \text{$288,920} \\
\text{Foundations} & \quad \text{$250,550} \\
\text{Individuals} & \quad \text{$114,074} \\
\end{align*} \]
**ANNUAL GIVING (continued)**

**Major & Planned Gifts**

<table>
<thead>
<tr>
<th>Name</th>
<th>Gift Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michelle Alkali</td>
<td>$5,000</td>
</tr>
<tr>
<td>Janet Alpert</td>
<td>$3,000</td>
</tr>
<tr>
<td>Raymond L. Alpert</td>
<td>$5,000</td>
</tr>
<tr>
<td>Harry Alpert</td>
<td>$3,000</td>
</tr>
<tr>
<td>Susan Alpert</td>
<td>$1,000</td>
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</table>

**Endowment & Income**

<table>
<thead>
<tr>
<th>Name</th>
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</thead>
<tbody>
<tr>
<td>James A. Alpert</td>
<td>$1,000</td>
</tr>
<tr>
<td>Elizabeth Alpert</td>
<td>$1,000</td>
</tr>
</tbody>
</table>

**Memorial & Tribute Gifts**

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<td>Elizabeth Alpert</td>
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</table>

**Total**

Total $1,142,075
Our Volunteers

A big thank you to our 200+ volunteers who give their time annually, monthly, weekly and daily to support Anna Jaques Hospital. Our amazing volunteers greet visitors, deliver flowers to patient rooms, work in the Gift Shop, transport patients, assist staff on nursing units, sort and deliver hospital mail, help with events, and support hospital programs. Most importantly, they bring warmth and good cheer to patients and staff.

I Was Born at Anna Jaques Club

The first annual gathering of the I Was Born at Anna Jaques Club took place on the lawn in front of the hospital last summer. The club honors individuals born at Anna Jaques Hospital and celebrates annually with a get-together and group photo. Don’t miss it this year on July 30, 2013.

54

Up to $99 (continued)

43

•

1

37

44

"Fore Your Health" Golf Tournament

Golfers, volunteers, donors and sponsors made last year’s Anna Jaques Hospital “Fore Your Health” golf outing the highest grossing fundraising event in AJH history, raising $184,000. Procedures were announced for improvements in registration, maintenance and technology in the hospital’s operating rooms. Byron Matthews, Chairman of the Golf Committee for 22 years, said, “Since we started the tournament, it has raised more than $1.4 million for the purchase of state-of-the-art equipment used throughout the hospital. I could not do it without the dedicated committee, which includes Steve DeGuglielmo, Rich Doolan, Luis Fernandez, Marshall Tom Howard, Rob Kotarba, Peter Matthews, John MacKay and Donors Without.”

Pictured at right is the Newburyport Five Cents Savings Bank team enjoying the 2012 tournament: Scott Eaton, Janice Morse, Newburyport Five Cents Savings Bank President and CEO, Kathy Aiello of SPS New England and Marc MacBurnie.


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Gifts received in memory of Tony Fuller
Anna Jaques Hospital Laboratory
Kathleen C. Bresciani
Dr. and Mrs. Maurice Freeman-Smith
Mrs. Carol DAMBLE AND Mrs. ALINE Delamar O’Connor and Dr. E. Thomas O’Niel
Gifts received in memory of Alta B. Griffin
Mr. James J. Griffin, Jr.
Gifts received in memory of Martin Gross
Dr. and Mrs. Joseph W. Gross
Gifts received in memory of George Gurney
Robert and Pats Collins
James D. Cortes
Kathleen A. DiBurro
Patricia O’Ryan
Mr. Thomas H. Hake and Mrs. Paisy Handler
Evel Handler
Local Union 1915
Phyllis M. Parker
Mr. and Mrs. Roger J. Roy
Phyllis M. Packer
Local Union 1915
Roni Handler
Gail Handler
Mr. Thomas R. Haley and Ms. Payce Handler
Kathleen A. DiBurro
Robert and Kara Collins
Frank and Linda Jannotta
Maggie Hoople
David and Barbara Ham
First Choice Tours, Inc.
Leonard and Katheryn Desmarais
Patricia McInerny
Illinois Tool Works, Inc.
Gifts received in memory of
Dr. and Mrs. Joseph W. Gross

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Commemorative Donors (continued)

Gifts received in memory of Frederick C. Ouellette
The Joubert Family
Rita A. Canas
Debra Cole
Mrs. and Mr. John P. Cusham, III
Marianne Daughtrey
Harris P. Davis
Pamela D. Durasanta
Mrs. and Mr. Ronald B. Emery
Mrs. and Mr. Anthony A. Gonta
Mrs. and Mr. Robert M. Knolke
Mrs. and Mr. Mark P. Knolke
Mr. Herbert Moore and Ms. Diana Capper
Ms. and Mr. Robert Howard
Diana Fuller (PWC), Suzanne Grandolfo, Sandra Kentish, Brall Waddell, Ron Morse, Amy Talbot, Megan Turner, Dali Zonar
Mrs. and Mr. Anthony J. Schena
Mrs. and Mr. Joseph A. Sivak
Mrs. and Mr. Douglas Skobard
Teddy Gil-O. D. Orbach
Your friends in DFSN Network Services
Mr. and Mr. Ted Wahl
Mrs. and Mr. Michael P. Welch
Mrs. and Mr. Thomas J. White
Gifts received in memory of Maria V. Palumbo
Cleveland Clinic
Gifts received in memory of Joseph Colby Pearson
Norman and Alicia Calby
Gifts received in memory of Mary Pennington Fuller
West Newbury residents for 35 years.
Gifts received in memory of Jackie Petti
Thomas and Lynne Petti
Gifts received in memory of Ted Piancazz
Davis Consulting Group
Gifts received in memory of Patricia Pollard
Mr. and Mrs. Charles Creasey
Mr. and Mrs. Douglas Skobard
Teddy Gil-O. D. Orbach
Your friends in DFSN Network Services
Mr. and Mr. Ted Wahl
Mrs. and Mr. Michael P. Welch
Mrs. and Mr. Thomas J. White
Gifts received in memory of Anna Jaques
Mr. and Mrs. William F. Knowles
Gifts received in memory of Ted Pieniazek
Norman and Dora Colby
Gifts received in memory of Joelle L. Salvo
Stephen and William Kline
Gifts received in memory of Ingeborg H. Reuss
Lynne H. Reuss and Michael Reuss
Gifts received in memory of Walter S. Reuss
Mrs. and Mr. Edward Dodge
Newburyport District and Superior Court
Gifts received in memory of Edward Shaver
Ria Shaver
Gifts received in memory of Edmund C. Shepard
Arthur and Dorothy Chapman
Gifts received in memory of Roland Scour
Elaine Cox
Mr. and Mrs. Philip F. Williams and Olive Ingerson
Gary and Barbara Kugler
Bernard Schmieder
Gifts received in memory of Evelyn Tatro
Wildfire Tatro
Gifts received in memory of Harold Tiner
Evelyn Tatro
Gifts received in memory of Theodore Vandorpe
Davis Consulting Group
Gifts received in memory of Jane M. Von Boss
Lowell and Diana Reed
Mr. and Mrs. Bruce Wood
Gifts received in memory of Edward Shaver
Ria Shaver
Gifts received in memory of Margaret E. Shaver
Mr. and Mrs. James W. Pennington

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Mardee Beauparlant

Mary Anne “Mardee” Beauparlant is familiar to many from her years of service in the AJH Cafeteria. The hospital is important to Mardee and her family. Her children were born here and the eldest, George, Jr., died here when he was just seven years old. When employees were asked to give to the Year-round campaign, Mardee and her husband George decided the family would make a special gift to remember their dear Georgie. “We are so pleased to have a brick in memory of our beloved Georgie here at Anna Jaques.”
Be part of the AJH legacy!
With a gift of $500 or $1,000,
you can purchase a brick en-
graved with your family name or
the name of a loved one. Join
AJH employees and local busi-
nesses by buying a brick for
Anna Jaques’ new walkways.

- $500 brick is 4” x 8” and will
  have three lines of text
- $1,000 brick is 8” x 8” and
  will have six lines of text

Pledge now and pay for your brick over three years (just $3.21 per week or $6.41 per week) to permanently show your support of Anna Jaques.

Please visit www.ajh.org for more details.