

New London Hospital Wins Praise For Quality Care

The mission of New London Hospital is to provide quality patient care. That commitment was recently recognized and praised by the Institute for Healthcare Improvement. The Institute for Healthcare Improvement (IHI) is a not-for-profit organization leading the improvement of health care throughout the world. IHI was founded in 1991 and is based in Cambridge, Massachusetts.

Three representatives of IHI came to New London Hospital on November 1 as part of a national program to observe programs on how high-performing organizations sustain their quality of patient care efforts. The visit is part of the organization's Fall Harvest campaign to gather successful ideas from hospitals all over the United States. New London Hospital is the only hospital selected for a visit in New Hampshire, and one of the very few Critical Access Hospitals in the country that

the group will visit.

"Dedication to quality improvement was very clear from all the leaders around the table," said Nicholas Leydon, IHI international team member. "In addition to the hospital's President and CEO, Bruce King, attendees at the three-hour meeting included the Chair-elect of the Board of Trustees, the Chair of the Board Quality Steering Committee, the President of the Medical Staff, the Chief Clinical Officer, and the Chief Financial Officer."

The results of two quality improvement projects, Surgical Care Improvement and care of patients with Community Acquired Pneumonia, were presented to the IHI team. Both projects involved teams of clinicians who worked to address the quality of care and the long-term sustainability of the quality standards.

"Everyone owns quality," said Tom See Quality on page 26

The Fells Holiday House Tour

Get in the spirit of the season with The Fells Holiday House Tour, December 8, from 10 AM to 4 PM in the quaint town of New London. Tour six beautiful homes that have been uniquely decorated for the holidays.

The tour begins at the First Baptist Church, which serves as Tour Headquarters. With its handsome steeple and Revere bell, the First Baptist Meeting House is the first New London property listed on the New Hampshire Register of Historic Places and has been a landmark in New London since its construction in 1826. At Tour Headquarters you can purchase your ticket (if you don't already have one) and pick up your tour booklet with a map and descriptions of the houses.

This self-guided tour will take you to homes in the area, including a 1937 renovated expanded cape traditionally decorated with fresh fruit and greens, along with various dried cuttings from the yard and woods. Then on to a 4,800-square-foot home with great views of Mount Kearsarge, a Colonial-style home filled with antiques and art, and a newly remodeled home on a 16-acre wildlife preserve with views of Mount Sunapee to the west and Croydon Mountain to the north.

The tour continues to a stately home built in 1915 with original features, like the slate roof on the main house as well as the stonework on the chimneys and the magnificent living room fireplace. The

final stop is the Shaker Meetinghouse Bed and Breakfast, which is a replica of a Moses Johnson Meetinghouse, built by the Shakers for the specific purpose of public worship and ministry occupation. These six homeowners have graciously offered to open their homes and welcome guests to enjoy the wonderful holiday themes they have chosen for the occasion.

All proceeds will be used for The Fells' historic site and gardens and related educational programs. The Fells is a non-profit organization. The property was established in 1891 on the eastern shores of Lake Sunapee for statesman John Milton Hay, Abraham Lincoln's private secretary and biographer, later ambassador to European nations and Secretary of State under Presidents McKinley and Theodore Roosevelt. The Fells served as a summer retreat for three generations of the Hay Family.

Tickets for the event are \$20 in advance and are available at the Morgan Hill Bookstore in New London, the Bayberry Barn Christmas Shop in Sutton, and The Fells in Newbury. Tickets the day of the event are \$25 at Tour Headquarters at the First Baptist Church on Main Street in New London.

The Holiday Boutique that was created just for the day is open from 9:30 AM to 3 PM at Tour Headquarters. For more information, call The Fells at 763-4789 x3 or visit TheFells.org.



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Parent to Parent...

Should my child have a flu shot?

The flu is a viral infection spread by coughing and sneezing or touching flu-infected areas. Getting vaccinated is still the best way to prevent and control it.

Flu vaccine is recommended for all children ages 6 through 59 months old, and their household and daycare contacts. It is also recommended for children older than 6 months if they have chronic diseases such as asthma, HIV or heart disease or who are on long-term aspirin treatment for another illness. Mid-October to mid-November is the best time to be vaccinated.

If your child does get the flu, comfort measures (acetaminophen, ibuprofen, fluids, saline nasal spray, or humidity) may help. *Never give aspirin to children and adolescents with the flu.*



Sarah Lester, MD
New London Pediatric Care Center
6 Holmes Lane
Georges Mills, NH 03751
603-526-5363

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New London Hospital Tries Water-Permeable Pavement

The main focus of Building Towards the Future, New London Hospital's \$21 million renovation and improvement program, is patient comfort and safety. However, issues of environmental safety and sustainable growth are also being addressed as the hospital constructs its 46,000 square foot addition.

"In expanding and re-configuring our parking areas, we had a unique opportunity to install a pervious [water-permeable] concrete pavement that marks the first major installation in this area," said Lori Underwood, Senior Director, Planning and Projects. "By capturing stormwater and allowing it to seep into the ground, porous concrete is instrumental in recharging groundwater, reducing stormwater runoff, and meeting US Environmental Protection Agency (EPA) stormwater regulations."

"In fact," Underwood continued, "the use of pervious concrete is among the Best Management Practices recommended by the EPA. We're pleased that we can enhance quality care for our patients and safeguard our environment as well."

The concept of using pervious concrete to capture and treat polluted runoff has met some resistance in New England due to concern over its performance during the freeze and thaw of the region's winters. New London

Hospital's installation will be carefully monitored to ensure that it meets or exceeds expectations.

Pervious concrete pavement technology creates more efficient land use by eliminating the need for retention ponds, swales, and other stormwater management devices. In pervious concrete, carefully controlled amounts of water and cement-like materials are used to create a paste that forms a thick coating around aggregate particles.

Using sufficient paste to coat and bind the aggregate particles together creates a system of highly permeable, interconnected voids that drains quickly. "This drainage means that stormwater can be filtered and scrubbed of pollutants," Underwood explained. "More conventional paving results in stormwater pooling on the surface or being collected in detention ponds. Pervious concrete is an effective, cost-saving solution to stormwater pollution." Another anticipated benefit of pervious concrete is the reduction of the need for salting and sanding in winter.

Pervious concrete parking lots can last more than 30 years, twice the lifetime of traditionally paved parking areas. Over the long-term, New London Hospital expects to see a positive return on its investment.