

thank

EARE immensely grateful for the outpouring of support we are receiving from our community during this pandemic. Your kind encouragement and generosity is of great importance to us. Thank you for donating your time, talent, and resources to help us protect those most in need. Here are snapshots of some of the support we have received.



WITH MUCH GRATITUDE TO OUR COMMUNITY



Rock solid thanks to Autumn. age 10, who painted rocks with positive messages and left them on paths and walkways around Speare to encourage health care workers.



"You have been asked to do extraordinary things recently."

We thank all employees at Speare Memorial Hospital for rising to meet the COVID-19 challenge to protect our patients, staff, and community. We consider everyone on our team a healthcare hero, but when the staff was asked who they thought has gone far above and beyond the call of duty, there was a consensus!



EMERGENCY DEPARTMENT

Top of the list by far is **Dr.** Thomas Scott (pictured above), medical director of Speare's emergency department (ED). Working with **Deb Thompson**, ED nurse director, RN, BSN CEN, Deb Mallet, RN, BSN CEN and **Sharon** Hillger, RN of the ED team, Dr. Scott led the charge in setting up the testing and evaluation tents in the ED parking lot and developing the process for separating patients with COVID-19 symptoms.

Employee comments include, "Dr. Scott has gone above and beyond so that we feel confident and safe in what we are dealing with. He really is a huge force in making us feel prepared. He answers questions and listens to our concerns without ever becoming upset or annoyed with us. He is a fantastic resource and has our best interest in mind."



CRITICAL CARE

Many words of gratitude were submitted in recognition of the critical care team of Britt McDonald, PA, Virginia Forsberg, RN, Greg Jenkins, RN, Deb Majersky, RN, and Mary Pham, nurse anesthetist. This team developed the COVID-19 "vent unit", determined the process for intubations, and educated the hospital medical teams.

Staff praise includes, "They spent a lot of time educating staff and reorganizing outpatient surgery to prepare us for the possible surge. They have incredible skills and knowledge in taking care of ventilated patients. They prepared all of this in order to help us take better care of our patients now and in the future. They deserve a lot of credit in helping Speare become capable of taking care of sick and intubated patients should the time come."



ALTERNATIVE CARE SITE (PACS)

Britt McDonald, PA, Liz Figueroa, RN, Eric Murdock, RN. Jack Olmstead, and Dr. Thomas Scott were honored for the work they did in developing the PACS at Plymouth State University.

Comments include, "They have done extraordinary work on preparing the alternate care site at the PSU Ice Arena. The amount of time involved has been incredible. If it was not for their foresight and knowledge, this would not have happened in the way that it did."



DEPLOYED STAFF

Employees recognized the many staff who were redeployed to help with screenings and other needed roles during this pandemic. Praise includes, "We are also thankful to those who cross-trained to other roles/departments to be able to help with surge capacity."

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HELP SUPPORT SPEARE'S COVID-19 FUND

Your generosity and kindness are much appreciated!

» Speare Memorial Hospital has been here for more than 100 years, and philanthropy will help sustain our hospital over the next few months as unforeseen expenses arise. We have no doubt that there are difficult times ahead, but we remain dedicated to our mission to work together to serve the needs of our patients and community.

All donations to Speare Memorial Hospital's COVID-19 Fund will go directly to cover expenses related to:

- Purchasing adequate Personal Protective Equipment (masks, face shields, isolation gowns, and gloves) for the safety of our medical staff, employees, and patients.
- Covering unreimbursed medical care costs to treat COVID-19 patients.
- Offsetting the loss in revenue from reducing non-emergency related medical services (elective surgeries, primary care services, etc).



To donate please visit

spearehospital.com/donate

Or mail the enclosed remit envelope with your donation.

Please call (603) 238-2211 Tax ID: 02-0226774

COVID-19

Virtual 5k

Supporting Speare's COVID-19 fund

Holderness School got very creative when they held a "Run COVID Out of Town" virtual 5K walk/ run and donated the registration proceeds to Speare's COVID-19 Fund.

Holderness students had been participating in online learning and virtual team workouts since the pandemic caused the school to close in March. Jenna Simon, athletic director at Holderness School, wanted to offer an activity that could be done wherever the students and their families may be located.

"We offered the virtual 5k training plan as an activity option for our students with the end goal of running a 5k "together" on May 16th," says Jenna. "Our first-ever virtual 5K was a great success."

An impressive 379 people from all over our community and the world participated, helping to "Run COVID Out of Town." People ran in their



neighborhoods, backvards, treadmills, even along a river in Sweden, and through the streets of London.

More than \$5,850 was raised for Speare's COVID-19 Fund.

"We donated the money raised to help Speare in this time of stress," says Jenna.

Speare greatly appreciates the community support we have received for our COVID-19 Fund.

Have

Fun at Home

How to have fun during COVID-19

taying healthy and at home is a necessity during the COVID-19 pandemic. But sometimes this safety precaution can lead to feelings of isolation. Connecting with others while practicing social distancing is just as important as exercise for your overall wellbeing.

We are becoming more and more familiar with virtual reality. Downloading Skype, Facetime, Zoom, or Google Hangouts connects us with friends and family from our smartphones or digital devices.

Dr. Nancy Quintero of Speare Primary Care reminds us that there are plenty of fun activities we can do in our own backyards. But when the outdoors has lost its appeal, she recommends the virtual world for some healthy fun.

"My 14-year-old daughter and I played 'Charades' with her friends for our first online game," says Dr. Quintero. "The girls took turns 'acting' and quessing a word, and they really had fun."

Zoom has become the top app to play games online. Zoom games include: GamesBingo (myfreebingocards.com), Trivia (randomtriviagenerator.com), and Charades (getcharadesideas.com).

"We all know how difficult it can be to stay occupied during these times. It is important to stay in contact with loved ones. Zoom, or any other virtual communication program, is a great way to laugh, talk, and spend time with family and friends... even though you can't hug them," says Dr. Quintero.

Conduct your own online search to discover what else is available to help you get through these tough days.



Group Movie Night

→ netflixparty.com

Karaoke Party

→ singsnap.com

NYC Book Readings

Listen to authors and well-known personalities read from or discuss their books.

→ nypl.org

Children's Museum of New Hampshire

Online learning and fun activities for children.

→ childrens-museum.org

Learn a New Language

Kids and adults can learn a new language with this popular, free, easy to use app.

→ duolingo.com

Kitchen Classroom

Free online offerings like salt art projects, onion chopping classes, and easy-to-follow recipes.

→ americastestkitchen.com/kids

Visit the Vancouver Aquarium

See what the penguins, sea otters, and jellyfish are up to on live webcams.

→ vanaqua.org

Tour Museums & the World

Virtually tour world-renowned museums and cultural sites.

→ artsandculture.google.com

Night at the Met

The Metropolitan Opera is presenting encore performances for free streaming available for 23 hours, starting at 7:30 pm each day.

→ metopera.org

Get Fit

Get fit at home with little or no equipment. YouTube has many reputable instructors sharing their workouts at no cost.

→ YouTube.com

Telehealth at Speare's Physician Offices:

Keeping you connected from home.

■he physician practices at Speare Memorial Hospital continue to make (virtual) house calls. At the onset of COVID-19, our medical team realized the need for our patients to have online physician office visits.

Since then, we have been able to safely open our physician practices for in-person appointments, but the need for telehealth remains. Dr. Ted Capron, Speare Primary Care, says many medical providers hope that telehealth is here to stay.

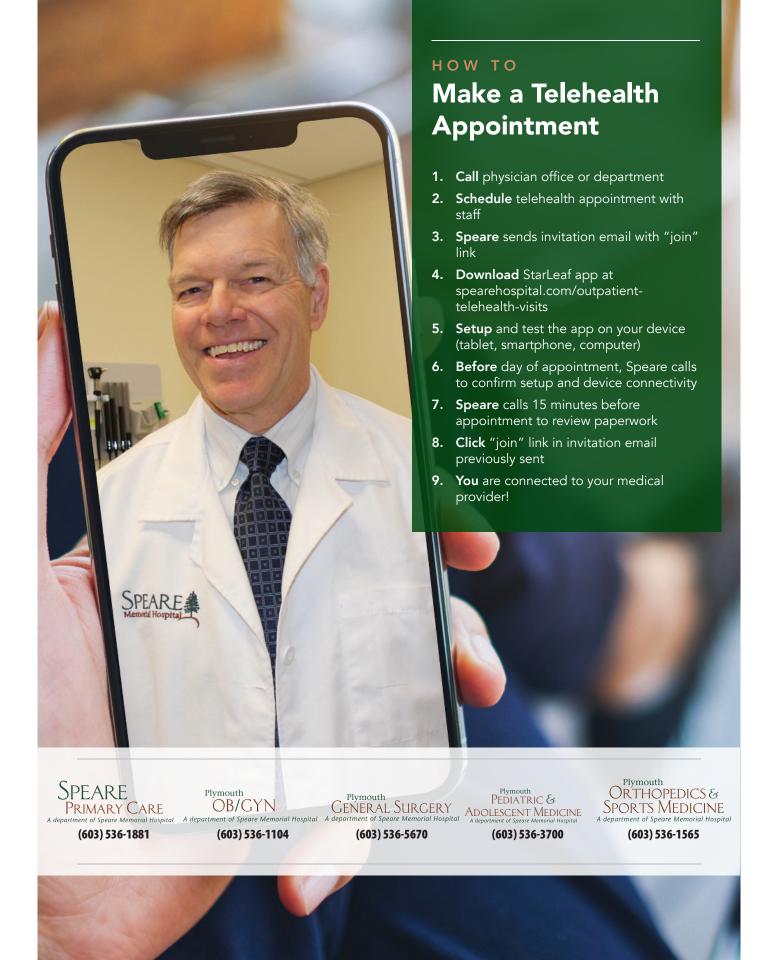
"Patients really like the convenience," says Dr. Capron. "They don't have to leave home, drive, or wait."

He explains that physician office visits that do not require a detailed physical examination can generally be done through telehealth. This includes managing ongoing problems such as hypertension (if the patient takes blood pressure at home), diabetes, asthma, and arthritis. Minor problems, such as sinus infections or urinary tract infections, can also be managed via virtual visits. He says that diagnoses that are made primarily by visual inspection such as rashes or skin lesions can also be accomplished through telehealth if the patient can video the affected areas.

"I think one of the best uses going forward for telehealth will be for follow up visits to review results and make adjustments in treatment plans," says Dr. Capron. "Also, many chronic diseases can be managed remotely, especially if labs are done in advance of the visit."

Designed to provide peace of mind, telehealth connects you with your medical providers while practicing social distancing.

Speare is using the **StarLeaf** app to provide a secure, encrypted means of connecting at no cost to you. All you need is a mobile device or computer with a microphone, a camera, and an internet connection.



"We continue to maintain privacy," says Dr. Capron. "For example, we conduct the virtual visit in a private area, and patients are told the names and roles of everyone participating in the call from our end."

Physician offices at Speare do not record the visits, and the history provided by the patient is documented in the medical record in the same way it would be in a face-to-face appointment.

Telehealth appointments are covered by most insurance companies, but you must call yours to confirm

Patients have expressed appreciation for being able to meet with providers from home.

"We have had overwhelmingly positive feedback from patients who have participated in telehealth visits," says Dr. Capron. "They are really glad they can get care while practicing social distancing."

To learn more about telehealth, visit spearehospital.com/outpatient-telehealth-visits.

Nutritional Telehealth Now Available

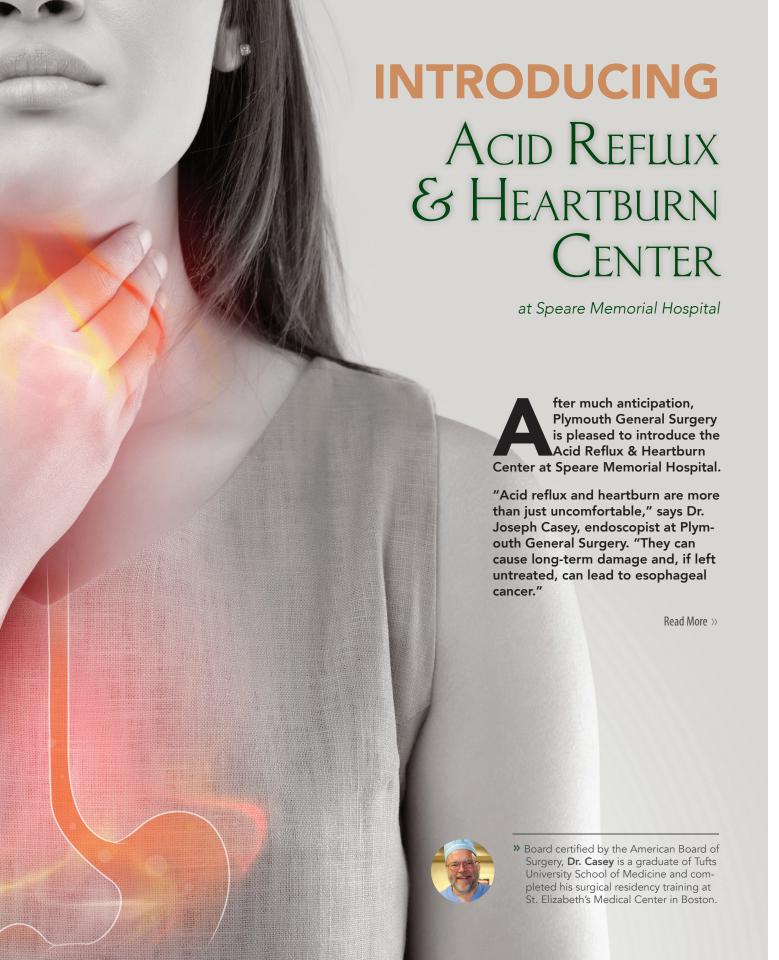
The registered dietitians at Speare Memorial Hospital are not about to let your health slip, even during a pandemic.

To make sure you can practice a healthy diet and lifestyle, they are now offering telehealth nutrition appointments from the comfort of your home.

"You have worked hard to make and maintain healthy diet and lifestyle changes, and we are here to help you stay on track and continue with your nutrition and health goals during this time," says Janette Gaumer, RD, LD at Speare.

All you need for a nutrition telehealth appointment is a smartphone, tablet, or computer with a camera, microphone, and internet connection.

For telehealth appointments, please call 603-238-2244 or email jgaumer@spearehospital.com



People suffering from acid reflux and heartburn have a new place to find answers – Speare's Acid Reflux & Heartburn Center is now open.

Most of us don't think about it until we eat that loaded sub or the burger from the fast food restaurant. For many, it's only an annoyance. But for some, acid reflux and heartburn are miserable, life-altering conditions.

In recent years there have been dramatic advances in our understanding of acid reflux and heartburn as well as the development of new diagnostic tests and treatment options. The Center has been developed to make all of these advances available to acid reflux and heartburn sufferers, here in our community.

Acid reflux is the condition that causes stomach contents to backflow into the esophagus, often leading to irritation and heartburn.

Heartburn is the most common symptom of acid reflux, but some symptoms may be less noticeable. People may experience belching, nausea, regurgitation, a bitter taste, discomfort in the upper abdomen, or a dry cough. Symptoms can worsen after eating large meals, while lying down, or bending over, and are more noticeable at night.

Frequent acid reflux may indicate gastroesophageal reflux disease (GERD), a chronic form of acid reflux that can lead to serious health complications and cancer. Barrett's esophagus is a potential complication of GERD. People with Barrett's esophagus develop abnormal cells that have a higher risk of progressing to esophageal cancer.

While it is a common disorder affecting more than one in five adults in the US, acid reflux is treatable. The Center offers personalized evaluation, testing, and counseling. Combined with the latest in medical and medication technology, the Center also offers patients minimally invasive surgical procedures that can resolve the reflux.

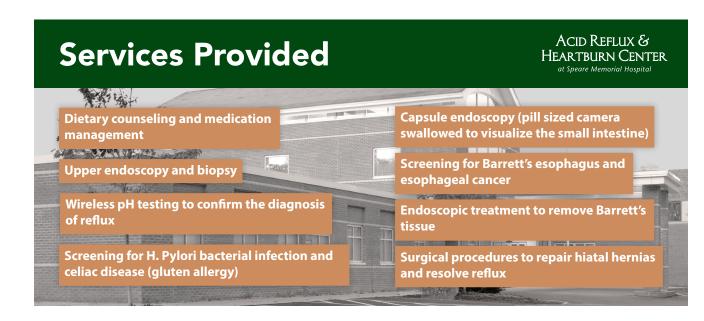
As the only acid reflux and heartburn center in Central New Hampshire, our team works with you to help you understand your disease and the reasons behind your symptoms. We will work with your primary care practitioner to develop an individualized and comprehensive treatment plan for you.

The physicians at Plymouth General Surgery specialize in the treatment of reflux and Barrett's esophagus.

"We can successfully treat your reflux, improve your lifestyle, and help prevent the development of esophageal cancer," says Dr. Casey. "We are here to help you find answers, and ultimately, relief."

Take control of your symptoms: call the Acid Reflux and Heart-burn Center at Speare today to schedule a telehealth visit or an in-person consultation.

The Center is located at Plymouth General Surgery at Speare Memorial Hospital. You may reach us directly at **(603) 536-5670.**



SERVICES

Why it's Safe...

Speare resumes time-sensitive medical care

t the onset of the Coronavirus, many people were forced to cancel surgeries or procedures. Since then, we have gained a better understanding of our capacity to meet the threat of COVID-19 and how we can safely provide medical services that are most needed by our patients.

When the state of New Hampshire lifted restrictions, allowing hospitals to provide time-sensitive, elective surgeries and procedures, Speare's medical team took great care in determining which services to resume. We are safely able to provide surgeries that alleviate pain, such as gall bladder and joint replacements, and procedures to diagnose significant health issues and address problems that are making it difficult for people to function normally each day.

If you had a health problem in March and postponed seeking medical care, your health may be at greater risk today and require more immediate attention.

Our medical staff and employees take the delivery of safe and effective healthcare seriously. We continue to engage in vigilant infection prevention measures and have procedures in place to ensure that patients with the virus are cared for in isolation. Our protocols include enhanced cleaning and disinfection of high-touch, public surface areas, screening and masking of all people entering our facilities, changing patient flow to accommodate social distancing, and testing in our parking lot.

All surgical patients will be tested for COVID-19 in our parking lot prior to surgery, and those

testing positive will need to delay surgery if possible. Our care team continues to wear surgical masks and protective eyewear as well as other necessary personal protective equipment (PPE) at all times when caring for patients. All Speare restrictions on visitors and entering our facilities remain in effect.

Our physician offices are open for routine, in-person appointments and continue to offer telehealth services for those that meet the criteria. All patients who visit our imaging, lab, and physician offices will be given a temperature check as part of their screening.

No one should risk their health and wellbeing by delaying medical care any longer. We strongly encourage patients with chronic health conditions to resume regular appointments to ensure optimal health. Call your Speare medical provider to make an appointment.

For more information, visit spearehospital.com





"I was 35 weeks pregnant when the pandemic hit."

TIFFANY BAERT SHARES HER STORY ABOUT WHAT TO EXPECT WHEN YOU'RE EXPECTING... DURING A PANDEMIC

For some becoming pregnant is simple, but for my husband, Stephan and I, achieving this life-changing goal was a two-year battle with infertility and included many doctor's visits, medications, tests, procedures, emotional days, and fear of never succeeding.



When we beat our diagnosed infertility disorder, we began worrying every day about all the unknowns during pregnancy. I was 35 weeks pregnant when the pandemic hit. I was flooded with worry.

Our doctors at Plymouth OB/GYN provided us a lot of emotional support and kept reminding us that things were going to be okay. But as I watched and scrolled through endless COVID-19 content online, fear ebbed and flowed through my body. I knew I should stop. But my fingers couldn't quit.

I bounced back and forth between feeling excited as I imagined my newborn baby girl to feeling a heavy pit in my stomach because I knew this first birth experience wasn't going to be what I had imagined. I reluctantly accepted that so much of this was out of my control.

As I prepared for childbirth, what should have been a time of late pregnancy rest became a state-wide "Shelter in Place" order. The support system I typically lean on was now out of commission. Then, two weeks ahead of my due date, I learned that I would be delivering my baby smack in the middle of the virus's anticipated peak.

I found peace having seen first-hand all of the precautions Speare had taken to keep us safe. Our temperatures were checked, hands sanitized, we were wearing masks, and while it would just be the two of us with no visitors, we understood it was best for all.

Every member of the medical team became an extension of our family. They provided us with clear options and supported each decision we

On April 11th, our focus on COVID-19 shifted to the birth of our beautiful baby girl, Henley Elizabeth, weighing 7 lbs. 6 oz. and 21 inches

Today, we are so grateful for the wonderful nurses, staff, pediatricians, and doctors at Plymouth OB/GYN and Speare's birthing suite. They empowered us to navigate our battle with infertility, ensured the highest level of care throughout our high-risk pregnancy, and supported us through uncertain times leading up to and through the delivery of our perfect baby girl, during a pandemic!



Supporting our community through

COMMUNITY HEALTH GRANTS

PEARE Memorial Hospital is committed to ensuring that our community achieves optimal health. This takes the efforts of many organizations working together toward a shared vision. The Speare Community Health Grant program provides funding to organizations with activities and initiatives that address important community health needs. Grants are awarded to groups that significantly improve the health of the citizens in our region.

Lakes Region Mental Health Center (LRMHC) was awarded funds from Speare's Community Grant Program in 2019 to automate their patient registration process.

Ann Nichols, director of development and public relations at LRMHC, writes:

"We had been using a paper-intensive documentation process to collect patient medical histories, which increased wait times at registration and led to an inefficient workflow. With the grant received from Speare, we purchased five tablets for our Plymouth support and clinical staff to automate the registration process and improve the patient experience. The tablets aligned with our "Same Day Access" initiative, a larger project aimed at better communications among patients and physicians, faster access to care, and more staff time spent with patients by eliminating the routing and managing of paper documents.

With the COVID-19 pandemic came the necessity to transition to using technology to deliver services. Although we offered telehealth services for the past decade, moving all clinical operations to that model was significant. We found that some of our laptops were not camera-enabled, so the tablets allowed our Plymouth clinicians to continue delivering services using telehealth.

Patients have adapted to this new model really well. Most of them like being able to continue receiving services without traveling, taking time off from work, or finding childcare. One patient commented, "Given my physical, mental, and emotional limitations, telehealth gives me the opportunity to have more time at home to do what I need to do, and still be able to have therapy. I feel safer and more comfortable."

We are grateful to Speare's Community Grant program for helping us continue to deliver services to the residents in our community during this crisis. It is an important time for patients to stay connected to their service providers. As we continue to upgrade our equipment to include computers with audio-visual capabilities, the tablets will be utilized as originally intended.

Collaborating with Plymouth State University:

The artwork we hope you never have to see.

When the threat of COVID-19 first loomed over Plymouth, it was anticipated that Speare would see a surge in patients, requiring more beds than available at the hospital. Plymouth State University (PSU) jumped to action, transforming its ice arena and welcome center into an alternate care site (ACS) for patients diagnosed with COVID-19. Cots were set up, and supplies were stocked by the Army National Guard.

"When I learned that the arena was going to be converted into an ACS, I wanted to make every effort to make it as welcoming as possible," says Dave Gyer, manager of the PSU ice arena.

It bothered Dave that patients would be looking at empty bleachers. He took the time to have hockey puck marks removed from the glass and boards but felt something more was needed.

That's when he thought of PSU alum, Stacey Lucas, a local artist and owner of Veggie Art Girl in Plymouth. Dave knew she had experience creating large mural art.

"I said yes in a heartbeat," says Stacey. "I knew this was my calling, to share my gifts and use my art to help." Stacey proceeded without any plan and got to work.

"I have used this isolation as an opportunity to transform and do," says Stacey. "I am saddened by the health state of the world but hopeful because of other forms of healing, connection, and love that are happening, and I wanted to reflect that in my painting!"

From Dave's first inspiration to Stacey's imagery flowing onto the glass, a blank canvas was transformed into a mural of positive quotes and colors in just three days.

"I hope no one ever needs to see this art in person," says Dave.

But if they do, Stacey hopes that her colorful art brightens their world and gives them hope. "PSU is a valuable partner to Speare and our community."

PSU's Office of Community Impact is collecting personal protective equipment (PPE) donations made to Speare during this pandemic. And PSU's Makerspace at Draper & Maynard has worked closely with Speare to design critical protective face shields.

"One of the greatest concerns we have facing the COVID pandemic is securing enough PPE to keep our staff safe," says Kris Hering, chief nursing officer at Speare.
"Hearing of our need, Bret Kulakovich of PSU's Makerspace immediately offered to help. They provided us with a prototype shield and then made adjustments to meet our clinicians' specifications. What an immense relief it was for all of us to know that this local business could meet this need for us!"



NUTRITION

Recipe Ideas

Veggie-Loaded Sloppy Joe's

Speare's Registered Dietitians Janette Gaumer and Ryanne Haskell want to remind you that your health is more important now than ever - especially for those with diabetes and who struggle with weight control. Limited access to food and financial stress can make you think there is no hope and you might consider surrendering to unhealthy habits. But you must not give up! It is critical that you keep yourself and your immune system healthy during this time. You'd never know after eating this mouth-watering, kid-friendly sandwich that Sloppy Joes originated during financially tough war times in the 1940s as a way of stretching precious and expensive beef.

Beef is a good source of iron and the vitamin C in the bell peppers and tomato products enhances absorption of that iron. The peppers and onion also add texture and a pop of color in this adaptation of a classic dish.

Ingredients:

- Vegetable oil cooking spray
- 1 lb extra-lean ground beef
- 1 small green bell pepper, diced
- 1 small red bell pepper, diced
- 1 small **onion**, diced
- 1 Tbsp white vinegar
- 3/4 cup **ketchup**
- 2 Tbsp prepared **mustard**
- 6 whole-grain or mixed-grain sandwich buns
- 1 **sweet onion**, thinly or thickly sliced (optional)

Directions:

- 1. Before you begin: wash your hands.
- 2. Spray a medium skillet with the cooking spray.
- 3. Combine the ground beef, diced peppers, and onion in the skillet. Cook on medium heat until the beef is thoroughly cooked (8 to 10 minutes).
- 4. Mix the vinegar, ketchup, and mustard together, and add to the beef mixture. Simmer 10 to 15 minutes.
- **5.** Scoop one portion onto each sandwich bun. Top with a slice of sweet onion (optional).

Nutritional Facts Per Serving: (Serving Size 3/4 cup meat + 1 bun)

- 270 calories
- 6g total fat
- 2g saturated fat
- 33g total carbs

• 650mg sodium

2g dietary fiber

- 47mg cholesterol
- 21g protein

CREDIT: Elizabeth Ebmeier, MS, RD

Weight Loss Surgery:

A Life Saving Cure for Diahetes



» A highly experienced surgeon who served twenty years in the Navy, Dr. Chastanet is board certified by the American Board of Surgery and is a fellow of the American College of Surgeons.

iabetes organizations worldwide agree that weight loss surgery is a standard treatment option for people who are very overweight and have type 2 diabetes. Dr. Robert Chastanet, a weight loss surgeon at Plymouth General Surgery, is in full agreement.

"Weight loss surgery is the most efficient treatment for permanent weight loss," says Dr. Robert Chastanet.

Studies have proven that most people can expect to lose 30% of their total body weight if they have gastric bypass surgery, and 25% if they have sleeve gastrectomy. Both of these procedures are offered at Speare's Weight Loss Surgery Center and involve removing parts of the stomach or rerouting the small intestine. Intensive medical weight loss programs see only a 5-10% body weight loss and a weight regain of 90% after one year.

"All people with diabetes and obesity should be referred to the Weight Loss Surgery Center to learn how we might be able to help them," says Dr. Chastanet. "If six months of behavioral and diet therapy have failed to control diabetes, people need to know that we offer this highly successful treatment option."

Weight loss surgery results in significant health improvements immediately after the surgery. People often experience a quick and dramatic improvement in blood glucose levels and maintain a substantial improvement of A1C long term. Many also see a reduction in cardiovascular risk factors, making it an effective treatment for type 2 diabetes and a useful means of diabetes prevention.

"Waiting years after being diagnosed with diabetes is not in your best interest," says Dr. Chastanet. "People need to know that complete remission, meaning no longer needing medications, is possible with weight loss surgery."

The longer people with diabetes postpone weight loss surgery, the lower their chance of remission. People with diabetes typically see a 75% remission rate for the disease after one year. This reduces to 50% after ten years of being diagnosed with diabetes.

Many clinical studies have proven that weight loss surgery significantly improves the health of people with diabetes, heart disease, cancer, and other conditions. And the long-term effects of weight loss surgery on mortality is impressive. Studies have shown that deaths related to obesity may decrease by 40% and deaths related to diabetes may decrease a whopping 92% as a result of weight loss surgery.

Weight loss surgery is a modern solution for diabetes, often more effective than medication and lifestyle changes. •

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16 Hospital Road Plymouth, NH 03264



GOLF CLASSIC OWL'S NEST RESORT, THORNTON Speare's Annual Golf Classic will be held on September

10th to benefit the School Dental Health Program, providing free or low-cost dental services to more than 1,500 local children each year! Register at spearehospital.com/golf or contact Cheryl Callnan at (603) 238-2211 for more information.



Special thanks to Medical Management and Reimbursement Specialists (MRS) for sponsoring our recent Shamrock Shuffle 5k. A women-owned company, MRS provides medical management, coding, billing, auditing, education, and software services. "We enjoy giving back to our community building relationships with businesses and education for a prosperous Lakes Region of NH," says Robin Ingalls-Fitzgerald, CEO and president of MRS.