A Century of Caring for the Mt. Washington Valley

Memorial Hospital

Your local source for a lifetime of good health

3073 White Mountain Highway
North Conway, NH 03860 • 603-356-5461

MemorialHospitalNH.org
A Message from Gene Bergoffen, Chairman, Memorial Hospital Board of Trustees

You are why we are here

On May 18, 2011, Memorial Hospital reached a momentous milestone in its illustrious history — the 100th anniversary of the founding of your hospital.

To celebrate the hospital’s rich history and privileged role as a caring and progressive health provider to Mount Washington Valley residents, Memorial has extended a warm invitation to the community to join in the many year-long festivities and other events organized by a dedicated 100th anniversary committee. To date, we have hosted a community picnic at Cranmore that we hope will become an annual event; in the near future, we will plant a time capsule on the hospital campus. If you have ideas — photos, copies of birth certificates, poems — that you would like to put in the capsule, let us know.

A number of you have submitted dynamic and interesting stories, photos and other memorabilia (that we are proud to reprint in today’s special news insert); participated in “Story Corps” projects; helped create historical timelines; submitted stories posted to Memorial’s website; and giving testimony for a special 100th anniversary video that will be unveiled at a special event in September of 2012. All of these events and activities are our way of thanking you for 100 years of enduring support.

One hundred year birthdays are always very special occasions. Ours has been particularly meaningful, in that we have been receiving a great deal of support from individuals and institutions throughout our community.

Individuals, such as Frances Richardson of Conway, whose Dad, Rodney D. Woodard, fashioned a wooden hospital sign, trays for hospital nurses to hold their nursing implements during their daily rounds, and — special bone setting tools, highly prized by Memorial’s “bone setting doctor,” Dr. George Harold Shedd. We are very pleased that these individuals are finding the Hospital’s 100th anniversary as a way to reconnect with the hospital; and honored that they are coming forward with old photographs, special artifacts, as well as their treasured memories and recollections of family members who spent time in hospital, or who lovingly tended to the health of the community.

We are very proud to have the opportunity to share several of these powerful stories in today’s special commemorative section of The Conway Daily Sun.

Our 100th birthday is also providing opportunities to partner in new ways with local institutions, including the Henney History Room at Conway Library, the Conway Historical Society and the Dr. Remick Farm and Museum, among others. All of these institutions were quick to respond with their help and advice and to provide many of the historical memorabilia currently on display in the hospital’s main waiting area, including a replica of a patient room circa 1911. We invite you to visit us to view these displays.

Thanks also to Amy Gardner, a former Conway Public Library cataloguer for 38 years, who compiled some preliminary research on Memorial’s history to help chronicle the important hospital timelines.

A Century of Caring: The History of Memorial Hospital

By Jill Burrows

In the process of celebrating our 100th Anniversary, we have been delving into Memorial’s history, scouring the attic and basement for remnants of that history, and we have found priceless treasures that run the gamut from a charming postcard (mailed during Memorial’s inaugural year) by a hospital patient named "Murcia," and addressed to a Ms. Florence Kingsley in Portland Maine, that reads: “This shows very little of the Hospital, will send a better view someday. It is very pleasant inside so come up when you feel sick.”

The idea for a hospital in North Conway came from the visionary Doctors George H. and John Z. Shedd in the early 1900s. Their dream was embraced by an equally visionary benefactress, Helen Bigelow Merriman (daughter of Erastus Brigham Bigelow, founder of the Bigelow Carpet Company), who inherited from her Dad a sum of money that was to be used “for the welfare of the people of North Conway and surrounding towns.” After lengthy discussions with local townspeople, there was agreement that a community hospital met the terms of the bequest.

When ground was broken for the hospital’s construction in 1910, the population in North Conway and surrounding towns was just a little less than what it is now: about 10,000 people. The Reporter newspaper proclaimed the event with great pride in its banner headline: “The Memorial Hospital, Now in Course of Construction, Beautifully Situated Halfway Between Intervale and North Conway; The contractor, Mr. S.D. Morgan of Lisbon, has a large force of Italian laborers at work on the site. The excavation is in a forward state. Much building material is already on the ground; Every arrangement and device in use in the most modern hospitals will be provided for and employed to make this little hospital thoroughly up-to-date, convenient, effective and useful for the noble ends for which it is designed — the relief of suffering, the prolongation of life and the promotion of health in this Community.” Auspicious beginnings, indeed.

On May 18, 1911 when Reverend and Mrs. Merri- man presented the keys of the wood frame, 25-bed institution to the trustees, the hospital provided accommodations for 20 patients, and was “furnished in all details, including a year’s stock of ice and coal.” Dr. Arthur Cabot (who brought special congratulatory greetings from Massachusetts General Hospital) commented: “This hospital is well placed, well planned, well-built and well equipped, the best of its kind....”

By Jill Burrows

MEMORIAL HOSPITAL

On this opening day, the hospital stood on a lot of about 15 acres — most of which was covered by a beautiful growth of pine — providing accommodations for about 20 patients, who were suitably distributed in open and private wards. The original Memorial Hospital seal, designed by Mrs. Helen Bigelow Merri- man in July of 1912 (very appropriately a pine tree) and accepted by the board of trustees the following September, remains our logo today.

By 1914, the hospital was experiencing difficulties in collecting bills and the trustees decided to charge an extra 50 cents a day for meals, in order to raise the private room rate to $20 per week. They charged an extra $3 to $5 extra for use of the operating room (depending on the complexity of the procedure.) Many local residents — and summer folk too — came to their hospital’s rescue, donating whatever they could. Even in later years, Brian Hill of Hill’s Florists, remembers his family donating a truckload of vegetables to the hospital in lieu of dollars.

Helen Bigelow Merriman, founder of Memorial Hospital. (PHOTO COURTESY OF WORCESTER ART MUSEUM)
CONWAY — When Memorial Hospital turned 50 in 1961, President John F. Kennedy sent a congratulatory letter for the hospital’s gala anniversary event in which he wrote, “This hospital has a record of splendid service not only to the Conway community but also to the many visitors to the White Mountains.”

This past May 18, Memorial Hospital turned 100. At a kick-off ceremony launching the hospital’s year-long celebration, hospital CEO and president Scott McKinnon read a citation sent by Gov. John Lynch which similarly saluted the hospital for its century of service.

“The state of New Hampshire is fortunate for the hospital’s dedication to provide high-quality care to the Mount Washington Valley community for 100 years. On behalf of the citizens of New Hampshire, I commend the hospital for its hard work and wish it all the best in the future,” wrote Lynch.

McKinnon said the hospital wants to celebrate its proud legacy with residents.

“As we prepare for our next decade (indeed our next 100 years), we are committed to ensuring that Memorial Hospital will continue to build on its legacy of providing premier health and wellness services to the community,” said McKinnon.

“Our 100th Anniversary,” he added, “is a wonderful opportunity to not only highlight our vibrant past history (the people, the events, the programs and services) but to also paint an indelible portrait of the Memorial Hospital of the future, and its enhanced ability to care for the health and well-being of the communities we serve.”

Activities ongoing

In the months since the May kickoff, several efforts have been initiated to celebrate the community hospital’s centennial.

The events are being planned by the 100th Anniversary Committee, led by Jill Burrows, vice president of marketing and development, and Nancy Clark of Glen Group.

The committee is comprised not only of past and present providers, staff and employees, but also several individuals who helped make Memorial’s history, including: Ray Rabideau, chief medical officer; former providers Dr. Charles Taylor and Dr. Miles Waltz; Alice Proctor, former director of nursing; and Nancy Clark, Gail Paine, and Carl Lindblade, trustees emeriti.

The committee is also collecting some powerful stories through a “Tell Your Story” Project. People are welcome to submit their stories through the special “Tell Your Story” link on the hospital’s website. Several of these stories are being published in the hospital commemorative supplement in this issue.

According to Burrows, this year’s 100th celebration is already receiving a great deal of support from the community.

Individuals, such as Frances Richardson of Conway, whose father, Rodney D. Woodward, fashioned special bone setting tools highly prized by Memorial’s “bone setting doctor,” Dr. George Harold Shedd, are finding the hospital’s 100th anniversary as the perfect vehicle for reconnecting and they are coming forward with old photographs, special artifacts, treasured memories, and recollections of providers and their family members who tended to the health of the community.

Among the items:
• A legacy wall in Memorial’s main waiting area, featuring historical displays and memorabilia, including creation of a patient room of 1911.
• Planting of a time capsule, tentatively set for the hospital’s birthday on May 18, 2012.
• Creation of history timelines, video vignettes, photos and stories on Memorial’s website.

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• A legacy wall in Memorial’s main waiting area,
The Staff and Board of Directors of White Mountain Community Health Center would like to thank Memorial Hospital for their ongoing support.
The Saco River Medical Group
Congratulates
The Memorial Hospital
for 100 Years of Service to our Valley

We Look Forward to Working Together Over the Next 100 Years
For the Health of our Community

Heidi Root, MD - Internal Medicine
Sohaib Siddiqui, MD - Family Practice
Ross Emery, MD - Pediatrics
Rich Laracy, DO - Pediatrics
Frank Hubbell, DO - Walk-In, Spine Care
Rob Rose, MD - Administration, Walk-In
Jerry Knirk, MD - Spine Care
Abel Jarell, MD - Dermatology
Emily Beaulieu, ARNP - Family Practice
Geraldine Lau, ARNP - Family Practice
Judith Brewster, PA - Walk-In
Suzanne Reid, ARNP - Walk-In
Nicole Maher-Whiteside, PNP - Mental Health
Kenji Fukunaga - Acupuncture
And All Our Staff

447-3500 • Pleasant St. & Main St., Conway
A special event in September 2012 at a yet-to-be announced venue, at which time a video on Memorial's history and future will be unveiled.

The hospital co-hosted a community cookout at Cranmore Mountain Resort in September. It also collaborated with the Evergreen Institute on a “Caring for the Soul in Medicine” seminar, featuring Thomas Moore, author of “Caring for the Soul,” at Theater in the Wood Oct. 1.

In 1888, according to Burrows, Mrs. Helen Bigelow Merriman, founder of Memorial Hospital, authored “What Shall Make Us Whole,” that echoed many of the integrative medicine ideas explored by Moore.

Burrows said the hospital is seeking community input on the time capsule. “We are looking for suggestions from the community of what items to place in the time capsule —and we are also looking for information about the oldest living person who was born at the hospital,” said Burrows.

“We have a few other events and activities in the works that will be announced as the year progresses,” said Burrows.

Historical displays have also been ongoing at the hospital, including a patient room of 1911 based on the then soon-to-be opened Wound Care Service. He cited the then soon-to-be opened Wound Care Center at Memorial and Hyperbaric Medicine Center at Memorial, which are part of the integrative medicine ideas explored by Moore.

Burrows said the hospital is doing that by looking at the works that will be announced as the year progresses,” said Burrows.

“I would like to mention and give a special round of applause for four current hospital providers (Ray Rabideau, MD, David C. Riss, MD, Robert W. Tilney, III, MD, FACS, and Carol Edmunds, RN) who were providers at Memorial Hospital as it “grew up” during their collective more than 120 years of service. They and others have indelible memories that speak eloquently to the prodigious work ethic of Memorial’s providers then and now. Early on, they relied heavily on their ability to creatively solve what at times must have seemed like insurmountable obstacles, especially when equipment and supplies were low or non-existent, for example, or when emergencies required equal measures of medical knowledge and medical intuition. They persevered, sometimes against great odds, and we are grateful to them. We would not be who we are today without them.

Today, informed health professionals, exceptional medical know-how, and compassionate care are just as important as ever, and the hospital continues to invest in this community by bringing in new and extraordinary providers as well as important new, cutting edge programs and services that will be critical in helping us meet our mission of improving the health and well-being of Valley residents well into the next century.

This year alone, Memorial continues to invest in improving the community’s health by introducing a wound care and hyperbaric medicine center that recently opened, and — on the horizon — we will introduce an expanded diabetes center, a pain management program, a sleep disorders clinic and Memorial’s participation in a dialysis center. These are but a few of the ways we continue to invest in you.

These new programs and services would not be possible without your support, and on behalf of the Memorial Hospital Board of Trustees, I’d like to thank you. Just as true as it was 100 years ago, you are why we are here.
In our search for memorabilia, we've discovered old ledgers, with entries painstakingly penned in ink, that indicate monthly cash receipts from May of 1929 ($1,169.94) to 1933 ($1,854.12)—no doubt a fortune in those days—and the original 1910 articles of agreement, signed by local luminaries on Thursday, Sept. 1, 1910, with signatories: Daniel Merriman of Intervale, George H. Shedd of North Conway, Walter D.H. Hill of North Conway, H.P. Nichols of Intervale, G.K. Howard of Bartlett, W.C. Wentworth of Jackson, John S. Russell of Chocorua, James L. Gibson of North Conway, Henry B. Cotton of Conway Center, A. Crosby Kennett of Conway, Henry James, Jr. of Boston and Bruce W. Brothenston of North Conway. Many of these items are currently on display in the glass fronted cabinets in the hospital’s main lobby. We’ve also been able to recreate a patient room of 1911 based on an old photograph taken in the hospital’s Ward B. The displays would not have been possible without help and contributions from the Henney History Room at the Conway Library, the Conway Historical Society, the Remick Country Doctor Museum & Farm, David Shedd, Memorial employees, and a number of community residents like whose interest and help have been invaluable.

During the first four years of Memorial’s existence, 28 births were recorded (before this time, babies were born at home). Doris Irene, Memorial's first baby, was born to Mrs. Eugene A. Littlefield of Conway. Today, we are searching for the “oldest” living baby born at Memorial. If you know of someone who may be that person, please let us know.

Exceptional providers have always been the bedrock of the hospital’s success. In the early days, there were many lumber camps in the area. Because of the occurrence of severe injuries from deep axe wounds and shattered bones, Dr. Harold Shedd (son of Dr. George Hosley Shedd, one of two founding doctors Shedd) had pioneered very complicated surgical techniques. When he read about a new way to sew a severed artery, he made his own equipment, later using the new technique to save the arm of a lumberman. When skiing came into prominence, Dr. Shedd became known as the “bone setting doctor,” using many new techniques and elegant, hand-crafted bone setting tools and other devices he commissioned from Conway resident Rodney D. Woodard.

In 1918, when the struggling hospital was forced to close its doors (for a few months), Dr. Shedd, the young surgeon, moved the hospital to his rambling yellow-framed house on Kearsarge Street (now the Wooden Soldier). Using family linen and his mother as the attending nurse, Dr. Shedd tended to his patients using the kitchen table as an operating theatre. The hard-working Dr. Shedd often missed important family moments. Just as he was leaving his house for Boston to be with his wife for the birth of their first child (Jan 2, 1926), a terrible accident occurred on Mount Washington. It was only after Dr. Shedd worked on saving the patient (from 10 p.m. that evening until 6 a.m. the next morning) that he learned he was the father of a baby boy.

Dr. G. Harold Shedd, George Hosley and Dr. Shedd’s mother, Mary, are pictured here on porch of what is now the Wooden Soldier, approximately 1910. When the hospital closed briefly for repairs in 1920, Dr. Shedd used family linens and kitchen table (with mother serving a nurse) to operate on patients.

The ledger shows 100 years of service and thousands of patients cared for at Memorial Hospital. Congratulations!
Throughout his life, Dr. Shedd’s prodigious work ethic was legendary. He died in his boots so to speak, in his 80s (in 1964), when he was called to care for an ailing patient. He walked up from his home to the patient’s house, traversed a snow embankment, sat down in a chair, and died doing what he loved most — serving his patients.

The 1930s were difficult times for the hospital — and the nation — as the Great Depression took its toll. Notes from board of trustees meetings mention the excessive cost of electric bills, and a growing list of delinquent patient accounts and billing difficulties.

Throughout Memorial’s history, nurses have had an indelible imprint on hospital care. Memorial’s now defunct nursing school (started in July of 1912 and closed in 1920), deemed the most desirable ages for applicants to be somewhere between 18 to 25 years, required candidates to bring with them “boots with rubber heels,” and warned them that if their teeth were “out of order,” that they must be attended to before coming to the hospital. During the 1940s, when physician practices were mostly off-campus, nurses such as Alice Proctor, former director of nursing who also served as hospital administrator, played an invaluable role in providing superb and also compassionate care to patients. Proctor has indicated that the job of a nurse in the 40s was emotionally, physically and mentally demanding, due to a universe of required activities, from administering medications to giving several back rubs a day. In fact, the care was so exceptional, that visitors to the area dubbed the hospital, “The North Conway Country Club!”

With the exception of the original Bigelow building, the hospital of today has undergone a number of major physical transformations. A Harvey Dow Gibson wing was completed in 1950. On May 1, 1956 the Bigelow-Merriman Building, an intermediate care facility at Memorial, opened with 35 acute care beds, enabling Memorial to provide a full range of health and medical facilities to the community.

Fortunately, at every down-turn throughout its 100-year history, Memorial enjoyed the inspired leadership of visionary men and women as well as an engaged board of trustees; and these two assets remain central to Memorial’s continued success. New programs and services, in addition to the strengthening of Memorial’s relationships with local health and community entities and tertiary hospitals to the North, are a hallmark of Memorial’s Scott McKinnon, President and chief executive officer, who was appointed in July of 2009. Gene Bergoffen, current Board chair, brings considerable business acumen and experience as well as a passion for healthcare.

Of course, Memorial’s dedicated employees have also been central to Memorial’s success. A “Reporter” article in May of 1976, reads: ‘The employees of Memorial Hospital, while faithfully performing their professional duties, are also the hospital’s dedicated supporters. Employees, today, continue to be invested in Memorial’s success and significant role in the community. Engaged hospital employees recently initiated two charitable funds that are resonating with local residents: a reflection room or non-denominational quiet room in which patients or their family members can reflect, meditate, seek spiritual guidance and support, or pray for loved ones; and a Roy Estey Memorial Fund, which will help ensure that local children and adults have access to swimming lessons, life jackets and water safety education. They say that the past is prologue. Back in 1912, at Memorial’s opening ceremony, Governor Bass said: “Think of what this institution will do in years to come, not only for all those who from time to time may visit it in sickness, but for the health and well-being of the many communities hereabouts.” His words have proven to be prophetic.

Although there will be many ups and downs in the delivery of health care nationwide, Memorial’s past points to one thing that can be counted on now and in the future: Memorial’s premier services, compassionate care and service to the community, will remain a constant.

Jill Burrows is Vice President for Marketing and Development at Memorial Hospital.

### TIMELINE from page 4

- **July, 1912 —** A nursing school starts (the most desirable ages for applicants is from 18 to 25 years). Candidates are mandated to bring with them “boots with rubber heels,” and they are instructed that if their teeth are “out of order,” they must be attended to before coming to the hospital.

- **September 5, 1912 —** The Memorial Hospital seal designed by Mrs. Helen Bigelow Merriman (a pine tree) is accepted by the board of trustees.

- **September 11, 1913 —** the number of junior physicians is increased from three to four, and Dr. G. Harold Shedd is added to the staff of physicians and surgeons.

- **1914 —** Memorial Hospital experiences difficulties in collecting bills. An extra 50 cents a day for meals is charged, the rates for a private room are increased to $20 per week, and a $3 to $5 charge is added to the bill for use of the operating room (depending on the complexity of the procedure).

- **During the first four years of Memorial’s existence, 28 births are recorded.**

- **1915 —** the annual report indicates 233 admissions, 4,004 patient days with an average length of stay of 17.8 days. The hospital expects to receive $7,296, but expends $8,658. Patients are listed in the report by place of residence as well as occupation (the majority are farm laborers or lumber workers); One hundred twenty three surgical procedures are performed. The Memorial Hospital Training School of Nursing graduates five nurses from its three-year course (two nurses in 1915). In addition to classes in anatomy, pharmacology and nursing techniques, students are instructed in massage, bandaging and invalid cooking.

- **1916 —** The community mourns the deaths of incorporators Dr. George Shedd and Col. A. Crosby Kennett.

same TIMELINE page 9
TIMELINE from page 8

- May 10, 1918 — Dr. G. Harold Shedd is elected at a meeting of the trustees as senior surgeon, in charge of the hospital; Dr. B. Frank Home is first assistant and Dr. K. Bryson of Madison is second assistant.
- July 1918 — A vote is taken to raise the rates of ward beds to $2.50 per day; rooms to $35.40 and $45 per week. Ellen Riley, RN is appointed superintendent.
- April 16, 1920 — The trustees deeply regret a budget deficit of approximately $4,000.
- May 1, 1920 — The trustees are obliged to make necessary repairs to the building and they close the institution for a period of a few weeks or until such time as conditions will permit reopening. In the interim, the residence of Dr. Harold Shedd on Kearsarge Street becomes a “hospital.” Using family linen and his kitchen table, Dr. Shedd performs surgeries with his mother serving as the attending nurse.
- September 16, 1920 — The hospital reopen by a vote at the annual meeting of the trustees. At the time of the closing of the hospital, the nursing school is suspended and not reopened. Miss Caverly is chosen superintendent at the reopening of the hospital in 1921.
- July 21, 1921 — Frank E. Kennett is elected to the board of trustees along with the late Arthur Gale of Jackson.
- September 22, 1921 — Drs. John Z. Shedd, Dr. Chester M. Wiggins and Dr. Bryson are elected as the executive committee of the medical staff. The hospital obtains its first X-ray equipment and Dr. Harold Shedd is placed in charge.
- September 1922 — The rates are raised again to $3 per day; private rooms to $6 and $7 per day.
- September 1923 — The board of trustees determine that the $2,000 realized from the hospital’s “Drive and Subscriptions” should be permanently invested as part of an endowment fund. It is determined that the X-ray equipment is inadequate. Dr. Shedd investigates more modern equipment along with new and more modern laboratory facilities.
- July 1925 — Mr. Jerome Greene is nominated to engage a speaker to address the community in early August on behalf of the hospital (as part of that year’s appeal).
- The 1930s — The decade brings difficult times for the hospital and the nation as the Great Depression takes its toll. Notes in the board of trustees minutes note the excessive cost of electric bills, a growing list of delinquent patient accounts and billing difficulties. The N.H. State Welfare Department pressures the hospital to lower the ward rates from $21 to $18 per week making it difficult to repair the roof and paint the building’s exterior. Alice Grant, of the Carroll County Nursing Home, is appointed superintendent of Memorial Hospital.
- August 29, 1937 — The (original) Merriman House, a wing of similar construction as the original Hospital, is dedicated with appropriate ceremonies. The bed capacity is raised to 36 and 10 bassinets (largely made possible by the bequest of Mr. Daniel Merriman together with contributions from local organizations, residents and summer visitors).
- April 1940 — At a meeting of the trustees, Ms. Alice Grant and Mr. Frank Kennett, acting as a committee of two, rehabilitate the Ladies Aid Society.
- Late 1940s — Further additions are made to the X-ray equipment along with new and more modern laboratory facilities.
- 1945 — Medical staff are organized at the urging of Ms. Grant; she also establishes the first blood donor service.
- 1946 — A sprinkler system is installed throughout the hospital.
- 1947 — The parking area is enlarged, the kitchen remodeled and modern equipment is installed.
- 1949 — Construction begins on the new brick Harvey pieces of the hospital, operating rooms and a recovery room.
- July 30, 1950 — Dedication ceremonies are held for the new Harvey Dow Gibson wing.
- January 27, 1951 — Collier’s magazine (15c for the edition) carries an extensive article on Dr. George Harold Shedd, known as the “Ski Doctor” at the “Country Club” as Memorial was known. Since 1931, Dr. Shedd was credited with having reassembled nearly 4,000 broken ankles, legs, arms and wrists.
- 1952 — Miss Ruth Taylor becomes the Hospital’s first administrator; she was succeeded by Miss Wilde, Major Clyde Servis and Mr. Edmund McTernan.
- 1959 — With help from a Ford Foundation and an anonymous gift, the heating plant was brought up to date and the old hazard of heating equipment in the frame part of the hospital was eliminated.
- May 17, 1961 — Joseph B. Dodge, for many years a faithful trustee of Memorial Hospital, delivers the principal address at the 50th anniversary testimonial dinner held in the auditorium of the Conway Elementary School. He recounts that in the hospital’s first four years, 743 patients had been admitted while 4,009 patients were admitted from 1957 to 1961.

see TIMELINE page 12
Your local source for a lifetime of good health!

Memorial Hospital has been serving the diverse healthcare needs of Mt. Washington Valley residents for 100 years. We pride ourselves on providing a full spectrum of healthcare services, through a team of highly skilled providers and staff who have access to the latest technology.

Hospital Services
- 24-Hour Physician-Staffed Emergency Department
- Walk-In Care—Open 7 days a week, no appointment needed
- Clinical Laboratory Services
- Cardiac Health & Wellness Program
- Cardiac Rehabilitation
- DeMark Fitness Trail - 3/4 mile in length
- Family Birthing Center
- Health & Social Service Network
- Health Screenings, Community Education Programs, Support Groups
- Hospitalist Program
- Merriman House
- Nutrition Counseling
- Occupational Health
- Oncology / Infusion
- Pulmonary Rehabilitation
- Radiology / Imaging Department
- Physical Therapy, Occupational Therapy and Speech Therapy
- Surgical Services
- Wound Care & Hyperbaric Medicine

Hospital Practices
- Primary Care (Family Practice)
- Women's Health
- Surgical Services
- Orthopedics
- Urology
- Specialty Care—including Cardiology, Oncology, Ophthalmology, Neurology, ENT, Podiatry
- Diabetes Center

603-356-5461
MemorialHospitalNH.org
3073 White Mountain Hwy.
North Conway, NH 03860
Closing old wounds can be a challenge. Opening Wound Care & Hyperbaric Medicine at Memorial Hospital will help.

With the first **Hyperbaric Oxygen Chambers** in northern New Hampshire, Wound Care & Hyperbaric Medicine at Memorial will offer the most comprehensive treatment for acute or chronic wounds, no matter what their origin.

Our dedicated inter-disciplinary team will provide individualized care using advanced wound care treatment techniques including Hyperbaric Oxygen Therapy, which has been shown to speed healing in some patients.

To learn more about the treatments and services offered through Wound Care & Hyperbaric Medicine and view a video interview featuring our co-medical director, Dr. Alan Goldenhar, visit our website at MemorialHospitalNH.org. Or, call 603-356-4999 to schedule an appointment today.

**Wound Care & Hyperbaric Medicine at Memorial Hospital**

3073 White Mountain Hwy.
North Conway, NH 03860

MemorialHospitalNH.org
Students Billy Smith, far left, and another student receive guidance from George Davidson Jr. on the Teen-Age Medic program. Smith and the other medics from Kennett High School, were interested in pursuing careers in medicine. The medics helped with the large influx of hospital patients on winter weekends due to the rising popularity of skiing.

**TIMELINE from page 9**

- **October 23, 1962** — Look Magazine carries a story on Memorial’s Teen-Age Medic Program instituted in a bid to solve chronic staff shortages and to help youth prepare for entry into adulthood. The article reports that on winter weekends, the small (then) 53 bed hospital, located in the ski belt, “admits and treats upwards of 70 patients with fractures.” Billy Smith, one of the medics who adds to his Medig wage by working part-time on weekdays as a cafeteria clerk, says he hopes to attend Harvard Medical School one day.

- **1963** — Due to deepening concerns for the hospital’s financial future, the trustees ask the Bingham Associates Fund to conduct an area health survey with grant monies from the Spaulding Potter Trust Fund. Both state and federal authorities indicate the need for a more modern building and several plans are reviewed over the next several years. Proposals will include: purchasing new land for a new facility, using the Gibson wing basement as a patient area or tearing down the entire structure and starting over.

- **1964** — An era ends when Dr. Harold Shedd, Memorial’s “Skid Doctor” and son of Dr. George Hosley Shedd, dies. Harold Shedd developed many celebrated bone setting techniques (using elegant, hand-crafted bone setting tools made by Conway resident Rodney D. Woodward).

- **In the early days, there were many lumber camps in the area. Because of the occurrence of severe injuries from deep axe wounds and shattered bones, Dr. Harold Shedd had pioneered very complicated surgical techniques. When he read about a new way to sew a severed artery, for instance, he made his own equipment, later using the new technique to save the arm of a lumberman.**

- **The hard-working Dr. Shedd often missed important family moments. As he was leaving his house for Boston to be with his wife for the birth of their first child (Jan 2, 1926), a terrible accident occurred on Mount Washington. It was only after Dr. Shedd finished his work (the operation was from 10 p.m. that evening until 6 a.m. the following morning) that he learned that he was the father of a baby boy.**

- **January 27, 1966** — Mr. Harold Rotter is appointed administrator of the hospital.

- **January 1968** — The Memorial Hospital Employees’ Annual Fair (previously held in the summer) is used to provide the hospital with a new portable electrocardiogram machine. The fund also provides a new large capacity refrigerator and toaster for the kitchen.

- **December 1972** — William Kertland becomes administrator.

- **May 1, 1976** — the present Bigelow-Merriman building was dedicated.

**An aerial view of the hospital under construction in 1976.**

**Dr. Charles E. Smith practiced medicine in Conway for 55 years before retiring in 1985.**

- **February 27, 1978** — The (original) “intermediate care facility” (Merriman House) opens with space for 20 people in a wing of Bigelow-Merriman Building (Mount Washington Valley Medical Center Building).

- **May 6, 1981** — During National Hospital Week, Dr. G. Harold Shedd, assisted by Carol Sue Harmon, RN, Gladys Carter, RN, and Harold Blenn are featured in a Reporter newsletter entitled “Hospital’s X-Department Offers Wide Range of Services.” In the same article there is a photo of Richard Perry, MD, demonstrating the fluoroscopic screen angles of the new X-Ray unit to Bobby Whinery, RT, department head and Linda Eldridge, RT, of the hospital’s radiological staff.

- **January 16, 1985** — Upon his retirement after 55 years of services to Mount Washington Valley residents, a news article recounts the memories of Dr. Charles E. Smith, “Country doctor.” He started at Memorial Hospital fresh out of Boston University School of Medicine and Residency in Boston: “It was a very pleasant, agreeable small town back then.” Dr. Smith also recounts his “vivid memories of the legendary great ski trains from the south rumbling into the Valley shortly after the novel sport of skiing had been ‘discovered.’” Smith recalls the scene “to help find the girl and, presumably, pronounce her dead.” However, when he reached into the foaming white waters he felt a leg kick out. Somehow, the girl had managed to survive!

- **January 22, 1988** — “An Institution that’s Always On the Clock: A Day in the Life of Memorial Hospital,” featuring Dr. Robert Tilney and nurse Debbie Russell appears in an extensive article in the Mountain Ear.

- **March 1990** — Memorial Hospital becomes the first small hospital in the North Country to offer Magnetic Resonance Imaging (MRI) services on a mobile basis.

- **Summer 1990** — Renovations to the front lobby, registration, switchboard and volunteer areas of the hospital are completed. A new separate waiting area for emergency department is created.

- **September 1991** — The hospital is awarded a prestigious three-year Rural Health Transition Grant from the federal government through the Health Care Finance Administration. The project proposal ranks fifth in the country out of more than 500 applicants. The grant is awarded for programs which improve healthcare services and their delivery to the Medicare and older adult population in rural communities. The grant becomes the impetus for the creation of Healthnet of Carroll County, an 800 number information and referral service.

- **August 12, 1994** — A new hospital chapel is dedicated. During the 1992 construction efforts, renovations to the front section of the hospital took away the previously existing chapel. A new chapel is constructed in the Merriman House to serve hospital patients, nursing home residents, families and staff of both the hospital and the Merriman House. It is non-denominational and open 24 hours a day.

- **2009** — The hospital completes $20 million expansion that included major improvements to patient rooms, operating suite, Family Birthing Center, and medical offices.

- **Mid-July 13, 2009** — Memorial Hospital in North Conway names Scott McKinnon, former vice president at Lancaster General Hospital in Pennsylvania, as Memorial’s new president and CEO, succeeding Gary Poquette who served in the role for 30 years.

- **July 2011** — Memorial opens a Wound Care and Hyperbaric Medicine Center.

- **May 18, 2011** — Memorial Hospital marks the 100th anniversary of its founding, kicking off a year of community events and celebrations.

The new Merriman House extension which was built in 1992.

**The article also notes that: “The majority of hospital employees have been professionally trained in CPR (cardiac-pulmonary resuscitation) to aid the professional staff in an emergency.”**

**The large white Victorian era home on the corner of Pleasant and Main Streets in Conway that is now home to Saco River Medical Group.**

Scott McKinnon speaks to a community member after being named the new president and CEO of the hospital in 2009.
Stories from Our Supporters

Remembering Memorial Hospital through the years

As part of its 100th anniversary celebration, Memorial Hospital invited members of the community to share stories and special memories of how the hospital has touched their lives. Following are some of the many wonderful stories we received.

From Mark Butterfield:
In the early fall of 1949 Harvey Gibson paused for a photograph while helping lay the cornerstone for a new wing of Memorial Hospital in North Conway. It was an event he was delighted to participate in, as every August he had used his annual Eastern Slope Horse Show at Cranmore as a fund-raiser to help finance the hospital’s expansion.

Just a year later Harvey Gibson passed away and his beloved home town, as well as luminaries from around the country, mourned his passing. As was typical of the man, he requested that all donations in his memory be sent to Memorial Hospital. Two weeks after Mr. Gibson’s death, Memorial Hospital received checks from many local business owners and friends, as well as from his many friends and colleagues in the business world of Wall Street and beyond. The total amount of donations received was $37,825.10, a significant amount of money even by today’s standards.

Harvey Woodbury (Wendell was the nephew of Harvey Gibson and was the on-the-ground point man for Harvey’s many business endeavors in North Conway). Evelyn and Wendell quietly donated funds every Christmas to Memorial Hospital and Evelyn spent countless hours knitting dozens of caps and blankets for the many infants born each year at Memorial Hospital, a devotion which she tirelessly continued for nearly 40 years. Upon her passing in the spring of 2010, Evelyn bequeathed a substantial gift to Memorial Hospital as a way of honoring the long-standing tradition of community giving that she and Wendell had inherited from the Gibson, Reed and Morrell Families — a legacy that still serves all of us who call this beautiful valley our home.

We should also remember and all be grateful for the vision and generosity of Helen Bigelow Merri- man who donated 25 acres of land in 1910 for the site of Memorial Hospital and which began 100 years of quality health care for the residents and travelers to our beautiful town nestled in the White Mountains.

From Judy Buck:
In 1983, 8 1/2 months pregnant with son number 2, we decided to join my sister and brother-in-law for a quick vacation at my brother’s chalet in North Conway. My husband, Jim (32), was undergoing chemotherapy in Burlington, Mass., and the day we drove up, he had his last scheduled chemo treatment. That evening, while enjoying a game of Scrabble, I started having contractions. Determined to win the game, I hung in until the contractions were 5 minutes apart, and then we agreed that I had better get to Memorial Hospital.

While giving my medical history to the doctor who would deliver my son (who also, I understand, was the minister in the town), I explained that I had needed a spinal when my first baby was delivered. The response that came back was that, in North Conway, it was often hard to get an anesthesiologist in time (not so reassuring). My husband slept in another room throughout the labor, being worn out from the day, but he asked the nurses to wake him up for the delivery. At 3:15 a.m., we welcomed Jack into the world (6 pounds, 5 ounces). Looking back, it was a blessing to have this quiet and peaceful place to celebrate the birth of our son — I think I was the only mother in the maternity ward at that time. I recall the doctor coming in for a follow-up visit and saying “I sense this baby is very important to you.” His words became more meaningful when Jim went to heaven the following year. On return visits to North Conway, I point to the hospital — it will always be a special place to me.

see STORIES page 14
From Wayne A. O’Donal, BA, CSt:

On the last day of January, near the beginning of 1995, a 39-year-old Timber Framers was climbing from an extension ladder onto the roof of a brand new house in Eaton, New Hampshire. He was preparing the roof for shingling the next day. Suddenly, the 24-foot ladder telescoped downward and he was slammed onto the frozen ground—sustaining a severe head injury with multi-trauma on his left side. Within 45 minutes he was in The Memorial Hospital Emergency Department in North Conway. In a coma, he began the long process of getting a complete set of bodily CT scans by the radiology staff, IVs and central lines established by the nursing staff, and expert diagnostic care by the ED physicians.

Along with Dr. Dersge’s careful and accurate evaluation of a severe head injury, he was treated for a broken left wrist, four fractures of the left eye orbit, at least one broken rib, bruising all along his left flank and hemorhaging within his left lung and cranium. The otherwise healthy young builder was visited by his very concerned and anxious wife, and then prepared for transport to Maine Medical Center’s Emergency Room for more advanced care. Out of the coma on day 6, he progressed rapidly until he was transferred to New England Rehabilitation Hospital on day 12, and was able to go home on day 30, which was March 2. Far from normal, however, there were months of physical therapy, occupational therapy, and speech therapy provided through the then-active outpatient PT department of this same Memorial Hospital.

I was that young man.

Basically, I was a hospital inpatient for the entire month of February, 1995. Within that month, my son turned 8 years old, I turned 40 years old, and I have now experienced the American health care system from both sides — patient and employee. As a head-injury survivor, I still have some short-term memory difficulties and attention deficits that can impact the quality of my work. Here at Memorial, my co-workers take the idea of teamwork very seriously, and have helped me overcome many of my cognitive and physical difficulties by sometimes spotting my fatigue before I am aware of it, and simply by sharing the load. I have also reciprocated by helping to take shifts or assignments when they have experienced difficulties of many kinds. Before coming to work here, I worked for a time with the New England Organ Bank, visiting hospitals throughout New England. I can therefore say with some authority that Memorial Hospital is one of the best little hospitals around. I am fortunate that I was rushed here on that fateful night back in January of 1995. I am just as fortunate to consider Memorial Hospital to be my local hospital. The fact that I also work in the Operating Room at Memorial is just the icing on the cake. May it remain here and thrive for another 100 years.

From Frances Woodard Richardson:

In 1946, I was hospitalized at the Memorial Hospital. I was a 5th grade child and my mother had trained in by the color of the band around the head. I have now experienced the American health care system from both sides — patient and employee. As a head-injury survivor, I still have some short-term memory difficulties and attention deficits that can impact the quality of my work. Here at Memorial, my co-workers take the idea of teamwork very seriously, and have helped me overcome many of my cognitive and physical difficulties by sometimes spotting my fatigue before I am aware of it, and simply by sharing the load. I have also reciprocated by helping to take shifts or assignments when they have experienced difficulties of many kinds. Before coming to work here, I worked for a time with the New England Organ Bank, visiting hospitals throughout New England. I can therefore say with some authority that Memorial Hospital is one of the best little hospitals around. I am fortunate that I was rushed here on that fateful night back in January of 1995. I am just as fortunate to consider Memorial Hospital to be my local hospital. The fact that I also work in the Operating Room at Memorial is just the icing on the cake. May it remain here and thrive for another 100 years.

In 2010, a large bequest was made to the hospital by Evelyn Woodbury, philanthropist, pictured here with her husband Wendall Woodbury.

quality was much better that time. I am extremely proud to say that I have been a part of the Memorial Hospital’s staff for over 10 years, and I daily see the same high-quality care given to patients, visitors and accident victims.

I have now experienced the American health care system from both sides — patient and employee. As a head-injury survivor, I still have some short-term memory difficulties and attention deficits that can impact the quality of my work. Here at Memorial, my co-workers take the idea of teamwork very seriously, and have helped me overcome many of my cognitive and physical difficulties by sometimes spotting my fatigue before I am aware of it, and simply by sharing the load. I have also reciprocated by helping to take shifts or assignments when they have experienced difficulties of many kinds. Before coming to work here, I worked for a time with the New England Organ Bank, visiting hospitals throughout New England. I can therefore say with some authority that Memorial Hospital is one of the best little hospitals around. I am fortunate that I was rushed here on that fateful night back in January of 1995. I am just as fortunate to consider Memorial Hospital to be my local hospital. The fact that I also work in the Operating Room at Memorial is just the icing on the cake. May it remain here and thrive for another 100 years.

In 2010, a large bequest was made to the hospital by Evelyn Woodbury, philanthropist, pictured here with her husband Wendall Woodbury.

In 2010, a large bequest was made to the hospital by Evelyn Woodbury, philanthropist, pictured here with her husband Wendall Woodbury.
From Norma Woodard Green:

From February 7 to February 20, 1949, I was hospitalized at the Memorial Hospital with double bronchial pneumonia. The nurses were wonderful. Gladys Carter was especially kind. Gladys was not only a nurse, but an accomplished skater and could be seen skating with Chubby Whitaker at the North Conway Skating Rink in the winter and swimming in the Saco River under Humphrey's Lodge in the summer.

Since I was in the hospital on Valentine's Day, my sixth grade teacher, Madeline Whitcomb, sent the class Valentine Box to me full of cards. My father, Rodney D. Woodard, made me a rosewood heart necklace and brought it to me on Feb. 14. The Girl Scouts, which I was a member of, made little favors to put on the patient's trays at the hospital for special days. I received a paper heart.

When my health was improving, I did school assignments and continued to do so until I returned to school in April. Julius Cox, the school nurse, made a home visit because she didn't think I could be that ill. In those days, Dr. G. Harold Shedd felt rest at home was necessary to regain full health.

I was admitted to the hospital again with very septic tonsils for an emergency tonsillectomy in late June, 1954. The weather was unseasonably hot, with temperatures near 100 degrees Farenheit. I was in an airy ward in the back of the hospital and enjoyed watching the squirrels and chipmunks chasing each other up and down the pine trees. All I could swallow was ice cream and iced gingerale, which seemed like a good slimming diet! I was extremely ill following the surgery because I had an allergic reaction to penicillin. I was put on the patient's trays for a week monitoring the effects of the antibiotic. My sister came with my mother one late afternoon to visit me. Whether she was overcome by the smell of the tray or by the sight of the squirrel who had given me a lot of advice, a Mr. Thomas. Later that day Lowell Thomas (American writer, broadcaster, and traveler, best known as the man who made Lawrence of Arabia famous) came to Dr. Shedd's funeral at the Episcopal Church and stood in the back with us, one of many celebrities of Dr. Shedd's acquaintance.

From Bebe Taylor:

Coming to North Conway in 1957, I enjoyed the rural atmosphere and a new outlook. I was surprised to learn that there were no speech therapists! Having been a part of a group of therapists wherever we have been, it was quite a surprise. The State of New Hampshire started referring patients, after being notified by the national organization — ASHA — American Speech and Hearing Association — of my arrival. There were about three therapists, Southern New Hampshire, Northern, and I was in the middle.

Where to start? The superintendent of schools gave me permission to start a volunteer survey of the schools for five years. With the help of the schools I did a Test, Talk, and Tell program in the public schools which was very successful, the Headstart began and some children from Crotched Mountain School of the Deaf were able to return to their homes because assistance was available for teaching in the Bartlett School since my minor was working with deaf children.

By then I met and worked with Dr. Charles Smith of Conway who became my referring physician and he asked me to meet with veterans who came to treatment. Alice Pyor, nurse at the hospital, then discussed with me the possibility of being a part of a hoped-for program for older adults who were working toward a rehabilitation program at the hospital and needed a Speech Therapist to be on the staff so I was enlisted if it should happen. Unfortunately, it became too complicated and the program was discontinued. Dr. Smith then asked me to help working with a patient who was unresponsive but needing cognitive and medical incentives. Working with this patient meant that I had to be very inventive and I'm sure the nurses wondered what I was doing. First of all, I sat on his bed which was a no-no but I had to talk to him, sing to him, create sounds that might get his attention, etc., and finally the patient opened his eyes and looked around. Probably in amazement at all the antics to get his attention! Perhaps would like me to stop singing! From that time on Dr. Smith, the very caring nurses and I met with him daily and he improved physically and in comprehension.
Dr. Harold Shedd: The Pioneering Ski Doctor

By Jeff Leich

CONWAY — Dr. Harold Shedd was Chief of Staff of Memorial Hospital in North Conway in the early days of skiing and a pioneer in the treatment of ski injuries.

Items in the New England Ski Museum’s collection attest to the importance of the medical profession to skiing over the years — pins from the Broken Bone Club of the 1930s, for example, and Dr. Shedd’s entry in the membership roll of the fanciful Old Carriage Runners, a group of old guard ski pioneers who designated him “Grand High Tibiatinerker and Skierpatchupper.”

Dr. Shedd’s connections to skiing in the Mount Washington Valley run deep. It was Dr. Shedd who treated Carroll Reed after his 1934 accident on the Wildcat Trail that left Reed bedridden for 19 weeks. During this time he conceived the idea of bringing an Austrian ski instructor to the area. On his recovery, Reed arranged for Benno Rybizka of the Hannes Schneider Ski School of St. Anton am Arlberg, Austria, to teach in Jackson, and Schneider himself arrived in North Conway in 1935, “Doctor Harold” became one of his associates.

The Eastern Slope Ski Club was organized in Dr. Shedd’s rambling yellow house on Kearsarge Street in 1935, and he served as vice president for the first three years. Within three years the club became affiliated with the U.S. Eastern Amateur Skiing Association. Dr. Shedd and Joe Dodge of the AMC’s camp in Pinkham Notch were named delegates.

As a 19-year-old Austrian immigrant, Toni Matt finished his legendary run down Mount Washington in the 1939 American Inferno, running the feared Tuckerman Ravine Headwall straight along the way and nearly colliding with a sizable birch on the last turn. Dr. Shedd is said to have greeted him with these words: “I thought you were going to give me my biggest job of work, but you came through fine. Scarred the daylights out of me though.”

Born in Bartlett in 1882, Dr. Shedd graduated from Harvard in 1910, then spent several years in Boston and New York before returning to North Conway to practice with his father, also a country doctor. What trauma and fractures originating on the mountains and slopes of the region. He devised a new way to cast broken limbs that left openings to accommodate swelling, allowing patients to spend minimal time in the hospital. By virtue of his location in one of the hotbeds of skiing activity in the 1930s and 1940s he became one of the first experts in treating ski injuries in the country. Memorial Hospital gained expertise in the field along with him, and in 1952 Dr. William Duprey joined the staff and also became a well-regarded specialist in the treatment of ski injuries.

In 1924 Dr. Shedd married Gertrude Gleeley, the daughter of Adolphus W. Gleeley, who was well known for his arctic expedition to Lady Franklin Bay from 1882-1884, and later became Chief Signal Officer for the U.S. Army. His far-flung law was presented with the Congressional Medal of Honor in 1935 for his arctic exploits. Dr. Shedd was kept from attending at the last minute by the need to minister to a casualty of Mount Washington.

Dr. Shedd died in 1964 while making a house call on Kearsarge Street in North Conway.

His several legacies live on in the valley; one is Memorial Hospital itself, which he shepherded through its early years, at one point even re-locating the hospital into his own house for a year while finances stabilized.

Evidence of his medical handiwork can even now be seen in the dim scars on a few of his local patients, whose wounds from mowing machines and axes he stitched. His other legacy is the correspondence which he exchanged with his associates — Carroll Reed, Harvey Gibson, Joe Dodge, Bob Davis, Bill Whitney among them — did so much to create in the Eastern Slope Region.

This article was originally published in the 2004 Hannes Schneider Meister Cup Race Program, March 2004.

Jeff Leich is Executive Director of New England Ski Museum.

Stories from page 15

About that time another patient of mine from Berlin asked me about helping friends who went to Hitchcock once a week for speech rehabilitation. They were elderly, traveled from Berlin to Hanover, had a half-hour lesson, then returned to Berlin. The rehab work was fine; I knew the therapist — now the fourth in the state — but the trip was so exhausting that they found it less beneficial than hoped. The question was could I meet with them at Memorial Hospital for their therapy and then return to Berlin which made it much shorter and easier for them. After contacting the therapist in Hanover and consulting with the hospital authorities and with a discussion with Dr. Smith and the nurses, a Saturday morning was set aside to meet with the group from Berlin. One of the most helpful nurses was Carol Sue Harmon who immediately set aside a room for me, saw that I had the necessary items — chairs, desk, mirror, files, etc. — and helped welcome each member as they arrived. In a short time there were patients who arrived rested, were seen immediately and then met with care-givers who reviewed exercises for the week. The program was quite successful and when I left there was another therapist waiting to take over. It was very gratifying when later on when I returned, I met a hospital employee who — when she learned that I was a speech therapist — told me enthusiastically of the wonderful program her mother had attended and what a help it was. Very good news indeed.

These were some of my experiences as the first speech therapist in the area and at Memorial Hospital. We moved to Maryland where the National Headquarters for ASHA is in Rockville, so I was no longer the first in that area!

From Chet Lucy:

The professional and personal association of my parents, Arthur and Irene Lucy, with Doctor Harold Shedd began in 1918. Irene was pregnant with her first child, Helen.

In those days, an expectant mother went to bed for about two weeks before the arrival of the new baby. During this period, Irene’s care was in the hands of a Dr. Snow of Conway. The two-week period expired and no Helen appeared, so Dr. Snow went to Boston to a medical convention, leaving Irene in the hands of Dr. Harold Shedd, a young MD just beginning his practice.

Needless to say, Irene, being quite outspoken, remarked, “What is Dr. Snow thinking of, going away and leaving me in your hands?” To which Dr. Harold weekly replied, “I know I don’t amount to much, but I do the best I can.”

This was the beginning of a long personal and professional association. Nothing made them so happy as the many crises and seven child births.

Dr. Harold Shedd was more than a physician to his patients. He was interested in the whole patient.

I grew up with horses and ponies. In about 1953 I had a foal born to my Morgan mare Venus. The foal was healthy and active, but had weak front ankles — so weak that he walked on the front of the ankles so much that open sores appeared. He couldn’t stand up straight on his front legs.

In desperation, I thought that plaster casts would support the ankles until they began to heal and strengthen.

The question was: Who could I get to do this?

Being a man of ideas, my father suggested Dr. Harold Shedd.

In a short time, Dr. Harold appeared with Gladys Carter; his nurse, and equipment, and proceeded to form the casts on both front legs. The casts worked beautifully, and soon both mare and foal were again trotting around the pasture and feeding. The idea had worked.

I have a picture in my mind still of Dr. Harold and Gladys, kneeling in the box stall with clutter all around, doing their thing, as if they were in the operating room in Memorial Hospital.
Wound Care Center offers hyperbaric oxygen therapy at Memorial

CONWAY — Patients who suffer from lingering wounds now have a new local resource available to them.

Memorial Hospital in July opened its state-of-the-art Wound Care Center, which features Hyperbaric Oxygen Therapy. The wound center is managed by Diversified Clinical Services. “The WCC has seen a total of 50 patients since opening in July, with six of those receiving HBO treatments, which opened in September. Healing rates from opening to date are at 94 percent with a DCS benchmark of 94 percent. Days to heal are at 22 for the center with a DCS benchmark of 35,” said Lori Massie, APO, of Diversified Clinical Services in late October.

The wound center offers care close to home — the nearest other wound centers are located 80 miles away in Portland or Manchester, according to Memorial Hospital president and CEO Scott McKinnon.

The center’s co-chairs, Dr. W. Stuart Battle, MD, and podiatrist Dr. Alan S. Goldenhar, DPM, FACFAS, and staff hosted an open house tour of the new facility in September.

Chronic wounds

Drs. Goldenhar and Battle noted that many patients who have Type 1 or Type 2 diabetes suffer from chronic wounds brought on by poor circulation and other issues. Those patients — as well as burn victims, those who suffer from circulation problems, and others — will be able to make use of the new facility.

The center’s two new hyperbaric chambers will be of benefit to perhaps 16 to 20 percent of patients in need of care.

Wounds that don’t heal

Goldenhar explained why some wounds don’t heal.

“Typically, a wound that does not respond to normal medical care within 30 days is considered a problem or chronic wound. The center will also allow us to provide specialized treatment for such chronic or non-healing wounds that have not significantly improved from conventional treatments. These non-healing wounds can be associated with inadequate circulation, poorly functioning veins, and immobility that can lead to a lower quality of life and even the necessity for amputations” said Goldenhar. “When wounds persist, a specialized approach is required to promote healing.”

“For most people,” said Goldenhar in a hospital press statement, “cuts and scratches will heal within a few days or a few weeks. However for individuals who suffer from diabetes or poor circulation, their natural healing process is hampered. A simple sore can become a complex medical problem that can significantly alter a person’s quality of life.”

In July 2011, Memorial became the first hospital in the region to offer comprehensive wound care treatment, including two brand new hyperbaric oxygen chambers which provide relief for many patients with non-healing or chronic wounds.

Hyperbaric treatment

According to the on-line encyclopedia, Wikipedia, hyperbaric medicine, also known as hyperbaric oxygen therapy, is the medical use of oxygen at a level higher than atmospheric pressure.

The equipment required consists of a pressure chamber, which may be of rigid or flexible construction, and a means of delivering 100 percent oxygen.

More recent research has examined the possibility that it may also have value for other conditions such as cerebral palsy and multiple sclerosis, but no significant evidence has been found.

Partners with DCS

McKinnon said Memorial has partnered with Diversified Clinical Services to provide the hyperbaric oxygen treatment services.

According to McKinnon, DCS is the world’s largest wound care management company. It has already partnered with more than 300 hospitals and 2,600 wound care providers nationwide, to deliver evidence-based care to patients with chronic wounds, according to McKinnon.

“DCS offers the most advanced modalities in hyperbaric oxygen therapy (HBOT) and DCS Centers traditionally achieve excellent clinical outcomes and extremely high patient satisfaction,” said McKinnon.

“This really brings a great level of service that people normally would have to travel to great lengths to receive this type of care,” said McKinnon.

Secondly, he said, it will help the hospital from a business standpoint, because it expands Memorial’s draw area by offering niche services.

“Thirdly,” he said in an interview prior to the tour, “it really complements a lot of key strengths that we already have, such as the Sophisticated Center and our podiatry services, which is a great fit.”

“So those three parameters really make this a very interesting program that you might not traditionally see with a small rural hospital but we think it will do well. We are almost two months in, we are seeing a lot of patients, and we are seeing a lot of referrals that will be going into the hyperbaric chamber oxygen treatment, which is a very sophisticated program. We’re off to a great start, and we look forward to continuing that,” said McKinnon.

Shared approach

In a press statement issued by the hospital, Dr. Ray Rabideau, MD, Memorial’s medical director, said Battle and Goldenhar bring a strong commitment to wound care.

“Both providers have been strong advocates for bringing Wound Care and Hyperbaric Medicine to the valley,” Rabideau said. “Dr. Goldenhar has been treating patients with diabetic foot wounds for many years now. Battle has extensive experience in treating trauma surgery, burn unit treatment, wound care and kidney transplant patients.

“This facility will, in addition to diabetics with foot ulcers, be able to help many chronic wound patients, including non-healing burn victims with severe burns,” said Battle.

In an interview, Goldenhar underscored that the new wound center at Memorial Hospital uses a team approach to treatment.

“We will be using an interdisciplinary model of care, involving infectious disease physicians, physical therapy, occupational therapy, laboratory evaluation, nutritional management, pain management, diabetic education, radiology testing, and debridement to promote healing,” said Goldenhar.

“In addition to these comprehensive treatments, the therapeutic use of hyperbaric oxygen therapy has proven to be highly effective in reducing swelling, fighting infection, and building new blood vessels, ultimately producing healthy tissue.”

The Wound Care and Hyperbaric Medicine co-chairs will be assisted by a team of current Memorial physicians, including: Dr. Rita Kostecke, MD, MPH and Dr. Victor Lazaron, MD, PhD, both of whom have participated in intensive training in hyperbaric medicine and wound care management.

For more information, call the hospital at 356-5461.

STORIES from page 15

From Janet Kibbee (daughter of Miriam Morell):

Stitches

When I was a little girl I loved horses. One day I was pretending to ride a horse across the deck at our cabin in Jackson. I galloped right off the deck onto a branch, cutting open my arm.

My parents rushed me to Memorial Hospital where I had several stitches put in to close the cut. Since this was over 50 years ago I have no memory of the stitches being put in. However, I remember going with my good friend, Stephanie to get the stitches out. It tickled so much we BOTH couldn’t stop laughing.

Broken Leg

One winter when I was ten years old I broke my leg while skiing at Wildcat Mountain. The snow was very slushy and my binding didn’t release when I made a turn. I have no recollection of getting to the hospital and thankfully no memory of the pain I must have felt. I do recall a very nice doctor, Dr. Duprey, taking care of me and putting a huge white plaster cast on my leg.

For a long time I hobbled around on crutches and built up some muscle from walking. I even hiked around the mountains that I have to admit I was very slushy and my binding didn’t release when I made a turn. I have no recollection of getting to the hospital and thankfully no memory of the pain I must have felt. I do recall a very nice doctor, Dr. Duprey, taking care of me and putting a huge white plaster cast on my leg.

In addition to the memories presented in this article, several video vignettes featuring memorable stories from many of the individuals who helped make the Hospital’s history are currently available on Memorial’s Website at: www.memorialhospitalnh.org

Memorial Hospital extends a special thank you to the sponsors of our 100th anniversary celebrations

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I would like to take this opportunity to report on the progress we are making at Memorial Hospital to keep you and our community in good health.

My tenure at Memorial Hospital during the last two years has been an extraordinarily challenging and rewarding experience. We have engaged the entire organization in developing a comprehensive strategic plan that will carry Memorial Hospital into another 100 years of exemplary service to the community. We’ve also revamped our quality initiatives that are at the very core of our promise to you to deliver the highest levels of patient quality and safety. We have developed key collaborations with other health providers throughout the greater Mount Washington Valley community and beyond. Being a true and dedicated community partner to those we serve continues to be an important focus of our mission.

In light of current debates, varying opinions and predictions about the current health care reform legislation, we feel certain that some level of health care reform will evolve. The tipping points in favor of some aspect of reform of our national health care system are multi-fold including ever escalating health care costs and the growing number of the uninsured.

Whatever comes out of the legislative process, we will work with it. As a progressive health care provider; however, it is imperative for us to be ahead of the curve to ensure that whatever processes we put in place will result in greater access, higher quality and more affordability.

A major goal of health reform is to make access to health care more accessible, which will result in more patients coming through our doors. We are forging ahead with efforts to establish deep and enduring partnerships with health providers and entities outside the hospital. One of these partnerships, the Mount Washington Valley Community Healthcare Council, is helping to create a more coordinated and integrated approach to caring for individuals with chronic health conditions. The work of the council is continuing and has developed a more formalized structure with the intent of developing projects and initiatives that meet the salient health needs of the community.

Local participation in the Mount Washington Valley Community Healthcare Council’s annual community needs assessment survey is helping us detect early on some of the region’s emerging health needs. The 2010 community needs assessment identified the importance of our preparing for a growing and aging population (44 percent by the year 2030) and the need to commit resources to a variety of health care needs. Another tangible result of our Mount Washington Valley Community Healthcare Council affiliation has been the launching of a middle management enrichment program that is helping elevate an energetic group of managers to new heights of responsibility and engagement. They are already showing great promise as being our next generation of health care leaders.

Your hospital is also looking at ways to work more closely with our partners at other critical access hospitals to the north, and we are seeking ways to establish a continuing dialogue and working partnerships with tertiary level hospitals to produce better coordination of services that will increasingly be of importance to this community.

These strategic alignments will allow us to deliver care more efficiently and with a greater emphasis on quality with less travel time for our patients. We will also be better able to rise to any seen or unforeseen challenges, as well as opportunities that come our way, whether today or sometime in the future.

Providers are the heart and soul of our hospital. They are extraordinarily bright and committed, and bring cutting edge knowledge and skills to the exceptional work they do day in and day out. Physicians like Dr. David Riss, who has energetically provided more than 30 years of compassionate care to local residents; or Dr. Angus Badger, who returned to his place of birth to practice medicine; or Leona Cloutier, APRN, who is introducing forward thinking ways to deliver care using a team approach with the help of our advanced nurse practitioners; or Dr. Sponseller who is bringing fresh approaches to the practice of family medicine. All of our providers deliver comprehensive health services expertly and with considerable compassion, and we owe them our sincere thanks.

A look ahead as we start our next century...
We have established regional partnerships to enhance access for local patients to wide-ranging cancer and cardiovascular care services. In addition to the chronic pain management program, an additional service to be introduced in the near future will include a sleep disorder center to treat individuals with sleep apnea and other sleep disorders. We recently opened a comprehensive and sophisticated wound care center that will offer hyperbaric treatment services to speed up the healing process for wounds associated with diabetes, vascular disease, radiation, trauma, burns and other causes.

To enhance existing programs and services and produce greater efficiencies in delivering care, and at the same time provide higher levels of quality care, we are restructuring or expanding many of our existing programs such as imaging and diagnostic services. We offer a full range of orthopedic surgeries and sports medicine services in orthopedics, diabetes seminars and educational offerings, a Better Choices Better Health Program for those with chronic diseases, and a wide range of support groups in what we call a Journey of Hope Cancer Support Group.

We are in the process of reviewing the services provided by the emergency department and the walk-in clinic in an effort to more closely align these services to be more efficient in the delivery of urgent and emergent care.

We are fully invested in working with other New Hampshire hospitals towards compliance with New Hampshire Hospital Association’s initiative to eliminate preventable harm to patients by the year 2015.

Internally, we’ve established an Employee Engagement Council (EEC)—with representation from all areas of the hospital— that is having a close look at the priority issues that employees identify as being important to a quality work environment. This council continues to be a wonderful resource as they focus on service excellence, quality and safety issues, developing employee recognition programs, examining ways to strengthen Memorial’s “no smoking” campus policy, and collecting charitable donations for deserving local Valley organizations.

All of us at Memorial Hospital—whether we are hospital administrators, board members, providers, or staff—are very much engaged and committed to defining and refining our key quality measures and putting into place the necessary performance measurement processes that will drive our organization toward higher levels of excellence for each and every one of you who receive care at our hospital. I feel confident in saying that today, residents of the Valley have access to many of the same specialized and quality care services at Memorial Hospital as those available at larger tertiary care facilities.

We are extraordinarily fortunate to have an outstanding and committed cadre of providers—many of whom have chosen to dedicate their entire professional lives to serving Valley residents. Long term and highly respected Memorial physicians who are now retired: Drs. Jay Neil, Charles Taylor, and Miles Waltz, for instance, not only provided exemplary service to this community during their tenure with the hospital, but continue to live in the Valley, sharing their prodigious gifts with our community.

In the coming months, we plan to overhaul our website to continue to keep you apprised of breaking health and health care reform news, as well as information on the wealth of specialty care offerings available at Memorial Hospital and an array of our community and educational offerings. In particular, we hope that you will join us in celebrating our 100th anniversary with your participation in a series of special events and initiatives that will be widely publicized.

Last, but not least, each day your hospital is working hard to identify and establish high quality measures to ensure that you will have a transformative and healing experience at Memorial Hospital in both the out-patient and in-patient settings.

Our newly renovated and technologically advanced campus allows us to continue building on a strong platform from which we keep you and the community healthy. The Mount Washington Valley is a great area in which to live and work, and we feel fortunate to be located in such an unusually rich recreational and cultural environment.

In return, Memorial Hospital pledges to be a good and caring community partner. You are absolutely a major stakeholder in our future, and at each touch point within our system, we hope to be your provider of choice.
Exceptional healing, delivered with feeling.

Dr. Lisa Khoury, Orthopedic Surgeon, gives Madison Winters good news about her broken wrist: “You’ll be back on the playground in no time!”

Our orthopedic surgeons are experts at setting bones, treating joints…and restoring smiles.

Orthopedics at Memorial has the area’s most experienced team, with two specialist surgeons, physician assistants, nurses and physical therapists...performing in newly renovated operating rooms...backed by the latest technology for arthroscopy, fracture care and joint replacement.

Best of all, they take whatever time you need to understand all the options available to ease your pain and get you moving again. So whether you’ve been injured or suffer chronic pain, call Orthopedics at Memorial Hospital today: (603) 356-7061

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