

NEW LONDON MASTER PLAN STEERING COMMITTEE  
MEETING MINUTES  
Thursday, May 16, 2019  
8:30 AM

**PRESENT:** Jeremy Bonin, Paul Gorman, Janet Kidder, Bill Dietrich, David Royle, Mark Vernon & Tim Paradis

**MEMBERS ABSENT:**

**OTHERS PRESENT:** Adam Ricker, Doug Lyon, Bruce King, Lori Underwood & Sally Patten

- 1. Call to Order:** The meeting was called to order at 8:30 AM
- 2. Discussion with New London Hospital:** Bruce King began by outline the significant changes and concerns anticipated in the next decade for New London Hospital. The first changed that Mr. King noted was the anticipated development of New London Place. Aside from the obvious of the new development being a neighbor to the hospital, Mr. King said that the hospital was likely to see an increase in patient traffic considering the proximity to the senior living community. Mr. King continued that this would likely result in the need to hire additional staff. The hospital is currently feeling the same pressure as other employers in the region when filling openings in an extremely tight labor market. As such, they are currently relying on a large number of traveling nurses that are provided through a nursing agency.

The additional staff and patients will also continue to increase demands on the parking areas. The parking lots are close to maximum capacity currently and will need to increase capacity as the hospital grows. The hospital will be engaging in a Master Facilities Plan to address the needs of expanding and improvements to the operating rooms central sterile.

Sally Patten echoed Mr. King that they operating rooms and central sterile were in need of updating and expansion, additionally, she shared that the emergency room and the recovery rooms for same days surgery were also nearing capacity. As Dartmouth-Hitchcock becomes more crowded, they rely more heavily on the other hospitals in the network to increase capacity.

Ms. Patten shared concerns that employee recruitment and retention is extremely important, while making sure that employees have access to adequate and affordable housing near the hospital.

Doug Lyon shared that Colby-Sawyer College was expected to increase the size of their nursing classes with many being hired by New London Hospital and Dartmouth-Hitchcock and the town should be making efforts to encourage graduating students stay in New London if they wish.

Lori Underwood shared that New London Hospital is currently working on a full integration of health records with the Dartmouth-Hitchcock system. Being a part of the D-H system has allowed New London Hospital to expand employee benefits and add additional resources.

Committee member Mark Vernon, asked if the hospital had considered utilizing shuttles for off site parking? Doug Lyon replied that the discussion on transportation and possible solutions was just beginning. Ms. Underwood added that they are currently looking at ways to transport patients between New London and Lebanon for appointments.

Janet Kidder asked if there were any anticipated changes to the ambulance service. Mr. King assured the group that the Hospital is very committed to the ambulance service and a study from several years ago showed that the service was an important part of the hospital's offerings.

Ms. Patten shared that the Mobile Integrated Health service had begun. The objective of the program is to keep patients from being readmitted to the hospital. Within 24-hrs of a patient being discharged a paramedic visits the patient in their home make sure the patient is in a safe setting and to answer any questions they may have.

The Master Plan Committee thanked the group from New London Hospital for attending and encourage them to reach out if they have anything additional to share.

3. **Next Meeting:** The next meetings are scheduled for June 6, 2019 at 8:30 and June 13, 2019 at 8:30
4. **Adjourn:** Tim Paradis motioned to adjourn with a second by Jeremy Bonin. Meeting adjourned at 9:35 am.

Respectfully submitted,

Adam Ricker  
Town Planner  
Town of New London