

2022

Community *Benefit* Report

OVERVIEW OF HOSPITAL CHARITABLE ACTIVITIES



Foundation for
Healthy Communities



TO THEIR COMMUNITIES, THE BLUE AND WHITE H PROMISES **HEALTH, HEALING AND HOPE** WHEN IT'S NEEDED MOST, AND NEW HAMPSHIRE HOSPITALS REMAIN COMMITTED TO CARING FOR THEIR COMMUNITIES AND ENSURING ACCESS TO QUALITY, COMPASSIONATE CARE.

EXECUTIVE SUMMARY



Beacon: A light or other visible object serving as a signal, warning, or guide.

When we are sick, injured, or need support in difficult times, we look to the blue and white H as the light to lead us to healing and better health.

Life has its inevitable ups and downs, and NH hospitals are here to support their patients, families, and their communities whether the waters are calm or rough from a passing storm. They are the beacons in our community, providing leadership when it's difficult to find the way.

Part of that leadership is coming together with partners to address our most difficult community issues, demonstrating that not one of us can do it alone and that there is power in our collective efforts. They know each of us holds a piece of the puzzle and if we work to put them together, a picture of better health and wellbeing will emerge.

This report reflects this work through the investments NH hospitals make in our communities every day. Caring for the sick and injured, regardless of their ability to pay; subsidizing services that would otherwise not exist in the community; providing education and programs to help us better manage our health; supporting initiatives to increase access to healthcare, places to play, healthy food, transportation, and other resources that make the healthy choice the easy choice.

NH hospitals are leaders. They are partners. They are here in our communities—just for us. And with their light illuminating the path, together we can create better health for ourselves, our families, and our communities.

NH NON-PROFIT HOSPITALS

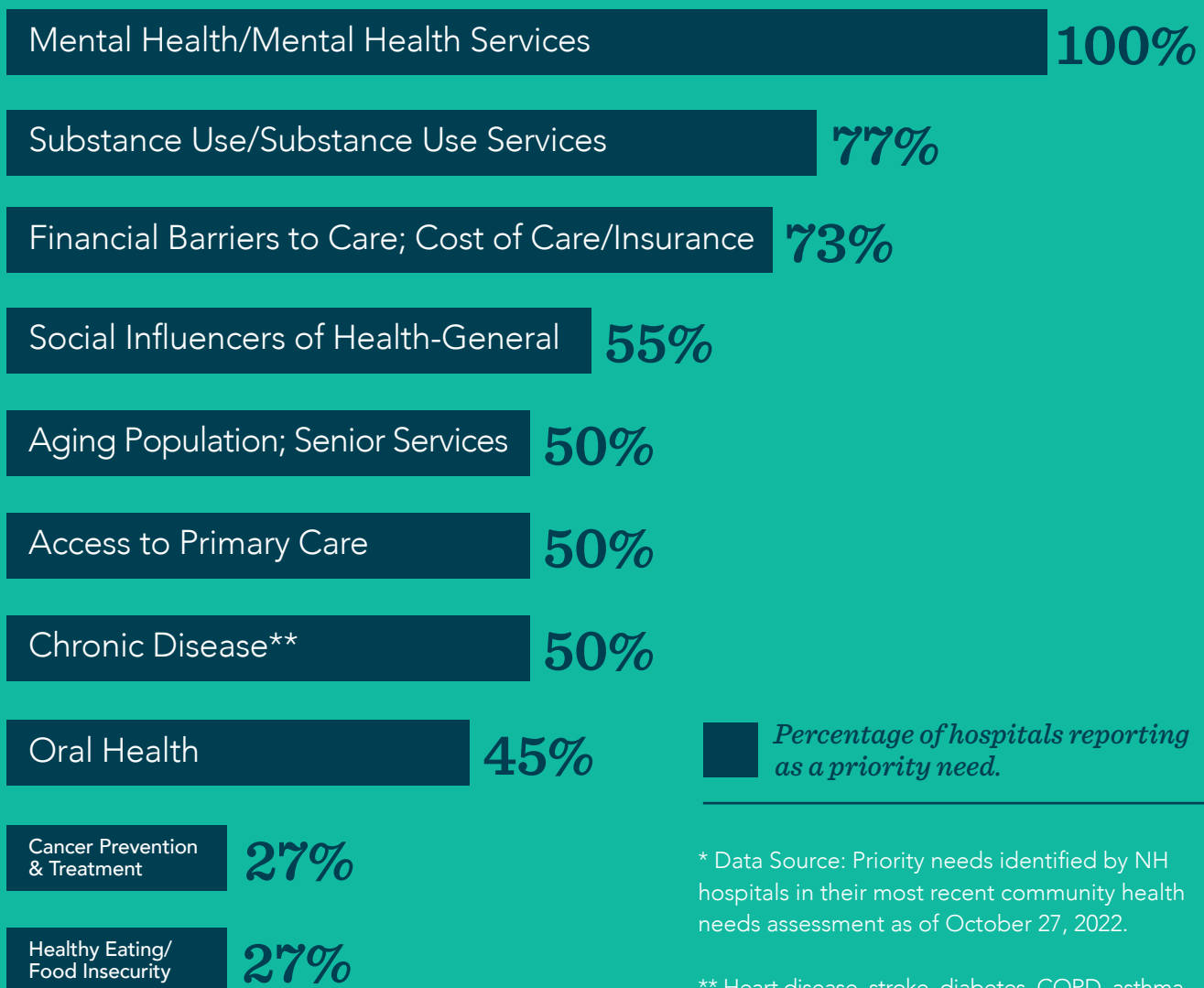
ALICE PECK DAY MEMORIAL HOSPITAL
 ANDROSCOGGIN VALLEY HOSPITAL
 CATHOLIC MEDICAL CENTER
 CHESHIRE MEDICAL CENTER
 CONCORD HOSPITAL
 CONCORD HOSPITAL - FRANKLIN
 CONCORD HOSPITAL - LACONIA
 COTTAGE HOSPITAL
 ELLIOT HOSPITAL
 EXETER HOSPITAL
 FRISBIE MEMORIAL HOSPITAL
 HUGGINS HOSPITAL
 LITTLETON REGIONAL HEALTHCARE
 DARTMOUTH HITCHCOCK MEDICAL CENTER/
 MARY HITCHCOCK MEMORIAL HOSPITAL
 MEMORIAL HOSPITAL
 MONADNOCK COMMUNITY HOSPITAL
 NEW LONDON HOSPITAL
 SOUTHERN NEW HAMPSHIRE MEDICAL CENTER
 SPEARE MEMORIAL HOSPITAL
 ST. JOSEPH HOSPITAL
 UPPER CONNECTICUT VALLEY HOSPITAL
 VALLEY REGIONAL HOSPITAL
 WEEKS MEDICAL CENTER
 WENTWORTH-DOUGLASS HOSPITAL

PRIORITY COMMUNITY NEEDS OF NH COMMUNITIES



Every 3 years, NH's non-profit hospitals are required to complete a community health needs assessment to identify the most pressing health needs facing their communities. The priority needs identified through this process guide the hospitals in determining which charitable, programmatic, and community investments will have the most impact on improving the health of their communities. These activities and investments are then implemented through the hospitals' community benefit implementation plans.

TOP 10 PRIORITY COMMUNITY NEEDS IDENTIFIED BY NH NON-PROFIT HOSPITALS (2019-2022)*

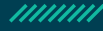


Percentage of hospitals reporting as a priority need.

* Data Source: Priority needs identified by NH hospitals in their most recent community health needs assessment as of October 27, 2022.

** Heart disease, stroke, diabetes, COPD, asthma

VALUE OF COMMUNITY BENEFITS

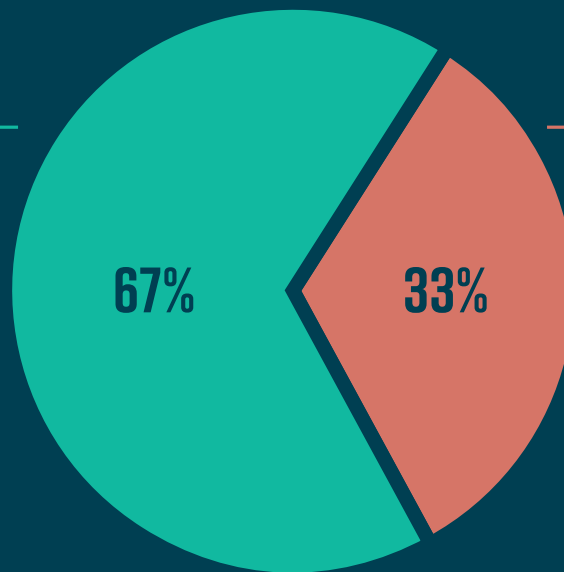


TOTAL VALUE OF COMMUNITY BENEFITS REPORTED FOR 2020*:

\$594,230,547

\$398,284,770

FINANCIAL
ASSISTANCE TO
ACCESS CARE



\$195,945,777

OTHER
COMMUNITY
BENEFITS

INCLUDES:

- \$353,978,113** > UNREIMBURSED MEDICAID
- \$43,721,004** > FINANCIAL ASSISTANCE AT COST
- \$585,653** > COSTS OF OTHER GOVERNMENT HEALTH PROGRAMS

INCLUDES:

- > COMMUNITY HEALTH IMPROVEMENT SERVICES
- > HEALTH PROFESSIONS EDUCATION
- > SUBSIDIZED HEALTH SERVICES
- > RESEARCH
- > CASH AND IN-KIND CONTRIBUTIONS

Financial assistance to access care accounted for \$398.3 million (67%) of total community benefits. Examining financial access to health care more closely identified almost \$354 million in unreimbursed Medicaid costs and almost \$44 million in direct financial assistance (e.g., charity care) at cost to low-income persons. Costs of other

government health programs for which patients qualify based on their income totaled just over \$585,000.

Other community benefits accounted for \$195.9 million (33%) provided in community benefits. Examples of expenditures include mobile medical vans; community

health improvement efforts; cash grants to community agencies for work that supports community health; scholarships for health careers; subsidized health services; etc.

**Data reflects FY 2020 community benefit financial information reported to the IRS on Form 990, Schedule H.*

BY THE NUMBERS



↑33%

AT \$594,230,547 IN 2020, THE TOTAL OVERALL VALUE OF COMMUNITY BENEFITS PROVIDED BY NH HOSPITALS INCREASED 33% OR \$148,016,416 SINCE 2017 AND 3% OR \$16,399,384 SINCE 2019.



↑43%

TOTAL INVESTMENTS BY NH HOSPITALS IN FINANCIAL ACCESS TO CARE WAS \$398,284,770 IN 2020. THAT IS AN INCREASE OF 43% OR \$120,424,101 SINCE 2017. FROM 2019 TO 2020, FINANCIAL ACCESS TO CARE INCREASED BY 22% OR \$72,616,760.



↑79%

FROM 2017 TO 2019 WE SAW AN INCREASE IN SUBSIDIZED SERVICE INVESTMENT OF 79% OR \$73,037,089.



↓32%

FROM 2019 TO 2020, WE SAW A DECREASE OF 32% OR \$52,951,158. THIS IS IN PART DUE TO THE COVID-19 PANDEMIC.



\$354 MILLION

UNREIMBURSED MEDICAID COSTS TOTALED \$353,978,113 IN 2020.

This has increased 25% since 2019 and 50% since 2017. New Hampshire has consistently ranked in the bottom third of states for lowest Medicaid reimbursement rates in the country.

MAKING AN IMPACT: NH HOSPITALS IN THE COMMUNITY



LITTLETON REGIONAL HOSPITAL

REACH OUT & READ



With 6,400 program sites across the country, Reach Out & Read serves children in all 50 states across urban, suburban, and rural communities. Reach Out & Read is a national non-profit organization that promotes early literacy in pediatric exam rooms across the nation by giving new books to children and advice to parents about the importance of reading aloud.

The doctors and nurses at Littleton Regional Hospital (LRH) know that growing up healthy means growing up with books. The hospital

participates in Reach Out & Read, offering books to parents of each newborn at LRH as well as parents of children though 5-6 years old during well child visits. Each child receives a book and parents receive information about the Reach Out & Read program as well as information about local resources to encourage good reading habits. Littleton Regional Hospital gives out approximately 350 books to newborns and their parents annually and many others to children aged 6-12 months, 12-18 months, 18-36 months, and 4-6 years old.

or on-line to supply patients with books on a regular basis. While they accept donations to help defray the cost, their LRH Auxiliary supports their efforts by helping pay for the books.

The Reach Out & Read program provides tools to promote children's developmental skills and later school success.

For more information on Reach Out and Read, visit www.reachoutandread.org.



Littleton Regional Hospital orders books from their local bookstore



LITTLETON REGIONAL HOSPITAL GIVES OUT APPROXIMATELY 350 BOOKS TO NEWBORNS AND THEIR PARENTS ANNUALLY

MONADNOCK COMMUNITY HOSPITAL

MOBILE INTEGRATED HEALTH CARE TEAM



Monadnock Community Hospital's (MCH) Mobile Integrated Health Care (MIH) team is filling a critical need in the eastern Monadnock region by providing medical services outside hospital walls. Coordinating with a patient's primary care physician, MCH's paramedics provide a host of diagnostic services, including physical assessments and specimen collections.

"We can provide up to six calls a day, assessing, testing and treating patients who may be housebound, frail, or otherwise unable to travel," says Josh Patrick, Mobile Integrated Health Paramedic. "While there are a few other hospitals in the state providing services like these, MCH has one of the most comprehensive programs, offering an array of services to a diverse population."

Ninety-year-old patient and former hospital volunteer, Sam Zachos, had an incredible experience with the MIH team. He has lived his entire life in the Monadnock region, and he and his late-wife Linny raised four children here. All of their children were born at and received medical care through

Monadnock Community Hospital and Sam gratefully still does. "MCH has always been our hospital, for primary care, for emergencies—for everything," says Sam.

When he started not feeling well in the fall of 2021, he knew who to call. His nurse at Monadnock Internal Medicine, an office within MCH, explained to him that with the increasing number of COVID cases, taking a trip to the Emergency Department for his symptoms could potentially cause greater harm than good. Being at a higher risk for becoming seriously ill with COVID, his medical team presented a safer way to treat Sam.

"It wasn't safe for me to go to the hospital so instead, MCH

came to me," says Sam. "They have great paramedics and a van with all the equipment for testing and diagnosing. One of the paramedics, Josh, examined me and was able to take blood work right here in my home. He then worked quickly with my doctor to have a prescription called in, and within a few hours I started the medication and began feeling like a whole new person."

While sometimes it is more of a risk for patients, like Sam, to travel to the emergency room, Monadnock Community Hospital is proud to be able to deliver medical excellence to patients in the safety and comfort of their home.

SPEARE MEMORIAL HOSPITAL

COVID-19 TEST KITS DONATED TO LOCAL SCHOOLS



Plymouth Pediatric and Adolescent Medicine, a department of Speare Memorial Hospital, has teamed up with Speare's school nurses to deliver COVID-19 testing kits to schools in the communities surrounding Plymouth, New Hampshire.

Speare's pediatric practice receives the kits through a government program that allows the practice to distribute them to patients at no cost. But the pediatric providers wanted to make an even greater impact.

"In order to benefit our entire community, Speare's school nurses are bringing the kits to our local schools to send home with adults picking up sick children from school," says Brittany Anibal, a pediatrician at Plymouth Pediatric & Adolescent Medicine. "Working collaboratively to serve the needs of our patients and community is at the core of what we do."

Employed by Speare, each school within SAU 48 has a designated school nurse. They are passionate about their work, their school, and most importantly, their kids and are

happy to pass on this important tool in monitoring the health of our young.

"Providing test kits has helped eliminate some of the financial burden COVID-19 presents," says Haley Hay, RN, and Speare's SAU 48 school nurse coordinator. "This has played a vital role in keeping students, their families, and our community safe."

Speare and its pediatric practice have received 1,800 kits to date and have just ordered another shipment in preparation for the new school year.

The kits include rapid antigen tests that produce a result within ten minutes. They can be administered to children ages 2-13 with symptoms or within six days of symptoms first appearing. They have a shelf life of one year.

"The parents and schools have been very appreciative," says Haley. "This has been a successful project benefiting our community in such a critical way."

CENTRAL NH SCHOOLS RECEIVING KITS:

- Campton Elementary School
- Holderness Central School
- Plymouth Elementary School
- Plymouth Regional High School
- Russell Elementary School
- Thornton Central School
- Wentworth Elementary School
- Waterville Valley Elementary School

ST. JOSEPH HOSPITAL

LISTENING TO NEEDS AND REMOVING BARRIERS

In early 2022, the St. Joseph Hospital Mobile Health Clinic (SJH MHC) responded to the community's need for year-round health and wellness outreach by expanding its presence and programs.

Today, it offers non-urgent walk-in care and more to the greater Nashua community. It is staffed by a medical director, three nurse practitioners, two registered nurses, one certified midwife, two patient service representatives and three drivers—all of whom are deeply dedicated to serving the community.

EXPANDING OUTREACH

St. Joseph Hospital began expanding outreach by partnering with other community-based organizations. Together, they identified community health needs and created specific programs to address them.

"Our collective mission is to listen to the needs of the underserved, remove barriers to them conveniently seeking quality health care and provide a welcoming space that improves positive outcomes and promotes overall well-being," shares Rosemary Ford, Director of the Mobile Health Clinic. "Creating a welcoming environment includes ensuring staff is culturally aware and proactively building relationships with folks who desperately need basic care."

BUILDING RELATIONSHIPS

The MHC team works hard to build trust with its patients, which allows them to assess medical conditions and treat them before additional, or even emergency care, is needed. All MHC's visitors are screened for primary care needs and offered the opportunity to connect with a primary care provider if they don't already have one.

Ford adds, "The mobile health clinic is an important health care access point for many populations. Ultimately, we want to educate folks on how to prevent certain conditions, diagnose conditions if they already exist and provide treatment and care accordingly. We also want to instill the idea that continuous and long-term care is available and accessible."

ACHIEVING GOALS

To date, the SJH MHC team has made great strides toward achieving its goals. They have partnered with:

- The City of Nashua's Department of Public Health and Community Services to participate in a winter booster blitz and helped administer



over 1,000 COVID-19 vaccines to pediatric patients.

- Local community centers, including the Nashua Soup Kitchen & Shelter, that provide meals and shelter to the housing insecure. The MHC offers much needed medical treatment to uninsured and underinsured visitors.
- Local businesses, including Anheuser Busch in Merrimack, N.H., who invited the MHC to visit and offer employees a body mass index (BMI) screening as well as education on good nutrition and overall wellness. Visits to local businesses also include vaccine clinics at the start of the flu season.
- Community event organizers interested in providing resources like free blood pressure screenings and basic health care education to individuals and families of all backgrounds.

To learn more about St. Joseph Hospital's Mobile Health Clinic, please visit stjosephhospital.com or contact Rosemary Ford at rsimpsonford@sjnhn.org.

St. Joseph Hospital is a Covenant Health member.

VALLEY REGIONAL HOSPITAL

COMPASSION AND CARE TO SUPPORT PATIENT WELLBEING



At Valley Regional Hospital (VRH), it's their mission to improve community health, patient experience, and value.

"Mental health continues to be a major concern in our community, contributing to overdoses, suicides, and an increase in anxiety and depression," states Juliann Barrett, DO.

Valley Regional Hospital has taken on these challenges by utilizing initiative grants* and community benefit dollars to build a collaborative team, representing community mental health, VRH primary care, and hospital support departments to develop new tools and methods to assess, diagnosis, treat, and support patients.

One of the many benefits of these efforts is the Community Health Team, which serves in the physician practices. The team consists of two social workers and a community

health navigator. They ensure patients receive the best possible support, resources (e.g. insurance, housing, food), and education related to suicide, domestic violence, substance use, and other forms of abuse against children, elderly, or disabled people. In addition, the social workers aid in relationship building between provider and patient to ensure successful outcomes. They work to provide a level of compassion and care to foster sustainable population health.

The initiative has allowed VRH to implement a new patient evaluation process to assess and identify areas that could affect the patient's overall health so they can provide further support and assistance during their time of need. If indicated, the social worker connects with the patient one-on-one to foster an in-depth discussion allowing the social worker to further assess the needs of the patient and if necessary, revisit the question of suicide.

THANKFUL FOR HELP

After originally denying thoughts of suicide on paper and to his primary care provider, a 20-year-old male is thankful for these additional support measures. During a routine visit, the patient had a positive assessment requiring a visit from one of the social workers. The patient disclosed that he was having thoughts of

suicide and had a plan in place to end his life as well as a back-up plan. Following this new development, the patient, provider, and the social worker created a safety plan together. The patient started on a medication to address insomnia and depression and established a connection with a mental health provider for therapy. One week later, he showed signs of improvement; his suicidal thoughts were fleeting and he did not indicate any plans to end his life. He is now able to envision future steps in his healthcare, where at the first meeting his focus was on basic survival.

Prior to this initiative, the patient's mental health condition may not have surfaced at all due to the lack of assessment measures.

"The Community Health Team has proven to be a tremendous asset to the community," says Barrett. Valley Regional Hospital has committed to improving mental health well beyond the original initiative, thanks to the funding provided through their community benefit program.

**The Integration Delivery Network Project was a three-year collaborative demonstration initiative between Medicaid and NH DHHS, to integrate mental health into the primary care setting*

OUT OF 1,664 ASSESSMENTS IN 2021:

**15.8% ADULTS &
24.5% YOUTH**

required further assessment for depression

**12.6% ADULTS &
19.8% YOUTH**

required further assessment for anxiety

2.8% OF PEDIATRIC PATIENTS

needed further assessment for mental health

THIS RESOURCE



ABOUT THE REPORT

Every year, the Foundation for Healthy Communities creates a statewide summary of the community benefit activities and investments conducted by New Hampshire hospitals.

Since 2000, non-profit hospitals and other health care charitable trusts are required to identify the priority health needs of their communities based on a needs assessment and community engagement process. Hospitals in NH are required to conduct a Community Health Needs Assessment (CHNA) and report the results to the State of NH Office of the Attorney General Charitable Trusts Unit every five years (RSA 7:32-f). In addition, non-profit hospitals develop an implementation plan and file a Community Benefits Report annually that outlines how they have addressed these needs. The reporting form is based upon requirements of RSA 7:32c-l which requires health care charitable trusts to make their community benefits plan publicly available.

At the federal level, the Patient Protection and Affordable Care Act (ACA) initiated a requirement in 2012 that requires non-profit hospitals to conduct a community health needs assessment every three years (Section 9007. IRS Code, 501r) and report to the Federal Government. Annually, NH non-profit hospitals are required to report community benefits on IRS Forms 990 and Schedule H.

The community benefits reported by the hospitals to both the state and federal governments are required to

be in alignment with the community needs identified in the community health needs assessments. It is intended that the results of the community health needs assessment guide the hospitals in determining the activities to be included in their community benefits plans and implemented to improve the health of the community.

ABOUT US

The mission of the Foundation for Healthy Communities is to build healthier communities for all by leading partnerships, fostering collaboration, and creating innovative solutions to advance health and health care. The Foundation for Healthy Communities is an affiliated organization of the New Hampshire Hospital Association.

The New Hampshire Hospital Association provides leadership through advocacy, education and information in support of member hospitals and health care delivery systems in delivering high quality health care to the patients and communities they serve.

STATE AND FEDERAL REQUIREMENTS FOR COMMUNITY BENEFIT REPORTING

> Community Health Needs Assessment (CHNA)

State: Every 5 years¹; Needs identified made publicly available

Federal: Every 3 years²; Needs identified made widely available

> Implementation Plan

State: Based on priority needs identified in most recent CHNA. Reported on annually.

Federal: Based on priority needs identified in most recent CHNA.

> Community Benefits Reporting

State: Annually to the State of NH Office of the Attorney General, Charitable Trusts Unit using the NH Community Benefits Reporting Form³; Report made publicly available

Federal: Annually to the US Department of Treasury's Internal Revenue Service (IRS) using Form 990-Schedule H; Report made widely available

1. RSA 7:32-f

2. Section 9007. IRS Code, 501r

3. RSA 7:32c-l



Foundation
for Healthy
Communities