

2025

Community *Benefit* Report

OVERVIEW OF HOSPITAL CHARITABLE ACTIVITIES



Foundation for
Healthy Communities

Life's most persistent and urgent question is, What are you doing for others?

– Martin Luther King Jr.

Executive Summary

As all of us at FHC and NHHA reflect on our time working with hospitals in NH, we are inspired by the breadth and depth of the work they do to better care for the individuals and families they serve.

The blue and white H is where we seek care and look for direction when our health inevitably throws a curveball our way. Hospitals offer an ear to listen, a person to understand and the expertise to help us feel better and improve our health. Their commitment to caring for all people who walk through their doors, regardless of their economic status, gender, insurance status, race or age, demonstrates they are there for all of us when we need them most.

And while our focus is often on what we experience within the four walls of their facilities, this report demonstrates how NH hospitals are caring for us in our communities as well — in the environments where we live, learn, work and play. They do this by engaging the community to better understand challenges and what matters to them; by partnering with community-based organizations to ensure we have the resources and support we need as we strive to manage our health and well-being; and by providing financial assistance to ensure no person is turned away when they need care.

The following pages paint a picture of the many ways hospitals invest in the communities they serve and provide examples from local hospitals that demonstrate why they are the anchors of our communities- stalwarts committed to investing in us, our families and our communities.

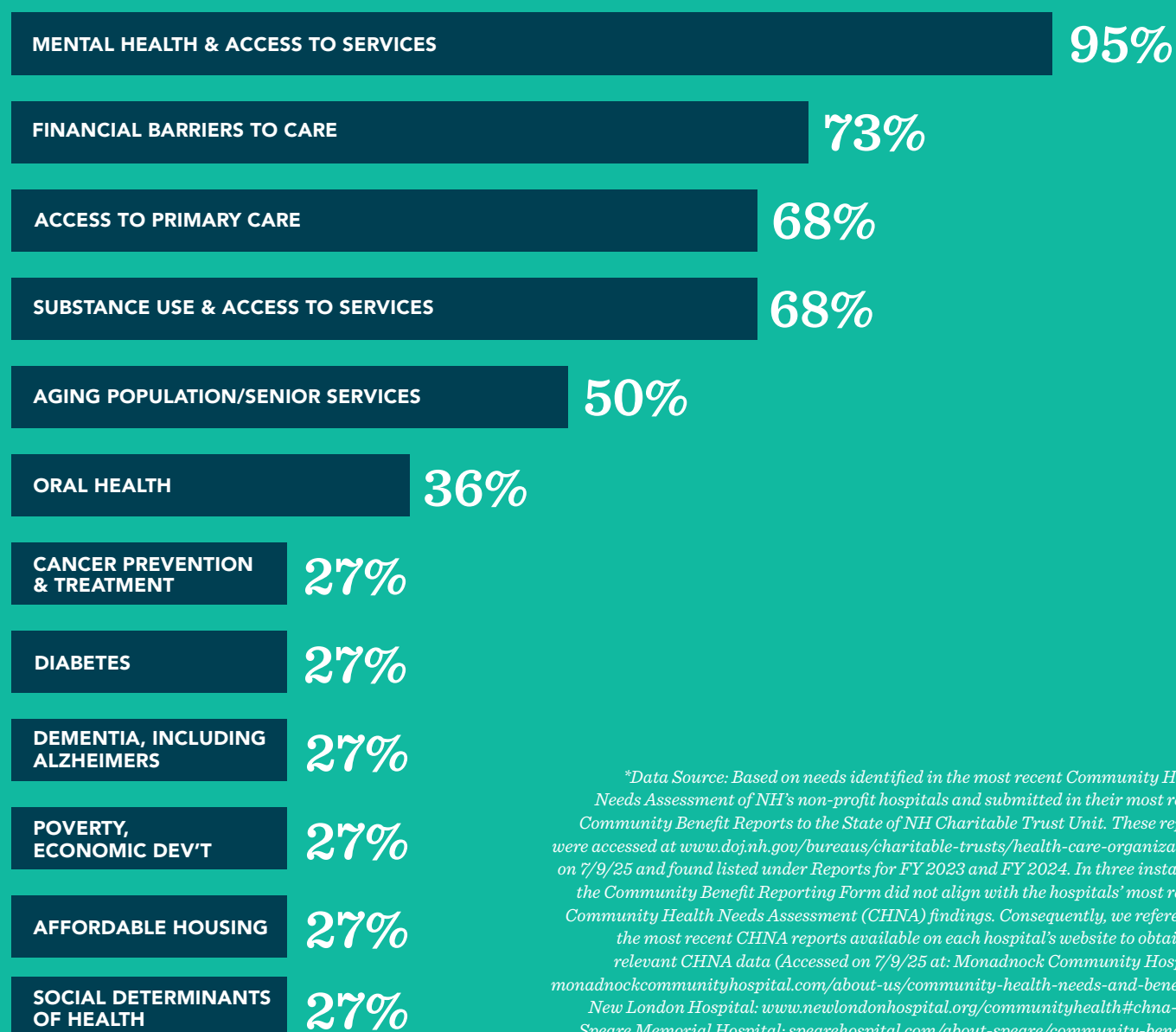


To their communities, the Blue and White H promises **health, healing and hope** when it's needed most, and New Hampshire hospitals remain committed to caring for their communities and ensuring access to quality, compassionate care.

Priority Community Needs of NH Communities

Every three years, New Hampshire'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 their community benefit implementation plans.

Top 12 Priority Community Needs Identified By NH Non-Profit Hospitals*

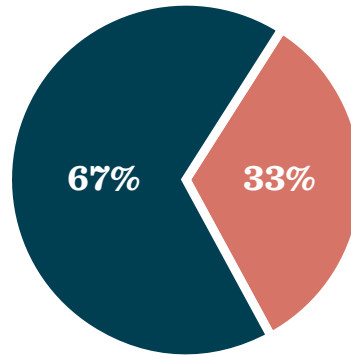


**Data Source: Based on needs identified in the most recent Community Health Needs Assessment of NH's non-profit hospitals and submitted in their most recent Community Benefit Reports to the State of NH Charitable Trust Unit. These reports were accessed at www.doj.nh.gov/bureaus/charitable-trusts/health-care-organizations on 7/9/25 and found listed under Reports for FY 2023 and FY 2024. In three instances, the Community Benefit Reporting Form did not align with the hospitals' most recent Community Health Needs Assessment (CHNA) findings. Consequently, we referenced the most recent CHNA reports available on each hospital's website to obtain the relevant CHNA data (Accessed on 7/9/25 at: Monadnock Community Hospital: monadnockcommunityhospital.com/about-us/community-health-needs-and-benefits/; New London Hospital: www.newlondonhospital.org/communityhealth#chna-chip; Speare Memorial Hospital: spearehospital.com/about-speare/community-benefit/)*

Total Community Benefit Investments: \$674,919,110*

\$452,914,955

Financial
Access
to Care



\$222,004,155

Other
Community
Benefits**

Caring for All Patients

New Hampshire hospitals and health systems are committed to providing high-quality, cost-effective care for all patients, regardless of ability to pay. The below data demonstrate the amount New Hampshire hospitals and health systems have provided in uncompensated care to their patients in Fiscal Year (FY) 2023.

\$412.5 Million

Medicaid (at cost)

The unpaid costs of public programs for those with low incomes or disabilities.

\$40.3 Million

Financial Assistance (at cost)

The cost of providing free or discounted health services for individuals who cannot afford to pay for their care and qualify for financial assistance.

* Data reflects FY 2023 community benefit financial information reported to the IRS on Form 990, Schedule H.

**Other community benefits include, but are not limited to, expenditures related to mobile medical vans; community health improvement efforts; cash grants to community agencies for work that supports community health; scholarships for health careers; health screenings; subsidized health services; etc.

Promoting *Healthy* Communities

Hospitals and health systems invest in the communities they serve in many other ways including services and programs that aim to improve the health and health care of populations.



\$19.3 Million

Community Health Improvement Services

Health screenings, immunizations, health education programs, self-help programs and support groups, transportation to improve access for low-income persons to health care, etc.



\$53 Million

Health Professions Education

Investments in the health care workforce including professional development and skill building.



\$124 Million

Subsidized Health Services

Patient care programs provided despite financial loss because they meet a community need. Examples of subsidized services include mental health, substance abuse programs, satellite clinics designed to serve low-income communities and home health programs.



\$11.6 Million

Cash and In-Kind Contributions

Cash and in-kind services donated to support programs of community-based organizations that meet an identified community need.



\$14 Million

Research

Hospitals and health systems conducting studies to improve the health of populations.

By the Numbers

5 Year Trends: 2019-2023

↑17%

The Total Overall Value of Community Benefits Provided by NH Hospitals and Health Systems Increased by 17% or \$97,087,947

{ \$577,831,163 → \$674,919,110 }

↑39%

Total Investments by NH Hospitals and Health Systems in Financial Access to Care Increased by 39% or \$127,246,945

{ \$325,668,010 → \$452,914,955 }

↓12%

Total Other Benefits Invested by NH Hospitals and Health Systems Decreased by 12% or \$30,158,998

{ \$252,163,153 → \$222,004,155 }

↑46%

Total Unreimbursed Medicaid Costs Increased by 46% or \$130,354,793

{ \$282,219,728 → \$412,574,521 }

↓25%

Total Subsidized Services Decreased by 25% or \$41,471,075

{ \$165,568,294 → \$124,097,219 }

Beth Israel Lahey Health Exeter Hospital



Collaborating to Address Social Isolation in Older Adults



THROUGH EXETER HOSPITAL'S COMMUNITY GRANTS PROGRAM, THE TOWN OF EXETER IS RECEIVING COMMUNITY BENEFITS FUNDING TO SUPPORT ITS SENIOR PROGRAMMING. ACCORDING TO THE 2025 NEW HAMPSHIRE HEALTHY AGING DATA REPORT, ONE IN FOUR OLDER ADULTS IN NEW HAMPSHIRE LIVE ALONE, PLACING THEM AT HIGHER RISK FOR SOCIAL ISOLATION AND THE ASSOCIATED NEGATIVE CONSEQUENCES ON THEIR MENTAL AND PHYSICAL HEALTH.

In 2025, Exeter Hospital conducted a Community Health Needs Assessment confirming concerns regarding the impact of social isolation on older adults. When focus group members were asked about barriers that prevent residents from living healthier lives, one participant shared, "I want to be more social and participate in the community, but I have seasonal depression. Since my husband passed, I have had a hard time doing things alone; it would be easier if I had more friends to go places with."

Exeter Hospital provides grant funding to the town of Exeter's Parks and Recreation Department to amplify the programming available for older adults. This funding has allowed more older adults to participate in senior lunches, field trips and activities, leading to greater community connection and wellness. Grant funding has been used to increase the frequency of free senior lunches from two to twelve a year, which has led to more people being able to participate. The town of Exeter has also added field trips to encourage seniors to leave their homes and become more engaged with the community. Lastly, five new health, wellness and fitness classes for individuals over 50 have been launched by the town's Parks

and Recreation Department. These classes aim to enhance quality of life by promoting physical and mental health improvements, while helping participants make new friends and acquire new skills.

The town of Exeter and Exeter Hospital both contribute funds to support a part-time senior program coordinator, with the goal of the town fully supporting the role in the future.

In late 2025, the Parks and Recreation Department will relocate to a newly renovated building, utilizing a combination of town and state resources to create a multi-generational, ADA-compliant community center. Debra Cresta, Exeter Hospital President, said, "Exeter Hospital is proud to support the town and our local seniors. **Improving the health of the communities we serve is the core of Exeter Hospital's mission. Our leadership team and Board of Trustees remain deeply committed to enriching the lives of seacoast residents and strengthening our broader communities.** Residents are seeing how the state, town and Exeter Hospital are contributing to bring about positive change."

In the first seven months of community benefits funding, older adult programming in Exeter has attracted a total of:



431

participants

(ranging in age from 50 to 93)



100%

**reported making
new friends**

93%

reported an improvement in
social/emotional health

86%

reported an improvement in
quality of life

71%

reported an improvement
in physical health

**Data from program participants who completed a follow-up survey.*



Alice Peck Day Memorial Hospital

Providing Free Dental Care to School Children

IMAGINE A CHILD SITTING IN A CLASSROOM. SHE'S HAVING TROUBLE PAYING ATTENTION BECAUSE OF A TOOTHACHE, BUT HER PARENTS CAN'T AFFORD A DENTIST—SO SHE STRUGGLES ALONG WITH THE DISCOMFORT AND DISTRACTION OF AN UNTREATED CONDITION.

It happens more than you might think, and it can have a significant impact on a child's education. A lack of dental care can mean lower grades and missing time at school. Plus, cavities and other dental issues can affect a child's overall health and quality of life. For many children, the only help comes from school-based programs that provide free dental care.

Upper Valley Smiles, created and hosted by Alice Peck Day Memorial Hospital, is one of those programs. "Upper Valley Smiles provides oral education, dental screenings, fluoride varnish, sealants and decay-stopping fluoride treatments—all at no cost to families," says APD's director of Community Health, Beth O'Donnell, MPH.

Upper Valley Smiles has provided dental care to thousands of schoolchildren in New Hampshire and Vermont since 2003. That was the year when lack of dental care was identified as a major issue.

To address the need, APD and the Mascoma Community Health Initiative (MVHI) created Upper Valley Smiles. In the early years, oral health screenings, education and fluoride were provided to students in three

elementary schools in New Hampshire, with referrals to area dentists made for students with urgent needs.

By 2006, the program was expanded to include students in grades pre-K-8, and dental sealants were made available to eligible children. Summer dental clinics were also offered and grants from Dartmouth Hitchcock Medical Center (DHMC) and a number of other community partners supported the follow-up restorative treatment provided by area dentists.

The program continues to grow. This past 2024-25 school year, the hygienist, now in partnership with a dental assistant, supervising dentist and community health liaison at APD visited seven schools located in New Hampshire and Vermont and screened close to 200 children, an expansion from the previous year.

"Any child at participating schools can qualify for the program as long as their parents or guardians complete the necessary paperwork, but we focus on those who might be most in need—children who haven't seen a dentist in the

past three months or don't have a planned visit in the next three months," O'Donnell says. "If a child has an urgent care need, we work with the amazing school nurses to connect them to a dental home. In most cases, we ask private dental practices to offer pro bono care."

O'Donnell says APD partnered with DHMC to produce the 2025 Community Health Needs Assessment, which has identified oral health for adults as a priority need. APD and Upper Valley Smiles are in a unique position to make an impact with an expanded focus on the larger family unit.

"Upper Valley Smiles provides oral education, dental screenings, fluoride varnish, sealants and decay-stopping fluoride treatments—all at no cost to families."

—BETH O'DONNELL, MPH, DIRECTOR OF COMMUNITY HEALTH, ALICE PECK DAY MEMORIAL HOSPITAL

The original version of this story was published in the September 2024 issue of *Connections*,

2024-25 SCHOOL YEAR



7

**schools
visited**



nearly

**200
children
screened**

Improving Food Access Through Partnership



MASS GENERAL BRIGHAM WENTWORTH-DOUGLASS HOSPITAL PARTNERS WITH GATHER, A LOCAL FOOD SECURITY ORGANIZATION, TO IMPROVE ACCESS TO HEALTHY, NUTRITIOUS FOOD FOR PATIENTS AND COMMUNITY MEMBERS.

In 2023, Lindsay Ginter, Women's Health Case Manager at Mass General Brigham Wentworth-Douglass Hospital, identified an opportunity to partner with Gather, a local food security organization serving New Hampshire and York County, Maine, to bring a Fresh Food Bus to the hospital campus. Gather's Fresh Food Bus is an innovative mobile pantry that provides free, fresh produce, dairy, meats, and dry goods using a refrigerated bus. This customer-friendly mobile model is offered year-round through partnership locations, such as low-income housing complexes and health care facilities. This low barrier program is very well received by community members, and links community members with Gather's other programs, such as their pantry market, student café, cooking programs, garden management and donation programs, mobile markets and summer meals for kids.

Food insecurity is a significant issue impacting health in Strafford County, so this program has been extremely beneficial to patients and the broader community. Supported by two community benefit grants from Mass General Brigham Wentworth-Douglass Hospital (totaling

\$60,000 over the last two years), the Fresh Food Bus visits the main hospital campus every other Monday and is open to all community members. With support from Lindsay and staff at the Doorway operated by Mass General Brigham Wentworth-Douglass Hospital, patient and client appointment schedules have been adjusted to allow for patients to attend the market while they are already on campus. "Ensuring the Food Bus is available during Seacoast *STRENGTH [Supporting Treatment, Recovery, Education, Newborn care and Growth with Transition to Home]* Perinatal Integrated Recovery Program appointment times isn't just about accessibility, it's about meeting patients where they are and addressing critical needs by providing healthy food, diapers, hygiene products, wipes and premade meals," Ginter stated. "The purpose is to remove barriers and incorporate nutrition into care."

The program has been immensely successful and serves approximately 65 families at the hospital campus each time the bus visits. In 2024, the Fresh Food Bus distributed nearly 29,000 pounds of fresh food

to community members at the Mass General Brigham Wentworth-Douglass Hospital location, supporting over 1,500 families through nearly 3,200 patient and community member visits.

Staff support the bus and host an ongoing food drive to support Gather. Mass General Brigham Wentworth-Douglass Hospital also hosted Mother's Day Markets in collaboration with the Gather Fresh Food Bus and included partners from various community organizations, such as SNAP, WIC, The Doorway, Community Action Partnership of Strafford County and others.

This partnership has continued to grow over time, and in August 2024, Mass General Brigham Wentworth-Douglass Hospital began to donate unused, edible items to Gather to support their Cooking for Community and Seacoast Waste Not programs. These programs work with food suppliers and others to repurpose excess food that would be otherwise thrown out. This partnership has converted over \$7,000 of donated food from WDH into usable meals and diverted over 8,400 pounds of food waste!



Weeks Medical Center's Palliative Care provider Michele Lovell, DNP, APRN, FNP-C, works with patients and families to provide an extra layer of support. Weeks Health Access ensures cost will not be a barrier for patients like Michele's.

Increasing Access to Care with the Weeks Health Access Program



FOR MANY NEW HAMPSHIRE RESIDENTS, THE THOUGHT OF ANOTHER BILL IS OVERWHELMING AS THEY JUGGLE RENT, UTILITIES, GROCERIES AND OTHER BASIC LIVING EXPENSES. AN UNEXPECTED MEDICAL BILL CAN BE ENOUGH TO TAKE MANY OF OUR NEIGHBORS FROM MANAGING A TIGHT BUDGET INTO FINANCIAL DISTRESS.

In the North Country, the financial stress of receiving health care is more acute for more of the population: here, the median household income is just \$52,054, significantly lower than the state median at \$83,449, and 23.5% of families earn less than twice the poverty level, compared to the state average of 13.3%.

For more than 100 years, Weeks Medical Center (WMC) has provided critical medical services to North Country communities in Coös and northern Grafton Counties, as well as our neighbors across the river in northeastern Vermont. WMC offers many financial assistance and referral programs to ensure that cost will not be a barrier to anyone in our community getting the health care services they need. The most utilized is the Weeks Health Access Program, which provides eligible patients fully discounted emergency or medically necessary care using a comprehensive sliding fee scale initiative designed to assist patients whose household income is at or below 300% of the federal poverty level.

“For those who are eligible, this program brings peace of mind that they can receive the care that they need without the anxiety of how to pay for the services, worrying about receiving calls and overdue statements, and knowing they can continue to receive future care,” says Terrill Platt, the Patient Financial Services Manager at WMC.

WMC's Patient Financial Services team assists all eligible patients in applying for Weeks Health Access, including explaining which documents are needed and guiding them through the process of applying for Medicaid, Medicare or the Insurance Exchange. “We try our best to help patients who find the application process overwhelming,” says Terrill Platt, “so they can get the care they need and break the cycle.”

The 2022 North Country Region Community Health Needs Assessment found that “Access to Affordable Health Care Services” was ranked as the most



Access to Affordable Health Care Services ranked as the most important community factor to address.

2025 Community Health Needs Assessment

important community factor to address and tied for first as the most important factor overall, along with mental health. In 2022, WMC reported \$960,497 in free and discounted health care services. In our 2025 CHNA, “Access to Affordable Health Care Services” again ranked as the most important community factor to address, indicating an ongoing need for these services and the peace of mind they provide to our community. Weeks Medical Center's compassionate staff is committed to providing high quality and efficient health care services to all, ensuring the well-being of our patients, families and communities.



CONCORD | FRANKLIN | LACONIA

CHHS Training and Education Programs Build Skills, Strengthen Communities



Group 1 Summer 2026 ED/OBS Fellows at Concord and Laconia/Franklin.

CONCORD HOSPITAL HEALTH SYSTEM (CHHS) IS INVESTING IN HEALTH CARE PROFESSIONALS WITH INNOVATIVE EDUCATIONAL OPPORTUNITIES, STRENGTHENING ACCESS TO HIGH-QUALITY CARE FOR COMMUNITIES ACROSS NEW HAMPSHIRE.

Immersive Fellowship in Emergency and Observation Unit Medicine

CHHS's ED/OBS Fellowship is a 19-week comprehensive program that brings together nurses from Concord, Franklin and Laconia for weekly sessions combining didactic instruction with simulation-based training. CHHS has hosted 60 new graduate registered nurses to date, and this year's fellowship launched on July 10, 2025.

Core topics include medication safety, cardiac dysrhythmia, pediatrics, behavioral health crises and more. Upon completion, fellows are prepared with the critical-thinking skills, procedural expertise and clinical confidence needed to excel in fast-paced, high-acuity care environments.

Building the Workforce Through College Partnerships

CHHS partners with local colleges to create career pathways that address staffing shortages and improve patient access to care.

One standout collaboration with New England College earned CHHS the

Presidents' Community Partner Award. The Cooperative Bachelor of Science in Nursing program offers an accelerated three-year degree that blends classroom learning with nine months of clinical training. Students work as licensed nursing assistants while completing rotations across CHHS, guided by experienced mentors.

CHHS also partners with Manchester Community College (MCC) to prepare Licensed Nursing Assistants (LNAs). The winter 2025 LNA class trained at Havenwood Heritage Heights and CHHS facilities under the guidance of MCC faculty. Two graduates have since joined CHHS, beginning their careers in patient care. One of those graduates, Skyelar Baillargeon, LNA, found additional value in starting a health care career by serving patients in their community.

"It means everything to me. Helping people has always been something I wanted to do, and it has inspired me to go for my registered nurse license."

Investing in Community Health

These initiatives, along with CHHS's other professional development opportunities, are supported in part by Community Benefits funding.

"Throughout these programs, students and staff gain invaluable experience that advances their education while deepening their commitment to the nursing and health care professions. These opportunities prepare individuals for successful careers and improve access to care for our patients."

-ERIN COLLINS, RN, VICE PRESIDENT
OF NURSING PROFESSIONAL PRACTICE
AND DEVELOPMENT



Hospitals and health systems are cornerstones of their communities and proudly partner with many other stakeholders to improve the health of the patients and communities they serve. This report clearly demonstrates the leadership and steadfast commitment that hospitals and health systems and their partners have made, and continue to make, to serve all those in need not only today, but every day. As the landscape of health care evolves, their role as trusted caregivers, collaborators and community anchors remains unwavering. With compassion, innovation and resilience, they will continue to ensure that every individual has access to the care and support they need to thrive.

-Steve Ahnen, President, New Hampshire Hospital Association & Peter Ames, Executive Director, Foundation for Healthy Communities

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-I 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 health 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 its member hospitals and health care delivery systems in delivering affordable, 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-I

NH Non-Profit Hospitals

Beth Israel Lahey Health Exeter Hospital
Catholic Medical Center
Concord Hospital
Concord Hospital - Franklin
Concord Hospital - Laconia
Cottage Hospital
Dartmouth Health: Alice Peck Day
Memorial Hospital
Dartmouth Health: Cheshire Medical Center
Dartmouth Health: Dartmouth-Hitchcock
Medical Center (Mary Hitchcock
Memorial Hospital)
Dartmouth Health: New London Hospital
Dartmouth Health: Valley Regional Hospital
Elliot Health System
Huggins Hospital
Littleton Regional Healthcare
MaineHealth Memorial Hospital
Mass General Brigham Wentworth-
Douglass Hospital
Monadnock Community Hospital
North Country Healthcare: Androscoggin
Valley Hospital
North Country Healthcare: Weeks
Medical Center
North Country Healthcare: Upper
Connecticut Valley Hospital
Southern New Hampshire Medical Center
Speare Memorial Hospital
St. Joseph Hospital



Foundation *for*
Healthy Communities

New Hampshire
Hospital Association



Foundation for Healthy Communities
New Hampshire Hospital Association

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