

2020

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 FOR ALL.

EXECUTIVE SUMMARY



This year has found us facing seemingly insurmountable challenges as the COVID-19 pandemic unfolded before our eyes, highlighting the inequities and disparities prevalent in our society that need to be addressed now and well into the future.

Despite these challenges, our hospitals forged ahead in the face of uncertainty, unsure of what lay ahead for their patients, families and the communities they serve. But beyond those challenges was a light that shined brightly and reflected opportunity, compassion and friendship. This light was the reflection of new-found partnerships, strengthened community relationships, and a resolve to help those whose lives were deeply affected by the pandemic. Together, hospitals worked with community organizations and volunteers to help families access healthy food, housing and healthcare services. The recognition that what was once thought impossible or too difficult was now possible and absolutely essential throughout the state.

It may be difficult to reflect on 2019 after experiencing the pandemic in 2020, but the Foundation for Healthy Communities and New Hampshire Hospital Association challenge that notion. While things have certainly changed, what has not altered is our hospitals' commitment to care for their patients, their families and their communities. And because of their efforts and dedication, this reflection is needed now more than ever.

In the following pages, you will find this commitment demonstrated in the community investments hospitals make every year to improve access to care, support their community partners, and provide much needed funding for programs and initiatives that promote a future of health and vitality for all, including the stories of 5 hospitals that provide a glimpse into the impact of these investments. Numbers can go a long way in helping us understand the what and the how of hospital community investments, but it's the stories that allow you to see the impact of these investments on the lives of our friends, neighbors, co-workers and communities.

In the words of Richard Carlson, "Reflection is one of the most underused yet powerful tools for success." Let us reflect, learn from our experiences, past and present, to build a promising future where all residents have the opportunity and the agency to manage their health and live healthy lives.

NH NON-PROFIT HOSPITALS

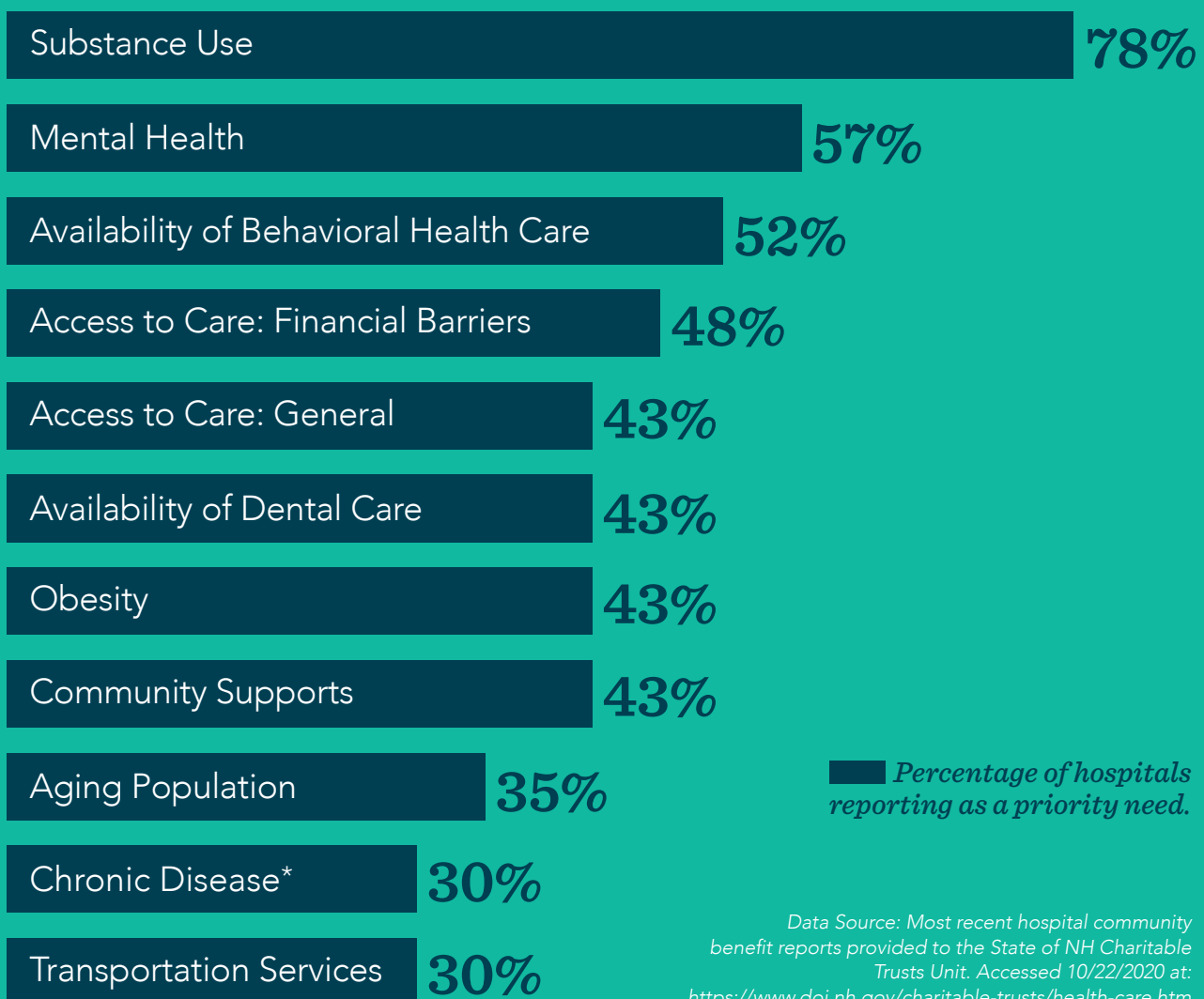
- ALICE PECK DAY MEMORIAL HOSPITAL
- ANDROSCOGGIN VALLEY HOSPITAL
- CATHOLIC MEDICAL CENTER
- CHESHIRE MEDICAL CENTER
- CONCORD HOSPITAL
- COTTAGE HOSPITAL
- ELLIOT HOSPITAL
- EXETER HOSPITAL
- FRANKLIN REGIONAL HOSPITAL
- FRISBIE MEMORIAL HOSPITAL
- HUGGINS HOSPITAL
- LAKES REGION GENERAL HOSPITAL
- LITTLETON REGIONAL HOSPITAL
- 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 11 **PRIORITY COMMUNITY NEEDS** REPORTED BY NH NON-PROFIT HOSPITALS IN 2019:



Percentage of hospitals reporting as a priority need.

Data Source: Most recent hospital community benefit reports provided to the State of NH Charitable Trusts Unit. Accessed 10/22/2020 at: <https://www.doj.nh.gov/charitable-trusts/health-care.htm>

*Prevention and Care

VALUE OF COMMUNITY BENEFITS



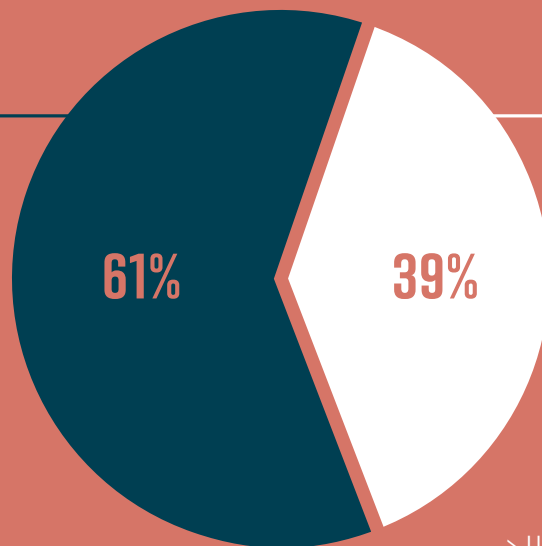
TOTAL VALUE OF COMMUNITY BENEFITS REPORTED FOR 2018*:

\$490,828,598

\$298,384,017
FINANCIAL ASSISTANCE TO ACCESS CARE

INCLUDES:

- \$257,478,642 > UNREIMBURSED MEDICAID
- \$39,853,592 > FINANCIAL ASSISTANCE AT COST
- \$1,051,783 > COSTS OF OTHER GOVERNMENT HEALTH PROGRAMS



\$192,444,581
OTHER COMMUNITY BENEFITS

INCLUDES:

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

Financial assistance to access care accounted for \$298 million (61%) of total community benefits. Examining financial access to health care more closely identified almost \$258 million in unreimbursed Medicaid costs and \$40 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 \$1 million.

Other community benefits accounted for \$192.4 million (39%) 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; etc.

**Data reflects FY 2018 community benefits financial information reported to the IRS in 2019.*

BY THE NUMBERS

Early this calendar year, COVID-19 arrived in New Hampshire and immediately impacted our member hospitals and health systems, as well as the New Hampshire Hospital Association and Foundation for Healthy Communities. It also reminded the public just how essential hospitals and health systems are to their communities, demonstrated by the continued support and appreciation for the healthcare heroes on the front lines. Despite the challenges presented by the pandemic, hospitals remain dedicated to investing in the health of their communities. New Hampshire hospitals serve as a safety net for the uninsured and underinsured, caring for every patient that walks through their doors, regardless of their ability to pay.



\$324.6M

UNREIMBURSED MEDICARE COSTS TOTALED \$324,574,545 IN 2018 DUE TO TOTAL MEDICARE COSTS OF \$1,803,662,672 WHILE TOTAL MEDICARE REVENUES WERE ONLY \$1,479,088,127

This shortfall continues to grow. Since 2015, hospitals experienced an average of 11% increase in unreimbursed Medicare each year.



\$257.5 M

UNREIMBURSED MEDICAID COSTS TOTALED \$257,478,642 IN 2018.

According to the American Hospital Association, New Hampshire has consistently ranked as having one of the lowest Medicaid reimbursement rates in the country.



\$115.2 MILLION

HOSPITALS REPORTED \$115,164,035 IN SUBSIDIZED HEALTH SERVICES.

These are expenditures to maintain essential community health services (subsidies to primary care practices in medically underserved areas, psychiatric services, etc.) that are not counted as direct financial assistance (e.g. charity care) or shortfalls from government insurance programs.

↓21%

FINANCIAL ASSISTANCE FOR ACCESS TO HEALTH CARE DECREASED FROM 2015-2018 BY 78,918,645, OR 21%, DUE IN PART TO MEDICAID EXPANSION, PASSED IN JULY 2014 (SB 413).

From 2011-2015 financial assistance for access to health care increased by 43% to a high of \$377,302,662. However, due in part to expanded health coverage achieved through the Affordable Care Act, including Medicaid Expansion, we have seen a decrease in financial assistance for access to health care since that time.

↑14%

TOTAL OTHER COMMUNITY BENEFITS INCREASED BY 14% OR \$24,091,119 FROM 2017-2018.

Much of this is due to a 25% increase in subsidized services.

MAKING AN IMPACT: NH HOSPITALS IN THE COMMUNITY



CONCORD HOSPITAL:

FAMILY HEALTH CENTER CARES FOR CONCORD AREA RESIDENTS & THEIR FAMILIES: SAFIYA'S STORY



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When she moved to Concord in 2007, Safiya Wazir was a high school student who had fled the Taliban in Afghanistan and lived for a decade with her family in faraway Uzbekistan. With the assistance of Ascentria Care Alliance, which helps resettle New Americans in the community, her family became patients at Concord

Hospital Family Health Center in Concord.

Today, Safiya is a married mother of two little girls, with a third child on the way. Though Safiya had other choices after entering the healthcare system through the Family Health Center, she and her husband, Nawid, decided to continue their family's care at the Center in Concord.

"They actually sit and listen to you, which is a good thing," she said. "If I need to be referred to another doctor, they do that, too. It's phenomenal how easily they want to get involved and direct you so you don't have to suffer."

Safiya appreciates that the Center has its own lab, so if she or her family need tests, they

don't have to go elsewhere. In the past, she also found help from Concord Hospital financial assistance, which permits the Center to care for patients regardless of their ability to pay.

Approximately 11 percent of the Center's patients arrived in Concord as New Americans. Many rely on a translation service that helps make their health care more welcoming and less daunting. Safiya hasn't used the translation service, but has translated for family members seeking care. She learned English soon after arriving in Concord, earned a business degree and became a U.S. citizen in 2013. In 2018, she was elected to the New Hampshire Legislature. Her notoriety won't change her choice for family health care.

"They have covered me for 11 years and I have not had any issues," she said. "If I needed to call them today, they would find an appointment for me by the end of the day or tomorrow. They are always helpful."

APPROXIMATELY 11 PERCENT OF THE CENTER'S PATIENTS ARRIVED IN CONCORD AS NEW AMERICANS. MANY RELY ON A TRANSLATION SERVICE THAT HELPS MAKE THEIR HEALTH CARE MORE WELCOMING AND LESS DAUNTING.

EXETER HOSPITAL:

ESSENTIAL FUNDING TO LOCAL NON-PROFITS



Last year, the organization awarded \$1.2 million in grants to more than 75 local, non-profit community organizations. This is an essential part of their mission to *improve the health of the community*, and is also part of their larger community benefits programming.

“The grant program is about so much more than just giving out money,” says Jen McGowan, Community Impact Officer, Exeter Hospital. “It is about building relationships in the community to form bonds and ultimately help those in need.”

One recipient, HAVEN, is a non-profit organization based in Portsmouth which provides services and programs to help those affected by domestic and sexual violence. HAVEN offers a classroom-based program, *Safe Kids Strong Teens*, to address trauma—one of the leading causes of suicide attempts by children and adolescents.

The program aligns with Exeter’s focus on youth suicide prevention and reducing substance use

disorders. “Generous funding from Exeter has allowed us to roll out a new high school curriculum that teaches teens and adults about the undeniable connection between trauma, substance abuse, and risk for suicide in youth,” says Sarah Shanahan, HAVEN’S Director of Education, Outreach and Training.

In 2019, the grant support received from Exeter enabled HAVEN staff to educate 15,557 students and teachers, up from the previous year’s total of 10,411. “We have felt incredibly supported throughout the grant cycle and are grateful for the opportunity Exeter Hospital has provided us to have more conversations about reducing suicide risk and substance abuse,” Sarah says. “We consider this a true partnership.”



Staff of HAVEN use puppets to help educate children through their classroom-based *Safe Kids Strong Teens* program. (Photo courtesy of Exeter Hospital)



\$1.2 MILLION
IN GRANTS TO
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Sarah Shanahan, HAVEN’S Director of Education, Outreach and Training

MEMORIAL HOSPITAL:

A NEW DAY FOR THOSE WITH DEMENTIA



After three years of extensive planning and construction, a dream became a reality for seniors with dementia and other chronic health issues when the Mount Washington Valley (MWV) Adult Day Center opened its doors September 2019.



Seniors enjoying craft time together at the MWV Adult Day Center (Photo courtesy of Memorial Hospital)

Sue Ruka, RN, PhD, the Center's Administrator and leader in its development, shared, "The goal of our program is to help guests feel safe, connected and engaged. We focus on personalized care—helping each guest do the things they enjoy, engaging them in meaningful activities, and building quality of life together."

Many features of the Center were thoughtfully developed to provide opportunities for reminiscence, to calm agitated minds or allow for physical movement in engaging and safe ways. From the lighting, to the outside garden, to the Valley Café with a jukebox loaded with tunes from the 50s, 60s and beyond, everything is designed

to bring comfort and familiarity to the seniors.

What brings it all together? The holistic care and expertise from the multidisciplinary team working at the Center. The team consists of a social services coordinator, nurses, activities coordinator, personal care assistants and administrative support. The team helps research much needed resources for families including caregiver support groups, transportation, and funding. The professional nursing staff work to ensure guests' health needs are met while on site including medication administration, assessments, and health management and education. An activity coordinator creates programs and activities to provide social interaction and cognitive stimulation. Personal care assistants are available to help out with activities of daily living like bathing, nail trimming and hair styling, tasks that are often difficult for guests and their caregivers.

The services provided at the Center are likely to keep seniors with memory loss at home longer and out of residential facilities

while also helping their caregivers get the respite they need.

Ruka added, "It really is a dream to see this finally come together. It's taken a lot of work by many dedicated people and the support of Memorial Hospital, its trustees and the support of the Ketchum Foundation. Now we welcome our guests and provide joy and respite to elders and their caregivers, people who have contributed to this community and deserve the dignity they earned at this time of their lives."

The Mount Washington Valley Adult Day Center is a collaboration between the Betty C. Ketchum Foundation and Memorial Elder Health Services, a subsidiary of Memorial Hospital.

"WE HOPE TO BRING PLEASURE AND YES, JOY, TO PEOPLE WITH MEMORY LOSS AND PEACE OF MIND TO FAMILIES AND CAREGIVERS"

Sue Ruka, RN, PhD,
Administrator of Adult Day Services



NEW LONDON HOSPITAL:

HEALTHY EATING AND GROUP SUPPORT GO HAND IN HAND



Sometimes the things we struggle with the most are the most familiar to us. Take food, for instance. We often fail to be mindful of what, when and how we eat.

Catherine Bardier, Vice President of Wellness and Population Health at New London Hospital, along with staff dietitians Brigit Humpert, RD and Elke Melody, RD designed a free, eight-week course, *Healthy Weight and Wellness*, to address this issue. Currently in its 4th year, the program empowers individuals in the Kearsarge-Sunapee region to make healthier decisions about nutrition, exercise and stress management. Embracing goal setting and accountability tactics, participants leave the course with a greater awareness of how healthy eating supports physical and mental wellbeing.

Humpert loves working with groups because the participants support each other. "One participant shared that she was able to walk for three miles for the first time in 10 years. Another worked her way up to running around the Newport track," says Humpert.

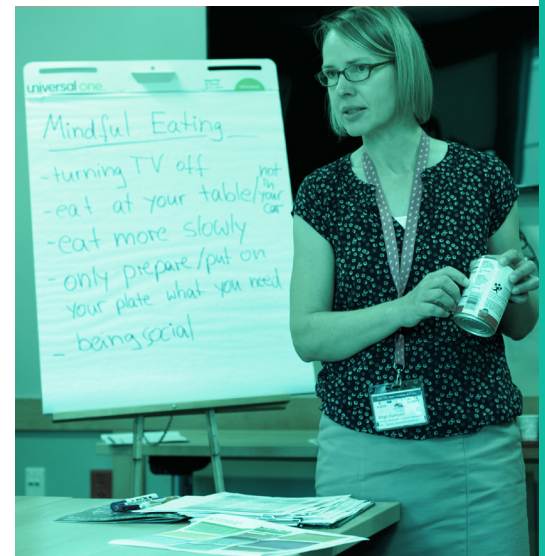
FRUIT AND VEGETABLE RX FOR USE AT LOCAL MARKETS

Healthy Weight and Wellness doesn't stop with cultivating mindfulness, the program also provides participants with \$20.00

vouchers, or "prescriptions," to purchase fresh fruits and vegetables at seven local partner markets in the region: Beaver Pond Farm, Sweet Beet Market, Spring Ledge Farm, and the Newport and Claremont Farmers Markets. Two local Market Basket locations were added in the fall of 2019. One former participant shared "Having the vouchers allowed me to buy a lot more fresh veggies. Typically, I would buy a few in my shopping trip, but I couldn't always buy fresh because everything is so expensive."

At the end of 2019, Newport Health Center started to utilize a food insecurity screening tool in the Pediatric Care practice. Community health workers now provide pediatric patients who identify as food insecure a weekly Fruit and Vegetable Rx, worth \$20.00 for an individual or \$40.00 for a family.

The Healthy Weight and Wellness program and the Fruit and Vegetable Rx program continue to grow and have a positive impact on the health of the Kearsarge-Sunapee region. The team anticipates expanding the program into the primary care practices.



Brigit Humpert, RD shows how to read food labels in the Healthy Weight and Wellness Series. (Photo courtesy of New London Hospital)



240 POUNDS

IN 2019, THE HEALTHY WEIGHT AND WELLNESS PARTICIPANTS COLLECTIVELY LOST 240 POUNDS, AND 100% OF PARTICIPANTS SAW A CHANGE IN THEIR EATING AND BUYING PATTERNS.



WENTWORTH-DOUGLASS HOSPITAL:

WORKING TOGETHER TO PREVENT SUBSTANCE USE



Substance use prevention education early in life can help establish healthy habits and promote a lifetime of substance-free behavior. Recognizing the importance of substance use prevention, Wentworth-Douglass Hospital is proud to continue their support of Dover Youth to Youth, an after-school drug prevention program of the Dover Police Department Community Outreach Bureau.



Every year, Dover Youth to Youth attracts roughly 70 students. They focus on data-driven drug prevention initiatives through education, advocacy, community events, programming, and campaigns.

Examples of Dover Youth to Youth's work include presentations about stigma at Wentworth-Douglass Hospital,

education in area classrooms, and working closely with parents and other community members to increase awareness of drug use and how the actions of parents can impact children. Dover Youth to Youth also regularly monitors grocery stores, convenience stores, and other public spaces to ensure advertising messages for alcohol and tobacco products are age appropriate. They write store owners to ask for inappropriate messaging to be corrected, including facts to support the change.

Dover Youth to Youth participants learn important skills in the areas of public speaking, media production, activism, writing, theatre and drama, and leadership that

they carry with them to life after high school.

Dover Youth to Youth participant Elsa Rogers says, "I feel very lucky to have been a part of the Dover Youth to Youth program for the past five years. The support from Wentworth-Douglass Hospital, along with the Dover Police Department, has provided me with an awesome opportunity to impact my community and my peers on issues surrounding drug misuse."

PHOTO: Members of Dover Youth to Youth hosted a "Mythbusters" activism event at Dover's Henry Law Park in July 2019. By holding signs displaying common myths about substance use, as they relate to the Dover High School population, students highlighted the low drug and alcohol usage rates among teens. (Photo courtesy of Wentworth-Douglass Hospital)

"THE COLLABORATION BETWEEN THE POLICE DEPARTMENT AND WENTWORTH-DOUGLASS HOSPITAL HAS ALLOWED US TO PROVIDE DOVER AND THE REGION WITH COMPREHENSIVE AND INNOVATIVE DRUG PREVENTION INITIATIVES THAT DOVETAIL PERFECTLY WITH THE DEPARTMENT'S EMPHASIS ON COMMUNITY PROBLEM SOLVING." -William Breault, Chief of the Dover Police Department

THIS RESOURCE



ABOUT THE REPORT

Every year, the Foundation for Healthy Communities creates a statewide summary of the community benefit activities conducted by New Hampshire hospitals through their uncompensated care, health education and community programs and services.

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 and report publicly available.

At the federal level, the Patient Protection and Affordable Care Act (ACA) initiated a new 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 THE DATA

The data used in this report includes the most recent Community Benefits data as reported by the state's 24 non-profit hospitals in 2018 on the US Department of Treasury's Internal Revenue Service (IRS) 990 and Schedule H forms, as well as their Community Health Needs Assessment data as reported in 2019 to the State of NH Office of the Attorney General Charitable Trusts Unit. Since for-profit corporations are not subject to this State law, Portsmouth Regional Hospital and Parkland Medical Center are not included in this report.

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. 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

> Development of an Implementation Plan based on CHNA

State: Annually; Plan made publicly available

Federal: Annually; Plan made widely available

> 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
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