

COMMUNITY BENEFITS REPORTING FORM

Pursuant to RSA 7:32-c-1

FOR FISCAL YEAR BEGINNING 04/01/2014

to be filed with:

Office of the Attorney General
Charitable Trusts Unit
33 Capitol Street, Concord, NH 03301-6397
603-271-3591

Section 1: ORGANIZATIONAL INFORMATION

Organization Name Central New Hampshire VNA & Hospice

Street Address 780 North Main Street

City Laconia

County 01 - Belknap

State NH **Zip Code** 03246

Federal ID # -324948

State Registration # 1572

Website Address: www.centralvna.org

Is the organization's community benefit plan on the organization's website? Yes

Has the organization filed its Community Benefits Plan Initial Filing Information form? Yes

IF NO, please complete and attach the Initial Filing Information Form.

IF YES, has any of the initial filing information changed since the date of submission?

No **IF YES**, please attach the updated information.

Chief Executive: Margaret Franckhauser 6035248444 mf@centralvna.org

Board Chair: Sylvia Countway 6035242166 scountway@metrocast.net

Community Benefits

Plan Contact: Margaret Franckhauser 6035248444 mf@centralvna.org

Is this report being filed on behalf of more than one health care charitable trust? No

IF YES, please complete a copy of this page for each individual organization included in this filing.

Section 2: MISSION & COMMUNITY SERVED

Mission Statement: Promoting dignity, independence and well-being through the delivery of quality home health, hospice and community based care service.

Has the Mission Statement been reaffirmed in the past year (*RSA 7:32e-I*)? Yes

Please describe the community served by the health care charitable trust. "Community" may be defined as a geographic service area and/or a population segment.

Service Area (Identify Towns or Region describing the trust's primary service area):

The service area of the Central New Hampshire VNA & Hospice includes all the towns in Belknap County and in Southern Carroll County - with some programs extending to serve all towns in Carroll County (i.e. Home Visiting NH) and parts of Southern Grafton County (Adult In Home Care).

Note: On October 15, 2010, Community Health & Hospice of Laconia and VNA-Hospice of Southern Carroll County & Vicinity of Wolfeboro merged to form Central New Hampshire VNA & Hospice. The corporate office is located in Laconia while the branch office is in Wolfeboro.

Service Population (Describe demographic or other characteristics if the trust primarily serves a population other than the general population):

The agency serves the general population by offering professional health care services delivered in the client's home setting provided that the client's needs can be met through agency resources and the client's home is a safe and effective place for care to be provided. The agency offers health education, health assessment, monitoring and treatment of disease as well as restorative, personal care and social support through the provision of in-home intermittent nursing and personal care, physical therapy, occupational therapy and speech therapy as well as social worker support. Our care is augmented by the support of a team of dedicated volunteers.

The agency receives referrals through healthcare providers such as hospital discharge planners, physicians, nurse practitioners and school nurses. In order to qualify for our programs, the agency requires that the individual has a home or primary domicile in which healthcare services can be provided safely and the individual is likely to demonstrate medical or functional benefit from the receipt of the services. In addition, most of our adult services require that the person generally be confined to their home. Specific programs may have more stringent qualification criteria that are imposed by the granting entity.

Because of the demographics of the community and the license required for the provision of services, the agency focuses much of its service resources on the aging who carry a large burden of disease and on young families, particularly those who are considered socio-economically or medically fragile. Both Belknap and Carroll counties are older on average than the state population at large and both have a large proportion of young families who live at or below the federal poverty level. Over the past 5 years, the agency has observed an increase in the volume of families and individuals requiring supportive service and a concomitant increase in the number of those with no health insurance. Although the Affordable Care Act was passed in

2010, the relevant provisions to our service did not come into effect until January 2014. Therefore, we do not yet have sufficient experience to draw conclusions about the impact of the law on access to care.

The agency target population includes those recently discharged from a hospital or rehabilitation center, persons with chronic disease who have acute exacerbations or complications of their disease, the elderly who need supportive services to function at home, individuals of any age at the end of life when attempts to achieve cure of disease are no longer possible or desired and special family services are offered to families with children who have medical or social risk factors. In addition, specific programs funded under specialized grants (such as Partners in Health and Home Visiting New Hampshire) have specific eligibility criteria that must be met in order for resources to be used.

The agency serves people of all ages from birth to death in three primary programs: home health, hospice & palliative care and pediatric care. For a portion of the year being reported, the agency also provided homemaker services. In July 2013 this program began a gradual transition to the Lakes Region Community Services agency. The latter program extended into lower Grafton County but does not service Carroll County due to state contracting boundaries.

In addition to the specific program services, the agency provided a number of community services intended to improve access to preventive healthcare in the communities in Southern Carroll and Belknap counties. Specifically the agency provided adult and pediatric vaccine clinics as well as blood pressure as well as blood pressure screenings and foot care clinics.

As a member of two community collaboratives to develop strong emergency preparedness, the agency participated in preparedness activities coordinated by the Lakes Region Partnership for Public Health and the Carroll County Coalition for Public Health.

As a member of the local initiative entitled "Better Together", the agency participates in activities and planning with the Granite State United Way.

Note: Because the agency crosses two hospital service areas (HSA, Lakes Region (LRGH) and Huggins, the agency participated in two community health assessments and planning processes. In this report, we note remarkable similarity in the top health issues of concern, but we also perceive some difference in the prioritization of specific issues by HSA. In this report, we note priorities based on a combination of rankings.

Section 3: COMMUNITY NEEDS ASSESSMENT

In what year was the last community needs assessment conducted to assist in determining the activities to be included in the community benefit plan?

2013 (Please attach a copy of the needs assessment if completed in the past year)

Was the assessment conducted in conjunction with other health care charitable trusts in your community? Yes

Based on the needs assessment and community engagement process, what are the priority needs and health concerns of your community?

	NEED (Please enter code # from attached list of community needs)
1	400
2	507
3	370
4	121
5	100
6	503
7	430
8	603
9	300

What other important health care needs or community characteristics were considered in the development of the current community benefits plan (e.g. essential needs or services not specifically identified in the community needs assessment)?

	NEED (Please enter code # from attached list of community needs)
A	420
B	603
C	526
D	501
E	361
F	125
G	999

Please provide additional description or comments on community needs including description of “other” needs (code 999) if applicable. *Attach additional pages if necessary:*

The additional community need can be described as being inclusive of two elements: end of life care and education and management of chronic disease. Again, based on the demographics and disease patterns of the Lakes Region, the agency directs considerable resource to working with populations greatly affected by chronic disease and - within the Hospice & Palliative Care program - those who are approaching the end of life.

Section 4: COMMUNITY BENEFIT ACTIVITIES

Identify the categories of Community Benefit activities provided in the preceding year and planned for the upcoming year (note: some categories may be blank). For each area where your organization has activities, report the past and/or projected unreimbursed costs for *all* community benefit activities in that category. For each category, also indicate the *primary* community needs that are addressed by these activities by referring to the applicable number or letter from the lists on the previous page (i.e. the listed needs may relate to only a subset of the total reported costs in some categories).

<i>A. Community Health Services</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Community Health Education</i>	9 E D	\$7,290.00	\$8,000.00
<i>Community-based Clinical Services</i>	G E B	\$9,119.00	\$10,000.00
<i>Health Care Support Services</i>	B E D	\$49,616.00	\$5,000.00
<i>Other: Palliative Care Partnership</i>	-- -- --	\$0.00	\$5,500.00

<i>B. Health Professions Education</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Provision of Clinical Settings for Undergraduate Training</i>	G D 7	\$26,820.00	\$26,000.00
<i>Intern/Residency Education</i>	G 7 --	\$2,000.00	\$3,000.00
<i>Scholarships/Funding for Health Professions Ed.</i>	3 9 G	\$25,448.00	\$15,000.00
<i>Other:</i>	-- -- --		

<i>C. Subsidized Health Services</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Type of Service: Pediatric & Family Service</i>	7 6 C	\$80,115.00	\$90,000.00
<i>Type of Service: Home Health & Telehealth</i>	D 9 G	\$120,762.00	\$150,000.00
<i>Type of Service: Hospice & Palliative Care</i>	G 9 8	\$115,747.00	\$115,000.00
<i>Type of Service:</i>	-- -- --		
<i>Type of Service:</i>	-- -- --		

<i>D. Research</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Clinical Research</i>	-- -- --		
<i>Community Health Research</i>	5 F G	\$2,900.00	\$1,000.00
<i>Other:</i>	-- -- --		

<i>E. Financial Contributions</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Cash Donations</i>	-- -- --		
<i>Grants</i>	-- -- --		
<i>In-Kind Assistance</i>	7 6 2	\$3,500.00	\$3,500.00
<i>Resource Development Assistance</i>	-- -- --		

<i>F. Community Building Activities</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Physical Infrastructure Improvement</i>	B 6 --	\$4,500.00	\$6,000.00
<i>Economic Development</i>	6 5 C	\$500.00	\$1,000.00
<i>Support Systems Enhancement</i>	G -- --		
<i>Environmental Improvements</i>	6 E --	\$2,200.00	\$0.00
<i>Leadership Development; Training for Community Members</i>	6 9 D	\$3,240.00	\$500.00
<i>Coalition Building</i>	9 5 G	\$4,720.00	\$3,000.00
<i>Community Health Advocacy</i>	5 D 9	\$3,900.00	\$4,000.00

<i>G. Community Benefit Operations</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Dedicated Staff Costs</i>	D G --	\$1,140.00	\$1,200.00
<i>Community Needs/Asset Assessment</i>	9 G Other	\$1,270.00	\$500.00
<i>Other Operations</i>	-- -- --		

<i>H. Charity Care</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Free & Discounted Health Care Services</i>	5 9 6	\$53,997.00	\$45,000.00

<i>I. Government-Sponsored Health Care</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Medicare Costs exceeding reimbursement</i>	-- -- --		
<i>Medicaid Costs exceeding reimbursement</i>	D B 6	\$154,693.00	\$150,000.00
<i>Other Publicly-funded health care costs exceeding reimbursement</i>	7 3 C	\$32,842.00	\$30,000.00

Section 5: SUMMARY FINANCIAL MEASURES

<i>Financial Information for Most Recent Fiscal Year</i>	<i>Dollar Amount</i>
<i>Gross Receipts from Operations</i>	\$8,068,737.00
<i>Net Revenue from Patient Services</i>	\$7,520,613.00
<i>Total Operating Expenses</i>	\$8,075,026.00
<i>Net Medicare Revenue</i>	\$6,316,920.00
<i>Medicare Costs</i>	\$5,392,755.00
<i>Net Medicaid Revenue</i>	\$237,929.00
<i>Medicaid Costs</i>	\$356,893.00
<i>Unreimbursed Charity Care Expenses</i>	\$53,997.00
<i>Unreimbursed Expenses of Other Community Benefits</i>	\$706,319.00
<i>Total Unreimbursed Community Benefit Expenses</i>	\$760,316.00
<i>Leveraged Revenue for Community Benefit Activities</i>	\$171,698.00
<i>Total Community Benefits including Leveraged Revenue for Community Benefit Activities</i>	\$932,014.00

Section 6: COMMUNITY ENGAGEMENT in the Community Benefits Process

<i>List the Community Organizations, Local Government Officials and other Representatives of the Public consulted in the community benefits planning process. Indicate the role of each in the process.</i>	<i>Identification of Need</i>	<i>Prioritization of Need</i>	<i>Development of the Plan</i>	<i>Commented on Proposed Plan</i>
1) LRGHealthcare Office of Community Affairs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2) Lakes Region Partnership for Public Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3) Genesis Behavioral Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4) Huggins Hospital	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5) Caregivers Support Group	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) HealthFirst Family Care Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7) Meredith, Center Harbor and Sandwich Community Caregivers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Spiritual Care Committee of the Lakes Region	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Friendship Club	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) Laconia School District	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11) Meredith School District	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12) Town of Gilford Welfare Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13) Lakes Region Community Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide a description of the methods used to solicit community input on community needs (attach additional pages if necessary): This agency works with two community health assessment and planning groups - one centered in Belknap County addressing the LRGHealthcare Hospital Service area (HAS) and one centered in Southern Carroll County addressing the Huggins Hospital service area. In the latter group, the hospital and the VNA participated together in a review of community data drawn from internal and external sources. The external sources are published reports of health and social statistics from the service area and concentrate on the types of services that are available in that area of the state. The report was released in the early autumn of 2013 and was used to inform this Community Benefit Report as well as modify the preceding year's report.

In the Belknap County/LRGHealthcare service area, the process was led by the Lakes Region Partnership for Public Health which formed a data collaborative to address the matter of

Community Needs Assessment. The group convened in 2012 to conduct a comprehensive community assessment using focus groups, key informant interviews and local and regional data sets including information from the state Office of Vital Records, the NH Children's Alliance, regional police department data, emergency room visit data and many other published sources with data specific to the region. This data was compared to the issues identified by focus group and informant interviews in order to identify regional priorities. This data is just being released in July 2013 and will be used in the coming year to develop a Belknap County regional "report card" that will be shared with local policy makers, municipalities and the general public. In addition, the partner agencies and services will review the report and use it to inform their services moving forward.

Section 7: CHARITY CARE COMPLIANCE

Please characterize the charity care policies and procedures of your organization according to the following:	YES	NO	Not Applicable
The valuation of charity does not include any bad debt, receivables or revenue	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written charity care policy available to the public	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any individual can apply for charity care	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any applicant will receive a prompt decision on eligibility and amount of charity care offered	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notices of policy in lobbies	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Notice of policy in waiting rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Notice of policy in other public areas	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Notice given to recipients who are served in their home	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

List of Potential Community Needs for Use on Section 3

100 - Access to Care; General

- 101 - Access to Care; Financial Barriers
- 102 - Access to Care; Geographic Barriers
- 103 - Access to Care; Language/Cultural Barriers to Care
- 120 - Availability of Primary Care
- 121 - Availability of Dental/Oral Health Care
- 122 - Availability of Behavioral Health Care
- 123 - Availability of Other Medical Specialties
- 124 - Availability of Home Health Care
- 125 - Availability of Long Term Care or Assisted Living
- 126 - Availability of Physical/Occupational Therapy
- 127 - Availability of Other Health Professionals/Services
- 128 - Availability of Prescription Medications

200 - Maternal & Child Health; General

- 201 - Perinatal Care Access
- 202 - Infant Mortality
- 203 - Teen Pregnancy
- 204 - Access/Availability of Family Planning Services
- 206 - Infant & Child Nutrition
- 220 - School Health Services

300 - Chronic Disease – Prevention and Care; General

- 301 - Breast Cancer
- 302 - Cervical Cancer
- 303 - Colorectal Cancer
- 304 - Lung Cancer
- 305 - Prostate Cancer
- 319 - Other Cancer
- 320 - Hypertension/HBP
- 321 - Coronary Heart Disease
- 322 - Cerebrovascular Disease/Stroke
- 330 - Diabetes
- 340 - Asthma
- 341 - Chronic Obstructive Pulmonary Disease
- 350 - Access/Availability of Chronic Disease Screening Services

360 - Infectious Disease – Prevention and Care; General

- 361 - Immunization Rates
- 362 - STDs/HIV
- 363 - Influenza/Pneumonia
- 364 - Food borne disease
- 365 - Vector borne disease

370 - Mental Health/Psychiatric Disorders – Prevention and Care; General

- 371 - Suicide Prevention
- 372 - Child and adolescent mental health
- 372 - Alzheimer's/Dementia
- 373 - Depression
- 374 - Serious Mental Illness

400 - Substance Use; Lifestyle Issues

- 401 - Youth Alcohol Use
- 402 - Adult Alcohol Use
- 403 - Youth Drug Use
- 404 - Adult Drug Use
- 405 - Youth Tobacco Use
- 406 - Adult Tobacco Use
- 407 - Access/Availability of Alcohol/Drug Treatment

- 420 - Obesity
- 421 - Physical Activity
- 422 - Nutrition Education
- 430 - Family/Parent Support Services

500 – Socioeconomic Issues; General

- 501 - Aging Population
- 502 - Immigrants/Refugees
- 503 - Poverty
- 504 - Unemployment
- 505 - Homelessness
- 506 - Economic Development
- 507 - Educational Attainment
- 508 - High School Completion
- 509 - Housing Adequacy

520 - Community Safety & Injury; General

- 521 - Availability of Emergency Medical Services
- 522 - Local Emergency Readiness & Response
- 523 - Motor Vehicle-related Injury/Mortality
- 524 - Driving Under Influence
- 525 - Vandalism/Crime
- 526 - Domestic Abuse
- 527 - Child Abuse/Neglect
- 528 - Lead Poisoning
- 529 - Work-related injury
- 530 - Fall Injuries
- 531 - Brain Injury
- 532 - Other Unintentional Injury

533 - Air Quality
534 - Water Quality

600 - Community Supports; General

601 - Transportation Services
602 - Information & Referral Services
603 - Senior Services
604 - Prescription Assistance
605 - Medical Interpretation
606 - Services for Physical & Developmental Disabilities
607 - Housing Assistance
608 - Fuel Assistance
609 - Food Assistance
610 - Child Care Assistance
611 - Respite Care

999 – Other Community Need