

**COMMUNITY BENEFITS REPORTING FORM**

*Pursuant to RSA 7:32-c-1*

*08-2014*

FOR FISCAL YEAR BEGINNING 10/1/13

*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** LRGHealthcare

**Street Address** 80 Highland St

**City** Laconia

**County** 01 - Belknap

**State** NH **Zip Code** 03246

**Federal ID #** 020222150

**State Registration #** 6276

**Website Address:** www.lrgh.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:** Charles Van Sluyter -527-2898 cvansluyter@lrgh.org

**Board Chair:** Scott Clarenbach -934-2158 getsrc@hotmail.com

**Community Benefits**

**Plan Contact:** Sally Minkow -5272998 sminkow@lrgh.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: LRGHealthcare's mission is to provide quality, compassionate care and to strengthen the well-being of our community.

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):

LRGHealthcare SERVICE AREA

Lakes Region General Hospital is located in the city of Laconia, in Belknap County. Franklin Regional Hospital is located in the city of Franklin, in Merrimack County. The towns that compose LRGHealthcare's service area are:

1. Alexandria
2. Alton
3. Ashland
4. Andover
5. Barnstead
6. Belmont
7. Boscawen
8. Bridgewater
9. Bristol
10. Center Harbor
11. Danbury
12. Franklin
13. Gilford
14. Gilmanton
15. Hebron
16. Hill
17. Laconia
18. Meredith
19. Moultonboro
20. New Hampton
21. Northfield
22. Salisbury
23. Sanbornton
24. Sandwich
25. Tilton
26. Tuftonboro

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

LRGHealthcare, composed of Lakes Region General Hospital (LRGH), Franklin Regional Hospital (FRH) and all of our affiliated programs and services, provides comprehensive healthcare, including primary and specialty care for the Lakes and Three Rivers regions of NH.

LRGH is a community and regional acute care facility with a licensed bed capacity of 137 beds. FRH is a 25-bed critical access community hospital. We offer a wide range of inpatient and outpatient medical, surgical, psychiatric, diagnostic, and therapeutic services, wellness education, support groups and other community outreach services.

The total population of the LRGHealthcare Service area is 98,249 according to the 2012 United States Census, which is an increase of 0.9% from the most recent census completed in 2009. LRGHealthcare service area has a higher proportion of individuals with household incomes at 200% of poverty or less (Lakes Region 25.4% and the Franklin Region at 32.4%), when compared to the State of New Hampshire overall (22.1%) per the 2008-2012 American Community Survey. Additionally, a higher proportion of individuals with Medicaid coverage (14.4% compared with 10.7% for NH) live in the regions serviced by Lakes Region General, Franklin Regional Hospital and our affiliated medical practices.

Our service area also has a greater proportion of citizens with Medicare coverage (18.4% compared with 15.2% for NH). This statistic is related to the higher proportion of elderly in the region compared with the state (17.1% age 65+ compared with 14.1% for NH). The economic forecast indicates that the Medicare population will grow to 36% of the Belknap County population by the year 2030.

The cities of Laconia and Franklin are federally-designated as Medically Underserved Communities by the Health Resources and Services Administration (HRSA).

### **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?

In 2014, LRGHealthcare completed a community needs assessment of our full service area, inclusive of input from community members from the 26 towns that we serve.

In addition to the service area-wide 2014 assessment, during 2013 LRGHealthcare participated with other community agencies in a Lakes Region health assessment coordinated by the Lakes Region Partnership for Public Health. These reports inclusive of community survey and focus group information, as well as, data on health status indicators, provide the foundation for the LRGHealthcare Community Benefit Plan. A copy of the 2014 LRGHealthcare Community Health Needs Assessment and the 2013 Lakes Region Health Data Report are attached. *(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? No

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	100
2	400
3	370
4	504
5	121
6	101
7	420
8	601
9	999

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	300
B	200
C	520
D	507
E	128
F	500
G	

Please provide additional description or comments on community needs including description of "other" needs (code 999) if applicable. *Attach additional pages if necessary:*  
999- Community Care Management Services

#### **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>	7 B A	\$282,980.00	\$282,980.00
<i>Community-based Clinical Services</i>	-- -- --	\$84,839.00	\$84,839.00
<i>Health Care Support Services</i>	1 9 E	\$891,777.00	\$891,777.00
<i>Other:</i>	A 8 9	\$0.00	\$0.00

<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>	1 D --	\$1,091,848.00	\$1,091,848.00
<i>Intern/Residency Education</i>	-- -- --	\$0.00	\$0.00
<i>Scholarships/Funding for Health Professions Ed.</i>	1 D 4	\$373,025.00	\$373,025.00
<i>Other:</i>	-- -- --	\$0.00	\$0.00

<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: PrimCare/HealthFirst</i>	3 1 6	\$5,821,542.00	\$5,821,542.00
<i>Type of Service: Dental/Specialty</i>	1 5 A	\$12,870,385.00	\$12,870,385.00
<i>Type of Service: Chronic Disease Mgmt</i>	A 1 7	\$130,146.00	\$130,146.00
<i>Type of Service: Ambulance Services</i>	-- -- --	\$275,422.00	\$275,422.00
<i>Type of Service:</i>	D 1 --	\$120,000.00	\$120,000.00

<i>Workforce Enhancement</i>			
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<i>D. Research</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Clinical Research</i>	-- -- --	\$0.00	\$0.00
<i>Community Health Research</i>	-- -- --	\$0.00	\$0.00
<i>Other:</i>	-- -- --	\$0.00	\$0.00

<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>	4 F --	\$75,222.00	\$75,222.00
<i>Grants</i>	-- -- --	\$0.00	\$0.00
<i>In-Kind Assistance</i>	F -- --	\$40,628.00	\$40,628.00
<i>Resource Development Assistance</i>	-- -- --	\$0.00	\$0.00

<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>	-- -- --	\$0.00	\$0.00
<i>Economic Development</i>	-- -- --	\$0.00	\$0.00
<i>Support Systems Enhancement</i>	1 C --	\$20,135.00	\$20,135.00
<i>Environmental Improvements</i>	A C --	\$34,289.00	\$34,289.00
<i>Leadership Development; Training for Community Members</i>	-- -- --	\$0.00	\$0.00
<i>Coalition Building</i>	1 F 2	\$86,984.00	\$86,984.00
<i>Community Health Advocacy</i>	-- -- --	\$0.00	\$0.00

<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>	1 -- --	\$35,103.00	\$35,103.00
<i>Community Needs/Asset Assessment</i>	1 -- --	\$0.00	\$0.00
<i>Other Operations</i>	-- -- --	\$0.00	\$0.00

<i>H. Charity Care</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Free &amp; Discounted Health Care Services</i>	1 -- --	\$4,759,235.00	\$4,759,235.00

<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>	1 -- --	\$17,151,850.00	\$17,151,850.00
<i>Medicaid Costs exceeding reimbursement</i>	1 -- --	\$14,317,664.00	\$14,317,664.00
<i>Other Publicly-funded health care costs exceeding reimbursement</i>	-- -- --	\$0.00	\$0.00

**Section 5: SUMMARY FINANCIAL MEASURES**

<i>Financial Information for Most Recent Fiscal Year</i>	<i>Dollar Amount</i>
<i>Gross Receipts from Operations</i>	\$218,463,648.00
<i>Net Revenue from Patient Services</i>	\$202,718,080.00
<i>Total Operating Expenses</i>	\$218,110,666.00
<i>Net Medicare Revenue</i>	\$63,350,714.00
<i>Medicare Costs</i>	\$80,502,564.00
<i>Net Medicaid Revenue</i>	\$13,093,825.00
<i>Medicaid Costs</i>	\$27,411,489.00
<i>Unreimbursed Charity Care Expenses</i>	\$4,759,235.00
<i>Unreimbursed Expenses of Other Community Benefits</i>	\$22,234,324.00
<i>Total Unreimbursed Community Benefit Expenses</i>	\$41,311,223.00
<i>Leveraged Revenue for Community Benefit Activities</i>	\$0.00
<i>Total Community Benefits including Leveraged Revenue for Community Benefit Activities</i>	\$41,311,223.00

**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 Board of Trustees - review and comment on community benefits report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2) Focus Group -LRGH Service Area including representatives from:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) Mental Health consumers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Belmont Senior Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Substance Abuse and Treatment community	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Inter-faith Spiritual Care Committee	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Education Community	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Refugee (Bhutanese) Community	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Lakes Region Data Collaborative including representatives from:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) Central NH VNA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11) Lakes Region Partnership for Public Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12) Belknap and Merrimack CAP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
13) Genesis Behavioral Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
14) Granite United Way	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15) CCNTR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16) HealthFirst Family Care Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17) Lakes Region Community Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19) Key Informant Focus Group - FRH Service area, including representatives from:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20) Choose Franklin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21) Staff from Childcare agency at Bessie Rowell Community Ctr	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22) Franklin Senior Center (TRIP Center)	<input checked="" type="checkbox"/>	<input checked="" 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):

In FY' 14, LRGHealthcare conducted a Community Health Needs Assessment. Two methods, survey and key informant focus groups, were used to gather the data. The assesment also included community health status indicators which provided statistical health information. The statistical information was used in conjunction with community opinion data to help guide the development of community benefit strategy for LRGHealthcare.

Methods utilized: During the late spring of 2014 a survey was mailed to all households in the LRGHealthcare service area. The survey was also distributed in physician practices, community outreach events and was also available on the LRGHealthcare website in a Survey Monkey format. Notice to the public regarding the survey was communicated via articles that ran in local newspapers and information on our website. Data was also gathered from key informant focus groups, eight focus groups were held in the Lakes Region and three in the Franklin area.

The 2014 LRGHealthcare Community Needs Assessment report (attached) summarizes the survey findings, demographics and community health status indicators; the key informant focus group findings, and presents the results separately for each of our hospital service areas. There is a high level of correspondence between the Lakes and Franklin sub-regions with respect to the top nine most important health issues. The top three concerns identified were access to primary and family healthcare; alcohol and drug misuse prevention, treatment and recovery, and mental healthcare. The report detailing the results of the 2014 Community Needs Assessment can be found on the LRGHealthcare website.

In addition to the formal needs assessment process described above, LRGHealthcare engages with the community to assess and respond to need on an ongoing basis. An open dialogue on need and resources takes place within community workgroups such as the Winnepesaukee Public Health Council; Lakes Region Partnership for Public Health; the Caring Community Network of the Twin Rivers; the Franklin Mayor's Drug Task Force, Lakes Region Community College, the Huot Technical Center, the Chamber of Commerce and the Belknap County Economic Council. LRGHealthcare employees are also active as Board/Committee members and volunteers for more than 30 community agencies, providing a continuous source of valuable community feedback.

**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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notice of policy in waiting rooms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notice of policy in other public areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notice given to recipients who are served in their home	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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