

COMMUNITY BENEFITS REPORTING FORM

Pursuant to RSA 7:32-c-1

FOR FISCAL YEAR BEGINNING 01/01/2014

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 Metro Health Foundation of NH, Inc.
d/b/a: Golden View Health Care Center and The Inn at Golden View

Street Address 19 NH Route 104

City Meredith **County** 01 - Belknap **State** NH **Zip Code** 3253

Federal ID # 02-0502466 **State Registration #** 15242

Website Address: www.GoldenView.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: Jeanne Sanders, CEO 6032798111 jeanne@goldenview.org

Board Chair: Dr. Craig Markert, MD 6032798111
information@goldenview.org

Community Benefits

Plan Contact: Jeanne Sanders, CEO 6032798111 jeanne@goldenview.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: Our mission is to be the preferred choice in community living for health care and hospitality services benefiting our community-at-large through access to our educational/healthcare resources and expertise.

Has the Mission Statement been reaffirmed in the past year (*RSA 7:32e-1*)? 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):

Geographically our catchment area includes the towns of Meredith, Center Harbor, Moultonborough, Sandwich, New Hampton, Bristol, Hebron, Laconia, Holderness, Ashland, Plymouth, Campton and Thornton. Residents from these towns are given priority access; however this geographical area is not an inclusive demographic characteristic of the population served by the Golden View Health Care Center. More specifically, individuals from other communities also seek the distinctive and quality services available, particularly those with local family members that are able to provide additional emotional and social support.

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

The majority of individuals receiving health care and support services at Golden View Health Care Center and The Inn at Golden View are seniors, older adults and their families in need of skilled nursing services, short term post-hospital rehabilitation, memory support services, short stay care, traditional long term living care, supported residential care and other professional support services. However, Golden View has seen an increase in the number of individuals age 50-65 accessing short-term post hospital rehabilitation through managed care health insurance plans.

Moreover, Golden View serves the community at large through its facilitation of various community based educational and clinical programs and the professional support services available to the family, friends and caregivers of individuals residing the community, but depend on assistance and or health care services. Furthermore, for over 35 years Golden View Health Care Center has been facilitating community connections and building relationships with other local community based organizations. Golden View currently collaborates with over 110 local organizations ranging from spiritual and religious, arts and entertainment, children and educational, health, wellness and support, and social and general community organizations. Lastly, our continuing effort to cultivate relationships with government and leaders at the local and state levels has enabled our leadership staff to advocate for quality health care initiatives on behalf of current and future residents, and in turn for the well-being of the community-at-large.

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?

2012 (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	124
2	125
3	421
4	601
5	372
6	611
7	509
8	602
9	101

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	126
B	522
C	501
D	507
E	300
F	600
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:*

Through the needs assessment and community engagement process Golden View Health Care Center has outlined the priority needs and health concerns determined by our fellow community members. In addition, our local Board of Directors and leadership staff have identified seven (7) essential needs and services, listed above, deserving attention and resource allocation. In the recent physical year, Golden View has purposefully allocated resources and provided new

services in the areas of: Community Health Education via free monthly seminars on a variety of health related topics and monthly Alzheimer's Support Group meetings; Educational Attainment via free and subsidized educational seminars designed for health care professionals; Local Emergency Response via in-house practice drills, collaboration with local and regional emergency response teams, education through partnerships with New Hampshire Department of Health and Human Services and Homeland Security representatives; Availability of Physical/Occupational Therapy and Other via an expanded short term post-hospital rehabilitation program and expansion of our current physical infrastructure. In 2013, Golden View opened the remaining 16 suites at The Retreat increasing the availability of care to the Community. The new addition, "The Retreat" accomodates short stay rehabilitation guests as well as our rehabilitation program featuring enhanced amenities and services including but not limited to, private rooms with en-suite bathrooms, wellness center, gym and fitness equipment, exam rooms, bistro style dining, fully functional country kitchens, sitting rooms and common areas for socialization, dedicated space for community and staff educational seminars and more. Most importantly, The Retreat provides guests with an atmosphere conducive to healing, a supportive team of professional staff and the quality health care and therapy services necessary to return them successfully to the community and their 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>	E F 5	\$13,517.00	\$10,000.00
<i>Community-based Clinical Services</i>	E 8 --	\$0.00	\$0.00
<i>Health Care Support Services</i>	8 F 9	\$5,942.00	\$6,300.00
<i>Other:</i>	-- -- --	\$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>	D C 2	\$3,200.00	\$3,500.00
<i>Intern/Residency Education</i>	D C 2	\$0.00	\$0.00
<i>Scholarships/Funding for Health Professions Ed.</i>	D 5 C	\$2,000.00	\$3,500.00
<i>Other: Educational Seminars for Hlth Prof.</i>	D E 8	\$7,180.00	\$7,600.00

<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: Not Applicable</i>	-- -- --	\$0.00	\$0.00
<i>Type of Service:</i>	-- -- --		
<i>Type of Service:</i>	-- -- --		
<i>Type of Service:</i>	-- -- --		

<i>Type of Service:</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>	C 5 Other	\$7,620.00	\$8,000.00
<i>Grants</i>	-- -- --	\$0.00	\$0.00
<i>In-Kind Assistance</i>	-- -- --	\$9,000.00	\$9,000.00
<i>Resource Development Assistance</i>	2 G Other	\$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>	D F Other	\$1,500.00	\$1,500.00
<i>Support Systems Enhancement</i>	B 4 7	\$5,000.00	\$5,000.00
<i>Environmental Improvements</i>	-- -- --	\$2,800.00	\$4,200.00
<i>Leadership Development; Training for Community Members</i>	D F C	\$4,500.00	\$4,500.00
<i>Coalition Building</i>	F 5 C	\$7,179.00	\$10,000.00
<i>Community Health Advocacy</i>	9 E F	\$65,000.00	\$65,000.00

<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>	2 E 5	\$65,000.00	\$65,000.00
<i>Community Needs/Asset Assessment</i>	-- -- --	\$0.00	\$5,000.00
<i>Other Operations</i>	-- -- --	\$500.00	\$1,000.00

<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>	2 9 5	\$0.00	0

<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>	G 9 A	\$0.00	\$0.00
<i>Medicaid Costs exceeding reimbursement</i>	-- -- --	\$1,907,758.00	\$2,003,146.00
<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>	\$12,517,941.00
<i>Net Revenue from Patient Services</i>	\$12,429,954.00
<i>Total Operating Expenses</i>	\$11,754,508.00
<i>Net Medicare Revenue</i>	\$4,923,497.00
<i>Medicare Costs</i>	\$2,819,763.00
<i>Net Medicaid Revenue</i>	\$3,442,891.00
<i>Medicaid Costs</i>	\$5,350,649.00
<i>Unreimbursed Charity Care Expenses</i>	\$0.00
<i>Unreimbursed Expenses of Other Community Benefits</i>	\$2,107,696.00
<i>Total Unreimbursed Community Benefit Expenses</i>	\$2,107,696.00
<i>Leveraged Revenue for Community Benefit Activities</i>	\$0.00
<i>Total Community Benefits including Leveraged Revenue for Community Benefit Activities</i>	\$2,107,696.00

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) Selectmen: Meredith, Center Harbor, New Hampton, Sandwich, Ashland, Bristol, Holderness, Moultonborough	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) School Board Members: Inter-Lakes School District	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) Director of Inter-Lakes and Plymouth Regional Senior Centers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Parks & Recreation Directors: Meredith, Center Harbor, Moultonborough	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Community Action Nutrition & Elder Services Program Manager	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Memembers of Inter-Lakes Senior Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Clergy of Churches in Meredith, Center Harbor, Moultonborough, New Hampton	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Rotary Club	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Kiwanis	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) Lions Club	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11) Altrusa	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12) Visting Nurse Association: Meredith, Moultonborough, Central NH VNA & Hospice, Pemi Baker Community Health & Hospice, Newfound Area Nursing Association	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13) Community Caregivers Group	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14) Chamber of Commerce: Meredith/Center Harbor, Laconia/Weirs, Bristol, Ashland, Greater Plymouth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15) Historical Societies: Meredith, Center Harbor, Moultonborough, Sandwich, Laconia	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16) Local Banks: Meredith Village Savings, Citizens, Laconia Savings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17) Current residents of GVHCC, their family and friends	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18) Hospital Case Managers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19) Greater Meredith and Plymouth Area Business Leaders	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20) Local Spiritual Leaders	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21) GVHCC attending physicians, consulting specialists, other health care professionals	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
22) Members of the GVHCC Board of Directors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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):

Our most current community needs assessment was conducted in 2012. For this assessment community input was solicited in three (3) ways: (1) A formal review was conducted to identify the community needs currently being served by Golden View Health Care Center; (2) data analysis derived from a series of oral interviews with selected community representatives; (3) data analysis derived from survey questionnaires responses provided by local government officials, key leaders, community-based organizations, service providers, resident family members and other stakeholders. This survey was available in paper and internet based formats and was distributed widely, including being available on our website.

Golden View Health Care Center understands that the demographics and needs that loosely define the resident population and the community we serve may change over time. Through ongoing solicited input from a variety of local, state and federal resources, Golden View Health Care Center continually monitors the community's current health care needs and forecasts to prepare for future needs when possible. Furthermore, the longstanding partnerships Golden View Health Care Center has built with community based organizations and other local charitable trusts serves as another source for information important to the health and well being of our residents and the community at large. Specifically, the exchange of information related to observed shifts in trending data related to health care and professional support service needs, allows us to be responsive and offers the opportunity to re-evaluate the services we currently provide and determine if these needs can be met by Golden View Health Care Center or in partnership with another organization offering complementary services. Lastly, Golden View Health Care Center is governed by a Board of Directors composed of local community members, health care and financial professionals, guiding the organization in accordance to its mission and its fiduciary responsibility as a community based not-for profit organization.

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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Written charity care policy available to the public	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Any individual can apply for charity care	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Any applicant will receive a prompt decision on eligibility and amount of charity care offered	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 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