

COMMUNITY BENEFITS REPORTING FORM

Pursuant to RSA 7:32-c-1

FOR FISCAL YEAR BEGINNING 10/1/14

to be filed with:

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

By 2015

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:	Seth Warren	-527-2898	swarren@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-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):

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 Hospital, 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 FY14, LRGHealthcare completed a Community Health Needs Assessment (CHNA) gathering information about the health and wellbeing of community members in the 26 towns that we serve. The CHNA included data from community surveys, focus groups and public health statistics on health status indicators. The 2014 CHNA is the foundation for the LRGHealthcare Community Health Improvement Plan (CHIP).

Annually, we work with our community partners to keep our pulse on the status of current health concerns and refocus strategies and tactics as needed. In FY15, LRGHealthcare participated as a member of the Winnepesaukee Public Health Council (WPHC) in the development of the Winnepesaukee Public Health Region Community Health Improvement Plan (WPHR CHIP).

The WPHC gathered information from community workgroups, as well as statistical data from the LRGHealthcare CHNA to establish eight regional health improvement priority focus areas. By working with our community partners, we can reach our shared vision of a healthy vibrant community for every person and every family.

A copy of the 2014 LRGHealthcare Community Needs Assessment and Community Health Improvement Plan is attached to this report. Also included is the Winnepesaukee Public Health Region Community Health Improvement Plan. *(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	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- Care Management/Coordination 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>	A B 7	\$279,715.00	\$279,715.00
<i>Community-based Clinical Services</i>	1 6 9	\$79,424.00	\$79,424.00
<i>Health Care Support Services</i>	1 9 E	\$1,108,138.00	\$1,108,138.00
<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>	1 D 4	\$1,149,605.00	\$1,149,605.00
<i>Intern/Residency Education</i>	-- -- --	\$0.00	\$0.00
<i>Scholarships/Funding for Health Professions Ed.</i>	1 D 4	\$613,409.00	\$613,409.00
<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: PrimCare/HealthFirst</i>	1 6 A	\$9,218,204.00	\$9,218,204.00
<i>Type of Service: Dental</i>	1 5 A	\$502,982.00	\$502,982.00
<i>Type of Service: Specialty</i>	1 B 3	\$11,716,340.00	\$11,716,340.00
<i>Type of Service: Ambulance Services</i>	1 D --	\$130,635.00	\$130,635.00
<i>Type of Service:</i>	1 -- --	\$120,000.00	\$120,000.00

<i>Workforce Enhancement</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>	-- -- --	\$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>	F C --	\$76,582.00	\$76,582.00
<i>Grants</i>	-- -- --	\$0.00	\$0.00
<i>In-Kind Assistance</i>	3 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 --	\$63,048.00	\$63,048.00
<i>Environmental Improvements</i>	A C --	\$34,765.00	\$34,765.00
<i>Leadership Development; Training for Community Members</i>	-- -- --	\$0.00	\$0.00
<i>Coalition Building</i>	1 2 3	\$77,758.00	\$77,758.00
<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 -- --	\$26,185.00	\$26,185.00
<i>Community Needs/Asset Assessment</i>	-- -- --	\$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 & Discounted Health Care Services</i>	1 2 F	\$1,899,440.00	\$1,899,440.00

<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 A --	\$14,771,535.00	\$14,771,535.00
<i>Medicaid Costs exceeding reimbursement</i>	1 A --	\$17,640,791.00	\$17,640,791.00
<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>	\$217,851,898.00
<i>Net Revenue from Patient Services</i>	\$209,477,627.00
<i>Total Operating Expenses</i>	\$229,124,759.00
<i>Net Medicare Revenue</i>	\$55,681,268.00
<i>Medicare Costs</i>	\$70,452,803.00
<i>Net Medicaid Revenue</i>	\$15,542,538.00
<i>Medicaid Costs</i>	\$33,183,329.00
<i>Unreimbursed Charity Care Expenses</i>	\$1,899,440.00
<i>Unreimbursed Expenses of Other Community Benefits</i>	\$25,237,418.00
<i>Total Unreimbursed Community Benefit Expenses</i>	\$44,777,649.00
<i>Leveraged Revenue for Community Benefit Activities</i>	\$0.00
<i>Total Community Benefits including Leveraged Revenue for Community Benefit Activities</i>	\$44,777,649.00

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) Winnepesaukee Public Health Council members including:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) Lakes Region Community Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Central NH VNA and Hospice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Franklin VNA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Community Action Program - Belknap Merrimack Cty	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Belknap Cty Economic Development Council	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Granite United Way	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) CCNTR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) HealthFirst Family Care Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11) Spritual Care community representatives	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12) Choose Franklin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13) Town of Gilford, City of Laconia, City of Franklin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14) NH Veterans Home	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15) Lakes Region Planning Commission	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16) Laconia School Distric	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17) Community Healthcare Access Committee members including :	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18) Lakes Region Partnership for Public Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
19) Horizon's Counseling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
20) Laconia Polic Dept	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21) Genesis Behavioral Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
22) Hope for NH Recovery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
23) County Jail Commissioner	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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 15 LRGHealthcare engaged with the Winnepesaukee Public Health Council (WPHC) and community partners to develop a regional Community Health Improvement Plan (CHIP) which identified local health issues, recommended a plan for effective interventions and provided a baseline framework to monitor changes and trends.

The WPHC CHIP process began with review of several previously completed community health assessments, including the 2014 LRGHealthcare Health Needs Assessment results. Methods employed in the 2014 LRGHealthcare assessment included a survey or area residents made available through direct mail and website links, a series of community discussion groups

covered in the Franklin Region and the Laconia Region and updates of available population demographics and health status indicators.

After reviewing prior needs assessments and updated health statistics, the WPHC community workgroups met to set priorities and determine opportunities for health improvement. Factors considered as priorities were being established included:

- * Does the health factor or outcome impact a large number of people?
- * Will the health factor, if not addressed, result in significant health care or social costs?
- * Does the health factor or outcome disproportionately impact a subgroup of the population?
- * Will addressing the health factor or outcome build on existing efforts and partnerships?
- * Is the health factor feasible for the region to address in terms of cost, resources and community will?

Using the criteria above, the WPHC identified eight priority areas for community health improvement:

- Access to Health Insurance and Consumer Navigation of the Health Care system
- Improved Access to Behavioral Health Care Services
- Reduction of Substance Misuse through Prevention, Recovery and Treatment
- Suicide Prevention
- Improved Health and Well-Being of Older Adults
- Prevention of Childhood Obesity through Healthy Eating and Active Living
- Increase Public Health Emergency Preparedness
- Improve Health through Increased Financial Stability of Individuals and Families

The WPHR priority areas align with priorities set forth in the LRGHealthcare CHIP. Each focus area requires an integrated approach with community partners. LRGHealthcare is involved in workgroups addressing priorities areas listed above and we have provided workgroup leadership particularly in the areas of Access to Care, Consumer Navigation, Substance Misuse, Prevention of Childhood Obesity, and Public Health Emergency Preparedness.

A copy of the Winnepesaukee Public Health Region Community Health Improvement Plan is attached for submission with this report.

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 the community in our partnerships and participation in organizations including the Partnership for Public Health; the Caring Community Network of the Twin Rivers; the Franklin Mayor's Drug Task Force, Lakes Region Community College Advisory Council, 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

