fy2015

COMMUNITY BENEFITS REPORTING FORM
Pursuant to RSA 7:32-c-l

FOR FISCAL YEAR BEGINNING 07/01/2014

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

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CHARITABLE TRUSTS UNIT

Section 1: ORGANIZATIONAL INFORMATION

Organization Name The New London Hospital Association, Inc.

Street Address 273 County Rd

City New London **County 07 - Merrimack** **State NH Zip Code '03257**

Federal ID # '02-0222171 **State Registration # 6281**

Website Address: www.newlondonhospital.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:	Bruce P. King	6035262911	
	bruce.king@newlondonhospital.org		
Board Chair:	Anne Holmes	6035262911	aholmes@myfairpoint.net
Community Benefits Plan Contact:	Lisa Cohen	6035262911	
	lisa.cohen@newlondonhospital.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: New London Hospital provides safe quality care for every patient, every time in partnership with patients, families and healthcare providers.
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):
New London Hospital Association, Inc. (NLHA) is the principal provider of primary and secondary health care for 15 towns in Sullivan and Merrimack counties. The towns in the NLHA service area are: Andover, Bradford, Croydon, Danbury, Goshen, Grantham, Lempster, Newbury, New London, Newport, Springfield, Sunapee, Sutton, Washington and Wilmot and are largely representative of the state's rural population. The hospital provides acute and primary health care - from emergency services to family medical practice to neurosurgical care - and essential wellness and prevention services for the 34,000 residents in the area, a significant proportion of whom are uninsured, underinsured and/or dependent on Medicaid/Medicare benefits. This includes a large elderly population and a significant number of rural, low-income families.

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

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?
2015 *(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	101
2	100
3	122
4	421
5	400
6	422
7	121
8	120
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	370
B	125
C	422
D	604
E	
F	
G	

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

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).

A. Community Health Services	***Community Need Addressed***	***Unreimbursed Costs (preceding year)***	***Unreimbursed Costs (projected)***
Community Health Education	6 -- --	$100,517.00	$105,000.00
Community-based Clinical Services	-- -- --		
Health Care Support Services	-- -- --		
Other:	-- -- --		

B. Health Professions Education	***Community Need Addressed***	***Unreimbursed Costs (preceding year)***	***Unreimbursed Costs (projected)***
Provision of Clinical Settings for Undergraduate Training	5 -- 7	$39,135.00	$40,000.00
Intern/Residency Education	-- -- --		
Scholarships/Funding for Health Professions Ed.	-- -- --		
Other:	5 -- 7	$8,108.00	$8,200.00

C. Subsidized Health Services	***Community Need Addressed***	***Unreimbursed Costs (preceding year)***	***Unreimbursed Costs (projected)***
Type of Service: Primary Care	1 2 --	$4,114,991.00	$4,200,000.00
Type of Service: Mental Health Services	1 2 2	$84,625.00	$85,000.00
Type of Service: Prescription Medication	6 -- 4	$32,708.00	$33,000.00
Type of Service:	-- -- --		
Type of Service:	-- -- --		

D. Research	*Community Need Addressed*	*Unreimbursed Costs (preceding year)*	*Unreimbursed Costs (projected)*
Clinical Research	-- -- --		
Community Health Research	-- -- --		
Other:	-- -- --		

E. Financial Contributions	*Community Need Addressed*	*Unreimbursed Costs (preceding year)*	*Unreimbursed Costs (projected)*
Cash Donations	6 -- --	$6,475.00	$6,500.00
Grants	-- -- --		
In-Kind Assistance	6 -- --	$8,066.00	$8,100.00
Resource Development Assistance	-- -- --		

F. Community Building Activities	*Community Need Addressed*	*Unreimbursed Costs (preceding year)*	*Unreimbursed Costs (projected)*
Physical Infrastructure Improvement	-- -- --		
Economic Development	-- -- --		
Support Systems Enhancement	6 1 --	$22,066.00	$22,000.00
Environmental Improvements	-- -- --		
Leadership Development; Training for Community Members	-- -- --		
Coalition Building	-- -- --		
Community Health Advocacy	6 -- 2	$63,399.00	$63,500.00

G. Community Benefit Operations	*Community Need Addressed*	*Unreimbursed Costs (preceding year)*	*Unreimbursed Costs (projected)*
Dedicated Staff Costs	1 -- --	$6,552.00	$7,000.00
Community Needs/Asset Assessment	1 -- --	$5,000.00	$0.00
Other Operations	-- -- --		

H. Charity Care	*Community Need Addressed*	*Unreimbursed Costs (preceding year)*	*Unreimbursed Costs (projected)*
Free & Discounted Health Care Services	1 -- 1	$939,893.00	$940,000.00

I. Government-Sponsored Health Care	*Community Need Addressed*	*Unreimbursed Costs (preceding year)*	*Unreimbursed Costs (projected)*
Medicare Costs exceeding reimbursement	1 -- --	$1,118,674.00	$1,120,000.00
Medicaid Costs exceeding reimbursement	1 -- --	$1,386,424.00	$1,400,000.00
Other Publicly-funded health care costs exceeding reimbursement	-- -- --		

Section 5: SUMMARY FINANCIAL MEASURES

Financial Information for Most Recent Fiscal Year	***Dollar Amount***
Gross Receipts from Operations	$107,786,795.00
Net Revenue from Patient Services	$59,790,977.00
Total Operating Expenses	$59,771,197.00
Net Medicare Revenue	$21,287,269.00
Medicare Costs	$22,405,943.00
Net Medicaid Revenue	$4,561,849.00
Medicaid Costs	$5,948,273.00
Unreimbursed Charity Care Expenses	$939,893.00
Unreimbursed Expenses of Other Community Benefits	$5,878,066.00
Total Unreimbursed Community Benefit Expenses	$6,817,959.00
Leveraged Revenue for Community Benefit Activities	
Total Community Benefits including Leveraged Revenue for Community Benefit Activities	$6,817,959.00

Section 6: COMMUNITY ENGAGEMENT in the Community Benefits Process

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.	*Identification of Need*	*Prioritization of Need*	*Development of the Plan*	*Commented on Proposed Plan*
1) See attachment	☐	☐	☐	☐
2)	☐	☐	☐	☐
3)	☐	☐	☐	☐
4)	☐	☐	☐	☐
5)	☐	☐	☐	☐
6)	☐	☐	☐	☐
7)	☐	☐	☐	☐
8)	☐	☐	☐	☐
9)	☐	☐	☐	☐
10)	☐	☐	☐	☐
11)	☐	☐	☐	☐
12)	☐	☐	☐	☐
13)	☐	☐	☐	☐
14)	☐	☐	☐	☐
15)	☐	☐	☐	☐
16)	☐	☐	☐	☐
17)	☐	☐	☐	☐
18)	☐	☐	☐	☐
19)	☐	☐	☐	☐
20)	☐	☐	☐	☐
21)	☐	☐	☐	☐
22)	☐	☐	☐	☐
23)	☐	☐	☐	☐
24)	☐	☐	☐	☐
25)	☐	☐	☐	☐

Please provide a description of the methods used to solicit community input on community needs (attach additional pages if necessary): New London Hospital's assessment was conducted in partnership with Alice Peck Day Memorial Hospital, Dartmouth-Hitchcock, Mt. Ascutney Hospital and Health Center, and Valley Regional Hospital. For the purposes of this assessment report, the geographic area of interest was 15 towns in the Ragged-Kearsarge-Sunapee-Newport area, considered to be in the New London Hospital service area, with a total resident population of 32,715. Methods employed in the assessment included a survey of area residents made available at New London Hospital and its Newport Health Center and at other key sites of community activity throughout the area, as well as through direct mail and website links; a survey of key community stakeholders who are agency, municipal or community leaders; a series of community discussion groups convened in the New London Hospital service area; and a

review of available population demographics and health status indicators. Receiving comments on the needs assessment is an ongoing activity.

The New London Hospital Association, Inc

Attachment to Community Benefit Report FY 2015

Section 6: Community Engagement in the Community Benefits Process				
Community Organizations, Government Officials and other Representatives of the Public consulted in the community benefits planning process.	**Identification of Need**	**Prioritization of Need**	**Development of the Plan**	**Commented on Proposed Plan**
Healthcare Consumers	X	X	X	X
New London Hospital Medical Staff	X	X	X	X
New London Hospital Volunteers	X	X	X	X
Area Clergy	X	X	X	X
New London Police Department	X	X		
New London Fire Department	X	X		
New London Town Manager	X	X		
Sunapee Town Manager	X	X		
Newbury Town Manager	X	X		
Newport Town Manager	X	X		
Sullivan County Administrator	X	X	X	
Greater Sullivan County Regional Public Health Network	X	X	X	X
KLS Community Food Pantry	X	X		
Colby-Sawyer College	X	X		
Kearsarge SAU #65	X	X		
Newport SAU #43	X	X		
Sunapee SAU #85	X	X		
Kearsarge Council on Aging	X	X		
Newport Senior Center	X	X		
New London Recreation	X	X		
Sunapee Recreation	X	X		
Newport Recreation	X	X		
New London Outing Club	X	X		
New London Rotary Club	X	X		
Newport Rotary Club	X	X		
Lake Sunapee Region Chamber of Commerce	X	X		
Newport Chamber of Commerce	X	X		
ABC's Childcare Center	X	X		
TLC Family Resource Center	X	X		
DH/CHAD Pediatrics	X	X		
Lake Sunapee Region VNA & Hospice	X	X		
Headrest	X	X		
Upper Valley Haven	X	X		
Turning Points Network	X	X		
West Central Behavioral Health	X	X		
Pathways of the Upper Valley	X	X		

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	☒	☐	☐
Written charity care policy available to the public	☒	☐	☐
Any individual can apply for charity care	☒	☐	☐
Any applicant will receive a prompt decision on eligibility and amount of charity care offered	☒	☐	☐
Notices of policy in lobbies	☒	☐	☐
Notice of policy in waiting rooms	☒	☐	☐
Notice of policy in other public areas	☒	☐	☐
Notice given to recipients who are served in their home	☐	☐	☐

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