

COMMUNITY BENEFITS REPORTING FORM

Pursuant to RSA 7:32-c-1

FOR FISCAL YEAR BEGINNING 01/01/2016

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 Cornerstone VNA

Street Address 178 Farmington Road

City Rochester

County 09 - Strafford

State NH **Zip Code** 3867

Federal ID # 20231026

State Registration # 2775

Website Address: www.cornerstonevna.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: Julie Reynolds 6033321133

jreynolds@cornerstonevna.org

Board Chair: Susan Gaudiello 6033321133

smy@metrocast.net

Community Benefits

Plan Contact: Julie Reynolds 6033321133

jreynolds@cornerstonevna.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: The Mission of Cornerstone VNA is to " promote the optimum level of well being, independence and dignity of those living in the community by providing trusted, compassionate and expert health care."

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):
Strafford County, Rockingham County, Southern Carroll County, Southern Belknap County in NH and bordering York County towns in Maine.

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

In 2015, Cornerstone VNA admitted 2,532 patients to our home care program, completed 40,617 visits in the home. These visits included: 20,091 nursing visits, 10,108 physical therapy visits, 529 speech visits, 4513 occupational therapy visits, 636 medical social worker visits and 3867 licensed nursing assistant visits. We completed 253 home visits for new moms and babies. Homecare initiated new services to improve the quality of care provided to our patients. Our Disease Management program continues to provide best practice programs and in 2015 developed two new best-practice programs for stroke and hypertension. In addition, we continue to add to our specialty services; additional staff received ostomy certification, wound care certification, IV certification and hospice certification.

Our Hospice program continues to grow and meet the needs in the community. We admitted 366 patients and provided 10,074 visits. These visits included 4,497 nursing visits, 4,198 licensed nursing assistant visits, 730 social worker visits, 33 physician visits, 423 chaplain visits, 178 bereavement visits and provided 482 hospice volunteer hours.

In 2014 we started our palliative care program and throughout 2015, we saw an increased need for palliative care as our referral sources witnessed the improvement in the lives of the patients they referred. Our patients had better management of their symptoms and their quality of life had improved. The growth of this program increased throughout the year. By year's end we had provided 549 palliative care visits and determined that the palliative care program should stand alone. The organizational chart was changed to include Palliative care as distinct program and added a Palliative Care Director.

Our LifeCare program has seen significant growth which is reflective of the growing elderly population and the care that is needed for them to stay home. We provided a total of 7,864 visits; 2,466 homemaking visits, 3,292 licensed nursing assistant visits, 1,842 personal care service provider (PCSP) visits.

Community Care-Community clinics have continued to be an important health promotion activity in our communities. A total of 966 clients have been seen at our monthly wellness clinics and we administered 721 flu vaccines at our community flu clinics. We continue to offer

office visits for medication management, foot care and other skilled nursing needs. A total of 53 office visits were done at the Cornerstone VNA facility. In 2015, we developed a comprehensive educational series which will provide community education presented by our staff which includes: Living Well with COPD, Living Well with Heart Failure, Living with Diabetes, Blood Sugar & Diabetic Foot Inspections, Fall Prevention & Balance Therapy, Home Safety, Wellness and Nutrition, Cognition & Memory, Behavioral Health (Depression/Anxiety), Aging in Place, Home Health Care & You, Advanced Directives, Hospice Philosophy and Benefits, The Difference Between Palliative Care and Hospice Care, Shingles & Skin Care as we age, Basic Foot and Skin Care

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? 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	407
3	370
4	300
5	500
6	304
7	121
8	330
9	203

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	501
B	505
C	509
D	520
E	607
F	532
G	422

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).

<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>	4 5 1	\$20,860.00	\$19,000.00
<i>Community-based Clinical Services</i>	4 D --	\$15,106.00	\$22,000.00
<i>Health Care Support Services</i>	4 3 5	\$1,880.00	\$5,000.00
<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>	5 4 3	\$45,223.00	\$20,000.00
<i>Intern/Residency Education</i>	5 4 3	\$0.00	\$2,000.00
<i>Scholarships/Funding for Health Professions Ed.</i>	4 3 5	\$5,561.00	\$5,000.00
<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: Skilled Homecare Insurance</i>	4 3 5	\$123,508.00	\$85,700.00
<i>Type of Service: Skilled Homecare Medicaid</i>	4 3 5	\$112,728.00	\$100,000.00
<i>Type of Service: Perinatal mom/new born visits</i>	1 5 9	\$39,287.00	\$26,000.00
<i>Type of Service: Hospice</i>	4 3 5	\$65,782.00	\$140,000.00
<i>Type of Service:</i>	4 3 5	\$98,989.00	\$89,000.00

<i>Lifecare Program</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>	1 4 5	\$4,437.50	\$10,000.00
<i>Grants</i>	-- -- --	\$0.00	\$0.00
<i>In-Kind Assistance</i>	1 4 5	\$78,111.000	\$60,000.00
<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>	-- -- --		
<i>Economic Development</i>	-- -- --		
<i>Support Systems Enhancement</i>	D -- --	\$3,277.00	\$2,400.00
<i>Environmental Improvements</i>	-- -- --		
<i>Leadership Development; Training for Community Members</i>	-- -- --		
<i>Coalition Building</i>	4 5 1	\$0.00	\$0.00
<i>Community Health Advocacy</i>	-- -- --		

<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>	5 D 1	\$31,472.00	\$35,000.00
<i>Community Needs/Asset Assessment</i>	-- -- --	\$0.00	
<i>Other Operations</i>	5 D 1	\$18,315.00	\$15,000.00

<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>	5 1 4	\$4,292.00	\$5,000.00

<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>	-- -- --	\$0.00	\$0.00
<i>Medicaid Costs exceeding reimbursement</i>	5 4 1	\$0.00	\$0.00
<i>Other Publicly-funded health care costs exceeding reimbursement</i>	5 4 D	\$86,239.00	\$30,500.00

Section 5: SUMMARY FINANCIAL MEASURES

<i>Financial Information for Most Recent Fiscal Year</i>	<i>Dollar Amount</i>
<i>Gross Receipts from Operations</i>	\$9,886,333.00
<i>Net Revenue from Patient Services</i>	\$9,728,122.00
<i>Total Operating Expenses</i>	\$9,797,002.00
<i>Net Medicare Revenue</i>	\$7,371,996.17
<i>Medicare Costs</i>	\$6,772,151.88
<i>Net Medicaid Revenue</i>	\$337,151.98
<i>Medicaid Costs</i>	\$453,893.12
<i>Unreimbursed Charity Care Expenses</i>	\$4,292.00
<i>Unreimbursed Expenses of Other Community Benefits</i>	\$750,775.86
<i>Total Unreimbursed Community Benefit Expenses</i>	\$755,067.86
<i>Leveraged Revenue for Community Benefit Activities</i>	\$153,187.00
<i>Total Community Benefits including Leveraged Revenue for Community Benefit Activities</i>	\$908,254.86

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) Mayor, Rochester NH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2) Medical Director, Emergency Services at Frisbie Memorial Hospital (FMH)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3) Executive Director, Strafford County Community Action Plan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4) School Nurse, The Monarch School, Rochester NH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5) Director, Infection Prevention, FMH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6) Deputy Chief of Police, Rochester, NH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7) Community Health Educator, FMH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8) Executive Director, Homeless Center of Strafford County	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9) Chief Executive Officer, Cornerstone VNA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10) Executive Director, Goodwin Community Health Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11) Director of Emergency Nursing and EMS at FMH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12) Coordinator, Dental Health Services, FMH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
13) Director of Care Management FMH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
14) Director, Marketing & Community Relations, FMH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15) Director, Marketing & Community Relations, Homemakers Health Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16) Executive Director, Service Link, Strafford County	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
17) Executive Director, health & Safety Council of Strafford County	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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): Frisbie Memorial Hospital convened a consulting team, Health Strategies Plus, and a steering committee comprised of local health and human services leaders to assist in an assessment of community health needs. The key objectives of this assessment were to identify and prioritize the health needs of Strafford County, to create a document that would serve as a guide for community health improvement and to establish a baseline for future comparison. There was quantitative and demographic data collected from the steering committee, State and County data sources. The steering committee provided feedback on quantitative and qualitative data; participated in several meetings, focus groups research, refined community health needs, resources and service gaps, and worked toward consensus

around prioritizing needs identified. Qualitative data was collected from two unique focus groups including steering committee members and community members.

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