Comprehensive Healthcare

Welcoming Everyone
What is Community Benefit?

Community Benefits are programs and services that address community healthcare needs and include but are not limited to:

**Financial Assistance (Charity Care)** – is free or discounted health services provided to persons who cannot afford to pay and who meet the organization’s financial assistance policy criteria.

**Community Health Improvement Services** – these activities are carried out to improve community health and include community health education, outreach and prevention services. Such services do not generate patient bills, although they may involve a nominal fee.

**Subsidized Health Services** – are clinical services provided despite a financial loss so significant that negative margins remain after removing the effects of financial assistance, Medicaid shortfalls and bad debt.

**Health Professions Education** – contributing to the education of future and current health care professionals in training that is required by state law, accrediting body or health profession specialty.

**Research** – this includes studies and investigations the results of which are available to the public and which are designed to generate knowledge that improves health and healthcare.

**Cash and In-Kind Contributions** – contributions (cash) to support community activities provided by similarly mission-driven not-for-profit organizations. Contributions (in-kind) that include the cost of staff time and other non-monetary resources donated for community benefit.

**Community Building Activities** – these are programs that address underlying causes of health problems, such as poverty, homelessness and environmental hazards, which if mitigated can improve health status and quality of life.

Information provided by: CHA – A Guide for Planning & Reporting Community Benefit 2015 edition
Elliot Health System (EHS) is committed to behavioral health services in New Hampshire and continues to increase and strengthen the behavioral health services it provides. Elliot Hospital (EH) is the largest acute care hospital Designated Receiving Facility (DRF) for involuntary emergency admissions (IEAs) in the State of New Hampshire and has the only facility in NH dedicated to geriatric behavioral health patients suffering from dementia. Elliot Hospital provides 25 dedicated geriatric behavioral health inpatient beds and another 12 adult beds for those between the ages of 18 to 64. In 2017 Elliot cared for over 950 patients on the two dedicated inpatient behavioral health units. Within these two units Elliot maintains 14 DRF beds for IEA patients. In 2017 EH cared for more than 200 IEA patients.

Elliot also offers access to various outpatient behavioral health services. In 2017 the Elliot Hospital emergency department (ED) treated over 6,000 patients with a primary diagnosis of a behavioral health condition. Elliot currently maintains a 4 bed dedicated behavioral health unit within the ED. In response to the continued demand for behavioral health services, Elliot began an expansion project in 2017 to renovate and add additional beds dedicated to behavioral health patients in the ED.

In 2017 Elliot’s Behavioral Health Emergency Response Team (BERT) responded to 774 requests for urgent behavioral health consults for patients within the main hospital and provided over 16,000 outpatient counseling visits at various locations throughout the community.

Elliot provided over $4 million dollars in community benefit for behavioral health services in 2017.
Strengthening Community Partnerships

Finding a solution for New Hampshire to meet the community need for expanded access to care, more specialists, and better coordination of care to deliver value to patients as they obtain healthcare services has been a major goal for Elliot. In 2017, Elliot Health System and Southern New Hampshire Health (SNHH) were able to align their respective missions and come to a formal agreement to combine as SOLUTIONHEALTH.

Throughout this formal process, the leadership at both Elliot and SNHH have recognized the importance of maintaining local voices and a local board presence under SOLUTIONHEALTH, while taking advantage of the greater opportunities afforded by this relationship.

Through the creation of SOLUTIONHEALTH,

Our mission is to improve the health and well-being of the communities we serve by providing services close to our patients throughout the region, with enhanced quality outcomes, access to care and value.

Our vision is to be a national leader in quality, value and access to comprehensive, community-based healthcare services.
Value to the Community:
Elliot provides over $132 million in unfunded care.

FY 2017

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<tr>
<th>Financial Benefit</th>
<th>Amount</th>
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<td>Community Health</td>
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<td>Health Professions Education</td>
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<td>Subsidized Health Services</td>
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<td>Medical Research</td>
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<td>Community Building</td>
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<td>Community Benefit Operations</td>
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<td>Activities Total</td>
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<table>
<thead>
<tr>
<th>Financials</th>
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<td>Charity Care</td>
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<td>Community Benefit Activities</td>
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<td>Bad Debt</td>
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<td>Total Unfunded Care</td>
<td>$132,304,675</td>
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In 2017, Elliot provided over $132 Million dollars in unfunded care to the community. This included Charity Care for those who do not have the means to pay, and Community Benefit Activities whereby Elliot provided education, research, and subsidized health services for the community. Also included in the unfunded care was the Medicare and Medicaid shortfall and bad debt. Almost 75% of the uncompensated care to the community comes from the medical care provided to the elderly and indigent without reimbursement from the state or federal government for the cost of that care.
Supporting the Community

Elliot Health System is a proud supporter of its many community partners. The important work being done by other local community organizations and providers often touches the same patients who rely on Elliot for their healthcare needs. Elliot appreciates these valuable organizations and provides financial contributions to these partners to ensure the community can receive the care that is needed. In 2017 support to community partners included:

**$445,000** to the **Manchester Community Health Center (MCHC)**
Elliot provides financial and in-kind contributions to MCHC to support the critical role this organization plays in providing primary care, pediatric care, prenatal care, patient education, and other necessary programs to ensure all community members have access to high quality healthcare.

**$265,000** to the **Child Advocacy Center (CAC) of Hillsborough County**
The Child Advocacy Center of Hillsborough County provides important services to children in need. Collaboration between Elliot Hospital and the Child Advocacy Center helps to strengthen the services provided to some of the most vulnerable children in our community.

**Over $260,000** to the **Foundation for Healthy Communities**
Elliot provided financial support to the Foundation for Healthy Communities to support the New Hampshire Health Protection Program, which is a Medicaid funded health care program that expands coverage to low income New Hampshire residents.
Parenting New Hampshire Magazine's Family Favorite

The Family Favorite is an award program that recognizes family-friendly businesses, services and places in almost 50 categories – as chosen by the readers of Parenting New Hampshire magazine. Elliot Heath System has been selected statewide recipient for the categories of:

- Favorite Hospital/Medical Center - Elliot Hospital
- Favorite Birthing Center - Maternity Center at Elliot Hospital
- Favorite Urgent/Immediate Care Center - Elliot Urgent Care at River's Edge
- Favorite Pediatrician – Pediatric Health Associates

New Hampshire Union Leader Readers' Choice

The Union Leader’s annual Readers’ Choice program is an on-line voting program allowing readers to cast a vote for their favorite business in over 180 categories. Elliot was selected in the following categories:

- Pediatric Office – Pediatric Health Associates - Gold
- Medical Emergency Care – Elliot Hospital - Gold
- Medical Hospital – Elliot Hospital - Silver
- Medical Childbirth – Elliot Hospital - Silver
- Medical Cardiac Care – Elliot Hospital - Silver
**Leapfrog Group “A” Safety Rating**
The Leapfrog Group is a nonprofit organization committed to driving quality, safety, and transparency in the U.S. health care system. The Leapfrog Group assigns A, B, C, D and F letter grades to hospitals nationwide, on a quarterly basis. Elliot Hospital was one of 823 hospitals to receive an “A” for its commitment to reducing errors, infections, and accidents that can harm patients, and the ONLY hospital to receive an A grade in Manchester, NH. “Hospitals that earn top marks nationally in the Leapfrog Hospital Safety Grade, ‘have achieved the highest safety standards in the country,’” said Leah Binder, president and CEO of The Leapfrog Group.

**Best of Business (BOB Award)**
The BOB Awards are a New Hampshire Business Review awards program that celebrates the best New Hampshire companies in more than 90 business-to-business categories and are chosen by the readers. Elliot Hospital has been named Best Hospital for four consecutive years.

**Safe Sleep Gold Certification**
Elliot Hospital was recently recognized by the National Safe Sleep Hospital Certification Program as a Gold Level Hospital for its commitment to best practices and education on infant safe sleep. Elliot Hospital is the first hospital in NH to receive this title. The National Safe Sleep Hospital Certification Program was created by Cribs for Kids®, a Pittsburgh-based organization dedicated to preventing infant, sleep-related deaths due to accidental suffocation. In addition to being Cribs for Kids® partners, Elliot Hospital was recognized for following the safe sleep guidelines recommended by the American Academy of Pediatrics (AAP), and providing training programs for parents, staff and the community.
Jeanne Jackson-Siegal Clinician of the Year – National Award

Dr. Jwalant Vadalia has been named the 2017 Jeanne Jackson-Siegal Clinician of the Year by the American Association of Geriatric Psychiatry (AAGP). The purpose of the 2017 AAGP Jeanne Jackson-Siegal Clinician of the Year Award is to recognize an AAGP member who has demonstrated a profound commitment to the field of clinical geriatric psychiatry by providing, promoting, and/or ensuring access to quality mental health care for older adults.

American Academy of Family Physicians – National Award

The American Academy of Family Physicians awarded its highest honor to Dr. Gerald Hevern, of Suncook, New Hampshire. Hevern was named the AAFP’s national 2018 Family Physician of the Year, which honors one outstanding American family physician who provides patients with compassionate, comprehensive care, and serves as a role model in his or her community and to other health professionals.

New Hampshire Hospital Association’s Medical Staff Award – Statewide Award

Dr. Lawrence Hoepp received New Hampshire Hospital Association’s Medical Staff Award. This award is a high honor bestowed upon a medical staff member from an NHHA institution whose professional performance has strengthened the cooperation between the institution and the medical staff, and who brings credit to the institution and the community. The recipient exemplifies the professional medical staff who devote themselves to excellence in health care.

Clint Jones Award for Nursing – Statewide Award

Ashley Brandes, RN, BSN, was the 2017 recipient of the Clint M. Jones New Hampshire Nursing Award. This is the second year in a row that a nurse from Elliot Health System has received this prestigious award. The Clint Jones Nursing Award was created in 2006 by the Foundation for Healthy Communities to honor the memory of the former director of the Foundation’s N.H. Nursing Workforce Partnership. The award recognizes a registered nurse practicing in New Hampshire for at least one year but not more than six years, who exemplifies quality, compassionate nursing care and demonstrates a commitment to a career in nursing.
Grant Funding from the Foundation for Healthy Communities
The Foundation for Healthy Communities has provided Elliot Hospital with two year-long grants to fund both a Substance Use Disorder -Medication Assisted Treatment Project (SUD MAT) in the amount of $150,000 and a Substance Use Disorder Emergency Department Project (SUD ED) in the amount of $123,625. This funding will further enhance Elliot’s unique position in Manchester, as the provider of the vast majority of evaluations of our community members in crisis. The funding will also be impactful in the outpatient behavioral health setting with new strategies and interventions being created through a collaboration between Elliot and the NH Court System’s Drug Court Program.

The Pearl Manor Fund – Serving Over 19,000 Local Seniors
The Pearl Manor Fund, administered by the Mary & John Elliot Charitable Foundation, awarded grants in 2017 to ten local nonprofit organizations, helping over 19,000 vulnerable seniors. These grants bring the Pearl Manor Fund total distribution, since the fund’s inception in 2005, to nearly $2.3 million distributed to local seniors in need. The funds are distributed annually by a committee of community volunteers and leaders through grants to not-for-profit agencies for new and/or expanded projects and programs to provide assistance, comfort, care and treatment for the elderly population of Manchester and surrounding communities. Funds are distributed for safe housing needs, nutritional needs, support groups, home visits, mentoring programs, independent living assistance, legal assistance, health care needs and expanded local services, and transportation assistance. For more information, or a Pearl Manor Fund grant application, visit www.elliothospital.org/pearlmanorfund.
Concern over a medical bill should never prevent a patient from receiving quality health care. Patients with financial concerns are encouraged to call a Financial Advocate at 603-663-7235 or visit our website at http://elliothospital.org/website/pay-my-bill-financial-assistance.php

MISSION
Elliot Health System strives to:

INSPIRE wellness
HEAL our patients
SERVE with compassion in every interaction.

THE COMMUNITY WE SERVE
Elliot offers Greater Manchester Communities the best possible and most appropriate patient care. The patient shall not be denied appropriate care on the basis of race, religion, color, national origin, sex, age, disability, marital status, sexual orientation or source of payment.

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This report is produced by the Elliot Public Affairs and Marketing Department