New Hampshire is living better.

Elliot Health System
What is Community Benefit?

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

**Financial Assistance** – Also known as Charity Care, these are free or discounted health services provided to persons who cannot afford to pay and who meet Elliot’s financial assistance policy criteria.

**Community Health Improvement Services** – These are community outreach, education, and wellness programs we engage in for which we are not reimbursed.

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

**Health Professions Education** – This includes 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 or investigations designed to generate knowledge that will be made available to the public.

**Financial Contributions** – These are in-kind services donated to community organizations that support community benefit activities provided by others.

**Community Building Activities** – These are programs that address underlying causes of health problems and thus improve health status and quality of life such as poverty, homelessness and environmental hazards.

Information provided by: CHA – A Guide for Planning & Reporting Community Benefit 2012 edition
Elliot Health System’s statistics show that without Elliot’s organizational focus on the needs of the mentally ill, the state would be suffering an even greater crisis. Elliot Hospital is the only Designated Receiving Facility (DRF) in southern NH and has been a DRF for over two decades. With 14 DRF/Involuntary admissions beds, Elliot Hospital is the largest hospital DRF in the state and the only one that accepts Geropsychiatric patients suffering from dementia.

In Fiscal Year 2016, Elliot discharged 998 behavioral health inpatients and saw a total of 20,127 outpatient office visits from people of all ages with behavioral health needs. “We do this by strategically placing mental health providers in seven of our primary care practices located in Manchester, Bedford, Hooksett, Londonderry, Raymond and Windham,” explained Greg Baxter, MD, Chief Medical Officer.
For inpatient services, Elliot Hospital has 25 (staffed) dedicated geriatric psych beds and another 12 (staffed) dedicated adult behavioral health beds. The Emergency Department treated 5,150 patients with a primary diagnosis of a behavioral health condition. In calendar year 2016, Elliot’s Behavioral Health Emergency Response Team (BERT) conducted 774 initial consults to support the needs of patients.

Elliot has provided over $3 million dollars in community benefit from its behavioral health services inside and outside of the hospital.
Value to the Community: 
Elliot provides over $126 million in unfunded care.

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<thead>
<tr>
<th>FY 2016 Financial Benefit</th>
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<tbody>
<tr>
<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>Financial Contributions</td>
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<tr>
<td>Community Building</td>
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<tr>
<td>Community Benefit Operations</td>
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<tr>
<td>Activities Total</td>
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<table>
<thead>
<tr>
<th>FY 2016</th>
<th>Financial Benefit</th>
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<tbody>
<tr>
<td>Charity Care</td>
<td>$8,344,812</td>
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<tr>
<td>Community Benefit Activities</td>
<td>$21,680,180</td>
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<tr>
<td>Medicaid</td>
<td>$46,725,730</td>
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<tr>
<td>Medicare</td>
<td>$40,305,347</td>
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<td>Bad Debt</td>
<td>$9,502,715</td>
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<tr>
<td>Total Unfunded Care</td>
<td>$126,558,784</td>
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Financials

Last year, Elliot provided over $126 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.
Community Building Activities

Elliot Health System is mindful of its role as a community partner. Some of the important work being done by organizations we support touch the same people who also rely on Elliot for their healthcare. These are valuable community resources and we offered our support annually to many other worthy organizations. Several examples of our support to community partners include:

$410,000 to the **Child Advocacy Center (CAC) of Hillsborough County**

This gift, pledged over two years, was in recognition of the need to positively impact the lives of children who are vulnerable and in need of both care and protection as they have suffered abuse and neglect. Collaboration between Elliot and the CAC can only help strengthen the services provided to some of the most vulnerable children in our community.

$300,000 to the **Manchester Community Health Center**

This annual gift is in recognition of the rich history and critical role the MCHC plays in providing primary care, pediatric care, patient education and support programs to the local community who may not otherwise have access to high quality healthcare.

$125,000 to the **Beech Street School**

This gift was provided to immediately create an avenue to support a childhood obesity program. The school pledged to create a playground where they could implement educational and fitness programs into their curriculum to inspire healthy eating and physical fitness habits among their students.
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.

The Greater Manchester Community Health Needs Assessment June 2016 is the most recent community needs assessment which as identified areas of need that healthcare organization should address in the coming year(s). Elliot would like to ask you to help us rate the areas of need that you feel are most important among the list. Please select the top three areas of need in your opinion.

- Substance Misuse and Addiction
- Mental Health
- Poverty Rates
- Social and Support Services
- Access to Care
- Injuries and Violence
- Obesity
- Aging Population
- Dental and Oral Health Care
- Diabetes
- High Cholesterol Rates
- Asthma
- Transportation
- Prostate Cancer

Are there areas of need that do not appear on the list that you feel are more important? If so, please specify:

If access to care is an barrier to receiving care, please specify what the issue is that you face:

Language and/or cultural barriers
Timeliness of a scheduling appointments
Availability of the service in our area
Other:

Please tear off this page or cut out this questionnaire and send us your feedback:
Elliot Community Benefit, c/o Jennifer Driscoll, 445 Cypress Street, #8, Manchester, NH 03103

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

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