



ELLIOT HEALTH SYSTEM
COMMUNITY BENEFIT REPORT
TO THE COMMUNITY 2013



 **The Elliot**
Live Better!

Elliot Health System is a non-profit organization serving your healthcare needs since 1890.

New Hampshire is living better.



Primary Care

Today, over 120,000 people in the community turn to Elliot for their primary care needs in Pediatrics, Family Medicine, Internal Medicine and Geriatrics. Elliot is serving the needs of the community throughout southern New Hampshire in Amherst, Auburn, Bedford, Candia, Chester, Deerfield,

Deering/Francestown, Derry, Goffstown, Londonderry, Manchester, New Boston, Raymond, Suncook and Windham. Primary care access has been forever improved by placing the doctors where you need them most...in your home town.

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Specialty Care

When your care requires the skill and expertise of a highly trained specialist, Elliot answers the call with doctors who are prepared to treat conditions of the heart, lungs, nervous system, muscles, bones, joints, and organs. Our cardiologists, dermatologists, neurologists,

pulmonologists, obstetricians, rheumatologists, orthopaedists, surgeons, critical care doctors, hospitalists, radiologists, anesthesiologists and Level II trauma team have a calling. Our doctors specialize to treat your unique and complex health issues.



They chose medicine to care for you and they specialize to treat your unique concerns and the body when you have more complex concerns.



Pediatrics

Elliot sees more than 22,000 children in its emergency department and urgent care centers. There are over 30,000 children who are cared for throughout our primary care network. Elliot is meeting the community need of children in the greater Manchester area, and has brought a team of specialists together at New Hampshire's Hospital for

Children so care can be provided locally and with the most highly trained and skilled providers. Our specialists include pediatric anesthesiology, audiology, behavioral health, critical care, emergency medicine, gastroenterology, hospitalists, integrative medicine, neonatology, nephrology, neurology, pulmonary medicine, radiology and surgery.

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Behavioral Health

Elliot has been a state leader in behavioral healthcare, providing comprehensive services to the community for all ages and stages of illness. Elliot remains one of the few Designated Receiving Facilities in the state outside of New Hampshire Hospital that accepts patients who are a danger to themselves or others. Elliot Hospital serves the geriatric

population suffering from illnesses such as dementia and Alzheimer's in a unit staffed by highly trained and skilled providers and staff who can help patients and families address these serious issues. Our outpatient and inpatient services continue to meet a rising critical need for the community.



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Oral Surgery

Dental care for the indigent is a primary focus of the Elliot Oral Surgery Center. People who cannot gain access to a dentist because they lack insurance or cannot pay, turn to Elliot for their care. Many patients have not experienced any regular dental hygiene for years and by the time we

are treating them, they require tooth extractions or other surgical procedures to address more serious issues. This service is yet another example of the commitment to improving the well-being of our community and treating the whole body.

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Education

Elliot Health System supports students in a variety of health profession programs, including radiology, respiratory care, social work, nutrition, pharmacy and nursing. We also provide learning opportunities for nurse practitioners, physician assistants and medical students. Students are involved throughout our health system seven days a week throughout the year. In the past year, over 350

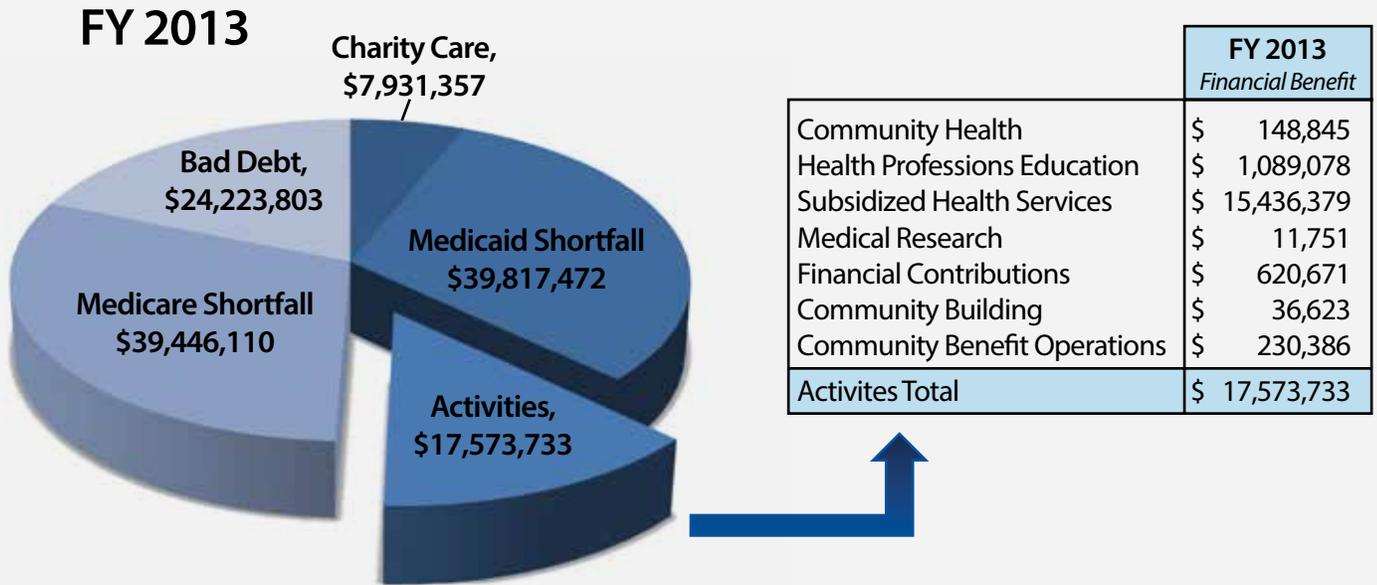
nursing students from local colleges and universities have completed clinical rotations at Elliot Health System.

Elliot has added medical rotations in the emergency department for residency training. Students represent the future of healthcare; we are proud to support tomorrow's clinicians!



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Value to the Community: Elliot provides over \$129 million in unfunded care.



*Medicare/Medicaid shortfall represents the difference between what is paid for services versus what it costs Elliot Health System to provide the services.

	FY 2013
	Financial Benefit
Charity Care	\$7,931,357
Community Benefit Activities	\$17,573,733
Medicaid	\$39,817,473
Medicare	\$39,446,110
Bad Debt	\$24,223,803
Total Unfunded Care	\$128,992,476

Financials

Last year, Elliot provided over \$129 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 such things as 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 60% of the uncompensated care to the community comes from the medical care provided to the elderly and indigent without reimbursement from the state and federal government for the cost of that care.

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in unfunded care to the community.*

Charity Care

Elliot Health System is a not for profit, community owned health system. Our policy is to offer medical care to everyone who needs diagnosis or treatment. Many people who need our care may have difficulty paying for services due to limited resources. Elliot proudly provides financial assistance to anyone qualifying for charitable care regardless of the race, religion, color, national origin, sex, age, disability, marital status, or sexual orientation.

Elliot's charitable care can range from patients having little to no financial responsibility, to a percentage of their hospital charges. In the 2013 fiscal year, Elliot provided over \$7.9 million in charitable care to the community.

Patients 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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Child Advocacy Center

1 in 4 girls and 1 in 6 boys are the victim of child sexual abuse. Victims of child sexual abuse have few places to turn that feels safe. The Child Advocacy Center of Hillsborough County (CAC) is a place where children can go to tell their story, feel supported, and begin the healing process. The Elliot Health System has donated a house to the CAC for use that allows teams of experts to collect in one location, meet the victim, collect the information they need, all in a setting that is warm. Children place their handprint on the wall among those of

children who have had the courage to start healing before them. It allows them to know and see, they are not alone and the CAC is there for them. The community need for this “safe haven” has begun to allow the local community to speak out and stop the cycle that is so detrimental to the health and well-being of children. Elliot Health System is deeply committed to the needs of children and providing support to the CAC is a critical means by which child abuse can be stopped.

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Access to care

The Elliot has partnered with the Manchester Community Health Center (MCHC) to help them open a second site for patients to obtain access to a Primary Care Provider (PCP). This MCHC site is located on The Elliot's campus and is within walking distance of the Emergency Department. Many people who do not have a regular PCP use emergency services to meet their health care needs, which

are expensive and typically not the ideal place to receive primary care. Creating access for patients in a convenient location has allowed The Elliot and MCHC to educate the public as to the breadth of quality healthcare services available at the MCHC which includes enhanced offerings such as translation services and transportation.



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M I S S I O N

Elliot Hospital, a leader in healthcare,
is dedicated to providing its community with excellent
services offered with dignity, caring and respect.

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,
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or source of payment.

Believe in a Healthy Community is the most recent community needs assessment which has identified areas of need that healthcare organizations 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:

- Access to quality healthcare
- Access to quality dental care
- Chronic disease (prevention services)
- Access to mental health services
- Lifestyle/substance abuse
- Tobacco cessation
- Coordination of healthcare services
- Childhood obesity
- Socioeconomic issues related to healthcare
- Language and cultural barriers impacting access to healthcare
- Violence and safety

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 a 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, 4 Elliot Way, Suite 301, Manchester, NH 03103

Concern over a medical bill should never prevent a patient from receiving quality health care. For patients with financial limitations, please contact Elliot's financial assistance program at 603.663.2571 or visit our web site at www.elliophospital.org/mybill/financialassistance



Community Benefit Staff

Jennifer Driscoll

VP, Planning and Business Development

Michelle Drewniak

Community Benefit Coordinator 603.663.2822

This report is produced by the Elliot
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