



**Community Benefit Report
Fiscal Year 2018**

Elliot Health System and its Affiliates (EHS), Elliot Hospital, Elliot Physician Network, Elliot Professional Services, Mary & John Elliot Charitable Foundation and the VNA of Manchester & Southern, NH are pleased to present the FY 2018 Community Benefit Report.

Elliot Hospital - a 296-bed acute care facility and the first community hospital in the state, serves as the cornerstone of the health system. Elliot is home to Manchester's designated Regional Trauma Center, Elliot Behavioral Health Services, Elliot Breast Health Center, Elliot Urgent Care, a Level 3 Newborn Intensive Care Unit, Elliot Physician Network, Elliot Regional Cancer Center, Elliot Senior Health Center, Visiting Nurse Association of Manchester and Southern New Hampshire, Elliot 1-Day Surgery Center, Elliot Memory & Mobility Center, NH Arthritis Center, Elliot Retail Pharmacy, Elliot Medical Centers in Londonderry and Hooksett, and The Elliot at River's Edge.

Elliot Physician Network & Elliot Professional Services - EHS through the Elliot Physician Network (EPN), and Elliot Professional Services (EPS), both private, not for profit physician groups, provides primary care and specialty care have 198 employed physicians as far north as Hooksett, east to Raymond, south to Windham and west to New Boston. The Elliot Physician Network has 20 physician practices in the Greater Manchester area.

Mary & John Elliot Charitable Foundation - The Mary & John Elliot Charitable Foundation is a not for profit, charitable organization created to provide financial support to the various needs of EHS. The Foundation is committed to building an ongoing circle of friends whose financial support will help EHS identify and meet emerging healthcare needs.

VNA of Manchester & Southern NH - As one of the region's oldest and most comprehensive not for profit home health providers, the VNA is dedicated to improving the health and well being of our community by providing compassionate, caring, and accessible healthcare. Since 1897, the VNA has helped individuals and their families face the challenges of recovering from surgery, physical disabilities, and short-term, chronic, and life-limiting illnesses.

Section 2: MISSION & COMMUNITY SERVED

Mission Statement:

Elliot Health System strives to:

INSPIRE wellness

HEAL our patients

SERVE with compassion in every interaction.

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 services area and/or a population segment.

Service Area (Identify Towns or Region describing the trust's primary service area): Elliot Hospital defines its primary service area as the towns and cities of Auburn, Bedford, Candia, Deerfield, Derry, Goffstown, Hooksett, Manchester, New Boston and Raymond. In addition, Elliot Hospital includes the towns of Allenstown, Amherst, Dunbarton, Litchfield, Merrimack and Weare in its secondary service area.

Greater Manchester HSA Population by Age

Town	Pop 2014	Projected Pop 2019	Five-Year Growth (#)	Five-Year Growth (%)	% Pop Aged 0-17	Projected Growth Age 0-17	% Pop Aged 65+	Projected Growth Age 65+
Auburn	4,928	4,934	6	0%	22%	-15%	12%	43%
Bedford	21,263	21,388	125	1%	27%	-11%	16%	26%
Candia	4,051	4,059	8	0%	21%	-12%	12%	53%
Deerfield	4,246	4,251	5	0%	22%	-9%	12%	42%
Hooksett	13,210	13,181	-29	0%	22%	-7%	14%	27%
Goffstown	14,419	14,496	77	1%	21%	-8%	15%	21%
Manchester	112,661	113,312	651	1%	20%	2%	14%	18%
New Boston	5,317	5,350	33	1%	26%	-3%	10%	47%
Grand Total	180,095	180,971	876	0%	22%	-3%	14%	22%

Source: Health Care Advisory Board Demographic Profiler; Population Age Segmentation Analysis

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?

2016– Copy of the Community Needs Assessment is available at:

<http://elliiohospital.org/website/downloads/QualitativeNeedsAssessment.pdf>

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	100 – Access to Care
2	121 – Access to Dental
3	300 – Chronic Disease
4	340 – Asthma
5	370 – Mental Health – General
6	420 - Obesity
7	501 – Aging Population
8	
9	

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	200 – Maternal & Child Health
B	400 – Lifestyle incl. Substance Abuse
C	999 – Other
D	
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).

<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>	3 A 6	\$60,084	\$60,084
<i>Community-based Clinical Services</i>	3 -A- --	\$32,400	\$32,406
<i>Health Care Support Services</i>	1	\$762	\$762
<i>Other:</i>	-- -- --		
		\$93,246	

<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>	1 -- --	\$155,492	\$155,523
<i>Intern/Residency Education</i>	1 -- --	\$204,509	\$204,550
<i>Scholarships/Funding for Health Professions Ed</i>	-- -- --		
<i>Other:</i>	1 -- -- --	\$648,904	\$639,261
		\$1,008,905	

<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: Behavioral Health Services</i>	5 -1- B	\$4,054,547	\$4,055,358
<i>Type of Service: Primary Care Services</i>	1 -- --	\$3,463,706	\$3,464,399
<i>Type of Service: Pediatrics & Pediatric Specialists</i>	1 A --	\$3,186,178	\$3,186,185
<i>Type of Service: Adult Specialists</i>	1 3 4	\$4,826,820	\$4,827,785
<i>Type of Service: Women's & Children's</i>	1 -A- --	\$244,599	\$244,648
<i>Type of Service: Other</i>	1 C 4	\$5,920,909	\$5,925,203

\$21,696,759

<i>D. Research</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Clinical Research</i>	C -- --	\$6,937	\$6,938
<i>Community Health Research</i>	-- -- --		
<i>Other:</i>	-- -- --		

\$6,937

<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 -A- --	\$303,875	\$303,936
<i>Grants</i>	-- --	\$490,000	\$490,098
<i>In-Kind Assistance</i>	1 8	\$392,411	\$392,489
<i>Resource Development Assistance</i>	-- -- --		

\$1,186,286

<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>	-1- -- --	\$723,368	\$723,518
<i>Environmental Improvements</i>	-- -- --		
<i>Leadership Development; Training for Community Members</i>	-- -- --		
<i>Coalition Building</i>	-- -- --		
<i>Community Health Advocacy</i>	-- -- --		

\$723,368

<i>G. Community Benefit Operations</i>	<i>Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Dedicated Staff Costs</i>	C -- --	\$82,538	\$82,555
<i>Community Needs/Asset Assessment</i>	-- -- --		
<i>Other Operations</i>	C -- --	\$407,247	\$407,328
		\$489,785	

<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>	1 A 5	\$7,469,000	\$7,842,450
		\$7,469,000	

<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>	1 6 --	\$59,564,536	59,576,449
<i>Medicaid Costs exceeding Reimbursement*</i>	1 A 5	\$43,785,280	\$43,800,000
<i>Other Publicly-funded health care costs exceeding reimbursement</i>	-- -- --		
		\$103,349,816	

*Medicaid
Includes NH Medicaid Enhancement Tax

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) Boys & Girls Club of Manchester	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Catholic Medical Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3) Child and Family Services of NH	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) City of Manchester, Mayor's Office	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) City of Manchester Health Department	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Cogswell Benevolent Trust	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Community Health Institute	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Dartmouth-Hitchcock Manchester	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Easter Seals	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) Eisenberg, Vital & Ryze Advertising	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11) Elliot Health System	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12) Endowment for Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13) Federal Reserve Bank of Boston	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14) Granite United Way	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15) Harvard Pilgrim Health Care Foundation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16) HNH Foundation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17) Makin It Happen Coalition	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18) Manchester Community Health Center/Child Health Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19) Manchester Police Department	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20) Manchester School District	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21) Mental Health Center of Greater Manchester	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22) NeighborWorks Southern NH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23) NH Charitable Foundation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24) NHDHHS Office of Minority Health and Refugee Affairs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25) Norwin S. and Elizabeth N. Bean Foundation	<input checked="" type="checkbox"/>	<input checked="" 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):

- 26) People's United Bank
- 27) Resident Leaders
- 28) The Granite YMCA
- 29) Wells Fargo Advisors

The above names are the Manchester Neighborhood Health Improvement Strategy Leadership Team (also known as Manchester's Public Health Advisory Council)

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notice of policy in waiting rooms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notice of policy in other public areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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