

COMMUNITY BENEFITS REPORTING FORM

Pursuant to RSA 7:32-c-1

FOR FISCAL YEAR BEGINNING 10/01/2018

to be filed with:

Office of the Attorney General
Charitable Trusts Unit
33 Capitol Street, Concord, NH 03301-6397
603-271-3591

Section 1: ORGANIZATIONAL INFORMATION

Organization Name Lamprey Health Care, Inc.

Street Address 207 South Main Street

City Newmarket **County** 08 - Rockingham **State** NH **Zip Code** 3857

Federal ID # 237305106 **State Registration #** 1677

Website Address: www.lampreyhealth.org

Is the organization's community benefit plan on the organization's website? No

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: regory White 6036592494 gwhite@lampreyhealth.org

Board Chair: Frank Goodspeed 6036592494
fgoodspeed2011@hotmail.com

Community Benefits

Plan Contact: Anita Rozeff 6032927210
arozeff@lampreyhealth.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 Lamprey Health Care is to provide high quality primary medical care and health related services, with an emphasis on prevention and lifestyle management, to all individuals regardless of ability to pay.

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):

Lamprey Health Care has multiple sites and service areas. We have Health Centers located in Newmarket, Raymond and Nashua. We also have a second location in Nashua located at the Greater Nashua Mental Health Center.

Our medical facilities in Newmarket and Raymond, New Hampshire include a transportation program serving individuals from 28 communities in Rockingham and Strafford Counties. Our service area for medical care for the Newmarket and Raymond centers consists of the following communities:

Atkinson, Barrington, Brentwood, Candia, Chester, Danville, Deerfield, Derry, Durham, Epping, Exeter, Fremont, Hampstead, Hampton, Kingston, Lee, Londonderry, Newfields, Newmarket, Newton, Nottingham, North Hampton, Northwood, Plaistow, Raymond, Rye, Sandown, Seabrook, and Stratham.

Our medical facility in Nashua, New Hampshire currently serves individuals from the greater Nashua area. The majority of the patients live in the downtown Nashua area which has been federally designated as a Medically Underserved Population. The service area of Lamprey Health Care's Nashua Area Health Center consists of the following communities:

Amherst, Brookline, Hollis, Hudson, Greenville, Litchfield, Lyndeborough, Mason, Merrimack, Milford, Mt. Vernon, Nashua, Pelham, and Wilton.

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

Although Lamprey Health Care does serve the general population, a large percentage of Lamprey Health Care patients includes the uninsured, underinsured and indigent. In Calendar Year 2019, LHC served an aggregate total of 15,594 patients with a total of 58,110 visits throughout our sites. In 2013 and 2014, due to Medicaid expansion, Lamprey Health Care saw significant declines in the number of uninsured patients. From 2018 to 2019, the number of uninsured patients declined by 16.6%. Approximately 27.4% of patients are covered by either regular Medicaid or one of the Medicaid Expansion plans. The number of uninsured patients does not reflect the increasing number of patients with high deductible health plans who may be considered under insured. The percentage of patients with income 200% and below Federal

Poverty Guidelines is 65%. Over 26.6% are best served by a language other than English and 19% are Hispanic.

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?

2019 (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	101
2	100
3	121
4	122
5	300
6	370
7	400
8	601
9	603

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	103
B	350
C	420
D	422
E	430
F	604
G	999

Please provide additional description or comments on community needs including description of “other” needs (code 999) if applicable. *Attach additional pages if necessary:*
Healthcare Provider Education; Healthcare Profession

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>	5 7 E	\$60,239.00	\$40,000.00
<i>Community-based Clinical Services</i>	-- -- --		
<i>Health Care Support Services</i>	1 8 A	\$1,368,718.00	\$1,100,000.00
<i>Other: Seacoast Public Health</i>	F 2 --	\$46,853.00	\$50,000.00

<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>	-- -- --		
<i>Intern/Residency Education</i>	-- -- --	\$205,757.00	\$590,000.00
<i>Scholarships/Funding for Health Professions Ed.</i>	-- -- --		
<i>Other: NP Fellowship Program AHEC</i>	G -- --	\$59,443.00	\$75,000.00

<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: Dental</i>	3 -- --	\$162,582.00	\$100,000.00
<i>Type of Service: Primary Care</i>	1 2 B	\$1,115,336.00	\$1,000,000.00
<i>Type of Service: Behavioral Health</i>	4 6 7	\$164,064.00	\$250,000.00
<i>Type of Service: Nutrition</i>	-- -- --	\$60,576.00	\$70,000.00

Type of Service:

-- -- --

<i>D. Research</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Clinical Research</i>	-- -- --		
<i>Community Health Research</i>	-- -- --		
<i>Other:</i>	-- -- --		

<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>	-- -- --		
<i>Grants</i>	-- -- --		
<i>In-Kind Assistance</i>	E -- --	\$7,295.00	\$25,000.00
<i>Resource Development Assistance</i>	2 3 F	\$213,364.00	\$35,000.00

<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>	-- -- --		
<i>Environmental Improvements</i>	-- -- --		
<i>Leadership Development; Training for Community Members</i>	-- -- --		
<i>Coalition Building</i>	-- -- --		
<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>	-- -- --		
<i>Community Needs/Asset Assessment</i>	-- -- --		
<i>Other Operations</i>	-- -- --		

<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 2 4	\$1,053,562.00	\$1,000,000.00

<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>	1 2 --	\$2,922,802.00	\$1,700,000.00
<i>Medicaid Costs exceeding reimbursement</i>	1 2 --	\$1,157,562.00	\$600,000.00
<i>Other Publicly-funded health care costs exceeding reimbursement</i>	1 2 --	\$0.00	\$0.00

Section 5: SUMMARY FINANCIAL MEASURES

<i>Financial Information for Most Recent Fiscal Year</i>	<i>Dollar Amount</i>
<i>Gross Receipts from Operations</i>	\$16,562,166.00
<i>Net Revenue from Patient Services</i>	\$8,745,224.00
<i>Total Operating Expenses</i>	\$17,020,564.00
<i>Net Medicare Revenue</i>	\$1,565,149.00
<i>Medicare Costs</i>	\$4,487,951.00
<i>Net Medicaid Revenue</i>	\$2,951,695.00
<i>Medicaid Costs</i>	\$4,109,257.00
<i>Unreimbursed Charity Care Expenses</i>	\$1,053,562.00
<i>Unreimbursed Expenses of Other Community Benefits</i>	\$7,544,591.00
<i>Total Unreimbursed Community Benefit Expenses</i>	\$8,598,153.00
<i>Leveraged Revenue for Community Benefit Activities</i>	\$5,102,909.00
<i>Total Community Benefits including Leveraged Revenue for Community Benefit Activities</i>	\$13,701,062.00

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) Greater Seacoast Community Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2) Lamprey Health Care	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3) Richie-MacFarland Children's Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4) Seacoast Mental Health Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5) Seacoast Public Health Network	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6) Exeter Health Resources	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7) Foundation for Seacoast Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8) Exeter Area YMCA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9) Participants in May 2019 Community Forums in Epping, Exeter, Seabrook and Portsmouth	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) Respondents (6,373) to the 2016, 2017 and 2018 UNH Household Telephone Survey	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11) Online surveys (710) participants	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12) Core Physicians	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13) SAU 90, SAU 55	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14) Womenade of Greater Squamscott	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15) St. Vincent DePaul	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16) Town of Exeter	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17) Age Quest	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18) Phillips Exeter Academy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19) Appledore Medical Group	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20) Connections Peer Support Center	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21) Exeter Housing Authority	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22) Seacoast Youth Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23) Hampton Academy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24) Hampton Community Coalition Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25) Greater Seacoast Community Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Please provide a description of the methods used to solicit community input on community needs (attach additional pages if necessary): In 2019, Lamprey Health Care worked with a group of community agencies to conduct a Community Needs Assesment (see the 2019 Exeter Area Community Needs Assessment submitted on our behalf by Exeter Health Resources).

The following methods were used to conduct the community wide needs assesment:

- A) A random household telephone survey was conducted by the University of New Hampshire Survey Center.
- B) Community Forums were held in Epping, Exeter, Seabrook and Portsmouth.
- C) An online survey offered to employees of Exeter Hospital, Core Physicians, and Rockingham VNA & Hospice. In total 314 people completed the survey.

D) Key Leader Interviews were conducted. Interviews of 19 Key Leaders were conducted in May, June and July 2019. Many organizations are listed above. Key Leaders were from the organizations listed above.

E) Secondary resources to obtain demographic and other data regarding the health status of the communities we serve.

In 2017, Lamprey Health Care participated in the Greater Nashua Community Health Needs Assessment as part of the advisory committee. Sources were both primary and secondary, including community surveys, key leader interviews, and focus groups.

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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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