



Creating a Culture of Health

Why Community Benefit Matters

From our people to our programs, LRGHealthcare is committed to making a difference in the communities we serve. Improving the health and well-being of individuals is at the heart of everything we do, and our commitment goes far beyond our walls.

Community benefit is comprised of programs and services which meet essential healthcare needs; improve the health and quality of life of the people we serve and addresses the healthcare needs of the most at-risk and underserved populations.

How Needs Are Identified

The LRGHealthcare service area includes 26 cities and towns in central New Hampshire with a resident population of more than 98,000 people. LRGHealthcare regularly engages with the community to assess and respond to needs. In 2017, we conducted a community health needs assessment survey to identify community health priorities and opportunities for community health improvement. The results of this survey, in conjunction with health statistics and focus group feedback, are the foundation for the development of the LRGHealthcare Community Health Improvement Plan. **In the fall of 2020, we once again began assessing our community needs through community surveys, key leader surveys, focus groups, and survey data. This report will be completed by December 31, 2020.**

What We Provide to the Community

Access to primary and family healthcare as well as concern about substance misuse are consistently top health concerns for the communities LRGHealthcare serves. LRGHealthcare provides subsidy to programs and services to ensure access to quality healthcare, and we partner with a wide range of community organizations to support this work. In addition, we work hand in hand with community partners to address substance misuse prevention, treatment and recovery.

Subsidized Health Services	\$2,867,576
Charity Care.	\$1,014,479
Govt-Sponsored Healthcare	\$31,679,261
Health Professions Education.	\$83,555
Community Health Services.	\$228,359
Financial and In-Kind Contributions.	\$12,188

LRGHealthcare
care. compassion. community.

A SMALL SAMPLING OF THE SERVICES WE SUPPORT:

PRIMARY CARE

SUBSTANCE MISUSE PREVENTION,
TREATMENT AND COUNSELING
SERVICE

CARE COORDINATION

MENTAL HEALTH/ PSYCHIATRIC
SERVICES

FINANCIAL COUNSELING AND
INSURANCE ENROLLMENT
ASSISTANCE

NUTRITION AND PHYSICAL
ACTIVITY PROGRAMS

BREASTFEEDING EDUCATION
AND SUPPORT

DENTAL SERVICES

HEALTH PROFESSIONAL
TRAINING SITE

EMERGENCY PREPAREDNESS
COORDINATION

ACCESS TO NEEDED
MEDICATIONS

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 LRGHealthcare

Street Address 80 Highland Street

City Laconia

County 01 - Belknap

State NH **Zip Code** 03246

Federal ID # 20222150

State Registration # 6276

Website Address: www.lrgh.org

Is the organization's community benefit plan on the organization's website? Yes

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: Kevin Donovan 6035272898 kdonovan@lrgh.org

Board Chair: Cynthia Baron 6033666008 cpbaron@metrocast.net

Community Benefits

Plan Contact: Cass Walker 6035272815 cjwalker@lrgh.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: LRGHealthcare's mission is to provide quality, compassionate care and to strengthen the well-being of our community. The mission statement was reconfirmed at the LRGHealthcare Annual Meeting on April 10, 2019

Has the Mission Statement been reaffirmed in the past year (*RSA 7:32e-I*)? 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):

1. Alexandria
2. Alton
3. Ashland
4. Andover
5. Barnstead
6. Belmont
7. Boscowen
8. Bridgewater
9. Bristol
10. Center Harbor
11. Danbury
12. Franklin
13. Gilford
14. Gilmanton
15. Hebron
16. Hill
17. Laconia
18. Meredith
19. Moultonboro
20. New Hampton
21. Northfield
22. Salisbury
23. Sanbornton
24. Sandwich
25. Tilton
26. Tuftonboro

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

Lakes Region General Hospital is a community and regional acute care facility with a licensed bed capacity of 137 beds. FRH is a 25 bed critical access community hospital with an additional 10 bed inpatient psychiatric distinct part unit. We offer a wide range of inpatient and outpatient medical, surgical, psychiatric, diagnostic, and therapeutic services as well as wellness education, support groups and other community outreach services.

The LRGHealthcare service area includes 26 cities and towns in central New Hampshire with a resident population of more than 98,000 people. According to the Winnepesaukee Public Health Region's (WPHR) 2015-2020 Community Health Improvement Plan, 11.4 % of residents living in the WPHR have incomes at or below the federal poverty level, which is notably higher than the rate for New Hampshire overall (8.7%). Poverty levels within the service areas vary greatly, for example: an estimated 1.5% of residents in Sanbornton live in poverty compared to 21.0% in Franklin. It is also important to note that the percentage of children (ages 0-17) living in poverty across the Lakes Region (17.4%) is significantly higher than in New Hampshire overall (11.1%).

Additionally, residents within the WPHR are slightly older on average with 15.5% of the population age 65 years or older compared to the State of New Hampshire with 14.2%. The aging population plays a major role in shaping the cost and delivery of healthcare services today and into the future.

The cities of Laconia and Franklin have historically been federally-designated as Medically Underserved Communities by the Health Resouce and Services Administration.

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?

2017 (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? No

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	400
2	370
3	100
4	124
5	420
6	451
7	422
8	600
9	121

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	300
B	520
C	200
D	507
E	128
F	500
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:*

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>	A D 8	\$152,922.00	\$128,304.00
<i>Community-based Clinical Services</i>	-- -- --	\$0.00	\$0.00
<i>Health Care Support Services</i>	D E 3	\$101,076.00	\$88,329.00
<i>Other: Transportation</i>	F 3 --	\$3,202.00	\$11,726.00

<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>	D 3 --	\$77,769.00	\$83,555.00
<i>Intern/Residency Education</i>	-- -- --	\$0.00	\$0.00
<i>Scholarships/Funding for Health Professions Ed.</i>	1 D --	\$99,007.00	\$0.00
<i>Other:</i>	-- -- --		

<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: Primary</i>	3 A --	\$3,129,182.00	\$1,143,249.00
<i>Type of Service: Dental</i>	3 9 A	\$512,867.00	\$302,000.00
<i>Type of Service: Specialty</i>	1 2 3	\$1,027,855.00	\$1,422,327.00
<i>Type of Service: Ambulance</i>	3 8 B	\$86,524.00	\$0.00
<i>Type of Service:</i>	-- -- --		

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<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>	8 -- --	\$15,109.00	\$12,188.00
<i>Grants</i>	-- -- --		
<i>In-Kind Assistance</i>	-- -- --		
<i>Resource Development Assistance</i>	-- -- --		

<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>	-- -- --	\$116,377.00	\$0.00
<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>	3 A F	\$847,307.00	\$1,014,479.00

<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>	3 A --	\$21,929,812.00	\$26,660,600.00
<i>Medicaid Costs exceeding reimbursement</i>	3 A --	\$4,940,251.00	\$5,018,661.00
<i>Other Publicly-funded health care costs exceeding reimbursement</i>	-- -- --		

Section 5: SUMMARY FINANCIAL MEASURES

<i>Financial Information for Most Recent Fiscal Year</i>	<i>Dollar Amount</i>
<i>Gross Receipts from Operations</i>	\$544,761,943.00
<i>Net Revenue from Patient Services</i>	\$197,053,092.00
<i>Total Operating Expenses</i>	\$226,212,113.00
<i>Net Medicare Revenue</i>	\$36,675,783.00
<i>Medicare Costs</i>	\$63,342,383.00
<i>Net Medicaid Revenue</i>	\$25,830,857.00
<i>Medicaid Costs</i>	\$30,849,518.00
<i>Unreimbursed Charity Care Expenses</i>	\$1,014,479.00
<i>Unreimbursed Expenses of Other Community Benefits</i>	\$36,149,235.00
<i>Total Unreimbursed Community Benefit Expenses</i>	\$68,848,975.00
<i>Leveraged Revenue for Community Benefit Activities</i>	\$0.00
<i>Total Community Benefits including Leveraged Revenue for Community Benefit Activities</i>	\$68,848,975.00

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) LRGHealthcare Board of Trustees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2) Healthcare Access Committee members including:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3) Lakes Region Partnership for Public Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Horizon's Counseling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Laconia Police Department	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Lakes Region Mental Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Hope for NH Recovery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8) County Jail Commissioner	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Salvation Army	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) Community Action Program-Belknap & Merrimack Cty	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11) HealthFirst	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12) City Officials Towns of Laconia & Franklin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13) Community Health Services Network	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14) Winnepesaukee Public Health Council	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15) Navigating Recovery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25)	<input type="checkbox"/>	<input 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): In FY 2017, LRGHealthcare completed a Community Health Needs Assessment (CHNA) gathering information about the health and wellbeing of community members in the 26 towns that we serve. The CHNA included data from a random sample telephone survey of 418 residents of the LRGHealthcare service area. The survey sample was comprised of approximately equal numbers of respondents from the Lakes Region General Hospital service area and the Franklin Regional Hospital service area. In addition, we conducted focus groups and reviewed public health data on health status indicators. The 2017 CHNA is the foundation for the LRGHealthcare Community Health Improvement Plan (CHIP).

Annually, we work with community partners to keep our pulse on the status of current health concerns and refocus strategies and tactics to meet needs, as necessary. In FY18, LRGHealthcare participated in a community assessment process as a member of the

Winnepesaukee Public Health Council (WPHC) in development of a regional Community Health Improvement Plan.

In FY18, LRGHealthcare continued as a member of the Community Health Services Network (CHSN) formed in response to the alarming rise in substance misuse in the region. The goal of the CHSN is to build a strong and sustainable behavioral health infrastructure. The community driven workplan for the CSNH was established from data gathered by focus groups, a survey and public health statistics.

In the fall of 2020 LRGHealthcare, along with several community agencies began conducting a new community health needs assessment. This assessment should be finalized by January of 2021.

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