

## **Addendum**

### **The Operating Affiliates of Exeter Health Resources Narrative Report of Community Benefits, FY2019**

The mission of Exeter Health Resources and its affiliates is to improve the health of the community. This mission will be principally accomplished without compromising Exeter Health Resources' sustainability by supporting the provision of health services and information to the community by the affiliated companies of Exeter Health Resources.

Throughout the past year Exeter Hospital, Core Physicians and Rockingham VNA & Hospice have continued the pursuit of this mission. During FY 2019, the affiliates provided \$78,346,361 in subsidized support for Medicare and Medicaid, charity care and other community benefit programs and services to communities in the areas served.

**Exeter Hospital** is a 100-bed, community-based hospital serving New Hampshire's Seacoast Region. The hospital's scope of care includes comprehensive medical and surgical health care services including, but not limited to: breast health, maternal/child and reproductive medicine, cardiovascular, gastroenterology, sleep medicine, occupational and employee health, oncology, orthopedics and emergency care services. Exeter Hospital is accredited by DNV Healthcare, Inc., and is a Magnet-recognized hospital. Magnet designation from the American Nurses Credentialing Center is the most prestigious distinction a health care organization can receive for nursing excellence and high quality patient care.

**Core Physicians** is a community-based, multi-specialty group practice affiliated with Exeter Health Resources that provides comprehensive primary, specialty and pediatric dental care throughout the greater Seacoast Region. Over 160 providers in over 30 locations pursue exceptional patient satisfaction through clinical competence and professional office administration.

**Rockingham Visiting Nurse Association & Hospice** is a community-based, home health and hospice agency providing individuals and families with the highest quality home care, hospice and community outreach programs within Rockingham County and the surrounding towns of Barrington, Lee, Dover and Durham.

This addendum includes an overview of *some* of the affiliates' many community benefit services and programs that help to address needs identified in the 2016 Community Health Needs Assessment. The final assessment can be found at: <https://www.exeterhospital.com/About-Us/Community-Benefits>.

The operating affiliates of Exeter Health Resources work collaboratively with numerous community agencies towards meeting the needs of the community. These relationships include, but are not limited to, those referenced in this addendum.

#### **Financial Assistance:**

**Exeter Hospital** provided \$1,024,845 (calculated at cost) in charity care during FY 2019 which served 824 people. Exeter Hospital has three components to its healthcare access program:

##### **Uninsured Care Discount/Hospital Access Plus Program**

Patients who are uninsured will not be charged more than amounts generally billed to people who have insurance covering the same care. Exeter Hospital, prior to billing the patient, applies a discount towards gross charges for patients who are uninsured. This discount is not valid for patients who have health insurance coverage, including but not limited to: Medicare, Medicaid, MedPay, third party liability, or any other state or federal programs.

### **Financial Assistance Program (FAP)**

Exeter Hospital's community-based Financial Assistance Program is available to uninsured and under-insured patients who meet income and asset guidelines, and who live in our service area. To qualify, patients must first have applied for all other sources of coverage, including through the Healthcare Exchange and the New Hampshire Health Protection Program.

### **Catastrophic Care Discount**

Exeter's Catastrophic Care Program provides financial relief for those patients who do not qualify for the Financial Assistance Program, but who are faced with a substantial debt due to a serious illness or injury. This program is calculated based on a percentage of the patient's gross income.

Additional information can be found by visiting <https://www.exeterhospital.com/patients-and-visitors/Financial-Assistance>

**Core Physicians** offers a financial assistance program for patients who meet certain geographic and financial criteria. In FY 2019 Core provided \$145,768 (calculated at cost) in charity care which served 539 people.

**Rockingham VNA & Hospice** provided \$7,532 (calculated at cost) in charity care during FY 2019 which served 14 people.

The operating affiliates actively promote these programs through direct patient education, paid advertising and community partnerships.

### **Additional Directly Provided Community Benefit Programs and Services**

**Mental Health Care Access:** Exeter Hospital partners with Seacoast Mental Health to offer services to patients and their caregivers in the Emergency Department and the Center for Cancer Care. In FY 2019 Exeter helped to underwrite mental healthcare services in the amount of \$459,525 serving 700 people.

**Community Health Services:** The operating affiliates of Exeter Health Resources continue to provide various support programs and services to improve the health and wellness of the community. These include but are not limited to:

**Community Education Programs:** Exeter Hospital provided community education services at an expense of \$348,020 serving 2,695 people.

**Diabetes Support Programs:** During FY 2019, Exeter Hospital served 644 people in its cancer and diabetes programs at an expense of \$1,210,466.

**Community Based Clinical Services:** In FY 2019, Rockingham VNA & Hospice contributed \$42,696 towards serving 781 people with community based clinical services.

**Research:** The Center for Cancer Care at Exeter Hospital participates in several national research groups sponsored by the National Cancer Institute, which enables the Center to offer clinical trials to patients undergoing treatment at Exeter Hospital. These offerings allow patients to voluntarily take part in leading edge research that does not necessitate travel outside of the Seacoast area. During FY 2019, Exeter Hospital provided \$478,762 for clinical trials and research that served 1,138 patients.

**Health Education:** Through the Health Education Program, students in various stages of their academic careers benefit from the experience of working with professional clinical staff. In FY 2019 over 249 students in nursing and allied health related careers from over 30 educational facilities were given the opportunity to work alongside the excellent clinical staff of Exeter Hospital, Core Physicians and Rockingham VNA & Hospice at a total cost value of \$2,157,279.

**Telehealth Services:** During FY 2019, Exeter Hospital provided \$449,406 in Telehealth community support serving 9,782 people.

**Transportation:** Exeter Hospital's transportation program is an important health care support service provided in response to an identified community need. Each year the program enhances access for hundreds of patients who otherwise would not be able to obtain needed healthcare and health related support services. During FY 2019, Exeter Hospital provided transports at a cost of \$53,802.

**Community Grant Programs:** During FY 2019, Exeter Hospital issued \$1,115,408.00 in grants to other area not-for-profits to help support their mission and address needs identified in the 2016 Community Health Needs Assessment including but not limited to:

**Access Related Community Grants:** During FY 2019, Exeter Hospital continued its financial support of Lamprey Health Care with a community benefit grant in the amount of \$285,000.

Lamprey Health Care is the region's Federally Qualified Health Center ("FQHC") provides 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. As New Hampshire's oldest community health center care it provides services at three centers located in Newmarket, Raymond and Nashua.

### **Youth Suicide/ Substance Misuse Prevention**

**HAVEN:** In FY 2019, Exeter Hospital provided support in the amount of \$35,000 to Haven in alignment with its suicide prevention efforts. HAVEN is the largest violence prevention and support services agency in NH.

HAVEN is dedicated to addressing public health through violence prevention and improving the well-being of children and families. Preventing abuse and providing support for those impacted by domestic and sexual violence can lead to healthier and more secure children and adults.

**Connors Climb:** In FY 2019, Exeter Hospital provided support in the amount of \$37,500 to Connor's Climb. The Connor's Climb Foundation is dedicated to preventing youth suicide. The nonprofit raises funds locally to support suicide prevention and education programs in New Hampshire. All of the funds raised directly impact programs for suicide awareness, education and prevention in the N.H. community.

**Art In Reach:** In FY 2019, Exeter Hospital contributed financial support to Arts in Reach in the amount of \$31,000.

Arts In Reach provides teenage girls in the Greater Seacoast of New Hampshire a platform to develop both their creative freedom and power of voice in a positive, supportive setting. Their vision is to build a community in which all young women are respected, supported, and enriched throughout their teenage years. Through innovative teaching and mentoring techniques, young women thrive as they express their own authentic identities.

**NAMI NH:** In FY 2019, Exeter Hospital provided support to NAMI NH in the amount of \$10,000.

NAMI New Hampshire is a grassroots organization working to improve the quality of life for all by providing support, education and advocacy for people affected by mental illness and suicide. Comprised of a network of affiliate chapters and support groups, staff and volunteers, NAMI NH provides information, education and support to all families and communities affected by mental illness and suicide

**Womenade of Greater Squamscott:** In FY 2019, Exeter Hospital provided \$46,000 to Womenade of the Greater Seacoast.

Womenade of Greater Squamscott is a non-profit 501c3, organized in 2005 to provide local residents with short-term financial assistance not readily available through other resources. Anonymous requests are received from community validators such as school nurses, guidance counselors, doctor's offices, clergy, social service organizations, hospice and more.

**The Chase Home for Children:** In FY 2019, Exeter Hospital provided support to the Chase Home for Children in the amount of \$32,000. During this time, the Chase home served 75 residential and 140 community youth and families. The home also provided another 60 diversion interventions.

The Chase Home in Portsmouth is one of the oldest nonprofit entities in New Hampshire and has been committed to helping at-risk children in dire circumstances live happier and healthier lives for more than 140 years.