

Community Benefits Report Huggins Hospital

Our Vision: Huggins will be the community's home for health and wellbeing.

Our mission is to empower the fulfillment of life through better health.



Fiscal Year 2018



a member of GraniteOne Health

COMMUNITY BENEFITS REPORTING FORM

Pursuant to RSA 7:32-c-1

FOR FISCAL YEAR BEGINNING 10/01/2017

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 Huggins Hospital

Street Address 240 South Main Street

City Wolfeboro

County 02 - Carroll

State NH Zip Code O3894

Federal ID # 20223332

State Registration # 29

Website Address: www.hugginshospital.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: Jeremy Roberge 6035697507

jroberge@hugginshospital.org

Board Chair: John Daigneault 6035697507

jderosia@hugginshospital.org

Community Benefits

Plan Contact: Monika O'Clair 6035152088

mclair@hugginshospital.org

Is this report being filed on behalf of more than one health care charitable trust? No

Section 2: MISSION & COMMUNITY SERVED

Mission Statement: Huggins Hospital's mission is to empower the fulfillment of life through better health.

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):

The population served by Huggins Hospital consists of those towns that have been designated by the New Hampshire Department of Health and Human Services as being located in the Wolfeboro Hospital Service Area. The primary service area includes: Alton, Brookfield, Effingham, Freedom, Ossipee, Tamworth, Tuftonboro, Wakefield and Wolfeboro. Secondary service areas are parts of Barnstead, Gilford, Moultonborough and New Durham. These towns are located in Carroll County, Belknap County and Strafford County.

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

Huggins Hospital serves the general population. The community is rural in nature and has a seasonal population increase from approximately 40,000 full-time residents to about 120,000 residents in the summer tourist season. The area has also seen continuous growth in the senior population throughout the years and that demographic is projected to continue growing.

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 *(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 | 122 |
| 2 | 300 |
| 3 | 320 |
| 4 | 603 |
| 5 | 330 |
| 6 | 370 |
| 7 | 400 |
| 8 | 100 |
| 9 | 420 |

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 | 501 |
| B | 120 |
| C | 521 |
| D | 101 |
| E | 422 |
| F | 604 |
| G | 601 |

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> | 2 5 9 | \$41,863.59 | \$52,329.00 |
| <i>Community-based Clinical Services</i> | 7 8 C | \$86,142.00 | \$90,000.00 |
| <i>Health Care Support Services</i> | 8 D F | \$98,540.00 | \$101,496.00 |
| <i>Other:</i> | -- -- -- | | |

| <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> | 8 1 B | \$128,635.65 | \$129,000.00 |
| <i>Intern/Residency Education</i> | -- -- -- | | |
| <i>Scholarships/Funding for Health Professions Ed.</i> | 1 2 7 | \$218,230.00 | \$272,788.00 |
| <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 Care Services</i> | 8 1 B | \$3,604,209.00 | \$4,017,619.00 |
| <i>Type of Service:</i> | -- -- -- | | |
| <i>Type of Service:</i> | -- -- -- | | |
| <i>Type of Service:</i> | -- -- -- | | |
| <i>Type of Service:</i> | -- -- -- | | |

| <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> | 1 6 7 | \$19,273.00 | \$15,000.00 |
| <i>Grants</i> | -- -- -- | | |
| <i>In-Kind Assistance</i> | 4 E F | \$81,605.60 | \$60,000.00 |
| <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> | 4 7 A | \$6,360.00 | \$5,000.00 |
| <i>Support Systems Enhancement</i> | -- -- -- | | |
| <i>Environmental Improvements</i> | -- -- -- | | |
| <i>Leadership Development; Training for Community Members</i> | -- -- -- | | |
| <i>Coalition Building</i> | 1 6 7 | \$211,203.00 | \$110,000.00 |
| <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> | 1 8 D | \$1,388.00 | \$2,000.00 |
| <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> | 8 D -- | \$512,877.54 | \$528,264.00 |

| <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> | -- -- -- | \$436,967.86 | \$437,000.00 |
| <i>Medicaid Costs exceeding reimbursement</i> | -- -- -- | \$1,922,033.92 | \$1,922,000.00 |
| <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> | \$116,140,784.00 |
| <i>Net Revenue from Patient Services</i> | \$57,196,159.00 |
| <i>Total Operating Expenses</i> | \$59,809,608.00 |
| | |
| <i>Net Medicare Revenue</i> | \$23,486,260.58 |
| <i>Medicare Costs</i> | \$23,923,288.44 |
| | |
| <i>Net Medicaid Revenue</i> | \$5,276,598.12 |
| <i>Medicaid Costs</i> | \$7,198,632.04 |
| | |
| <i>Unreimbursed Charity Care Expenses</i> | \$512,877.54 |
| <i>Unreimbursed Expenses of Other Community Benefits</i> | \$6,856,451.61 |
| <i>Total Unreimbursed Community Benefit Expenses</i> | \$7,369,329.15 |
| | |
| <i>Leveraged Revenue for Community Benefit Activities</i> | \$0.00 |
| <i>Total Community Benefits including Leveraged Revenue for Community Benefit Activities</i> | \$7,369,329.15 |

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) Huggins Hospital staff & Board of Trustees | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2) Carroll County Coalition for Public Health | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 3) Central NH VNA & Hospice | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 4) Healthcare consumers/patients | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 5) Doran Independent Insurance | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6) Genesis Healthcare - Wolfeboro Bay Center | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 7) Memorial Hospital | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8) North Country Health Consortium | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9) Northern Human Services | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10) Local Legislative Representatives and State Senators | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 11) Mountain View Community | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12) Service Link | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 13) Town of Wolfeboro employees | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 14) Tri-County Transit | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 15) UNH Cooperative Extension | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 16) Wakefield Welfare | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17) Wolfeboro Economic Development Corporation | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 18) White Horse Addiction Center | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 19) White Mountain Medical Center | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20) Wolfeboro Fire Department | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 21) Wolfeboro Police Department | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 22) Wolfeboro Welfare | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23) Eastern Lakes Region Housing Coalition | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 24) Eastern Lakes Region Coalition for Healthy Families | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 25) Wolfeboro Chamber | <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): Huggins Hospital analyzed community health data and conducted a community survey to begin the community needs process. Huggins Hospital also presented the data and analysis to the community during the hospital’s Community Health Summit. The event provided an opportunity for community members and local health and safety agencies to determine significant health needs and goals for improvement. Over sixty individuals from over forty community and healthcare organizations collaborated to conduct a comprehensive CHNA process focused on identifying and defining significant health needs, issues, and concerns of the community. The process centered on gathering and analyzing data as well as receiving input from persons who represented the broad interests of the community and who had special knowledge and expertise in public health. The participants helped provide direction for the Hospital to create a plan to improve the health of the community.

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