

# Form NHCT-31: Community Benefits Plan Report

version 1.7

(Submission #: HPZ-XGB1-G5ZD2, version 1)

## Details

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**Submitted** 12/27/2023 (5 days ago) by Ryan Cullen

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## Form Input

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### Section 1: Entity Information

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**Entity Name**

Exeter Hospital, Inc.

**State Registration #**

6273

**Federal ID #**

22-2674014

**Fiscal Year Beginning**

10/01/2022

**Entity Address**

5 Alumni Drive

Exeter, NH 03833

**Entity Website (must have a prefix such as "http://www.")**

<http://www.exeterhospital.com>

**Chief Executive Officer (first, last name)**

First Name	Last Name
Debra	Cresta

Phone Type	Number	Extension
Business	[REDACTED]	

**Email**

[REDACTED]

**Board Chair (first, last name)**

First Name	Last Name
Rob	Eberle

Phone Type	Number	Extension
Business	[REDACTED]	

**Email**

[REDACTED]

**Community Benefits Plan - Contact (first, last name)**

<b>First Name</b>	<b>Last Name</b>	
Mark	Whitney	
<b>Title</b>		
VP Strategy		
<b>Phone Type</b>	<b>Number</b>	<b>Extension</b>
Business	[REDACTED]	
<b>Email</b>	[REDACTED]	

**1. Is the entity's community benefits plan on the organization's website?**

Yes

**2. Does the report include community benefit information for affiliated or subsidiary entity(ies)?**

No

**Section 2: Mission & Community Served**

**1. Mission Statement**

The mission of Exeter Hospital is to improve the health of the community. This mission will be accomplished without compromising Exeter Hospital's sustainability principally by the provision of health services and information to the community in collaboration with Exeter Health Resources' other affiliates which share this mission.

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

Yes

**Service Area**

Community may be defined as a geographic service area comprised of the locations from which most service recipients come (primary service area) or a subset of the general population that share certain characteristics such as age range, health condition, or socioeconomic resources. For some trusts, the definition of community may be a combination of geographic service area and a subset of the population within that area. Please include information from the drop down lists and narrative field as applicable to sufficiently describe the community served.

**1. Did the primary service area cover ALL of New Hampshire?**

No

**Please select service area Counties (NH), if applicable**

NONE PROVIDED

**Please select service area municipalities (NH), if applicable**

ATKINSON  
BRENTWOOD  
BARRINGTON  
CANDIA  
CHESTER  
DANVILLE  
DEERFIELD  
DURHAM  
EAST KINGSTON  
EPPING  
EXETER  
FREMONT  
GREENLAND  
HAMPTON  
HAMPTON FALLS  
HAMPSTEAD  
KENSINGTON  
KINGSTON  
LEE  
MADBURY  
NEW CASTLE  
NEWFIELDS  
NEWMARKET  
NEWTON  
NORTH HAMPTON  
NORTHWOOD  
NOTTINGHAM  
PLAISTOW  
PORTSMOUTH  
RAYMOND  
RYE  
SANDOWN  
SEABROOK  
SOMERSWORTH  
SOUTH HAMPTON  
STRATHAM

**Service Population Description**

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.

**Section 3.1: Community Needs Assessment**

**1. In what year was the last community needs assessment conducted to assist in determining the activities to be included in the community benefit plan? (Please attach a copy of the needs assessment below if completed in the past year)**

2022

**Please attach a copy of the needs assessment if completed in the past year**

NONE PROVIDED

**Comment**

Was supplied in 2022, file is too large to attach.

**2. Was the assessment conducted in conjunction with other health care charitable trusts in your community?**

Yes

**Section 3.2: Community Needs Assessment (1 of 8)**

**3. Area of Community Need / Concern**

1. Financial Barriers to Care; Cost of Care / Insurance

**4. Is the need identified in the Community Needs Assessment?**

Yes

**5. Is the need addressed in the Health Care Charitable Trusts Community Benefit Plan?**

Yes

**6. Select the applicable Category or Categories of Community Benefit included in your plan associated with this need.**

1: Financial Assistance

2.3: Medicare

2.1: Medicaid

**7. Brief description of major strategies or activities to address this need (optional)**

Continuance of existing Financial Assistance Plan including catastrophic coverage at EH.

Participation in broad spectrum of Medicare and Medicaid programs below the cost of care or existing market rates.

**Section 3.2: Community Needs Assessment (2 of 8)**

**3. Area of Community Need / Concern**

16. Aging Population / Senior Services

**4. Is the need identified in the Community Needs Assessment?**

Yes

**5. Is the need addressed in the Health Care Charitable Trusts Community Benefit Plan?**

Yes

**6. Select the applicable Category or Categories of Community Benefit included in your plan associated with this need.**

A1: Community Health Education

C1: Emergency and Trauma Services

A4: Other Community Health Improvement Services

**7. Brief description of major strategies or activities to address this need (optional)**

Ongoing Community Calls and outreach to support organizations involved with addressing gaps in aging population.

**Section 3.2: Community Needs Assessment (3 of 8)**

**3. Area of Community Need / Concern**

31. Transportation Services

**4. Is the need identified in the Community Needs Assessment?**

Yes

**5. Is the need addressed in the Health Care Charitable Trusts Community Benefit Plan?**

Yes

**6. Select the applicable Category or Categories of Community Benefit included in your plan associated with this need.**

1: Financial Assistance

A6: Community Needs/Asset Assessment

A3: Health Care Support Services

**7. Brief description of major strategies or activities to address this need (optional)**

Hospital supported limited subsidized transportation program via taxi voucher program.

Support for TASC Taxi voucher program with Seacoast Mental Health Center. Community Calls and outreach to support organizations involved with addressing gaps in transportation.

**Section 3.2: Community Needs Assessment (4 of 8)**

**3. Area of Community Need / Concern**

20. Mental Health

**4. Is the need identified in the Community Needs Assessment?**

Yes

**5. Is the need addressed in the Health Care Charitable Trusts Community Benefit Plan?**

Yes

**6. Select the applicable Category or Categories of Community Benefit included in your plan associated with this need.**

C10: Other Subsidized Health Services

**7. Brief description of major strategies or activities to address this need (optional)**

Continuation of Zero Suicide programming across affiliates. On-going community outreach and social media support. Active participation with NAMI and Governors Council on Suicide Prevention

**Section 3.2: Community Needs Assessment (5 of 8)**

**3. Area of Community Need / Concern**

25. Access to Substance Use Disorder Services

**4. Is the need identified in the Community Needs Assessment?**

Yes

**5. Is the need addressed in the Health Care Charitable Trusts Community Benefit Plan?**

Yes

**6. Select the applicable Category or Categories of Community Benefit included in your plan associated with this need.**

A5: Dedicated Staff costs

C10: Other Subsidized Health Services

**7. Brief description of major strategies or activities to address this need (optional)**

Community Calls and outreach support organizations involved with addressing gaps in substance misuse.

**Section 3.2: Community Needs Assessment (6 of 8)**

**3. Area of Community Need / Concern**

7. Diabetes

**4. Is the need identified in the Community Needs Assessment?**

No

**5. Is the need addressed in the Health Care Charitable Trusts Community Benefit Plan?**

No

**6. Select the applicable Category or Categories of Community Benefit included in your plan associated with this need.**

C7: Subsidized Continuing Care

**7. Brief description of major strategies or activities to address this need (optional)**

Comprehensive, convenient diabetes education and training is provided through individual consultations, group education classes, insulin pump and continuous glucose monitoring programs, the diabetes fitness program, and community education.

**Section 3.2: Community Needs Assessment (7 of 8)**

**3. Area of Community Need / Concern**

12. Family/Parent Support Services

**4. Is the need identified in the Community Needs Assessment?**

No

**5. Is the need addressed in the Health Care Charitable Trusts Community Benefit Plan?**

No

**6. Select the applicable Category or Categories of Community Benefit included in your plan associated with this need.**

C5: Women's and Children's Services

**7. Brief description of major strategies or activities to address this need (optional)**

The Family Center offers the very best in pediatric care for newborns and pediatric inpatients through a clinical collaboration with MassGeneral for Children, a nationally recognized leader in pediatric services. Pediatricians from MassGeneral for Children are available 24/7 at Exeter Hospital to provide care to both pediatric inpatient as well as in the emergency department.

**Section 3.2: Community Needs Assessment (8 of 8)**

**3. Area of Community Need / Concern**

34. Education / Job Training

**4. Is the need identified in the Community Needs Assessment?**

No

**5. Is the need addressed in the Health Care Charitable Trusts Community Benefit Plan?**

No

**6. Select the applicable Category or Categories of Community Benefit included in your plan associated with this need.**

B1: Provision of Clinical Setting for Undergraduate Education

**7. Brief description of major strategies or activities to address this need (optional)**

NONE PROVIDED

**Section 4: Community Benefit Activities**

**Optional Section 4 completion tool**

An optional MS Excel tool can be used to aid completion of this Section offline. Please click on the "Community Benefits Reporting Tool" link below, this will download the file to a suitable location. Once opened, refer to the "Worksheets" sheet at the bottom of the form. Numbers/dollar amounts can be calculated and will automatically populate into the appropriate fields of the "Section 4" sheet. These numbers can then be entered manually by you in the appropriate fields of this Section 4, below.

[Community Benefits Reporting Worksheets](#)

**Financial Assistance, Means-Tested Government Programs and Community Benefit Services**

**Total Functional Expenses for the Reporting Year (\$)**

307059838

**(1) Financial Assistance at cost (if using the optional Excel tool, refer to Worksheet 1)**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)	Estimated expense of activities projected for the next Fiscal Year (\$)
NONE PROVIDED	NONE PROVIDED	588467	0	588467	0.2%	594352

**(2) Medicaid (if using the optional Excel tool, refer to Worksheet 3, column A)**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)	Estimated expense of activities projected for the next Fiscal Year (\$)
NONE PROVIDED	NONE PROVIDED	25174178	0	25174178	8.2%	26181145

**(3) Costs of other means-tested government programs (if using the optional Excel tool, refer to Worksheet 3, column B)**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)	Estimated expense of activities projected for the next Fiscal Year (\$)
NONE PROVIDED	NONE PROVIDED	0	0	0	0%	0

**(4) Total Financial Assistance and Means-Tested Government Programs**

(a) Number of activities or programs	(b) Persons served	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)	Estimated expense of activities projected for the next Fiscal Year (\$)
NONE PROVIDED	NONE PROVIDED	25762645	0	25762645	8.4%	26775497

**Community Benefit Services**

**(5) Community health improvement services and community benefit operations (if using the optional Excel tool, refer to Worksheet 4)**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)	Estimated expense of activities projected for the next Fiscal Year (\$)
NONE PROVIDED	NONE PROVIDED	669877	17905	651972	0.2%	678051

**(6) Health professions education (if using the optional Excel tool, refer to Worksheet 5)**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)	Estimated expense of activities projected for the next Fiscal Year (\$)
NONE PROVIDED	NONE PROVIDED	1880452	0	1880452	0.6%	1955670

**(7) Subsidized health services (if using the optional Excel tool, refer to Worksheet 6)**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)	Estimated expense of activities projected for the next Fiscal Year (\$)
NONE PROVIDED	NONE PROVIDED	6268392	526325	5742067	1.9%	5971750

**(8) Research (if using the optional Excel tool, refer to Worksheet 7)**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)	Estimated expense of activities projected for the next Fiscal Year (\$)
NONE PROVIDED	NONE PROVIDED	272079	15903	256176	0.1%	266423

**(9) Cash and in-kind contributions for community benefit (if using the optional Excel tool, refer to Worksheet 8)**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)	Estimated expense of activities projected for the next Fiscal Year (\$)
NONE PROVIDED	NONE PROVIDED	583814	0	583814	0.2%	607167

**(10) Total Other Benefits**

(a) Number of activities or programs	(b) Persons served	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)	Estimated expense of activities projected for the next Fiscal Year (\$)
NONE PROVIDED	NONE PROVIDED	9674614	560133	9114481	3%	9479061

**Total**

**(11) Totals**

(a) Number of activities or programs	(b) Persons served	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)	Estimated expense of activities projected for the next Fiscal Year (\$)
NONE PROVIDED	NONE PROVIDED	35437259	560133	34877126	11.4%	\$36254558

**Section 5: Community Building Activities**

**Total expense (\$; entered at top of Section 4)**

307059838

**(1) Physical improvements and housing**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)
NONE PROVIDED	NONE PROVIDED	0	0	0	0%

**(2) Economic development**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)
NONE PROVIDED	NONE PROVIDED	0	0	0	0%

**(3) Community support**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)
NONE PROVIDED	NONE PROVIDED	10387	0	10387	0%

**(4) Environmental improvements**



(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)
NONE PROVIDED	NONE PROVIDED	0	0	0	0%

**(5) Leadership development and training for community members**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)
NONE PROVIDED	NONE PROVIDED	0	0	0	0%

**(6) Coalition building**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)
NONE PROVIDED	NONE PROVIDED	0	0	0	0%

**(7) Community health improvement advocacy**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)
NONE PROVIDED	NONE PROVIDED	0	0	0	0%

**(8) Workforce development**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)
NONE PROVIDED	NONE PROVIDED	0	0	0	0%

**(9) Other**

(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)
NONE PROVIDED	NONE PROVIDED	0	0	0	0%

**Total**

**(10) Totals**

(a) Number of activities or programs	(b) Persons served	(c) Total community benefit expense (\$)	(d) Direct offsetting revenue (\$)	(e) Net community benefit expense (\$)	(f) Percent of total expense (%)
NONE PROVIDED	NONE PROVIDED	10387	0	10387	0%

**Section 6: Medicare**

**1. Total revenue received from Medicare (\$ -- including DSH and IME)**

102018836

**2. Medicare allowable costs of care relating to payments specified above (\$)**

151077842

**3. Medicare surplus (shortfall)**

\$-49059006

**4. Describe the extent to which any shortfall reported above should be treated as community benefit. Please also describe the costing methodology or source used to determine the amount reported above.**

Net Medicare Revenue - Medicare Costs = Net Loss

**5. Describe the costing methodology or source used to determine the amount reported above. Please check the boxes below that describe the method used:**

Cost accounting system

**Section 7: Summary Financial Measures**

**1. Gross Receipts from Operations (\$)**

315649943

**2. Net operating costs (\$)**

307059838

**3. Ratio of gross receipts from operations to net operating costs**

1.028

**Unreimbursed Community Benefit Costs**

**4. Financial Assistance and Means-Tested Government Programs (\$)**

25762645

**5. Other Community Benefit Costs (\$)**

9114481

**6. Community Building Activities (\$)**

10387

**7. Total Unreimbursed Community Benefit Expenses (\$)**

34887513

**8. Net community benefit costs as a percent of net operating costs (%)**

11.36%

**Other Community Benefits (optional)**

**1. Leveraged Revenue for Community Benefit Activities (\$)**

0

**2. Medicare Shortfall (\$)**

\$-49059006

**Section 8: Community Engagement in the Community Benefits Process**

**1. Please list below**

Community Organizations, Local Government Officials and other Representatives of the Public:	Indentification of Need	Prioritization of Need	Development of the Plan	Commented on Proposed Plan
Gather	Yes	No	No	No
Seacoast Family Promise	Yes	Yes	Yes	Yes

<b>Community Organizations, Local Government Officials and other Representatives of the Public:</b>	<b>Indentification of Need</b>	<b>Prioritization of Need</b>	<b>Development of the Plan</b>	<b>Commented on Proposed Plan</b>
The Plaistow Community YMCA	Yes	No	No	No
Transportation Assistance for Seacoast Citizens	Yes	Yes	Yes	Yes
UNH Extension	Yes	Yes	Yes	Yes
Racial Unity Team	Yes	Yes	Yes	Yes
Seacoast Mental Health Center	Yes	Yes	Yes	Yes
Southern District YMCA	No	No	No	No
Lamprey Health Care	Yes	No	No	No
Waypoint at The Richie McFarland Children's Center	Yes	No	No	No
Leadership Seacoast	No	No	No	No
Rotary Club of Exeter New Hampshire	Yes	Yes	Yes	Yes
Society of St. Vincent de Paul Exeter	Yes	Yes	Yes	Yes
Matt Chapman, Housing Partnership	Yes	No	No	No
Ellen Faulconer, Town of Kingston	Yes	No	No	No
Russell Dean, Town of Exeter	Yes	No	No	No
Drew Olick, Exeter Hospital	Yes	No	No	No
Susan Turner, Families First Health and Support Center	Yes	No	No	No
Shamera Simpson, AFSP	Yes	No	No	No
Sonya Robicheau, Exeter Police Department	No	No	No	No
Pam McElroy, Exeter Town Welfare	No	No	No	No
Hershey Hirschkop, Seacoast Outright	Yes	No	No	No
Kristen Welch, NAMI-NH	Yes	No	No	No
Peggy Small-Porter, Waypoint NH	Yes	No	No	No
Beth Wheeler, Foundation for Healthy Communities	Yes	No	No	No
Carol Gulla, TASC	Yes	Yes	Yes	Yes
Charlotte Scott, SoRock	Yes	No	No	No
Jeff Donald, COAST	Yes	No	No	No
Jen Hubbell, GOTR NH	Yes	No	No	No
Jennifer Wheeler, Exeter Area Chamber of Commerce	No	No	No	No
Ken Mendis, Racial Unity Team	No	No	No	No
Molly Zirillo, Society of St Vincent de Paul	Yes	No	No	No
Sarah Gould, Connor's Climb Foundation	Yes	No	No	No
Sarah Shanahan, HAVEN	Yes	No	No	No
Seneca Bernard, Gather	Yes	No	No	No
Mark Lefebvre, Pinetree Institute	Yes	No	No	No
Maria Reyes, Seacoast Public Health Network	No	No	No	No
Justin Pizon, Exeter Fire Department	No	No	No	No
Talley Westerberg , Winnacunett High School	No	No	No	No
Darren A. Guy, DO, Core Physicians, LLC	No	No	No	No

**2. Please provide a description of the methods used to solicit community input on community needs:**

In 2022, the operating affiliates of Exeter Health Resources, Exeter Hospital, Inc., Core Physicians LLC, and Rockingham VNA & Hospice, along with their community partners, conducted a Community Needs Assessment. The purpose of the Assessment was to engage actual community members and to reach out to support agencies to determine the local area health needs.

Methods:

- Community Forums
- Community Health Survey
- Key Leader Interviews
- Exeter Hospital Community Call

**Section 9: Charity Care Compliance**

**1. The valuation of charity does not include any bad debt, receivables or revenue.**

Yes

**2. A written charity care policy is available to the public.**

Yes

**3. Any individual can apply for charity care.**

Yes

**4. Any applicant will receive a prompt decision on eligibility and amount of charity care offered.**

Yes

**5. Notice of the charity care policy is posted in lobbies.**

Yes

**6. Notice of the policy is posted in waiting rooms.**

Yes

**7. Notice of the policy is posted in other public areas of our facilities.**

Yes

**8. Notice of the charity care policy is given to recipients who are served in their home.**

N/A

**Section 10: Certification**

**Electronic Signature**

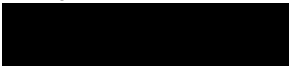
**First Name    Last Name**

Ryan            Cullen

**Title**

Senior Accountant

**Email**



**NHCT-31 (September 2022)**