

**COMMUNITY BENEFITS REPORTING FORM**

*Pursuant to RSA 7:32-c-1*

FOR FISCAL YEAR BEGINNING 10/01/2019

*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** Concord Hospital

**Street Address** 250 Pleasant St

**City** Concord

**County** 07 - Merrimack

**State** NH **Zip Code** 03301

**Federal ID #** 222594672

**State Registration #**

**Website Address:** [www.concordhospital.org](http://www.concordhospital.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:** Robert P. Steigmeyer 22770003003 [rsteigmeyer@crhc.org](mailto:rsteigmeyer@crhc.org)

**Board Chair:** Sol Asmar 7245177 [sasmar@comcast.net](mailto:sasmar@comcast.net)

**Community Benefits**

**Plan Contact:** Pamela Puleo 22770003086 [ppuleo@crhc.org](mailto:ppuleo@crhc.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: Concord Hospital is a charitable organization which exists to meet the health needs of individuals within the communities it serves.

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):

Allenstown, Andover, Barnstead, Boscawen, Bow, Bradford, Canterbury, Center Barnstead, Chichester, Concord, Deering, Dunbarton, Epsom, Henniker, Hillsborough, Hooksett, Hopkinton, Loudon, Northwood, Pembroke, Penacook, Pittsfield, Salisbury, Suncook, Warner, Washington, Weare, Webster and Windsor.

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

Serves the general population and also underserved and vulnerable populations, including low income, New Americans, elderly, veterans and individuals with chronic health conditions.

**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?

2018 *(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	122
3	400
4	501
5	600
6	407
7	200
8	999
9	300

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	522
B	520
C	507
D	521
E	601
F	123
G	120

Please provide additional description or comments on community needs including description of "other" needs (code 999) if applicable. *Attach additional pages if necessary:*

999 - Access to health education and information is on Attachment A and Attachment B is additional information for Section 4.



**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>	9 3 5	\$924,578.00	\$638,000.00
<i>Community-based Clinical Services</i>	9 7 --	\$271,535.00	\$277,000.00
<i>Health Care Support Services</i>	5 Other Other	\$385,745.00	\$393,000.00
<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>	C -- --	\$401,995.00	\$410,000.00
<i>Intern/Residency Education</i>	G -- --	\$456,562.00	\$466,000.00
<i>Scholarships/Funding for Health Professions Ed.</i>	C -- --		\$0.00
<i>Other:</i>	B D A	\$1,445,299.00	1,474,000.00

<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: Chronic Health Condition</i>	9 4 F	\$1,314,568.00	\$1,341,000.00
<i>Type of Service: Substance Misuse</i>	3 6 Other	\$605,199.00	\$617,000.00
<i>Type of Service: Behavioral Health</i>	2 Other Other	\$10,214,447.00	\$10,419,000.00
<i>Type of Service: Family Health Center</i>	9 8 4	\$7,292,344.00	\$7,438,000.00
<i>Type of Service:</i>	G -- --	\$20,112,910.00	\$20,515,000.00

<i>Primary Care Physician</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>	9 Other --	\$81,022.00	\$83,000.00
<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 5 E	\$676,333.00	\$486,000.00
<i>Grants</i>	1 2 7		
<i>In-Kind Assistance</i>	5 -- --	\$13,915.00	\$14,000.00
<i>Resource Development Assistance</i>	1 E G	\$138,872.00	\$142,000.00

<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>	A B --	*offset by CARES Act	
<i>Environmental Improvements</i>	-- -- --		
<i>Leadership Development; Training for Community Members</i>	-- -- --		
<i>Coalition Building</i>	-- -- --		
<i>Community Health Advocacy</i>	-- -- --		

<b><i>G. Community Benefit Operations</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Dedicated Staff Costs</i>	5 -- --	\$71,399.00	\$73,000.00
<i>Community Needs/Asset Assessment</i>	-- -- --		
<i>Other Operations</i>	-- -- --		

<b><i>H. Charity Care</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Free &amp; Discounted Health Care Services</i>	1 Other Other	\$3,445,302.00	\$3,514,000.00

<b><i>I. Government-Sponsored Health Care</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Medicare Costs exceeding reimbursement</i>	4 -- --		
<i>Medicaid Costs exceeding reimbursement</i>	1 -- --	\$31,319,326.00	\$31,946,000.00
<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>	\$1,482,761,818.00
<i>Net Revenue from Patient Services</i>	\$453,594,000.00
<i>Total Operating Expenses</i>	\$512,423,528.00
<i>Net Medicare Revenue</i>	\$165,061,000.00
<i>Medicare Costs</i>	\$236,938,000.00
<i>Net Medicaid Revenue</i>	\$37,011,000.00
<i>Medicaid Costs</i>	\$68,330,000.00
<i>Unreimbursed Charity Care Expenses</i>	\$3,445,000.00
<i>Unreimbursed Expenses of Other Community Benefits</i>	\$81,053,079.00
<i>Total Unreimbursed Community Benefit Expenses</i>	\$84,499,079.00
<i>Leveraged Revenue for Community Benefit Activities</i>	\$2,926,491.00
<i>Total Community Benefits including Leveraged Revenue for Community Benefit Activities</i>	\$87,425,570.00

**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) Concord Hospital Board of Trustees	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2) Concord Hospital Trust Board of Trustees	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3) Gov't Officials: City and State	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4) Focus Groups of Vulnerable Populations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Community Listening Sessions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Telephone Survey	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Community-At-Large	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8) New Hampshire 211	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9) City of Concord Fire Department and Police Department	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10) Greater Concord Chamber of Commerce	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11) Capital Area Public Health Network Granite United Way	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12) Concord Family YMCA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13) Boys and Girls Club of Greater Concord	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14) Riverbend Community Mental Health, Inc.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15) New Hampshire Charitable Foundation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16) CATCH Neighborhood Housing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17) Ascentria Care Alliance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
18) City of Concord Department of Human Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19) Dept of Health and Human Services, Children, Youth & Families	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
20) Community Health and Nutrition Services, Community Action Program Belknap-Merrimack Counties, Inc. (CAP-BM)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
21) Concord Regional Visiting Nurse Association (CRVNA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 order to build a comprehensive picture of the community health needs in the Capital Region, this research undertook several separate types of data collection. A key component of objectively measuring community health needs relied on the Community commons web site which draws from an extensive list of data sets incorporating socioeconomic, clinical, and demographic and public health data. These sources allowed a comprehensive assessment of the various social determinants of health.

Both primary, empirical data as well as secondary data from community group sessions enabled the collection of a wide range of input across a variety of community populations. It should be noted, however, that this assessment places more weight on empirical results of the data sets and

the telephone survey, which have a measurable margin of error, than the qualitative data that was derived from focus groups, listening sessions, stakeholder interviews and online and written surveys, which, due to their design and self-selecting nature may not fully represent the population under investigation.

For a more extensive review of each method used in soliciting community input on community needs, a copy of the full 2018 Capital Region Community Health Needs Assessment was submitted in 2018/2019 and can be provided again upon request.

**Section 7: CHARITY CARE COMPLIANCE**

<b>Please characterize the charity care policies and procedures of your organization according to the following:</b>	<b>YES</b>	<b>NO</b>	<b>Not Applicable</b>
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

Community Benefits Reporting Form for Fiscal Year Beginning 10/01/2019

Additional Documentation- Attachment A

	<b>NEED (Please enter code # from attached list of community needs)</b>	<i>Section 4: Listing for Community Need Addressed</i>
10	121 - Availability of Dental/Oral Health Care	H.
11	604 - Prescription Assistance	A.3
12	321 - Coronary Heart Disease	C.1
13	372 - Child and adolescent mental health	C.3
14	373 - Depression	
15	374 - Serious Mental Illness	C.3
16	401 - Youth Alcohol Use	
17	402 - Adult Alcohol Use	
18	403 - Youth Drug Use	A.2
19	404 - Adult Drug Use	A.2
20	370 - Mental Health/Psychiatric Disorders	C.6
21	420 - Obesity	C.1
22	422 - Nutrition Education	C.1
23	500 - Socioeconomic Issues; General	A.2 / A.3
24	503 - Poverty	
25	502 - Immigrants/Refugees	
26	602 - Information & Referral Services	
27	603 - Senior Services	A.2
28	100- Access to Care; General	A.3
29	609 - Food Assistance	
30	372 B - Alzheimer's/Dementia	
31	530 - Fall Injuries	
32	128 - Availability of Prescription Medications	H
33	430 - Family/Parent Support Services	C.2
	<b>NEED (Please enter code # from attached list of community needs)</b>	
H	319 - Other Cancer	
I	505 - Homelessness	
J	301 - Breast Cancer	C.1
K	330 - Diabetes	C.1
L	530 - Fall Injuries	



Community Benefits Reporting Form for Fiscal Year Beginning 10/01/2019  
Additional Documentation - Attachment B

To be included under Section 4: COMMUNITY BENEFIT ACTIVITIES

	<b>Community Need Addressed</b>	<b>Unreimbursed Costs (preceding year)</b>	<b>Unreimbursed Costs (projected)</b>
<b>C. Subsidized Health Services</b>			
Type of Service: Dental Services	1	\$1,475,059.00	\$1,505,000.00
Type of Service: Support Services	9 - 4 - Other	\$3,852,669.00	\$3,930,000.00