

Community Benefits Activities Undertaken by New London Hospital in Fiscal Year 2008 (10/1/2007-9/30/2008)

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Description of Benefit	Outcome	Method for Calculating Cost (staff based on hourly rate)	Unreimbursed Cost
A. CHARITY CARE	(ongoing) Provide health care services to individuals who could not afford to pay; hospital participates in the New Hampshire Health Access Network (NHHAN) and staff continues implementation of NHHAN universal financial application.	Charity Care Unreimbursed Medicaid (Hospital*) Unreimbursed Medicare GRAND TOTAL WORTHY PATIENT CARE *Unreimbursed Medicaid for Primary Care included under Item D4	\$1,751,547 \$2,414,823 <u>\$14,324,307</u> \$18,490,677
B. COMMUNITY SERVICES			
B1. Classes			
<ul style="list-style-type: none"> • Safe Sitter Classes 	3 classes taught for 48 students. Safe Sitter is a national program that teaches 11-13 year-old adolescents the importance of being prepared when babysitting. It improves the welfare of young children by increasing the availability of babysitters instructed in safe and nurturing childcare techniques.	Initial prep time to develop, implement & coordinate training of teachers & classes; time for each class; advertising; materials; teacher fee Instructors \$360 Manuals \$635 Coordinator \$840 Class Room \$800	\$1,698 (unreimbursed expenses)
B2. Education			
<ul style="list-style-type: none"> • Tours 	Tours of hospital and its departments	Staff time to coordinate and lead	\$450

	throughout school year for Girl Scouts, kindergarteners, Cub Scouts, local church and schools.	tours	
<ul style="list-style-type: none"> Class projects with Colby-Sawyer Students 	Participation in a marketing class project as resource; oversight of senior nursing students' Capstone project	Staff time	\$560
B3. Health Fairs	Presentation of 2 community health fairs	Marketing support and staff time	\$11,000
B4. Lectures to Community Organizations/Speaker's Bureau	Presentations on women's health, Memory loss, ADHD, diabetes management, story time at local library, emergency services, rehabilitation services, senior health, advanced directives, pediatric topics, nutrition, preventive health services, sleep disorders, endoscopy & colonoscopy procedures, and infectious diseases.	Provider prep and presentation time; marketing & coordination	\$26,828
B5. Screenings	Bone density screening; blood pressure screenings	20 hours of prep & participation time @ \$25/hour	\$500
Sports Physicals	113 sports physicals for Newport/Goshen/Lempster Little League	15 physicians/staff @ 3.5 hours each @ average \$50/hour	\$2,733
Blood Pressure Screenings	Screenings by EMTs at annual Hospital Days event	2 EMTs @ 6 hours each @\$18/hour	
B6. Workshops	Diabetes Education & Management—4 sessions Presentation to American Physical Therapy Assoc. on Pharmacy Topics in 2008	Staff time for preparation and presentation; meeting space	\$2,220
B7. Meet the Provider Forum	Community Education about Primary Care 2 sessions	Provider staff time; coordination and marketing	\$1,080
<ul style="list-style-type: none"> Breast & Cervical Cancer Program and Mammography Fund 	(ongoing) Free mammograms, clinical breast exams, pelvic exams, pap tests and education on breast self-exam for eligible women age 50	Physician time and tech time, incorporated into Charity Care figure.	\$4,970

	and older. Hospital administers programs begun in 1990 by group of local women; scope of fund includes diagnostic services related to breast health.		
B8. Other			
<ul style="list-style-type: none"> • ABC's Financial Aid 	Financial aid from to help families employed by NLH with ABC's child care expenses	Scholarships for employee families	\$2,781
<ul style="list-style-type: none"> • Thanksgiving & Father's Day Celebrations for Clough Center Residents, Families & Community 	Thanksgiving celebration with entertainment provided for residents of long term care, their families and invited community members provided by the Hospital and served by staff volunteers; Father's Day party for residents, families, invited community guests.	Staff time for coordination and implementation of events.	\$2,600
<ul style="list-style-type: none"> • CPR/ACLS and American Heart Association Courses 	NLH trained 758 people in AHA and CPR/ACLS classes. Courses were at no charge to students, who were from the VNA, EMS, nurses, employees, and other community organizations e.g. the Council on Aging.	Instructor fees, room usage, materials.	\$34,000
<ul style="list-style-type: none"> • Athletic Trainer 	NLH provided an athletic trainer to the Kearsarge Regional Schools for JV/varsity practices and games for training of athletes in injury prevention and treatment	Full time FTE during school year. School district supports initiative with \$16,000 toward salary & benefits	\$28,927 (after district support)
<ul style="list-style-type: none"> • Internet Website 	Health information, provider information, links to healthcare sites for community. Website awareness promoted in all publications and media.	Provide information about NLH and affiliates, health tips and health information sites.	\$26,000

<ul style="list-style-type: none"> About Your Health Cable TV Show 	Monthly cable TV show broadcast to 7,000 households featuring interviews with healthcare providers to describe programs, services and health information.	Cost of production, provider, CEO and staff time for preparation and interviews.	\$15,450
C. MEDICAL EDUCATION			
C1. Continuing Medical Education for Physicians	CMEs for NLH medical staff and other physicians/health care professionals in the community	29 sessions, administrative and physician time. CME benefit allocated for full-time providers	\$7,200 \$81,476
C2. Financial Assistance for Medical School Loans	Recruitment tool to attract 5 primary care physicians	Contracted amount per year for 4 years of loan forgiveness	\$66,000
C3. Continuing Education for EMS personnel	Coordinated EMS District C-5 meetings including conducting continuing education. Coordinated 6th Annual EMS Conference (April 08) for 200 Safety Service personnel who attended a total of 2200 hours of education over the weekend. Provided courses for EMT Basic Refresher, EMT Intermediate Refresher course, EMT Basic Class, EMT Intermediate class, EMT Wilderness class, Surgical airways class and EKG Reading class	.8FTE dedicated to EMS coordination and education. Administrative support and space; collaboration of community service depts. e.g. fire ambulance, etc. throughout Lake Sunapee Region	\$38,927 \$10,535
C4. Financial Assistance for Employees to Advance	Tuition reimbursement for employees to advance in the healthcare field. Loan forgiveness program assistance	Financial scholarship expenses	\$36,016

C5. Teaching/internships Site for Medical School, College and Vo-tech Students			
Pediatric Medical Internships	3 to 6 week internships for pediatric residents, medical students, Physician Assistant and Medical Assistant students from Dartmouth Medical School, Mass School of Pharmacology, NH Tech and Hesser College	Staff supervision of 3 residents, 2 medical students, 6 PA and 2 MA students	\$68,000
Nursing	(Fall 07-Spring 08) 18 Colby-Sawyer nursing students	Each internship with oversight by dept. head, techs, nursing staff and physician. 4 hrs/wk x 7 wks avg. @ \$28 hour	\$9,690
	(Fall 07) 8 NHCTC Nursing students (Jan-Mar 08) 8 NHCTC Nursing students	Internships with oversight by dept. head, techs, nursing staff and physician.	\$20,303
	8 LNA students from Sugar River Technical School	Internships with supervision	\$12,113
	Mentoring nursing students from Colby-Sawyer on Capstone Project	10 hours/month for 6 months	\$2,657
	Mock OR Session for Summer Nursing Camp students	3 hours of OR staff time, including 2 physicians; coordination of event	\$901
	Orientation of student nurses and LNA students in preparation for clinical experience by Director of Education	8 hours	\$297
	• Radiology	Training & supervision of students.	Training and supervision of 1 st and 2 nd year students from

		Concord NHTI and Lebanon by department director and other supervising staff.	
• Laboratory	Lab Tech Student Intern for 9 weeks	Staff supervision	\$13,680
• Physical Therapy	Full time student intern for 4 months	Staff oversight and coordination for 640 hours @ \$23/hour	\$14,720
• Social Work	2 Student interns for 20hrs/wk for 10 weeks	Staff oversight and coordination	\$6,180
• Clough Extended Care Unit	1 student intern from Colby-Sawyer College for 6 hours 23 Colby-Sawyer Nursing students 3 days/week, 3 hours/each day for 2 months	Internship w/ oversight from administrator, director of nursing and nursing staff	\$3,152
▪ Student Interns	Business & marketing interns at Colby-Sawyer College for 240 hours each	Staff time and coordination	\$5,600
▪ ABCs Child Care Center	Intern & Practicum students for 4 months	Staff time and supervision	\$5,760
D. SUBSIDIZED HEALTH SERVICES			
D1. ABC's Child Care Center	Child care for children of NLH employees and community members	In kind space, utilities, administrative and marketing support	\$65,460
D2. Ambulance Service	(ongoing) New London Hospital owns and operates two ambulances for the community and provides 24-hour ambulance coverage for the towns of New London, Sunapee, Springfield, Newbury, Sutton, Wilmot and Grantham. If the hospital did not run the service, the town or another organization would be responsible for the personnel, equipment, vehicle maintenance, scheduling, training, etc. During FY2006, the ambulance service made emergency runs, transfers, non-	Ambulance service loss	\$296,871

	transport runs and DHART assists. Paramedics intercept and assist area volunteer ambulance and FAST squads when needed. The ambulance also provided community event, fire and haz mat standbys. Emergency department physician serves as Medical Director for C-5 District		\$6,798
D3. Emergency Services	Care provided in Hospital Emergency room by physicians	Support for operations of physicians staffing emergency department	\$274,669
D4. Primary Care Services	(ongoing) Solo practitioners throughout the country have found it increasingly difficult, if not impossible, to support themselves, particularly in rural settings. This situation has forced hospitals such as ours to come to their aid and help defray the cost of providing care. Strengthening relationships with our primary care physicians ensures our collective success and viable services for our community.	Operating support for Newport Health Center and New London Hospital Practices (includes unreimbursed Medicaid services of \$252,718)	\$2,299,774
D5. Mental Health Services	Inpatient consultation and outpatient office hours for counseling and medication	Emergency Dept. consultations for uninsured patients and administrative support	\$60,000
D6. Medication Bridge Program	Access to prescription drugs at nominal cost provided to low income community members via application directly to pharmaceutical companies for free/low charge medication. Program implemented at offices in New London and Newport.	FTE for program coordination, including patient qualification, applications, distribution of medication to physicians, follow up	\$19,348
E. CASH/IN-KIND			
E1. Participation in Upper	Task Force member for United Way coalition	Staff time @ 3 hours/mo	\$4,032

Valley/Sullivan County/New London Community Benefits Coalition	leading community needs assessment	Community needs assessment financial support	\$3,000
E2. Participation in Kearsarge Assets Network	Board chair of advocacy group for children & youth in community	Staff time @ 6 hours/mo	\$4,032
E3. School-based Health Center for NMHS Students	School-based health center for Newport Middle High School Students, providing prevention and acute care treatment, sports physicals, mental health and nutrition counseling, etc. Collaborative effort with community partners, staffed with LRNP from NLH's Newport Health Center.	In-kind support of administration, fiscal, supplies, quality oversight and space, benefits for project manager, clinical personnel	\$25,746
E4. Sustainability of The Rock Dental Clinic	This school-based dental program, now in its tenth year, is offered to over 1700 K-5 students in the Newport, Sunapee, Kearsarge and Goshen-Lempster elementary schools. Oral health continues to be one of this area's top healthcare needs.	Administration, fiscal support, fund raising support	\$24,217
E5. Meeting Room Space for Outside Groups	(ongoing) for 3 AA meetings per week and other community programs e.g. area clergy, weekly New England College courses, AARP Safe Driving.	\$50 per use, including staff time for set up, clean up. 4 weekly mtgs x\$50 x 52	\$10,400
E6. Role in Disaster Preparedness	Help plan and conduct mock disaster drills with other public safety personnel and agencies in community. Participated in 4 Preparedness health fairs.	Administration, staff time, physician time, use of ambulances, supplies. 50 hours @ \$40/hour	\$2,000
E7. Support of Foundation for Healthy Communities	Each year, a portion of hospital dues to the New Hampshire Hospital Association is used to support work of the Foundation for Healthy Communities to help build healthier communities across New Hampshire.	50% of 2007 NHHA dues	\$21,612

	Examples of initiatives in 2006 included end-of-life care, Medication Bridge Program, and Covering Kids.		
E.8 Participation in Community Education events by CEO; participation on community & state boards	President & CEO educates community about the services and programs of the hospital.	CEO time	\$6,996
	President & CEO participation in numerous boards & organizations that address health and community issues	CEO time	\$17,000
E.10 Participation on Board of Turning Points	Member of board for organization providing supportive services for women in Sullivan & Merrimack County	CFO time	\$3,360
E.12 Participation in Sullivan County Oral Health Collaborative	Serve as Board chair to implement project to improve access to dental care in the Claremont and Newport areas.	Staff time	\$6,720
E.13 Participation as camp nurse for NH Catholic Charities Camp for Exceptional Children	Senior Director of Nursing spends 1 week as nursing supervisor of camp	24/day x 7 days. Hospital pays salary while at camp.	\$3,193
E.14 Support for Special Olympics and Relay for Life	Education, awareness, collaboration	Financial support and staff time to coordinate and participate in two special events.	\$1,500
E.15 Participation in Reach Out and Read Program for Pediatric patients	Organization and supervision of reading program at two sites; purchase of books for program	20 hours staff time at \$28/hour=\$560 Purchase of books=\$100	\$660
E.16 Participation as board member in NHNAMI	Member of board of NH Alliance for Mental Illness and chair Annual Walk	90 hours of staff time	\$3,600
E.17 Participation on Board of Mountainview Senior Center	Member of board for senior center providing programs and outreach	Staff time 3 hours/month	\$1,008

E.18 Participation on NH Emergency Medical & Trauma Coordinating Board	Board member	Staff time 20 hours/year	\$1,400
E.19 Participation on board of United Way of Merrimack County	Board member	Staff time 36 hours/year	\$1,800
E.20 Participation on NH Healthcare Quality Assurance Commission	Commission member appointed by Governor	Staff time 25 hours/year	\$1,750
E.21 Participation on board of Grafton County Senior Center	Board member	Staff time 36 hours/year	\$1,620
E.22 Classes taught at Colby-Sawyer College	Project planning, Sports management; early childhood education	Staff time	\$1,008
E.23 Participation on board of NH Health Care Association	Board member for 7 months	Staff time	\$560
TOTAL UNREIMBURSED COST			\$22,288,216