

Community Benefits Activities Undertaken by New London Hospital in Fiscal Year 2009 (10/1/2008-9/30/2009)

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| Description of Benefit | Outcome | Method for Calculating Cost (staff based on hourly rate) | Unreimbursed Cost |
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| 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 Unreimbursed Medicare | \$1,768,077 \$1,141,000 \$14,203,659 |
| B. COMMUNITY SERVICES | | | |
| 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) |
| Education | | | |
| <ul style="list-style-type: none"> Tours | Tours of hospital and its departments throughout school year for Girl Scouts, kindergarteners, Cub Scouts, local church and schools. | Staff time to coordinate and lead tours | \$450 |
| <ul style="list-style-type: none"> Class projects with | Participation in a marketing class project as resource; oversight of senior nursing students' | Staff time | \$1,500 |

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| | Capstone project | | |
| Health Fairs | Presentation of 2 community health fairs | Marketing support and staff time | \$11,000 |
| Lectures to Community Organizations/Speaker's Bureau | Presentations on women's health, Memory loss, diabetes management, story time at local library, emergency services, rehabilitation services, senior health, advanced directives, pediatric topics, nutrition, preventive health services, sleep disorders procedures, geriatrics and infectious diseases. | Provider prep and presentation time; marketing & coordination | \$28,170 |
| Sports Physicals | 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 | |
| <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 and older. Hospital administers programs begun in 1990 by group of local women; scope of fund includes diagnostic services related to breast health. | Physician time and tech time, incorporated into Charity Care figure. | \$4,970 |
| H1N1 Community Education | Health education on web and in print | Staff time and print ads | \$5,500 |
| <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"> EMS Trainings | NLH trained 794 people in AHA and CPR/ACLS classes. Courses were at no charge | Instructor fees, room usage, materials. | \$42,395 |

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| | to students, who were from the VNA, EMS, nurses, employees, and other community organizations e.g. the Council on Aging. | | |
| <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 | \$29,795 (after district support) |
| C. MEDICAL EDUCATION | | | |
| Continuing Medical Education for Physicians | CMEs for NLH medical staff and other physicians/health care professionals in the community | CME benefit allocated for providers | \$98,002 |
| Financial Assistance for Medical School Loans | Recruitment tool to attract 5 primary care physicians | Contracted amount per year for 4 years of loan forgiveness | \$57,125 |
| C4. Financial Assistance for Employees to Advance | Tuition reimbursement for employees to advance in the healthcare field. Loan forgiveness program assistance | Financial scholarship expenses | \$67,443 |
| Nursing | 21 Colby-Sawyer nursing students | Each internship with oversight by dept. head, techs, nursing staff and physician. 4 hrs/wk x 7 wks avg. @ \$29 hour | \$17,052 |
| | 9 NHCTC Nursing students 11 NHCTC Nursing students 9 LNA students from Sugar River Technical School | Internships with oversight by dept. head, techs, nursing staff and physician. | \$16,240 |

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| | Mentoring nursing students from Colby-Sawyer on Capstone Project | Internships with supervision | \$15,660 |
| | Mock OR Session for Summer Nursing Camp students | 3 hours of OR staff time, including 2 physicians; coordination of event | \$2,737 |
| | Orientation of student nurses and LNA students in preparation for clinical experience by Director of Education | 8 hours | \$1,000 |
| | | | \$306 |
| • 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. | \$64,273 |
| • Laboratory | Lab Tech Student Intern for 9 weeks | Staff supervision | \$14,090 |
| • Physical Therapy | Full time student intern for 4 months | Staff oversight and coordination for 640 hours | \$14,720 |
| ▪ Student Interns | Business & marketing interns from Colby-Sawyer College for 240 hours each | Staff time and coordination | \$5,768 |
| ▪ ABCs Child Care Center | Intern & Practicum students for 4 months | Staff time and supervision | \$5,933 |
| D. SUBSIDIZED HEALTH SERVICES | | | |
| ABC's Child Care Center | Child care for children of NLH employees and community members | In kind space, utilities, administrative and marketing support | \$121,437 |
| 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, | Ambulance service loss | \$294,911 |

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| | 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-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 | | \$7001 |
| Emergency Services | Care provided in Hospital Emergency room by physicians | Support for operations of physicians staffing emergency department | \$348,458 |
| 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 \$347,846) | \$2,660,911 |
| Mental Health Services | Inpatient consultation and outpatient office hours for counseling and medication | Emergency Dept. consultations for uninsured patients and administrative support | \$113,512 |
| Medication Bridge Program | Access to prescription drugs at nominal cost | FTE for program coordination, | \$19,433 |

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| | 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. | including patient qualification, applications, distribution of medication to physicians, follow up | |
| E. Health Care Support Services | | | |
| 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 | \$26,518 |
| 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 | \$24,944 |
| Enrollment Assistance in Public Programs, e.g. Medicaid | | Staff time for financial counselors | \$40,000 |
| 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 | \$10,712 |
| 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 |
| Participation in Community | President & CEO educates community about | CEO time | \$7,206 |

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| Education events by CEO; participation on community & state boards | the services and programs of the hospital. President & CEO participation in numerous boards & organizations that address health and community issues | CEO time | \$20,000 |
| Participation on Board of Turning Points | Member of board for organization providing supportive services for women in Sullivan & Merrimack County | CFO time | \$3,461 |
| 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 |
| 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. | \$3,289 |
| 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 |
| Enrollment assistance in public programs; transportation assistance | | | \$15,000 |
| Cash Donations to Other Non Profits | | | \$22,920 |
| Participation on Board of Mountainview Senior Center | Member of board for senior center providing programs and outreach | Staff time 3 hors/month | \$1,038 |
| Participation on NH Emergency Medical & Trauma Coordinating Board | Board member | Staff time 20 hours/year | \$1,442 |
| Participation on board of United Way of Merrimack County | Board member | Staff time 36 hours/year | \$1,854 |
| Participation on NH Healthcare | Commission member appointed by Governor | Staff time 25 hours/year | \$1,803 |

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| Quality Assurance Commission | | | |
| Participation on NHAHQ Board | Board member | Staff time 12 hours | \$1,395 |
| Adventures in Learning Class | Providers & staff participated in community class presentations | Staff time 35 hours | \$3,150 |
| Participation in Granite Chapter of American Red Cross | Board Member | Staff time 36 hours | \$2,016 |
| Participation on Board of NH Health Care Association | Board member for 7 months | Staff time | \$989 |
| Community Benefit Operations | Staff time for tracking, preparation & assessment | | \$6,078 |
| TOTAL UNREIMBURSED COST | | | \$22,547,235 |