

2006 Community Benefit Report

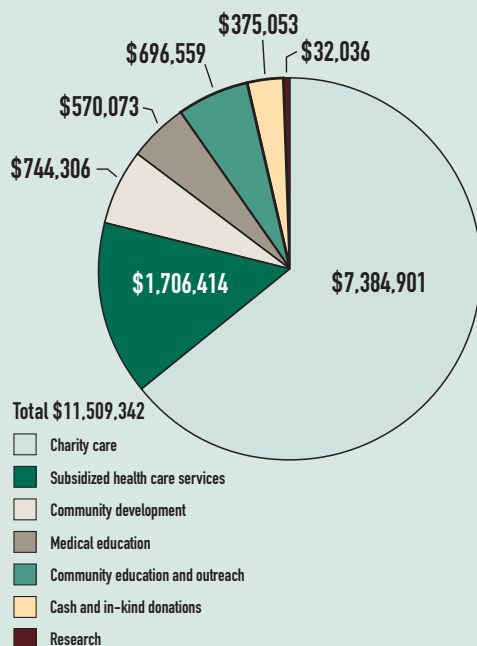
SOUTHERN NEW HAMPSHIRE HEALTH SYSTEM Community Benefit Plan: 2007

At Southern New Hampshire Health System (SNHHS) a higher level of care is more than words. Our people make it happen every day – whether it's within our hospital walls or beyond in the Greater Nashua community. We are committed to making the greater Nashua area a healthier and safer place to live and work.

By addressing community needs and partnering with other health care and human service organizations, we make a difference in people's lives and build a strong community. Last year, along with the United Way, St. Joseph Hospital and BAE Systems, Southern New Hampshire Medical Center sponsored *Greater Nashua Measures Up: The 2006 Community Assessment*. This assessment is the only summary of health and human care

needs and assets in the 12-town region served by the United Way of greater Nashua. Its findings help us to establish programs that best serve the community.

In the 2006 Community Benefit Report, we report how SNHHS's programs and initiatives helped your friends and neighbors from the youngest to the oldest members of our community. Read about our Prescription Assistance Program, services for senior citizens and young families, health initiatives, translation services, and education programs that improve medical access for all and will help keep the community healthy in the future. Such programs, partnerships, and collaborative efforts will continue to be part of our community benefit planning for 2007.



Fiscal Year 2006 (October 2005-September 2006)

Charity care – the non-reimbursed cost of providing free or discounted care to persons who cannot pay all or part of their bill and who are not eligible for assistance through public programs.

Subsidized health care services – the difference between the cost of providing care to those enrolled in public programs, such as Medicaid and Medicare, and what the government reimburses.

Community development – financial and staff support of partnerships for community services. This is a long-standing tradition of supporting agencies and programs that contribute to the good of the community.

Medical education – essential to patient care, our involvement includes the Dartmouth Medical School OB/GYN residency program, in-service training to professional staff, partnerships with area health care training programs, and clinical trials.

Community education and outreach – cost of providing free screenings, Prescription Assistance Program, transportation, health and wellness programs, such as Community Medical School, and support groups.

Cash and in-kind donations – providing financial support and meeting space for community groups and agencies, and donating equipment, services, and supplies to shelters and local agencies.

Research – cost of clinical and community health research, as well as studies on health care delivery.

Mission: The Southern New Hampshire Health System is committed to improve, maintain and preserve the overall health and well-being of individuals living in the greater Nashua area by providing information, education and access to exceptional health and medical care services.

– Reaffirmed September 2006, Board of Trustees

Benefiting Our Community

Taking Prevention to Heart

The higher your blood cholesterol level, the greater your risk for developing heart disease or having a heart attack.

To help prevent cardiovascular disease, The Medical Center offers a free cholesterol-screening program to area businesses and the community. The non-fasting fingerstick screening includes total cholesterol, HDL, HDL/ratio, blood glucose, blood pressure, and a brief educational consultation with a registered nurse. In 2006, over 1,210 individuals participated in the free screening with approximately 23% identified as at-risk for heart disease and referred to their primary care provider for care.

City employee Luis Porres realized the benefit. In May 2006, as part of the City of Nashua's employee health fair, Luis was screened and identified as having elevated numbers. "I knew my numbers were high in the past, but I didn't realize that they had gone up so much," says Luis. Under the care of Dr. Robert Theriault, Luis takes medication to help lower his cholesterol, exercises regularly, and sees a registered dietitian to help his family make more heart healthy choices in their diet. "I'm fortunate that the City offered the employee health fair and The Medical Center provided the free screening. My dad died of heart disease in his early sixties — now with proper care, I can be there for my kids."

To learn more about our free cholesterol screenings, call HEALTHMATCH at 603-577-CALL (2255).



Public Health employee Luis Porres receives his cholesterol screening numbers from Director of Community Education Marcy Brackett, RN, MBA.

Easing the Burden of Prescription Drug Costs

Suzanne Gabriel of Nashua worked as a dental assistant for 11 years until she became disabled due to back problems. Last summer at age 62, she was forced to give up her job and to apply for social security benefits. "Once I became disabled, I lost my health insurance," says Suzanne, who takes several expensive prescription drugs.

Fortunately, an acquaintance told her about the Prescription Assistance Program offered through Southern New Hampshire Medical Center's 55PLUS office. Suzanne met with Prescription Assistance Coordinator Judy Schedneck and before long, Suzanne was receiving the extra help she needs to pay for her medication. "I'm willing to pay something for my medication, but I can't afford to pay the total cost and still meet my living expenses," Suzanne says, adding that one asthma medication alone was costing her \$255 per month.

"The Prescription Assistance Program is free for patients of Southern New Hampshire Health System," explains Suzanne Keller, Director of 55PLUS Program. "The pharmaceutical companies supply medications at reduced or no cost to income-eligible patients. You don't need to be elderly or on disability—but you do need to get a referral from your doctor or fill out an application in our office."

Suzanne Gabriel now receives her medications free or at reduced cost by using a combination of benefits from the Prescription Assistance Program and a 90-day mail order plan. "I'm so grateful that Southern New Hampshire Medical Center offers this help," she says. "I can't say enough good things about the program. I was blessed to find it."

Last year, 678 clients received prescriptions valued at \$1,419,096 through Southern New Hampshire Medical Center's Prescription Assistance Program.

Pediatric Community Medical School: Helping Adults to Help Children

Greater Nashua parents, volunteers, and professionals now have an added resource to help keep the kids in their lives healthy—Pediatric Community Medical School (PCMS). The first semester's free program focused on childhood asthma. "We wanted to help prevent some of the hospital stays caused by asthma," says Carol McIntyre, RN, BSN, CCE, who initiated PCMS with the strong endorsement of The Medical Center's Maternal Child Health Care Council.

"Children are not little adults," says Carol. "Their needs are unique, and we realized that the people who love them and care for them want to educate themselves about the best way to meet those needs."

In addition to the session on asthma, this past year PCMS offered classes on ADHD, childhood obesity, and teen depression. "The goal is to cover topics pertinent to different age groups and to address both behavioral health and physical health issues," Carol says.

The two-hour sessions—conducted by physicians, nurses, therapists, dietitians, and other experts—are evidence-based and feature either a panel discussion or hands-on activities. There is also a question and answer period and comprehensive program handouts. Everyone in the community who cares about kids is welcome to the free program.

PCMS serves as a complement to the long-standing Community Medical School whose topics are geared toward adult health issues. The Medical Center offers both these free Community Medical Schools to help educate area residents. Last year over 1,225 community members attended the Community Medical Schools.

We encourage your comments.

Please send suggestions or comments to:

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Teaching Kids How to Stay Healthy for Life

Childhood obesity continues to grow at an alarming rate and with obesity comes chronic health and social problems. To address this growing epidemic, Southern New Hampshire Medical Center provides programs to get kids up and moving, as well as to educate them about healthy lifestyles—all in an interactive, fun way.

Each spring, proceeds from The Medical Center's 6K FOR THE KIDS road race fund Fitness University, a free, non-competitive running program for kids ages 3-14. The Medical Center partners with Nashua's Gate City Striders to provide free running clinics throughout Greater Nashua during the late spring and early summer, helping teach kids about fitness and healthy choices. Last summer, over 1,200 kids took part in the program.

The Medical Center is also a proud sponsor of Granite State FitKids, Dartmouth-Hitchcock Nashua pediatrician "Dr. Chuck" Cappetta's interactive health awareness program for fourth-graders. In 2005, the program served more than 1,800 kids in 26 schools in southern New Hampshire and northern Massachusetts and received a "Silver Award" from the Cooper Institute in Dallas as one of the top 150 programs in the country addressing the epidemic of childhood obesity.



They're off and running at Fitness University Finals Day where everyone wears a smile and is a winner.

Understanding Our Community

Southern New Hampshire Health System serves Greater Nashua: Amherst, Brookline, Hollis, Hudson, Litchfield, Lyndeborough, Merrimack, Milford, Mont Vernon, Nashua, Pelham, and Wilton. We appreciate and value our growing diversity. In 2006, we worked to address the needs of our whole community by:

- Co-sponsoring the “Cultural Awareness In Healthcare” conference; forming a SNHHS Cultural Competency Team to address issues of medical interpretation and access; and providing classes, such as “Spanish for Healthcare Providers” and “Medical Interpretation Training” to staff.
- Providing transportation to and from medical appointments for approximately 2,477 patients of all ages.
- Providing HEALTHMATCH’s services to help uninsured and underinsured SNHMC Emergency Department patients connect with follow-up care at Nashua Area Health Center.
- Offering free screenings for hearing, blood pressure, balance, and skin cancer, plus incontinence and skin cancer lectures to 450 senior citizens and providing 268 others with free Medicare Part D counseling.
- Partnering with the City of Nashua, St. Joseph Hospital, Dartmouth-Hitchcock Nashua, and the United Way to develop a crisis plan to be used in the event of a community emergency.

These are only a few of the programs and services that SNHHS provides for the community. To view the complete Community Benefit Report that is filed with the New Hampshire Attorney General’s Office, visit www.snhmc.org.

Community Needs Assessment and Working Partnerships

Greater Nashua Measures Up: The 2006 Community Assessment (contact the Greater Nashua United Way for a copy) serves as the key to planning for many of our community benefit activities. We also collaborate and share resources with agencies such as the Greater Nashua Healthy Community Collaborative and the NH Minority Coalition. Our substantial support of Nashua Area Health Center, Nashua’s only community health clinic, helps to ensure that language, culture, and cost are not barriers to timely, preventive, and comprehensive health care.

One Hundred Fifty Languages Spoken Here

Southern New Hampshire Medical Center provides free sign language and foreign language translation services for our many patients who are hearing-impaired or non-English speaking. These services are provided in one of three ways: by satellite with a contracted company that offers up to 150 languages; by individual interpreters in the community; and by hospital employees who are fluent in a second language. In the past year, translation and sign services were provided 970 times for our patients and their families to improve their access to health care. Eighteen different languages were requested, ranging from Spanish and Urdu to Russian.



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