

# CONCORD HOSPITAL COMMUNITY BENEFITS PLAN

*Activities for 2012*

*Total Projected Investment \$40,244,000*

<i>Initiative</i>	<i>Need(s) Addressed</i>	<i>Population</i>	<i>Goal</i>	<i>Measurable Outcome</i>
<b>A. Community Health Services</b>				
Prescription Assistance Program	Availability of Prescription Medications	<ul style="list-style-type: none"> <li>• Low Income</li> <li>• Underinsured</li> <li>• Uninsured</li> </ul>	Provide counselors to assist patients with obtaining free prescriptions from pharmaceutical companies, including newly added oral chemotherapy medications.	Assist 2800 or more patients in completing pharmaceutical company applications
Business Partners in Health	Community Health Education	Area Businesses and their employees	Provide area businesses with health and wellness information and programming to support their employees' health.	<p>Attract more than 100 attendees in total to quarterly breakfast forums.</p> <p>Reach out personally to 160 area businesses to share information and offer programming.</p> <p>Increase distribution of Health Tips newsletter to 200 businesses.</p>
Financial Assistance Counseling offered through Physician Referral Phone Line	Availability of Primary Care	Broad Community	As part of the process to connect community members without physicians to a primary care practice, connect community members without insurance to a Financial Assistance Counselor through their initial call to be screened for eligibility prior to their primary care appointment.	One hundred percent of patients who call the physician referral line will speak with a Hospital representative.
Concussion Program	Community Health Education	Broad Population	Focusing on prevention, early diagnosis and treatment of concussions in teens and young adults.	Increase the number of teens and young adults who return to activity based upon protocol treatment.
Medicare/Medicaid Enrollment Program	Access to Care: Financial Barriers	<ul style="list-style-type: none"> <li>• Low Income</li> <li>• Underinsured</li> <li>• Uninsured</li> </ul>	Work with income eligible people to enroll them in Medicare/Medicaid insurance program.	Enroll 200 or more people.
Project Homeless	Availability of Primary Care Access to Care: Financial Barriers	<ul style="list-style-type: none"> <li>• Low Income</li> <li>• Underinsured</li> <li>• Uninsured</li> </ul>	Collaboration between the Family Health Centers and homeless resource centers to offer onsite intake and counseling for primary care and medication assistance	Assist 45 or more people with needed services.
Department of Corrections Transitions	Availability of Primary Care Access to Care: Financial Barriers	Inmates transitioning back into community	Work with individuals transitioning back into the community following incarceration and are in need of primary care physicians and prescription assistance.	Assist 40 or more people with needed services.

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Community Health Needs Assessment	Availability and Access to Care	Broad Population	Perform required assessment to determine changing needs amidst current economic environment	Identify and report any changing community health needs.
LUCAS2 Chest Compression Device	Emergency Readiness and Response	Broad Population	Collaboration with Hospital and service area communities to equip all transporting units with this life-saving CPR device.	All transporting units served by Concord Hospital are equipped with a device.
<b>B. Health Professions Education</b>				
Forrest D. McKerley Simulation and Education Center	Emergency Readiness and Response	Broad Population	Provide training for medical professionals, and especially for the New Hampshire National Guard Air Ambulance Division using scenarios that mirror war like conditions to practice life-saving techniques.	Train more than 900 medical professionals.
<b>C. Subsidized Health Services</b>				
Subsidized Health Services	Access to Care; Availability of Care	Broad Community	Subsidized Health Services represents those activities that assure access to specialty care and support for people with special medical needs and who may be faced with chronic health conditions	Increase subsidized services investment by 15%.
Concord Hospital Family Health Centers in Concord and Hillsboro-Deering	Availability of Primary Care Access to Care: Financial Barriers	<ul style="list-style-type: none"> <li>• Low Income</li> <li>• Underinsured</li> <li>• Uninsured</li> </ul>	Subsidize operations of the Family Health Centers to ensure primary care, behavioral health, and dental care for the most vulnerable families in our region.	Increase support for Family Health Center operations and financial assistance by 10% or more.
Concord Family Health Center Dental Clinic	Availability of Dental Care	<ul style="list-style-type: none"> <li>• Low Income</li> <li>• Underinsured</li> <li>• Uninsured</li> </ul>	Provide subsidized and free dental care for dental patients in need.	Provide 1,100 or more patients with needed dental services.
Emergency Behavioral Health Services	Behavioral/Mental Health	Special Medical Needs	Continue to support behavioral health services in the Hospital's Emergency Room as the safety net for this increasing health need.	Provide emergent care for 1,500 or more patients.
<b>H. Charity Care</b>				
Concord Hospital Financial Assistance	Access to Care: Financial Barriers	<ul style="list-style-type: none"> <li>• Low Income</li> <li>• Underinsured</li> <li>• Uninsured</li> </ul>	Ensuring the fulfillment of Concord Hospital's charitable mission of meeting the health needs of individuals within our service area regardless of ability to pay for care.	Increase financial assistance investment by 10% or more.