

# CONCORD HOSPITAL COMMUNITY BENEFITS PLAN

*Activities for 2013*

*Total Projected Investment \$38,787,000*

<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 2,800 or more patients in completing pharmaceutical company applications
Financial Assistance Counseling	Access to Care: Financial Barriers	<ul style="list-style-type: none"> <li>• Low Income</li> <li>• Uninsured</li> </ul>	Further the Hospital's charitable mission by increasing our engagement and outreach to the uninsured population in our service area as a resource under the Affordable Care Act beginning January 2014.	Assist 5,200 or more patients with financial assistance needs.
Medicaid Managed Care Program	Access to Care: Financial Barriers	<ul style="list-style-type: none"> <li>• Low Income</li> <li>• Underinsured</li> <li>• Uninsured</li> </ul>	Participate as appropriate working with income eligible participants.	Increase percentage of underinsured patients enrolling in appropriate financial assistance programs.
Address growing financial needs of the underinsured	Access to Care: Financial Barriers	<ul style="list-style-type: none"> <li>• Low Income</li> <li>• Underinsured</li> </ul>	Increase engagement with insured patients prior to service to inform them of their potential out-of-pocket costs and offer financial assistance options to help them with those additional costs.	Increase percentage of underinsured patients enrolling in appropriate financial assistance programs.
Concord Hospital as an Accountable Care Organization	Availability and Access to Care	Broad Population	Continue building infrastructure to further Concord Hospital as an accountable care organization and provide care coordination support to specific patient populations.	Have Care Coordination/Navigation in place in at least three physician practices.
Community Health Needs Assessment and Plan	Availability and Access to Care	Broad Population	Convene a multi-disciplinary, multi-organizational workgroup to review the 2012 Community Health Needs Assessment toward developing collaborative programs and services that meet identified needs.	New Community Benefit Plan for 2014
Automated External Defibrillator (AED)	Emergency Readiness and Response	Broad Population	Replace outdated technology provided by the Hospital to service area non-profit sites more than a decade ago.	Deploy up to 40 new devices.
<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 1,700 medical professionals.

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<b>C. Subsidized Health Services</b>				
Physical Therapy Clinic	Access to Care: Financial Barriers	<ul style="list-style-type: none"> <li>• Low Income</li> <li>• Underinsured</li> <li>• Uninsured</li> </ul>	In partnership with Franklin Pierce University to provide physical therapy services to uninsured and underinsured members of our community.	Provide physical therapy services to 20% more patients in 2013.
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.	Continue to support Family Health Center operations and financial assistance as needed.
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 800 or more Family Health Center 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 1,200 or more patients.
<b>E. Financial Contributions</b>				
Community Services Fund	Availability and Access to Care	<ul style="list-style-type: none"> <li>• Low Income</li> <li>• Underinsured</li> <li>• Uninsured</li> </ul>	Distribute Community Services Fund monies to programs that address vulnerable populations and identified health needs.	Distribute funds per spending guidelines.
Concord Hospital Trust Fundraising	Access to Care: Financial Barriers	<ul style="list-style-type: none"> <li>• Low Income</li> <li>• Underinsured</li> <li>• Uninsured</li> </ul>	Dedicate up to 50% of fundraising activity to support charitable care services and financial assistance.	Raise \$750,000 to support financial assistance initiatives.
<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.	Continue to provide financial assistance as needed.