

Caring for our Community with Heart

The heart of Catholic Medical Center is to provide health, healing and hope in a manner that offers innovative high quality services, compassion, and respect for the human dignity of every individual who seeks or needs our care as part of Christ's healing ministry through the Catholic Church.

At Catholic Medical Center, we recognize our role in keeping Manchester healthy. We are highly invested in programs that address the health of our community, with a particular emphasis on those most in need. To better serve the community, CMC along with other health care organizations conducts a community health needs assessment every three years. The assessment helps us prioritize and identify gaps of services, and develop and grow programs to address community needs in our service area. (To review the Greater Manchester Community Health Needs Assessment, please visit CatholicMedicalCenter.org)

CMC provides a variety of health services, education, and preventative programs and screenings to promote the health of our community. Some examples of these programs include the following:

In response to the increased awareness related to the effects stress has on overall health, Community Health Services has developed a holistic line of educational programs and services for our community. Programs such as Happiness is a Muscle, Introduction to Positive Psychology, Food as Medicine and Making a Change for Wellness encourage the use of mindful techniques as an option to reduce stress. These programs have been well received by the community and continue



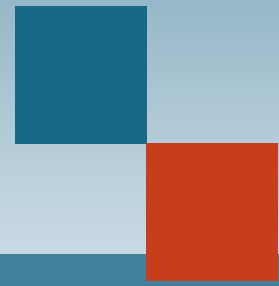
to provide us with positive feedback in this unique approach to stress management.

The **Health Care for the Homeless (HCH)** program provides primary medical care, behavioral health

services, addiction counseling, nurse case management, social services and health education to approximately 1,300 homeless individuals in Manchester.

The mission of HCH is to guarantee access to high quality, comprehensive health care for all people who are homeless in Manchester, in a way that respects their dignity. With the expansion of Behavioral Health Services and the addition of a Community Health Worker to the HCH team, more homeless individuals are being identified and connected to HCH program for comprehensive health





Community BENEFIT REPORT FY15

care. The HCH Manchester program is made possible through state and federal grants and the generous support from the Manchester Health Department and Catholic Medical Center.



The **Poisson Dental Facility** provides comprehensive oral health care services for children and adults in need of dental care who would otherwise not have access due to the numerous barriers associated with oral health care. The program has been improving the oral health of the underserved in the Manchester area since it was started in 1983. In an effort to meet the growing need for oral health services, the program expanded to include school-based dental care for children in need attending Manchester elementary and middle schools. This school-based program is made possible through collaboration with the City of Manchester Health Department and Easter Seals NH. CMC Poisson Dental Facility also provides onsite dentistry at Dartmouth-Hitchcock Manchester by integrating these services within their pediatric practice. This allows for ease of access for the patients and direct communication amongst the providers of care.

The **West Side Neighborhood Health Center** has provided primary care and behavioral health services to under and uninsured patients in our community. The West Side Neighborhood Health Center (WSNHC) specializes in caring for refugees, from newborns to the elderly, providing a medical home for this population.

The **Pregnancy Care Center** provides supportive prenatal care to all women and their families, regardless of their ability to pay. Our mission is to improve pregnancy outcomes by serving those most in need and those unable to access services in a

traditional prenatal setting. The Pregnancy Care Center now offers Centering Pregnancy™. Centering is a model of group care that integrates the three major components of care: Health Assessment, Education and Support, into a unified program. Centering is an evidence-based redesign of health care delivery that helps to promote safe, efficient, effective prenatal care that is patient centered, equitable and culturally appropriate. Patients meet with their care provider and other group participants for an extended period of time (90-120 minutes) at regularly scheduled visits over the course of their care. Visits promote greater patient engagement, personal empowerment and community-building.



The **Medication Assistance Program** helps patients decrease financial barriers to accessing medications needed to manage long term/chronic health conditions for the uninsured and underinsured patients through pharmaceutical companies and other low cost medication programs. The outcomes show significantly improved compliance with medication management and improved overall health. In FY15 the Medication Assistance Program staff helped 314 patients obtain over 1,600 prescriptions with a value of over \$710 thousand dollars.

This 2015 community benefit report outlines the services that Catholic Medical Center has provided to area residents, particularly those who are least able to afford quality medical care. Our broad range of community-focused programs provided more than \$80.5 million in community benefit services in FY2015.

Caring for you.

With heart.

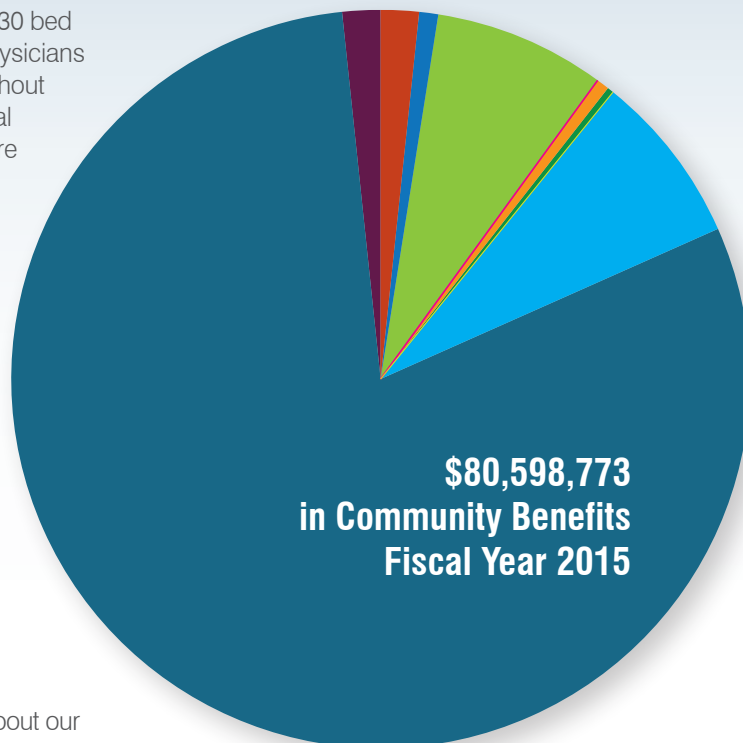
CARING FOR OUR COMMUNITY

Catholic Medical Center is a not for profit, tax exempt licensed 330 bed full service hospital with an affiliated medical staff of over 500 physicians serving the residents of the greater Manchester area and throughout New Hampshire. We serve as a sophisticated acute care hospital and healthcare organization providing a wide variety of healthcare services in a highly technical and mission-oriented environment. Our history is rich with religious connection and commitment to the well-being of our community, and we work hard to evolve to meet and exceed patient expectations. Currently, Catholic Medical Center has one of the highest case mix indexes, which indicates that we serve some of the most critically ill patients in the state of New Hampshire.

Along with the sophisticated clinical quality and leading edge medical technology, Catholic Medical Center provides vital programs and services to meet the needs of our community's most vulnerable and medically underserved populations. In Fiscal Year 2015, CMC provided over \$80.5 million dollars in support to care for the patients in our community.

Community Benefit Report 2015 Stats

To read our complete 2015 Community Benefit Report visit CatholicMedicalCenter.org. If you have questions or comments about our community benefit activities, please e-mail us at info@cmc-nh.org.



CMC COMMUNITY BENEFIT SERVICES

CMC Call Center & Physician Finder Services
Breast and Cervical Cancer Program
Community Education and Wellness
Fertility Health Education Services
Medication Assistance Program
Health Care for the Homeless
Parish Nurse Program
Poisson Dental Facility
Behavioral Health Services
Pregnancy Care Center
Special Care Nursery
West Side Neighborhood Health Center

- Community Health Improvement Services \$1,425,351
- Health Professions Education \$745,872
- Subsidized Health Services \$5,926,725
- Clinical Research \$96,593
- Financial Contributions \$459,177
- Community Building Activities \$189,292
- Community Benefit Operations \$94,675
- Charity Care \$5,885,175
- Medicaid/Medicare Shortfall \$64,445,295
- Leveraged Revenue \$1,330,618



Uncompensated Costs of Government Programs: \$64,445,295

(Includes Medicare/Medicaid Shortfall)

Government funding of Medicare and Medicaid does not cover the full cost of providing health care services to residents who qualify for these programs. The shortfall between the costs incurred by Catholic Medical Center for providing these services and government reimbursement totaled more than \$64 million during fiscal year 2015. This sizeable community benefit fills the gap in providing much-needed health care services to children, expectant women, adults with dependent children, people with disabilities, and seniors age 65 and over who qualify for assistance.



Charity Care: \$5,885,175

CMC has a generous charity care policy assisting patients with incomes up to 200% above the federal poverty level by providing free or discounted health services. Charity or uncompensated care is a community benefit that is truly a lifeline for those who qualify for assistance.

Subsidized Health Services: \$5,926,725

In keeping with the mission of the organization, Catholic Medical Center offers a variety of programs that serve those most in need; the poor, the uninsured and underinsured.

Subsidized Health Services include:

- Health Care for the Homeless
- Medication Assistance Program
- Poisson Dental Facility
- Behavioral Health Services
- West Side Neighborhood Health Center
- Pregnancy Care Center
- Special Care Nursery

CMC supports the above services through its own funding and by seeking additional funding through a variety of grants. The goal is to reduce the cost of healthcare for those in need in the Greater Manchester area while offering the best healthcare available.

Community Health Improvement: \$1,425,351

Maintaining a healthy community is an integral aspect of health services for Catholic Medical Center. CMC reaches out to the community by partnering with numerous agencies to address community health needs. We regularly provide community based health education, prevention and screening programs based on needs identified in the 2013 Greater Manchester Community Health Needs Assessment and the City of Manchester's Neighborhood Health Improvement Strategy. CMC works with the Breast and Cervical Cancer Program, the NH Colorectal Cancer Screening Program and provides a variety of other screenings including cholesterol and skin cancer screenings.

We are the home to the nationally recognized New England Heart & Vascular Institute. The Institute is a national center for advanced clinical trials, cardiovascular rehabilitation and wellness education. Our physicians provide care in local community hospitals including: Androscoggin Valley Hospital, Huggins Hospital, Monadnock Community Hospital, Parkland Medical Center, St. Joseph Hospital, Spere Memorial Hospital and Upper Connecticut Valley Hospital.

Community health improvement and support programs include:

- Community health education
- Community physical fitness programs
- Health screenings at little or no cost to community members, including various cancer screenings
- Fruit and Vegetable Assistance Program
- New England Heart & Vascular Institute's outreach services
- Parish Nurse Program
- Patient transportation services
- Behavioral Health services
- Fertility Health Education services
- Wellness programs for the homeless



CATHOLIC MEDICAL CENTER

100 McGregor Street
Manchester NH 03102

CatholicMedicalCenter.org