



## 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 CMC, 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 service gaps in our area, and develop and grow programs to address community needs. (To view a copy of the Greater Manchester Community Health Needs Assessment, please visit [CatholicMedicalCenter.org](http://CatholicMedicalCenter.org))

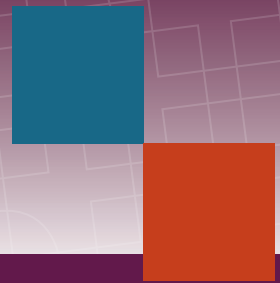
The **substance use epidemic** has become a major concern for the state of New Hampshire and our community, in particular. CMC has responded aggressively by providing tools for medical staff to better care for persons with substance use disorders (SUD). These tools include embedding the NH Prescription Drug Monitoring Program (PDMP) into the hospital electronic medical record, educating patients on our pain treatment policy, revamping our prescribing protocols for opioids, increasing provider education on substance misuse and partnering with external resources. CMC offers an annual, day-long educational summit on substance misuse and pain management which attracts health care professionals from across the state.

CMC is the resource hospital for **Manchester's Operation Safe Station**. Anyone seeking assistance with substance use can safely go to a city fire station, be medically evaluated and either taken to a treatment facility or to CMC for medical management.

CMC offers patients struggling with SUD the opportunity to meet with a peer recovery coach to provide them support, education and resources. These recovery coaches continue to engage with the patient after discharge to offer support and encourage enrollment into treatment.

CMC is leading the **Transformation of Care 1115 Waiver** program for our region. This initiative has brought together health care providers and community organizations to integrate medical care and behavioral health care, including SUD, to transform how care is delivered and to improve the health of our community members.

CMC is proud to be an essential resource in addressing our community's health needs. CMC's Poisson Dental Facility provides comprehensive **oral health services** to persons who otherwise would not have access. Through a collaboration with the City of Manchester's Health Department and Easter Seals NH, we provide school-based dental care to children in need attending Manchester elementary and middle schools. CMC is also partnering with Dartmouth-Hitchcock and the Manchester Community Health Center to integrate oral health and pediatrics, improving both children's oral health and overall health. 



# Community BENEFIT REPORT FY16

We would like you to meet a few of our patients who have experienced our services along their health journey:

## John's Story




"John" is a middle-aged man referred to CMC Behavioral Health Services from a private therapist in 2014 for a medication evaluation. At the time of his referral, he was suffering from acute symptoms of panic, depression and anxiety. He had recently relocated to New Hampshire, separated from his spouse and changed divisions at work. His primary care provider had been prescribing his psychiatric medication for years and had diagnosed him with acute panic

attacks. By the time he arrived at Behavioral Health Services, he was passive about his life and was paying little attention to his overall health.

Soon after getting help from Behavioral Health Services, John took a medical leave of absence from work and began treatment for his

crippling anxiety. Over the last two and a half years, he's remained committed to his medication regimen and, trusting his psychiatrist, has continued to work toward a more balanced mind-body state despite adjustments to his prescriptions.

Last year, John added psychotherapy to his treatment and reports great success. He routinely relies on the strategies he has learned in psychotherapy to help deal with stress. During this same period of time, he was referred to CMC Primary Care to treat his newly diagnosed vitamin-D deficiency, and to the CMC Sleep Institute where it was determined John has a sleep disorder. He now uses a BiPAP machine to breathe better at night and reports a significant increase in energy and reduction in his depression and anxiety. His psychiatrist believes John has demonstrated more initiative and has become more actively involved in the management of his health.

John's next goal is to lose weight, which he plans to do through CMC's New England Weight Management Institute. He expresses appreciation for the support he and his family have received from Catholic Medical Center providers who have collaborated extensively with his plan of care. 

## Ashley's Story




Ashley was scared when she first found out she was expecting a baby. She had been struggling with addiction since she was 15, when she was put on pain medication following a car accident. Like many others who become dependent on prescription medications, Ashley turned to street drugs when the pills she was using became too expensive. At 23, she was living a life she never imagined or wanted.

Ashley began her care at CMC's Pregnancy Care Center (PCC) while she completed time in jail. After her release, she was accepted into a residential treatment program and continued her prenatal care at the PCC. She was committed to staying off drugs and being healthy for herself and her baby. She attended regular group meetings, counseling and social work appointments at the PCC. Ashley was

engaged in her care and looked forward to becoming a mom. For the first time in years, she said she had something to live for.

Ashley attended all the prenatal and parenting education classes that are offered at The Mom's Place, including the KISS class (Keeping Infants Safe and Secure), which allowed her to receive a free Pack-n-Play to keep her baby safe while sleeping. Ashley openly shared her experience with other moms in group sessions and encouraged them on their journey. She met with nurses in the Special Care Nursery before her birth so that she could learn everything she needed to know about comforting her baby, who was at risk for Neonatal Abstinence Syndrome (NAS).

Ashley says giving birth was the most amazing moment of her life and she was so happy to be clean and be the mom she wants to be. Ashley was grateful to be able to room with her baby for the duration of their hospital stay while nurses monitored his progress and helped Ashley comfort and care for him. Ashley wants others to know resources are available, people are willing to help and recovery is possible. She says, "never give up on yourself." 

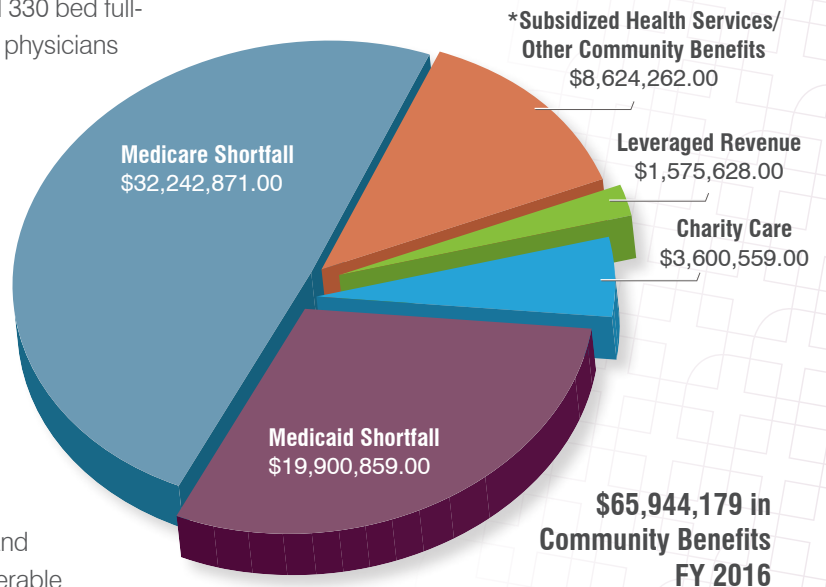
# Caring for you.

With heart.

## Caring for Our Community

We are an independent not for profit, tax exempt, licensed 330 bed full-service hospital with an affiliated medical staff of over 700 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 services in a highly technical and mission-oriented environment. Our history is rich with religious connection and commitment to the well-being of the human race, and we work hard to evolve to meet and exceed patient expectations. CMC is one of New Hampshire's largest medical centers with one of the highest case mix indexes, which means we serve some of the most critically ill patients in the state.

Along with the sophisticated clinical quality and leading edge medical technology, CMC provides vital programs and services to meet the needs of our community's most vulnerable and medically underserved populations. In Fiscal Year 2016, CMC provided over \$65.9 million dollars in support to care for the patients in our community.



### \*Subsidized Health Services

- Behavioral Health Services
- Poisson Dental Facility
- Pregnancy Care Center
- Primary Care for underserved/underinsured
- Special Care Nursery
- West Side Neighborhood Health Center

### \*Other Community Benefits

- Community Health Improvement
- Health Professions Education
- Clinical Research
- Financial Contributions
- Community Building Activities
- Community Benefit Operations

CMC underwrites the above services through its own funding, donor and grant support. The goal is to offer high quality health care while also reducing the cost to those in need in the greater Manchester area.



# Community BENEFIT REPORT FY16



## Uncompensated Costs of Government Programs

(Includes Medicare/Medicaid Shortfall)

Government funding of Medicare and Medicaid does not cover the full cost of providing healthcare services to residents who qualify for these programs. The shortfall between the costs incurred by CMC for providing these services and government reimbursement totaled more than \$52 million during fiscal year 2016. This sizeable community benefit fills the gap in providing much-needed health care to children, expectant women, adults with dependent children, people with disabilities, and seniors age 65 and over who qualify for assistance.

## Charity Care

CMC has a generous charity care policy assisting patients with incomes up to 200% of the federal poverty level in FY 2016 and 300% of federal poverty level in FY 2017, 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.

## CMC Community Benefit Services

- Behavioral Health Services
- Breast and Cervical Cancer Program
- Community Education and Wellness
- Fertility Health Education Services
- Health Care for the Homeless
- Medication Assistance Program
- Parish Nurse Program
- Poisson Dental Facility
- Pregnancy Care Center
- Special Care Nursery

## Community Benefit Report 2016 Stats

To read our complete 2016 Community Benefit Report, visit [CatholicMedicalCenter.org](http://CatholicMedicalCenter.org). If you have questions or comments about our community benefit activities, please e-mail us at [info@cmc-nh.org](mailto:info@cmc-nh.org).