

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 conducted a community health needs assessment in 2013 to identify and prioritize the community's needs for services. (For a copy of the Greater Manchester Community Health Needs Assessment, please visit CatholicMedicalCenter.org)

CMC provides a variety of health services, education, and preventative screenings including:

Our **Community Health Services** team provided a Fruit and Vegetable Assistance Program to families who were least likely to have access to fresh produce due to financial constraints or access. Through this program, we collaborated with the Organization for Refugee and Immigrant Success to provide fresh produce for approximately 40 families at the Pregnancy Care Center and West Side Neighborhood Health Center. CMC provided vouchers to be redeemed for fresh produce each week at the local Farmer's Markets during the 23-week growing season. This program was a win-win situation as it not only provided healthy food options



Caring for moms, dads and babies is a priority at CMC. We have strong outreach and education programs that support families throughout the birthing and parenting process.

for the underserved, but also supported refugee farmers.

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 addition of a Community Health Worker to the team, more homeless individuals are being identified and connected to HCH for care. The HCH Manchester program

is made possible through 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. This year the program expanded services to women at the Pregnancy Care Center and West Side Neighborhood Health Center.

Community BENEFIT REPORT FY14



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
- Pregnancy Care Center
- Special Care Nursery
- West Side Neighborhood Health Center

CMC is working to expand access to essential medical care through its main campus as well as community-based primary care practices, such as Goffstown Family Practice (pictured above).

The **West Side Neighborhood Health Center** provides 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 Group Prenatal Care.

The **Medication Assistance Program** helps uninsured and underinsured patients obtain long-term prescription medication through pharmaceutical companies. In Fiscal Year 2014, the Medication Assistance Program staff helped 435 patients obtain over 3,200 prescriptions with a value of over \$1.2 million dollars.

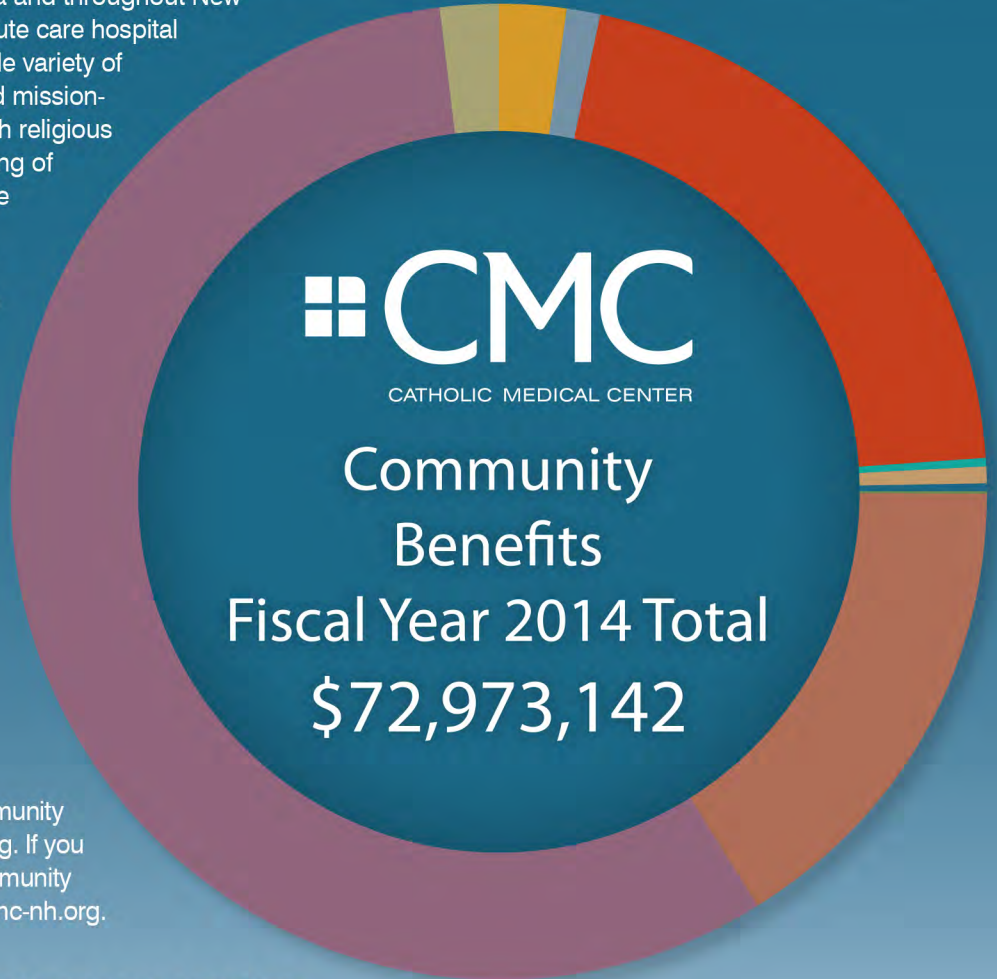
Our broad range of community-focused programs provided more than \$72.9 million in community benefit services in Fiscal Year 2014. ■■

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 the human race, and we work hard to evolve to meet and exceed patient expectations. Currently, Catholic Medical Center has one of the highest case mix indexes in the state, which means 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 2014, CMC provided over \$72.9 million dollars in support to care for the patients in our community.

To read our complete Fiscal Year 2014 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.



COMMUNITY BENEFIT REPORT 2014 STATS

Medicaid/Medicare Shortfall	\$41,667,094
Leveraged Revenue	\$1,207,470
Community Health Improvement Services	\$1,686,598
Health Professions Education	\$756,853
Subsidized Health Services	\$15,096,733

Community Building Activities	\$192,690
Financial Contributions	\$431,751
Clinical Research	\$127,881
Community Benefit Operations	\$95,411
Charity Care	\$11,710,661

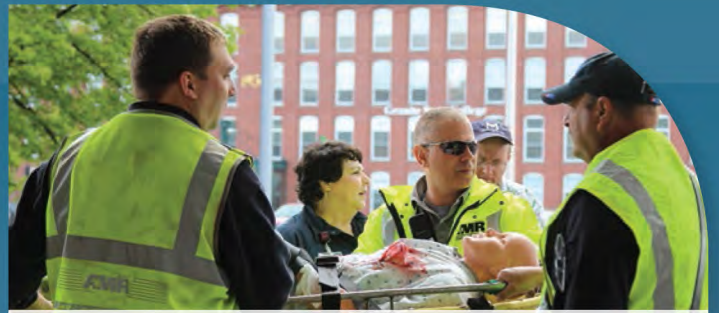


\$41,667,094

UNCOMPENSATED COSTS OF GOVERNMENT PROGRAMS:

(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 \$41 million during fiscal year 2014. This sizeable community benefit fills the gap in providing much-needed healthcare services to children, expectant women, adults with dependent children, people with disabilities, and seniors age 65 and over who qualify for assistance.



\$1,686,598

COMMUNITY HEALTH IMPROVEMENT:

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.

Our 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 breast, cervical and skin cancer screenings
- Fruit and Vegetable Assistance Program
- New England Heart and Vascular Institute
- Parish Nurse Program
- Patient transportation services
- Fertility Health Education Services
- Wellness programs for the homeless



\$15,096,733

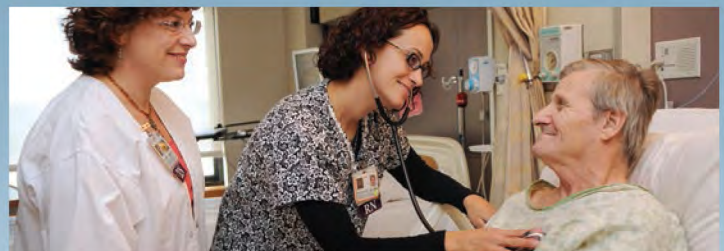
SUBSIDIZED HEALTH SERVICES:

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
- Subsidized Continuing Care
- West Side Neighborhood Health Center
- Women's and Children's Services (Pregnancy Care Center and Special Care Nursery)

CMC underwrites these services and seeks grant support to increase access to care for those in need.



\$11,710,661

CHARITY CARE:

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.