

**COMMUNITY BENEFITS REPORTING FORM**

*Pursuant to RSA 7:32-c-1*

FOR FISCAL YEAR BEGINNING 07/01/2012, FY 2013

*to be filed with:*

Office of the Attorney General  
Charitable Trusts Unit  
33 Capitol Street, Concord, NH 03301-6397  
603-271-3591

**Section 1: ORGANIZATIONAL INFORMATION**

**Organization Name Catholic Medical Center**

**Street Address 100 McGregor Street**

**City Manchester County 06 - Hillsborough State NH Zip Code 03102**

**Federal ID # 020315693 State Registration # 6268**

**Website Address: [www.catholicmedicalcenter.org](http://www.catholicmedicalcenter.org)**

Is the organization's community benefit plan on the organization's website? Yes

Has the organization filed its Community Benefits Plan Initial Filing Information form? Yes

**IF NO**, please complete and attach the Initial Filing Information Form.

**IF YES**, has any of the initial filing information changed since the date of submission?

No **IF YES**, please attach the updated information.

**Chief Executive:** Joseph Pepe, MD, President & CEO 6036636552 [jpepe@cmc-nh.org](mailto:jpepe@cmc-nh.org)

**Board Chair:** Joseph Graham 6036636552 [dwelsh@cmc-nh.org](mailto:dwelsh@cmc-nh.org)

**Community Benefits**

**Plan Contact:** Paul Mertzic 6036638709 [pmertzic@cmc-nh.org](mailto:pmertzic@cmc-nh.org)

Is this report being filed on behalf of more than one health care charitable trust? No

**IF YES**, please complete a copy of this page for each individual organization included in this filing.

## **Section 2: MISSION & COMMUNITY SERVED**

Mission Statement: 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.

Has the Mission Statement been reaffirmed in the past year (*RSA 7:32e-1*)? Yes

Please describe the community served by the health care charitable trust. "Community" may be defined as a geographic service area and/or a population segment.

Service Area (Identify Towns or Region describing the trust's primary service area):

Catholic Medical Center defines its primary service area as the towns and cities of Allenstown, Auburn, Bedford, Candia, Deerfield, Dunbarton, Goffstown, Hooksett, Manchester and New Boston. In addition, Catholic Medical Center includes the towns of Amherst, Bow, Chester, Derry, Londonderry, Merrimack, Raymond and Weare in its secondary service area.

Service Population (Describe demographic or other characteristics if the trust primarily serves a population other than the general population):

Catholic Medical Center is a 330 bed full-service healthcare facility dedicated to providing health, healing and hope to all. Catholic Medical Center offers full medical-surgical care with more than 25 subspecialties, comprehensive orthopedic care, inpatient and outpatient rehabilitation services, a 24 hour emergency department, outpatient behavioral health services, and diagnostic imaging. It is the home of the Poisson Dental Facility, The Pregnancy Care Center; a Healthcare for the Homeless Project, the Parish Nurse Program, and the Westside Neighborhood Health Center. In addition, Catholic Medical Center has the Special Care Nursery which is a state-of-the-art neonatal facility designed to meet the distinct needs of our babies and their families.

Catholic Medical Center is also home to the nationally recognized New England Heart Institute (NEHI), which provides a full-range of cardiac services, and is a pioneer in offering innovative surgical procedures. The Institute is also a national center for advanced clinical trials and cardiovascular rehabilitation and wellness education to help patients recover in a multi-step program of exercise, education, risk factor management and the development of healthy lifestyles. Other community hospitals in the NEHI network include Monadnock, Huggins, Androscoggin Valley, Speare Memorial, and St. Joseph's.

**Section 3: COMMUNITY NEEDS ASSESSMENT**

In what year was the last community needs assessment conducted to assist in determining the activities to be included in the community benefit plan?

2013 *(Please attach a copy of the needs assessment if completed in the past year)*

Was the assessment conducted in conjunction with other health care charitable trusts in your community? Yes

Based on the needs assessment and community engagement process, what are the priority needs and health concerns of your community?

	NEED (Please enter code # from attached list of community needs)
1	122
2	420
3	501
4	300
5	100
6	101
7	200
8	121
9	400

What other important health care needs or community characteristics were considered in the development of the current community benefits plan (e.g. essential needs or services not specifically identified in the community needs assessment)?

	NEED (Please enter code # from attached list of community needs)
A	362
B	520
C	500
D	604
E	601
F	502
G	

Please provide additional description or comments on community needs including description of “other” needs (code 999) if applicable. *Attach additional pages if necessary:*

**Section 4: COMMUNITY BENEFIT ACTIVITIES**

Identify the categories of Community Benefit activities provided in the preceding year and planned for the upcoming year (note: some categories may be blank). For each area where your organization has activities, report the past and/or projected unreimbursed costs for *all* community benefit activities in that category. For each category, also indicate the *primary* community needs that are addressed by these activities by referring to the applicable number or letter from the lists on the previous page (i.e. the listed needs may relate to only a subset of the total reported costs in some categories).

<i>A. Community Health Services</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Community Health Education</i>	2 4 A	\$570,622.00	\$587,741.00
<i>Community-based Clinical Services</i>	5 9 4	\$223,204.00	\$229,900.00
<i>Health Care Support Services</i>	D 6 E	\$710,889.00	\$732,216.00
<i>Other: Transportation</i>	E 5 --	\$173,599.00	\$178,807.00

<i>B. Health Professions Education</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Provision of Clinical Settings for Undergraduate Training</i>	5 B --	\$447,544.00	\$460,970.00
<i>Intern/Residency Education</i>	-- -- --		
<i>Scholarships/Funding for Health Professions Ed.</i>	-- -- --		
<i>Other:</i>	-- -- --		

<i>C. Subsidized Health Services</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Type of Service: Women's Health</i>	5 7 4	\$857,273.00	\$882,991.00
<i>Type of Service: West Side Neighborhood Health Ctr.</i>	6 F 1	\$431,219.00	\$444,156.00
<i>Type of Service: Poisson Dental Facility</i>	8 5 F	\$637,646.00	\$656,775.00
<i>Type of Service: Homelessness and Psychiatry</i>	1 9 5	\$380,814.00	\$392,238.00

<i>Type of Service:</i> <i>Subsidized Continuing Care</i>	5 4 3	\$14,300,500.00	\$14,729,515.00
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<b><i>D. Research</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Clinical Research</i>	4 5 --	\$104,950.00	\$108,099.00
<i>Community Health Research</i>	-- -- --		
<i>Other:</i>	-- -- --		

<b><i>E. Financial Contributions</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Cash Donations</i>	C 5 9	\$101,150.00	\$104,185.00
<i>Grants</i>	-- -- --		
<i>In-Kind Assistance</i>	4 C --	\$84,133.00	\$86,657.00
<i>Resource Development Assistance</i>	7 8 C	\$245,617.00	\$252,986.00

<b><i>F. Community Building Activities</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Physical Infrastructure Improvement</i>	-- -- --		
<i>Economic Development</i>	-- -- --		
<i>Support Systems Enhancement</i>	B A C	\$198,914.00	\$204,881.00
<i>Environmental Improvements</i>	-- -- --		
<i>Leadership Development; Training for Community Members</i>	-- -- --		
<i>Coalition Building</i>	-- -- --		
<i>Community Health Advocacy</i>	B C 4	\$60,574.00	\$62,391.00

<b><i>G. Community Benefit Operations</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Dedicated Staff Costs</i>	-- -- --	\$45,150.00	\$46,504.00
<i>Community Needs/Asset Assessment</i>	-- -- --	\$36,724.00	\$37,826.00
<i>Other Operations</i>	-- -- --		

<b><i>H. Charity Care</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Free &amp; Discounted Health Care Services</i>	6 D C	\$8,783,845.00	\$9,047,360.00

<b><i>I. Government-Sponsored Health Care</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Medicare Costs exceeding reimbursement</i>	6 3 C	\$22,165,497.00	\$22,830,462.00
<i>Medicaid Costs exceeding reimbursement</i>	6 F C	\$22,648,986.00	\$23,328,456.00
<i>Other Publicly-funded health care costs exceeding reimbursement</i>	6 C --	\$128,988.00	\$132,858.00

**Section 5: SUMMARY FINANCIAL MEASURES**

<i>Financial Information for Most Recent Fiscal Year</i>	<i>Dollar Amount</i>
<i>Gross Receipts from Operations</i>	\$821,358,777.00
<i>Net Revenue from Patient Services</i>	\$285,072,825.00
<i>Total Operating Expenses</i>	\$265,586,664.00
<i>Net Medicare Revenue</i>	\$89,126,793.00
<i>Medicare Costs</i>	\$111,292,290.00
<i>Net Medicaid Revenue</i>	\$7,676,867.00
<i>Medicaid Costs</i>	\$30,454,841.00
<i>Unreimbursed Charity Care Expenses</i>	\$8,783,845.00
<i>Unreimbursed Expenses of Other Community Benefits</i>	\$19,610,522.00
<i>Total Unreimbursed Community Benefit Expenses</i>	\$28,394,367.00
<i>Leveraged Revenue for Community Benefit Activities</i>	\$1,180,041.00
<i>Total Community Benefits including Leveraged Revenue for Community Benefit Activities</i>	\$74,517,879.00



**Section 6: COMMUNITY ENGAGEMENT in the Community Benefits Process**

<i>List the Community Organizations, Local Government Officials and other Representatives of the Public consulted in the community benefits planning process. Indicate the role of each in the process.</i>	<i>Identification of Need</i>	<i>Prioritization of Need</i>	<i>Development of the Plan</i>	<i>Commented on Proposed Plan</i>
1) Bi-State Primary Care Association	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Child Health Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) CMC Senior Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4) Community Benefit Plan Surveys	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5) New Horizons for New Hampshire / Angie's Shelter	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Comprehensive NH Cancer Collaborative	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Dartmouth Hitchcock Clinic - Manchester	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8) NH Department of Health and Human Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Easter Seals	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) Elliot Hospital	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11) Families in Transition	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12) Granite United Way	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13) Foundation for HealthyCommunities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14) Healthy Manchester Leadership Council	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15) Homeless Advisory Board	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16) International Institute of NH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17) Manchester City Welfare Department	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18) Manchester Community Health Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19) Manchester Health Department	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
20) Manchester Oral Health Project	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21) Manchester School Department	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
22) Manchester Sustainable Access Project	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
23) Mental Health Center of Greater Manchester	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
24) Moore Center Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide a description of the methods used to solicit community input on community needs (attach additional pages if necessary): Focus groups, surveys, key leader interviews

**Section 7: CHARITY CARE COMPLIANCE**

<b>Please characterize the charity care policies and procedures of your organization according to the following:</b>	<b>YES</b>	<b>NO</b>	Not Applicable
The valuation of charity does not include any bad debt, receivables or revenue	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written charity care policy available to the public	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any individual can apply for charity care	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any applicant will receive a prompt decision on eligibility and amount of charity care offered	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notices of policy in lobbies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notice of policy in waiting rooms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notice of policy in other public areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notice given to recipients who are served in their home	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### **List of Potential Community Needs for Use on Section 3**

#### *100 - Access to Care; General*

- 101 - Access to Care; Financial Barriers
- 102 - Access to Care; Geographic Barriers
- 103 - Access to Care; Language/Cultural Barriers to Care
- 120 - Availability of Primary Care
- 121 - Availability of Dental/Oral Health Care
- 122 - Availability of Behavioral Health Care
- 123 - Availability of Other Medical Specialties
- 124 - Availability of Home Health Care
- 125 - Availability of Long Term Care or Assisted Living
- 126 - Availability of Physical/Occupational Therapy
- 127 - Availability of Other Health Professionals/Services
- 128 - Availability of Prescription Medications

#### *200 - Maternal & Child Health; General*

- 201 - Perinatal Care Access
- 202 - Infant Mortality
- 203 - Teen Pregnancy
- 204 - Access/Availability of Family Planning Services
- 206 - Infant & Child Nutrition
- 220 - School Health Services

#### *300 - Chronic Disease – Prevention and Care; General*

- 301 - Breast Cancer
- 302 - Cervical Cancer
- 303 - Colorectal Cancer
- 304 - Lung Cancer
- 305 - Prostate Cancer
- 319 - Other Cancer
- 320 - Hypertension/HBP
- 321 - Coronary Heart Disease
- 322 - Cerebrovascular Disease/Stroke
- 330 - Diabetes
- 340 - Asthma
- 341 - Chronic Obstructive Pulmonary Disease
- 350 - Access/Availability of Chronic Disease Screening Services

#### *360 - Infectious Disease – Prevention and Care; General*

- 361 - Immunization Rates
- 362 - STDs/HIV
- 363 - Influenza/Pneumonia
- 364 - Food borne disease
- 365 - Vector borne disease

*370 - Mental Health/Psychiatric Disorders – Prevention and Care; General*

- 371 - Suicide Prevention
- 372 - Child and adolescent mental health
- 372 - Alzheimer's/Dementia
- 373 - Depression
- 374 - Serious Mental Illness

*400 - Substance Use; Lifestyle Issues*

- 401 - Youth Alcohol Use
- 402 - Adult Alcohol Use
- 403 - Youth Drug Use
- 404 - Adult Drug Use
- 405 - Youth Tobacco Use
- 406 - Adult Tobacco Use
- 407 - Access/Availability of Alcohol/Drug Treatment

- 420 - Obesity
- 421 - Physical Activity
- 422 - Nutrition Education
- 430 - Family/Parent Support Services

*500 – Socioeconomic Issues; General*

- 501 - Aging Population
- 502 - Immigrants/Refugees
- 503 - Poverty
- 504 - Unemployment
- 505 - Homelessness
- 506 - Economic Development
- 507 - Educational Attainment
- 508 - High School Completion
- 509 - Housing Adequacy

*520 - Community Safety & Injury; General*

- 521 - Availability of Emergency Medical Services
- 522 - Local Emergency Readiness & Response
- 523 - Motor Vehicle-related Injury/Mortality
- 524 - Driving Under Influence
- 525 - Vandalism/Crime
- 526 - Domestic Abuse
- 527 - Child Abuse/Neglect
- 528 - Lead Poisoning
- 529 - Work-related injury
- 530 - Fall Injuries
- 531 - Brain Injury
- 532 - Other Unintentional Injury

533 - Air Quality  
534 - Water Quality

*600 - Community Supports; General*

601 - Transportation Services  
602 - Information & Referral Services  
603 - Senior Services  
604 - Prescription Assistance  
605 - Medical Interpretation  
606 - Services for Physical & Developmental Disabilities  
607 - Housing Assistance  
608 - Fuel Assistance  
609 - Food Assistance  
610 - Child Care Assistance  
611 - Respite Care

999 – Other Community Need

Addendum  
Catholic Medical Center  
Narrative Report for the FY 2013 Community Benefit Report

Catholic Medical Center was established in 1974 with the joining of two Manchester based Catholic health care institutions; Notre Dame Hospital and Sacred Heart Hospital. 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.

Our mission 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.

Catholic Medical Center is a not for profit, tax exempt licensed 330 bed full service hospital with an affiliated medical staff of close to over 500 physicians serving the residents of the greater Manchester area and throughout New Hampshire. We serve as a sophisticated acute care hospital providing high-quality, cost-effective services, delivered in a caring and personal manner. 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 the health needs of our region overall. This year, Catholic Medical Center provided over \$74 million dollars in support to care for the patients of our community.

Catholic Medical Center has a lengthy heritage of services and programs that are of benefit to the community, with a particular emphasis on those most in need. The majority of the programs and early intervention services take a proactive approach to wellness. Catholic Medical Center's programs are designed to improve the health status of community residents through free community education programs, nurse consultations, health fairs, screenings, and wellness programs. Other programs address in-depth health problems of minorities, pregnant adolescents, the poor, the elderly and other medically underserved populations. Catholic Medical Center is a long-time supporter and provider of community based programs designed to care for the uninsured, the disenfranchised and the poor.

Free Care Policy.

Catholic Medical Center cares for all of its community members regardless of ability to pay and has a generous free care policy. Catholic Medical Center is a member of the New Hampshire Health Access program. We assist clients with the application process to improve access to health care within our community and state.

Call Center. The Call Center at Catholic Medical Center is a free and confidential resource center available to the community and Catholic Medical Center organization. Our hours of operation are Monday through Friday from 9am to 6pm. In our fiscal year 2013, the Call Center assisted with 12,300 calls.

Poisson Dental Clinic. The Albert D. Poisson Special Dental Facility was established as a department of CMC in 1996 to focus on assisting those individuals in the Greater

Manchester community who are unable to access oral health services due to barriers to care such as language, transportation, and finances. In FY 2013, 6,229 visits were made by adults and children to the Poisson Dental Clinic. The facility is funded primarily by CMC with some Medicaid reimbursements, grants and contributions from Manchester area member agencies.

*Parish Nurse Program.* This program involves the placement of registered nurses and many RN volunteers in 18 congregations in Greater Manchester. Parish Nurses provide screenings, health fairs, and health education programs and interact one-on-one with parishioners, many of whom come from minority groups and do not have access to affordable health care. The program operates in faith communities of many denominations.

*Health Care for the Homeless.* The Health Care for the Homeless (HCH) program of CMC, also known as the Mobile Community Health Team Project (MCHTP), provides primary care in “medical clinic without walls” staffed by physicians, nurse practitioners including a psychiatric nurse practitioner, RN case managers, licensed social workers, a substance abuse counselor and a community health educator. The HCH has medical clinics at two locations; the New Horizons for NH, Inc. shelter and Families in Transition (FIT). An HCH nurse also conducts outreach tours on the streets and at smaller shelters in the city, encouraging the homeless to come to the clinic for care. In calendar year 2012, the Health Care for the Homeless Program provided primary care health services to 1,002 homeless individuals in Manchester, including 5,250 service encounters.

*Natural Family Planning.* Natural Family Planning (NFP) education services at Catholic Medical Center include a choice of three NFP systems to assist couples in achieving or avoiding pregnancy through natural methods. NFP certified educators provide education and training as well as counseling through CMC’s natural family planning program.

*Community Health and Wellness Program.* CMC endorses and sponsors a full curriculum of community-based health and wellness education programs on a variety of topics with the goal of improving the overall health and quality of life in the community. Through partnering and collaboration with the Manchester School District and area agencies, this program is designed to promote the health and well-being of our community members.

*West Side Neighborhood Health Center.* The West Side Neighborhood Health Center (WSNHC) provides primary care for those most in need. Under and uninsured residents can access primary care at the WSNHC, which specializes in caring for refugees, from newborns to the elderly. In collaboration between the International Institute of New Hampshire and Catholic Medical Center, the WSNHC provides a supportive medical home for the refugee population providing primary care and behavioral health services under one roof.

*Medication Assistance Program.* The Medication Assistance Program (MAP) provides medications to qualified individuals at a greatly reduced cost. MAP helps local residents who have difficulty paying for their prescription medications. In our fiscal year 2013,

CMC's Medication Assistance Program provided \$1,773,984 of medication to 554 needy individuals in Manchester. This amount represents 4,149 prescriptions.

Breast and Cervical Cancer Screenings. The Let No Woman Be Overlooked Breast and Cervical Cancer Program, CMC's BCCP Program, provided free breast and cervical cancer screenings and RN case management support to 338 underinsured or uninsured women in Manchester in fiscal year 2013.

**Living Our Mission:**

Catholic Medical Center provides health care for patients enrolled in Medicare, Medicaid and other public programs. The economic valuation which is associated with the unpaid costs of Medicare, Medicaid and other public programs is the cost of providing medical services that exceeds the reimbursement from government sources. During our fiscal year 2013, \$44,943,471 was the unreimbursed cost borne by Catholic Medical Center in providing Medicare, Medicaid and other public programs. In addition, Catholic Medical Center provided \$8,783,845 in Charity/Free Care at cost to the uninsured/underinsured persons in the Greater Manchester area.

**Catholic Medical Center  
Community Benefit Report  
For period from 7/1/12 through 6/30/2013  
Final Summary**

Community Benefit Activities	# of Encounters	Net Benefit
<b>A Community Health Improvement Services</b>		
Community Health Education	10,242	570,622
Community Based Clinical Services	5,494	223,204
Health Care Support Services	19,700	710,889
Patient Transportation	6,007	173,599
<b>Subtotal for Community Health Improvement Services</b>	<b>41,443</b>	<b>1,678,314</b>
<b>B Health Professions Education</b>		
Nurses/Nursing Students	1,055	435,986
Other Health Professional Education	897	11,558
<b>Subtotal for Health Professions Education</b>	<b>1,952</b>	<b>447,544</b>
<b>C Subsidized Health Services</b>		
Behavioral Health Services	3,813	10,679
Health Care for the Homeless	5,250	370,135
Poisson Dental Facility	6,229	637,646
Subsidized Continuing Care, PPA's and AHS	Unknown	14,300,500
West Side Neighborhood Health Center	1,612	431,219
Women's Health Services, PCC and BCCP	4,348	857,273
<b>Subtotal for Subsidized Health Services</b>	<b>21,252</b>	<b>16,607,452</b>
<b>D Research</b>		



	Clinical Research	474	104,950
	<b>Subtotal for Research</b>	<b>474</b>	<b>104,950</b>
E	Financial and In-Kind Contributions		
	Cash Donations	Unknown	101,150
	In-Kind Donations	Unknown	84,133
	Cost of Fundraising for Community Programs	Unknown	245,617
	<b>Subtotal for Financial and In-Kind Donations</b>	<b>0</b>	<b>430,900</b>
F	Community Building Activities		
	Community Health Improvement Advocacy	Unknown	60,574
	Community Support	3,415	169,272
	Emergency Preparedness	Unknown	29,642
	<b>Subtotal for Community Building Activities</b>	<b>3,415</b>	<b>259,488</b>
G	Community Benefit Operations		
	Dedicated Staff		39,840
	Community Needs/Health Assets Assessment		36,724
	Other Resources		5,310
	<b>Subtotal for Community Benefit Operations</b>		<b>81,874</b>
	<b>Subtotal of Community Benefit Activities</b>	<b>68,536</b>	<b>19,610,522</b>
	<b>Financial Services at Cost</b>		
	Charity Care	13,145	8,783,845
	Unpaid Costs of Medicare	64,049	22,165,497
	Unpaid Costs of Medicaid (includes MET Tax)	17,091	22,648,986
	Unpaid Costs of Other Government Programs	465	128,988
	<b>Subtotal of Financial Services</b>	<b>94,750</b>	<b>53,727,316</b>
	<b>Total of Unreimbursed Community Benefits</b>	<b>163,286</b>	<b>73,337,838</b>
	<b>Leveraged Revenue for Community Benefit Activities</b>		<b>1,180,041</b>
	<b>TOTAL COMMUNITY BENEFITS for FY 2013</b>	<b>163,286</b>	<b>\$74,517,879</b>

*\*Leveraged Revenue for Community Benefit Activities: all grants, contracts and donations acquired by the organization from external sources to support free or discounted care and other community benefit-related activities or the organization.*