

Addendum
Catholic Medical Center
Narrative Report for the FY 2010 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 to all. We offer innovative, quality healthcare in a compassionate environment built on trust and respect.

Catholic Medical Center is a not for profit, tax exempt licensed 330 bed full service hospital with an affiliated medical staff of close to 455 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. Last year, Catholic Medical Center provided over \$50 million dollars in support to care for the patients of our community.

Catholic Medical Center has a deeply rooted history of providing care to those most in need. It is part of our heritage, a part of what we do. In response to our commitment to social responsibility to the members of the greater Manchester community, Catholic Medical Center has established an array of programs and activities to improve the health of the poor, vulnerable, aged as well as the health of the broader community.

Catholic Medical Center is committed to the community it serves. With a dedicated department of Community Health Services, we reach out to those most in need through several of our services, Meds for Manchester, the Parish Nurse Program, Poisson Dental Facility, Health Care for the Homeless, Prime Time, Breast and Cervical Cancer Program, the Pregnancy Care Center and many other programs focusing on caring for those most in need. In February of 2008, Catholic Medical Center was proud to open the West Side Neighborhood Healthcare Center in cooperation with Dartmouth Hitchcock Manchester. The focus of this program is to provide primary healthcare to the underinsured and uninsured children and adults.

Catholic Medical Center's ongoing initiatives to improve access to health care are presented below. This is not an inclusive listing of our services but represents a sampling of our programs whose goal is to improve access for those in need.

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.

ASK-A-NURSE

ASK-A-NURSE is a free, twenty-four hour health care information resource answering over 61,000 calls last year. Staffed by specially trained registered nurses, this service provides personalized information on a wide range of health care issues and concerns. Callers are given specific health related information based on symptoms and nursing assessment, referrals to community services as well as physicians and specialists. ASK-A-NURSE is an integral component used for identifying gaps or unmet need within our community.

Health Care for the Homeless Program:

The Health Care for the Homeless Program (HCH)/ Mobile Community Health Team Project (MCHTP) is a “clinic without walls” which provides onsite primary medical care, nursing case management, addiction counseling and health education to individuals and families who are homeless, at shelters and transitional housing programs in Manchester. Outreach medicine is central to HCH philosophy and practice.

The clinical team consists of two physicians, two nurse practitioners, one psychiatric nurse practitioner, five nurses, one mental health counselor, one social worker, one addiction counselor and three program assistants. The clinic is in session every weekday at New Horizons shelter; and every Tuesday, Wednesday and Thursday at the Families in Transition housing program. The HCH team collaborates with many local health providers and human service agencies in order to increase access to health care for more than 1,000 individuals and family members who are currently struggling with homelessness in Manchester. The HCH/MCHT provided more than 6,600 medical and social work/case management encounters to the homeless population of greater Manchester during our fiscal year 2010.

Poisson Dental Facility:

The Poisson Dental Facility was formed in 1983 in memory of community leader Albert D. Poisson, who served as a trustee of Catholic Medical Center beginning in 1979 and was a trustee of Notre Dame Hospital. In his memory, the Poisson family established the Poisson Dental Facility, as well as the Albert D. Poisson Trust. Funding for the Poisson Dental Facility comes from this trust fund as well as from Medicaid reimbursement, agency fees and grant funds from local foundations, organizations, civic groups and the state of NH.

Recognizing that poor dental health has reached epidemic levels in Manchester, the Poisson Dental Facility at Catholic Medical Center offers much-needed dental treatment and preventive care to the unserved and underserved population of Greater Manchester. During this past fiscal year, we were fortunate to expand the Poisson Dental Facility to three operatories and to upgrade the technology to include an electronic dental record system and digital radiography.

Breast and Cervical Cancer Program:

The *Let No Woman Be Overlooked; Breast and Cervical Cancer Program* provides free breast and cervical cancer screenings to low income women with no health insurance or those with a high deductible. Our goals for FY 11 are:

- To screen and educate 300 women in the program for breast and cervical cancer.
- To provide a venue for annual screening opportunities.
- To assure additional diagnostics and treatment for those identified as such.
- To focus on the minority population in Manchester through a collaboration with the Minority Health Coalition.

Pregnancy Care Center:

Prenatal care has been identified as playing a significant role in improved pregnancy outcomes. At the Pregnancy Care Center at Catholic Medical Center, we provide comprehensive, supportive prenatal care to all women and their families regardless of their ability to pay. Our mission is to serve those most in need and those unable to access services in traditional prenatal settings.

The West Side Neighborhood Health Center:

Catholic Medical Center and Dartmouth-Hitchcock Manchester have come together to create a medical home on the west side of Manchester. In an effort to increase access to primary care for the growing numbers of under and un-insured residents, WSNHC was developed as an initiative of the Manchester Sustainable Access Project. MSAP is a community collaboration between local and state healthcare organizations to evaluate and improve the current healthcare delivery infrastructure.

Parish Nurse Program:

A parish nurse is a registered nurse who, as a member of a ministerial team in a congregation, provides holistic nursing services to the members of the community. Parish nurses promote wellness by addressing the physical, emotional and spiritual needs of the members they serve.

The goal of the parish nurse is to enhance the quality of life for all members of the congregation encountered. This is accomplished through nurse consults, client education in both groups and in one-on-one, nurse assessments, early intervention and referral. We are presently located in seventeen faith communities in greater Manchester.

Fertility Health Education Services:

Fertility Health Education Services offers a choice of three different education models by which women /couples use a natural system to track their fertility. In addition to fertility management, Fertility Health Education Services offers education programs on human sexuality, abstinence, marriage enrichment and community based education on a variety of women's health topics.

Community Education and Wellness:

In response to current healthcare trends, which emphasize both prevention and wellness, Catholic Medical Center, through the department of Community Education and Wellness, endorses and sponsors a full curriculum of community-based health and wellness education. In collaboration with a number of community-based organizations, Community Education and Wellness is strongly invested in providing health education and wellness activities to ensure optimal health and well-being for our community members, especially to those most in need. Specific areas of concentration for programming will be:

- Chronic Disease Self-Management programs
- Programming that promotes a healthy body, mind and spirit.
- School based education with a focus on obesity, violence and substance abuse prevention.
- Education and screenings for prevention and early detection.

Prime Time, Resources for Healthy Living:

Prime Time, Resources for Healthy Living, offers education and health screenings to older adults aged 50 and better. Education on topics that address concepts of social, physical emotional, financial and spiritual health for older years and techniques to incorporate these into your daily life is the primary focus of Prime Time. Prime Time offers opportunities to participate in a variety of activities to meet these goals. The expertise of a geriatric nurse practitioner is available to monitor overall health status and to serve as an adjunct to the primary care provider.

Five chronic diseases account for more than two thirds of all deaths in the U.S. Health care for people with chronic disease account for seventy-five percent of the nation's total health care costs and sixty-nine percent of all New Hampshire deaths are a result of chronic disease (CDC). Education focused on self care for these conditions has resulted in improved compliance with health care treatments and improved quality of life (Stanford University Model).

Living Our Mission:

Caring for the Homeless

Life for Mary* went from the comforts of upper middle class living to homelessness at breathtaking speed. After 25 years of marriage, her husband divorced her and her children rejected her, blaming Mary for the split up. Devastated by her losses, she spiraled into depression, started drinking and with no place to go, lived in her car.

After weeks of this difficult existence, Mary arrived at New Horizons, a shelter for people who are homeless in Manchester. Through CMC's Health Care for the Homeless (HCH) Program, she received treatment for her medical needs, including substance abuse and mental wellness counseling. The HCH Program provides medical care, counseling and health education at its clinics at the New Horizons shelter and through the Families in Transition housing program.

"We treat the whole person," says Sister Monica O'Keefe, a substance abuse counselor, who has served on the HCH team for 15 years. While counseling Mary, she determined

that Mary had been self-medicating with alcohol to escape the reality of her situation and was open to change. Mary needed hope for a better future.

Hope arrived when Mary entered Angie's Shelter, a safe, supportive environment for homeless women, operated by New Horizons. With other residents, she learned life skills during classes taught by CMC's Community Health Services staff on topics such as nutrition, exercise, stress management, women's health, smoking cessation and relapse prevention.

Eight months later, Mary was ready to move into the Families in Transition program, where she continued to receive care at CMC's HCH Program. With counseling and medical care, she regained her physical and mental wellness and reached out to her children, who reconnected with her. Feeling stronger, Mary moved on to permanent housing and found a part-time job, grateful to have a home and her life back on track.

"Our program helps many address their health problems and their homelessness," says Sister Monica. "Our goal is to ensure that people have the care, counseling and support they need to recover and remain permanently housed."

*name has been changed

Chronic Disease Self-Management Series

The mission of Catholic Medical Center is to provide health, healing and hope to all members of the community. This community benefits report illustrates the kind of care and services that CMC provides to the community, especially to those most in need. During 2009, we delivered health benefits through a variety of community initiatives and programs, including charity care, touching the lives of many through more than 420,000 contacts with children and adults, representing more than \$50 million in benefits to the greater Manchester community. Community education, prevention and wellness Conquering Cholesterol program improves chronic disease management At 67, Phil* had been battling high cholesterol for 30 years. He exercised and watched his diet, but his cholesterol level remained high. Cholesterol-lowering medications helped, but affected his muscles. Last year, he was off the medications and experiencing rising cholesterol levels when he decided to take part in one of CMC's chronic disease self-management programs, Conquering Cholesterol.

Knowing that high cholesterol can be hereditary, Phil encouraged his two sons, in their mid-thirties, to attend with him. The three-session program opened their eyes. "It shed light on the different fats and what happens when your arteries get clogged," he says. "I feel a lot more in control now."

Phil now understands how his total cholesterol is calculated and how to read labels so he can avoid unhealthy fats. He eats little red meat and only natural peanut butter with healthy oils, enjoys more fruits and vegetables, and drinks skim milk. Phil has always liked walking and faithfully walks three miles daily. He hopes his new regimen has reduced his cholesterol enough that he can now take a lower dose of cholesterol lowering medication to reach an optimum range and avoid any side effects. Another hope of his is that changes in his sons' diets and lifestyles will reduce their cholesterol levels over the long term.

"This program addresses lifestyle modifications such as diet and exercise, communicating with their physician, managing their medications, setting goals and

making action plans,” explains Kim Kennedy, RN, coordinator of community health education. “The results are very rewarding for us and participants.”

*name has been changed

West Side Neighborhood Health Center and Poisson Dental Clinic Integrated Care Helps Improve Family Wellness

As a single mother with little income and no health insurance, Kelly* was relieved when the West Side Neighborhood Health Center opened last year in the building adjacent to Catholic Medical Center. The center is a collaboration between CMC and Dartmouth-Hitchcock Manchester and an initiative of the Manchester Sustainable Access Project to provide comprehensive primary care to the increasing number of under and uninsured children and adults in Manchester.

As Kelly’s three children were being examined during one visit, the care provider noticed extensive dental decay in their mouths and set up an appointment for the children at the Poisson Dental Clinic across the hall. After the dental hygienist examined the children and set up their appointments for treatment, she asked Kelly about her own dental health. Kelly replied that her mouth caused her significant pain. An exam revealed that she, too, needed substantial dental treatment.

“We know that the DNA of bacteria in a child’s mouth is nearly always the same as that in a mother’s mouth,” says Marybeth Pierce, DMD, director of the Poisson Dental Clinic, which provides dental care to children and adults who otherwise have no access to care. “If the mom has good hygiene and a low amount of bacteria in her mouth, chances are the children won’t have decay until later on, if ever. So, the healthier we can get the caregiver’s or parent’s mouth, the healthier the children will be.”

Providing comprehensive care in one central area to patients in need was a driving force behind Poisson Dental Clinic’s move last year from inside the hospital to next door on the same floor as the West Side Neighborhood Health Center. The new location has allowed the dental clinic to expand from two to three dental chairs.

The integration of oral health into primary care services gives patients improved access to dental care. The health center’s physicians can make direct patient referrals to the dental center, as was done for Kelly and her children, and dental care providers have fast access to patients’ complete and accurate medical histories at the health center.

With the correlation between good dental health and general health, Dr. Pierce says this collaboration is vital to keeping this population of residents healthy. Poisson Dental Clinic providers see some children between ages 3 and 6 with extreme tooth decay that requires extractions and extensive restoration. A clinic dentist completes substantial dental treatment of these children under general anesthesia in the operating room, lessening the trauma for these young patients.

Kelly is grateful for the attentive and complete medical attention that she and her children are receiving at the West Side Neighborhood Health Center and Poisson Dental Clinic. Access to comprehensive care has given her something to smile about.

*name has been changed

Meds for Manchester – Prescription Drug Assistance Eases Couple’s Worries

When Martha* first talked with staff at Meds for Manchester, she was eager to find help with the high cost of prescription medications that she and her husband were taking. The

retired couple's yearly bill for medications to treat heart disease, diabetes and depression totaled nearly \$9,500, approximately 35 percent of the couple's annual income of \$26,500 from Social Security and a small pension.

On a fixed income, they were unable to afford a monthly premium for the Medicare Part D drug program.

Staff at Meds for Manchester, a CMC Community Health Services program, determined that the couple's medications met each of the drug companies' financial guidelines for free or reduced-cost medications. Working with the couple's doctor, CMC staff submitted paperwork to the drug companies, which sent a 90-day supply of the couple's prescribed medicines to their doctor's office. With drug company approval for a year's worth of the medications, the couple repeated the process every three months.

"It's a relief for people when they find out they have this resource," says Christine Moloney, Meds for Manchester medication bridge coordinator. "Even if people think they might not qualify, they should call us as they might qualify for an alternative program. There are lots of resources that we can help people with in accessing affordable medications."

*name has been changed

Arthritis Clinic Arthritis Care Gives Woman Her Life Back

Ann's* rheumatoid arthritis began in her late twenties in a wrist aggravated by her crocheting. Over time, it moved to her fingers, knees and ankles, causing painful swelling that made activities and walking difficult. She credits rheumatologist Christopher Lynch, MD, who sees patients twice a month at the Arthritis Clinic at CMC, with restoring her life.

"Dr. Lynch and the clinic have helped me so much in my being able to stay working because of the medications I'm on," says the now 40-year-old. "They have done an awesome job."

Four years ago, Ann began her quarterly visits at the Arthritis Clinic, which schedules patients with low or no insurance who have rheumatoid arthritis, osteoarthritis, fibromyalgia or lupus. At each visit, Dr. Lynch checks her pain and range of motion in her affected joints to gauge how her arthritis is progressing and the effectiveness of her medication.

Ann says Dr. Lynch has prescribed a medication that allows her to walk more comfortably and work in a school cafeteria, a job she relishes. She is also able to play with her 8-year-old stepdaughter, as well as help coach her baseball, basketball and cheering squads. For Ann, life is good again, thanks to the Arthritis Clinic.

*name has been changed

Week One in the Special Care Nursery

The Special Care Nursery at The Mom's Place opened its doors and began admitting patients on April 5, 2010. By the end of the first week in operation, the four Single Family Rooms were at capacity, and the advanced philosophy of couplet care was already having a big impact on moms and babies alike.

Among the first families to benefit from the new unit were Fatuma and Ali Mohammed and their newborn son, Issa. Issa was born April 4th at The Mom's Place and, at 33

weeks, was transferred to Dartmouth Hitchcock's NICU. He returned to the Special Care Nursery April 5th to receive the remainder of his care.

"This is the third child I have had at CMC," explains Fatuma, a Somalian refugee living in Manchester, and now a mother of eight. "I have gotten much more support here than I would have anywhere else."

Also there in the first week was Melissa Doyle of Hooksett, who gave birth to her fourth child, Meghan, at The Mom's Place. Accompanied by her husband Bob and three other children, Melissa and her newborn were transferred to the Family Care Suites to monitor Meghan's respiratory issues.

"It's great to be able to stay in the same room with our child," Bob says. Melissa agrees. "All the nurses and doctors have been wonderful. The care has been excellent. I don't have one complaint."

CMC Helps Nursing Home Residents Find Shelter From Storm

On the night of February 25, 2010, in the midst of a winter storm that unleashed heavy snow, rain and hurricane-force winds across southern New Hampshire, the residents of Colonial Poplin Nursing Home in Fremont were told they would have to evacuate their homes.

"The local fire chief determined just before midnight that we needed to evacuate the building," explains Jeff Philbrick, owner and administrator of Colonial Poplin. "And options 'A' and 'B' of our disaster plan were immediately discounted."

Although they were able to place a number of residents in nearby facilities, there still remained 16 people who needed to be relocated. It was at that point that Catholic Medical Center was contacted for help.

"We took them in without hesitation," says Bob Duhaime, Vice President of Operations at CMC. Extra staff and hospitalists were required to handle the onslaught of admissions that began at 4:30 AM, but Mr. Duhaime says that the regular nursing staff was able to handle the extra workload until the residents were discharged on Sunday.

Mr. Philbrick is grateful for CMC's willingness to accommodate a community in need. "CMC was a lifesaver," he enthuses. "For a facility that was not even on our emergency list to step up and take our residents so readily, regardless of how many we had, is phenomenal. They were a major player in helping us get through the event as well as we did."

Catholic Medical Center provides health care for patients enrolled in government programs, Medicare, Medicaid and Tricare. 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. Table 1 categorizes the unreimbursed costs borne by Catholic Medical Center in providing government health care programs since 2005; Table 2 quantifies the number of persons served. Table 3 identifies the financial support provided in Catholic Medical Center's Uncompensated Care/Free Care Program for the underinsured and uninsured members of the greater Manchester area; Table 4 provides the number of persons served by Catholic Medical Center's Uncompensated Care/Free Care Program.

Table 1 Uncompensated **Costs** of Medicare, Medicaid/Tricare

	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010
Medicare	\$8,860,785	\$10,624,876	\$11,500,427	\$16,687,495	\$19,760,997	\$22,329,870
Medicaid/ Tricare	\$4,166,217	\$5,066,033	\$6,536,050	\$5,737,141	\$9,171,055	\$10,892,386
TOTAL	\$13,027,002	\$15,690,909	\$18,036,477	\$22,424,636	\$28,932,052	\$33,222,256

Table 2 Uncompensated Care of Medicare, Medicaid/Tricare, persons served

	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010
Medicare	33,317	33,154	35,696	48,769	54,579	57,664
Medicaid/ Tricare	10,458	11,315	12,862	14,179	17,150	20,155
TOTAL	43,775	44,469	48,558	62,948	71,729	77,819

Table 3 Uncompensated **Costs** of Charity Care

	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010
TOTAL	\$2,978,197	\$4,603,877	\$4,891,039	\$5,666,411	\$7,061,269	\$8,120,695

Table 4 Charity Care, persons served

	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010
TOTAL	2,781	7,277	7,816	8,343	8,653	10,587

**Catholic Medical Center
Community Benefit Report
For period from 7/1/09 through 6/30/2010**

Community Benefit Activities	# of Encounters	Net Benefit
A Community Health Improvement Services		
Community Health Education	142,615	1,063,520
Community Based Clinical Services	13,102	399,711
Health Care Support Services	72,158	1,931,565
Patient Transportation	101,802	371,044
Subtotal for Comm. Health Improvement Services	329,677	3,765,840
B Health Professions Education		
Nurses/Nursing Students	841	95,623
Other Health Professional Education	754	31,256
Subtotal for Health Professions Education	1,595	126,879
C Subsidized Health Services		
Arthritis Clinic	316	5,258
Behavioral Health Services	2,176	222,597
Health Care for the Homeless	6,620	487,704
Poisson Dental Facility	5,681	424,601
Subsidized Continuing Care, PPA's and AHS	Unknown	10,382,473
West Side Neighborhood Health Center	4,261	614,931
Women's Health Services, PCC and BCCP	4,512	929,552
Subtotal for Subsidized Health Services	23,566	13,067,116
D Research		
Clinical Research	369	87,143
Subtotal for Research	369	87,143
E Financial and In-Kind Contributions		
Cash Donations	Unknown	280,348
In-Kind Donations	Unknown	68,105
Cost of Fundraising for Community Programs	Unknown	191,199
Subtotal for Financial and In-Kind Donations	0	539,652
F Community Building Activities		
Community Health Improvement Advocacy	Unknown	235,834
Community Support	6,704	242,950
Emergency Preparedness	Unknown	55,819
Subtotal for Community Building Activities	6,704	534,603

G Community Benefit Operations		
Dedicated Staff		39,328
Community Needs/Health Assets Assessment		0
Other Resources		8,117
Subtotal for Community Benefit Operations		47,445
Subtotal of Community Benefit Activities	361,911	18,168,678
Financial Services at Cost		
Charity Care	10,587	8,120,695
Unpaid Costs of Medicare	57,664	22,329,870
Unpaid Costs of Medicaid	19,712	10,749,326
Unpaid Costs of Other Government Programs	443	143,060
Subtotal of Financial Services	88,406	41,342,951
Total of Unreimbursed Community Benefits	450,317	59,511,629
Leveraged Revenue for Community Benefit Activities		1,548,147
TOTAL COMMUNITY BENEFITS for FY 2010	450,317	\$61,059,776

**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.*