



# *Community Benefits Report*

HUGGINS HOSPITAL // FISCAL YEAR 2021

## **OUR VISION**

*Huggins will be the community's home for health and wellbeing. Our mission is to empower the fulfillment of life through better health.*

# FORM NHCT31: COMMUNITY BENEFITS REPORTING



## Section 1: Organizational Information

### For Fiscal Year Beginning

10/1/2020

### Organization Name

Huggins Hospital

### Street Address

240 S MAIN ST  
WOLFEBORO, NH 03894

### Federal ID #

20223332

### State Registration #

29

### Website address (must have a prefix such as "http://www.")

<http://www.hugginshospital.org>

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

Yes

### Chief Executive

First Name	Last Name
Jeremy	Roberge
Phone Type	Number
Business	603-569-7507
Email	
jroberge@hugginshospital.org	

### Board Chair

First Name	Last Name
Howie	Knight
Phone Type	Number
Business	603-569-7507
Email	
jdersia@hugginshospital.org	

### Community Benefits Plan Contact

First Name	Last Name
Monika	O'Clair
Title	
Vice President of Strategy & Community Relations	
Phone Type	Number
Business	603-515-2088
Email	
moclair@hugginshospital.org	

### Does this report include community benefit information for affiliated or subsidiary organizations?

No

## SECTION 2: MISSION & COMMUNITY SERVED

**MISSION STATEMENT:** Huggins Hospital's Mission is to empower the fulfillment of life through better health.

**HAS THE MISSION STATEMENT BEEN REAFFIRMED IN THE PAST YEAR (RSA 7:32E-I)?** Yes

### SERVICE AREA

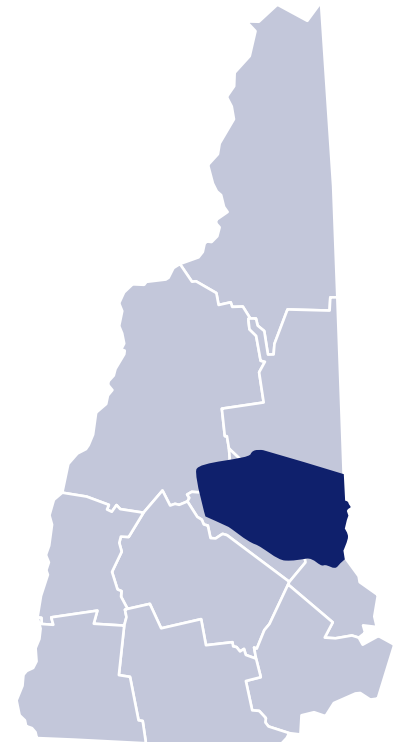
Community may be defined as a geographic service area comprised of the locations from which most service recipients come (primary service area) or a subset of the general population that share certain characteristics such as age range, health condition, or socioeconomic resources. For some trusts, the definition of community may be a combination of geographic service area and a subset of the population within that area. Please include information from the drop down lists and narrative field as applicable to sufficiently describe the community served.

**DID THE PRIMARY SERVICE AREA COVER ALL OF NEW HAMPSHIRE?** No

**PLEASE SELECT SERVICE AREA COUNTIES (NH), IF APPLICABLE:** Carroll

**PLEASE SELECT SERVICE AREA MUNICIPALITIES (NH), IF APPLICABLE**

Alton  
Brookfield  
Effingham  
Freedom  
Moultonborough  
New Durham  
Ossipee  
Tamworth  
Tuftonboro  
Wakefield  
Wolfeboro  
Barnstead  
Gilford



### SERVICE POPULATION DESCRIPTION

Huggins Hospital serves the population. The community is rural in nature and has a typical seasonal population increase from approximately 40,000 full-time residents to about 120,000 residents in the summer tourist season.

## SECTION 3.1: **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? (Please attach a copy of the needs assessment below if completed in the past year): 2019

Please attach a copy of the needs assessment if completed in the past year

<https://www.hugginshospital.org/assets/pdf/webCHNAandImplementation2019.pdf>

Was the assessment conducted in conjunction with other health care charitable trusts in your community? No

## SECTION 3.2: **COMMUNITY NEEDS ASSESSMENT**

**AREA OF COMMUNITY NEED / CONCERN:** 3. Access to Primary Care

Is the need identified in the Community Needs Assessment? Yes

Is the need addressed in the Health Care Charitable Trusts Community Benefit Plan? Yes

Please select the applicable Category or Categories of Community Benefit included in your plan associated with this need. C10: Other Subsidized Health Services

Brief description of major strategies or activities to address this need (optional)

Primary Care services in designated rural areas

## SECTION 3.2: **COMMUNITY NEEDS ASSESSMENT**

**AREA OF COMMUNITY NEED / CONCERN:** 35. Other Social Determinants of Health

Is the need identified in the Community Needs Assessment? Yes

Is the need addressed in the Health Care Charitable Trusts Community Benefit Plan? Yes

Please select the applicable Category or Categories of Community Benefit included in your plan associated with this need. F6: Coalition Building

Brief description of major strategies or activities to address this need (optional)

Huggins Community Health Network

## SECTION 3.2: **COMMUNITY NEEDS ASSESSMENT**

**AREA OF COMMUNITY NEED / CONCERN:** 25. Access to Substance Use Disorder Services

Is the need identified in the Community Needs Assessment? Yes Is the need addressed in the Health Care

Charitable Trusts Community Benefit Plan? Yes

Please select the applicable Category or Categories of Community Benefit included in your plan associated with this need. F6: Coalition Building and C10: Other Subsidized Health Services

Brief description of major strategies or activities to address this need (optional)

Huggins Community Health Network

MAT Program for Primary Care and Emergency Medicine

# SECTION 4: **COMMUNITY BENEFIT ACTIVITIES**

## **Financial Assistance, Means-Tested Government Programs and Community Benefit Services**

**TOTAL FUNCTIONAL EXPENSES FOR THE REPORTING YEAR: \$79,727,132**

### **(1) Financial Assistance at cost**

Total community benefit expense: \$503,299.39

Direct offsetting revenue: 0

Net community benefit expense: \$503,299.39

Percent of total expense: 0.6%

Estimated expense of activities projected for the next Fiscal Year: \$540,553.46

### **(2) Medicaid**

Total community benefit expense: \$9,222,263.30

Direct offsetting revenue: \$5,516,221.12

Net community benefit expense: \$3,706,042.1800000006

Percent of total expense: 4.6%

Estimated expense of activities projected for the next Fiscal Year: \$206,000

### **(3) Costs of other means-tested government programs**

Total community benefit expense: \$0

Direct offsetting revenue: \$0

Net community benefit expense: \$0

Percent of total expense: 0%

Estimated expense of activities projected for the next Fiscal Year: \$0

### **(4) Total Financial Assistance and Means-Tested Government Programs**

Total community benefit expense: \$9,725,562.6900000001

Direct offsetting revenue: \$5,516,221.12

Net community benefit expense: \$4,209,341.57

Percent of total expense: 5.3%

Estimated expense of activities projected for the next Fiscal Year: \$746,553.46

### **(5) Community health improvement services and community benefit operations**

Total community benefit expense: \$110,749.17

Direct offsetting revenue: \$0

Net community benefit expense: \$110,749.17

Percent of total expense: 0.1%

Estimated expense of activities projected for the next Fiscal Year: \$137,686.46

## SECTION 4: **COMMUNITY BENEFIT ACTIVITIES** CONTINUED

**TOTAL FUNCTIONAL EXPENSES FOR THE REPORTING YEAR: \$79,727,132**

### **(6) Health professions education**

Total community benefit expense: \$449,251.77

Direct offsetting revenue: \$0

Net community benefit expense: \$449,251.77

Percent of total expense: 0.6%

Estimated expense of activities projected for the next Fiscal Year: \$522,806.90

### **(7) Subsidized health services**

Total community benefit expense: \$4,280,909.96

Direct offsetting revenue: \$0

Net community benefit expense: \$4,280,909.96

Percent of total expense: 5.4%

Estimated expense of activities projected for the next Fiscal Year: \$4,300,000

### **(8) Research**

Total community benefit expense: \$0

Direct offsetting revenue: \$0

Net community benefit expense: \$0

Percent of total expense: 0%

Estimated expense of activities projected for the next Fiscal Year: \$0

### **(9) Cash and in-kind contributions for community benefit**

Total community benefit expense: \$43,041.02

Direct offsetting revenue: 0

Net community benefit expense: \$43,041.02

Percent of total expense: 0.1%

Estimated expense of activities projected for the next Fiscal Year: \$50,612.02

### **(10) Total Other Benefits**

Total community benefit expense: \$4,883,951.92

Direct offsetting revenue: \$0

Net community benefit expense: \$4,883,951.92

Percent of total expense: 6.1%

Estimated expense of activities projected for the next Fiscal Year: \$5,011,105.38

### **(11) Totals**

Total community benefit expense: \$14,609,514.610000001

Direct offsetting revenue: 5,516,221.12

Net community benefit expense: \$9,093,293.49

Percent of total expense: 11.4%

Estimated expense of activities projected for the next Fiscal Year: \$5,757,658.84

# SECTION 5: **COMMUNITY BUILDING ACTIVITIES**

**TOTAL EXPENSE (ENTERED AT TOP OF SECTION 4): \$79,727,132**

## **(1) Physical improvements and housing**

Total community benefit expense: \$0  
Direct offsetting revenue: \$0  
Net community benefit expense: \$0  
Percent of total expense: 0%

## **(2) Economic development**

Total community benefit expense: \$575  
Direct offsetting revenue: \$0  
Net community benefit expense: \$575  
Percent of total expense: 0%

## **(3) Community support**

Total community benefit expense: \$0  
Direct offsetting revenue: \$0  
Net community benefit expense: \$0  
Percent of total expense: 0%

## **(4) Environmental improvements**

Total community benefit expense: \$0  
Direct offsetting revenue: \$0  
Net community benefit expense: \$0  
Percent of total expense: 0%

## **(5) Leadership development and training for community members**

Total community benefit expense: \$0  
Direct offsetting revenue: \$0  
Net community benefit expense: \$0  
Percent of total expense: 0%

## **(6) Coalition building**

Total community benefit expense: \$229,913.59  
Direct offsetting revenue: \$0  
Net community benefit expense: \$229,913.59  
Percent of total expense: 0.3%

## **(7) Community health improvement advocacy**

Total community benefit expense: \$0  
Direct offsetting revenue: \$0  
Net community benefit expense: \$0  
Percent of total expense: 0%

## **(8) Workforce development**

Total community benefit expense: \$68,910.94  
Direct offsetting revenue: \$0  
Net community benefit expense: \$68,910.94  
Percent of total expense: 0.1%

## **(9) Other**

Total community benefit expense: \$197,186.35  
Direct offsetting revenue: \$0  
Net community benefit expense: \$197,186.35  
Percent of total expense: 0.2%

## **(10) Totals**

Total community benefit expense: \$496,585.88  
Direct offsetting revenue: \$0  
Net community benefit expense: \$496,585.88  
Percent of total expense: 0.5%

## SECTION 6: **MEDICARE**

**Enter total revenue received from Medicare (\$ -- including DSH and IME):** NONE PROVIDED

**Enter Medicare allowable costs of care relating to payments specified above (\$):** NONE PROVIDED

**Medicare surplus (shortfall):** NONE PROVIDED

**Describe the extent to which any shortfall reported above should be treated as community benefit. Please also describe the costing methodology or source used to determine the amount reported above.**

NONE PROVIDED

**Describe the costing methodology or source used to determine the amount reported above. Please check the boxes below that describe the method used:** NONE PROVIDED

## SECTION 7: **SUMMARY FINANCIAL MEASURES**

**Gross Receipts from Operations:** \$158,166,172

**Net operating costs:** \$79,727,132

**Ratio of gross receipts from operations to net operating costs:** 1.984

### **UNREIMBURSED COMMUNITY BENEFIT COSTS**

**Financial Assistance and Means-Tested Government Programs:** \$4,209,341.57

**Other Community Benefit Costs:** \$4,883,951.92

**Community Building Activities:** \$496,585.88

**Total Unreimbursed Community Benefit Expenses:** \$9,589,879.370000001

**Net community benefit costs as a percent of net operating costs:** 12.03%

### **OTHER COMMUNITY BENEFITS (OPTIONAL)**

**Leveraged Revenue for Community Benefit Activities:** \$0

**Medicare Shortfall (\$):** NONE PROVIDED



# SECTION 8: COMMUNITY ENGAGEMENT IN THE COMMUNITY BENEFITS PROCESS

Please list below

Community Organizations, Local Government Officials and other Representatives of the Public:	Identification of Need	Prioritization of Need	Development of the Plan	Commented on Proposed Plan
Huggins Hospital staff & Board of Trustees	Yes	Yes	Yes	Yes
Carroll County Coalition for Public Health	Yes	Yes	Yes	Yes
Granite VNA	Yes	Yes	Yes	Yes
Northern Human Services	Yes	Yes	Yes	Yes
Patients/Community	Yes	Yes	Yes	Yes
Genesis Wolfeboro Bay Center	Yes	Yes	Yes	Yes
Service Link	Yes	Yes	No	No
White Horse Recovery	Yes	Yes	No	No
Eastern Lakes Region Housing Coalition	Yes	Yes	Yes	Yes
Wolfeboro Economic Development Corporation	Yes	Yes	No	No
Wolfeboro Chamber	Yes	Yes	No	No
Tri-County Community Action Program	Yes	Yes	No	No
Town of Wolfeboro	Yes	Yes	No	No
NH DHHS Office of Rural Health & Primary Care	Yes	Yes	Yes	Yes
Starting Point Services for Victims of Domestic & Sexual Violence	Yes	Yes	No	No

**Please provide a description of the methods used to solicit community input on community needs:**

Huggins Hospital analyzed community health data and conducted a community survey to begin the community needs process. Huggins Hospital also presented the data and analysis to the community during the hospital's Community Health Focus Groups. The groups provided an opportunity for community members and local health agencies to determine significant health needs and goals for improvement. Over sixty individuals from multiple community and healthcare organizations collaborated to conduct a comprehensive Community Health Needs Assessment process focused on identifying and defining significant health needs, issues and concerns of the community. The process centered on gathering and analyzing data as well as receiving input from persons who represented the broad interests of the community and who had special knowledge and expertise in public health. The participants helped provide direction for the Hospital to create a plan to improve the health of the community.

# SECTION 9: CHARITY CARE COMPLIANCE

The valuation of charity does not include any bad debt, receivables or revenue. Yes

A written charity care policy is available to the public. Yes

Any individual can apply for charity care. Yes

Any applicant will receive a prompt decision on eligibility and amount of charity care offered. Yes

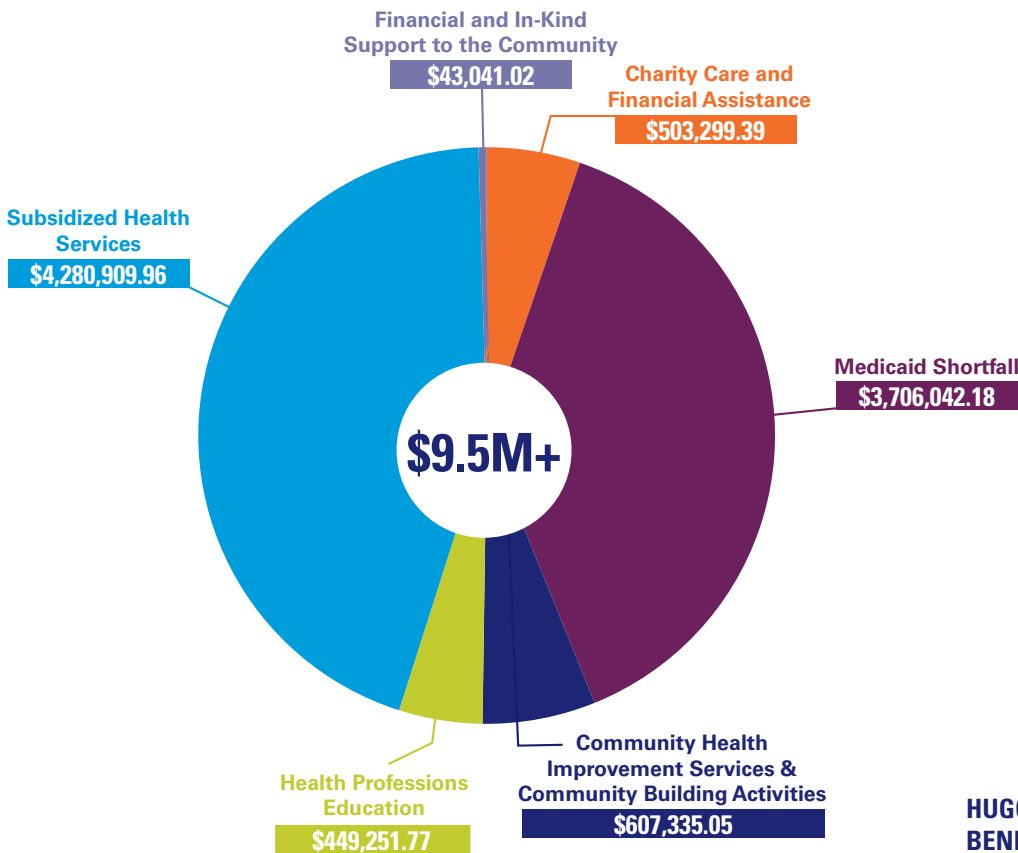
Notice of the charity care policy is posted in lobbies. Yes

Notice of the policy is posted in waiting rooms. Yes

Notice of the policy is posted in other public areas of our facilities. Yes

Notice of the charity care policy is given to recipients who are served in their home. N/A

## 2021 COMMUNITY BENEFITS = \$9.5 MILLION+



### HUGGINS HOSPITAL COMMUNITY BENEFIT SERVICES

- Paramedic Intercept Program
- Primary Care Services in Rural Communities
- Free Health Care Services
- Community Health Education
- Financial Assistance Services
- Health Professions Training
- Support to Local Social Service Agencies
- Medications for Emergency Service Organizations
- Rural Workforce Development
- Economic Development