Comprehensive Healthcare Welcoming Everyone
What is Community Benefit?

Community Benefits are programs and services that address community healthcare needs and include but are not limited to:

**Financial Assistance (Charity Care)** – free or discounted health services provided to persons who cannot afford to pay and who meet the organization’s financial assistance policy criteria.

**Community Health Improvement Services** – activities carried out to improve community health and include community health education, outreach and prevention services. Such services do not generate patient bills, although they may involve a nominal fee.

**Subsidized Health Services** – clinical services provided despite a financial loss so significant that negative margins remain after removing the effects of financial assistance, Medicaid shortfalls and bad debt.

**Health Professions Education** – learning and education programs that contribute to the future and current health care professionals in training that are required by state law, accrediting body or health profession specialty.

**Research** – studies and investigations the results of which are available to the public and which are designed to generate knowledge to improve health and healthcare.

**Cash and In-Kind Contributions** – contributions (cash) to support community activities provided by similarly mission-driven not-for-profit organizations. Contributions (in-kind) that include the cost of staff time and other non-monetary resources donated for community benefit.

**Community Building Activities** – programs that address underlying causes of health problems, such as poverty, homelessness and environmental hazards, which if mitigated can improve health status and quality of life.

Information provided by: CHA – A Guide for Planning & Reporting Community Benefit 2015 edition
Elliot Provided Critical Behavioral Health Services to the Community

Elliot Health System (EHS) is committed to behavioral health services in New Hampshire and continues to increase and strengthen the behavioral health services it provides. Elliot Hospital (EH) is the largest acute care hospital Designated Receiving Facility (DRF) for involuntary emergency admissions (IEAs) in the State of New Hampshire and has the only facility in NH dedicated to geriatric behavioral health patients suffering from dementia. Elliot Hospital provides 25 dedicated geriatric behavioral health inpatient beds and another 12 adult beds for those between the ages of 18 to 64. In 2018, Elliot cared for 705 patients on the two dedicated inpatient behavioral health units. Within these two units Elliot maintains 14 DRF beds for IEA patients. In 2018, EH cared for more than 187 IEA patients.

Elliot also offers access to various outpatient behavioral health services. In 2018, the Elliot Hospital emergency department (ED) treated nearly 6,000 patients whose primary diagnosis involved a behavioral health condition. Elliot currently maintains a newly renovated 6 bed dedicated behavioral health unit within the ED.

Elliot’s Behavioral Health Emergency Response Team (BERT) responded to 250 requests for urgent behavioral health consults for patients within the main hospital and provided over 18,500 outpatient counseling visits at various locations throughout the community during 2018.

Elliot provided over $4 million dollars in community benefit for behavioral health services in 2018.
Access to primary and specialty care has been a targeted focus for Elliot Health System, and last year the community benefited from the recruitment of more than a dozen new primary care providers in internal medicine, family medicine, and pediatrics. The placement of these providers throughout greater Manchester has allowed patients to develop a relationship with a doctor they can call their own, and the care is local. In Bedford, Elliot expanded both of its Family Medicine and Pediatrics practices under one roof in a facility that now offers a full complement of services, including radiology, lab, rehabilitation, urgent care and a retail pharmacy.

In addition to the providers and facilities being added to create better access to care, Elliot has also focused efforts on improving seamless transitions in care. A new feature of the health system is called, Elliot Access. With one call, medical office staff are able to facilitate all of the appointments needed for patients, including access to diagnostic imaging, and specialty care. This service was stood up in response to patient feedback regarding the challenges they face when navigating the world of healthcare services and authorization requirements. Elliot Access has created improved transitions for care, reducing barriers to timely treatment.
In addition to expanding access to care, the Elliot has worked hard to make sure that patients receive high quality care. We have a goal to be among the top performers in New England for quality care in the treatment of chronic disease. To that end, we have implemented process improvement initiatives to improve the care of some of the chronic diseases we treat most commonly, such as asthma and diabetes. Specifically, we have achieved our goals of becoming among the region’s quality leaders in providing appropriate medications for patients with persistent asthma, as well as reducing the number of patients with diabetes who are struggling with uncontrolled blood sugars.

We have also developed a sophisticated outreach process to identify patients with many common chronic illnesses who are overdue for recommended care, and we have been extremely successful in reaching out to these patients and helping them to utilize primary care services so that they can continue to receive the right care, in the right place, at the right time for ongoing disease management.

Finally, we have engaged with community partners to improve the care of some of our most vulnerable patients with chronic disease. We have partnered with the Manchester Department of Public Health to care for our patients with uncontrolled asthma who are at high risk for poor health outcomes. Using Elliot’s data and analytics capabilities, we have been able to identify a group of patients with asthma who are at highest risk, and the Health Department has provided home visits and other support using a nurse and community health worker to support these patients in their own homes and communities.
Aging Population

Elliot Health System has been studying the changing demographics in New Hampshire for well-over a decade. Our population in New Hampshire is aging quickly, increasing the demand for healthcare services to meet the unique needs of seniors. Through intentional efforts, Elliot continues to grow services to improve the health of the aging population and now offers a seamless network of senior healthcare services, including primary care, senior health psychiatry, outpatient rehabilitation, radiology, senior fitness, health education and physical fitness programs. In Manchester, the Elliot Senior Health Center provides a medication management clinic, anticoagulation clinic, and support group meetings for people suffering from dementia and Parkinson’s disease.

Elliot Senior Health Primary Care consists of Geriatricians and Advanced Practice Registered Nurses who are certified and trained in the Geriatric Medicine specialty focusing on senior care. This specialized care team treats patients age 65 and older. They work closely with geriatric psychiatry as well as seniors needing memory and mobility services, and they can follow care for patients if they require a nursing home or assisted living.

Each year, the Elliot Senior Health Center hosts a Senior Art Show as a way to bring people together to be educated about the wide array of services aimed at improving health and quality of life for the aging population.
Value to the Community:
Elliot provides over $144 million in unfunded care.

FY 2018

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In 2018, Elliot provided over $144 Million dollars in unfunded care to the community. This included Charity Care for those who do not have the means to pay, and Community Benefit Activities whereby Elliot provided education, research, and subsidized health services for the community. Also included in the unfunded care was the Medicare and Medicaid shortfall and bad debt. Almost 75% of the uncompensated care to the community comes from the medical care provided to the elderly and indigent without reimbursement from the state or federal government for the cost of that care.
Supporting the Community

Elliot Health System is a proud supporter of its many community partners. The important work being done by other local community organizations and providers often touches the same patients who rely on Elliot for their healthcare needs, enhancing overall care. Elliot appreciates these valuable organizations and provides financial contributions to these partners to ensure the community can receive the care that is needed. In 2018, support to community partners included:

**$656,842** to the Manchester Community Health Center (MCHC)

Elliot provides financial and in-kind contributions to MCHC to support the critical role this organization plays in providing primary care, pediatric care, prenatal care, patient education, and other necessary programs to ensure all community members have access to high quality healthcare.

**$266,238** to the Child Advocacy Center (CAC) of Hillsborough County

The Child Advocacy Center of Hillsborough County provides important services to children in need. Collaboration between Elliot Hospital and the Child Advocacy Center helps to strengthen the services provided to some of the most vulnerable children in our community.

**Over $560,870** to the Foundation for Healthy Communities

Elliot provided financial support to the Foundation for Healthy Communities to support the New Hampshire Health Protection Program, which is a Medicaid funded health care program that expands coverage to low income New Hampshire residents.
Parenting New Hampshire Magazine’s Family Favorite
The Family Favorite is an award program that recognizes family-friendly businesses, services and places in almost 50 categories – as chosen by the readers of Parenting New Hampshire magazine. Elliot Heath System has been selected statewide recipient for the categories of:

- Favorite Hospital/Medical Center - Elliot Hospital
- Favorite Birthing Center - Maternity Center at Elliot Hospital
- Favorite Urgent/Immediate Care Center - Elliot Urgent Care at River’s Edge
- Favorite Pediatrician – Pediatric Health Associates

New Hampshire Union Leader Readers’ Choice
The Union Leader’s annual Readers’ Choice program is an on-line voting program allowing readers to cast a vote for their favorite business in over 180 categories. Elliot was selected in the following categories:

- Pediatric Office – Pediatric Health Associates - Gold
- Medical Emergency Care – Elliot Hospital - Gold
- Medical Hospital – Elliot Hospital - Silver
- Medical Childbirth – Elliot Hospital - Silver
- Medical Cardiac Care – Elliot Hospital - Silver

Best of Business (BOB Award)
The BOB Awards are a New Hampshire Business Review awards program that celebrates the best New Hampshire companies in more than 90 business-to-business categories and are chosen by the readers. Elliot Hospital has been named Best Hospital for six consecutive years.

Foundation for Healthy Communities – 2018 Noah Lord Award for Patient & Family Engagement
The Foundation for Healthy Communities recently honored Elliot Health System with 2018 Noah Lord Award for Patient & Family Engagement. The Award recognizes the innovative work being done by Patient and Family Advisory Councils to better engage patients and families with Patient Family Advisors to improve patient safety, quality improvement and the patient experience in a NH hospital system. The award celebrates efforts to create change through improving communication between patients, families and the medical team, and is designed to facilitate the sharing of success stories across the State. Elliot Health System was honored for its project facilitated by the Service Recovery Task Force to identify and address areas of dissatisfaction or unmet expectations on behalf of the patient. Elliot’s project aimed to assess the organization’s current state of service recovery efforts, identify areas for improvement, develop an understanding of the needs of patients and families, and implement best practices that empower employees and patient family advisors to create better patient experiences.
New Hampshire Hospital Association
James A. Hamilton Founder’s Award

The James A. Hamilton Founder’s Award is the highest recognition given by the New Hampshire Hospital Association. It is presented only as appropriate for outstanding service to healthcare on behalf of the people of New Hampshire. Dr. Holly Mintz distinguished herself locally and on an international level through her service that spans from New Hampshire to The Gambia in West Africa. Dr. Mintz, a pediatrician who has practiced over 22 years at Elliot Health System in Manchester and Bedford, is the embodiment of talent combined with compassion, empathy, trust, kindness and love. She is an individual who has made exceptional contributions to the care and well-being of others through her work, volunteerism, leadership and drive to make the world’s children healthier.

NH Magazine’s Excellence in Nursing

Five of thirteen nurses were selected from Elliot Health System by NH Magazine in their first ever Excellence in Nursing Awards. These individuals were selected for setting the standard for clinical excellence and leadership supporting patient care. 

From left to right: Sarah Heron, BSN, RN, CPN, Pediatric Nursing, Jennifer Alicea, MSN, RN, CNL, CEN, Emergency Medicine Nursing, Julia Puglisi, MSN, RN, CNL, Medical-Surgical Nursing, Heather Brander, BSN, RN, Geriatric Psychiatric Nursing, Sarah Bemish, BSN, RN, Behavioral Emergency Response Nursing

Clint Jones Award for Nursing – Statewide Award

Isaac Hirschfeld, RN Elliot Health System, is the 2018 recipient of the Clint M. Jones New Hampshire Nursing Award. This is the third year in a row that a nurse from Elliot Health System has received this prestigious award. The Clint Jones Nursing Award was created in 2006 by the Foundation for Healthy Communities to honor the memory of the former director of the Foundation’s N.H. Nursing Workforce Partnership. The award recognizes a registered nurse practicing in New Hampshire for at least one year but not more than six years, who exemplifies quality, compassionate nursing care and demonstrates a commitment to a career in nursing.
Grant Funding from The Cogswell Benevolent Trust

The Cogswell Benevolent Trust has awarded Elliot Health System a $250,000 grant in support of the Elliot Regional Cancer Center. This funding will support the significant capital project and program expansion which will build upon the foundation of care at the current Elliot Regional Cancer Center and will consolidate nearly all services and treatments in a convenient single location in Manchester, featuring care by our award-winning providers. The expansion of cancer services locally will provide the highest-quality and healing experience for patients facing cancer in our community.

The Pearl Manor Fund – Serving Over 20,000 Local Seniors

The Pearl Manor Fund Advisory Committee, chaired by Richard Rawlings of the Mary & John Elliot Charitable Foundation Board, awarded $490,000 to twelve local nonprofits, bringing the Pearl Manor Fund total distribution since 2005 to nearly $2.5 million in grant awards to benefit thousands of local seniors. The 2018 grants will benefit over 20,000 local seniors in the years ahead.

The Pearl Manor Fund was established in 2005, when Women’s Aid Home (Pearl Manor) assets were transferred to the Mary & John Elliot Charitable Foundation to create the Pearl Manor Fund. These funds are distributed by community volunteers and leaders through grants to not-for-profit agencies for new and expanded projects and programs to provide assistance, comfort, care and treatment for the elderly population of Manchester and surrounding communities including, but not limited to safe housing needs, nutritional needs, support groups, home visits, mentoring and social programs, independent living assistance, legal assistance, health care needs, and transportation assistance. For more information, or a Pearl Manor grant application, please visit www.elliothospital.org/pearlmanorfund
Concern over a medical bill should never prevent a patient from receiving quality health care. Patients with financial concerns are encouraged to call a Financial Advocate at 603-663-7235 or visit our website at http://elliothospital.org/website/pay-my-bill-financial-assistance.php

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This report is produced by the Elliot Public Affairs and Marketing Department