



# 2021- 2022 COMMUNITY BENEFITS REPORT



## Dartmouth Hitchcock Medical Center and Clinics

Including Children's  
Hospital at Dartmouth  
Hitchcock Medical  
Center and Norris  
Cotton Cancer Care  
Pavilion Lebanon.



# What are community benefits?

There are many ways Dartmouth Hitchcock Medical Center (DHMC) works to support the health of its communities. In addition to providing excellent health care to patients, DHMC administers community health improvement programs without financial reimbursement or benefit. These are considered community benefits.

For example, DHMC provides financial support to patients who are uninsured or otherwise unable to pay their medical bills. As an academic medical center, DHMC provides training to health professionals to assure future generations will be well taken care of. DHMC not only treats the sick but also invests in preventing unnecessary illness in the first place through its Population Health team, which focuses on the socio-economic conditions that impact a person's health.

All of these are examples of community benefits - programs that improve access to health services, enhance public health, increase knowledge and relieve burdens to improve health. These programs strengthen community health resiliency and address public health priorities, including the elimination of health disparities.

This report describes how DHMC fulfilled its charitable mission in fiscal year 2022 and supported the health of the region.

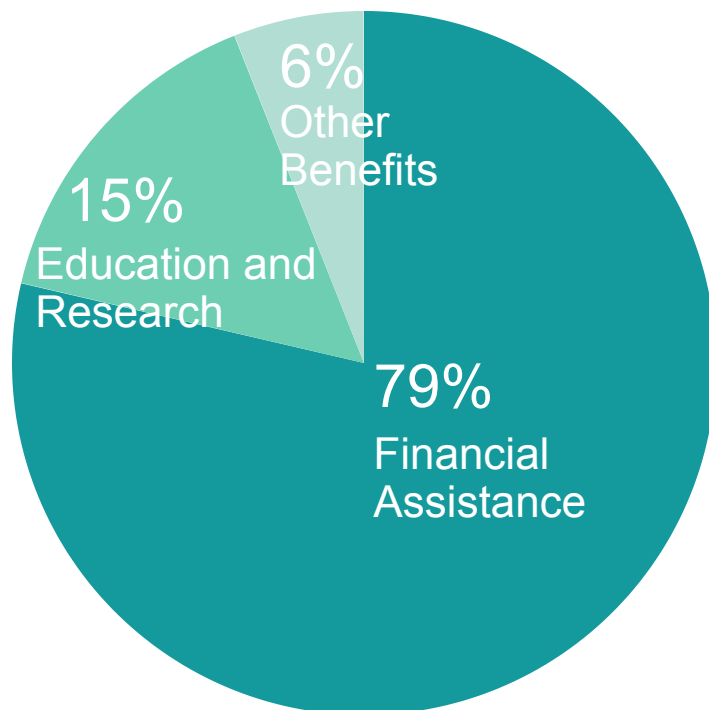
**Pictured:** Andrea Smith and Hilary Schuler, DHMC Community Health Partnership Coordinators, share resources in downtown Lebanon, NH. [ALL Together](https://www.uvalltogether.org) is an Upper Valley coalition of community stakeholders working to prevent substance misuse, facilitated by DHMC.



# Total value

of DHMC and Dartmouth Hitchcock Clinics community benefits reported for the time period July 1, 2021 to June 30, 2022:

## \$311,313,875



### **\$245M** **Financial Assistance**

**Includes:**

\$213,354,332 in uncompensated costs of caring for patients with Medicaid

\$19,501,588 to subsidize needed health services not available elsewhere in the region

\$11,994,484 in financial assistance for uninsured and underinsured patients

### **\$48M** **Education and Research**

**Includes:**

Costs to train and educate physicians, interns, residents, medical students, nurses, nursing students and other health professionals.

Studies or investigations that generate knowledge for the public, including clinical trials on new treatment approaches and health policy research.

### **\$19M** **Other Benefits**

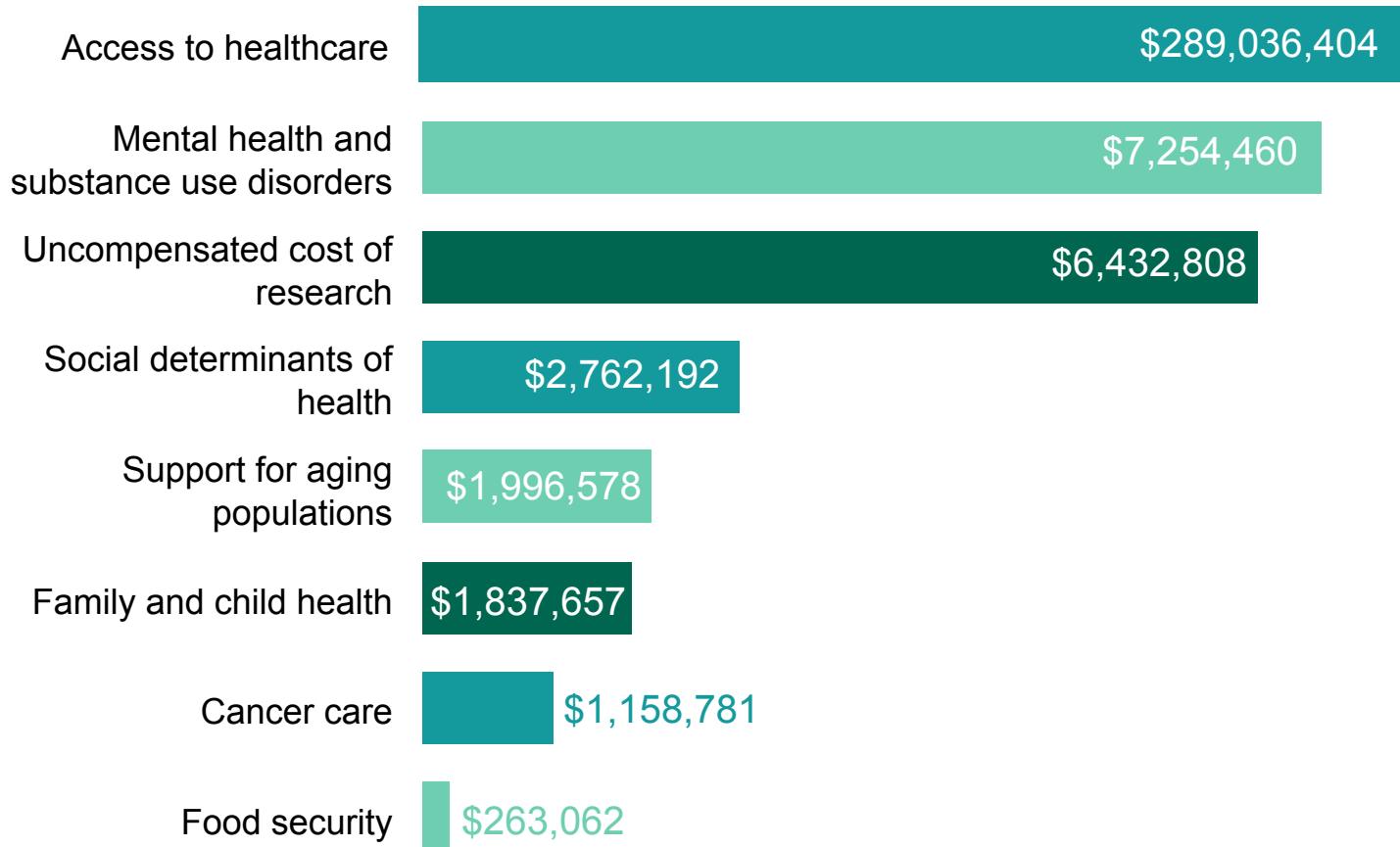
**Includes:**

Helping eligible patients receive prescription medications.

Health education programs like the Aging Resource Center and Women's Health Resource Center

Cash and in-kind contributions to community organizations working to improve health.

# Investing in Health Needs Identified by the Community



If you could change one thing to make your community healthier, what would it be?

Every three years, DHMC completes a community health needs assessment to identify the most pressing health needs facing their communities. The priority needs identified through this process guide DHMC in determining which community investments will have the most impact on improving the health of our communities. The priority areas above were identified in the [2022 Community Health Needs Assessment](#).

# Community Investments in Action

The following stories highlight just a few of the many ways DHMC and Dartmouth Hitchcock Clinics support nonprofit organizations, meet the needs of the community and improve lives.



TLC Family Resource Center connects people to free legal support through the DHMC medical legal partnership program

## Medical Legal Partnership Program Addresses the Social Drivers of Health

Some of the most complex health and social needs overlap with the legal system. Concerns around insurance, employment, discrimination, housing assistance or personal safety can have deep impacts on a person's health and their family's health. In recognition of this fact and together with the [New Hampshire Charitable Foundation](#) and the [Couch Family Foundation](#), Dartmouth Health funds a Medical Legal Partnership pilot to help qualifying patients with the legal issues that may be impacting their ability to lead full, healthy lives.

The legal issues vary. One woman needed help in advocating the school system to provide the proper level of special education services for her child. A family of six obtained legal aid after receiving an eviction notice and were supported through the process of applying for aid, paying past due rent and stopping the eviction.

The legal support for this program is provided by [New Hampshire Legal Assistance](#). People are referred into the program by the [TLC Family Resource Center](#) or the [Dartmouth Health Moms in Recovery Addiction Treatment Program](#). Offering this resource at the same place that people are already receiving other services makes it easier for families to take advantage of this support and for their care providers to provide the best, most coordinated care possible. Through this pilot program people are receiving timely, competent care in navigating the legal system and in addressing issues that might be preventing them from living their best, healthiest lives.



Members of Bugbee Senior Center enjoy a meal together

## Supporting Healthy Aging at Bugbee Senior Center

According to the most recent [Community Health Needs Assessment](#), 26% of the population of Hartford, Vermont is over 65 years of age – much higher than the state average of 18.8%. The rural nature of the region can make it challenging for this demographic to maintain important social connections as they age and to receive all of the support that they may need.

In Hartford, the [Bugbee Senior Center](#) fills a vitally important role in the community, providing a space for gathering as well as meals and programming for the seniors in their community. Dartmouth Health is proud to support the Bugbee Senior Center, as well as other senior centers in the region, as part of its efforts to support healthy aging in New Hampshire and Vermont.

Bugbee Senior Center is a nonprofit senior community center offering lunches, Meals on Wheels, activities, classes, social events, wellness services, social services, and more, all geared towards the needs of adults aged 60 and over. They have been serving Hartford and the surrounding communities of Norwich and Thetford for 43 years, helping people to age independently and healthfully. They are a true community service, supported by caring staff, generous volunteers and the financial contributions of local organizations, including DHMC.



Kenny Coleman, 2, with Lisa Bozogan, Waypoint Family Resource Center Manager, at a weekly playgroup in Lebanon.

## A Gift to NH Children's Trust Supports Family Resource Centers

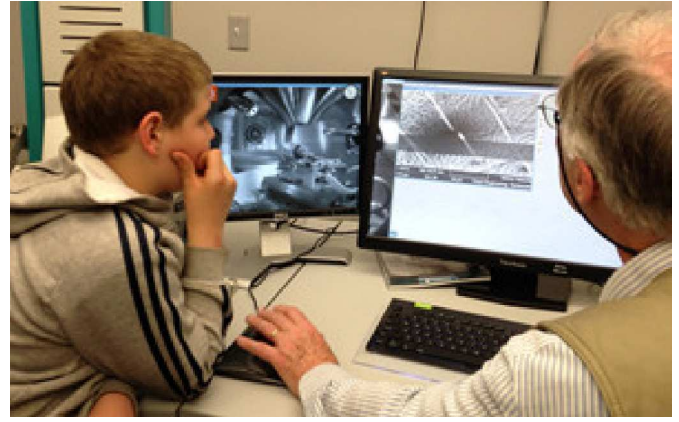
Family resource centers support children, their caregivers and, by extension, entire communities. Family resource centers in New Hampshire are supported by [NH Children's Trust](#) and the [Family Support NH](#) coalition. Together, they work to prevent child abuse. As stated by Nathan Fink, Director of Advancement, "when families have what they need, abuse and neglect doesn't exist."

Family resource centers are safe, welcoming spaces for families to find connection, support and resources. They offer programs based on the needs of their particular communities. [Waypoint NH](#) recently opened a family resource center in Lebanon which offers free playgroups, story times, support for parents, and resources for early childhood development.

**"When families have what they need, abuse and neglect doesn't exist. "**

Family resource centers help cultivate strong, resilient families and children. However, in order for families to benefit from family resource centers, they need to know about them. DHMC made a financial contribution to NH Children's Trust to help raise awareness about Family Resource Centers and increase their capacity to serve New Hampshire families. This effort included the implementation of new communication software, as well as messaging strategies to help talk about services and destigmatize the use of family resource centers.

Fink reports that engagement rates have increased by 200% since implementing the communications leveraging project. Additionally, NH Children's Trust maintains the centralized Family Support Data System (FSDS) which tracks and evaluates outcomes and positive impacts on NH children and families. In 2022, the FSDS tracked 2,764 families receiving more than 36,400 hours of services through family resource centers.



Mentee and mentor of Windsor County Mentors

## DHMC Helps Bring Mentorship Program to Sullivan County

When members of the [Greater Sullivan County Public Health Network](#) were considering ways to support their region's children, many of whom were negatively impacted by school closings during the COVID-19 pandemic, they thought mentorship could be one effective strategy to provide connection and build relationships with young people. The public health network connected with the experts at [Windsor County Mentors](#) who are about to celebrate their fiftieth anniversary of supporting mentorship relationships in Vermont. Windsor County Mentors confirmed the benefits of mentorship - young adults with mentors are more likely to engage in extra curricular activities, have more positive visions of themselves, and set higher goals.

Windsor County Mentors agreed to help develop a mentoring program in Sullivan County. With a financial contribution from DHMC, Windsor County Mentors was able to expand their well-established, Vermont-based mentorship program across the river into New Hampshire, to a county that ranks low in high school completion rates, poor mental health days, and teen births.

DHMC was glad to support this effort as part of its community health priority of preventing substance misuse and supporting resilient communities. According to the report, *Mentoring for Preventing and Reducing Substance Use and Associated Risks Among Youth* by the National Mentoring Research Center, the available evidence shows "promise for mentoring to have a positive effect on the prevention and reduction of substance use among youth."

Through this charitable contribution, DHMC was able to support a local nonprofit in meeting a need brought forth by community members and together, help build healthy, resilient communities.