



Investing

IN OUR COMMUNITIES

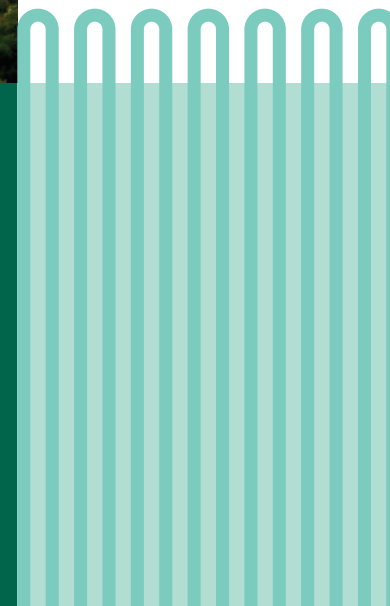
Dartmouth Hitchcock Medical Center and Dartmouth Hitchcock Clinics

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

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**community
benefits**

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Introduction

All charitable healthcare organizations in New Hampshire must develop annual community benefits plans to “ensure the unique healthcare needs of a community are met.” Each year, Dartmouth Hitchcock Medical Center (DHMC) and Dartmouth Hitchcock Clinics file our Community Benefits Plan with the Attorney General’s Charitable Trust Unit, outlining the nature and amount of our spending on specific categories of need. In this document, we’re sharing an overview of our spending on specific need categories and additional ways we support our communities.



What are community benefits?

In fiscal year 2024, Dartmouth Hitchcock Medical Center and Dartmouth Hitchcock Clinics provided more than \$300 million in community benefits, detailed in our Community Benefits Report filed with the Charitable Trust Unit. This investment represents our commitment to support the communities we serve in specific need categories determined by our Community Health Needs Assessment every three years. Those benefits include free or uncompensated care, patient financial aid, subsidized care not offered elsewhere in the state, patient and community education and research programs, and contributions to local community organizations.



About Dartmouth Hitchcock Medical Center and Clinics

Dartmouth Hitchcock Medical Center and Clinics - members of Dartmouth Health - include Dartmouth Hitchcock Medical Center, the state’s only academic medical center, and Dartmouth Hitchcock Clinics, which provide care throughout New Hampshire and Vermont.



What does it mean to be an academic health system?

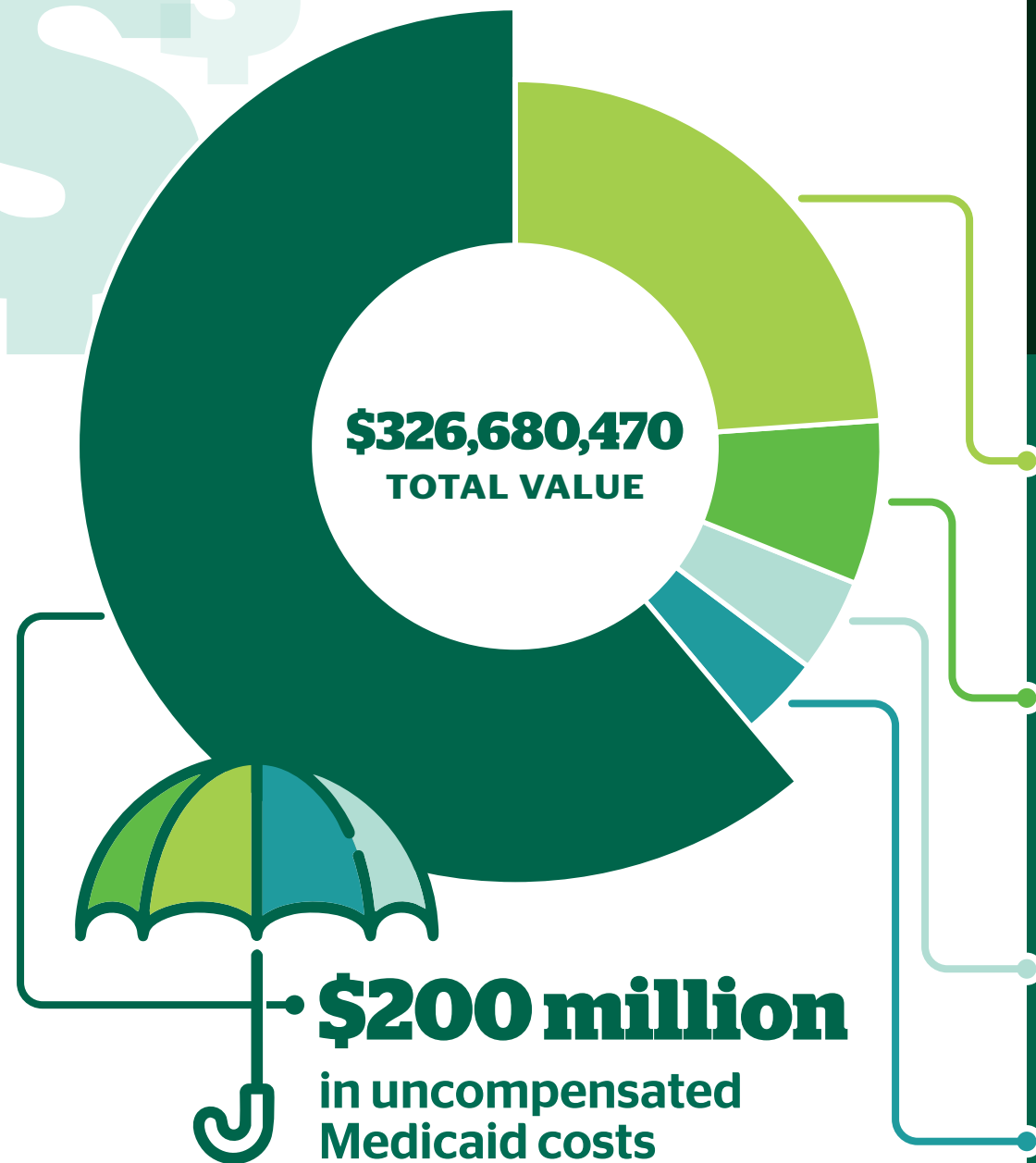
Being an academic health system means that we educate healthcare professionals, including physicians, nurses, allied health professionals and support staff.

We are committed to discovering ways to improve care, especially for challenging conditions such as cancer and heart disease. We are also continually improving ways to deliver that care by ensuring our patients have access to the latest innovative, world-class treatments and technologies.

Read more here:

go.d-h.org/thread





Dartmouth Health provides care to patients covered by Medicaid at a cost greater than Medicaid reimburses.

Total value OF COMMUNITY BENEFITS

for the period July 1, 2023, to June 30, 2024

\$78 million

in education and research

This includes uncompensated costs to train medical students and other health professionals, as well as studies that generate advances in treatment, including clinical trials.

\$23 million

in subsidized care

DHMC subsidizes health services for patients not available elsewhere in the region, including pediatric hospital services, palliative care, psychiatric services, medical transplants, addiction treatment, and more.

\$14 million

in financial assistance

This includes support for uninsured and underinsured patients.

\$11 million

in programs, grants and donations

This includes various programs, cash and in-kind contributions, which we donated to local community organizations.

Investments IN HEALTH NEEDS

ACCESS TO HEALTHCARE

\$276,339,274

RESEARCH

\$35,527,382

MENTAL HEALTH AND SUBSTANCE USE DISORDERS

\$6,150,310

SUPPORT FOR AGING POPULATIONS

\$3,798,937

SOCIAL DETERMINANTS OF HEALTH

\$1,527,167

FAMILY AND CHILD HEALTH

\$1,342,976

CANCER CARE

\$1,095,691

FOOD SECURITY

\$869,990

The priority areas in this chart were identified by the

Community Health Needs Assessment 2022.

Every three years, DHMC surveys the community to identify the most pressing health needs. The needs identified through this process guide DHMC in its community investments.



Community PROGRAMS

Many programs sponsored by Dartmouth Health's Dartmouth Hitchcock Medical Center and Dartmouth Hitchcock Clinics do not generate revenue. Instead, we consider them as investments in the health of the communities we serve. Some examples of these programs include:



In fiscal year 2024, more than **50 community organizations** received grants totaling **\$1 million**

from Dartmouth Hitchcock Medical Center and Dartmouth Hitchcock Clinics.

Community grants SUPPORTING COMMUNITY ORGANIZATIONS

Our community partnerships are indispensable to the health system. DHMC annually commits grant funding to community-based organizations working on the health needs identified by the Community Health Needs Assessment. This grant funding is made to recognize the vital role community organizations play in keeping our communities healthy and strong.

Some of the community organizations that received grants in FY24 include:



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Aging Resource Center

The Aging Resource Center helps older adults and their families live healthier and more informed lives through free education and classes. It provides a physical space for older adults and their caregivers to connect and learn through more than 70 in-person and virtual offerings and programs.



Women's Health Resource Center

Located in downtown Lebanon, New Hampshire, the Women's Health Resource Center offers support groups and classes on pregnancy, parenting and women's health. They also operate a breast milk dispensary and a free diaper bank.



Center for Advancing Rural Health Equity (CARHE)

CARHE fosters partnerships and programs to ensure everyone has an equal opportunity for a healthy life, no matter who they are or where they live. CARHE focuses on healthcare redesign, research, education and community action.



New Hampshire Perinatal Quality Collaborative

This statewide network works collaboratively towards improving maternal and infant healthcare and outcomes in New Hampshire.



Project ECHO

ECHO brings advanced knowledge to the region through free and open online education. Some topics that our 2023-2024 courses covered include:

- What are the social drivers of health, and how do we tackle overcoming them
- How libraries support community health and social services
- What are policies that can advance the health & economic prosperity of NH communities
- Mental health and well-being for students, families, and each other



The following programs are essential for the health of our community. These stories demonstrate our commitment to improving community health for everyone.



Healthcare ACCESSIBLE TO ALL

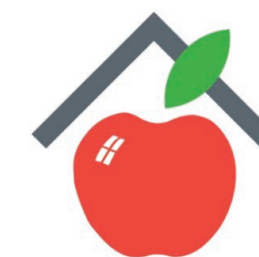
Founded in 1992 by a group of Upper Valley doctors—including providers from Dartmouth Hitchcock Medical Center—the Good Neighbor Health Clinic and Red Logan Dental Clinic (GNHC) provides free primary care and dental care to uninsured and underinsured adults living within 30 miles of its clinic in White River Junction, VT.

In addition to primary and dental care, GNHC's services include harm reduction services, Medicare and Medicaid application assistance, mental health counseling, ophthalmology, physical therapy, smoking cessation, and women's health. The clinic also offers a "community corner," providing emergency food resources, clothing, personal care items, and books. In 2024, GNHC provided services in 1,278 medical and dental appointments, with care provided by more than 20 volunteer providers.

"Many of our neighbors in the Upper Valley face barriers to getting the care they need—whether it's the cost of a doctor's visit, lack of insurance or long wait times. Our goal is simple: provide everyone in our community access to high-quality care, regardless of their ability to pay."

• Elizabeth Austin, Executive Director,
Good Neighbor Health Clinic and Red Logan Dental Clinic

GNHC is one of **more than 60 organizations receiving grant funding** from DHMC's Population Health Department; in 2024, those grants totaled **more than \$1 million.**



Good Neighbor
Health Clinic



Medical-legal PARTNERSHIP

Beginning in January, 2022, Dartmouth Hitchcock Medical Center and New Hampshire Legal Assistance piloted a Medical-Legal Partnership in two locations: at the TLC Family Resource Center in Claremont, NH, and Dartmouth Health's Addiction Treatment and Moms in Recovery programs in Lebanon. Populations served included families with young children who have been impacted by substance use. Around half of the individuals who participated in the pilot have a history of domestic violence or trauma.

"Everything can be so complicated that sometimes I just give up, even when someone says they have a service that can help me. I am so glad I listened to my counselor today because this help made a huge difference."

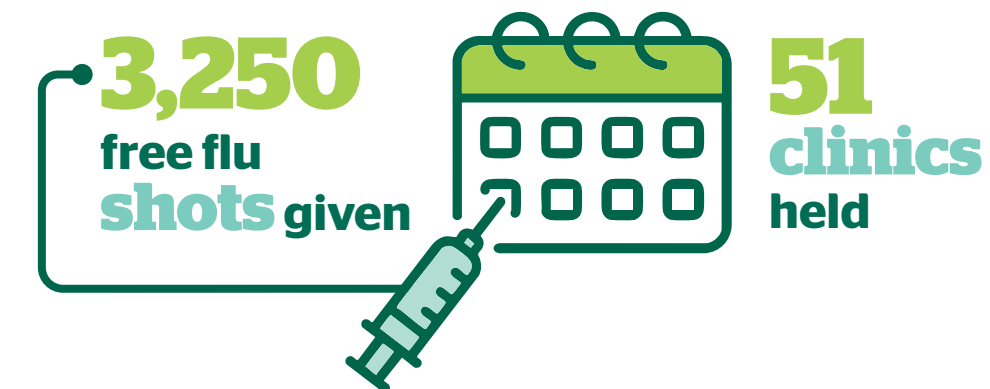
- community member comment after using this service

The program allows healthcare providers to connect their patients directly with an on-site attorney for consultations, advice and representation for non-criminal legal issues that are or have the potential to impact their overall health and wellness.

\$2,367 in newly
acquired monthly benefits
for families

Free community and school flu clinics IN THE UPPER VALLEY

Each fall, Dartmouth Hitchcock Medical Center contributes vaccines for seasonal flu vaccination clinics in Upper Valley towns, which are organized by the Public Health Council of the Upper Valley. DHMC donates more than \$34,000 worth of vaccines to support these clinics. In rural communities ranging in populations from 1,200 to 4,500, DHMC and the Public Health Council sponsor flu clinics in easily accessible and well-known community locations like churches, schools and other community buildings. DHMC's Population Health team, in partnership with the New Hampshire DHHS Immunization Program, local EMS providers and regional schools, provides free flu shots to children through school-based flu clinics in lower Grafton and Sullivan counties, making it easy for working parents to obtain vaccinations for their children.



Reducing barriers TO TREATMENT

Adolescents wrestle with a wide range of emotions and feelings ... all part of the normal process of “growing up.” And the past five years haven’t helped: While data shows that depression in New Hampshire teens has returned to pre-pandemic levels, anxiety remains an issue for this age group.

Finding productive and healthy ways to address emotions and feelings is the goal of a new program from Dartmouth Health Children’s. The program incorporates Dialectical Behavioral Therapy (DBT) into the curriculum for middle and high school students in two New Hampshire communities.

Launched in January 2025 at Newport Junior-Senior High School and Mascoma Valley Regional High School in West Canaan, the program is reducing barriers to mental health treatment by making care accessible to students who might otherwise face long waits to be seen in a clinic. Facilitated by school staff and Dartmouth Health licensed clinical social worker Caroline Christie, the students work in groups of eight and learn specific skills for handling difficult emotions and situations. While the program is just starting, the early results are encouraging.

“Attendance is good, although truancy at the schools is an issue. The teen years are tough, but these kids are gaining valuable insights into how their behavioral choices can impact their happiness.”

- Caroline Christie, Clinical Social Worker

DBT is an **evidence-based treatment** designed for people who struggle to control their emotions and behaviors. It can **help teens experience a wide range of emotions** without necessarily acting on them and assists them in **navigating relationships in their environment.**



Mobile integrated health

MEETING PATIENTS WHERE THEY ARE

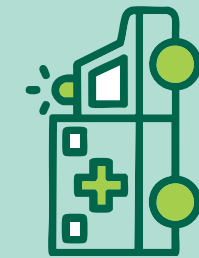
DHMC provides funding, clinical oversight and project management support to the City of Lebanon’s Mobile Integrated Health (MIH) program, allowing the city to hire a paramedic and community nurses to provide in-home and community-based care to Lebanon residents. MIH delivers care for patients who have chronic diseases, need medicine checks or have been discharged from Dartmouth Hitchcock Medical Center or Alice Peck Day Memorial Hospital but don’t qualify for Visiting Nurses or other home services.

These services can help community members manage complicated hospital discharge instructions, identify emerging health crises, organize family and friends to support a person recovering from illness, and reconnect people with their providers through telehealth.

“Patients are more open in their own homes. I can see the medications they’re taking and how they’re organized, look for safety risks and make sure their discharge instructions are being followed. I find all kinds of issues and communicate back to the referring provider so they can better help their patient.”

- Lebanon Community Paramedic Jeremy Thibeault, MPA

75% reduction in
911 calls after MIH
enrollment



340 total community
paramedic
encounters in 2024

976 total community
nurse encounters
in 2024



Beyond THE UPPER VALLEY

Dartmouth Health's investments in our communities reach beyond the DHMC campus and the Upper Valley. With Dartmouth Hitchcock Clinics across southern New Hampshire and Vermont, we support a wide range of programs dedicated to improving the health of our entire region. A sampling of those programs includes:

NH Coalition to End Homelessness



Manchester, NH



Amoskeag Health, a primary care clinic serving the Manchester area, supports healthcare and social services for community members experiencing financial and other barriers that limit access to care.



Makin' It Happen works to promote the health and well-being of Manchester's youth, families and communities with a focus on alcohol, tobacco and other drug prevention and mental wellness.



NH Hunger Solutions supports the development of services and coalitions across the state to reduce hunger. It also provides technical assistance and support to the Manchester Food Collaborative and Greater Nashua Food Council.



The NH Perinatal Quality Collaborative supports the development of perinatal health coalitions across New Hampshire, including Manchester Maternal Health, a regional partnership of pregnant and post-partum community members, healthcare providers, community organizations and others working to improve planning and coordination of maternal health services.



Girls Inc. of NH, Granite YMCA, Families in Transition, and **National Alliance on Mental Illness** all work to support community members across southern New Hampshire with various health and social service needs.

Safe & active • BIKE HELMET TRAINING AND DONATIONS

Each year, Dartmouth Health's Injury Prevention Center provides free safety equipment and safety education to clinics, fire departments, recreation departments and other community organizations throughout New Hampshire as part of our effort to keep New Hampshire kids safe, injury-free and ready to play and be active.

"Bike helmets protect kids from brain injury but need to fit properly and be in good condition to provide that protection. Every day, pediatricians, educators, recreation leaders and others work with families who may not be able to afford new helmets as their child grows and older helmets get lost or need replacement. We provide these professionals with free bike helmets that they can offer to families with financial need."

- Angie Raymond Leduc, Manager of the Injury Prevention Center.

Child passenger • SAFETY TRAININGS

Every parent and caregiver of young children has experienced the challenge of installing child passenger safety seats and wondering 'did I do it right?' Dartmouth Health's Injury Prevention Center provides trainings to hospital, clinic, EMS, parent educators and other professionals across New Hampshire to help them become Certified Child Passenger Safety (CPS) Technicians and to establish Certified Fitting Stations throughout New Hampshire, where parents and caregivers can ask for advice and receive education and hands-on assistance, as well as hands on assistance to install child passenger safety seats correctly and reduce the likelihood of children being injured in the event an accident occurs.

Dartmouth Health's Injury Prevention Center team offers these trainings to organizations throughout New Hampshire, with most trainings offered in southern New Hampshire communities. This program is operated in partnership with the NH Highway Safety Program, Safe Kids NH Coalition, and Dartmouth Health Children's.



29 NH Communities received free bike helmets, bike and pedestrian safety information and bike lights in 2024



60 newly trained Certified Technicians in 2024

90 Certified Fitting Stations operational in NH

Learn more.

GET INVOLVED.

Barbara Farnsworth

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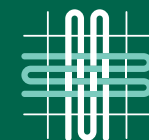
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dartmouth-hitchcock.org/about/community-health



View our current and past community benefits reports.



Dartmouth
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