



TOWN OF EXETER, NEW HAMPSHIRE  
 HUMAN SERVICES  
 FY 2018

Organization's Name: Lamprey Health Care Year Founded: 1973  
 Address: 207 South Main Street Newmarket, NH 03857  
 Executive Director/ Board Chair: Greg White, CEO Tax ID Number: 27-7305106  
 Applicant Contact: Katelyn Souphakhot  
 Email Address: ksouphakhot@lampreyhealth.org Phone: 603-292-7212

**Organization's Mission Statement:**

Lamprey Health Care's Mission is to provide high quality primary medical care and health related services with an emphasis on prevention and lifestyle management to all individuals regardless of ability to pay.

**Statement of Grant Purpose; e.g. This grant will be used...:**

Funds are requested to assist in the operation of Lamprey Health Care and in particular Lamprey's Senior Transportation program. Service is available to Exeter seniors and adults with disabilities each Tuesday for shopping, pharmacy and other needs. Medical appointments are also scheduled for that day when possible and with the Director of Transportation Services when a different appointment is necessary. The goal of this transportation service is to enable seniors to remain independent and safe in their own homes.

% of overall services that goes to Exeter residents: 14%  
 # of Exeter residents served: 598

List all geographic area(s) served by organization: Rockingham County Strafford County  
Hillsborough County

**Brief Detailed description of how the money will be specifically utilized for Exeter residents:**

These funds are requested to assist in the operation of Lamprey Health Care and in particular Lamprey's Senior Transportation program. In order to maintain and continue serving our population through the Senior Transportation program, the funds will be utilized for a variety of costs such as but are not limited too: Fuel Maintenance/Repairs, Insurance, Equipment and more. Without funding, our Senior Transportation program would not be able to provide these rides to seniors and those with disabilities in order for them to try and maintain an independent living. In 2016, Lamprey Health Care's Senior Transportation Program provided over 6,276 rides, 853 of those rides were for Exeter Residents.

**Amount received from the Town of Exeter (by year) for the last 3 (three) years:**

2015 - \$6,180                      2016 - \$6,180                      2017 - \$6,180

Organization's total projected budget for FY 2018: \$ 4,480,286 Amount Requested: \$ 6,180

**Additional Information Required:**

Please supply the following items for a complete application to be considered:

- Provide a narrative, not to exceed two pages in size 12 font
  - Organization's overview
  - Program's impact on Exeter residents
  - Program changes and/ or highlights from the past year
  
- Complete financial statements (Please note: the organization's 990 may be requested)
  - Operating budget
  - Balance sheet
  
- Board of Directors List
  
- 2017 Funding recipients must submit an Annual Report prior to consideration of 2018 application

I certify to the best of my knowledge that the information in this proposal reflects accurate data concerning need and estimates of planned/delivered services. The proposal was considered and approved for submission by the agency Board of Directors on 9/5/2017 (date).

By signing this application the undersigned offers and agrees, if the proposal is accepted, to furnish items or services that is quoted. This agreement is subject to final negotiation and acceptance by the Board of Selectmen and the Budget Review Committee and subsequent contract award.

Director's (or Designee) Signature:  \_\_\_\_\_ Date: \_\_\_\_\_

Submit no later than September 8, 2017:

Town of Exeter  
Town Manager  
10 Front Street  
Exeter, NH 03833

## Narrative

### Organization's Overview

Founded in 1971, Lamprey Health Care is New Hampshire's oldest nonprofit community health center. The agency is governed by a volunteer board of directors, comprised of patients and local citizens who are dedicated to the health and wellbeing of the community and its members. For over 35 years, the primary mission is to provide quality community-based family health and medical services to individuals of all ages, regardless of their ability to pay. Our goal is to remove barriers that prevent access to care – in addition to a sliding fee scale, we can also assist with transportation or language barriers. We currently have three sites located in Newmarket, NH, Raymond, NH and Nashua, NH. Our patients come from over 40 communities within Rockingham, Hillsborough and parts of Strafford Counties. Approximately 71% of Lamprey Health Care patients are at or below 200% of the Federal poverty level. In 2016, aggregating figures from all three centers showed 18% were uninsured, 29% were covered by Medicaid, 14% were covered by Medicare and 39% had private insurance.

### Program's Impact on Exeter Residents

Our mission is to provide the highest quality primary care and health related services with an emphasis on prevention and lifestyle management regardless of an individual's ability to pay. Focusing on the health of the patient as well as the community as a whole, Lamprey Health Care offers the following care and services to its patients

- Primary care
- Prenatal and obstetrical care
- Pediatric care
- Reproductive health services
- Chronic disease management
- Senior Transportation
- Nutrition counseling
- Interpretation services
- Health education and outreach
- Social services and case management
- Behavioral Health Services
- Substance abuse screening
- Free/reduced cost prescription drug

All of these listed programs and resources are offered and available for all Exeter Residents. Lamprey Health Care served 598 Exeter Residents in 2016 and provided over 2,382 visits for Exeter Residents as well.

### Program Changes and/or Highlights from the Past Year

Quality Improvement: Left untreated, high blood pressure or hypertension dramatically increases a patient's risk for heart disease or stroke. Lamprey Health Care continues to combat the dangers of hypertension by effectively lowering blood pressure to safe levels. Continually improving

# LAMPREY HEALTH CARE

Where Excellence and Caring go Hand in Hand

upon years past, 72% of our patients aged 18-85 years old with a diagnosis of hypertension demonstrated controlled blood pressure in 2016, up from 69% in 2015. Additionally, we strive to further improve the health of our patients by participating in the Million Hearts Initiative, a national initiative launched by the Department of Health and Human Services to prevent heart disease and stroke.

Behavioral Health: In 2016 our Behavioral Health Program completed its first full year while successfully meeting and exceeding two major benchmarks identified during the program planning: projected visit volume and total number of patients served. All three of our health centers have behavioral health care professionals using SBIRT, a tool for Screening, Brief Intervention, and Referral to Treatment for those with risky substance use behaviors. These screenings are evidence based practice used to identify and quickly access problematic use, abuse and dependence on alcohol and illicit drugs. The Behavioral Health Program has integrated a “warm hand-off” practice. This allows patients who are being seen for a general wellness checkup, chronic illness, or any other concern, the opportunity to visit one of our certified behavioral health providers on site within the same visit. Some of the Program Highlights of 2016 are:

- Hosted several workshops, on site and in the community, on various Behavioral Health topics.
- Expanded to assist not only adults but children in need of Behavioral Health care.
- Added a Master Licensed Alcohol and Drug Counselor (MLADC) for treatment of Substance Use Disorder.

**Lamprey Health Care  
FY18 Budget**

**FY18 BUD**

**Revenue**

<b>Net Patient Service Revenue</b>	<b>\$ 8,688,106</b>
<b>Grant Income</b>	<b>4,995,252</b>
<b>340b Revenue</b>	<b>1,235,000</b>
<b>Contributions</b>	<b>486,358</b>
<b>Other Income</b>	<b>937,734</b>
<b>Interest/Investment Income</b>	<b>-</b>
<b>Total Revenue</b>	<b><u>16,342,450</u></b>

**Expenses**

<b>Salaries and Wages</b>	<b>10,105,200</b>
<b>Employee Benefits</b>	<b>1,958,000</b>
<b>Supplies</b>	<b>674,100</b>
<b>Facility Costs</b>	<b>816,900</b>
<b>Equipment and Software</b>	<b>299,600</b>
<b>Office Admin</b>	<b>125,500</b>
<b>Travel and Education</b>	<b>199,600</b>
<b>Purchased Services</b>	<b>1,366,800</b>
<b>Other Expenses</b>	<b>102,000</b>
<b>Insurance</b>	<b>92,000</b>
<b>Depreciation</b>	<b>301,100</b>
<b>Interest</b>	<b>59,100</b>
<b>Total Expenses</b>	<b><u>16,099,900</u></b>

**Excess of Revenue/Expenditures**      **\$ 242,550**

LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.

Consolidated Balance Sheets

September 30, 2016 and 2015

ASSETS

	<u>2016</u>	Restated <u>2015</u>
Current assets		
Cash and cash equivalents	\$ 1,297,839	\$ 2,461,145
Patient accounts receivable, less allowance for uncollectible accounts of \$278,061 in 2016 and \$319,715 in 2015	1,078,036	1,051,734
Grants receivable	230,153	499,372
Other receivables	62,111	4,390
Other current assets	<u>91,072</u>	<u>102,762</u>
Total current assets	2,759,211	4,119,403
Investment in limited liability company	16,204	500
Assets limited as to use	3,576,001	2,006,756
Property and equipment, net	<u>7,995,234</u>	<u>7,784,826</u>
Total assets	<u>\$14,346,650</u>	<u>\$13,911,485</u>

LIABILITIES AND NET ASSETS

Current liabilities		
Accounts payable and accrued expenses	\$ 227,044	\$ 303,554
Accrued payroll and related expenses	816,452	1,032,843
Current maturities of long-term debt	<u>87,270</u>	<u>85,947</u>
Total current liabilities	1,130,766	1,422,344
Long-term debt, less current maturities	2,345,388	2,434,164
Market value of interest rate swap	<u>44,773</u>	<u>37,711</u>
Total liabilities	<u>3,520,927</u>	<u>3,894,219</u>
Net assets		
Unrestricted	10,343,967	9,565,383
Temporarily restricted	<u>481,756</u>	<u>451,883</u>
Total net assets	<u>10,825,723</u>	<u>10,017,266</u>
Total liabilities and net assets	<u>\$14,346,650</u>	<u>\$13,911,485</u>

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The accompanying notes are an integral part of these consolidated financial statements.

# LAMPREY HEALTH CARE

Where Excellence and Caring go Hand in Hand

## 2016-2017 Board of Directors

### **Audrey Ashton-Savage**

(Chair/President)  
31 New Road  
Newmarket, NH 03857  
(603) 659-3520  
[ashtonsav@aol.com](mailto:ashtonsav@aol.com)  
Term Ends 2018

### **Frank Goodspeed** (Vice President)

120 Walnut Street  
Nashua, NH 03060  
(603) 759-5676  
[fgoodspeed2011@hotmail.com](mailto:fgoodspeed2011@hotmail.com)  
Term Ends 2017

### **Mark E. Howard, Esq.** (Treasurer)

84 Madbury Road  
Durham, New Hampshire 03824  
(603) 625-1254  
[Markhoward1863@gmail.com](mailto:Markhoward1863@gmail.com)  
Term Ends 2017

### **Thomas "Chris" Drew** (Secretary)

2 Fogg Circle  
Newmarket, NH 03857  
(603) 659-6843  
[cdrew@smhc-nh.org](mailto:cdrew@smhc-nh.org)  
Term Ends 2019

### **Amanda Pears Kelly**

245 Spinney Road  
Portsmouth, NH 03801  
(202) 834-2592  
[apears@nachc.com](mailto:apears@nachc.com)  
Term Ends 2017

### **Arvind Ranade**

1 Hadley Drive  
Nashua, NH 03062  
(603) 674-0029 m  
[arvind@symbiosysinc.com](mailto:arvind@symbiosysinc.com)  
Term Ends 2018

### **Carol LaCross**

28 Fitts Farm Drive  
Durham, NH 03824  
(610) 283-6222 (m)  
[CNLaCross@gmail.com](mailto:CNLaCross@gmail.com)  
Term Ends 2018

### **Elizabeth Crepeau**

*Immediate Past President*  
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Newmarket, NH 03857  
(603) 659-5098  
[Elizabeth.crepeau@unh.edu](mailto:Elizabeth.crepeau@unh.edu)  
Term ends 2018

### **Heather Long**

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(603) 429-4489 h  
(603) 315-9797 m  
[heatherannlong@icloud.com](mailto:heatherannlong@icloud.com)  
[hlong@sjnh.org](mailto:hlong@sjnh.org)  
Term ends 2019

### **Raymond Goodman, III**

4 Norton Woods Drive  
Newmarket, NH 03857  
(603) 659-3470  
[raygiii@aol.com](mailto:raygiii@aol.com)  
Term ends 2018

### **Rev. W. Allan Knight**

58 Hanson Rd.  
Chester, NH 03036  
(603) 895-4583  
[allan65050@comcast.net](mailto:allan65050@comcast.net)  
Term Ends 2018

### **Robert S. Woodward**

131 Wednesday Hill Road  
Lee, NH 03861  
(603)-659-6239  
[rsw@unh.edu](mailto:rsw@unh.edu)  
Term Ends 2020

# LAMPREY HEALTH CARE

Where Excellence and Caring go Hand in Hand

## 2016-2017 Board of Directors

### **Wilberto Torres**

60 Dublin Ave  
Nashua, NH 03063  
(603)-233-8457  
[Wilberto.torres@gmail.com](mailto:Wilberto.torres@gmail.com)  
Term Ends 2021

### **Edward Nyette**

24 Old Stagecoach Road  
Tewksbury, MA 01876  
(617)-852-7533  
[edward\\_nyette@yahoo.com](mailto:edward_nyette@yahoo.com)  
Term Ends 2021

### **Lara Rice**

34 Taschereau Boulevard  
Nashua, NH 03062  
(603) 305-6578  
[Lara@lararice.com](mailto:Lara@lararice.com)  
Term Ends 2021

### **Landon Gamble**

5 Jannell Court  
Epping, NH 03042 (work)  
(317) 201-6137  
[Landon.gamble@gmail.com](mailto:Landon.gamble@gmail.com)  
Term Ends 2021

### **Robert Gilbert**

339 Middle Road  
Brentwood, NH 03833  
(603) 642-5440  
[r.v.gilbert@comcast.net](mailto:r.v.gilbert@comcast.net)  
Term Ends 2021

### **Non-Voting Board Member**

### **Michael Merenda,**

Board Member *Emeritus*  
2 Fox Hill Road  
Durham, NH 03824-3404  
(603) 868-5751  
[michael.merenda@unh.edu](mailto:michael.merenda@unh.edu)



A woman with long blonde hair is wearing a blue t-shirt. The t-shirt features the text "LAMPREY HEALTH CARE" in large white letters, with the tagline "Where Excellence and Caring go Hand in Hand" in smaller white letters below it. The background shows an outdoor event with other people, including a man in a military-style hat and a woman with a race bib number 269.

LAMPREY  
HEALTH CARE  
Where Excellence and Caring go Hand in Hand

# 2016 Annual Report



# Board of Directors

As a federally funded health center, it is required that a majority of our Board members are users of the center. We are proud to be governed by a volunteer Board of Directors comprised of patients and local citizens who are dedicated to our communities' health and wellbeing.

- |                                   |                            |
|-----------------------------------|----------------------------|
| Audrey Ashton-Savage, President   | Rev. W. Allan Knight       |
| Francis Goodspeed, Vice President | Carol LaCross              |
| Mark E. Howard, Esq., Treasurer   | Heather Long               |
| Chris Drew, Secretary             | Edward Nyette              |
| Elizabeth Crepeau                 | Arvind Ranade              |
| Landon Gamble, DDS                | Lara Rice                  |
| Robert Gilbert                    | Wilbero Torres             |
| Raymond Goodman, III              | Robert Woodward            |
| Amanda Pears Kelly                | Michael Merenda (Emeritus) |



# Executive Team

- |  |   |
|--|---|
| Gregory White, Chief Executive Officer               | Sarah Oxnard, MD, Chief Medical Officer, Newmarket Medical Director |
| Evalie Crosby, Chief Financial Officer               | Vasuki Nagaraj, MD, Nashua Medical Director                         |
| Christine Duggan, Human Resources Director           | Ana Goubert, MD, Raymond Medical Director                           |
| Damaris Valera, Chief Operating Officer              | Paula Smith, Southern NH Area Health Education Center Director      |
| Paul Brimigion, Chief Information Officer            |   |
| Nicole Watson, Clinical and Risk Management Director |   |

# Leadership Report

For 45 years, Lamprey Health Care has been providing the highest quality care for our patients and the communities we serve, and in 2016 we continued that tradition of excellence.

Our Quality Improvement team led the charge to renew our recognition through the National Committee for Quality Assurance. NCQA is a private, non-profit organization dedicated to improving health care quality. Health centers recognized by NCQA have demonstrated the use of evidence based, patient-centered processes to focus on coordinating care and establishing strong provider/patient relationships. This effort involves all members of the staff and we are proud that all three of our centers were once again recognized at the highest level possible.

One of the most important ways that we ensure our services meet expectations is by hiring exceptional staff. We welcome the following individuals to our management and provider teams; Kristie Blundell, APRN, Mary Braun, MD, Evalie Crosby, CPA, Martha Cruz, Matthew Dungenlman, CPA, Bonnie Greaney, RDH, and Marie Ramas, MD.

Our team has been working hard over the last year to implement changes at the health centers to provide improved customer service. We have completed a much needed facility renovation

at our Raymond center. We also began the first phase of an upgrade to our phone system, which included upgrades to the servers, software, and infrastructure. We are looking ahead to 2017 when the second phase will evaluate structure, work flows, and staffing with the ultimate goal of improving patient response time.

We are also focusing on ways we can increase access to services for those people with Substance Use Disorder. We worked closely with the NH Board of Medicine, DHHS, Anthem and Dartmouth Hitchcock on increasing the number of providers who are able to provide Medication Assisted Therapies.

We are also involved in the Nashua and Seacoast/Stafford Integrated Delivery Networks (IDNs). The goal of the IDNs is to reform and strengthen community based mental health services in NH. As 2016 came to a close both IDNs had completed governance structure and submitted project plans to the state.

As we look to 2017, we are planning for our HRSA Bureau of Primary Health Care Operation Site Visit in the spring, as well as advocating for continuation of health center funding at the federal level. And as always, providing exceptional care to all individuals, regardless of ability to pay.



*Audrey Ashton-Savage  
President,  
Board of Directors*



*Gregory White  
Chief Executive Officer*





## Spotlight on Quality Improvement

Left untreated, high blood pressure or hypertension dramatically increases a patient's risk for heart disease or stroke. Lamprey Health Care continues to combat the dangers of hypertension by effectively lowering blood pressure to safe levels.

Continually improving upon years past, 72% of our patients aged 18-85 years old with a diagnosis of hypertension demonstrated

controlled blood pressure in 2016, up from 69% in 2015.

Additionally, we strive to further improve the health of our patients by participating in the Million Hearts Initiative, a national initiative launched by the Department of Health and Human Services to prevent heart disease and stroke.

# A Patient Centered Medical Home

Lamprey Health Care is a private, nonprofit community health center with offices in Newmarket, Raymond and Nashua, New Hampshire.

Serving over 15,270 patients in the Southern NH and Seacoast areas, we provide primary care and preventative health services to individuals of all ages and incomes, regardless of their insurance status or ability to pay.

We pride ourselves on offering a convenient and compassionate patient centered medical home, where patients can access a variety of health services under one roof.

In 2016 Lamprey Health Care was again awarded Level III recognition under the

National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) Program.

Level III PCMH recognition is the highest level possible. Health Centers recognized at this level have demonstrated the use of evidence based, patient-centered processes that focus on coordinating care and establishing strong provider/patient relationships.

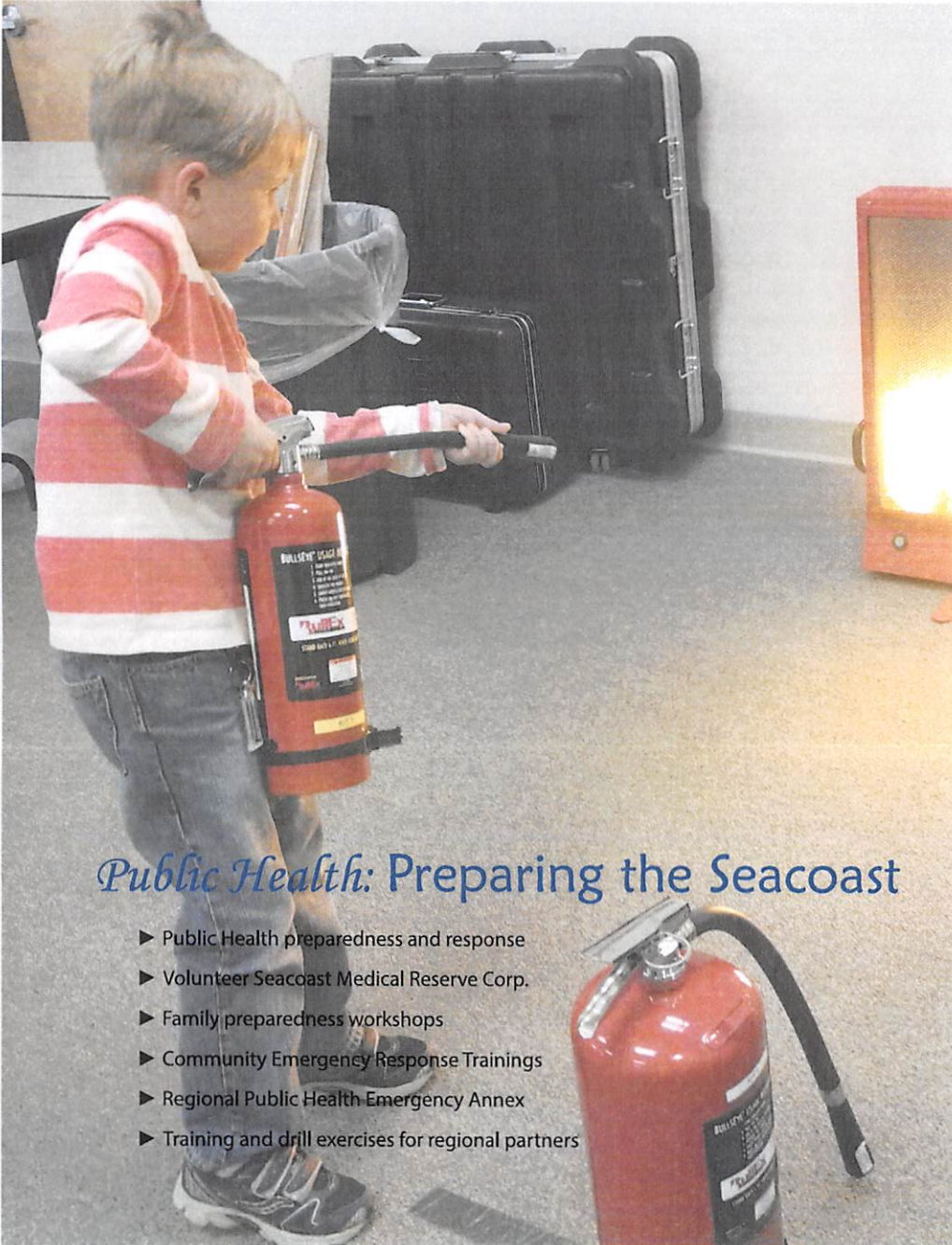
Additionally we received a quality grant award of \$93,779 from the U.S. Department of Health and Human Services. As part of this award we were identified as a Health Center Quality Leader, indicating that we achieved a best overall clinical performance among all health centers.

## Our Mission

Provide high quality primary medical care and health related services, with an emphasis on prevention and lifestyle management, to all individuals and families regardless of their ability to pay.







## Public Health: Preparing the Seacoast

- ▶ Public Health preparedness and response
- ▶ Volunteer Seacoast Medical Reserve Corp.
- ▶ Family preparedness workshops
- ▶ Community Emergency Response Trainings
- ▶ Regional Public Health Emergency Annex
- ▶ Training and drill exercises for regional partners

# Seacoast Public Health Network Takes Action

In 2015 the NH Department of Health and Human Services (NH DHHS), in collaboration with the Division of Fire Standards and Training and Emergency Medical Services, began a distribution and training campaign for naloxone, a medication used to reverse an opioid overdose.

The entire Seacoast Public Health Network (SPHN) team was on a mission; to distribute naloxone, and educate our citizens about the risk of overdose and death due to opioids, including fentanyl. The significance of our efforts became evident when we were informed that two of the distributed kits were utilized in reviving two people, thus preventing serious harm and/or death.

The Seacoast Public Health Network team was the first public health network in the state to launch Narcan education and distribution. During a two year period (2015-

2016) we conducted over 16 community forums throughout the seacoast area.

Over 400 Narcan kits have been distributed to community members from across the region. We provided Narcan "Train the Trainer" education to over 200 professional staff at various organizations such as homeless shelters, recovery centers, school districts, school nurses, and clinical providers.

Narcan is just one tool in our strategy to opening the door for dialog with vulnerable people across many different walks of life. The urgency of educating our families about the risk of opioids and prescription non-medical opioid use has never been more critical. The whole community is needed to build resiliency to mitigate the opioid public health crisis. Together we have made an impact!

**NH Statewide Addiction Crisis Line  
Toll Free, 24 hours a day/ 7 days a week**

**1-844-711-HELP (4357)**



## What is The Warm Hand-off?

During a routine or acute visit the primary care provider will provide a brief intervention, engaging the patient in a conversation regarding their behavioral health concerns.

The primary care provider then directly introduces the patient to the behavioral health provider. This occurs as part of the patient's medical visit. The hand-off establishes an initial face-to-face encounter with the Behavioral Health team, in an effort to develop trust and a rapport with the patient.

When used in the primary care setting this model promotes team-based care and fits perfectly within the Patient Centered Medical Home model in place at Lamprey Health Care.

## Integrated Behavioral Health

In 2016 our Behavioral Health Program completed its first full year while successfully meeting and exceeding two major benchmarks identified during the program planning: projected visit volume and total number of patients served.

All three of our health centers have behavioral health care professionals using SBIRT, a tool for Screening, Brief Intervention, and Referral to Treatment for those with risky substance use behaviors. SBIRT is an integrated public health approach for preventive health screening. These screenings are an evidence-based practice used to identify and quickly assess problematic use, abuse, and dependence on alcohol and illicit drugs.

The Behavioral Health program has integrated a "warm hand-off" practice. This

allows patients who are being seen for a general wellness checkup, chronic illness, or any other concern, the opportunity to visit one of our certified behavioral health providers on site within the same visit. This provides an opportunity for patients to express themselves freely and openly, while receiving the proper resources and assistance that they need to maintain a healthy lifestyle.

### *Program Highlights in 2016:*

- ▶ Hosted several workshops, on site and in the community, on various Behavioral Health topics.
- ▶ Expanded to assist not only adults but children in need of Behavioral Health care.
- ▶ Added a Master Licensed Alcohol and Drug Counselor (MLADC) for treatment of Substance Use Disorder.

## Don't be afraid to seek help

One in Five Americans experience a mental illness in a given year, while 1 in 25 live with a serious mental illness. Despite these numbers, nearly 60% of adults with a mental illness didn't receive services for their condition.

The National Association for Mental Illness (NAMI) defines a mental illness as a condition

that affects a person's thinking, feeling or mood. If you have had little interest or pleasure in doing things, and/or have been feeling down, depressed or hopeless, you may benefit from speaking with a Behavioral Health professional.

For more information on Mental Illness visit [www.nami.org](http://www.nami.org).





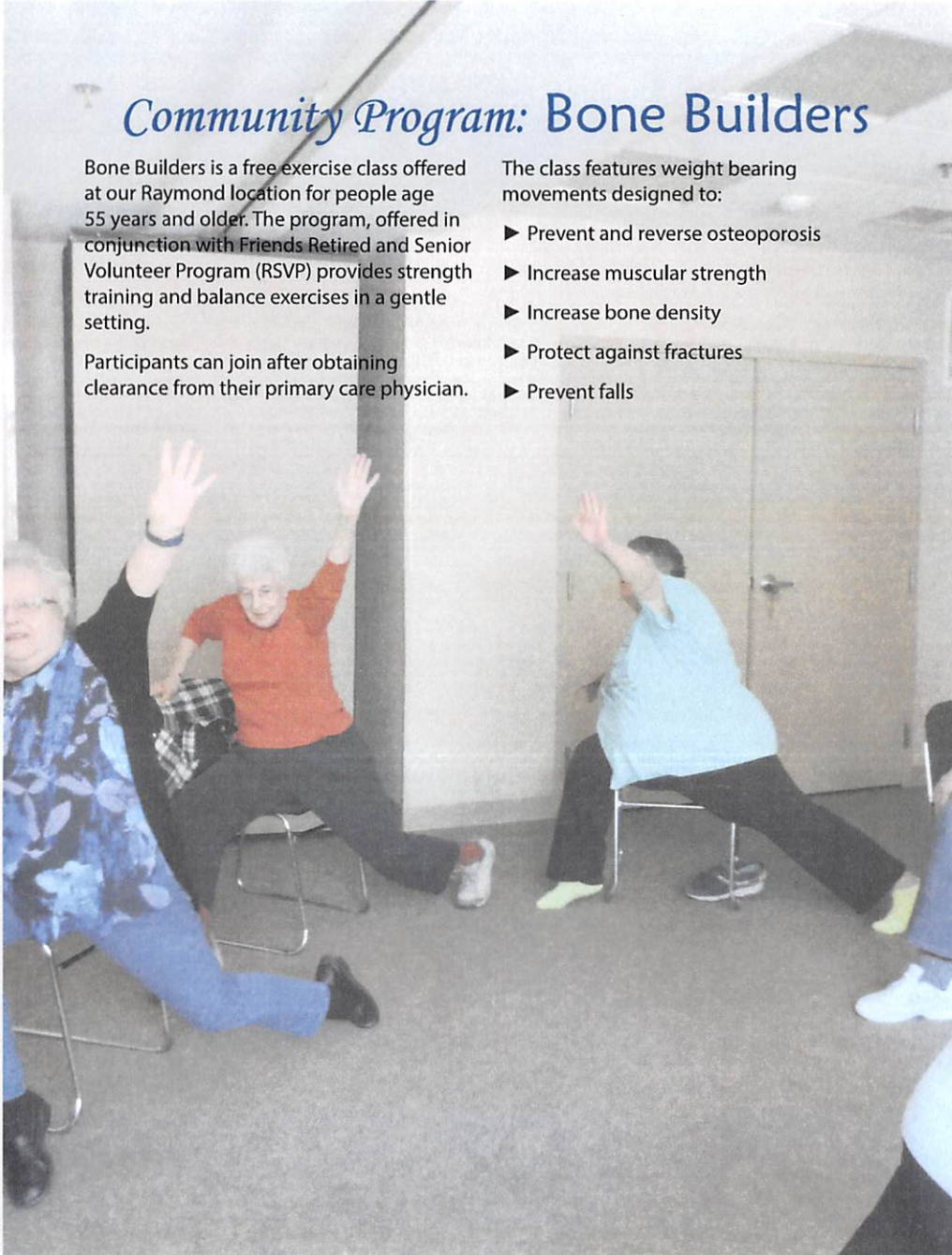
## Community Program: Bone Builders

Bone Builders is a free exercise class offered at our Raymond location for people age 55 years and older. The program, offered in conjunction with Friends Retired and Senior Volunteer Program (RSVP) provides strength training and balance exercises in a gentle setting.

Participants can join after obtaining clearance from their primary care physician.

The class features weight bearing movements designed to:

- ▶ Prevent and reverse osteoporosis
- ▶ Increase muscular strength
- ▶ Increase bone density
- ▶ Protect against fractures
- ▶ Prevent falls



## Community Health Programs

Our Community Health Workers were very busy during 2016. They planned over a dozen educational classes and outreached to over 100 schools, social service agencies, and businesses, to share the many services that Lamprey Health Care has to offer. In addition, the Community Health team participated in over 20 health fairs and community events sharing information on Lamprey Health Care's services.

From the six week self-management workshop, Better Choices Better Health, to the Baby Basics and Breastfeeding classes that run throughout the year, the Community Health Workers are actively teaching and organizing classes that provide important health information to encourage patients and the community to lead healthier lives.

In conjunction with our providers and behavioral health staff, the community health team has been diligently working to develop new presentations on specific health topics. These informational workshops have been presented around the Seacoast and Greater Nashua areas. Our Community Health Workers will continue to create new events and educational sessions based on the identified community needs.

Community Health extends beyond education to our patients. The team once again assisted with the Raymond and

Newmarket centers' Operation Santa programs during the holiday season. In Newmarket alone, we assisted 61 families with 123 children by providing clothing, toys and food. These programs wouldn't be possible without the collaboration and support of Exeter Hospital, St. Mary Church, Newmarket Community Church, and numerous local businesses.

In addition to outreach the Community Health Workers have invested significant time with population management. Patients with a chronic disease, (i.e. diabetes, hypertension) need regular appointments to effectively manage these conditions. The Community Health Workers contact these patients to make sure they schedule needed appointments. They also provide education to patients, such as when children are overdue for Well Child exams. They educate parents on the benefits of annual physical exams and assisting when there are barriers that prevent access to care.

The ongoing efforts of the Community Health Workers have helped to increase our presence in the greater Nashua, Newmarket and Raymond communities, and fill many gaps in care, by providing outreach and basic health education. Community Health Workers have been a wonderful addition to the Lamprey Health Care Team.





# Services and Programs

## Primary Care for the Whole Family

At Lamprey Health Care, we provide a full range of comprehensive primary care services including prenatal, pediatric, adolescent, adult and geriatric services.

### Comprehensive Care

- Behavioral Health
- Substance Misuse Screening & Counseling
- Diabetes Education & Management
- Asthma Education & Management
- Health Education & Outreach
- Social Services & Case Management
- Medication Assistance
- HIV/AIDS Testing and Counseling
- Translation & Interpretation Services
- Care Coordination

### Community Health Programs

- Senior Transportation
- School-Based Preventive Dental
- Breast and Cervical Cancer Screening (BCCP)
- Reach Out and Read Early Literacy
- Early Childhood Development Screening
- Prenatal and Parenting Education Classes
- Chronic Disease Education Classes
- Exercise Classes
- Southern NH Area Health Education Center
- Seacoast Public Health Network

## Sources of Funding

We receive funding from a variety of sources, including; Federal, State and Local government grants, private insurance, Medicaid, Medicare, patient fees, private foundations, and donations from businesses and individuals.

- US Public Health Service HRSA
- NH Dept. of Health & Human Services, DPHS
- NH Dept. of Health & Human Services, DCBS
- NH Dept. of Transportation, DART
- Exeter Health Resources
- Endowment for Health
- NH Charitable Foundation
- City of Nashua, Citizen's Advisory Commission
- United Way of Greater Nashua
- Nashua Rotary West
- Reach Out and Read National Center
- Northeast Delta Dental
- United Way of the Greater Seacoast

- Private Foundations
- Area churches, clubs, and businesses
- Individual donations

The following Cities and Towns: Atkinson, Auburn, Barrington, Brentwood, Brookline Candia, Danville, Deerfield, Durham, East Kingston, Epping, Exeter, Fremont, Greenville, Hampstead, Hampton, Hampton Falls, Hollis, Hudson, Kingston, Lee, Merrimack, Newfields, Newmarket, Newton, North Hampton, Northwood, Nottingham, Plaistow, Raymond, Sandown, Seabrook, Stratham, and Wilton

## Meeting the Need: On-Site Resources

To meet patient needs, we work with community partners to bring additional medical services into our facilities.

Allowing patients to access a variety of health care services under one roof is just one more reason to see Lamprey Health Care as your Medical Home.

Provided through collaboration with Quest Diagnostics, Exeter Hospital, and Seacoast Mental Health Center, on-site services include:

- ▶ Mammography
- ▶ Radiology
- ▶ Physical and Occupational Therapy
- ▶ Lab Services
- ▶ Pediatric Counseling Services



# 2016 Snapshot

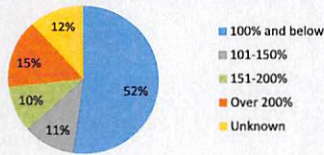


**15,270 Patients**

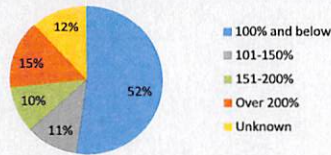
- 996 Homeless Patients
- 6,554 Senior Transportation Rides
- 3,416 Patients Needing Interpretation
- 275 Babies Delivered

**73%**  
Earn less than \$23,540 per year

Household Income as % of Federal Poverty Guidelines



Household Income as % of Federal Poverty Guidelines



**57,978 Patient Visits**

- 5,197 OB/GYN Visits
- 1,545 Behavioral Health Visits
- 5,610 Diabetes Visits
- 663 Case Management Visits
- 1,319 Dental Screenings

## Meeting & Exceeding our Clinical Quality Goals



- 6%** Low Birth Weight Babies  
Goal: Less than 7.5% born weighing below 5 lbs. 8 oz.
- 82%** Asthma Management  
Goal: 82% of asthma patients on controller medications
- 72%** Hypertension Management  
Goal: 72% hypertension patients with BP <140/90



Data Source: HRSA UDS Report 2016

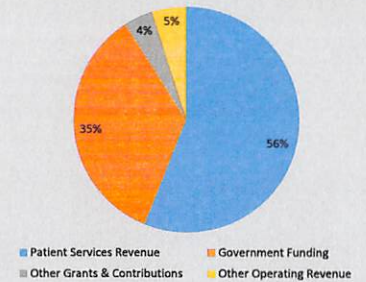
# FINANCIAL STATEMENT

October 1, 2015 - September 30, 2016

## Revenue

<b>Fees for Services Provided</b>	
Net Patient Service Revenue	\$ 7,282,595
Net 340B Drug Pharmacy Program Revenue	\$ 558,768
Other Patient Related Revenue	\$ 330,521
<b>Government Funding</b>	
Federal	\$ 3,669,068
State	\$ 1,240,881
Local	\$ 164,623
<b>Grants and Contributions</b>	
	\$ 592,973
<b>Miscellaneous</b>	
Other Operating	\$ 705,150
Interest and Investments	\$ 17,911
<b>TOTAL REVENUE</b>	<b>\$15,032,931</b>

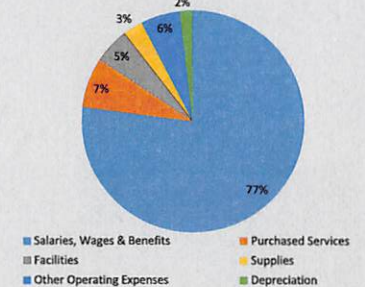
Operating Revenue



## Expense

Salaries, Wages, and Benefits	\$ 10,621,424
Purchased Services	\$ 988,897
Facilities	\$ 718,010
Supplies	\$ 403,801
Other Operating Expenses	\$ 787,909
Depreciation	\$ 259,541
Interest	\$ 64,999
<b>TOTAL EXPENSES</b>	<b>\$ 13,844,554</b>

Operating Expenses



**EXCESS REVENUE OVER EXPENSES \$717,936**





Where will good health take you?

**Newmarket Center**

207 South Main St.  
Newmarket, NH 03857  
(603) 659-3106

**Raymond Center**

128 Route 27  
Raymond, NH 03077  
(603) 895-3351

**Nashua Center**

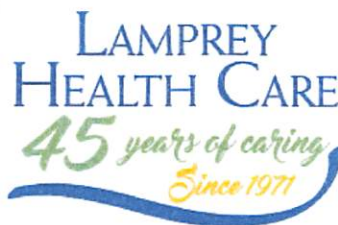
22 Prospect St.  
Nashua, NH 03060  
(603) 883-1626

**Southern NH Area  
Health Education Center**

(603) 895-1514  
[www.snhahec.org](http://www.snhahec.org)

**Seacoast Regional Public  
Health Network**

(603) 244-7360  
[www.nhphn.org](http://www.nhphn.org)



[www.lampreyhealth.org](http://www.lampreyhealth.org)