

LAMPREY HEALTH CARE



2019 ANNUAL REPORT

EXECUTIVE TEAM

Gregory White, CPA
Chief Executive Officer

Paul Brimigion, CISSP
Chief Information Officer

Terri Burdick
Site Director, Newmarket/Raymond

Evalie Crosby, CPA, FHFMA
Chief Financial Officer

Francine DeSalvo
Site Director, Nashua

Sue Durkin, RN, AE-C
Chief of Clinical Services

Ana Goubert, MD
Associate Medical Director

Vasuki Nagaraj, MD, MPH, FAAFP
Chief Medical Officer

Jody Pollack
Human Resources Director

Paula Smith, EdD
Director, Southern NH AHEC

BOARD OF DIRECTORS

Frank Goodspeed, President

Raymond Goodman, III,
Vice-President

Arvind Ranade, Treasurer

Thomas 'Chris' Drew, Secretary

Audrey Ashton-Savage, Immediate
Past President

Michelle Boom

James Brewer

Michael Chouinard

Elizabeth Crepeau

Robert Gilbert

Carol LaCross

Andrea Laskey

Mark Marandola

Michael Reinke

Wilberto Torres

Laura Valencia

Robert Woodward

Michael Merenda, Board Member
Emeritus

By the Numbers

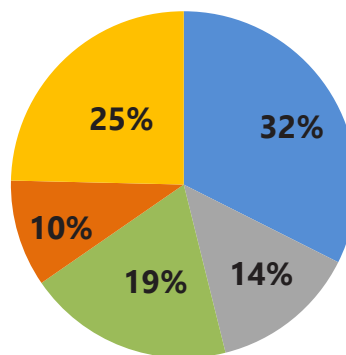
ABOUT OUR PATIENTS

Our patients come from over **40** communities in Rockingham, Hillsborough and parts of Strafford Counties.

Approximately **75%** of our patients are at or below 200% of the Federal poverty level.

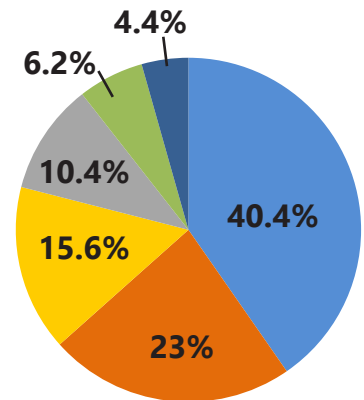
Across our three centers, **17%** of our patients are uninsured. This number is higher at our Nashua center where **32%** of our patients are uninsured.

HOUSEHOLD INCOME AS % OF
FEDERAL POVERTY GUIDELINES



■ 100% and below
■ 101-150%
■ 151-200%
■ Over 200%
■ Undisclosed

INSURANCE SOURCE



■ Private Insurance
■ Medicaid
■ Medicare
■ Uninsured / Self Pay
■ Uninsured / Assistance Program
■ ACA / NH Exchange

NUMBERS SERVED

15,594 Total patients served

58,110 Total patient visits

1,048 Patients receiving behavioral health services

428 Patients receiving prenatal care

1,576 Patients receiving diabetes care

237 Women enrolled and screened in the Breast & Cervical Cancer Program (BCCP)

1,812 Case management & community education visits

4,151 Patients receiving interpretation services

1,852 Children receiving school-based dental screening

5,169 Rides provided to elderly and disabled residents

1,500+ Books provided to pediatric patients, ages 6 mo - 5 yr

1,191 Homeless patients served

424 Veterans receiving health care and care management

OUR *Mission*

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.

Nashua Center

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

InteGreat Health

7 Prospect Street
Nashua, NH 03060
(603) 402-1501

Newmarket Center

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

Nashua Soup Kitchen & Shelter

2 Quincy Street
Nashua, NH 03060
(603) 889-7770

Raymond Center

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

Healthy Together

10 Tsienneto Road
Derry, NH 03038
(603) 434-1577

Southern NH Area Health Education Center

(603) 895-1514
www.snhachec.org

Seacoast Public Health Network

(603) 244-7360
www.nhphn.org

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www.lampreyhealth.org



Leadership Report

We first start thinking about what we want to include in our annual report in January, but don't begin pulling it together until early spring when the calendar year data is complete. We had decided the 2019 theme would be "New Faces, More Services." We planned to tell you about the exciting additions to our staff, Board, and programs while honoring our recent retirees.

Alas, like everything else in 2020, the pandemic has upended our best-laid plans. In the matter of a few days, we had to overhaul how we deliver care to our patients while ensuring the safety of our staff. I am so proud of how our team rose to this unprecedented situation. Workflows and technology to implement telehealth were developed, groups formed to focus on securing supplies of personal protective equipment, and changes were made to consolidate our facilities. We also added COVID-19 screening and testing tents, remote work when appropriate, and distribution of food and supplies. Our staff has shown enormous flexibility, all so we can continue to provide the care our patients need.

You will notice our Annual Report is abbreviated this year, and while I could write volumes on how our team has continued to serve our communities under ever-changing guidance, I still want to highlight our work in 2019.

The year started with the retirement of Paul Friedrichs, MD, family physician at our Newmarket Center for 34 years. A leader in our community and beyond, he was recognized throughout his career with numerous awards including Outstanding NH Clinician Award from Bi-State Primary Care Association, Physician of the Year Award from the NH Academy of Family Practice and the Achievement Award for Innovative Research in Primary Care from the National Association of Community Health Centers. Dr. Friedrichs was a major proponent of our Nurse Practitioner Fellowship Program, launched in 2016. His efforts were essential in developing this program, and as he retired, we were pleased to receive a highly

competitive multi-year \$3M federal grant to support the expansion of the NP Fellowship.

It was through the NP Fellowship that we brought on three of our newest providers

Rajae Raji, APRN (Nashua), Callie Souza-Roy, APRN (Newmarket), and Jill Worden, APRN (Raymond). Additionally, we welcomed Jamison Lassar, APRN (Raymond), Melissa Marshall, PA-C (Nashua), and Saira Tekelenburg, MD (Newmarket). On our behavioral health team we welcomed Britta Bartlett, LCMHC, LADC, and Charles Mitchell, MD in Newmarket, Harmony Costopulos, LICSW in Raymond, and Astrid Findon-Henry, LCMHC, MLADC, in Nashua. We also added a certified diabetic educator, Tracy Tinker, CDE, who provides care at all of our locations.

Beyond expanding our care team, we welcomed new directors to our all-volunteer Board: Michelle Boom, James Brewer, Michael Chouinard, and Andrea Laskey in 2019, and Mark Marandola and Michael Reinke in early 2020. These latest members bring diverse skills and experiences to our Board of Directors, and we are excited to benefit from their expertise.

As 2019 ended, we once again wished a happy retirement to two providers, Rosemary Smith, ARNP and Mary Ann Johnson, ARNP, both of our Raymond center. Mary Ann was with us for 30 years, and Rosemary for 20 years, in addition to previously serving on our Board of Directors. We thank them for their years of dedicated service to our patients.

I think it's safe to say with all the uncertainty the pandemic has brought, none of us can predict where we will be next year. Yet, I feel confident in our ability to rise to the challenge because of the dedication of our team. The work we do today is because of the solid foundation upon which we have to build.

Gregory White, Chief Executive Officer



A Tradition of Quality



SCREENING FOR COLON CANCER

Goal: 52% 2018: 47% 2019: 53%

% of adults age 50-75 who received appropriate colon cancer screening



CONTROLLING HIGH BLOOD PRESSURE

Goal: 75% 2018: 72% 2019: 76%

% of patients age 18-85 w/ diagnosis of hypertension and whose blood pressure was adequately controlled (<140/90)



Financial Statement

REVENUE

FEE FOR SERVICES PROVIDED

Net Patient Services Revenue	\$ 7,606,139
Other Patient Related Revenue	\$ 290,001

GOVERNMENT FUNDING

Federal	\$ 3,818,381
State	\$ 1,237,388
Local	\$ 125,842

GRANTS & CONTRIBUTIONS	\$ 912,729
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MISCELLANEOUS

Other Operating Revenue	\$ 1,377,978
Interest and Investments	\$ 44,623

TOTAL REVENUE	\$ 16,562,166
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EXPENSE

Salaries, Wages & Benefits	\$ 12,577,944
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Purchased Services	\$ 1,731,860
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Facilities	\$ 808,327
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Supplies	\$ 646,774
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Other Operating Expenses	\$ 839,672
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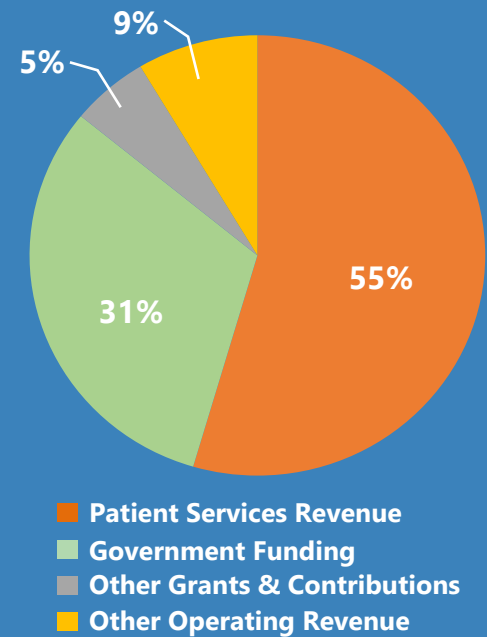
Depreciation	\$ 351,790
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Interest	\$ 64,790
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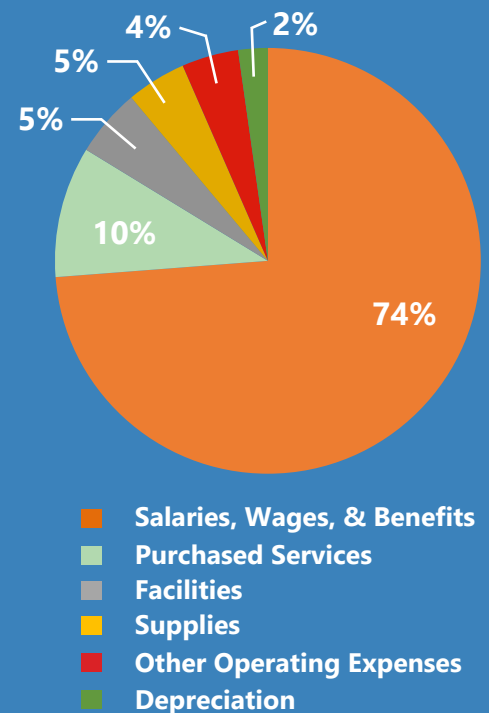
TOTAL EXPENSES	\$ 17,020,564
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NET	\$ (458,398)
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OPERATING REVENUE



OPERATING EXPENSES



A Tradition of Quality



SBIRT (SCREENING, BRIEF INTERVENTION, & REFERRAL TO TREATMENT)

Goal: 70% July 2019: 72% December 2019: 76%

% of patients receiving SBIRT screening to identify, reduce, and prevent problematic use of alcohol & illicit drugs



SERVICES

Primary Care for All Ages
Breast & Cervical Cancer Screening
Prenatal Care & OB/GYN Care
Psychiatry
Behavioral Health Counseling
Substance Use Disorder Counseling
Medication Assisted Treatment (MAT) Services
Chronic Disease Education & Management
Diabetes Education
Hepatitis C Treatment
Colon Cancer Screening Options
Care Coordination
Teen Clinic (Nashua)
STI/HIV Testing & Counseling
Care Coordination
Interpretation & Translation

PARTNER LOCATIONS

InteGreat Health, at Greater Nashua
Mental Health
Healthy Together, at Center for Life
Management
Health Services at Nashua Soup
Kitchen and Shelter

PROGRAMS

Nurse Practitioner Fellowship
Program
Southern NH Area Health Education
Center
Seacoast Public Health Network
Educational Programs
Reach Out and Read



Sources of Funding

LAMPREY HEALTH CARE RECEIVES FUNDING FROM
A VARIETY OF SOURCES, INCLUDING:

- Federal, state and local government grants
- Donations from businesses and individuals
- Medicaid
- Medicare
- Private insurances
- Patient fees
- Private foundations

THANK YOU TO THE FOLLOWING AGENCIES FOR
THEIR SUPPORT.

US Public Health Services, HRSA

NH Department of Health and Human Services,

- Bureau of Elderly and Adult Services
- Breast and Cervical Cancer Program
- Bureau of Drug and Alcohol Services
- Division of Public Health Services

NH Department of Transportation, DART

Exeter Hospital

IDN 6 Strafford County / Seacoast Region, Connections for Health

Dartmouth College, HRSA, Bureau of Health Professions

Endowment for Health

City of Nashua (CAC Funding)

IDN 3 Greater Nashua Region

Bi-State Primary Care Association

HealthCareGIVES

University of New England

Capture RX

NH Charitable Foundation

Colon Cancer Coalition

Community Health Access Network

National AHEC Organization

THANK YOU TO THE FOLLOWING COMMUNITIES FOR THEIR SUPPORT:

AMHERST, ATKINSON, AUBURN, BROOKLINE, CANDIA, DANVILLE, DEERFIELD,
DURHAM, EPPING, EXETER, FREMONT, GREENVILLE, HAMPSTEAD, HAMPTON,
HAMPTON FALLS, HOLLIS, KINGSTON, LEE, MERRIMACK, NEWFIELDS,
NEWMARKET, NEWTON, NORTHWOOD, NOTTINGHAM, PLAISTOW,
SANDOWN, WILTON