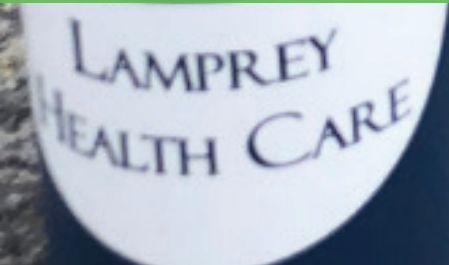


# LAMPREY HEALTH CARE



**2020 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, Ed. D.**  
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

Year Ending December 31, 2020

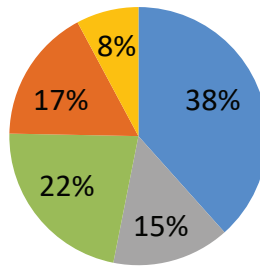
## ABOUT OUR PATIENTS

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.

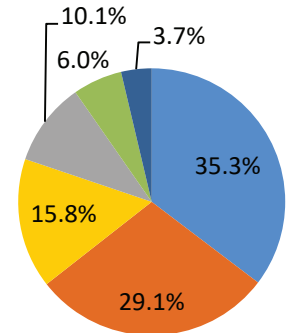
Across our three centers, **16%** of our patients are uninsured.

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

- 15,032** Total patients served
- 62,715** Total patient visits (36,863 in person / 25,852 virtual)
- 1,048** Patients receiving behavioral health services
- 451** Patients receiving prenatal care
- 1,592** Patients receiving diabetes care
- 237** Women enrolled and screened in the Breast & Cervical Cancer Program (BCCP)
- 880** Case management & community education visits
- 4,059** 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
- 1,392** Homeless patients served
- 419** Veterans receiving health care and care management

# Leadership Report

When history looks back on 2020, they may refer to it as the year that never was. The COVID-19 pandemic brought much of society to a screeching halt. If two words were overused in the English language during 2020, they were “unprecedented” and “pivot.” Still, we found ourselves needing to pivot to ensure we met the unprecedented needs of our patients. “Partnership” was the third word that emerged. In our goal to find innovations, we found effective partnerships with other organizations and communities were essential in providing care.

Changes were necessary, and in some cases, we faced tough decisions. Lamprey Health Care consolidated our Facilities and furloughed many of our staff. We’re happy to report most have returned, and we are truly grateful for their ongoing flexibility, perseverance, and commitment to our mission.

It was necessary to change some programs. The operation of our Senior Transportation Program ended in the spring. The Senior Transportation Program was one of the longest-running programs at Lamprey Health Care and deeply rooted in our 50 years of service to the community. We were fortunate to find a new partner in Rockingham Nutrition Meals on Wheels to assume this work in our place. Similarly, others in the community have undertaken the Lamprey Health Care school dental program, which remains on extended hiatus.

While the move away from these services saddens us, we are excited about the innovative patient services that began in 2020. We soon realized that we needed to think outside the exam room and rethink how and where we provided services. The additions of Telehealth, drive-thru Flu Clinics, COVID-19 screening, testing (for our patients and first-responders), and distribution of food and supplies added much-needed supports to the communities we serve. The United Way, regional

Public Health Networks, and End 68 Hours of Hunger were essential partners with us in this work.

Other partnerships and program expansions included a new collaboration with Center for Life Management in Derry, expanding our integrated services model to a new community. We are pleased to partner with an organization similarly focused on access to care and improving health outcomes. We also brought services to the Nashua Soup Kitchen & Shelter, providing a new access point for care delivery and service coordination in their facility. Finally, we expanded our substance use treatment programming to all three facilities and furthered the reach of this valuable resource.

We saw the departure of Marie Ramas, MD (Nashua) and Anjana Neupany, MD (Nashua), while we welcomed John Anderson, MD (Nashua and Newmarket.)

In the face of adversity, we rose to the challenge and not only survived but thrived through the strength and determination of our staff and the collaborative work with our communities and partner agencies. As 2020 closed, we anticipated the arrival of a COVID-19 vaccine. With renewed hope, we eagerly look to 2021 with more answers than questions.

**Gregory White**

**Chief Executive Officer**



## A Tradition of Quality

### SCREENING FOR COLON CANCER

Goal: 52% 2019: 53% 2020: 55%

% of adults age 50-74 who received appropriate colon cancer screening



### CONTROLLING HIGH BLOOD PRESSURE

Goal: 75% 2019: 76% 2020: 69%

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



# Financial Statement

Fiscal Year Ending September 30, 2020

## REVENUE

### FEE FOR SERVICES PROVIDED

Net Patient Services Revenue	\$	7,526,459
Net 340 Drug Pharmacy Program Revenue	\$	1,617,196
Other Patient Related Revenue	\$	565,187

### GOVERNMENT FUNDING

Federal	\$	5,984,940
State	\$	1,165,843
Local	\$	107,889

### GRANTS & CONTRIBUTIONS

\$ 557,141

### MISCELLANEOUS

Other Operating Revenue	\$	782,051
Interest and Investments	\$	47,435

**TOTAL REVENUE** \$ **18,354,141**

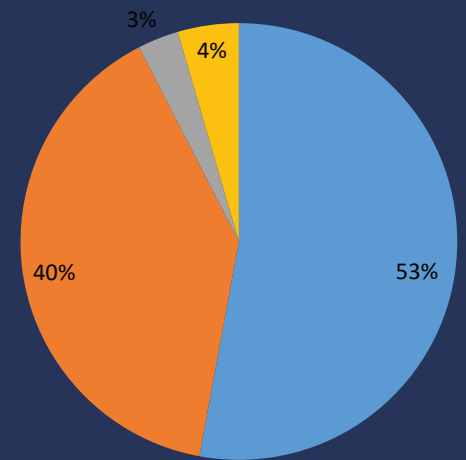
## EXPENSE

Salaries, Wages & Benefits	\$	13,202,248
Purchased Services	\$	1,691,103
Facilities	\$	798,038
Supplies	\$	747,665
Other Operating Expenses	\$	615,231
Depreciation	\$	352,880
Interest	\$	79,288

**TOTAL EXPENSES** \$ **17,486,453**

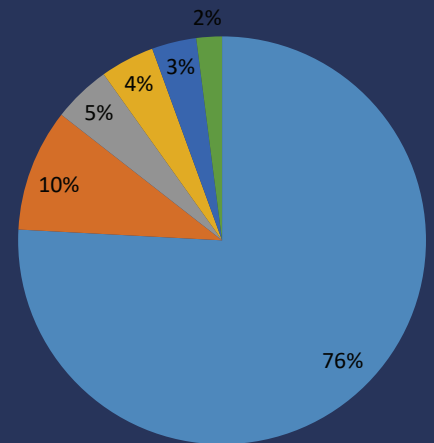
**EXCESS OF REVENUE** \$ **829,486**

## OPERATING REVENUE



- Patient Services Revenue
- Government Funding
- Other Grants & Contributions
- Other Operating Revenue

## OPERATING EXPENSES



- Salaries, Wages, & Benefits
- Purchased Services
- Facilities
- Supplies
- Other Operating Expenses
- Depreciation

## A Tradition of Quality

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

Goal: 70% 2020: 79% | Prenatal Goal: 98% 2020: 91%

% 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 Self-Management Education and Support (DSMES)  
Hepatitis C Treatment  
Colon Cancer Screening Options  
Care Coordination  
Teen Clinic (Nashua)  
STI/HIV Testing & Counseling  
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



# 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.

Health Resources and Services Administration of the US Department of Health and Human Services (HRSA)

- Bureau of Primary Health Care
- Bureau of Health Workforce

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

IDN 6 Strafford County / Seacoast Region, Connections for Health

United States Treasury / Small Business Administration

IDN 3 Greater Nashua Region

Northeastern VT AHEC

Bi-State Primary Care Association

City of Manchester

Community Health Access Network

City of Nashua

New England Public Health Training Center

NH Charitable Foundation

Endowment for Health

Greater Nashua Mental Health

Granite State United Way

Dartmouth Hitchcock

State of NH HOFERR

Boston University

Rotary Nashua West

Dartmouth College

Rotary Nashua

New York University

Rotary Raymond

Rivier University

University of New England

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

# 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



## **Newmarket Center**

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



## **Raymond Center**

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



## **Southern NH Area Health Education Center**

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

## **InteGreat Health**

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



## **Nashua Soup Kitchen & Shelter**

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



## **Healthy Together**

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



## **Seacoast Public Health Network**

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

This program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$3,688,572 with 21.46% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS or the U.S. Government.



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