



2024

Annual Report



Compassionate Quality Care Since 1971

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A Note from Our Co-CEOs



Gregory White
CPA



Sue Durkin MS, RN,
CPHQ

As we look back on 2024, we are inspired by our team and proud of the progress we have made as an organization. We continue to care for our communities by creating partnerships and expanding services to address unmet needs. This year we advanced our mission in the community while also improving our financial status, attributed largely to an alignment of strategic goals throughout the organization.

We developed several key partnerships this year that are integral to improved patient outcomes and experiences. We integrated technology into operations enabling more efficient communication with our patients. As behavioral health and substance use disorders increased in our communities, we responded by expanding our service delivery and were awarded a two year grant from Health Resource and Services Administration (HRSA) to further increase access and services in both of these areas.

Additionally, 2024 marked the first full year of Lamprey Health Care's Co-CEO model, a partnership balancing mission with financial sustainability. This strategic partnership combines our complementary skills and perspectives and fosters a balanced approach when navigating an often-uncertain landscape. The Co-CEO model and related structuring within the organization has resulted in both a cost savings and notable progress toward our strategic goals.

We are meeting 2025 on a solid foundation and with grateful hearts for the dedication of our staff and partners, who are driven by our mission to care for our communities. We anticipate realizing the benefits of an integrated pharmacy in Raymond and advancing our use of technology, particularly within the artificial intelligence realm. While we expect the external environment will continue to pose challenges, we are confident that we will create opportunities to evolve, while staying true to our north star, our values and mission.

Wishing you excellent health in 2025,

A blue ink handwritten signature of Gregory White.

A blue ink handwritten signature of Sue Durkin.

Our Leadership Team



Executive Team

Gregory White, CPA
Chief Executive Officer

Sue Durkin, MS, RN, CPHQ
Chief Executive Officer

Terri Burdick
Chief Operating Officer

Kate Bonafede, MD
Chief Medical Officer

Jody Pollack
Human Resources Director

Paula Smith, MBA, Ed.D
Director, Southern NH AHEC

Board of Directors

A community-based Board of Directors comprised of patients and local citizens dedicated to community health and well-being.

Raymond Goodman, III
President

Audrey Ashton-Savage

John Prieto

Andrea Laskey
Vice President

Michelle Boom

Arvind Ranade

James Brewer
Treasurer

Sarah Cronin

Jim Ryan

Todd J Hathaway
Secretary

Chris Drew

Erika Farrel Taylor

Jane Goodman

Mark Whitney

Susan Dorothy Hilchey

Frank Goodspeed
Immediate Past President

Carol LaCross

Colin McHugh

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.

At Lamprey Health care we:

- Seek to be a leaders in providing access.
- Remove barriers that prevent access to care.
- Are committed to the community.
- Exceed standards of excellence in quality of care and service.

Our Locations

 <p>Important Stats & Demographics</p>			
<p>Address</p>	<p>NASHUA CENTER 22 PROSPECT ST, NASHUA NH 03060</p>	<p>NEWMARKET CENTER 207 SOUTH MAIN ST, NEWMARKET NH 03057</p>	<p>RAYMOND CENTER 128 ROUTE 27, RAYMOND NH 03077</p>
<p>Phone</p>	<p>603-883-1626</p>	<p>603-659-3106</p>	<p>603-895-3351</p>
<p>Patients Served</p>	<p>5,912</p>	<p>5,223</p>	<p>5,637</p>
<p>Patients Visits</p>	<p>24,527</p>	<p>18,561</p>	<p>23,201</p>
<p>Behavioral Health Visits</p>	<p>1,909</p>	<p>1,047</p>	<p>1,292</p>
<p>Patients receiving interpretation services</p>	<p>3,203</p>	<p>293</p>	<p>163</p>
<p>Patient Financial Status (all 3 sites combined)</p>	<p>71% of patients < 200% poverty 18% of patients are uninsured 23% of patients are on Medicaid</p>		

Exciting Moments 2024



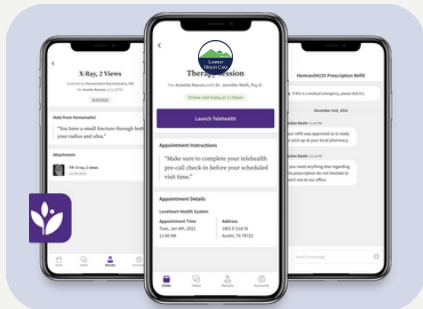
Beginning with Governor Sununu issuing a proclamation and letter of commendation for the organization



Completion of the Nashua renovation



Record setting number of patients for Lamprey 16,773



Advanced the use of technology to improve efficiencies and communication.



Implemented chronic care management and remote patient monitoring for patients with Medicare



Awarded the Behavioral Health Expansion grant through HRSA

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Our Awards & Recognition

Lamprey Health Care has been recognized for its achievements this past year. We achieved recognition from the Federal Government for attaining quality outcomes in the top 20% of health centers nationwide and have been recognized by them for our ability to use technology to advance quality. We have been re-accredited as a Diabetes Self-Management Education and Support Program (DSMES) and as Patient-Centered Medical Home. Our Nurse Practitioner Fellowship Program, one of just two programs in NH, was accredited for the first time in July.



LAMPREY HEALTH CARE

Our Patients

Where our patients live:

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

Socioeconomic Status:

Approximately 71% of Lamprey Health Care patients with known income are at or below 200% of the Federal Poverty Level and 5% are unhoused.

Insurance Status:

18 % are uninsured
23 % are on Medicaid
18 % are on Medicare
41 % use private insurance

Community and Wellness for ALL

Patient Stories



Keith Says:

I was feeling mentally, physically and spiritually ill. I came to Lamprey's Mobile Health Unit because of its accessibility, and now I feel seen and heard and trust the care I am receiving. They respect my boundaries. The staff are accommodating and we are addressing my blood pressure, weight and dizziness together, plus I have a blast when there and I value my time spent with the staff. I credit the team and my pill planner with my improving medication consistency. I am feeling much better since visiting Mobile Health and I am able to express my needs and communicate better than I ever have before.



Lana Says:

I am in recovery from a substance use disorder and also have anxiety. The behavioral health team at Lamprey are firm, fair, and care about my well-being. I was treated with dignity and respect whether my addiction was active or inactive. The level of support has been key to my now 3 years in recovery. Lamprey helped me out from addiction treatment, to counseling, to billing and blood draws. I even changed doctors because my PCP left and the new doc and team didn't skip a beat - the transition was seamless! I will never go anywhere else.



Ronald Says:

I'm a 50-year patient and I'm not going anywhere! I've seen them grow, change, and add locations, and I've had my share of PCP's. All the transitions went smoothly, the care continues to be excellent, and everyone here has a great attitude- that's why I keep coming back! I have received different types of care here: immunizations, employment physicals, acute back pain support, annual PCP visits, and follow-up as needed, either within the practice or referred to specialists. As a veteran, I receive care from VA Manchester, but I prefer to get my primary care from Lamprey as they have extensive history of me and the whole experience is always so pleasurable.

Lamprey Health Care is the 2nd largest Federally Qualified Health Centers (FQHCs) in New Hampshire

Lamprey Health Care operates with the lowest cost per patient in the state compared to other Federally Qualified Health Centers (FQHCs)

Lamprey Health Care provides culturally sensitive care including multi-lingual services for dignity, clarity, and welcome

Lamprey Health Care is in the TOP 20% Nationwide in attaining quality outcomes for our patients (of FQHCs)

Caring for our Patients, No matter what

Patient Data & Outcomes

78%

of Hypertension patients had BP less than 140/90 - Best in the State (of FQHCs)

>7,000

Patients successfully using our Portal for information & self-scheduling

↑ 28%

Increased overall patient visits from 2023 to 2024 - more visits and better outcomes

88%

of patients with diabetes achieved recommended or better blood sugar control

16,775

Patients across all medical sites. UP 6.2 % from 2023, and visits UP 28%

Our work impacts many more NH residents than the 16,775 patients we serve. WHY IS THAT?

Our Mission to provide easily accessible high quality primary and integrated health care, with a focus on prevention and lifestyle management, reaches far and wide across the state.

Our health and behavioral health care enhances the physical and emotional well-being of students, leading to increased physical and emotional presence, improved learning outcomes, and healthier lives, influencing other children in their midst.

Health and well-being, especially when chronic illnesses such as diabetes, high cholesterol and hypertension are well-managed, affect local New Hampshire businesses by improving employee attendance, focus, dedication and overall company morale.

Good health empowers families to engage in extracurricular activities that promote connection, physical activity, creativity, and engagement with other community families.

HEALTHCARE
without barriers

COMPASSION
without limits

IMPACT
without boundaries

Programs and Services that positively impact our patients

SERVICES

Medical services and offerings directly through Lamprey Health Care's Integrated Primary Care Model

Primary Care
Behavioral Health

Psychiatry

Medications for Addiction Treatment

Gynecology

Prenatal Care

Mobile Health Services Unit

Substance Use Disorder Services

Chronic Care Management & Remote Patient Monitoring

Hepatitis C Treatment

Family Planning

Teen Clinic

Diabetes Education

Diabetes Self-Management Education and Support (DSMES)

Early Childhood Development Screenings Care Coordination

Interpretation Services

PROGRAMS

Programs, Courses, and Training that directly or indirectly impact LHC Patients and are for the good of the whole NH Health Community

NURSE PRACTITIONER FELLOWSHIP PROGRAM

SOUTHERN NEW HAMPSHIRE AREA HEALTH EDUCATION CENTER

accredited provider of continuing education. We strive to provide learning opportunities for health professionals and community members on a wide variety of topics.

SEACOAST PUBLIC HEALTH NETWORK

strengthening public health partnerships in emergency preparedness, community health, and substance misuse prevention

BREAST AND CERVICAL CANCER SCREENING PROGRAM (BCCP)

reducing mortality rates by providing access to early detection screenings.

NH HEALTHY LIVES – WISEWOMAN

promotes heart health through screenings, access to healthy behavior support programs (through Lamprey Community Health Workers).

MEDICAL ASSISTANT APPRENTICESHIP

LICENSED NURSING ASSISTANT TO MEDICAL ASSISTANT TRAINING PROGRAM



Your Health, Your Community, Our Commitment

A Quick Look at 2024 Initiatives - markedly improving patient experience!

Remote Paperwork Completion

Faster in-office processing time allows for more provider/patient interaction

Enhanced Portal Access

Provides easier more user-friendly access to patient portal keeping patients well informed

Continuous Glucose Monitoring

Technology that assists patients in managing their Blood Sugar and provides care team with data to support treatment decisions

Embedded Refills

New technology that reduces refill turn-around times and improves quality and efficiency

Access to Dental Services

Expanded access to dental through partnerships offering mobile dental clinics and on-site appointments

New Patient Communication

Text and email direct patient communication offers faster response times & fewer missed appointments, and self-scheduling



Improved Patient

2024

Experience



Behavioral Health Care Access

Urgent and crisis behavioral health concerns assessed quickly in primary care setting

Mobile Health Locations

4 convenient mobile health services locations on a published schedule for our patients and community members

Chronic Care Management

Enhanced self-management for patients 65 and over who have chronic conditions

Group Therapy

Adds peer support, offers feedback opportunities and gives occasion to practice new skills

Remote Patient Monitoring

Provides enhanced chronic disease management for patients 65 and over

Preventative Care Alerts & Reminders

Direct-to-patient reminders to schedule important screenings and preventative care appointments leading to improved outcomes

2024 Partnerships that positively impact patients



LAMPREY HEALTH CARE PARTNERSHIPS ARE FORMED TO PROVIDE EASY, AFFORDABLE ACCESS TO SERVICES, ENHANCE PATIENT EXPERIENCE, AND REALIZE NOTABLE IMPROVEMENT IN PATIENT OUTCOMES

RPM
Remote Patient Monitoring with HEALTHSNAP

NEW 2024

CCM
Chronic Care Management with HEALTHSNAP

Dental Services through Integration on-site with GNDC
Greater Nashua Dental Connection

NEW 2024

Dental Services through Mobile Dental Care with SOLVERE HEALTH



MEDICAL ASSISTANT TRAINING PROGRAM with Great Bay Community College

Laboratory Services at all three Lamprey Health Care locations with QUEST LABS

InteGREAT Where behavioral health patients can easily access Lamprey Primary care onsite at Greater Nashua Mental Health

HEALTHY TOGETHER Where behavioral health patients can easily access Lamprey Primary care onsite at Center for Life management

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LAMPREY HEALTH CARE



Innovation through Technology

Lamprey Health Care strives to be at the forefront of technology use in health care and innovation that improves patient access, health and medical outcomes.

Decrease in Refill Turnaround Times

By using new technology embedded in medical records

Advancing Health Information Technology (HIT)

Recognized NATIONWIDE for our excellence in using technology to improve patient outcomes

Automated Patient Care Reminders

Text and email messaging make it easy to schedule recommended screenings leading to improved outcomes

More ways to communicate

Email, text, and portal use improves patient engagement in their own health

Funding Sources

GOVERNMENT GRANTS
Federal, state and local

DONATIONS
Individuals and businesses

INSURANCE SOURCES
Medicaid
Medicare
Private Insurance

PATIENTS
Self-pay and sliding scale

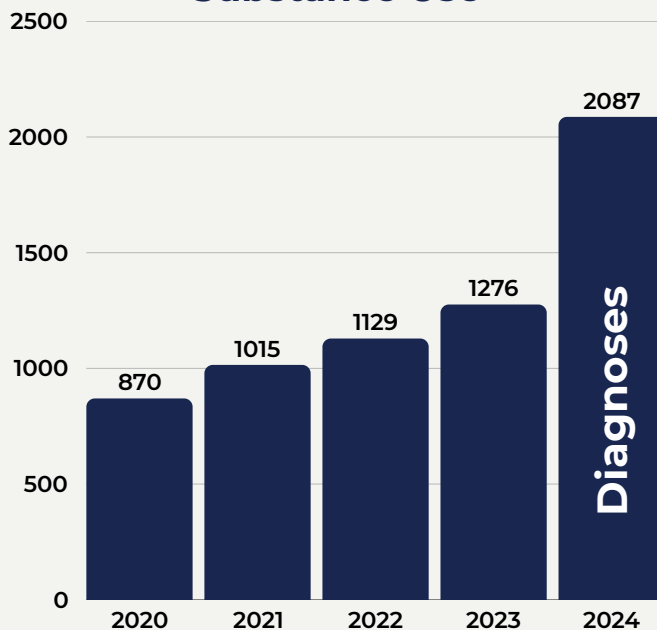
FOUNDATIONS
Corporate and family

Our Story of Continued Growth and Increasing Patient Care in Behavioral Health

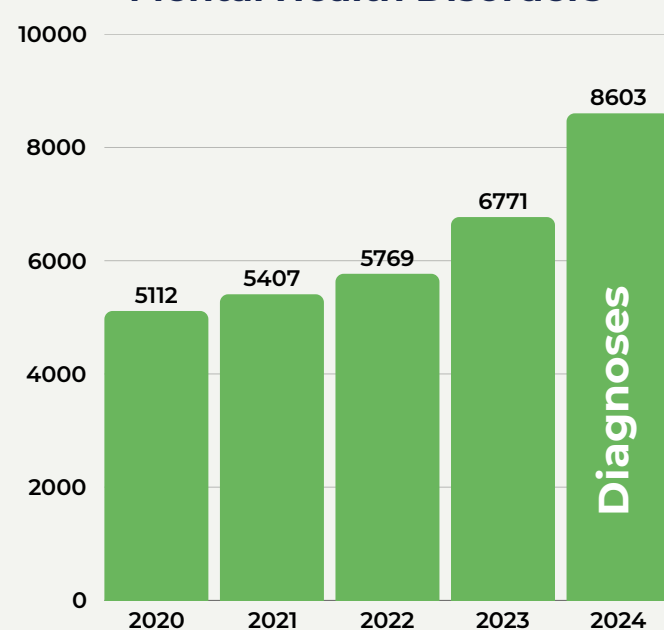
As the need for more and better services to care for people struggling with Substance Use Disorders and Mental Health Disorders rise in our region, so did Lamprey Health Care's response. Our providers focus on whole-person care and our integrated model of behavioral health care leads to better health outcomes by addressing medical and psychological needs at the same time. Our recently added group therapy provides an additional approach to support the elements of peer support, expanded feedback opportunities and practicing new skills in real time. Additionally, we stagger our behavioral health appointments leaving blocks of time for acute mental health issues to be addressed during primary care visits, sometimes immediately.

Our growing behavioral health team cares for patients with often multiple diagnoses, patients with many challenges, and we offer evidence-based treatment for each patient. (Note, numbers may show multiple diagnoses for one patient)

Substance Use



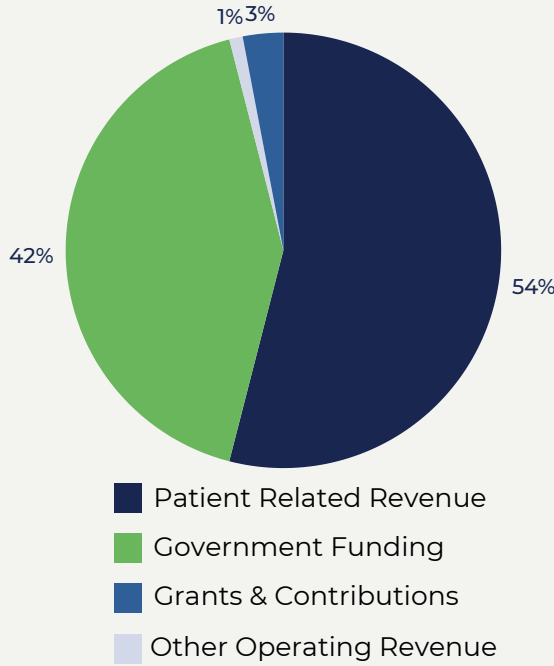
Mental Health Disorders



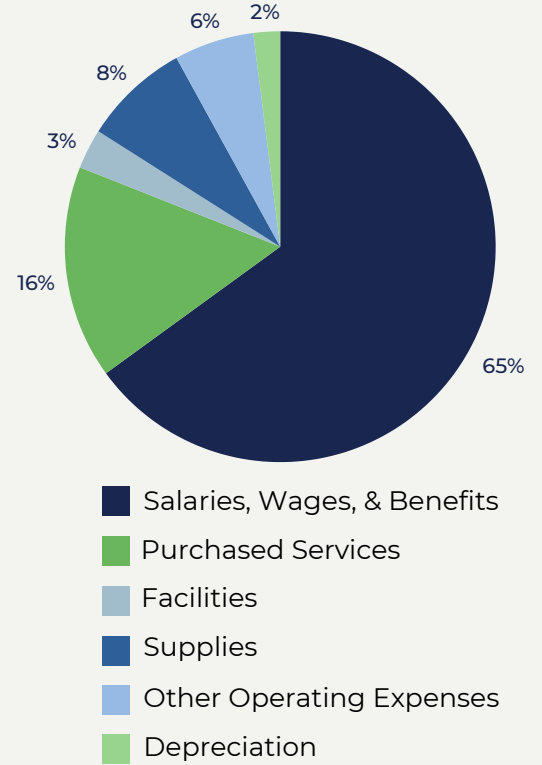
The statistics and facts in this report happened one cherished patient at a time; providing greater access and removing barriers to excellence in health care. Your generosity and partnership allow us to serve the unique and sometimes complex needs of each patient.

Our Financials

Operating Revenue



Operating Expenses



Revenue

Patient-Related Revenue

Net Patient Service Revenue \$ 8,982,008

Other Program Revenue \$ 4,063,609

Incentive Based Revenue \$ 392,098

Government Funding

Federal \$ 6,184,628

State \$ 1,468,682

Local \$ 2,832,799

Grants and Donations \$ 302,111

Other Operating Revenue \$ 719,793

Total Revenue \$ 24,945,728

Expense

Salaries, Wages, & Benefits \$ 16,115,676

Purchased Services \$ 3,975,256

Facilities \$ 704,639

Supplies \$ 1,956,534

Other Operating Expenses \$ 1,439,310

Depreciation \$ 603,621

Interest \$ 184,934

Total Expenses \$ 24,979,970

NET \$ (34,242)

(fiscal year October 1, 2023 to September 30 2024)



2024

WHAT A YEAR!

WE ROSE
WE TIGHTENED
WE PIVOTED
WE FOCUSED
WE COLLABORATED
WE LEARNED
WE SOARED

WE SERVED THE MOST VULNERABLE IN OUR COMMUNITY
THROUGH HIGH QUALITY ACCESSIBLE WHOLE-PERSON HEALTH
CARE AND ...

WE DID IT TOGETHER!

THANKS TO ALL OUR PARTNERS, SUPPORTERS, PATIENTS, STAFF, AREA
NONPROFITS, GOVERNMENT AGENCIES, ELECTED OFFICIALS,
MUNICIPALITIES, AND FRIENDS.