

annual  
report 23

LAMPREY  
HEALTH CARE



# Our CEOs

# Our Leaders

## LAMPREY HEALTH CARE 2023 REVIEW - FEATURES MAJOR UNDERTAKINGS, UPGRADES, STRUCTURAL CHANGES



**GREGORY WHITE**



**SUE DURKIN**

At Lamprey Health Care, 2023 featured major undertakings, upgrades in our operations, and structural changes that position us for the future. Regardless of the challenges faced by our staff in 2023, they were met with resilience, perseverance, and innovation and we find ourselves in a position of strength and ready to fully realize our potential in the communities we serve.

Early in the year, we experienced a significant issue with our Newmarket medical building, rendering it unoccupiable. Our team pivoted and enabled technology and alternate spaces to maintain continuity of care to our patients. We are now back caring for patients in the medical building and are benefitting from its redesign.

Similarly, we also focused on a renovation of our Nashua facility. This project had long been in the works and sought to finish undeveloped space in our building to expand our medical and behavioral health services and to improve the appearance and work flows throughout the building. We are quite pleased with the outcome so far!

Despite physical space disruptions in two of our locations, our clinical programming continued to thrive in 2023, as we initiated primary care at Nashua Soup Kitchen & Shelter's Spring Street location, implemented an Early Childhood Development program, and expanded Family Planning services to our Newmarket and Raymond locations. As our programming expanded, our commitment to quality has remained steadfast and we have again been awarded the HRSA gold level quality award, recognizing the top 10% of health centers nationally for quality outcomes. We also received the NCQA's Patient-Centered-Medical-Home recognition. Finally, over this

past year, we engaged in a program with Vytalize, an Accountable Care Organization, to improve the care of our Medicare patients while presenting the organization with a new, outcomes-based revenue stream.

Perhaps the most significant endeavor of 2023, we successfully transitioned to a new electronic medical record. This project was immense and required us to redesign all of our systems related to patient care. We now have many streamlined, efficient processes that maximize our new technology and promote patient engagement as thousands of our patients are now actively using our patient portal.

As we navigated 2023, we restructured the organization to best support us in carrying out our strategic objectives within a changing landscape. We embraced a Co-CEO model, balancing our focus on mission and financial sustainability. We, in turn, celebrated numerous internal promotions including welcoming Kate Bonafede, MD as our Chief Medical Officer and Terri Burdick as our Chief Operating Officer.

We meet 2024 with a solid foundation, dedicated team, and a renewed perspective. This past year was marked by a shift in our use of technology and we look to build upon this to maximize efficiencies, support our staff, and ultimately provide optimal patient care within our communities. We continue to be able to care for our communities because of the dedication of our team, the support of our Board of Directors, and the many partnerships within the regions we serve. We are so grateful.

## MEET OUR EXECUTIVE TEAM AND BOARD OF DIRECTORS

### EXECUTIVE TEAM

**Gregory White, CPA**  
Chief Executive Officer

**Terri Burdick**  
Chief Operating Officer

**Elidoro Primero**  
Chief Financial Officer

**Sue Durkin, MS, RN, CPHQ**  
Chief Executive 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 our communities' health and wellbeing provides governance to Lamprey Health Care. Director Board appointments are based on the ability to represent the community's needs and provide expertise and input into the health center's operations.



### BOARD OF DIRECTORS

**Raymond Goodman, III**  
President

**Andrea Laskey**  
Vice President

**James Brewer**  
Treasurer

**Laura Valencia**  
Secretary

**Audrey Ashton-Savage**

**Michelle Boom**

**Thomas 'Chris' Drew**

**Jane Goodman**

**Frank Goodspeed**  
Immediate Past President

**Todd J Hathaway**

**Carol LaCross**

**Arvind Ranade**

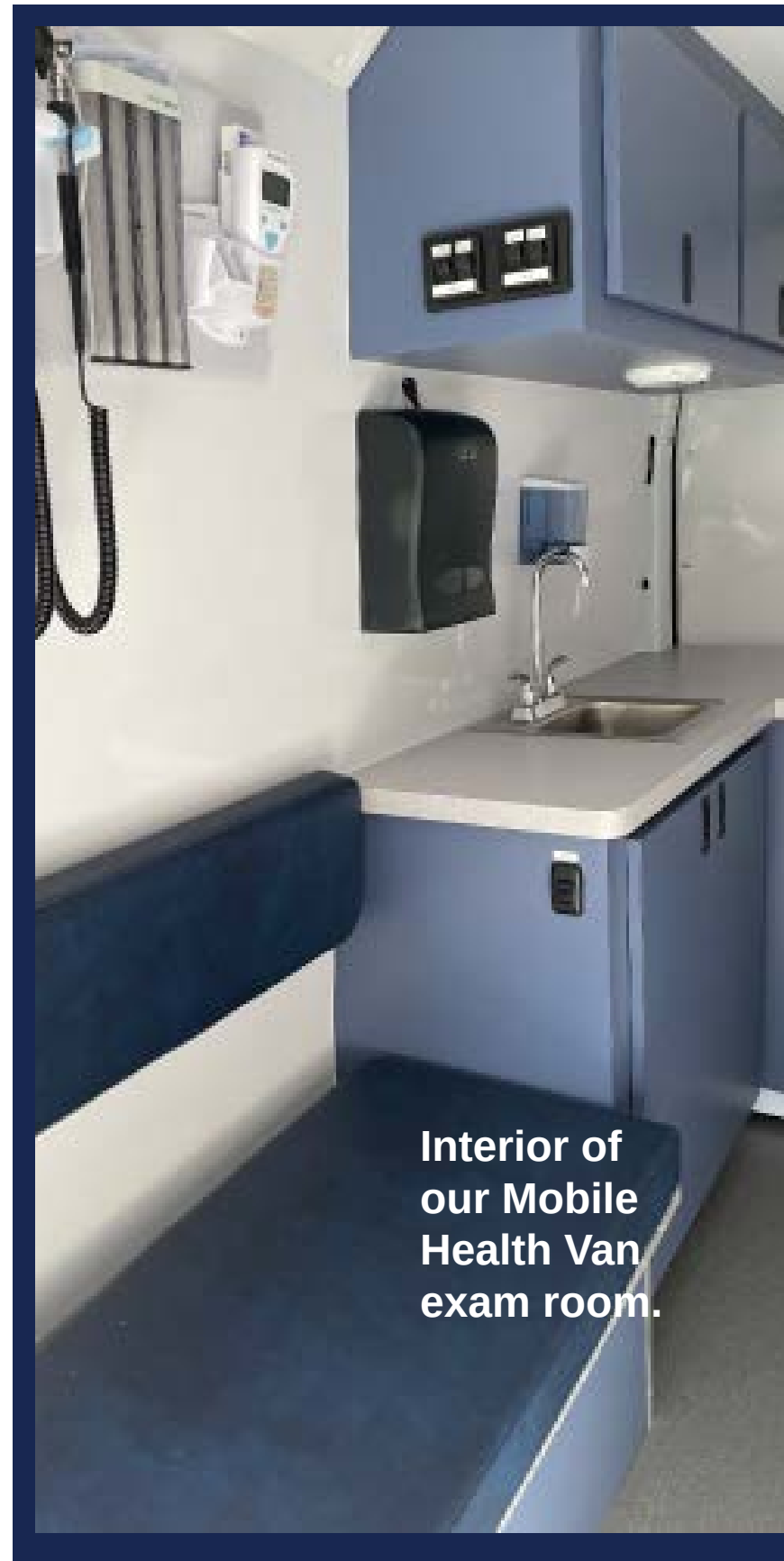
**Jim Ryan**

**Wilberto Torres**

**Michael Merenda**  
Board Member Emeritus

# 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.



Interior of our Mobile Health Van exam room.

## Our Locations

- > **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

## Our Partners

- > **HEALTHY TOGETHER**  
CENTER FOR LIFE MANAGEMENT  
10 TSIENNETO ROAD, DERRY, NH 03038  
603-434-1577
- > **INTEGRATE HEALTH**  
GREATER NASHUA MENTAL HEALTH  
7 PROSPECT STREET, NASHUA, NH 03060  
603-402-1501
- > **NASHUA SOUP KITCHEN & SHELTER**  
2 QUINCY STREET, NASHUA, NH 03060  
603-889-7770

## Mobile Health

- > **DEERFIELD TOWN OFFICES, DEERFIELD, NH**
- > **NASHUA SOUP KITCHEN, NASHUA, NH**
- > **SHARE OUTREACH, MILFORD, NH**
- > **STEPPING STONES, NASHUA, NH**

# Our Major Accomplishments



## EMR REPLACEMENT

Lamprey Health Care's strategic plan includes improvements to our Electronic Medical Records software. After careful consideration, a new platform was chosen and work began to design, train, and replace the systems powering functions such as scheduling, medical records management, billing, and our Patient Portal.

We went live with our new EMR in September 2023.



## EARLY CHILDHOOD DEVELOPMENT

The early childhood development program was expanded in 2023. The screening involves assessing a child's development across various domains, including physical, cognitive, social, emotional, and language skills. The purpose of screening is to identify any developmental delays or concerns early on, allowing for timely intervention and support.

Screenings are performed by an Infant/Child Developmental Specialist, and include the areas of development, infant mental health, behavior, parent/child relationships, educational readiness, and early literacy.



## RENOVATIONS IN NASHUA

The Nashua Center began much-needed renovations in 2023. A comprehensive project plan allowed for renovations in stages, allowing the facility to remain open to patients.

Previously unfinished space was built out, increasing additional clinical space to better serve our patients.



## NSKS Shelter Based Services Started

Lamprey Health Care launched integrated health services at the new Nashua Soup Kitchen & Shelter facility.

The clinical space is located in the shelter and provides care to residents who choose to become a patient. This model breaks down barriers for folks who may feel uncomfortable visiting our Nashua Center.



## Family Planning Expansion

In 2023, Lamprey Health Care expanded our Family Planning Services offered at the Nashua Center to Raymond and Newmarket locations, as well. Our program includes birth control information, annual exams/physical exams, pregnancy testing and counseling, referrals to prenatal care, testing and treatment for sexually transmitted infections (STIs) and HIV, breast and cervical cancer screening, among other services.



## Newmarket Center Reopens

The Newmarket Center experienced significant water damage due to an unusually cold weather event that caused pipes to burst. Damage was severe and we were forced to close the main medical building and relocate services to alternate buildings and sites. Staff were relocated for several months. The building Admin 1, which normally houses administrative staff offices, was converted to temporary exam rooms and medical offices to provide services to those patients who were not able to travel to one of our other centers.

After repairs were completed, a Grand Re-opening welcomed our greater Newmarket community, friends, staff, and patients once more. We are grateful for the support of everyone during this disruption.

# Our Awards

Lamprey Health Care was pleased to be awarded the Community Health Quality Recognition (CHQR) - Health Center Quality Leader (HCQL) GOLD LEVEL badge for 2023 from the Health Resources & Services Administration (HRSA.) This is awarded to the top 10% of all health centers nationally achieving the best overall clinical quality measurement performance.

Additionally, Lamprey Health Care was the only health center in New Hampshire to achieve this recognition.

The Health Resources & Services Administration (HRSA) provides equitable health care to the nation's highest-need communities. Their programs support people with low incomes, people with HIV, pregnant people, children, parents, rural communities, transplant patients, and the health workforce.

In addition to the GOLD LEVEL badge, Lamprey Health Care received awards for Advancing HIT (Health Information Technology) For Quality, Addressing Social Risk Factors (increase the percentage of patients who received enabling services

between the last two UDS reporting years), and PCMH (Patient-Centered Medical Home.)

**We have achieved gold level recognition for attaining quality outcomes in the top 10% of health centers nationwide, have been recognized for our ability to address social risk factors, to use technology to advance quality, and we are recognized as an accredited patient-centered medical home.**



NCQA

## PATIENT-CENTERED MEDICAL HOME RECOGNITION ACHIEVED

2023 Recognition was achieved in Newmarket, Raymond, and Nashua. We achieved this recognition by being patient-centered, focusing on coordinated care, and by emphasizing on-going quality.

# Our Patients

**Location**

## 40+

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

**Federal Poverty Level**

## 75%

Approximately 75% of our patients who reported their income are at or below 200% of the Federal poverty level. (\$27,180 for a household of one.)

**Uninsured**

## 19%

In 2023, aggregating figures from all three Centers showed 19% were uninsured. However, in the Nashua Center, 29% of patients were uninsured.



## NUMBERS SERVED

24%	Patients covered by Medicaid
14%	Patients covered by Medicare
43%	Patients covered by private insurance
19%	Patients who were uninsured
15,801	Total patients served
62,280*	Total patient visits
1,273	Patients receiving Mental Health & Substance Use Disorder Treatment
307	Patients receiving Prenatal Care
1,568	Patients receiving diabetes education and treatment
386	Patients receiving Asthma Care Management
992	Case Management visits (including in person and virtual visits)
505	Patients without stable housing receiving health & care management services
610	Veterans receiving health care and care management services

\* This differs from reported data in the 2023 UDS due to a recalibration after EMR conversion

# Our Programs



## NP FELLOWSHIP PROGRAM

Lamprey Health Care's strategic plan includes commitments to workforce development, partnerships, and a focus on quality of care. The Lamprey Health Care 1-Year Family Nurse Practitioner Fellowship Program embraces these goals in its mission to build confident and competent Family Nurse Practitioners and prepare them to practice in a patient-centered primary care medical home.

Selected fellows are full-time employees with benefits at Lamprey Health Care. Fellows are certified and credentialed members of the clinical team.



## MEDICAL ASSISTANT TRAINING PROGRAM

Lamprey Health Care partnered with Great Bay Community College to create a Medical Assistant Training Program. The paid Medical Assistant training program includes 8 weeks of classroom training with Great Bay Community College and 4 weeks of clinical internship with Lamprey Health Care.

Successful completion of this program requires passing a final exam and showing competency in selected skills. The clinical internship includes 4 weeks of training under the direct supervision of the Clinical Nurse Manager and a preceptor/mentor.



## TEEN CLINIC PROGRAM IN NASHUA

A drop-in, confidential, Teen Clinic every Wednesday for teens aged 14 to 19.

Lamprey Health Care's Nashua Center offers a drop-in Teen Clinic every Wednesday for teens aged 14 to 19. The goal of the Teen Clinic is to prevent disease, provide confidential, reliable health information, and encourage teens to continue taking care of their health.

- reproductive health exams
- testing and counseling
- reproductive health information



2023 Nurse Practitioners Fellowship Recognition Ceremony

# Southern New Hampshire Area Health Education Center

Celebrating 25 years of SNH AHEC.

Southern New Hampshire Area Health Education Center is an accredited provider of continuing education. We strive to provide learning opportunities for health professionals and community members on a wide variety of topics.

The mission of Southern NH Area Health Education Center is to develop, promote, and coordinate community and academic multi-disciplinary partnerships for health professions education. We focus on under-served communities and provide education for students, practicing health professionals, and members of southern New Hampshire communities.

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

# Seacoast Public Health Network

The mission of the Seacoast Public Health Network (SPHN) is to strengthen public health partnerships in emergency preparedness, community health, and substance misuse prevention in order to better serve our communities. Two primary roles of the SPHN are to coordinate regional planning and to develop networks of effective action to support that mission.

The Seacoast Public Health network became a program of Lamprey Health Care in July 2015, two years after the state merged the work of Substance Misuse Prevention Networks with Public Health Emergency Preparedness networks. We are one of 13 public health regions in the state. SPHN serve the 23 towns that make up Eastern Rockingham County.

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

# Our Services

“Coming together is a beginning. Keeping together is progress. Working together is success.”

### Primary Care

Primary care services for the whole family; men and women, newborns to seniors. Screenings, immunization and vaccination, sick care, interpretation.

### Behavioral Health

Lamprey Health Care offers Behavioral Health Services in a primary care setting.

### Women's Health

Lamprey Health Care offers comprehensive women's health services including prenatal care, gynecological and BCCP (Breast and Cervical Cancer Prevention) Program, in the comfort of your primary care office. We partner with NH Healthy Lives and Wisewoman to provide additional resources.

### Mobile Health Services

Lamprey Health Care offers Mobile Health Services in several locations in our service area including Nashua, Milford, and Deerfield, NH.

### Substance Use Disorder Services

Substance Use Disorder Services, available in a primary care setting. Counseling and medication-assisted treatment are offered. Yoga for Recovery classes also available.

### Chronic Care Management

Chronic care management services help patients manage conditions such as diabetes, hypertension, heart conditions, and others.

### Speciality Care

Lamprey Health Care offers speciality care for those with Hepatitis C as part of our primary care.

### Family Planning & Teen Clinic

Family planning services are available at all our Centers, and teen clinic services are available at our Nashua Center. Confidential care and honest answers you can trust.

### Early Childhood Development Program

We offer early childhood development services for children 0 to 5 years old. Services focus on improving child health and well-being

### Hospital Services

We offer hospital services at our Raymond and Newmarket Centers and maintain admitting privileges with Exeter Hospital and Southern NH Medical Center.

### Integrated Care Programs

Lamprey Health Care's Integrated Care programs allow patients to access primary care services in their local mental health center.

### Lab Services

Diagnostic lab services are available at Lamprey Health Care for our patients. Services are provided by Quest Lab and hours vary by location.

### Nashua Soup Kitchen & Shelter Care

Lamprey Health Care and Nashua Soup Kitchen & Shelter partnered to provide comprehensive healthcare services on-site at both the Soup Kitchen location once a week with our Mobile Health Van, and in a private office and exam room located inside the new Shelter several times a week. Access to services for residents helps to improve access and break down barriers to care.

### Dental Services

We continue to advance our partnership with the Greater Nashua Dental Connection. To date, over 200 patients have received access to dental care through this partnership.



# Behavioral Health 2023

### BH Patients

1,273

Patients enrolled in our Behavioral Health Programs in 2023

### BH Visits

4,971

Number of visits of patients enrolled in our Behavioral Health Programs in 2023

### MAT Patients

141

Patients in the Medications for Addiction Treatment (MAT) Program in 2023

### SUD Patients

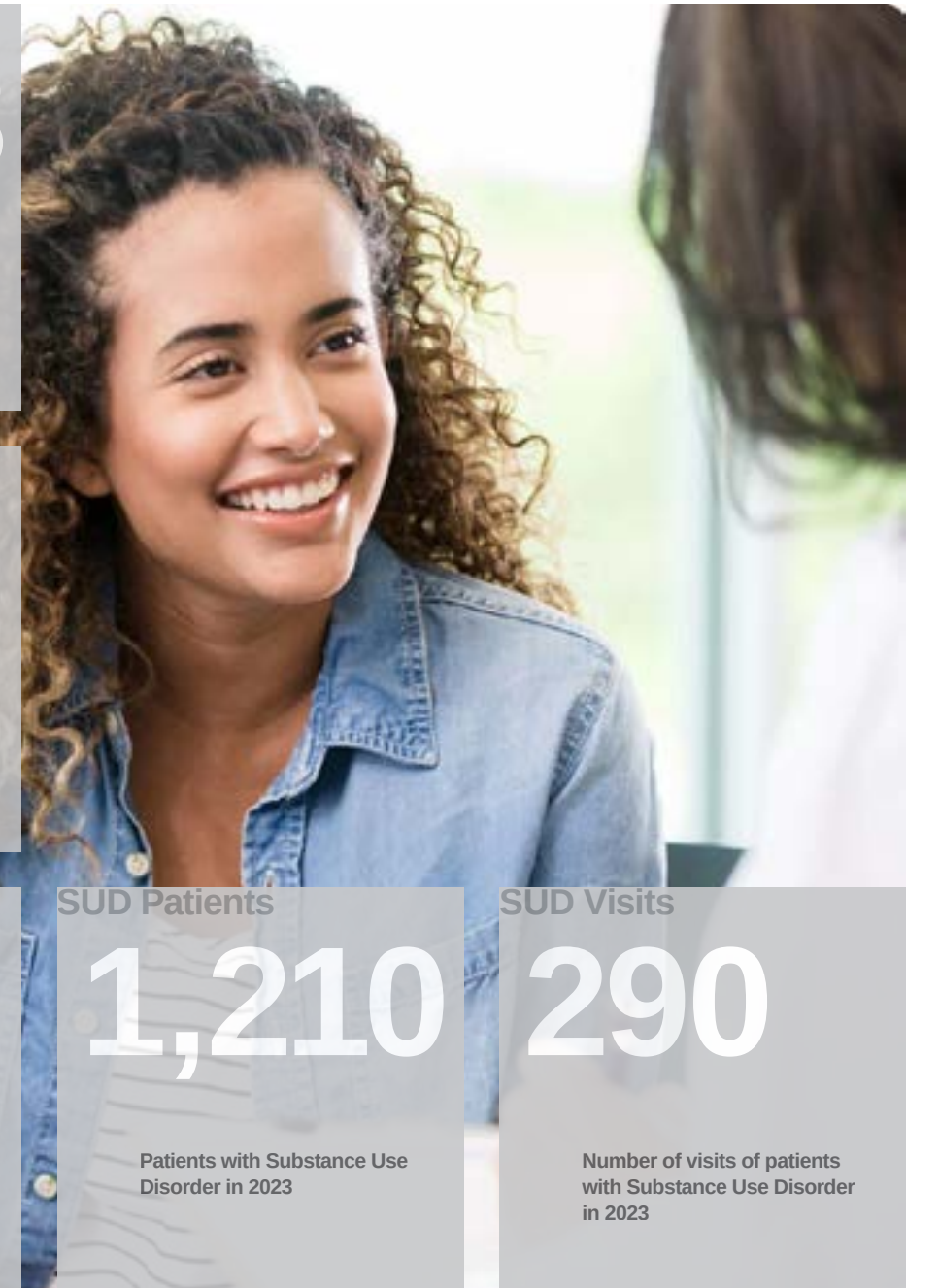
1,210

Patients with Substance Use Disorder in 2023

### SUD Visits

290

Number of visits of patients with Substance Use Disorder in 2023



# Diabetes Self Management Education & Support (DSMES)

TWO EDUCATORS PROVIDE RESOURCES TO PATIENTS TO HELP LOWER A1C, EXPAND AVAILABILITY, ADD EVEN MORE SERVICES



Tracy Tinker

We now have two CDCES educators, Tracy Tinker, RN, MSN, CDES, CNL, and Samantha Carpenterie, RN, CDES. As a result, we have a Certified Diabetes Educator available at all our locations. From education to support, we're here to empower our patients on their journey towards better health.

Sam started nutrition coaching and physical fitness certification programs which will add even more to the services we are able to provide.



Samantha Carpenterie

We have rolled out an open access model of care at our Nashua Center, greatly reducing our no shows.

As you can see (Fig.1, page 15), we continue to make progress in assisting our patients to achieve diabetes control. In 2022, 23% of our patients had a hemoglobin A1C at 9 or greater, which is a sign of poor control. We lowered this in 2023 and we now have 20% of our patients with diabetes have blood sugars reflecting poor control.

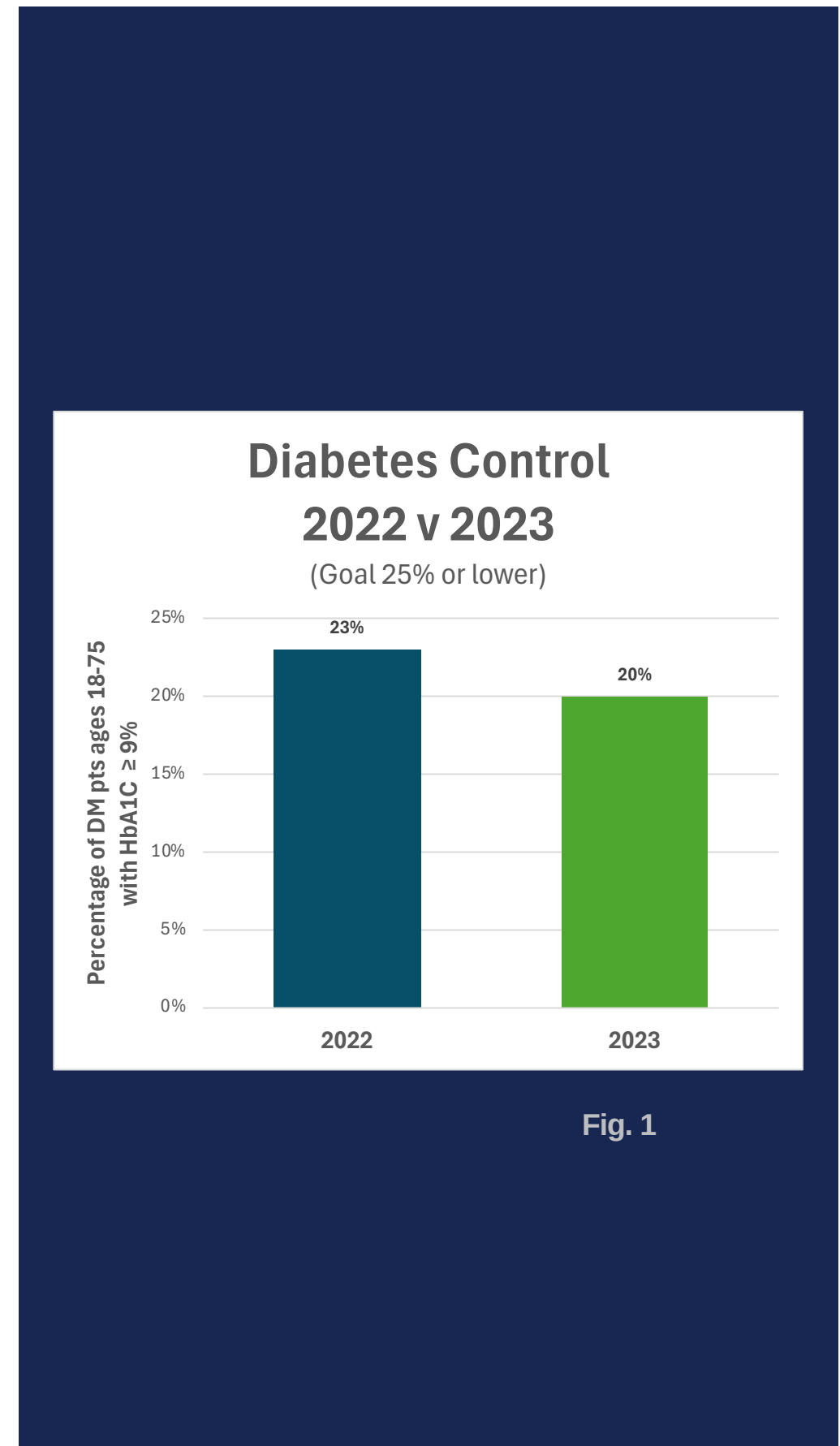


Fig. 1



# Recognition

## Recognition and Awards



Judy Ryan

**RETIRES FROM THE FRIENDS OF LHC BOARD**

We gathered to celebrate the retirement of Judy Ryan from the Friends of Lamprey Health Care Board. Judy was a long-time advocate and supporter of Lamprey Health Care and was instrumental in our formation, serving as interim Director before the arrival of Ann Peters.



Paula Smith

**RAAGA DEVINENI EQUITY AND JUSTICE AWARD**

Paula Smith, Director of Southern NH Area Health Education Agency, was awarded the Raaga Devineni Equity and Justice Award by the NH Public Health Association.

This award was established in 2021 in memory of the first coordinator of the COVID-19 Equity Task Force and is presented to an individual who has demonstrated passion, commitment, and dedication to promoting health, and economic and social justice for everyone in New Hampshire.



Health Resources & Services Administration

**HRSA, LAMPREY HEALTH CARE OFFICIALS DISCUSS COMMUNITY HEALTH WORKER TRAINING PROGRAM GRANT**

SNH AHEC hosted HRSA officials in February, 2023 at our Nashua Center. SNH AHEC received a nearly \$3 million grant to provide a training program, "CHW Advance!"

Our program supports the Community Health Worker (CHW) workforce in NH and VT with well-trained CHWs who represent underserved populations most in need of their services.

Among those pictured above are Jeffrey Beard, Region 1 Administrator, HRSA Bureau of Health Workforce and Everett Handford, Regional Director US DHHS.

# & Visits

CHRIS PAPPAS

**Visits Newmarket Center for Grand Re-Opening**

August marked a remarkable milestone as Lamprey Health Care in Newmarket re-opened its doors!

The medical building in Newmarket sustained extensive damage due to record-freezing temperatures that froze and burst pipes releasing significant water, forcing lengthy and expensive repairs resulting in the closure of the medical building for several months.

Our incredible and resilient team quickly pivoted to find alternative solutions to continue to provide healthcare to our patients while repairs were completed. Medical services and appointments were moved to other buildings and locations.

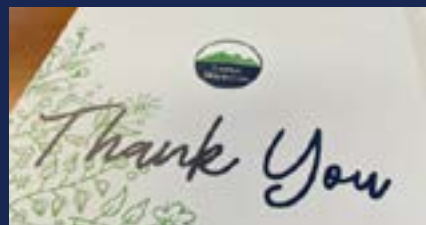
On August 8, 2023, we celebrated when all spaces on our medical campus were brought back online.

We had the privilege of hosting NH Congressman Chris Pappas, along with representatives from Senator Shaheen and



Senator Hassan's offices, who shared their inspiring words.

The event was a huge success, symbolizing a new chapter of healthcare excellence in our community at the location of New Hampshire's FIRST community health center in 1971.



# Donations and Sponsorships

## AmeriHealth Sponsorship of MHU

Thank you to AmeriHealth Caritas New Hampshire for generously sponsoring Lamprey Health Care's Mobile Health Unit.

## Northeast Delta Dental donation of \$125,000

Thank you Northeast Delta Dental for generously responding to the call for emergency funding and ensuring continuity of integrated healthcare services across New Hampshire's four largest community health centers: Amoskeag Health, Lamprey Health Care, Ammonoosuc Community Health Services, and Greater Seacoast Community Health. Northeast Delta Dental donated a total of \$500,000 to stabilize services and demonstrated a remarkable commitment to supporting vital healthcare services in our NH communities. Thank you!

## Dental Care for Patients with Diabetes

Through the State of New Hampshire, Lamprey Health Care had a grant to provide dental care to patients with diabetes through a partnership with Greater Nashua Dental Connection.

## New ECD Funding from HRSA

Lamprey Health Care was awarded a grant to help fund our Early Childhood Development Program. This allowed us to expand availability of our services provided by an early childhood development expert. Children ages 0-5 receive recommended developmental screenings and their families are assisted with accessing appropriate follow-up services.

## 2023 Gala Sponsors

GOLD SPONSORS: Beth Israel Lahey Health - Exeter Hospital, CGI, Newburyport Bank  
 SILVER SPONSORS: Patriot Health Network, Kennebunk Savings, Newmarket Dental, Hannaford, Cambridge Trust  
 BRONZE SPONSORS: Burns, Bryant, Cox, Rockefeller, & Durkin. P.A., Littlewoods Landscaping, SERVPRO of The Seacoast, CommonWealth Purchasing Group, Portsmouth Regional Hospital

# Funding Sources

## 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 COMMUNITIES FOR THEIR SUPPORT:

Amherst, Atkinson, Auburn, Brookline, Candia, Danville, Deerfield, Durham, Epping, Exeter, Fremont, Greenville, Hampstead, Hampton, Hampton Falls, Hollis, Kingston, Lee, Merrimack, Milford, Newfields, Nashua, Newmarket, Newton, Northwood, Nottingham, Plaistow, Raymond, Sandown, Wilton, and several others.

## THANK YOU TO THE FOLLOWING AGENCIES AND ORGANIZATIONS FOR THEIR SUPPORT:

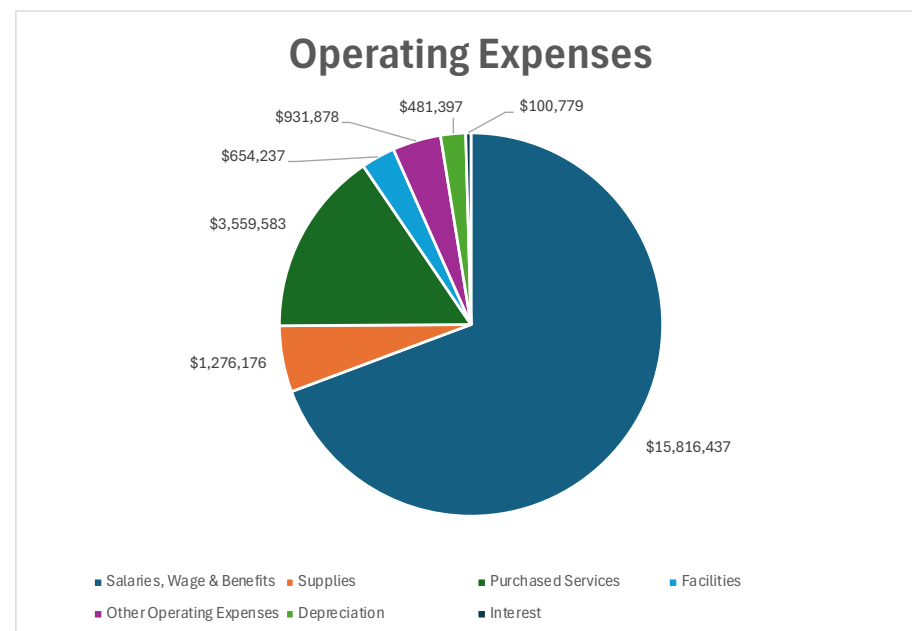
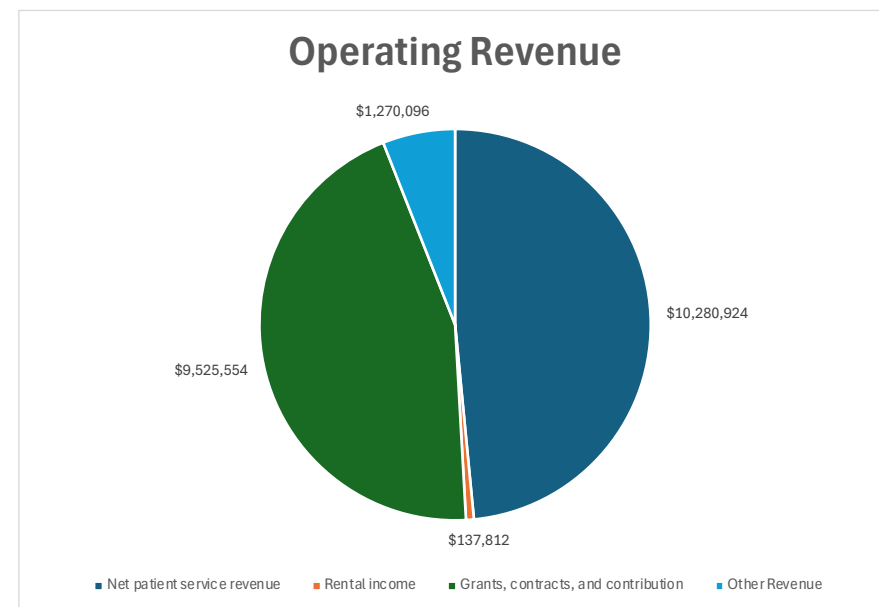
Health Resources and Services Administration of the US Department of Health and Human Services (HRSA), NH Department of Health and Human Services, United States Treasury / Small Business Administration, Bi-State Primary Care Association, Community Health Access Network, New England Public Health Training Center, United Way of Greater Nashua, Endowment for Health, Granite State United Way, State of NH GOFERR, Rotary Club of Nashua West, Souhegan Valley Rotary Club, Raymond Area Rotary Club, Northeastern VT AHEC, City of Manchester, City of Nashua, NH Charitable Foundation, Greater Nashua Mental Health, Dartmouth Hitchcock, Boston University, Dartmouth College, New York University, Rivier University, University of New England, Yoga in Action

## THANK YOU TO THE FOLLOWING SPONSORS FOR THEIR SUPPORT:

AmeriHealth Caritas New Hampshire, Burns, Bryant, Cox, Rockefeller & Durkin, Cambridge Trust Charitable Foundation, CGI Business Solutions, CommonWealth Purchasing Group, Beth Israel Lahey Health - Exeter Hospital, Hannaford, Kennebunk Savings Bank, Littlewoods LLC, Newburyport Bank Charitable Foundation, Newmarket Dental, Patriot Health Partners, Portsmouth Regional Hospital, SERVPRO of the Seacoast, NH Healthy Lives

# Our Financial Statement

Audited



## Consolidated Statements of Activities Years Ended September 30, 2023 and 2022

	2023	2022
<b>OPERATING REVENUE</b>		
Net patient service revenue	\$10,280,924	\$11,411,655
Grants, contracts and contributions	9,525,554	8,142,840
Other operating revenue	957,233	1,077,550
Net assets released from restriction for operations	312,863	363,791
Rental income	137,812	164,761
<b>TOTAL OPERATING REVENUE</b>	<b>\$21,214,386</b>	<b>\$21,160,597</b>
<b>OPERATING EXPENSES</b>		
Salaries and wages	\$13,327,788	\$12,359,463
Employee benefits	2,488,649	2,607,293
Supplies	1,276,176	785,520
Purchased services	3,559,583	3,219,637
Facilities	654,237	703,288
Other operating expenses	781,102	532,932
Insurance	150,776	147,154
Depreciation	481,397	465,622
Interest	100,779	93,271
<b>TOTAL OPERATING EXPENSES</b>	<b>\$22,819,487</b>	<b>\$20,914,180</b>
(Deficiency) excess of revenue over expenses	<b>(1,605,101)</b>	<b>246,417</b>
Change in fair value of interest rate swaps	<b>42,227</b>	<b>372,380</b>
Net assets released from restriction for capital acquisition	<b>111,559</b>	<b>44,225</b>
<b>(DECREASE) INCREASE IN NET ASSETS WITHOUT DONOR RETRICTIONS</b>	<b>\$ (1,451,315)</b>	<b>\$ 663,022</b>

# Other Updates



**SUE DURKIN  
NAMED CEO**

Sue joined Lamprey Health Care in 2018 and was named Chief Executive Officer in August 2023.

She is a Registered Nurse with 25 years of experience in nursing and administration. Focusing primarily on community health, she has extensive experience leading teams in program development, operations, quality, and risk management. She has a particular interest in developing services for vulnerable populations.

Sue has a Master of Science degree in Organizational Leadership from the University of Colorado at Boulder, a Bachelor of Arts degree in Sociology from the College of the Holy Cross, and an Associate of Science degree in Nursing from Rivier University.

She serves on the Advisory Board for the Women in Leadership Program at the University of Vermont, Grossman School of Business. Sue is also a Certified Professional in Healthcare Quality (CPHQ). She has served on a number of community boards and is an active Board Member for Yoga in Action.



**KATE BONAFEDE, MD  
NAMED CMO**

Dr. Kate Bonafede was named Chief Medical Officer (CMO). Dr. Bonafede joined Lamprey Health Care in 2011 as a Family Physician in our Raymond Center.

In her role as CMO, she continues to further Lamprey Health Care's mission to provide high-quality, evidence-based care and best practices while fostering an effective and sustainable office culture. Initiatives have included creating a greater connection between the administration, medical staff, state and national experts, and, most importantly, the community.

She graduated from the University of Rochester with a dual major in Biology and Environmental Science and attended Dartmouth Medical School in Hanover, NH.



**TERRI BURDICK  
NAMED COO**

Terri joined Lamprey Health Care in 2019 and was promoted to Chief Operating Officer (COO) in 2023.

Terri has over 20 years of experience in the management and operations of community healthcare and dental care. She earned her Associate in Business Science from Granite State College and completed the Leadership Development Program from Bi-State Primary Care Association.

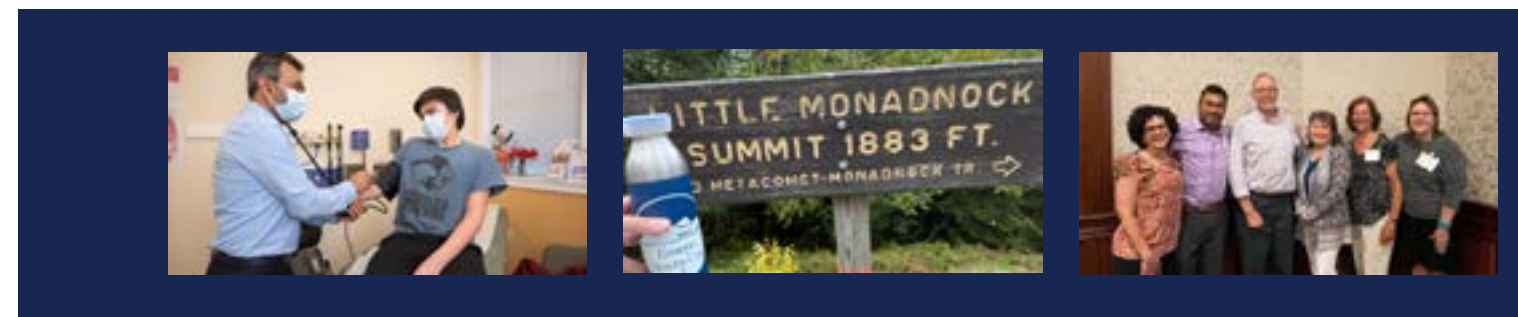
Terri has a strong interest in programs that focus on the needs of the community, especially programs that assist the most vulnerable. She strives to create a work environment that builds strong teams by leveraging employees' strengths while always focusing on providing exceptional service to our patients.



**ACO AIDS IN CLOSING  
CARE GAPS**

This year we joined forces with Patriot Health Partners to participate with Vitalize, an Accountable Care Organization (ACO).

Our work with this group focuses on specific quality of care measures, and on closing care gaps as part of the Medicare Shared Savings Program with CMS. This helps to improve health care quality, outcomes, and care experiences.





## GET IN TOUCH

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NEWMARKET, NH 03857  
603-659-2494

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