



LAMPREY HEALTH CARE

Where Excellence and Caring go Hand in Hand

2014 ANNUAL REPORT

Nashua
Newmarket
Raymond



Access to Health Care for All

Lamprey Health Care is a private, nonprofit community health care organization with health centers in Newmarket, Raymond and Nashua, New Hampshire. The organization serves over 16,000 patients living within the Southern and Seacoast Areas of New Hampshire, and provides primary care and preventive health services to individuals of all ages and incomes, regardless of their insurance status or ability to pay.

Lamprey Health Care offers a convenient, comfortable and responsive medical home where patients can access many of the health services they need under one roof.

Our “wrap-around” health services include social services and case management, health education, nutrition education and counseling, wellness programs, chronic disease management, transportation services, substance abuse screening, behavioral health services, coordination of care with specialists, interpretation services, health education programs, community clinics and health screenings, and much more.

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Mission Statement

The mission of Lamprey Health Care is to provide high quality primary medical care and health related services, with an emphasis on prevention and lifestyle management, to all individuals & families regardless of their ability to pay.

Leadership REPORT

Throughout the years Lamprey Health Care has continuously strived to provide the highest quality care for our patients and 2014 was no exception. We started the year with all three of our health centers recognized as Level III Patient Centered Medical Homes (PCMH) through the National Committee for Assurance (NCQA). One of the key components of being a PCMH is to be responsive to the community's needs and this is an aspect of our mission that we take to heart.

We began working with the Million Hearts State Learning Collaborative to achieve the goal of preventing one million heart attacks and strokes by the year 2017. We added the Town of Seabrook to our School Based Dental Program to meet the needs of an underserved community with limited access to services.

We expanded our hours to include Sundays, in order to better accommodate the needs of working families. While expanding our programs and services we continued to keep our eye on quality indicators for our patients. In late fall of 2014 this was recognized by the U.S. Department of Health and Human Services with a grant award funded through the ACA to reward and expand quality improvement in health centers. Lamprey Health Care received this award due to our efforts in areas such as weight screening, tobacco cessation and immunization.

Out of the 10 health centers in NH that received this award, Lamprey Health Care scored the highest in three out of the four major areas that were tracked. This truly speaks to the hard work and dedication of our staff to ensure our patients receive the highest quality care.

The upcoming year is already promising many exciting changes such as a new integrated behavioral health program and a facility renovation for our Raymond center. We find ourselves able to bring these high quality programs and services to our patients because of the strong foundation we have built over the years, with high quality care at the core.

We are looking to 2015 and beyond with a commitment to quality through the renewal of our NCQA recognition as a Patient Centered Medical Home. We are also working to add to our Board of Directors with a focus on the Nashua community and launch our new Integrated Behavioral Health program.



Audrey Ashton-Savage
President, Board of Directors



Gregory White
Chief Executive Office

Leadership

Administration

Gregory White	Chief Executive Officer
Sandra Pardus	Chief Financial Officer/Chief Information Officer
Lisa Trial	Human Resources Director
Marcy Doyle	Chief Operating Officer
Jennifer Bernier	Nashua Practice Manager
Darlene Stillwagon	Newmarket Practice Manager
Nicole Watson	Clinical and Risk Management Director, Site Administrator, Raymond Center
Sarah Oxnard, MD	Corporate Medical Director
Vasuki Nagaraj, MD	Medical Director, Nashua Center
Paula Smith	Southern NH Area Health Education Center Director

Lamprey Health Care's commitment to healthy outcomes begins with a focus on prevention and education. We give patients the information, guidance and encouragement they need to make healthy choices and manage their own health. Lamprey Health Care is recognized as a Level III Patient-Centered Medical Home by the National Committee for Quality Assurance (NCQA) for its excellence in patient services, use of best practices, and integration of health information technologies.

Board of Directors

Lamprey Health Care is governed by a volunteer Board of Directors comprised of patients and local citizens who are dedicated to our communities' health and well being. The Board of Directors is responsible for guiding the agency in overall fiscal, legal and policy issues. As a federally funded community health center, Lamprey Health Care is required to have the majority of its Board Members be users of the center.

Audrey Ashton-Savage	President
George Donovan	Vice-President
Carol LaCross	Treasurer
Janis Reams	Secretary
Elizabeth Crepeau	Immediate Past-President
Thomas "Chris" Drew	
Raymond Goodman, III	
Frank Goodspeed	
Mark E. Howard, Esq.	
Amanda Pears Kelly	
Michael Merenda	



LHC 2014 Road Race winners (from L-R) Kyle Williams of Newmarket, NH, Darrell Rider of Wells, ME and Jennifer Wilson Sober of Deep Creek Lake, MD.

"Lamprey Health Care is committed to building upon our success as a Patient Centered Medical Home to ensure the highest quality medical care for our patients."

*Audrey Ashton-Savage
President, Board of Directors*



Sirona Pruna, OB/GYN, FACOG, Newmarket and Raymond Center

Lamprey Welcomes New Providers

NASHUA



Jennifer Bernier

Jennifer Bernier, MSN, RN, CNL

Ms. Bernier, a Registered Nurse from the Newmarket center was promoted to the role of Practice Manager for the Nashua center. With a degree in business she then went on to receive a M.S. in nursing and a C.N.L. (clinical nurse leader) from UNH. Jen's passion comes from knowing she can make a difference. "The Nashua center has such a great spirit. The staff genuinely cares for out patients and is involved in each other's lives."

NEWMARKET



Cora Donahue

Cora Donahue, MS, APRN

Ms. Donahue joined Lamprey Health Care in 2014 as a Family Nurse Practitioner, after completing a M.S. in Nursing from the University of New Hampshire and a B.S. in Nursing from the University of Southern Maine. Ms. Donahue has a passion for getting kids moving. Her clinical area of interest is childhood obesity and she is a strong advocate of healthy eating and exercise. "I love helping patients meet their health goals! Preventative practice helps patients feel great and live longer, healthier lives." In her free time she is an avid runner, and proud wife and mother of two active children.

NEWMARKET



Phyllis Hagan

Phyllis Hagan, APRN

Ms. Hagan completed Bachelor of Science and Master of Science degrees in Nursing from the University of New Hampshire. She comes to Lamprey Health Care with over two decades of experience providing primary care, along with experience in nursing case management and acute/chronic pain management.

NASHUA



Anjana Neupaney

Anjana Neupaney, MD

Dr. Neupaney is a graduate of Manipal College of Medical Sciences in Nepal and completed her Residency in Pediatrics at Western Michigan University School of Medicine in Kalamazoo, MI. Dr. Neupaney is a Board Certified Pediatrician with her clinical area of interest in the well-being of children within the community.

NASHUA



Melba Quitayen

Melba Quitayen, PA

Ms. Quitayen completed her Master's of Physician Assistant studies from the Massachusetts College of Pharmacy and Health Science with a B.S. in Clinical Laboratory Science. Her area of clinical interest is preventative medicine. "What I enjoy most about being a health care provider is that moment when you have the privilege of earning a patient's trust, along with the lessons and strength my patients teach me when they are faced with medical challenges."

NASHUA



David Deifik

David Deifik, MD, FACOG

Dr. Deifik joined Lamprey Health Care as a full time OB/GYN Physician in 2015. He graduated from Baylor College of Medicine in Houston, TX in 1976 and completed specialty training in Obstetrics and Gynecology at the Brown University affiliated hospitals in 1980. Dr. Deifik's areas of interest are obstetrics and well woman care. "I enjoy helping guide moms in having the happiest and healthiest pregnancy possible."

Staff Retirements



In 2014 Lamprey Health Care said goodbye to Marcia Price, Transportation Health Worker for 35 years. Marcia was always smiling and was well loved by the riders she assisted each week. We are thankful for her years of dedicated service to the Senior Transportation Program and we wish her all the best in her retirement.

35 years

Primary Care SERVICES & PROGRAMS

Primary Care for the Whole Family

At Lamprey Health Care, we focus on the health and well-being of our patients, their families and our communities as a whole. Lamprey Health Care provides a full range of comprehensive primary care services including prenatal, pediatric, adolescent, adult and geriatric services.

Comprehensive Care — One Convenient Location

Diabetes Education and Management
Asthma Education and Management
Health Education and Outreach
Social Services and Case Management
Medication Assistance Program
HIV/AIDS Testing and Counseling
Translation and Interpretation Services
Care Coordination for Transitions in Care

On-Site Resources

Mammography
Radiology
Physical and Occupational Therapies
Lab Services
Podiatry and Orthopedics

Community Health Programs

Senior Transportation Program
School-Based Preventive Dental Health Program
Breast and Cervical Cancer Screening Program
Reach Out and Read Early Literacy Program
Parenting Education Classes
Southern NH Area Health Education Center
Community Screenings and Clinics

To provide these on-site resources, we collaborate with Quest Diagnostics, Exeter Hospital in Exeter, NH and Core Physicians.

Program Spotlight: Are you One in a Million?

The Goal - Prevent one million heart attacks and strokes by the year 2017!

It sounds a bit lofty but it is within our reach. Lamprey Health Care is working with agencies such as the Nashua Department of Public Health, the Dartmouth Hitchcock Health System and the University of New Hampshire through the Million Hearts State Learning Collaborative to make this goal a reality. How can you be "One in a Million Hearts"?

Learn about the ABCs for a healthy heart and then spread the word.

- A** – Aspirin (when appropriate)
- B** – Blood Pressure Control
- C** – Cholesterol Management
- S** – Smoking Cessation

Healthy hearts and healthy lifestyles are attainable for everyone.



Proud participants of the Million Hearts Program offered through our Nashua center's community outreach.

Increased Access to Insurance in 2014.

Health Care Market Place

The implementation of one of the key components of the Affordable Care Act (ACA), the Health Care Market Place was in full swing as we kicked off 2014. The Health Care Market Place allows individuals and small business to buy affordable, quality health plans in a new transparent and competitive market place. Many individuals found they were able to purchase insurance for the first time due to the discounts available based on income and consumer protections such as prohibitions on coverage denial based on pre-existing conditions. Lamprey Health Care worked diligently with our patients and the communities we serve to get the word out to patients about their new options. We trained 19 Certified Application Counselors (CACs) who provided over 5,400 application assists over the course of the year. They provided plan information, assisted with understanding the application process, and assisted with finding the best fit for individuals' specific circumstances. As 2014 came to a close our CACs got to work helping patients renew their coverage during the open enrollment period. With several new insurers entering the New Hampshire market, patients have more options than ever before. These changes have opened the door to insurance coverage for thousands of patients across the state, ensuring access to preventive and primary care services. That is a change we can all be happy about.



Kathryn Bonafede, MD, Raymond Center

Now Open 7 Days a Week

In 2014 Lamprey Health Care added Sunday hours to our schedule. Health care services are not a 9 to 5 job and as we all know, illness and injury can strike any time. Additionally, many people struggle with traditional appointment times due to work and school commitments. By adding Sunday hours our patients are able to see their primary care provider on the weekend for both routine and acute issues, reducing the need for costly emergency room visits. Sunday hours were added on a trial basis at the Raymond center, but were made available to all patients at all of Lamprey Health Care's centers. The feedback from patients was overwhelmingly enthusiastic and we are planning to increase our weekend and evening hours at our Newmarket and Nashua centers in 2015.



Bridget Langa, APRN - Nashua Center

Increased Access to Insurance in 2014.



Rossy Lopez, Patient Advocate Supervisor, Nashua Center

NH Health Protection Program

In the summer of 2014 the State of New Hampshire rolled out their Medicaid expansion plan, the New Hampshire Health Protection Program. With new guidelines in place, thousands of Granite state residents who did not qualify for subsidies through the Affordable Care Act were able to receive affordable coverage through the Health Protection Program. Lamprey Health Care's Certified Application Counselors were once again called on to assist patients with the application process.

Staff at Lamprey Health Care spent many hours identifying patients who were now eligible for coverage, providing information on the options available and assisting with the application process. As a result, Lamprey Health Care has seen approximately 500 patients enroll in the program and begin to access health care services.



Christopher Heatherton, DO, Newmarket Center



Community Health Worker Training

The staff at Southern NH AHEC has a focus on developing the health care workforce in NH. In addition to offering Nursing Quest Summer Camps and continuing education for practicing professionals, AHEC spearheaded a training initiative for Community Health Workers, a key member of the practice team. Community Health Workers, or CHWs are lay health workers who connect people to needed services. They help to bridge the gap between medical care, behavioral health, social services, and the community. Community Health Worker is an umbrella term that encompasses many roles, including outreach worker, care coordinator, peer educator and many more. Although CHWs have been part of the health care team nationally and globally, there had been no formal training in NH. The CHW training offered by AHEC is based on nationally recognized core competencies. Southern NH AHEC proudly graduated the first cohort of CHWs in January of 2014.



Led by Dr. Heatherton, participants of the Walk with a Doc program meet once a month to discuss healthy lifestyle topics, set personal goals and go for a group walk around the town of Newmarket.

Finding my Medical Home: Kurt's Story

In the winter of 2014 Kurt, a 47 year old from Lee, NH, found himself weighing 350 pounds. Due to his weight he was dealing with issues such as Type 2 Diabetes and Hypertension. Kurt was very unhappy with how he felt, not to mention the large amount of medication he needed to take to control his conditions. Kurt began seeing Dr. Heatherton at Lamprey Health Care's Newmarket Center and the first thing Dr. Heatherton asked him was, "what are your goals?" Kurt's biggest objective was to no longer have to take a multitude of medications to control his conditions. Dr. Heatherton encouraged him to set small attainable targets, and then held him accountable to those goals. "Dr. Heatherton is a great doctor who really cares. He really invests the time with you." Kurt started to learn how to eat a healthy diet and rely less on pre-packaged and fast foods. Dr. Heatherton encouraged him to start exercising by adding walking to his day. Kurt started attending the Newmarket Center's Walk with a Doc Program and developed a love for exercise. Over time he added weight lifting and increased his overall activity level. One year later, Kurt is down 125 pounds weighing in at 225. He is no longer on medications and his diabetes is in check. In addition, Kurt has started studying to be a personal trainer. He has attended the Walk with a Doc Program as a presenter and is excited to share his story with people and show them that you can change. "Walk with a Doc is such a great program that can help people take that first step to a healthier life. Start with just 10 minutes a day; you will be surprised how it will grow from there."

Collaboration for Baby Steps

In the spring of 2014 Lamprey Health Care's Baby Steps Program was at a cross roads. The program provides for a Child Development Specialist to offer developmental screenings, assessments and referrals to preschool patients prior to enrollment in Kindergarten. A local partner agency which had provided staffing for the program was no longer able to provide this support and Lamprey Health Care was at risk of having to end the program. Research has shown that the earlier the child receives intervention and treatment, the greater the success for improvement and quality of life, so we were very concerned about losing these services. With support from the United Way of the Greater Seacoast and a unique collaborative agreement with other area community health centers, we were able to keep the program going. Baby Steps is now a collaborative program between Lamprey Health Care, Goodwin Community Health and Families First Health and Support Center. The three agencies share the costs and services of the Child Development Specialist and all three agencies are able to offer developmental screening services to their preschool aged patients.

Smiles in Seabrook

In the 2013-14 school year, Lamprey Health Care partnered with Families First Health and Support Center to add the town of Seabrook to our School Based Dental Program. The school nurse at Seabrook Elementary School had contacted Lamprey Health Care to request dental education and preventive care after the local program that had been serving them closed their doors. The school has approximately 360 students in grades K - 4 and there was a significant need for dental services among the children. Seabrook Elementary School is designated a school in need of improvement and is also a Title I school with approximately 52% of its students receiving free or reduced lunches. We were able to screen 195 students and 11 students were seen for preventive treatment valued at almost \$2,800. "The entire school welcomed us and did everything they could to ensure that dental education and screenings went smoothly", said Nancy Snow, RDH and School Based Program Coordinator. "Seabrook Elementary School has a new acting principal and he was very excited to have the Lamprey Health Care School-Based Dental Program at his school."



Erin Campbell, Dietician, Nashua, Newmarket and Raymond Centers

Making a Difference in 2014

16,169	Patients were served	665	Books distributed to Children for our Reach Out & Read Literacy Program
65,442	Patient visits at all three centers	8,772	Rides provided by our Senior Transportation Program
1,592	Family Planning & Teen Clinic Patients	\$1.4 M	Total Value of Prescriptions Secured through Medication Assistance Programs
368	Breast and Cervical Cancer Program Patients		
3,793	Students Received Classroom Dental Education		
580	Nutrition Education Visits		
1,642	Case Management Visits		
3,146	Patients that Required Translation & Interpretation Services		

Lamprey Health Care

*Taking better care of our communities today,
for a healthier future tomorrow.*

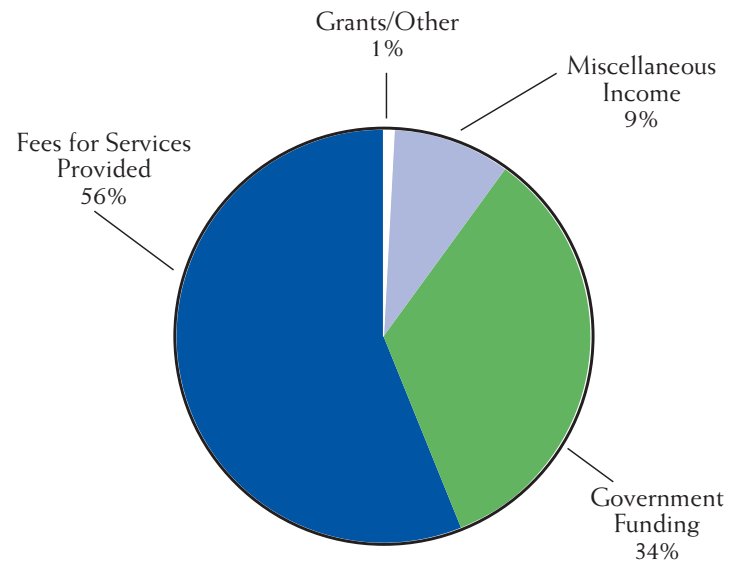
FINANCIAL STATEMENT

October 1, 2013 - September 30, 2014

Operating Revenue

Fees for Services Provided	
Patient Fees	\$ 895,093
Medicare/Medicaid/Insurance	\$ 5,963,024
Government Funding	
Community Benefits	\$ 529,764
Municipal	\$ 175,624
State	\$ 1,052,797
Federal	\$ 2,417,609
Grants and other funding	
United Way	\$ 2,140
Miscellaneous Income	
Interest Income	\$ 651
Other Income	\$ 1,127,379
Total Operating Revenue	\$ 12,164,076

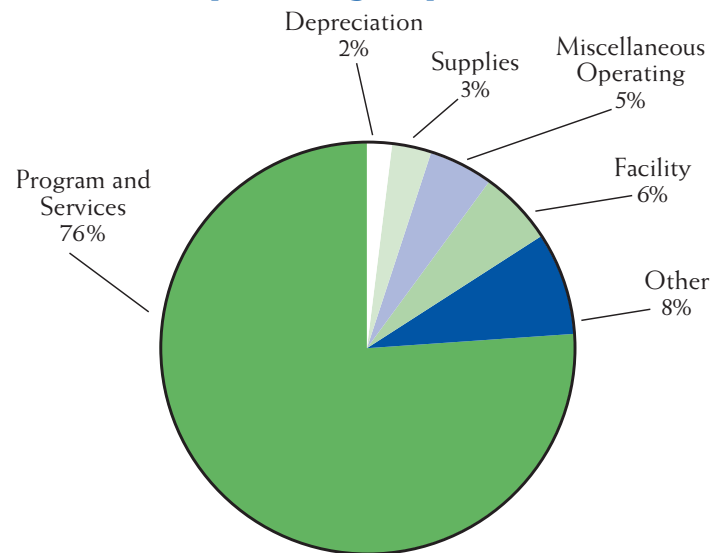
Operating Revenue



Operating Expenses

Programs & Services	
Salaries & Benefits	\$ 9,222,607
Miscellaneous Operating	
IT/Computer	\$ 346,274
Insurance	\$ 175,822
Marketing & Outreach	\$ 47,019
Accounting & Legal	\$ 77,574
Facility	\$ 761,180
Supplies	\$ 316,554
Depreciation	\$ 281,910
Other	\$ 916,218
Total Operating Expenses	\$ 12,145,153
REVENUE OVER EXPENSES	\$ 18,924

Operating Expenses



*unaudited figures



Newmarket Center



Raymond Center



Nashua Center

**Thank you to the following towns for supporting
Lamprey Health Care:**

Amherst	Durham	Hollis	North Hampton
Atkinson	East Kingston	Hudson	Northwood
Auburn	Epping	Kingston	Nottingham
Barrington	Exeter	Lee	Plaistow
Brentwood	Fremont	Merrimack	Raymond
Brookline	Greenville	Milford	Sandown
Candia	Hampstead	Newfields	Seabrook
Danville	Hampton	Newmarket	Wilton
Deerfield	Hampton Falls	Newton	

Lamprey Health Care Centers

NEWMARKET CENTER
207 South Main Street
Newmarket, NH 03857
p 603-659-3106

NASHUA CENTER
22 Prospect Street
Nashua, NH 03060
p 603-883-1626

RAYMOND CENTER
128 State Route 27
Raymond, NH 03077
p 603-895-3351

SOUTHERN NEW HAMPSHIRE AREA HEALTH EDUCATION CENTER

128 State Route 27
Raymond, NH 03077
p 603-895-1514

Sources of Funding

Lamprey Health Care receives 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 Department of Health & Human Services, *Division of Public Health Services*
- NH Department of Health & Human Services, *Division of Community-Based Services*
- NH Department of Transportation, *Public Transportation Division*
- Exeter Health Resources
- City of Nashua
- United Way of Greater Nashua
- Nashua Rotary West
- Reach Out & Read National Center
- Northeast Delta Dental
- Dartmouth Hitchcock - Nashua
- Private Foundations
- Area churches, clubs and businesses
- Individual donations

