

2022-2023

Community Benefits Report

Dartmouth Hitchcock Medical Center and Clinics

including Children's Hospital at Dartmouth Hitchcock Medical Center and Norris Cotton Cancer Care Pavilion Lebanon.



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What are Community Benefits?

Community Benefits are integral to the mission of not-for-profit hospitals, like Dartmouth Hitchcock Medical Center (DHMC). They improve the health of communities and increase access to healthcare.

Community Benefit programs strengthen community health resiliency and address the public health priorities of the region, including the elimination of health disparities. This report describes how DHMC fulfilled its charitable mission in fiscal year 2023 and supported the health of its communities.

About Dartmouth Hitchcock Medical Center

Dartmouth Hitchcock Medical Center and Clinics—members of [Dartmouth Health](#)—include Dartmouth Hitchcock Medical Center, the state’s only academic medical center, and Dartmouth Hitchcock Clinics, which provide care throughout New Hampshire and Vermont.

This document reports on the community benefit activities of DHMC and Clinics, including Children's Hospital at DHMC, New Hampshire's only Children's Hospital, and Dartmouth Cancer Center, one of the nation's premier facilities for cancer treatment and research.



Total value of community benefits

\$316,513,480

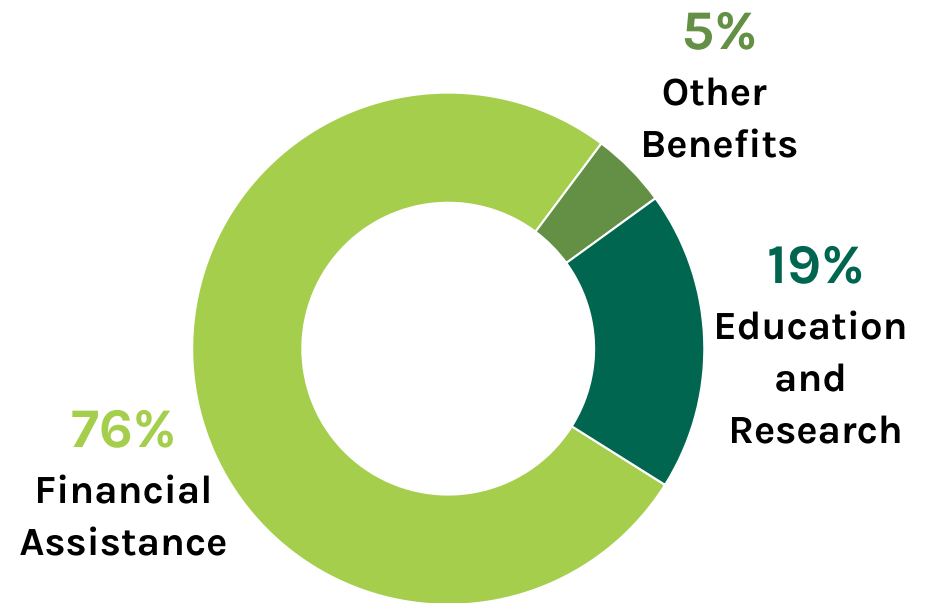
Total value of DHMC and Dartmouth Hitchcock Clinics community benefits reported for the time period July 1, 2022 to June 30, 2023.

\$241M in financial assistance includes:

- \$210,841,806 in uncompensated costs of caring for patients with Medicaid
- \$19,129,990 to subsidize needed health services not available elsewhere in the region
- \$11,400,741 in financial assistance for uninsured and underinsured patients

\$60M in education and research includes:

- Costs to train and educate physicians, interns, residents, medical students, nurses, nursing students and other health professionals
- Studies or investigations that generate knowledge for the public, including clinical trials on new treatment approaches and health policy research



\$15M in other benefits includes:

- Helping eligible patients receive prescription medications
- Community programs like the Aging Resource Center and Women's Health Resource Center
- Cash contributions to community-based organizations working to improve health

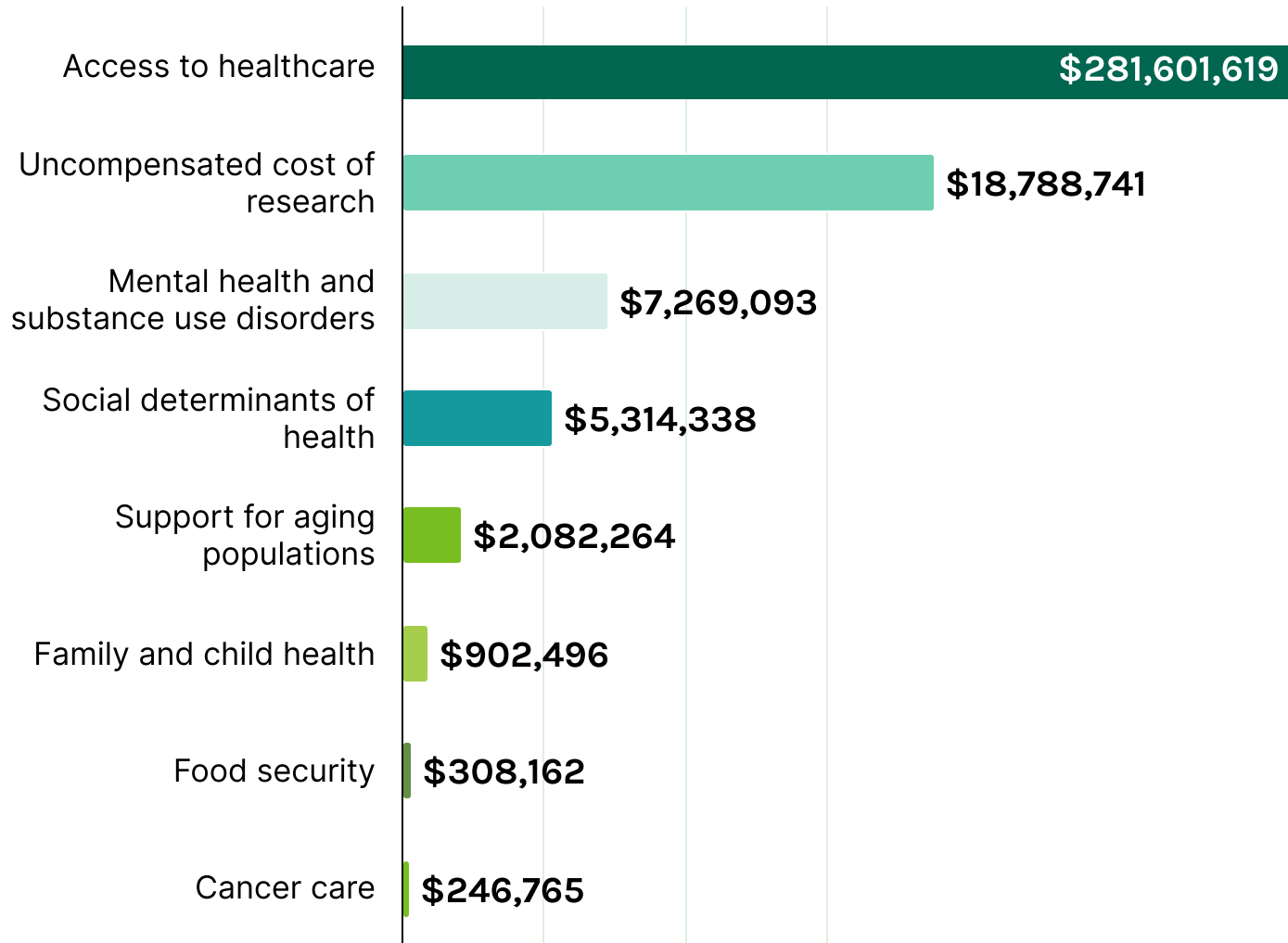
Investing in the health needs of the community

How do we identify our priority areas?

Every three years, Dartmouth Health surveys the community to identify the most pressing health needs.

The needs identified through this process guide DHMC in selecting its community investment opportunities. Over 600 community members completed the last assessment.

The priority areas in this chart were identified by the [2022 Community Health Needs Assessment](#).



Free community programs and education

Dartmouth Health Aging Resource Center

The Aging Resource Center helps older adults, families, and community members live healthier and more informed lives through free education and classes. It provides a physical space for older adults and their caregivers to connect and learn through their 20 in-person offerings and over 50 virtual programs on topics including:

- Dementia resources and education
- Advance Care Planning
- Caregiver support
- Technology assistance
- Falls prevention
- And more



Women's Health Resource Center

The Women's Health Resource Center (WHRC) is located in downtown Lebanon, New Hampshire and offers support groups and classes on pregnancy, parenting, and women's health.

They distribute over **16,000 free diapers** to **150 families** via the National Diaper Bank Network.

They operate the milk dispensary, where any family whose baby has a prescription for donor breast milk can buy and take milk home.



Impacting the social determinants of health

Health care access for moms with substance use disorder



Prenatal and postpartum care is important, but getting to appointments can be a challenge. Patients in this program receive free cell phones to stay connected via telehealth. We have distributed **54 phones**

and **267 data cards**, allowing patients to engage in video visits during the stressful and uncertain time of pregnancy and the postpartum period.

Free legal aid for families

The Medical-Legal Partnership Program provides free legal help for families with young children who are struggling with health-related legal needs like housing, insurance and personal safety. In two years the program has helped **107 individuals** and, by extension, **193 children**.



Food access for cancer patients

Food insecurity can be a serious issue for cancer patients, especially those who live in rural areas far from treatment and grocery stores. Through this program, qualifying patients are given food catered to their specific nutritional needs. During its pilot phase, **150 patients** participated and received free, healthy food every two weeks.



Growing food for local food shelves

The Farmacy Garden is a 1/4 acre garden on the grounds of DHMC where fruits and vegetables are grown and harvested by [Willing Hands](#) and volunteers. Despite significant rainfall, the garden still grew **927 pounds** of food in 2023. Next year, the garden will add a pollinator garden, blueberry bushes, and orchard trees to continue growing high quality produce for the community.



Grants to community organizations

DHMC annually commits grant funding to community-based organizations that are working on the health needs identified by the Community Health Needs Assessment.

This grant funding is made in recognition of the vital role community organizations play in keeping our communities healthy and strong, and in honor of the community partnerships that are so indispensable to the health system.



Some of our 2022-2023 grant recipients include:

Claremont Soup Kitchen
Families in Transition
Good Neighbor Health Clinic
Grafton County Senior Citizens Council
LISTEN Community Services
Mascoma Community Healthcare
New Hampshire Legal Assistance
NH Healthcare Workers for Climate Action
Community Restorative Justice Center of St. Johnsbury
TLC Family Resource Center
Twin Pines Housing Trust
WISE
Willing Hands
And more...

In total, **\$3.6M** was distributed to over **40** community organizations through grants in fiscal year 2023.

Supportive Housing Grant

An evidence-based housing strategy to help people who have been homeless



Since 2018, DHMC has provided funding for the Upper Valley Haven's supportive housing services, a partnership between the [Upper Valley Haven](#) and [Twin Pines Housing](#) to provide permanent housing support to persons affected by chronic homelessness.

In the Parkhurst project, tenants in downtown Lebanon, New Hampshire receive rent support as well as help from a full-time service coordinator. The service coordinator is partially funded by DHMC and works with residents to address a range of needs related to housing stability, including behavioral and medical care navigation, and supports the household in becoming self-sufficient.

A total of 34 tenants have lived in the Parkhurst building since it opened in 2018. Of these, 80% remain securely housed.

Project Highlights

Three tenants actively sought treatment and **minimized their hospitalization** for mental health challenges.

There was a **reduction in delinquent rent** and improved dispute resolution skills.

Multiple tenants **regained access to healthcare** and reengaged in their medical care.

Got Lunch! Newport Grant

“ This made a very big difference in the quantity, quality and variety of nutritional opportunities in Newport and the surrounding towns. Charen Urban *Program Coordinator, Got Lunch! Newport*

In summer 2023, the rising cost of food made it difficult for a Sullivan County food program, Got Lunch! Newport, to provide enough nutritious food for local families. A grant from DHMC allowed Got Lunch! Newport to continue providing high-quality foods, including meat, eggs, cheese, fruits, and vegetables, to families and students over the summer.

Additionally, DHMC's supplemental funding allowed this food access work to continue past the summer and into the school year through a new initiative of healthy snack closets in Newport and Lempster schools.

89 families received summer food deliveries

30 students were served **453 meals** during the month of July at Lempster School Academic Academy

80 people received community dinners through the South Congregational Church in a neighborhood of low income housing



HIV/HCV Resource Center Grant

DHMC granted funding to the [HIV/HCV Resource Center](#) in Lebanon, New Hampshire in fiscal year 2023 to support their important harm reduction programming.

The HIV/HCV Resource Center has worked for over 30 years to provide direct services that support people affected by HIV, Hepatitis C and substance use and to improve health through harm reduction, education and advocacy.

Their priority is in reducing overdose rates and reducing barriers to care for the people they serve.



Yearly impact

128 individuals

were trained in overdose prevention and naloxone administration

277,771 used syringes

were collected to reduce harm and keep communities safe

319 overdose reversals

were reported after distributing **5,858 doses of naloxone**

100 at-risk individuals

were tested for HIV and Hepatitis C

The need

Vermont experienced one of the highest increases in drug overdose deaths in the country during the COVID-19 pandemic. In Windsor County, the rate of opioid-related overdose fatalities more than tripled in 2020 compared to the prior year. (2022 CHNA)

Scholarships for Dental Assistants

“ I am so grateful to Dartmouth Hitchcock Medical Center for this scholarship. I probably wouldn't have done it otherwise, but the scholarship made it possible for me.

In response to a regional shortage of dental health care workers, DHMC funded two scholarships for students to participate in a new local dental assisting program.

The [Hartford Area Career and Technology Center's](#) Dental Assisting Program is a new online certificate program offered in partnership with the [Vermont Adult Career and Technical Education Association](#) and in collaboration with the Vermont State Dental Society.

Savanna Bragg of Sharon, Vermont (pictured) is the first student to enroll in the program and the first DHMC scholarship recipient. Bragg began the online program in May 2023, while completing her senior year at Hartford High School. She has already begun working as a dental assistant trainee at Schell Family Dental Care in Lebanon, New Hampshire.



Savanna Bragg
Sharon, Vermont

The need

34%

About **34% adults** in the White River Junction Health District reported not having visited a dentist or dental clinic in the past year. (CHNA '22)

22%

22% of survey respondents reported difficulty accessing dental health care, particularly within the 65+ age group. (CHNA '22)

Contact us

If you have questions about this report, please contact:



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You can find digital versions of all our community benefits documents at

dartmouth-hitchcock.org/about/community-health

