



***St. Joseph Hospital
Souhegan Home & Hospice Care
The SurgiCenter at St. Joseph Hospital***

Community Benefits Report

***Projections for:
Fiscal Year 2009
January – December 2009***

***Historical Statistics for
Fiscal Year 2008
January – December 2008***

Submitted April 1, 2009

COMMUNITY BENEFITS PLAN – REPORTING FORM

Pursuant to RSA 7:32 c-1

**FOR FISCAL YEAR 2009
BEGINNING January 1, 2009**

to be filed with:

Office of the Attorney General
Charitable Trusts Unit
33 Capitol Street, Concord, NH 03301-6397
603-271-3591
www.state.nh.us/nhdoj/CHARITABLE/char.html

ST. JOSEPH HOSPITAL

Organization Name

02-0222215

Federal Tax Identification Number

172 Kinsley Street

Street Address

6284

State Registration Number

Nashua

City

New Hampshire

State

03061

Zip Code

Has the organization filed its Community Benefits Plan Initial Filing Information form?

Yes X

No _____

If No, please complete and attach the Initial Filing Information form.

If Yes, has any of the initial filing information changed since the last date of submission?

Yes _____

No X

If Yes, please attach the updated information.

Section 1 – Community Benefits Contact Person:

- Claudie Mahar, Vice President, Hospital Services
St. Joseph Hospital
172 Kinsley Street
Nashua, NH 03061
(603) 882-3000 ext 63102

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SOUHEGAN NURSING ASSOCIATION

dba SOUHEGAN HOME & HOSPICE CARE

Organization Name

02-0222795

Federal Tax Identification Number

24 North River Road

Street Address

02442

State Registration Number

Milford

City

New Hampshire

State

03055

Zip Code

Has the organization filed its Community Benefits Plan Initial Filing Information form?

Yes X

No _____

If No, please complete and attach the Initial Filing Information form.

If Yes, has any of the initial filing information changed since the last date of submission?

Yes _____

No X

If Yes, please attach the updated information.

Section 1 – Community Benefits Contact Person:

Claudie Mahar, Vice President, Hospital Services

St. Joseph Healthcare

172 Kinsley Street

Nashua, NH 03061

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<u>THE SURGI-CENTER at ST. JOSEPH HOSPITAL</u>	<u>02-0470528</u>	
Organization Name	Federal Tax Identification Number	
<u>168 Kinsley Street</u>	<u>6629</u>	
Street Address	State Registration Number	
<u>Nashua</u>	<u>New Hampshire</u>	<u>03061</u>
City	State	Zip Code

Has the organization filed its Community Benefits Plan Initial Filing Information form?
Yes X No _____

If No, please complete and attach the Initial Filing Information form.

If Yes, has any of the initial filing information changed since the last date of submission?
Yes _____ No X

If Yes, please attach the updated information.

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(603) 882-3000 ext 63102

Section 2 – Mission Statement: Statutory reference: RSA 7:32-e I.

The health care charitable trusts must provide its most recent mission statement and the date it was adopted. The mission statement must describe the purpose of the health care charitable trust and delineate how the mission statement related to the community benefits reported. The mission statement must be reaffirmed on an annual basis.

1. What is your mission statement?

St. Joseph Hospital Mission Statement

Our Mission is to provide compassionate care that contributes to the physical, emotional and spiritual well-being of all in our community, as inspired by the healing ministry of Jesus.

2. When was it last reaffirmed? (Mission statement must be reaffirmed annually)

January 1, 2009

Section 3 – Miscellaneous:

Is this plan available on your website? Yes No

If Yes, may we include a link to the plan on the CTU web site?

Yes No Web Address: www.stjosephhospital.com

Please check here if you are an area agency that reports to the Department of Health and Human Services

Please check here if this report is filed for two or more charitable trusts

Section 4 – Definition of Community and Population Served (RSA 7:32-d II)

What community do you serve? (the community may be defined in terms of geographic boundaries, special populations, community groups, demographic characteristics, health status, health resources, healthcare utilization data, etc.)

The service area as defined by St. Joseph Hospital (SJH) is as follows: Primary Service Area (PSA): Amherst, Brookline, Hollis, Hudson, Litchfield, Merrimack, Milford, Nashua, and Wilton. Secondary Service Area (SSA): Dunstable, MA, Greenville, Mason, Londonderry, Lyndeborough, Mont Vernon, Pelham, Pepperell, MA, Windham. These towns are determined based on the hospital's inpatient market share and patient origin. The total population is approximately 263,000 people.

	<u>2006 Est.</u>	<u>2011 Est.</u>	
	<u>Population</u>	<u>Population</u>	<u>Increase</u>
Primary Service Area	190,727	198,375	4%
Secondary Service Area	72,276	77,340	7%
Total Service Area	263,003	275,715	5%

Eleven of these eighteen towns were defined as the “Greater Nashua” service area in The *2005 Community Needs Assessment: Greater Nashua Measures Up* community needs assessment. They are Amherst, Brookline, Hollis, Hudson, Litchfield, Lyndeborough, Merrimack, Milford, Mont Vernon, Nashua and Wilton. These towns have historically comprised the “Greater Nashua area” for the United Way of Greater Nashua.

Section 5 – Community Needs Assessment Information (RSA 7:32-f)

1. Did you conduct your own community needs assessment or did you conduct the needs assessment in conjunction with other healthcare charitable trusts in your community?

The *2006 Community Needs Assessment: Greater Nashua Measures Up*, was conducted and developed by the Greater Nashua United Way in collaboration with St. Joseph Hospital (SJH), Southern NH Medical Center, Greater Nashua Healthy Community Collaborative, the Nashua Public Health Department, multiple local health care and service agencies, municipalities and local businesses. It is the most comprehensive analysis of the needs of this community. The next community needs assessment is being conducted currently.

2. If you conducted your own assessment, please answer the following questions:

N/A

3. If you conducted a needs assessment with other healthcare charitable trust in your community, please answer the following questions:

a. Identify the healthcare charitable trust designated by the group to file the community needs assessment with the Charitable Trusts unit.

Each healthcare charitable trust in Greater Nashua who was involved in the development of the United Way community needs assessment, files the community needs assessment as part of their own annual community benefits report. SJH also interacts with city officials, and other healthcare providers in order to solicit information about the needs of our community.

b. When was the assessment last conducted updated?

The Greater Nashua Measures Up community needs assessment was conducted in 2006. The report was submitted as part of our plan last year, and a copy can be found on the United Way of Greater Nashua website at www.unitedwaynashua.org.

4. If you are the trust designated by a group to file its community needs assessment with the Charitable Trusts unit, please answer the following questions:

a. Describe how community input was solicited and used in conducting the community needs assessment. (The needs assessment process shall include consultation with members of the public, community organizations, service providers, and local government officials in the trust's service area.)

Community input was solicited through a regional household telephone survey of 500 area residents, and also a human services provider survey. Additionally, a number of focus group studies were conducted. Analyses of data from the state and local agencies, on education, employment, crime and census data is included in the assessment. This bi-annual assessment has been a collaborative effort of local volunteers and organizations, since the early 1990's, and a 24 member steering committee has guided the process since its inception. This needs assessment/report was reviewed by the SJH Community Benefits Committee and gives a clear picture health status of the residents of Greater Nashua. The SJH Community Benefits Committee also reviewed the Healthy NH 2010 initiatives in developing our community benefits plan.

b. If the assessment was conducted or updated this year, please attach a copy.

A copy of the 2006 Greater Nashua Measures Up: Community Needs Assessment was submitted with last year's community benefit report.

Section 6 – Community Benefits Plan/Report (RSA 7:32-e, II-VI, RSA 7:32 – I)

Describe in detail the cost of the community benefits planned by the health care charitable trust and the methodology for estimating the cost. The plan shall include an estimate of the cost of each activity expected to be undertaken or supported in the ensuing year, and a report on the unreimbursed cost of each activity undertaken in the preceding year. For each quantifiable benefit, the trust should provide an economic valuation which identifies the unreimbursed cost to the trust of providing the benefit and the method for calculating that cost. Non-quantifiable benefits should be identified separately and described in narrative form.

SJH has followed criteria established by the Catholic Health Association to determine the community benefit activities which we include in our community benefits report (see attached report)

1. Please identify the healthcare needs that were considered in the development of this plan.

Identified Priority Areas from Needs Assessment(s)

The 2006 Greater Nashua Measures Up community needs assessment identified many critical areas, including a wide variety of healthcare needs. SJH, as a community healthcare provider, continually assesses its role (through Community Benefits Committee meetings and ultimately the Board of Directors) in helping to effect change, especially in the areas related to healthcare needs.

Getting medical insurance people can afford was the #1 community issue, with 51% of households ranking it as a major community problem. **Affordable housing** was the #2 problem with 50% of households ranking it as a major problem and 82% of the human service providers ranking it a major problem. **Affordable medications** ranked third, with 82% of human service providers saying it was a major problem. Finally, obtaining **affordable dental care and dental insurance** ranked high, once again, as a top community problem, ranked #4, according to the survey.

<u>Top 10 “Community” Issues</u>	Major Problem according to Regional Households
1. Getting medical insurance people can afford	51%
2. Housing people can afford	50%
3. Medications people can afford	49%
4. Dental insurance people can afford	47%
5. Dental care people can afford	43%
6. Medical care people can afford	40%
7. Finding a job with medical benefits	27%
8. Legal services people can afford	27%
9. Child care people can afford	25%
10. Having enough money to meet everyday expenses (food, housing, clothing)	24%

<u>Human Service Providers Survey Results</u>	
	<u>Rated as Major problem</u>
1. Housing people can afford	82%
2. Dental care people can afford	82%
3. Medications people can afford	82%
4. Medical Care people can afford	75%
5. Getting Medical insurance people can afford	70%
6. Getting dental insurance people can afford	65%
7. Finding a job with medical benefits	63%
8. Child care people can afford	56%
9. Alcohol misused by adults	55%
10. Depression/anxiety	55%

2. Please identify all activities the trust or group expects to undertake or support during the next year, which address the needs determined through the community needs assessment. Please include the estimated cost of each activity.

Please see attached report

3. Please identify additional community benefits activities not specifically identified in the community needs assessment, the trust or group expects to undertake or support during the next year. Please include the estimated cost of each activity.

Please see attached report

4. Please identify all charity care the trust or group expects to provide during the next year. Please include the estimated cost of each activity.

Please see attached report

5. Please identify all activities the trust or group undertook or supported during the past year, which addressed the needs determined through the community needs assessment and the outcomes achieved. Please include the estimated cost of each activity.

Please see attached report

6. Please identify additional community benefits activities, not specifically identified in the community needs assessment, the trust or group undertook or supported during the past year and the outcomes achieved. Please include the estimated cost of each activity.

Please see attached report

7. Please identify all charity care the trust or group provided during the past year and the outcomes achieved. Please include the estimated cost of each activity.

For items 1-7 listed above, Please see the attached appendix entitled “St. Joseph Healthcare Community Benefits Plan” which is a narrative report and its corresponding data tables entitled “2009 Community Benefits Projections” and “2008 Community Benefit Activities–Prior Year Inventory.”

8. Please indicate the ratio of gross receipts from operations to net operating costs for the trust.

SJH is utilizing net operating revenue to reflect gross receipts from operations.
For fiscal year 2008 the ratio was 1.121.

9. Please describe the means used to solicit the views of the community on the development of this plan and an evaluation of its effectiveness.

SJH solicits feedback each year to assure that it is meeting the needs of its community. Feedback is welcomed through our website at www.stjosephhospital.com and through additional publications, such as our community newsletter. Input is sought from many different venues in and around Nashua, through SJH’s collaborative relationships it has with area agencies. Members of SJH staff and management hold a variety of volunteer roles on community boards and agencies, and regularly discuss the needs of the community as part of their role. Input and suggestions from community members are brought back to the Community Benefits Committee in taken into consideration when drafting the plan.

SJH also participates in the Greater Nashua Healthy Community Collaborative, a volunteer group of non-profit health and human service organizations. SJH provides both financial and in-kind support to the collaborative, whose members include the City of Nashua Health & Community Services; Community Council; Dartmouth-Hitchcock Nashua; Home Health & Hospice Care; Nashua Area Health Center; Nashua School District; NH Minority Coalition; Pastoral Care Center; Southern NH Services, Southern NH Medical Center and St. Joseph Hospital.

Section 7 – Public Notice (RSA 7:32-g)

How is your plan/report made known and available to the public?

Copies of the SJH Community Benefits Plan are available by contacting the SJH Community Benefits Contact person at (603) 882-3000 ext. 63102. It is also available for download from our hospital website at stjosephhospital.com. Notice is made in St. Joseph’s Healthy Choices quarterly newsletter which is mailed to 55,000 area households and in internal publications, such as the St. Joe’s Journal. Press releases pertaining to the availability of the report are given to all local media outlets.

Section 8 – Additional Information

Section 8 is optional. However, responses will assist us in assessing the overall cost/benefit of implementing the community benefits reporting law and will assist the legislature in future policy decisions.

1. Did you or your group hire an outside firm to prepare your needs assessment?

SJH did not hire an outside firm to conduct the needs assessment. The United Way needs assessment serves as the most comprehensive thorough analysis, and representatives from SJH participate in the development of this assessment.

2. Did you or your group hire an outside firm to prepare your plan/report?

No, SJH did not hire an outside firm to prepare our plan/report. The report was generated using internal resources.

3. What was the cost of the needs assessment in dollars and/or personnel hours?

SJH dedicates time to the United Way's community needs assessment 24 member committee throughout the year. Approximately 140 executive personnel hours were dedicated specifically to the needs assessment process.

4. What was the cost of the plan/report in dollars and/or personnel hours?

Approximately 420 personnel hours are dedicated to the tracking, analysis and preparation of the community benefits plan/report, at a cost of approximately \$15,015.

5. Did the services you deliver change in any way as a result of this assessment and reporting process? Please describe.

Through this community benefit reporting process we have been able to identify and respond to the true healthcare needs of our community. It is important for SJH us to frame our community benefit programs/services within the context of what the needs assessment reveals.



Community Benefit Plan

Fiscal year 2009: January – December 2009

For one hundred years, St. Joseph Healthcare (SJH) has provided compassionate, high quality healthcare services to the greater Nashua community. Our mission is the central focus of everything we do. We have always provided for the physical, social, emotional, and spiritual well being of our patients and their families. This is what makes our hospital and health system unique. Our mission statement speaks to who we are, what we stand for and what makes our organization special.

St. Joseph Healthcare (including St. Joseph Hospital, The Surgicenter at SJH, LLC and Souhegan Home & Hospice Care) is proud to be part of a community that is committed to improving the health of the residents of Greater Nashua. We supported the development of the *2006 Community Needs Assessment "Greater Nashua Measures Up"* which is prepared every three years as a collaborative effort by the Greater Nashua United Way and many local organizations and health and human service agencies. This report has been identified by the community at large as the best tool available for analyzing and reflecting our current community needs.

The SJH Community Benefits Committee meets regularly throughout the year to review and evaluate the needs assessment and to develop planned activities for the coming year. The committee is comprised of staff and management representing various areas of the organization. The committee reviews progress and outcomes of previous planned benefit activities and develops goals for the coming year, based on three broad health related issues that were identified in the community needs assessment as top priorities. In 2009, SJH has developed plans to address the following issues:

- 1. Improve Access to Dental Care**
 - including access to preventative, restorative and emergency dental services, and dental health education
- 2. Improve Access to Prescription Medications**
- 3. Improve Access to Medical Care**
 - including prevention and wellness education
 - including free/reduced cost healthcare services for uninsured
 - including a focus on translation services for patients/families
- 4. Strive to reduce incidence and mortality rates of chronic diseases**
 - including education and awareness of cancer, heart and chronic diseases, and improving overall management of these conditions.

SJH supports the identified categories listed above as the framework for developing planned community benefit activities. Listed below are the planned community benefit activities for fiscal year 2009, as well as the previous year's accomplishments in each area.

BENEFIT CATEGORY #1 : IMPROVE ACCESS TO DENTAL CARE:

Access to affordable dental care continues to be a critical need in our community, according to the recent needs assessment. The Greater Nashua Dental Connection (GNDC) is a full service dental clinic which serves low income residents in need of emergency and/or preventative dental care. They also provide prevention and education services and screenings to area schools. Through the support of SJH and other local agencies, the GNDC is addressing this identified community need. They provide necessary preventative, restorative and urgent dental services to un-insured and underinsured populations. Patients are referred through a network of 15 referring agencies throughout Greater Nashua.

Target population: low-income, men, women, children and elderly population

Goal: Increase access to dental care for the uninsured and underinsured population in Greater Nashua. SJH will support the goals of the Greater Nashua Dental Connection.

2008 Accomplishments:

- (1) SJH donated \$35,000 last year to the Dental Connection. Through our support and the support of many other agencies, the Dental Connection has been able to sustain its operations and provide dental care to many low income, needy residents.
- (2) SJH provided in kind support in the form of grant writing with the goal of securing additional funding.
- (3) 1410 patients were seen at the Dental Connection, in resulting in over 3300 appointments. 55% of patients seen are children.
- (4) School program continued to screen elementary school students in Nashua Implemented bus transportation to the clinic, to help decrease cancellations and "no show" appointments.

2009 Goals/Measurable Objectives:

- (1) SJH will commit to providing \$35,000 financial donation to GNDC in FY2009, with the option of considering additional funding as needed/ proposed by the GNDC.
- (2) SJH will support various fundraising endeavors including: board membership, grant writing, developing and distributing promotional letters and educational brochures.
- (3) A SJH rep will continue to serve on the Board of Directors of the GNDC.

Timeframe: Jan-Dec 2009

Monitoring & Evaluation Process: As a Greater Nashua Dental Connection board member, a SJH representative will continue to review the annual plans and financials of the clinic, and will report back to the SJH Community Benefits Committee regularly.

BENEFIT CATEGORY #2 : IMPROVE ACCESS TO PRESCRIPTION MEDICATIONS

SJH's Marguerite D'Youville Fund provides *immediate or short term* prescription assistance and financial assistance, (including emergency rent and/or utility assistance), to patients who qualify based on the SJH free care/charity care program guidelines. There were 732 patients served through the Marguerite D'Youville fund in FY 2008. SJH recently joined forces with Southern NH Medical Center to extend their existing prescription assistance services to patients from SJH and SJH affiliated physician practices. This program is called "The Prescription Assistance Program of Southern New Hampshire". For the time frame, January – December, 2008 there were **522 patients served** in the entire program with **3,992 prescriptions filled** at a value of approximately **\$2.1 million**.

2008 Accomplishments:

(1) The SJH Mission Activities Coordinator helped **732 people** in need of short term prescription assistance, through the Marguerite D'Youville fund, and provided \$78,902 in assistance. The majority of the expenditures were for prescription assistance, but approximately 25% was for short term/emergency financial assistance for necessary items such as rent, food or clothing.

(2) SJH provided **\$25,000** to support the operations of the **Prescription Assistance Program of Southern New Hampshire**. There were 116 patients from SJH referred to the program in FY08.

2009 Goals/Objectives:

(1) SJH will continue its \$25,000 contribution to support the continued operations of the Prescription Assistance Program of Southern NH, in order to better serve the residents of our community area with access to affordable prescriptions and medications.

(2) SJH will continue to provide support and financial assistance to needy patients, through the Marguerite D'Youville fund.

Timeframe: January – December 2009

Monitoring & Evaluation: Members of SJH management team will continue to monitor and evaluate both prescription assistance programs, and will report out the utilization statistics to the community benefits committee.

BENEFIT CATEGORY #3 IMPROVE ACCESS TO MEDICAL CARE:

Access to affordable medical care was ranked #5 in the 2006 community needs assessment. SJH believes that access to medical care, including access to disease prevention information and health education programs are vitally important. SJH has chosen the following measures to ensure our residents will have access to both necessary medical care and disease prevention, health information and a variety of wellness programs/services.

ACCESS TO HEALTH EDUCATION and PREVENTION SERVICES through The Parish Nurse Center for Wellness at Millette Manor

Target population: Generally elderly residents and/or parishioners of area congregations

Goal: Provide health education/wellness information, emotional and spiritual support to members of the community through the Parish Nurse program and to enhance the quality of life for people they serve. The role of the Parish Nurse is to assist and empower individuals to become more active partners in the management of their personal health resources.

2008 Accomplishments:

- (1) Continued offering community health education programs, screenings, assessments classes, health fairs offered at the Parish Nurse Center for Wellness at Millette Manor. Expanded class offerings and increased class enrollments
- (2) Soulprints Home Visitation Program – volunteers visited 180 frail, home-bound elderly resident in their homes, provide counseling and support to this vulnerable population. This program is provided in collaboration with Caregivers, Inc.
- (3) “A Day Away” program – helped 223 participants. This program is designed for people suffering from early stages of Alzheimer’s disease and other related dementias AND their caregivers.
- (4) Continued participation in the NH Chapter of Health Ministry Association. Parish Nurse Program Manager is a founder of the NH Chapter and currently serving another 2 year term as President.
- (5) Provided over 100 hours of administrative support and actual space to NH Catholic Charities for “Our Place” a program offering prenatal and postpartum education for young mothers.
- (6) Implemented “Mission Pointe Senior Support Service”, in conjunction with 6 area agencies. Located in Hudson, this space is used for support services and community health wellness classes and events.

2009 Goals/Objectives: The Parish Nurse program will:

- (1) Continue offering holistic nursing services, promoting health & wellness and referral services to members of the Greater Nashua community, and will evaluate new program services and offerings, as needed.
- (2) Continue its relationship with St. Joseph School of Nursing, UNH and Rivier College to provide clinical sites for nursing students rotations.

Timeframe: January -December 2009

Monitoring & Evaluation: Parish Nurse Program Manager will manage and monitor the progress of these programs on a regular basis and report back community benefits activities.

ACCESS TO HEALTHCARE through SJH’s Free Care/ Charity Care policy

In keeping with the mission of SJH, the free care/charity care program assists many members of our community every year. In 2008, our financial counselors assisted 268 inpatients (a 67% increase over last year) and 4,314 outpatients (a 14% increase). A total of \$2.4 million in charity care was provided to patients throughout SJH, for those who are unable to pay for health care services. Currently, members of the community with a household income up to 300% of the federal poverty guidelines are eligible to receive some measure of financial assistance for health care services at SJH.

Target population: un-insured, underinsured patients residing in the hospital service area.

Goal: To continue reaching out to uninsured and underinsured patients in order to increase access to health care services.

2008 Accomplishments:

SJH's financial counselors reached out to over 4,500 uninsured/underinsured patients as part of the free care/charity care program. In addition, financial counselors assisted patients in accessing care through a variety of state funded programs, such as Medicaid and/or NH Healthy Kids.

2009 Goals/Objectives:

SJH will continue to assist patients in accessing care through the free care/charity care program, and/or state funded programs such as Medicaid or NH HealthyKids. SJH will also continue to participate in the Hospital Access Plus program, and will discount hospital facility charges by 15% for medically necessary hospital services, for patients without health insurance coverage.

Timeframe: January – December 2009

Monitoring/Evaluation: Patient Accounting Department monitors and manages patient access to free and/or reduced care.

ACCESS TO HEALTHCARE through Translation Services for patients/families

SJH provides free sign language and translation services for all patients who request assistance. As the population in greater Nashua becomes more culturally diverse, it is important to address communication issues proactively. SJH maintains a number of systems designed to provide patients with access to translation services during all hours of operation. Services are provided through the Language Line (a 24 hour hotline offering translation for over 100 different languages), and in-person as the need arises while at the hospital.

Target Population: all patients and/or or caregiver(s) who require translation services and who are involved in making decisions regarding a patients plan of care.

Goal: To provide patients with limited English proficiency (LEP) a mechanism for effective communication in connection with treatment for services rendered at St. Joseph Hospital.

2008 Accomplishments:

SJH continued to provide an increasing population with Interpreter Services, including both in-person translation services and through "The Language Line" – a 24 hour day phone service available to patients with limited English proficiency. A total of **243 patients** utilized Interpreter services in 2008, with over 10 different languages requested at a cost of \$70,646. Services are provided by translators and by hospital employees who are fluent in a second language. SJH also continued collaborating with local community agencies and through the Greater Nashua Healthy Community Collaborative (GNHCC) and other groups who are dedicated to improving language assistance programs in Greater Nashua area.

2009 Goals/Objectives:

- (1) Continue to provide the Language Line service available 24 hours day/365 days per year
- (2) Continue to provide on site interpreters as needed for scheduled hospital appointments.

- (3) Continue to Monitor & track patient utilization of these services
- (3) Evaluate written materials and hospital documents which can be translated into the most commonly used foreign languages through Quality and Resource Management.
- (4) Continue involvement with GNHHC and local efforts on language assistance programs.

Timeframe: Jan – Dec 2009

Monitoring & Evaluation: Program will be facilitated through the Quality & Resource Management department. Statistics will be maintained on services utilized, and data will be tracked for community benefits.

ADDITIONAL ON-GOING ACTIVITIES RELATED TO “ACCESS TO MEDICAL CARE”

- Access-NH is a HCAP grant funded program designed to improve health access by assisting health care organizations to collaborate. It is funded by Community Health Access Network (CHAN), Foundation for Healthy Communities (FHC) NH Minority Health Coalition (NHMHC) and the Southern NH Area Health Education Center (SNH-AHEC) St. Joseph Hospital employees participate in these activities and committees.
- SJH is a participating member of the Greater Nashua Healthy Community Collaborative (GNHCC) which is working to improve the community system that supports public health by fostering effective collaboration among all area agencies in working towards a common goal of increasing the overall health and wellbeing of our residents. SJH provides both financial and in-kind support for the GNHCC.
- SJH Medical Express Van – provides free transportation to and from SJH and medical office buildings for our patients to help vulnerable populations access care. Approximately 4,000 trips/year and over 20,000 miles per year are driven, at an expense of approximately \$48,000/year. In addition, when the van was unavailable, taxi vouchers were provided to 313 needy patients, at a cost of over \$4600 last year.
- SAGE, The Healthy Choice to Aging - a free membership program for those 55 and older which offers free classes, educational seminars and lectures. There are over 2000 members. In addition, the SAGE newsletter with health tips and wellness information is mailed to almost 2,000 members quarterly.
- Community Health Education – Approximately 100 different classes are offered each year, ranging from childbirth education to stress management, nutrition, CPR, and Fit & Young For Life – a strength training program offered to seniors. Over 3800 people attend classes each year.
- Healthy Choices newsletter mailed to 63,000 households quarterly, provides wellness education, healthcare information articles, promotes community health education classes, health screenings and support groups, (the dollar amounts associated with producing and distributing this newsletter are not included as a community benefit)

- Healthy Choices Page – monthly page in Nashua Telegraph on healthcare information and offers “Ask a Physician” question and answer series. (the dollar amounts associated with production and distribution are not included as a community benefit)
- Free Health Screenings – variety of free health screenings offered to the public throughout the year, through Souhegan Home & Hospice Care, Parish Nurse, The Cardiovascular Center, The Breast Care Center, The Oncology Center and other departments within St. Joseph Healthcare. These free screenings include: blood pressure, PVD, foot care clinics, breast & cervical cancer screening, prostate cancer, skin cancer screening, memory screening, vision screening and hearing screenings. (Please see attached spreadsheet for annual statistics)
- St. Joseph Hospital’s Adult Day Health Center – Located on Amherst Street in Nashua, the Adult Day Health Center provides care for older adults needing medical, social or psychological support in a supervised setting. Staffed by registered nurses, a licensed social worker, activities coordinator, personal care attendants and volunteers. Transportation is available. Approximately 6,006 patient days of care were provided at the Adult Day Health Center in 2008. They see an average of 23 adults per day.
- Fertility Care Services/Natural Family Planning Program provides couples a natural procreative choice for achieving or avoiding pregnancy and evaluating reproductive issues, fertility counseling and family planning. Services are offered on a sliding fee scale. Approximately 21 new couples attended free introductory sessions, and staff continued follow-up with existing clients. Several marriage preparatory educational programs were held for engaged couples at local churches and other locations throughout the community, and 468 people were served. Lastly, a sexuality educational program was presented at St. Christopher’s school for parents and children where 26 students and their parents participated.
- Annual Chernobyl Children’s Project: Several hospital volunteers (including nurses, technicians, and four pediatricians) provided **free physical exams, lab work and medication** to 14 children who visited St. Joseph Hospital in June. These children are currently living near the Chernobyl nuclear disaster area in Russia and the Ukraine. Over 200 children (ages 8-15) travel to the United States each spring to live for one month with host families throughout New England and receive treatment at hospitals who volunteer services.

BENEFIT #3: EDUCATION & PREVENTION SERVICES: CANCER , CARDIOVASCULAR & OTHER CHRONIC DISEASES

The overall health status of Greater Nashua residents is good, according the most recent Community Needs Assessment. Recent data suggests, the city of Nashua shows a higher incidence rate of cancer and heart disease than outlying towns within the Greater Nashua area, but lower mortality rates for these conditions. SJH has chosen the following measures to ensure the residents of our community have access to timely, comprehensive and quality healthcare and education on cancer, heart and other chronic diseases. SJH will continue to promote awareness and education regarding these diseases including knowing your risk factors and prevention, detection and education.

Target population: Patients with or at risk for cancer, stroke, diabetes and heart disease.

Goal: To decrease incidence and mortality rates of cancer and heart disease rates within our community through ensuring easy and timely access to care and ongoing prevention education programs.

2008 Accomplishments:

- (1) The Cardiovascular Center at SJH continued offering free diabetes screenings, with over 200 patients screened in 2008. The new endocrinologist within the Cardiovascular Center continues to expand the patients served the diabetes program.
- (2) The Cardiovascular Center at SJH continued its partnership with the YMCA focusing on prevention and education of cardiovascular disease and its risk factors.
- (3) The Cardiovascular Center at SJH continued its new free body composition analysis (Body Mass Index) BMI screenings monthly. The Center saw over 100 participants in this new screening in 2008.
- (4) The Cardiovascular Center at SJH continued offering SHAPE (Start Healthy Activities & Physical Exercise) where 25 high risk factor patients participated in a monitored diet & exercise program supervised by trained clinicians, with dedicated follow-up.
- (5) The Breast Care Center at SJH continued providing free breast/cervical cancer screenings through the “Let No Woman Be Overlooked” program in conjunction with DHHS. 158 women had free breast/cervical cancer screenings in 2008, **up 8%** from last year.
- (6) The Breast Care Center at SJH continued its new support group/class called “Yoga for Breast Cancer survivors”. Over 50 people were served in 2008.
- (7) The Oncology Center at SJH clinical trials program continued to enroll cancer patients into trials. There are currently 5 different types of cancer clinical trials currently available. 40 patients were screened for clinical trials throughout 2008, at a cost of \$76,000/yr.
- (8) The Oncology Center implemented a new support group CLIMB – (Children’s Lives Include Moments of Bravery) for children ages 6 to 12 years, providing emotional support to children who have parents or grandparents with cancer.
- (9) The Oncology Center began a new Tobacco Treatment Program. Services include a full assessment, counseling and pharmacological treatments. Also implemented “Fresh Start Staying Quit and Enjoying it Forever” a group therapy program to help people stop smoking. Over 45 people were served in 2008.

2009 Goals/Objectives:

- (1) The Cardiovascular Center will continue offering its wide array of free screenings/clinics, educational lecture series, and speaking engagements within the community (schools and businesses), and will continue outreach efforts on cardiovascular disease & risk factors.
- (2) The Breast Care Center will continue to educate women on the importance of breast health through free lectures and educational programs. The BCC will also continue to provide support groups for those in our community effected by breast cancer.
- (3) The Oncology Center will continue to provide educational cancer programs, support groups and free cancer screenings to the community to educate, inform and support the residents of our community who are effected by cancer.

Timeframe: January -December 2009

Monitoring & Evaluation process: Track numbers served at new educational, screenings, support groups and continue to track incidence and mortality rates of those Greater Nashua residents with cancer, stroke, diabetes and cardiovascular disease.

ADDITIONAL ONGOING ACTIVITIES RELATED TO CARDIAC DISEASE, CANCER and OTHER CHRONIC DISEASES

- Annual free cancer screenings –
 - 137 prostate cancer screenings
 - 158 breast and cervical cancer screenings
 - 53 skin cancer screenings

 - Monthly free cardiovascular related screenings –
 - Stroke Risk Assessment screenings – 200 screenings, held monthly at Souhegan Home & Hospice Care and the Parish Nurse Center for Wellness
 - Blood Pressure Screenings, - over 500 screenings each year, held weekly at SJH and Souhegan Home & Hospice Care
 - Diabetes screenings – 172 people screened, held weekly
 - Foot Screenings – over 400 screenings provided by Souhegan Home & Hospice Care

 - Cancer Clinical trials program continues to be offered, a program in conjunction with Dana Farber/Partners Cancer Care.

 - Ongoing Support groups related to Cancer and Cardiovascular Disease: Breast Cancer Support Group, Look Good feel Better, I Can COPE, CLIMB (for children), Cancer Survivors, Bereavement Support Group, Diabetes Support Group, Parents of Children with Diabetes, Southern NH Cardiac Support Group and Stroke Support Group.

 - Advanced Care Planning services are provided free to patients and their families throughout the year. Approximately 250 advanced directives sessions (over 300 staff hours) were provided in 2008.
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There are a number of other activities that SJH supported last year, which provide additional insight into the ways SJH continues to fulfill its charitable mission. These activities may not be specifically tied to specific needs outlined in the community needs assessment, but are still important activities in support of our community and worthwhile stories to share.

Child Passenger Safety Program: As part of our commitment to injury prevention and safety, St. Joseph Hospital offers a Child Passenger Safety Program. The Program is available through the departments of Emergency & Trauma Services and Maternal Child Health, and it is free to the Greater Nashua community. Child car seat safety, proper seat selection, proper seat installation, and seat belt safety education are some of the services provided by the certified child passenger safety technicians.

Sharing Soulprints: A program in collaboration Cargivers Inc, this program is a community outreach effort for frail elders to decrease re-admissions and provide a continuum of care. It begins with a visitation in the hospital and follows participants home. Referrals to the program may be made through the Roger Dionne, MD, Senior Center or Millette Manor Parish Nursing

Center. Sharing Soulprints is a cooperative program of the Roger Dionne, MD, Senior Center, the Health Ministry/Parish Nurse Program and the Volunteer Department at St. Joseph Hospital. There were 180 visits in 2008.

Hospitals co-sponsor Summer Food Drive: The annual food drive is sponsored in conjunction with Southern NH Medical Center and the Greater Nashua Chamber of Commerce. Food pantries expressed a need to re-stock their food supply earlier in the year, so the hospitals reacted and began collection efforts a month earlier than usual. Over 12,000 pounds of food and personal care items were collected and given to food pantries in Nashua, Milford, Hudson and Merrimack. Over 100 staff hours are dedicated to coordinating this effort.

St. Joseph Hospital holds annual diaper drive: During each lenton season, SJH holds a diaper drive to assist women and children within our community. Employees from throughout SJH donated any and all types of baby care items such as diapers, wipes, ointment, powder. Approximately 4000 diapers are collected, and distributed to local agencies such as the Pastoral Care Center, Nashua Soup Kitchen/Shelter, and Anne Marie's House in Hudson.

Attachments

St. Joseph Healthcare - 2008 Community Benefits Inventory for JANUARY - DECEMBER 2008							
Benefit Activity	Need Addressed	Target Population	#s Served	Goals/Objectives	Collaborative Partners	Actual Cost	Description
Traditional Charity Care St. Joseph Hospital	Free care given to patients unable to pay for services they receive	up to 300% of federal Poverty guidelines	5,904 days and cases	To provide financial assistance to all eligible patients/ increase awareness of free care policy		2,368,624	Financial statements
Traditional Charity Care Souhegan Home & Hospice SurgiCenter at St. Joseph Hospital	Free care given to patients unable to pay for services they receive	up to 300% of federal Poverty guidelines		To provide financial assistance to all eligible patients/ increase awareness of free care policy		44,506	Financial statements
Unpaid Cost of Medicaid	Cost of providing care to Medicaid patients but not reimbursed by Medicaid	Medicaid	8,098 days and cases	To provide care to all patients regardless of ability to pay		2,494,905	Financial statements
NON-BILLED SERVICES							
A1. Community Health Education	Education / access to health care information	Greater Nashua community	3986	To provide education and healthcare information on large variety of healthcare topics	SJH MDs, staff area agencies	115,840	Based on annual expenses
A2. Screenings & Clinics: diabetes, BP, cholesterol, cancer, immunizations	Reduce incidence/mortality rates & incr. education re: cancer/chronic disease	Greater Nashua community	2162	To screen/educate people for cancer/heart/chronic disease for early intervention/ and to reduce risks	SJH MDs, and nursing staff	116,846	staff hours, supplies, diagnostic/lab tests, other costs associated with screenings
A3. Support Groups including SAGE (55+ membership club)	Access to social support systems for various target populations	Greater Nashua community	1019+	To provide social support systems and health education to targeted populations	SJH staff, ACS, AHA, etc.	71,261	staff hours, supplies, giveaways, newsletters program costs associated with program
A4. Speakers Bureau/Education/Businesses	Access to healthcare information for general public including students, teachers, workers	Greater Nashua Schools & Business	7400+	To provide health information/education to businesses and schools to provide opportunities to learn about good overall health	Area schools and businesses	30,580	staff hours, supplies, giveaways, other costs associated with program
A5. Parish Nurse Program	Access to social, spiritual support and access to medical care and health info, screenings, risk assessments	Parishioners within Greater Nashua		To educate/provide social/spiritual support to area parishioners and act as liaison for them to access care	Area parishes	161,497	Based on annual program expenses
A6. Fertility Care Services	Education/Access to fertility care services	Greater Nashua community	665	To provide reproductive health/fertility information to area couples	Maternal Child Health providers Health Ministries	27,717	Based on annual program expenses
MEDICAL EDUCATION							
B1. St. Joseph School of Nursing and St. Joseph School of Health Occupations	Educate/train nurses and other allied health professionals to work in the health care field within our community	RN & LNA students health occupations students	200 students	To provide direct education and clinical & community settings for undergraduate/vocational training in nursing and other healthcare practitioner programs	SJH School of Nursing & Health Occupations	9,210	Instructors time supervising all nursing students at community health fairs, events in the community
B2. CME Continuing Medical Education for Physicians and Nurses throughout St. Joseph Healthcare	Educate nurses, physicians and health professionals and to provide contact hours for professionals	Healthcare profession community	1194 participants	To support the education and training of nurses, physicians and other health professionals within our community	NH Med Society	72,537	Based on annual expenses
SUBSIDIZED HEALTH SERVICES							
C1. Marguerite D'Youville Fund	Prescription drug assistance and other financial support, living expenses for the needy	Greater Nashua uninsured/needy	732	To provide free/reduced prescription drugs, short term rent/utilities payments to qualified applicants	Area pharmacies/ City Health Dept	118,802	Based on amount of medication/financial assistance provided to qualified applicants + annual staffing expense
C2. Transportation - Medical Express Van and Taxi Vouchers	Access to the Hospital/Physician Medical Arts Building offices	Greater Nashua community	4100 trips 313 patients	To provide free transportation to those in need both to and from the hospital/medical arts building	Rockingham Ambulance Co	52,602	Based on annual expense of operating van plus taxi fare for patient transport when van not operational/available
C3. Adult Day Health Services	Access to Care for the elderly in need of social interaction in medical supervised setting	Greater Nashua community	Avg 23 pts/day 6006 days of care	To provide social interaction, supervision for the elderly in a medically supervised setting	N/A	34,351	Based on annual program expenses
D. RESEARCH							
D1. Clinical Trials Program	Clinical trials conducted within the Oncology Center in association with Dana Farber Cancer Institute	qualified cancer patients	44	To provide formal research protocols for cancer patients undergoing treatment	Dana Farber Cancer Institute	76,255	Based on expense of clinical trials program
CASH-IN-KIND DONATIONS							
E1. Cash Donations and In-kind Donations	Financial support for community groups and other non-profit organizations	broad community/ non profit agencies	thousands	To provide assistance and in-kind donations to agencies/organizations within community	N/A	128,221	Total amount of cash and in-kind donations* *Excluding specific planned benefits - see below
E2. In kind: Christmas Basket project	Coordination of food, clothing, toys/gifts for needy families in Greater Nashua	Identified needy families in Nashua	82 families	To provide food, clothing, gifts to identified families at Christmas	Salvation Army, Pastoral Care and area schools	7,604	Coordination, volunteer time/mileage, food for 82 needy families
E3. In kind: Conference Room/Office Space	Support to the broad community	Nonprofit agencies	thousands	To provide needed conference room space free of charge to area companies and agencies	N/A	105,200	Estimated value of hospital rental space
COMMUNITY BUILDING							
F1. Staff Support in Community Volunteering time on boards/committees	Support the various non-profit agencies throughout Greater Nashua	Greater Nashua non-profit agencies	thousands	To provide support for various community agencies through board/committee involvement or through donating staff time for fundraising efforts and events	N/A	56,275	Staff hours dedicated to community boards/ committees, supporting community agencies
F2. Community Benefits Report Preparation	Requirement of NH Law	N/A	n/a	Meet requirements of community benefit law	N/A	15,015	Staff hours for preparation
F3. Foundation for Healthy Communities and the Greater Nashua Healthy Community Collaborative	Support yearly initiatives of the statewide Foundation for Healthy Communities and Greater Nashua Healthy Community Collaborative	NH Residents & Greater Nashua area residents		Support Foundation for Healthy Communities and the Greater Nashua Healthy Community Collaborative		25,000	Foundation for Healthy Communities support which supports the GNHCC
						\$ 6,132,848	Subtotal
Specific Community Benefit Activities							
1. Improve Access to Dental Care	Access to affordable dental care	Low income/needy Greater Nashua residents	3300	please refer to narrative report of accomplished activities	Greater Nashua Dental Connection	35,000	
2. Improve Access to Prescription Medications	Access to affordable prescriptions	low income at risk populations	522	please refer to narrative report of accomplished activities	SNHMC & SJH Southern NH Prescription Assistance	25,000	
3. StayN Healthy - Childhood Obesity Project	Reduce incidences of childhood obesity through increased education provided by pediatricians offices	at risk	n/a	please refer to narrative report of accomplished activities	SNHMC	10,000	
						\$ 6,202,848	GRAND TOTAL
Unpaid Cost of Medicare	Costs incurred caring for Medicare patients but not reimbursed by Medicare	Medicare population	82,504 days and cases	To provide care to all patients regardless of ability to pay	N/A	\$ 27,965,808	Social Accountability Report

St. Joseph Healthcare - 2009 Community Benefit PROJECTIONS for FY 2009: JANUARY - DECEMBER 2009							
Benefit Activity	Need Addressed	Target Population	Goals/Objectives	Collaborative Partners	FY 2009 Projected Cost	Description	
Traditional Charity Care St. Joseph Hospital	Free care given to patients unable to pay for services they receive	Up to 300% of federal Poverty guidelines	To provide financial assistance to all eligible patients/ increase awareness of free care policy		2,368,624	Expected to Remain stable	
Traditional Charity Care Souhegan Home & Hospice SurgiCenter at St. Joseph Hospital	Free care given to patients unable to pay for services they receive	Up to 300% of federal Poverty guidelines	To provide financial assistance to all eligible patients/ increase awareness of free care policy		44,506	Expected to Remain stable	
Unpaid Cost of Medicaid	Cost of providing care to Medicaid patients but not reimbursed by Medicaid	Medicaid	To provide care to all patients regardless of ability to pay	N/A	2,494,905	Expected to Remain stable	
NON-BILLED SERVICES							
A1. Community Health Education	Education / access to health care information	Greater Nashua community	To provide education and healthcare information on large variety of healthcare topics	SJH MDs, staff area agencies	115,840	Expected to Remain stable	
A2. Screenings & Clinics: diabetes, BP, cholesterol, cancer, immunizations	Reduce incidence/mortality rates & incr. education re: cancer/chronic disease	Greater Nashua community	To screen/educate people for cancer/heart/chronic disease for early intervention/ and to reduce risks	SJH MDs, and nursing staff	116,846	Expected to Remain stable	
A3. Support Groups including SAGE (55+ membership club)	Access to social support systems for various target populations	Greater Nashua community	To provide social support systems and health education to targeted populations	SJH staff, ACS, AHA, etc.	71,261	Expected to Remain stable	
A4. Speakers Bureau	Access to healthcare information for general public including students, teachers, workers	Greater Nashua Schools & Business	To provide health information/education to businesses and schools to provide opportunities to learn about good overall health	Area schools and businesses	30,580	Expected to Remain stable	
A5. Parish Nurse Program	Access to social, spiritual support and access to medical care and health info, screenings, risk assessments	Parishioners within Greater Nashua	To educate/provide social/spiritual support to area parishioners and act as liaison for them to access care	Area parishes	161,497	Expected to remain stable	
A6. Fertility Care Services	Education/Access to fertility care services	Greater Nashua community	To provide reproductive health/fertility information to area couples	Maternal Child Health providers Health Ministries	27,717	Expected to remain stable	
MEDICAL EDUCATION							
B1. St. Joseph School of Nursing and St. Joseph School of Health Occupations	Educate/train nurses and other allied health professionals to work in the health care field within our community	LPN, LNA students health occupations students	To provide direct education and clinical settings for undergraduate/vocational training in nursing and other healthcare practitioner programs	SJH School of Nursing & Health Occupations	9,210	Expected to remain stable	
B2. CME Continuing Medical Education for Physicians and Nurses throughout St. Joseph Healthcare	Educate nurses, physicians and health professionals and to provide contact hours for professionals	Healthcare profession community	To support the education and trining of nurses, physicians and other health professionals within our community	NH Med Society	72,537	Expected to remain stable	
SUBSIDIZED HEALTH SERVICES							
C1. Marguerite D'Youville Fund	Prescription drug assistance and other financial support to the needy	Greater Nashua uninsured/needy	To provide free/reduced prescription drugs, short term rent/utilities payments to qualified applicants	Area pharmacies City Health Dept	118,802	Expected to remain stable	
C2. Medical Express Van	Access to the Hospital/Physician Medical Arts Building offices	Greater Nashua community	To provide free transportation to those in need both to and from the hospital/medical arts building	Rockingham Ambulance Co	52,602	Expected to remain stable	
C3. Adult Day Health Services	Access to Care for the elderly in need of social interaction in medical supervised setting	Greater Nashua community	To provide social interaction, supervision for the elderly in a medically supervised setting	N/A	34,351	Expected to remain stable	
D. RESEARCH							
D1. Clinical Trials Program	Clinical trials conducted within the Oncology Center in association with Dana Farber Cancer Institute	at risk	To provide formal research protocols for cancer patients	Dana Farber Cancer Institute	76,255	Expected to remain stable	
CASH-IN-KIND DONATIONS							
E1. Cash Donations and In-kind Donations	Financial support for community groups and other non-profit organizations	broad community/ non profit agencies	To provide assistance and in-kind donations to nonprofits within community	N/A	128,221	Expected to remain stable	
E2. In kind: Christmas Basket project	Food, clothing, toys/gifts for identified needy families in Greater Nashua	Identified needy families in Nashua	To provide food, clothing, gifts to identified families at Christmas	Salvation Army, Pastoral Care and area schools	7,604	Expected to remain stable	
E3. In kind: Conference Room Usage	Support to the broad community	Nonprofit agencies	To provide needed conference room space free of charge to area companies and agencies	N/A	105,200	Expected to remain stable	
COMMUNITY BUILDING							
F1. Staff Support in Community Volunteering time on boards/committees	Support the various non-profit agencies throughout Greater Nashua	Greater Nashua non-profit agencies	To provide support for various community agencies through board/committee involvement or through donating personal time for fundraising efforts and events	N/A	56,275	Expected to remain stable	
F2. Community Benefits Report Preparation	Requirement of NH Law		Meet requirements of community benefit law	N/A	15,015	Expected to remain stable	
F3. Foundation for Healthy Communities and the Greater Nashua Healthy Community Collaborative	Support yearly initiatives of the statewide Foundation for Healthy Communities and Greater Nashua Healthy Community Collaborative	NH Residents & Greater Nashua residents	Support Foundation for Healthy Communities and the Greater Nashua Healthy Community Collaborative		25,000	Expected to remain stable	
					6,132,848	Subtotal	
NOTE: The following activities ARE planned benefits for FY 2009							
FY 2009 Benefit Activities	NEED ADDRESSED	TARGET POP	Goals/Objectives	PARTNER	Actual Cost	Description	
1. Improve Access to Dental Care	Access to affordable Dental Care	Low income/needy Greater Nashua residents	- continued financial support of the Dental Connection	Greater Nashua Dental Connection	35,000	Dental Connection	
2. Improve Access to Prescription Medications	Access to affordable prescription medication	low income/needy Greater Nashua residents, elderly	- continued support of the Southern NH Prescription Assistance Program, in collaboration with SNHMC	SNHMC	25,000	Prescription Assistance	
3. Decrease Rates of Cancer, Heart Disease and other Chronic Diseases	Decrease incidence and mortality rates through increase education and awareness in order to reduce risks	All At risk populations	- continue community based programs/services dedicated to improving health, reducing risk for cancer, cardiac disease and other chronic disease	SNHMC, GNHCC AHA, ACS, DHHS		StayN Healthy - discontinued	
					6,192,848	EXPECTED GRAND TOTAL FY 2009	
Unpaid Cost of Medicare	Costs incurred caring for Medicare patients but not reimbursed by Medicare	Medicare population	To provide care to all regardless of ability to pay	N/A	27,965,808	Expected to Remain Stable	