



**GOLDEN VIEW**  
HEALTH CARE CENTER

*and*

**The INN at GOLDEN VIEW**



**COMMUNITY BENEFITS PLAN  
&  
COMMUNITY NEEDS ASSESSMENT**

*for*

**METRO HEALTH FOUNDATION  
of NEW HAMPSHIRE, INC.**

*dba* Golden View Health Care Center  
& The Inn at Golden View

*Fiscal Year Beginning  
January 1, 2006*

**COMMUNITY BENEFITS PLAN – REPORTING FORM**

*Pursuant to RSA 7:32-c-1*

FOR FISCAL YEAR BEGINNING JANUARY 1, 2006

*To be filled with:*

**Office of the Attorney General  
Charitable Trust Unit  
33 Capitol Street, Concord, NH 03301-6397  
603-271-3591**

www.nh.gov/nhdoj/charitable

Metro Health Foundation of NH, Inc.  
d/b/a: Golden View Health Care Center  
and The Inn at Golden View

*Organization Name*

02-0502466

*Federal Tax Identification Number*

19 NH Route 104

*Street Address*

15242

*State Registration Number*

Meredith

*City*

New Hampshire

*State*

03253

*Zip Code*

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

Yes  No

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

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

Yes  No

**If Yes, please attach the updated information.**

**See attached update**

**Section 1 – Community Benefits Contact Person:**

*Name and Title:*

Jeanne Sanders, Administrator

*Address:*

19 NH Route 104, Meredith, NH 03253

*Telephone Number:*

(603) 279-8111 ext. 126

**Section 2 – Mission Statement (RSA 7:32 –e, I)**

**The health care charitable trust 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?**

Our mission is to be the preferred choice in community living for health care and hospitality services benefiting our community-at-large through access to our educational/healthcare resources and expertise.

**2. When was it last reaffirmed? (Mission statement must be reaffirmed by the trust annually.)**

December 7, 2005

**Section 3 – Miscellaneous:**

**Is this plan available on your web site? Yes X No \_\_\_\_\_**

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

Yes X No \_\_\_\_\_ Web Address: [www.goldenview.org](http://www.goldenview.org)

       **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 healthcare 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.)**

Golden View Health Care Center and the Inn at Golden View serve individuals and families of the Lakes Region (and beyond), focusing on those with a need for skilled nursing care, post-hospital rehabilitation, long-term care, specialized programming for memory impairment and supported residential care.

The majority of our clientele are seniors, and their families, who reside in the towns of Meredith, Center Harbor, Moultonborough, Sandwich, New Hampton, Bristol, Hebron, Laconia, Holderness, Ashland, Plymouth, Campton, and Thornton. We also serve out-of-area individuals with a need for our services, who have families residing in the local area.

**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?**

Golden View and the Inn at Golden View conducted our own Community Needs Assessment in March 2004.

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

**a. When was the assessment last conducted updated? (Following the development of the Initial Community Needs Assessment, the assessment must be updated every three years.)**

The assessment conducted in March 2004 was our initial Community Needs Assessment. The next community needs assessment update will be done in 2007.

**b. 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 in three ways for the Community Needs Assessment: (1) a review of current community needs being served by Golden View; (2) a series of interviews with selected community representatives, and; (3) survey questionnaires given to local government officials and key leaders, local community organizations and service providers, and family members and concerned parties related to our current resident population.

Golden View understands that the needs and demographics of the community we serve may change over time. To be responsive to any changing needs of our community, input into the community's health care needs is sought from many different venues in and around the Lakes Region. Golden View has an on-going collaborative relationship with the community organizations and other charitable trusts in the Lakes Region.

**c. If your assessment was conducted or updated this year, please attach a copy.**

**3. If you conducted a needs assessment with other healthcare charitable trusts in your community, please answer the following questions: N/A**

**a. Identify the healthcare charitable trust designated by the group to file the community needs assessment with the Charitable Trusts Unit. N/A.**

**b. When was the assessment last conducted updated? (Following the development of the initial Community Needs Assessment, the assessment must be updated every three years.) N/A.**

**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: N/A**

- 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.) N/A**
- b. If the group's assessment was conducted or updated this year, please attach a copy. N/A.**

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

**Describe in detail the cost of community benefits planned by the healthcare 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 un-reimbursed cost of each activity undertaken in the preceding year. For each quantifiable benefit, the trust should provide an economic valuation which identifies the un-reimbursed 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.**

**1. Please identify the health care needs that were considered in development of this plan.**

Golden View is a community-based not-for-profit skilled nursing facility and supported residential care facility. Golden View provides short-term rehabilitative services, long-term healthcare, specialized memory-impairment programs and supported residential care for individuals in our community. Our goals are focused on directly improving the quality of life for seniors and their families (in the areas of providing physical healthcare services and psychosocial well-being services), promoting wellness, reducing social isolation, and supporting other community organizations and resources.

Among the needs Golden View considered in preparing its benefits plan are:

- Ability of seniors to access the level of healthcare necessary to maintain or attain their highest level of physical, psychological and social functioning.
- Ability of seniors to obtain care when they can no longer care for themselves.
- Ability of seniors to obtain rehabilitative care that enables their return to the community.
- Ability to pay for the services needed and ability to afford housing or living accommodations.
- Need for supportive eldercare and family services.
- Need to support other charitable community organizations that provide services to our client population.
- Need to provide healthcare education and promote wellness in the community.
- Need to engage seniors in programs, activities, and events that prevent social isolation, and foster spiritual and psychological well-being.

**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.**

In response to the findings of our community needs assessment and our commitment to the residents of the Lakes Region communities, Golden View has established programs and activities to maintain or improve health for the aged and vulnerable seniors in our community, and to provide healthcare for those seniors regardless of their ability to pay for the services they receive.

The following services identified as “most important” in our community needs assessment, are currently offered to our community and will be continued services during the next year:

- Assisted living services (62.8% of respondents)
- Exercise and fitness programs (53.5%)
- Alzheimer’s and dementia services (51.2%)
- Health clinics (48.8%)

The following services (not already mentioned above) identified as “*of greatest need in the community,*” or where “*availability-of-service needs improvement*” Golden View offers (or collaborates with other community organizations) and we will continue offering (or collaborating with other groups) these services in the coming year:

- Medicare/Medicaid insurance information (34.9% of respondents)
- Health clinics (9.3%)
- Senior home-based services (9.3%)

Also identified in the survey as “*barriers to getting needed health services*” were:

- Lack of information (30.2% of respondents)
- Don’t know where to start/who to call (25.6%)
- Inadequate or no health insurance (14.0%)
- Can’t afford health care (9.3%)

Activities, and their estimated costs, to be undertaken or supported during the next year which address the community needs determined through the community needs assessment are as follows:

ACTIVITY IDENTIFIED FOR FISCAL YEAR 2006	ESTIMATED COST
Provide skilled nursing care, rehabilitation therapy, dental, orthopedic, and long-term <b>health care access to community residents uninsured or underinsured</b>	\$1,190,000
<b>Facility use by non-profits &amp; other community organizations:</b> Churches - Congregational, Baptist, R. Catholic, Episcopal, Methodist, Calvary Bible, other Community churches & Bible Study groups; Girl Scouts; Public Affairs Forums; Winnepesaukee Square Dancers; Lakes Region Chordsmen; Resident groups	\$3,500
<b>Support of non-profit community health and service organizations -</b> Alzheimer's Assoc., Meredith Little League, Greater Meredith Program, Caregiver Support Groups, Chamber of Commerce, Meredith Rotary Club, Altrusa, Zonta Club, ILHS, Moultonboro Academy, Moul. Central School, New Hampton School, Holderness School, Plymouth Regional Schools, Newfound Area Schools, Meredith Senior Center, Plymouth Senior Center, Lions Club	\$6,800
<b>Community Health &amp; Wellness Education:</b> Licensed Nursing Assistant Courses, CPR Training, Professional & Public Education courses, Advance Health Directive Planning Workshops and Notary services, Free Blood Pressure clinics, Wellness Festival, Medicare Part D seminars.	\$25,000**
<b>Referral resource for community health assistance</b> and coordination with medical community providers managing continuum of care with residents	\$3,500
<b>Transportation</b> to community events and procure transport for health care needs	\$2,200

\*\* Three areas of service to our community, identified in our community needs assessment, that Golden View will expand are (1) exercise and fitness programs to promote wellness and manage health risks in our senior population, (2) seminars and support groups for those dealing with Alzheimer's and related dementia diseases, and (3) seminars and forums that discuss senior housing options and health care issues, including Medicare and Medicaid information.

**3. Please identify additional community benefits or benefit 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.**

Continue and expand programs that foster social integration (combating problem of social isolation in elder population), arts and entertainment, and psychosocial well-being for seniors in the community. Estimated cost of these programs and activities is \$7,200.

Continue and expand programs that encourage local community and governmental officials to communicate with members of the public in areas of policy, especially regarding subjects that affect the senior population that we serve. Estimated cost of these benefit activities is \$2,600.

**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.**

ESTIMATED CHARITABLE CARE – FISCAL YR 2006	ESTIMATED COST
<b>Community/Charitable Care</b>	\$1,190,000

This amount of charitable care is an estimate based on level funding of the Medicaid program in the State of New Hampshire and a rise in operating expense of three percent (3%) during fiscal year 2006.

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 indicate the estimated cost of each activity.

ACTIVITY IDENTIFIED	OUTCOMES	ESTIMATED COST
Provide skilled nursing care, rehabilitation therapy, dental, orthopedic, and long-term <b>health care access to community residents uninsured or underinsured</b>	Provided 37,387 days of care to our clients (60% Medicaid, 9.6% Medicare, 30.4% private & third party payer) 22,384 days of Medicaid covered healthcare	\$1,152,582
<b>Facility &amp; Staff to non-profits &amp; other community organizations:</b> Churches - Congregational, Baptist, R. Catholic, Episcopal, Methodist, Calvary Bible, other Community churches & Bible Study groups; Girl Scouts; Public Affairs Forums: Winnepesaukee Square Dancers; Lakes Region Chordsmen; Resident groups	Provided facility use at no charge allowing these nonprofit groups to achieve their goals and mission to the community	\$3,200
<b>Support of non-profit community health and service organizations -</b> Alzheimer's Assoc., Meredith Little League, Churches, Caregiver Support Groups, Chamber of Commerce, Meredith Rotary Club, Altrusa, Zonta Club, ILHS, Moultonboro Academy, Moulton Central School, New Hampton School, Holderness School, Plymouth Regional Schools, Newfound Area Schools, Meredith Senior Center, Plymouth Senior Center, Lions Club	Contributions to the ongoing efforts and achievements of nonprofit organizations promoting "community" for area towns and cities.	\$6,200
<b>Community Health &amp; Wellness Education:</b> Licensed Nursing Assistant Courses, CPR Training, Professional & Public Education courses, Advance Health Directive Planning Workshops and Notary services, Free Blood Pressure clinics, wellness festival;	Promote health and wellness through education and community organizational support. Over 500 community members attended various programs	\$22,935
<b>Referral resource for community health assistance</b> and coordination with medical community providers managing continuum of care with residents	Residents returning to their community homes were able to obtain needed nursing, therapy, psychological and social interventions. Guided residents to proper living environments based on care needs.	\$3,200
<b>Transportation</b>	Procured transportation for healthcare needs & provided transportation to residents helping them maintain community memberships and family relationships	\$2,000

6. Please identify additional community benefits or benefit 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 cost of each activity.

Additional community benefit activities included:

- Social integration events, arts and entertainment programs, and activities for senior residents in the community to foster psychosocial well-being to combat

the potential for social isolation among this population. Estimated cost is \$5,900.

- Sponsoring food and social events to bring together local community leaders and members of the public. Estimated cost of these activities is \$1,500.

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

**NOTE: Bad debt may not be included as an element of charity care (RSA 7:32-h I.)**

CHARITABLE CARE - FY 2005	OUTCOMES	ESTIMATED COST
Community/Charitable Care	Residents were able to obtain needed healthcare services	\$1,152,582

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

The ratio of gross receipts from operations to net operating profit is 1.05 to 1.

**9. Please describe the means used to solicit views of the community on the development of this plan and an evaluation of its effectiveness. (This report shall include the means used to solicit the views of the community served by the trust, identification of community groups, members of the public and local government officials consulted on the development of the plan, and an evaluation of the plan’s effectiveness. The process for development of the plan shall include an opportunity for members of the public in the trust’s service area to provide input into the development of the plan and comment on the trust’s proposed plan.)**

As noted in Section 6, community input was solicited in three ways in the development of our community benefits plan: (1) a review of current community needs being served by Golden View; (2) a series of interviews with selected community representatives, and; (3) survey questionnaires given to local government officials and key leaders, local community organizations and service providers, and family members and concerned parties related to our current resident population.

Refer to the “Identification of Community Groups Surveyed for Community Needs Assessment 2004.” and Appendices A, B, and C – attached to our 2004 report following Section 8, for the specific groups and persons from whom input was solicited for this Community Benefits Report.

Golden View developed its community benefits activities by focusing on our mission, core services, and the needs assessment developed through community input.

In response to the findings of our community needs assessment and our commitment to the residents of the Lakes Region communities, Golden View has established programs and activities to maintain or improve health for the aged and vulnerable seniors in our

community, and to provide healthcare for those seniors regardless of their ability to pay for the services they receive.

The following services identified as “*most important*” in our community needs assessment, are currently offered to our community and are a continuing part of our Community Benefits Plan:

- Assisted living services (62.8% of respondents)
- Exercise and fitness programs (53.5%)
- Alzheimer’s and dementia services (51.2%)
- Health clinics (48.8%)

The following services (not already mentioned above) identified as “*of greatest need in the community,*” or where “*availability-of-service needs improvement*” Golden View offers (or collaborates with other community organizations) and we will continue offering (or collaborating with other groups) these services as part of our Community Benefits Plan in the coming year:

- Medicare/Medicaid insurance information (34.9% of respondents)
- Health clinics (9.3%)
- Senior home-based services (9.3%)

Golden View understands that the needs and demographics of the community we serve may change over time. To be responsive to any changing needs of our community, input into the community’s health care needs is sought from many different venues in and around the Lakes Region. Golden View invites community input and maintains on-going collaborative relationships with community organizations and other charitable trusts in the Lakes Region.

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

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

Golden View makes our Community Benefits Plan available to the public at our Business Office at 19 NH Route 104, Meredith, or by calling (603) 279-8111 and making a request.

Additionally, our plan is available to the public on our website: [www.goldenview.org](http://www.goldenview.org).

**Section 8 – Additional Information**

**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?**

No.

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

No.

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

Approximately ninety two (92) staff and administrative hours were spent to complete the needs assessment at an estimated cost of \$ 2,700.00.( Done in 2004)

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

Approximately eighty (80) staff and administrative hours were spent to complete the plan/report at an estimated cost of \$ 2,986.00.

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

Our essential services remain the same - consistent with our mission statement and the services we have provided to the community for over 31 years. As an outcome of this reporting process, we have gained a more focused awareness of our contribution to the community. We have discovered that the public sees Golden View as an important resource and makes use of our services and healthcare expertise.

We have learned that there is a community need for healthcare education and awareness, and Golden View will strive to address these community needs in the coming year.