

# 2023

## Annual Impact Report



AMOSKEAG  
HEALTH

# A Message From the CEO



As we reflect on this year, I'm proud of the progress we've made together in advancing our mission of providing exceptional care to all.

We launched our new EMR system, athenaOne, making workflows simpler for staff and access easier for patients. Alongside this, our team introduced a new patient portal, offering a streamlined way for patients to connect with their care. And for the first time, our patient portal is offered in Spanish and English.

This year also marked significant strides in equity. We established New Hampshire's first school-based health center, helping students access care without missing valuable classroom time. Amoskeag Health also earned six Community Health Quality Recognition badges, highlighting our commitment to improving access and quality for the underserved.

Thank you for your unwavering dedication to our patients and our community. Together, we're making a profound impact.

With appreciation,  
Kris McCracken  
President & CEO, Amoskeag Health

# Board of Directors



## OFFICERS

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Keller Williams

Vice Chair

**DEBBIE MANNING**

Health Care Consultant Software,  
Cumberland Consulting Group

Secretary

**DAVID CRESPO**

Field Consultant Financial Services,  
Primerica Financial Services

Treasurer

**RICHARD ELWELL**

Consultant, Sprouts International

## DIRECTORS

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**JILL BILLE**

CFO, Granite State Independent Living

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Insurance Broker, Optisure Risk Partners

**ANGELLA CHEN-SHADEED**

Caregiver, Partially Retired

**VANESSA MARADIAGA**

Provider Relations Advocate, Optum Behavioral Health

**KATHLEEN DAVIDSON**

Attorney, Pastori Krans, PLLC

**DAWN MCKINNEY**

Policy Director, New Hampshire Legal Assistance

**OBHED GIRI**

Home Care Provider, The Moore Center

**RUSTY MOSCA**

Managing Director, Nathan Wechsler & Company

**MADHAB GURUNG**

Direct Support Professional, Siddharth Services, Inc.

**SONIA STAGEN**

Retired

**DAVID HILDENBRAND**

COO, Catholic Charities NH

**GAIL TUDOR, Ph.D.**

Associate Dean of Health Professions, SNHU



# Impact Story

Sarah (name changed for anonymity) was 20 and had just immigrated to the U.S. from Peru, ready to start a new life with her partner and their unborn baby. But her dream shattered when her partner's words turned to violence. One February day, he brutally attacked her and left her alone in the cold. Bruised and desperate to protect her baby, Sarah remembered she had one thing: a phone number. She called Amoskeag Health.

Our case manager arranged emergency medical care, transportation, and counseling on domestic violence. Sarah was connected to the YWCA for additional support and began trauma counseling with one of our Behavioral Health Clinicians.

Through our partnership with Waypoint, we secured Sarah a spot in their Transitional-Living Parenting program, where she gained stable housing and parenting skills.

Today, Sarah is rebuilding her life in safety, with ongoing case management and resources for her and her baby. Her case manager said, "Amoskeag Health and our community partners empowered Sarah to escape her situation and create a safe, independent future."



# FY23 Impact Summary

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**65,353**

CLINICAL AND VIRTUAL VISITS



**16,227**

PATIENTS RECEIVED CARE



PROVIDED HEALTHCARE IN  
**54** LANGUAGES



**350**

BABIES DELIVERED



**4,367**

PATIENTS WITHOUT  
INSURANCE TREATED



**135**

PATIENTS RECEIVED  
MEDICATION  
ASSISTED TREATMENT



**264**

CHILDREN GIVEN HEALTH  
ASSESSMENTS IN SCHOOL



**985**

INDIVIDUALS EXPERIENCING  
HOMELESSNESS GIVEN  
MEDICAL ATTENTION

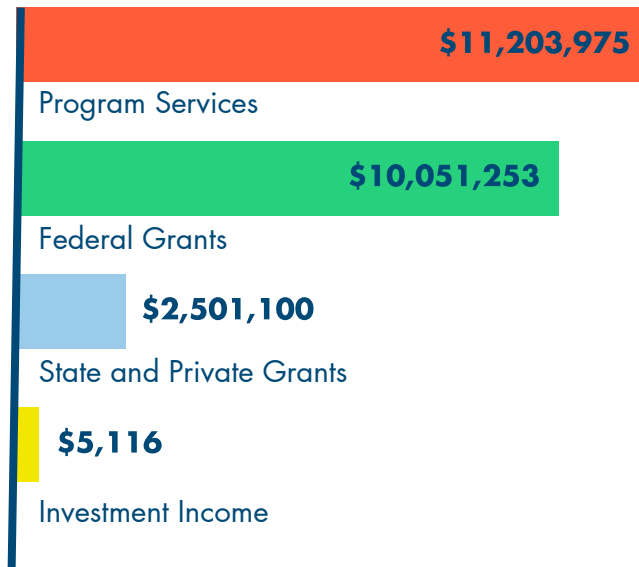


**554**

CHILDREN EXPERIENCING  
TRAUMA CONNECTED  
WITH RESOURCES

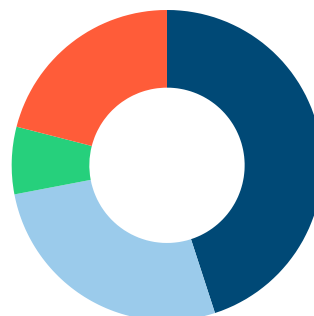
# FY23 Impact Summary

Total Revenue: **\$23,761,444**



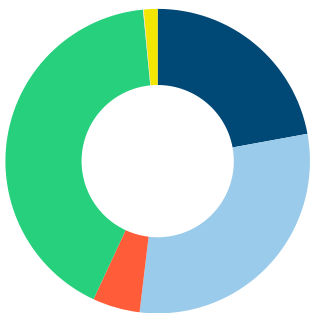
## Patients by Age

- Infant - 5th Grade: 21%
- Youth 6th - 12th grade: 14%
- 19-49 years: 42%
- 50 years and older: 23%



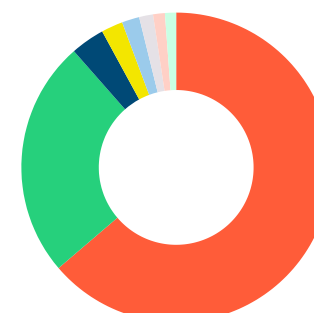
## Insurance Coverage

- Medicaid: 45%
  - Uninsured: 27%
  - Medicare: 7%
  - Private Insurance\*: 21%
- \*(Includes Medicaid Expansion products)



## Ethnicity

- Hispanic: 5,803
- White: 7,809
- Black: 1,317
- Asian/PI: 894
- American Indian/  
Alaskan Native: 11
- Other: 10
- Did Not Specify: 383



## Languages

- English: 13,193
- Spanish: 5,130
- Portuguese: 735
- Arabic: 467
- Nepali: 378
- Swahili: 301
- French: 255
- Vietnamese: 241

# Impact Story

Jen's journey shows the life-changing support she found at Amoskeag Health:

"After years of struggling with addiction and setbacks, I finally joined Amoskeag Health's Medication-Assisted Treatment program. That decision changed my life. Amoskeag Health has provided a safe place to receive all my care. I see my primary care provider for routine checkups, attend MAT to take care of my behavioral health, and work with my counselor to manage my mental health.

When I became pregnant, I received prenatal care, and now my one-year-old son has a family medicine doctor. I can't stress enough how important the compassion, commitment, and communication from everyone have been during my recovery. Amoskeag Health isn't just a doctor's office; it's a community of meaningful relationships that grew over time."

Jen's story is an excellent example of how comprehensive care and a supportive community can help patients reclaim their lives and build a brighter future.





# Medication Assisted Treatment

Our Medication Assisted Treatment (MAT) program helps people recovering from opioid or alcohol use disorders. We combine medication with counseling and other supports to give patients the best chance at long-term recovery.

Our team includes medical providers, nurses, and counselors who work together to create a care plan that fits each person's needs. We offer medications like Suboxone and Vivitrol to ease withdrawal symptoms and cravings, along with regular check-ins to make sure the treatment is working.

Patients can also meet with our licensed alcohol and drug counselor for one-on-one, trauma-informed therapy. Our case manager helps with practical needs like housing, benefits, and finding a job, as well as teaching recovery skills and how to prevent relapse. If needed, our medical team provides specialized care and treatment.

If you or someone you know needs help, call us at 603-935-5263. We're here to support your recovery every step of the way.





## **Amoskeag Health Locations**

145 Hollis Street, Manchester, NH

1245 Elm Street, Manchester, NH

184 Tarrytown Road, Manchester, NH

88 McGregor Street, Manchester, NH

ProHealth, 1555 Elm Street, Manchester, NH

For more information: (603) 626-9500

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