



Valley Regional Healthcare

2018

**Community Health Needs Assessment
(CHNA)**

**Community Health Improvement Plan
(CHIP)**

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Community Health Needs Assessment

- What is it?
 - A federal and state mandatory requirement completed every 3 years

Our partners:

- Dartmouth-Hitchcock Medical Center
- New London Hospital
- Alice Peck Day Memorial Hospital
- Visiting Nurses Association
- Mt. Ascutney Hospital



Information Gathering

- We asked and you answered...
 - We gathered information from a wide variety of community members
 - We asked the community to share the top healthcare needs of the community
 - 1) Key stakeholder survey (those who work with the community members often)
 - 2) Paper Surveys
 - 3) Focus groups (TLC, Soup Kitchen, Volunteers, Newport Parents)

Top 7 Common Priorities

- Access to mental health services
- Alcohol and drug misuse prevention, treatment, and recovery
- Access to affordable health insurance, health care services, and prescription drugs
- Family violence and childhood trauma, including bullying
- Health care for seniors, including supports for aging in place
- Availability of affordable dental care for adults
- Social determinants of health, including affordable housing, transportation, and poverty



1. Access to Mental Health Services: The Proposal

- Work with West Central Behavioral Health and Counseling Associates on bi-directional patient relationships
- Tele-psych program through DHMC
- Depression screening questionnaire given at routine visits
- Multi-disciplinary care team meeting to address patient needs
- Development of protocols to safely care for patients awaiting behavioral health placement

2. Alcohol, Drug Misuse, Treatment and Recovery: The Proposal

- Renovation of VRH's third floor to open residential treatment program
- Implement Buprenorphine induction in ED with care navigation to external services
- Collaborate with The Center for Recovery Resources on recovery coach program in ED
- Open needle exchange program
- Recovery friendly pediatrics
- Patients who leave with opioid prescription are given Deterra packs to discard medication safely

Alcohol, Drug Misuse, Treatment and Recovery: The Proposal

- Development office to obtain funding through grants and individuals to help fund the third floor and recovery coach program
- Senior team member to serve on The Center for Recovery Resources Board
- Use hospital media to promote syringe services, program, and syringe disposal boxes

3. Access to Affordable Health Insurance and Prescriptions: The Proposal

- VRH's case management to assist in-patient and clinic patients to help with forms, and identifying payment options
- Refer patients to other agencies such as Servicelink and DHHS
- Continue to provide services to patients with low-income (Charity Care)
- Provide gas cards for transportation to and from medical services
- Medication Assistance Program for indigent patients to get free medications from pharmaceutical companies



4. Family Violence, Child Abuse, Bullying: The Proposal

- Surveys in Practices to identify violence in the home as part of routine screening
- Flyers with info in Practices and bathrooms for domestic violence support
- Partner with TLC and Turning Points to provide support and collaboration
- ED screens all patients for safety/violence at triage. Makes appropriate referral to BEAS, DCYF, and Turning Points

Family Violence, Child Abuse, Bullying: The Proposal

- VRH Directors sit on Board of TLC
- VRH often sponsors TLC run events
- Attendance and participation in Continuum of Care regional meetings



5. Care for Seniors: The Proposal

- Offer falls assessment screening in in-patient and practices
- Support evidence-based fall prevention programs
- Work with Summercrest in placement of patients, or seeing patients when needed
- Offer maintenance supervised exercise programs for graduates of cardiac/pulmonary rehab
- Pool therapy with Claremont Community Center to assist seniors with mobility
- Diabetes Support Group held every 3rd Friday of the month from September-May. Free and open to the public

Care for Seniors: The Proposal

- VRH to offer community members Tai Ji Quan classes
- 2 Staff members certified to teach
- Senior team member on Board of Summercrest



6. Availability and Affordability of Dental Care: The Proposal

- Partner with Sullivan County Oral Health Collaborative (SCOHC) was established in March of 2004 to identify oral health needs and create access to care in Sullivan County
- Acute conditions treated and referrals made
- Patient given extensive “dental packet” with area dental clinic information
- Senior team member serves on SCOHC Board
- VRH provided grant money for SCOHC expansion
- Potential to add oral health in our Emergency Department

7. Social Determinants to Health: Affordable Housing, Transportation, Poverty: The Proposal

- We offer a pay structure that reflects fair market, despite the depressed real estate market in most Sullivan County
- Flexible scheduling in rehab to coordinate local transportation availability; provide resources to patients who have limited knowledge of these resources