



Where good health begins.

Littleton, New Hampshire

2016 Community Health Needs Assessment Implementation Plan

Adopted by Board Resolution _____

Significant Needs

Results from the survey identify serious health issues or concerns in the Littleton community.

The implementation plan to address the areas identified will include the following:

- Identify the rank order of each identified as Significant Needs;
- Identifies Littleton Regional Healthcare current efforts to respond to the need;
- Establishes the Implementation Plan and resources Littleton Regional Healthcare will devote to attempt to achieve improvements;
- Includes Leading Indicators Littleton Regional Healthcare will use to measure progress;
- Includes the Lagging Indicators Littleton Regional Healthcare believes the Leading Indicators will influence in a positive fashion, and;
- Includes locally available resources noted during the development of this report as believed to be currently available to respond to this need.

LRH is one of four hospitals in Northern New Hampshire who recently affiliated under parent company North Country Healthcare – the four affiliated hospitals include Androscoggin Valley Hospital; Littleton Regional Healthcare; Upper Connecticut Valley, and Weeks Medical Center. The closest facilities to LRH include:

- Androscoggin Valley Hospital – 25 bed critical access hospital, 49 miles (1 hour and 7 minutes to LRH) Berlin, NH
- Cottage Hospital – 25 bed critical access hospital, 22 miles (34 minutes from LRH) in Woodsville, NH
- Dartmouth Hitchcock Medical Center – 372 bed acute care facility, 73 miles (1 hour and 20 minutes from LRH) in Lebanon, NH
- Lakes Regional General Hospital – 110 bed acute care facility; 73 miles (1 hour and 28 minutes from LRH) in Laconia, NH
- Speare Memorial Hospital – 25 bed critical access hospital, 49 miles (54 minutes from LRH) in Plymouth, NH
- Upper Connecticut Valley Hospital - - 25 bed critical access hospital, 57 miles (1 hour and 15 minutes), Colebrook, NH
- Weeks Medical Center – 25 bed critical access hospital, 21 miles (36 minutes from LRH) in Lancaster, NH

The Littleton Regional Healthcare Implementation Plan utilizes “Leading Indicators.” Leading Indicators anticipate change in the Lagging Indicator. Leading Indicators focus on short term performance, and if accurately selected, anticipate the broader achievement of desired change in the Lagging Indicator. Leading Indicators also must be within the ability of LRH to influence and measure.

1. **Substance Misuse** (includes drugs, opioids, heroin, etc.) - 91.4% identifies substance misuse as major concern.

PROBLEM STATEMENT – Substance misuse services need to increase as community problem awareness capabilities are enhanced.

LRH SERVICES AVAILABLE TO RESPOND TO THIS NEED INCLUDE:

- LRH offers emergency medical treatment and referral service.
- The LRH Emergency Department uses (Naloxone) better known as Narcan for patients coming in for overdoses. LRH is building a policy related to education and provision of Narcan kits to third party friends and families in order to decrease the number of accidental overdoses.

LRH IMPLEMENTATION PLAN PROGRAMMATIC INITIATIVES:

- It is not clear at this time how LRH and the three other hospitals located in Northern New Hampshire that come under the parent company, North Country Healthcare will address this serious issue in NH. However, at this time the North Country Health Consortium and their member board (including representation from North Country Healthcare and all four affiliated hospitals) are having preliminary discussions related to building and/or retrofitting a current building that would serve as a residential facility offering 28 day and/or 90 day treatment for incoming patients. There is a significant shortage of residential facilities where patients presenting with drug abuse issues can be referred to and treated appropriately.

This lack of resources causes significant problems when hospitals admit patients who are suffering from substance abuse, as treatment is limited.

ANTICIPATED RESULTS FROM LRH IMPLEMENTATION PLAN:

- TBD

LEADING INDICATOR LRH WILL USE TO IDENTIFY PROGRESS:

- The more work that can be done on a local, regional and statewide basis will decrease the number of deaths associated with drug overdoses. In 2015, there were 439 deaths in New Hampshire according to the state medical examiner's office.

LEADING INDICATOR HOSPITAL WILL USE TO IDENTIFY IMPROVEMENT

- A reduction in the number of drug addicted patients who present in the LRH ED.
- A reduction in the number of deaths in Northern New Hampshire in future years.

Other Local Resources include the following:

North Country Health Consortium – Littleton Alcohol Tobacco and Other Drugs (ATOD) Task Force 262 Cottage Street, Suite 230, Littleton, NH 03561, 603-259-7711

Tri-County Community Action Programs, Inc./Friendship House - 2957 Main Street, Bethlehem NH, 03574, 603-869-2210, <http://www.tccap.org>

Northern Human Services - 55 Colby Street, Colebrook NH 03576, 603-237-4955, <http://www.northernhs.org>

Center for New Beginnings - 229 Cottage Street, Littleton NH 03561, 603-444-6465 <http://www.centerfornewbeginnings.org>

ROAD to a Better Life - 678 Meadow Street, Littleton NH 03561, 603-444-6090, <http://www.roadtoabetterlifenh.com>

Connecticut River Counseling Services - 139 Central Street, Woodsville NH 03785, 603-747-2801 - <http://sites.google.com/site/connecticutrivercounseling>

2. **Mental Health Problems** 91% of respondents identifies mental health issues as a major concern.

PROBLEM STATEMENT – There currently is a shortage of available, affordable mental health resources. An enhanced community wide strategic plan needs to be put in place to address mental health care needs on a short and long term basis.

LRH SERVICES AVAILABLE TO RESPOND TO THIS NEED INCLUDE:

- LRH offers emergency medical treatment and short term care until a facility that accommodates patients with mental health needs becomes available.
- LRH currently employs a part-time licensed independent clinical social worker who sees patients needing socio-therapy.
- LRH employed a full time psychiatrist for two years who relocated in September of 2016.
- The psychiatrist at LRH saw an average of 9 – 10 patients on a daily basis.

LRH IMPLEMENTATION PLAN PROGRAMMATIC INITIATIVES:

- LRH is actively recruiting a full-time psychiatrist.

ANTICIPATED RESULTS FROM LRH IMPLEMENTATION PLAN:

- Increase in the number of patients being treated by a professional mental health provider at LRH.
- Accept referrals from primary care providers in the region.

LEADING INDICATOR LRH WILL USE TO IDENTIFY PROGRESS:

- A decrease in the number of suicides related to mental illness.
- Additional residential resources to place patients in need of mental healthcare.

LEADING INDICATOR HOSPITAL WILL USE TO IDENTIFY IMPROVEMENT

- Monitor the number of patients presenting at the Emergency Department and subsequently admitted to LRH for observation and/or until a referral can be made.
- **NEED REGIONAL STATISTICS ON SUICIDE RELATED TO MENTAL ILLNESS. WAITING ON DETAILS.**

Other Local Resources include the following:

Pathways Psychiatric Consulting - 461 Main St., Franconia, NH 03580, (603) 823-2074 - <https://www.healthgrades.com/physician/dr-erinn-fellner-3gyvb>

Northern Human Services – 87 Washington Street, Conway, NH 03818, (603) 447-3347 - <http://www.northernhs.org/>

Northern NH Mental Health and Development Services – 29 Maple Street, Littleton, NH, 03561, (603) 444-5358 - <http://www.northernhs.org/>

Genesis Behavioral Health and Mainstay – 559 Tenney Mountain Highway, Plymouth, NH, 03264, (603) 524-1100 - <http://www.genesisbh.org/>

NAMI – National Alliance on Mental Illness – 85 N. State Street, Concord, NH 03301, (603) 225-5359 - www.naminh.org/

3. **Obesity/Overweight** 92 % of respondents identifies obesity is a major health related concern.

PROBLEM STATEMENT – Increase obesity reduction efforts, including an emphasis on healthy lifestyles and healthy eating.

LRH SERVICES AVAILABLE TO RESPOND TO THIS NEED INCLUDE:

- LRH employs a full time Clinical Dietician and a part time Diabetes Educator. Both work with patient to educate them on healthy eating and healthy lifestyles.
- LRH offers a series of wellness classes including yoga, bone builders, and aerobics. The purpose of the wellness classes is to encourage activities and fitness.
- LRH offers a walking trail on hospital campus (open to the public); another example of encouraging activities and wellness for individuals and families.
- LRH provides (at no charge) space for weekly Weight Watchers® meetings.
- LRH provides outreach to area elementary schools to educate students on eating healthy.
- LRH partners with HEAL NH® a statewide initiative that promotes healthy eating and active living.
- LRH Food & Nutrition Service provides a healthy eating choice daily. This is available to patients and community members. Because of the affordable cost to dine at LRH, the number of meals served continues to increase.

LRH IMPLEMENTATION PLAN PROGRAMMATIC INITIATIVES:

- LRH will continue to offer nutritional counseling to patients and their families (192 in 2016)
- LRH will continue to provide diabetes education to patients and their families on the importance of maintaining a healthy weight to control diabetes. (LRH diabetes educator provided 312 individual diabetes education sessions to 140 individual patients. She provided 7 group sessions).
- LRH will continue to seek new fitness classes that can be offered at LRH. (2 – 4 currently)
- LRH will continue to provide space to host Weight Watchers® classes at LRH. (weekly meetings – free space provided)

ANTICIPATED RESULTS FROM LRH IMPLEMENTATION PLAN:

- LRH anticipates a reduction in obesity in community members and staff.
- LRH expects to see an increase in the number of people participating in fitness classes.
- LRH expects to see an increase in the number of people seeking diabetes education and nutritional counseling; both of which may result in healthier lifestyles.
- LRH expects to see an increase in the number of people who attend Weight Watchers® meetings.

LEADING INDICATOR LRH WILL USE TO IDENTIFY PROGRESS:

- New Hampshire now has the 14th lowest adult obesity rate in the nation, according to The State of Obesity: Better Policies for a Healthier America released September 2016.
- New Hampshire's adult obesity rate is currently 26.3 percent, up from 16.1 percent in 2000 and from 9.9 percent in 1990.

LEADING INDICATOR HOSPITAL WILL USE TO IDENTIFY IMPROVEMENT

- A decrease in the number of adults who are considered obese nationwide.
- A decrease in the number of adults in New Hampshire who are considered obese.

Other Local Resources include the following:
Common Sense Fitness – 9 Eames Way, Littleton, NH 03561, 603-444-2772
Evergreen Sports Center – 2572 US Route 302, Lisbon, NH 03585, 603-838-6511
Fitness Authority – 564 Meadow Street, Littleton, NH 03561, 603-259-1810
Weight Watchers – LRH New Medical Office Building Conference Room, 600 St. Johnsbury Road, Littleton, NH 03561, 603-444-7762 (Carrie Way, RN, and group contact).
Foundation for Healthy Communities - Terry Johnson, HEAL Director, tjohnson@healthynh.com , 125 Airport Road, Concord, NH 03301, 603.415.4273 - http://healnh.org/index.php/north-country

4. **Alcohol Abuse** 78 % of respondents identifies obesity as a major health related concern.

PROBLEM STATEMENT – Additional resources need to become available to address this need.

LRH SERVICES AVAILABLE TO RESPOND TO THIS NEED INCLUDE:

- LRH offers emergency medical treatment and referral service.
- LRH provides conference room space to Alcohol Anonymous meetings that are held weekly. The cost of the space is valued at \$16.01 per sq. ft., 738 sq. ft. used weekly with a value of \$1,198.
- LRH uses social media to promote health information related to alcohol abuse.

LRH IMPLEMENTATION PLAN PROGRAMMATIC INITIATIVES:

- LRH does not intend to develop a specific implementation plan for this need for the following reason/s:
 - Lack of expertise of competency (i.e., professional credential required)
 - Lack of identified interventions to address this need.
 - Need is addressed by other organizations/facilities.

ANTICIPATED RESULTS FROM LRH IMPLEMENTATION PLAN:

- N/A

LEADING INDICATOR LRH WILL USE TO IDENTIFY PROGRESS:

- N/A. LRH will not actively engage in implementation efforts but will monitor and support the efforts taken by others, including the organizations listed below.

LEADING INDICATOR HOSPITAL WILL USE TO IDENTIFY IMPROVEMENT

- N/A

Other Local Resources include the following:
Alcoholics Anonymous – Littleton Regional Healthcare Conference Center, Conference Room 1 & 2, 600 St. Johnsbury Road, Littleton, NH 03561, 800-593-3330 (NH Area Assembly)
Tri-County Community Action Programs, Inc./Division of Alcohol and Other Drug Services - 148 Main Street, Lancaster NH 03584, 603-869-2210 - http://www.tccap.org
Tri-County Community Action Programs, Inc./Friendship House - 2957 Main Street, Bethlehem NH 03574, 603-869-2210 - http://www.tccap.org (RESIDENTIAL)
Littleton Police Department – 2 Kittridge Lane, Littleton, NH 03561, 603-444-7711
New Hampshire AL-ANON – First Congressional Church, 189 Main Street, Littleton, NH

03561, 603-645-9518 (New Hampshire AL-ANON)
Center for New Beginnings – 229 Cottage Street, Littleton, NH 03561, 603-444-6465
Karen McNamara, LADC - 106 Main Street, Littleton NH 03561, 603-540-4644 - http://www.karenmcnamaraladc.com
ROAD to a Better Life - 678 Meadow Street, Littleton NH 03561, 603-444-6090 - http://www.roadtoabetterlifenh.com
Northern Human Services - 29 Maple Street, Littleton NH 03561, 603-444-5358 - http://www.northernhs.org
Angela Jones, LCMHC, MLADC, LCS, RYT - 103 Cottage Street, Littleton NH 03561, 603-616-2019 - http://AngelaThomasJones.com

5. **Smoking and Tobacco Use** 87% of respondents identifies tobacco use as a high risk behavior that needs to be addressed in the community.

PROBLEM STATEMENT – The number of smokers needs to decline.

LRH SERVICES AVAILABLE TO RESPOND TO THIS NEED INCLUDE:

- LRH is a smoke free campus
- LRH offers patients a smoking cessation program and access to resources to assist.

LRH IMPLEMENTATION PLAN PROGRAMMATIC INITIATIVES:

- LRH will continue to educate patients of the risks involved with smoking.
- Need is addressed by other organization or agency (see list below).

ANTICIPATED RESULTS FROM LRH IMPLEMENTATION PLAN:

- A decrease in the number of patients served who use tobacco.

LEADING INDICATOR LRH WILL USE TO IDENTIFY PROGRESS:

- N/A

LEADING INDICATOR HOSPITAL WILL USE TO IDENTIFY IMPROVEMENT

- N/A

Other Local Resources include the following:
NH Tobacco Helpline (1-800-QUIT-NOW)
QuitWorks-NH, New Hampshire Department of Health and Human Services – 129 Pleasant Street, Concord, NH 03301, (603) 271-6891 - http://www.dhhs.nh.gov/dphs/tobacco/contact.htm
American Lung Association – 20 Warren Street, Suite 4, Concord, NH 03301 – (603) 369-3977 - http://www.lung.org/about-us/local-associations/new-hampshire.html
Weeks Medical Center – 173 Middle Street, Lancaster, NH, (603) 788- 5095– Contact: Margo Cliché, Certified Tobacco Prevention Counselor

