

LRGHealthcare 2018 Community Health Improvement Plan

Introduction

The purpose of a Community Health Improvement Plan (CHIP) is to describe how LRGHealthcare utilizes resources to address community health needs identified by a community needs assessment process. The CHIP also meets the requirements of the Patient Protection and Affordable Care Act, which requires not-for-profit hospitals to develop and act on a recorded Community Health Improvement Plan. The CHIP partners with what LRGHealthcare reports on the Federal IRS Form 990 Schedule H, the hospitals community benefits tax filing.

Determining Priorities

In 2017, LRGHealthcare conducted a Community Health Needs Assessment. Community health needs were identified through community surveys, focus groups, key informant interviews and objective data gathered from state and federal registries and local public resources. The results of the assessment, along with demographic data and health status indicators from state and federal resources identified priority community health concerns and guided the development of the following LRGHealthcare Community Health Improvement Plan.

In 2015, with leadership from the Partnership for Public Health, LRGHealthcare participated with over 25 community partner agencies in an assessment process to develop the Winnepesaukee Public Health Region Community Health Improvement Plan (WPHR-CHIP), a regional community health improvement plan. The WPHR-CHIP builds on the work of individual agencies such as LRGHealthcare, to identify community needs and interventions that support our collective vision of a healthy, resilient and vibrant community for every person, every family.

The following is an annual update to the LRGHealthcare CHIP. It includes references to the 2015 WPHR-CHIP to highlight the coordination and mutual support between LRGHealthcare and community partners.

During fiscal year 2020, LRGHealthcare will again assess community needs through community focus groups, key informant interviews and utilization of survey data. This reassessment will provide the opportunity to evaluate the progress we have made toward the goals set in the LRGHealthcare CHIP and guide the adjustment of priorities if appropriate. This ongoing assessment process assures our community that we are listening and that we are directing our expertise, our programs, and our funding to the most pressing areas of concern as defined by the citizens of our region.



Understanding the areas we serve

LRGHealthcare service area includes 26 cities and towns in central New Hampshire with a resident population of more than 98,000 people. According to the Winnepesaukee Public Health Region's (WPHR) 2015-2020 Community Health Improvement Plan, 11.4 % of residents living in the WPHR have incomes at or below the federal poverty level, which is notably higher than the rate for New Hampshire overall (8.7%). Poverty levels within the service areas vary greatly, for example: an estimated 1.5% of residents in Sanbornton live in poverty compared to 21.0% in Franklin. It is also important to note that the percentage of children (ages 0-17) living in poverty across the Lakes Region (17.4%) is significantly higher than in New Hampshire overall (11.1%).

Additionally, residents within the WPHR are slightly older on average with 15.5% of the population age 65 years or older compared to the State of New Hampshire with 14.2% of the population 65 or older. The aging population plays a major role in shaping the cost and delivery of healthcare services today and into the future.

Health status indicators tell us, in the LRGHealthcare service area there are a greater number of overweight or obese adults, as well as a greater number of overweight and obese children ages 2 to 5, when compared to the state overall. Overweight and obesity put individuals at greater risk for a variety of significant chronic health issues including hypertension, heart disease and diabetes.

In the area of mental health and substance misuse, our community again spoke of its concern in the 2017 Community Health Needs Assessment. Mental health visits to our emergency departments exceed state rates overall, and we also know that youth substance abuse rates exceed the state average, creating a challenge that impacts every aspect of community life.

LRGHealthcare Community Health Improvement Plan (CHIP)

✂ The following priorities were identified as top concerns in the 2017 Community Health Needs Assessment (CHNA) and are addressed by LRGHealthcare in the **CHIP**:

- Access to Affordable High Quality Healthcare Services (including primary care, dental care and mental health services)
- Access to Affordable Health Insurance
- Substance Misuse Prevention, Treatment and Recovery
- Assistance with Care Coordination and Health System Navigation
- Weight Related Health Issues
- Availability and Affordability of Dental Care
- Transportation
- Tobacco Use Prevention / Cessation

✂ The following areas did not come forward in the 2017 CHNA, but LRGHealthcare supports these vital services, and their impact and anticipated outcomes are also addressed in the **CHIP**:

- Emergency Preparedness
- Health Professions Education and Training
- Community Building/Financial Contributions
- Health Promotion & Disease Prevention

LRGHealthcare 2018 Community Health Improvement Plan - Overview



Section One: Access to Affordable High Quality Healthcare / Dental Services

- Financial Counseling
- Provision of Primary and Specialty Care
- Support for Federally Qualified Community Health Center
- Partnership for Mental Health Counseling Services
- Dental Resource Center Services
- Prescription Medication Assistance
- Charity Care
- Community- based Healthcare Access Committee

Section Two: Access to Health Insurance

- Financial counseling and enrollment assistance for Health Insurance Marketplace

Section Three: Assistance with Care Coordination and Health Systems Navigation

- Coordination of primary care
- Chronic condition management
- Medication reconciliation and education
- Palliative Care

Section Four: Substance Misuse Prevention and Access to Treatment and Recovery Services

- Community prevention
- Mental Health and Substance Misuse Counseling – Medication Assisted Treatment
- Community Health Services Network
- Healthcare Access Committee

Section Five: Community Health Improvement –Health Promotion and Disease Prevention

- Access to Healthy Food and Opportunities for Physical Activity (HEAL)
- Basic Life Support training
- Breast and Cervical Cancer Prevention, Screening and Support
- Childbirth Education and Breast Feeding Support
- Car Seat and Bike Helmet Safety
- Chronic Disease Self Management
- Colorectal Cancer Prevention and Screening
- Fall Risk Reduction
- Medically Supervised Exercise Programs
- Nutrition and Weight Management

Section Six: Emergency Readiness and Response

- Laconia Ambulance Service
- Regional Emergency Preparedness

Section Seven: Health Professions Education and Training - Workforce Opportunity

- Physician Training
- Nursing Education
- Clinical placement for healthcare students
- Job shadow and career awareness

Section Eight: Community Building – Addressing Social Determinants of Health

- Community Service
- United Way
- Environmental Stewardship



2018 LRGHealthcare CHIP

Access to Affordable High Quality Healthcare Services (Primary Care, Specialty Care, Mental Health Care and Oral Health Care)

Coordinates with 2015 Winnepesaukee Public Health Region CHIP Priorities 1, 2, 3 and 4

LRGHealthcare Response	FY 17 Outcomes	FY 17 Investment	Anticipated FY 18 Investment	FY18 Plan –Plan to Evaluate
Financial Counseling -Health Insurance Marketplace assistance	439 encounters – assistance with enrollment	\$50,605	\$50,605	<p>FY 18 Access Plan</p> <ul style="list-style-type: none"> • Continue to provide financial assistance counseling resources and to assist community members with enrollment in the Health Insurance Marketplace • Continue subsidy to primary care practices to ensure access • Continue provision of the Psychiatric Designated Receiving Facility to support the critical shortage of mental health services within the state • Decrease response time for mental health services by increasing office space for Lakes Region Mental Health Services at LRGH • Continue to support urgent care psychiatric service in conjunction with Lakes Region Mental Health • In conjunction with Horizon’s Counseling, continue support for Recovery Clinic (Suboxone treatment) at FRH and Hillside Medical Center in Gilford • Continue workforce recruitment to assure access to sufficient numbers of high quality providers to serve in our rural/healthcare provider shortage area • Through the Medication Connection program provide assistance in procurement of free and low cost prescription medication for those who qualify • Participation as governance body member in the Community Health Services Network (funded by Medicaid Section 1115 Waiver*) to provide coordinated integrated service delivery for primary, behavioral and substance misuse services. • Continue work with community partners through the Healthcare Access Committee to address barriers and solutions for integrated access to primary care, behavioral health services, social services and substance misuse support and services. • Continue charity care services to assure access to medical and preventative health care services for all
Subsidy to primary care	120,000 patient encounters	\$7,847,497	Continue support	
Subsidy to HealthFirst Community Health Center	Laconia-2484 pts Franklin-1898 pts	\$175,000	N/A	
Mental Health Counseling -office space approximate to Emergency Services for Lakes Region Mental Health counseling services staff	Provision of on-site office space providing emergency mental health services	In-kind donation office space	Continue support	
Dental Resource Center (Provision of dental care services with fees based on ability to pay)	4,026 encounters receiving free or discounted services in the Dental Resource Center	\$369,298	Continue support	



2018 LRGHealthcare CHIP

Access to Affordable High Quality Affordable Health Care Services

Coordinates with 2015 Winnepesaukee Public Health Region CHIP Priority 1

LRGHealthcare Response to Identified Need	FY 17 Outcomes	FY17 Investment	Anticipated FY 18 Investment	Plan to Evaluate
Prescription Assistance	For 79 clients, we helped procure prescriptions valued at \$276,164	\$28,827	\$28,827	<p>Plan to Evaluate</p> <ul style="list-style-type: none"> Monitor percent of adult population without health insurance coverage Baseline: percent of adults in Winnepesaukee Public Health Region without health insurance coverage =15.1% NH = 13.0% (<i>NH BRFSS 2011 -2012</i>) Monitor percent of adult population without a personal doctor or healthcare provider Baseline: Winnepesaukee Public Health Region Percent of adults who report not having a personal doctor or health care provider 16.1% NH = 12.5% (<i>NH BRFSS 2012</i>) Monitor percent of adults who have not seen a dentist in the past 5 years Baseline: percent of Winnepesaukee Public Health Region who have not visited a dentist or dental clinic in the past 5 years 18.3% (NH 12.1%) (<i>BRFSS 2012</i>) Monitor # of adults ED visits and Observation Stays for Mental Health conditions Baseline: LRGHealthcare service area = 1,594 people NH = 1,495 people (<i>NH DHHS Hospital Discharge Data Collection System 2008-2009</i>) Monitor Emergency Department Visits for Opioid Misuse Baseline: Treatment provided for 180 opiates and other narcotics overdoses in LRGHealthcare’s two Emergency Departments during 2017. Monitor charity care contribution as a measure of financial stability in our community. The increase and decrease in need for charity care is one measure of financial status of residents in the communities served.
Workforce Recruitment	Provider recruitment to medically underserved area	In-kind	In-kind	
Charity Care Provision of care to all in need of service	Assisted 1,570 patients	\$636,226	Continue support	



2018 LRGHealthcare CHIP

Access to Affordable High Quality Healthcare Services

Coordinates with 2015 Winnepesaukee Public Health Region CHIP Priorities 1, 2, 3, and 4

LRGHealthcare Response	FY 17 Outcomes	FY 17 Investment	Anticipated FY 18 Investment	FY18 Plan and Evaluation Plan
<p>Healthcare Access Committee:</p> <p>Provided leadership for a region-wide Healthcare Access Committee dedicated to addressing barriers and strategizing solutions for access to primary, specialty medical, mental health, substance misuse and dental services.</p> <p>The Access Committee is comprised of representatives from LRGHealthcare, public health, mental health, Federally Qualified Health Center (FQHC-HealthFirst), law enforcement, substance misuse prevention, substance misuse treatment and recovery programs, ServiceLink, Community Action Program (CAP) and representatives from town housing and welfare program offices.</p>	<p>Community collaboration on prevention and treatment initiatives</p> <p>Formed oral health subcommittee focused specifically on need for increased access to dentist and availability of oral surgeon. Awarded grant funding for increased dental hours. Service now being provided to clients at Dental Resource Center.</p> <p>Interagency care coordination committee established</p> <p>Continued work with the Community Health Services Network (CHSN) to coordinate delivery of integrated primary, behavioral and substance misuse services.</p>		<p>Continue this innovative community collaboration</p>	



LRGHealthcare CHIP 2018

Access to Health Insurance

Coordinates with 2015 Winnepesaukee Public Health Region CHIP Priority 1

LRGHealthcare Response to Identified Need	FY 17 Outcomes	FY 17 Investment	Anticipated FY 18 Investment	FY18 Plan and Plan to Evaluate
Financial Assistance Counseling (Health Insurance Marketplace Assistance)	439 patient encounters	\$50,605	\$50,605	<p>FY 18 Plan</p> <ul style="list-style-type: none"> • Continue to provide financial assistance counseling to community members for enrollment in the Health Insurance Marketplace • Through the Embedded Care Coordination process help secure a primary medical home for every community member encountered
				<p>Plan to Evaluate</p> <ul style="list-style-type: none"> • Monitor percent of adult population without health insurance coverage Baseline: percent of adults in Winnepesaukee Public Health Region without health insurance coverage – 15.1% NH = 13.0% (NH BRFSS 2011 -2012) • Monitor percent of adult population without a personal doctor or healthcare provider Baseline: Winnepesaukee Public Health Region Percent of adults who report not having a personal doctor or health care provider 16.1% NH = 12.5% (NH BRFSS 2012)



2018 LRGHealthcare CHIP

Assistance with Care Coordination and Health System Navigation

Coordinates with 2015 Winnepesaukee Public Health Region CHIP Priorities 1, 2, and 5

LRGHealthcare Response	FY 17 Outcomes	FY 17 Investment	Anticipated FY 18 Investment	FY18 Plan and Evaluation Plan
<p>Comprehensive Embedded Care Coordinator Program and Community Care Management</p> <p>Identify patients with high care needs. Provide assistance to provide the <i>right care, right place, at the right time</i> by:</p> <ul style="list-style-type: none"> • Assistance in establishing a primary care medical home • Guidance and education for managing chronic conditions • Coordination of services including mental health counseling, dental health services, social services and substance misuse treatment and recovery services • Oversight by pharmacist to provide for medication management • Assist with access to needed medication • Assistance with coordination of services after hospital discharge, including home care and palliative care and referral and admission to appropriate substance misuse treatment program • Community care/social services coordination • During FY 2017, continued participation in a community-based care coordination network 	<p>8,978 patient contact hours</p> <p><i>(6,125 for Embedded Care Coordinators, 423 for Embedded Social Worker, 960 for Embedded Pharmacist and 1,470 for Patient Care Coordinator)</i></p>	<p>\$597,944</p>	<p>\$597,944</p>	<p>FY 18 Plan</p> <ul style="list-style-type: none"> • Continue provision of this comprehensive care coordination program with the goal of promoting health, decreasing hospital admission and decreased utilization of emergency services • Continue Palliative Care Coordinator role for Physician Orders for Life-Sustaining Treatment paradigm (POLST®) • Continue to promote enrollment in ACA health insurance • Continued participation in Oral Health Coalition focusing on solutions for provision of preventative and restorative dental services • Continue pharmacist lead medication reconciliation and patient education • Coordination to assure each patient has a primary care provider • Continue community-based care coordination interagency monthly network meeting. <p>Plan to Evaluate</p> <ul style="list-style-type: none"> • Monitor percent of adult population without health insurance coverage Baseline: percent of adults in Winnepesaukee Public Health Region without health insurance coverage = 15.1% NH = 13.0% <i>(NH BRFSS 2011 -2012)</i> • Monitor percent of adults who have not seen a dentist in past 5 yrs Baseline: percent of Winnepesaukee Public Health Region who have not visited a dentist or dental clinic in the past 5 years =18.3% (NH = 12.1%) <i>(BRFSS 2012)</i> • Monitor percent of adult population without a personal doctor or healthcare provider Baseline: Winnepesaukee Public Health Region Percent of adults who report not having a personal doctor or health care provider = 16.1%, NH = 12.5% <i>(NH BRFSS 2012)</i> • Monitor adult ED visits and Observation Stays for MH condition Baseline: LRGHealthcare service area = 1,594 people NH = 1,495 people <i>(DHHS Hospital Discharge Data System 2008-2009)</i>
<p>Transportation to/from medical services (taxi vouchers)</p>	<p>Taxi services to vital medical services</p>	<p>\$14,000</p>	<p>\$14,000</p>	<ul style="list-style-type: none"> • Monitor Emergency Department Visits for Opioid Misuse Baseline: Treatment provided for 180 opiates and other narcotics overdoses in LRGHealthcare’s two Emergency Departments during 2017



2018 LRGHealthcare CHIP

Substance Misuse Prevention & Access to Treatment and Recovery Services

Coordinates with 2015 Winnepesaukee Public Health Region CHIP Priorities 2 and 3

LRGHealthcare Response	FY 17 Outcomes	FY 17 Investment	Anticipated FY 18 Investment	FY18 Plan
<p><u>Prevention of Substance Misuse</u></p> <p>Leadership of and participation in community-based substance misuse prevention coalitions including:</p> <ul style="list-style-type: none"> • Franklin Mayors Task Force on Substance Abuse Prevention • Stand Up for Drug Free Laconia • Gilford Together 	<ul style="list-style-type: none"> • Participation in Drug Free Youth Initiatives in local schools • Partner with school system for community conversation and viewing of the film “The Anonymous People” • Coordination of Drug Take Back event twice a year • Completed campaign to decrease alcohol and tobacco signage in downtown Franklin storefronts • Development of youth oriented radio PSA media campaign in conjunction with WFTN • Coordination of substance misuse awareness and education forums and participation in many community events such as Pumpkin Fest and Franklin Community Day • Participation on school wellness committee • Partnership with Franklin Project Aware (Advancing Wellness and Resiliency in Education) – this program provides youth access to mental health counseling on the school campus • Presentations to community coalitions 	<p>Financial investment in prevention included in Health Promotion and Disease Prevention</p>	<p>Continue same level of support</p>	<p>FY 18 Plan</p> <ul style="list-style-type: none"> • Continue leadership role with the Franklin Mayor’s Task Force on substance abuse prevention • Continue to work with drug free youth prevention initiatives throughout LRGHealthcare service area • Provision of second installment of funding to Hope for NH Recovery. Hope for NH Recovery Center opened in 2018. This center provides drop-in and call-in counseling, peer support and employment counseling services. • Continue service of Recovery Clinics located at FRH and Hillside Medical Center in Gilford. The Recovery Clinic provides medication assist and counseling services. • Continue to support the urgent care psychiatric service model with Lakes Region Mental Health. • Continue to offer the Psychiatric Designated Receiving Facility to support the critical shortage of mental health services within the state • Increase office space for mental health counseling for Lakes Region Mental Health at LRGH. • Continue to work with community partners through the Healthcare Access Committee to collectively address barriers and develop solutions for access to comprehensive coordinated care, including addressing the social determinants of health.

<p><u>Treatment Services for Substance Misuse</u></p> <p>MH services located near Emergency Department</p> <p>Provision of SUD Counseling and Medication Assisted Treatment – LRGHealthcare Recovery Clinic</p> <p><u>Long Term Recovery Services</u></p> <p>Participation in community planning process for recovery center in Laconia – Navigating Recovery</p>	<p>Provision of location for MH counseling on the LRGH campus. Proximity to Emergency Room provides improved patient access to urgently needed service</p> <p>In conjunction with Horizon’s Counseling LRGHealthcare established medication assisted (suboxone) treatment clinic. Patients provided with mental health counseling and medication assisted treatment. 301 total patients have been admitted to date.</p> <p>Navigating Recovery opened in 2017.</p>	<p>In-Kind – donation of space</p> <p>In-kind participation in development</p>	<p>In-Kind – donation of space</p> <p>Continue this innovative strategy for collective impact</p> <p>Continue support to this important community resource</p>	<ul style="list-style-type: none"> As a member organization of the newly formed CHSN, increase access to coordinated primary and behavioral health services and to participate in CHSN workgroups to address identified priorities: <ul style="list-style-type: none"> Behavioral Health Workforce Development Health Information Technology integration Delivery of Integrated Health Care Community Re-entry for Justice involved adults and youths with SUD Expansion of Intensive SUD treatment options Enhanced Care Coordination <p>Plan to Evaluate</p> <ul style="list-style-type: none"> Monitor number of clients served in Recovery Clinic and outcome indicators for successful treatment Monitor substance abuse indicators including rates of ED visits for substance abuse conditions Baseline: Treatment provided for 180 opiates and other narcotics overdoses in LRGHealthcare’s two Emergency Departments during 2017. In partnership with the Winnepesaukee Public Health Council monitor the following: <i>Prevent and reduce substance misuse among youth and young adults (18-25)</i> Baselines: Decrease past 30 day use among high school aged youth as tracked by the YRBS: <ul style="list-style-type: none"> Alcohol: From 34.6% (2013) to < 20% (2019) Tobacco: From 17.6% (2013) to < 10% (2019) Marijuana: From 23.1% (2013) to < 15% (2019) Non-medical use of Prescription Drugs: From 8.1% (2013) to < 5% (2019) Heroin (lifetime use): From 3.5% (2013) to < 1% (2019)
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<p><u>Access and Service Integration</u></p> <p>Healthcare Access Committee Continuation of community-wide Healthcare Access Committee to address barriers to primary, behavioral, dental and substance misuse care. This collective effort promotes interagency communication for support for the advancement of the continuum of care including the social determinants of health.</p> <p>Community Health Services Network (CHSN) LRGHealthcare is a founding member of the CSNH. The CHSN began in 2015 in response to the alarming rise in substance misuse and overdose in the region. A community coalition formed for the development of an integrated approach to primary, behavioral and substance misuse care seeking funding by 1115 Medicaid Waiver program.</p>	<p>Robust attendance at this monthly meeting from civic, health and social support agencies. Topics addressed during FY included workforce development, housing, substance misuse and ACA re – enrollment. Much of the work of this group overlaps with the CHSN and outcome measurements developed by the CHSN projects will inform evaluation of the Access Committee’s work.</p> <p>The CHSN completed a successful application for funding under the 1115 Medicaid Waiver to develop an integrated behavioral health services delivery network. LRGHealthcare is a governing member of the CHSN and worked throughout this past year with community partners to develop the Integrated Delivery Network Project Plan for our region, CHSN also completed an extensive Behavioral Needs Assessment. This assessment included a review of population health data, community focus groups including providers, care</p>	<p>Community Building - In-kind support involving contribution of time and expertise</p> <p>Community Building - In-kind support involving contribution of time and expertise</p>	<p>Continue coordination of this community collaborative process</p> <p>Active participation in governance as a member of the governing board.</p>	<ul style="list-style-type: none"> • Coordination with CHSN to develop measures, strategies, and outputs relative to <ul style="list-style-type: none"> ○ Documentation of strategy and structure improvements ○ Progress on development of policies and procedures for care coordination team operation ○ Documentation of Process improvements (new workflows, standard assessment tools, shared care plans) ○ Progress on development of criteria and method for data-based performance measures and performance reporting
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	<p>takers, law enforcement and persons with behavioral health needs. Assets were inventoried and gaps and opportunities for improvement were outlined. Six priority focus areas were identified:</p> <ul style="list-style-type: none"> • Behavioral Health Workforce Development • Health Information Technology integration • Delivery of Integrated Health Care • Community Re-entry for Justice involved adults and youths with SUD • Expansion of Intensive SUD treatment options • Enhanced Care Coordination <p>LRGHealthcare will part of the community team working to address these priority areas in coming years.</p>			
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2018 LRGHealthcare CHIP
Community Health Improvement - Education and Screening
Coordinates with 2015 Winnepesaukee Public Health Region CHIP Priorities 5, 6, and 7

LRGHealthcare Response	FY 17 Outcomes	FY 17 Investment	Anticipated FY18 Investment	FY18 Action Plan and Evaluation Plan
<p>Health Promotion and Disease Prevention Education and Programs</p> <ul style="list-style-type: none"> • Access to healthy food • Access to opportunity for physical activity • Breast and cervical cancer prevention and support group • Car seat and bike helmet • Chronic disease self-management • Fall Risk Reduction • Medically Supervised Exercise • Nutrition & Weight Management • Senior safety day (over 300 seniors served) • Smoking cessation <p>Childbirth Education and Parenting and Breastfeeding Support</p>	<p>2,398 health promotion & disease prevention contacts with community members</p> <p>385 contacts regarding childbirth and breastfeeding education</p>	<p>Health Promotion and Disease Prevention investment = \$145,485</p>	<p>Continue this investment in the health of our population</p>	<p>FY 18 Action Plan Highlights:</p> <ul style="list-style-type: none"> • Increase access to healthy food through Franklin Farmers Market and work to promote pop-up markets at Bessie Rowell Community Center , Lochmere Meadows and two WIC program sites • Continue provision of bus route to Franklin Farmers Market to support access for those without transportation • Partner with Head Start to offer the Fruit and Vegetable Prescription for a second year. • Offer an opportunity for LRGHealthcare employees to participate in CSA program and continue to support local beef initiatives and “Taste Test Thursday” healthier food offerings • Update and promote Franklin Community Walking Guide • Deliver evidence-based chronic disease self-management/health promotion programs at locations throughout service area: <ul style="list-style-type: none"> ○ Stanford Chronic Disease Self- Management Program ○ Diabetes Self-Management classes ○ Better Breathers Support Group ○ Breast Cancer Survivor Support Group ○ Powerful Tools for Care Givers workshop ○ Smoking Cessation counseling ○ Matter of Balance – fall risk reduction • Continue to provide instructor training and program coordination for community BLS • Continue Senior Safety Day replacement of smoke detector batteries and for 2018 increase fall assessment component • Development of Breastfeeding Community Workgroup to consider improvement strategies for breastfeeding initiation • Continue to promote the opportunity for newborns to receive the benefits of the Human Donor Milk program • Continue breast and colon cancer screening initiatives
<p>American Heart Association <i>Basic Life Support (BLS) training</i></p>	<p>2,294 community members received CPR training</p>			
<p>Screening</p> <ul style="list-style-type: none"> • Promote Colorectal Cancer (CRC) Screening • Breast and Cervical Cancer early detection (participation in NH Breast and Cervical Cancer Program and Susan B Komen Foundation) 	<p>56% pts age 50 -65 yrs. have received CRC screening per CDC guidelines</p> <p>Breast and Cervical screening for uninsured and underinsured 35 patients</p>			

				<p>Plan to Evaluate</p> <ul style="list-style-type: none"> <li data-bbox="1297 191 1997 386"> <input type="checkbox"/> Reduce obese and overweight rates among elementary school children by 5% by 2020 Baseline: Belknap Cty = 15.4% Obese and 31% Overweight NH = 12.6% Obese and 38% Overweight <i>Source: 2013 Third Grade Healthy Smiles Healthy Growth Survey, NH DHHS</i> <li data-bbox="1297 418 2018 654"> <input type="checkbox"/> Reduce emergency department visits and hospitalizations due to older adult falls by 10% by 2020 Baseline: The rate of hospitalizations due to falls was higher in the Winnepesaukee Health Region than for the state overall during the period 2005-2009. The annual age adjusted rate between 2005-2009 was 614.1 per 10,000 people age 65 and over compared to the NH state rate of 523.3 <li data-bbox="1297 686 2011 751"> <input type="checkbox"/> At LRGHealthcare, increase the percentage of women who initiate breastfeeding of newborns by 5% by 2020. <li data-bbox="1297 760 1934 792"> <input type="checkbox"/> Baseline: In 2016 85.5% Breast Feeding initiation rate <li data-bbox="1297 841 1927 979"> <input type="checkbox"/> Increase average Colorectal Cancer Screening Rate LRGHealthcare practices to 70% by 2020 Baseline – 2016 average CRC screening rate 56% in LRGHealthcare practices <li data-bbox="1297 1011 1969 1101"> <input type="checkbox"/> Increase average Mammography rate tracked through LRGHealthcare EMR to 75%rate: Baseline: 2014 and 2015 rate = 55%
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**2018 LRGHealthcare CHIP
Emergency Readiness and Response**

Coordinates with 2015 Winnepesaukee Public Health Region CHIP Priority 7

LRGHealthcare Response	FY 17 Outcomes	FY 17 Investment	Anticipated FY 18 Investment	FY18 Plan — Plan to Evaluate
Laconia Ambulance Service Laconia Fire Department (LFD-EMS)	3,419 ambulance responses	\$182,085	N/A	<p>FY 18 Plan</p> <ul style="list-style-type: none"> <input type="checkbox"/> Continue participation with the Partnership for Public Health Medical Resource Committee to assure coordinated community response <input type="checkbox"/> Provide staff support for regional Emergency Response Pod <input type="checkbox"/> Support regional strategies for emergency public information, warning and response <p>Plan to Evaluate</p> <ul style="list-style-type: none"> • Percent of adults who feel their household is “well prepared” to handle a large-scale disaster or emergency Baseline: Winnepesaukee Region =32% NH = 32% <i>NH BRFS 2013</i>
EMS Continuing Education	35 students	\$15,750	N/A	
Emergency Preparedness Council Staff support for emergency preparedness community drills	Coordination of region-wide Emergency response	\$70,831	\$70,831	



2018 LRGHealthcare CHIP
Health Professions Education-Workforce Enhancement
Coordinates with 2015 Winnepesaukee Public Health Region CHIP Priority 8

LRGHealthcare Response	FY 17 Outcomes	FY 17 Investment	Anticipated FY 18 Investment	FY18 Plan —Plan to Evaluate
Physician Training Includes University of New England College of Osteopathic Medicine (UNECOM)	Training site for eight 3 rd year osteopathic medical students and five 4 th year students two UNE graduate physicians were hired LRGHealthcare Emergency Medicine	\$81,475	\$81,475	FY 18 Plan <ul style="list-style-type: none"> <input type="checkbox"/> Continue to serve as a training site for medical students and promote provider recruitment to the LRGHealthcare service area (Underserved Rural Health designated area) <input type="checkbox"/> Continue to provide a clinical training site for undergraduate and graduate health career including nursing, physical and occupational therapy, respiratory, medical imaging, medical assisting students to ensure quality of future health professional
Nursing Education a Lakes Region Community College (LRCC)	Clinical placement for 5 nursing students from LRCC 11 graduates in May 2017	\$250,000	\$250,000	Anticipated Outcomes <ul style="list-style-type: none"> <input type="checkbox"/> Assuring the quality of health care providers of the future <input type="checkbox"/> Assuring supply of healthcare workers in our community Plan to evaluate <ul style="list-style-type: none"> <input type="checkbox"/> Increase the percentage of families earning a livable wage through enhanced career development, educational opportunities and training. Baseline statistics currently being developed by the Winnepesaukee Public Health Council
Coordination of clinical placement and provision of supervision for health profession students including nursing, pharmacy, medical assistants, APRN, PA, Physical/Occupational Therapists etc. Job shadow and career awareness	Provided clinical placement and preceptors for 110 students Hosted 21 high school students interested in healthcare careers with informational interviews, observations and Caring Student Intern Program	\$1,088,333	\$1,088,333	<ul style="list-style-type: none"> <input type="checkbox"/> Track LRCC nursing student employment placement 2017 LRCC graduate placement : 45% practicing in LRGHealthcare service area <input type="checkbox"/> Track UNECOM graduates accepting employment opportunities at LRGHealthcare Baseline: Two Emergency Medicine physicians hired 2015



**2018 LRGHealthcare CHIP
Community Building and Financial Contributions**

Coordinates with 2015 Winnepesaukee Public Health Region CHIP Priority 8

LRGHealthcare Response	FY 17 Outcomes	FY 17 Investment	Anticipated FY 18 Investment	FY18 Plan — Plan to Evaluate
<p>LRGHealthcare works with diverse community partners to promote and protect the health of our community. The “give back” in the category is not always quantifiable. The people of LRGHealthcare share their expertise and energy with many partners dedicated to the social, mental and physical health of our community. In partnership, we focus time and expertise on the social determinants of health with the goal of creating a healthy vibrant community for all. Active participation as boards of directors, committees and programs and services include but are not limited to:</p> <ul style="list-style-type: none"> • Belknap County Economic Development Council • Belknap House • Caring Community Network of Twin Rivers • Choose Franklin • Community Access Committee • Franklin Mayor’s Drug Task Force • Franklin and Winnisquam School District Wellness Cmte • Lakes Region Mental Health • Lakes Region Chamber of Commerce • Laconia New Immigrants Committee • Lakes Region Children’s Auction • Lakes Region Partnership for Public Health • Leadership Lakes Region • New Beginnings • Rotaries • Lakes Region Community College • Sexual Assault Response Teams (SART) • United Way of NH –Leadership Council • United Way of Lakes Region Day of Caring • Winnepesaukee Public Health Council • WOW Trail 	<p>Strengthening of economic and social welfare of communities we serve.</p> <p>Strengthening of the public health infrastructure</p> <p>Improvement in access to healthy foods and opportunity for physical activity</p> <p>9 volunteers participated in annual day of caring</p>	<p>\$137,884</p>	<p>\$137,884</p>	<p>FY 18 Plan</p> <ul style="list-style-type: none"> • Continued involvement with community partners to support and improve the health and well being of our community • Continue environmental stewardship focusing on broadening recycling (to include more electronics, batteries, mercury and internal recycling and cafeteria food waste). <p>Plan to Evaluate</p> <ul style="list-style-type: none"> • During 2015, LRGHealthcare participated in the development of Winnepesaukee Public Health Region Community Health Improvement Plan. One of the WPHC CHIP priority areas that LRGHealthcare is participating in is Priority Area #8 –“improving health through increased financial stability of individuals and families”. Over the next years we will work with the WPHC to develop metrics to measure our community’s progress. • Monitor “percent of adults who self report being in fair or poor health by household income” Baseline: <ul style="list-style-type: none"> ○ 37.3% of adults with household income less than \$15,000/yr report fair to poor health ○ 25.7% of adults with household income between \$15k and \$25k report fair to poor health ○ 5.7% of adults with household income over \$50K report being in fair or poor health
<p>United Way Match—LRGHealthcare annually hosts UW campaigns, and matches employee contributions to the United Way.</p>		<p>\$30,991</p>	<p>\$30,991</p>	
<p>Environmental Stewardship-We continually work to lessen our environmental footprint with the utilization of environmentally-friendly sterilization materials and continue to maintain a strong recycling program including co-mingled recyclables and cardboard.</p>		<p>\$13,848</p>	<p>Continued support of recycling and environmental friendly policy</p>	