



*Choosing Health*

**NORTHEASTERN VERMONT  
REGIONAL HOSPITAL**



# **Community Health Needs Assessment Evaluation Year 1 Fiscal Year 19**

## Evaluation Year 1; FY2019

Outcome	Our Community will be Financially Secure <i>“Earning enough money to support yourself and your family; not worrying about money.”</i>		
Population Measures	<ul style="list-style-type: none"> <li>• % living in poverty</li> <li>• Median household income</li> </ul>		
How Much?	How Well?	Is Anyone Better Off?	
Action	Performance Measure	Comments	Budget
<b>Transportation to work initiatives</b>	6 individual clients; 1 van pool provided (8-12 people); \$400 in gas cards	Identified as a gap in transportation services by low income residents and public transportation providers. NVRH will work with Voc Rehab and Creative Workforce Solutions to find short and long term solutions to transportation to work for low income individuals.	\$4335.18
<b>Financially Secure CAN</b>	Financially supported: Micro Business at NEKCA; STEM lab at Fairbanks Museum; Rosie’s Girls Program at Thaddeus Stevens School; LSC Foundation Scholarships	The Financially Secure CAN has identified employee advancement and access to childcare as priorities; as well as increasing access to employment to recruit and retain young people to the area.	\$5600.00
<b>Financial Security Screening in primary care</b>	NA in FY19	The Institute of Medicine (IOM) and the Center for Medicare and Medicaid Services (CMS) recommend all healthcare systems include screening for financial security	In Kind – Sch H

		in a screening tool for social determinants of health.	
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\*Included in the Community Health Improvement operations budget

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TBD = To Be Determined. In recognition that the community health improvement process is fluid.

Outcome	<b>Our Community will be Physically Healthy</b> <i>“Maintaining physical health and well-being through healthy behaviors and medical care.”</i>		
Population Measures	<ul style="list-style-type: none"> <li>• % adults meeting physical activity guidelines</li> <li>• % adolescents meeting physical activity guidelines</li> <li>• Primary care provider FTE per 100,000 Vermonters</li> <li>• % adults over 20 who are overweight</li> <li>• % adults over 20 who are obese</li> </ul>		
How Much?		How Well?	Is Anyone Better Off?
Action	Performance Measure	Comments	Budget
<b>Recruit and retain primary care providers</b>	<b>Recruitment (net):</b> 1 new PCP; 2 new OB/Gyn. <b>Third Available</b> <b>Appointment:</b> Average length of time in days between the day a patient makes a request for an appointment with a physician and the third available appointment for a new patient physical, routine exam, or return visit exam. <i>Kingdom Internal Medicine:</i> Urgent: 0 days Routine Care: 2 days New Patient: 3 days <i>St J Pediatrics:</i> Routine Care: 1 day Well Child Visit: 11 days Newborn: 8 days <i>Corner Medical:</i> Urgent: 0 days Routine Care: 0 days New Patient: 7 days	Access to comprehensive, quality health care services is important for promoting and maintaining health, preventing and managing disease, reducing unnecessary disability and premature death, and achieving health equity.	In kind – Sch H
<b>Chronic Disease Self-Management Programs</b>	22 workshops 192 participants	Self-management education is effective for people with	In kind – Sch H

		chronic conditions, including arthritis, diabetes, heart disease, and lung disease. These interventions can reduce symptoms, give patients the confidence to manage their condition, and improve their quality of life.	
<b>Community Paramedic Program</b>	NA for FY19	NVRH proposes to start the first in the state Community Paramedic Program. The goals of the program are to improve the quality of life for patients discharged from the hospital and the ED, and make EMS a member of the care transitions team.	In kind – Sch H
<b>Rides to Wellness;</b> transportation program to medical appointments and other essential trips e.g. shopping, social service appointments	28 gas cards given out by Community Connections	Community Connections screens clients for transportation needs; creates action plans with clients to plan for future needs; provides short term solutions such as gas cards or taxi rides.	\$162.88 in taxis; \$1312.90 RCT; \$340 in gas cards
<b>Energize 365;</b> community wide campaign to promote physical activity	<b>Photo of the Month:</b> Jan – Sept. 17 photos submitted. 1990 engagements (6 posts) on Facebook. <b>Pop Ups in the Parks:</b> 17 classes, 71 participants (32 new people). June – August. 3617 engagements (6 posts) on Facebook.	Energize 365 is a community wide campaign to promote physical activity. It is a strategy of the Physically Healthy CAN of the CAHC.	\$7812.62

	<p><b>Smoothie Bikes:</b> 11 events attended by 1463 people, 353 users of the bikes. 103 engagements (2 posts) on Facebook.</p> <p><b>Energize Expedition:</b> 32 participants. 1591 people engaged (9 posts) on Facebook.</p>		
<b>Girls on the Run</b>	4 schools + 1 school also did the Velocity program for boys	Girls on the Run is a transformational learning program for 8 to 13 year-old girls. The program teaches life skills through dynamic, conversation-based lessons and running games.	\$5000.00
<b>Bike Helmets</b>	75 bike helmets	NVRH provides bike helmets for kids and adults. Helmets are distributed year round through the St. Johnsbury Police Department	\$1098.46
<b>No Sugar Added water bottles</b>	1200 water bottles; 500 adults, 700 kids. Most at events, schools, and the Caledonia County Fair.	NVRH provides water bottles to the community, including schools as part of the No Sugar Added Campaign to reduce consumption of sugary drinks and reduce obesity.	\$5589.56
<b>Diabetes Self-Management Services Outpatient</b>	148 encounters for Community CDE (Jan – August 2019). 149 outpatient encounters for hospital based CDE. 6 encounters with patients in assisted living.	NVRH has 2 Certified Diabetes Educators who provide Diabetes Self-Management Education free of charge in a variety of outpatient settings.	In Kind - Sch H

	<b>Diabetes Support Group:</b> November 26, 9 people; January 2, 12 people; March 5 8 people; May 20, 9 people; July 29, 9 people; September 30, 7 people		
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<b>Outcome</b>		<b>Our Community will be Mentally Healthy</b> <i>“Coping well with the normal stresses of life; reaching your potential; making a contribution to your community.”</i>		
<b>Population Measures</b>	<ul style="list-style-type: none"> <li>• % adults with a depressive disorder</li> <li>• % adolescents (grades 9 – 12) who made a suicide plan</li> <li>• Rate of suicide deaths per 100,000</li> <li>• % of adolescents who smoke cigarettes</li> <li>• % of adolescents who used marijuana in the last 30 days</li> <li>• % of adolescents who binge drank in the last 30 days</li> </ul>			
<b>How Much?</b>		<b>How Well?</b>		<b>Is Anyone Better Off?</b>
<b>Action</b>	<b>Performance Measure</b>	<b>Comments</b>	<b>Annual Budget</b>	
<b>Medication Disposal Drop Box Harm Reduction</b>	130.9 gallons of waste medication	NVRH provides a medication drop box to the public 24/7	In kind-Sch H	
<b>Behavioral Health Specialists in primary care</b>	Behavioral Health Specialist encounters: <i>Kingdom Internal Medicine 474; Corner Medical 539; Women’s Wellness Center, 282</i>	NVRH primary care medical homes employ behavioral health specialists to meet short term counseling and behavioral change support	In kind-Sch H	
<b>Mental Health First Aid</b>	4 trainings held; 55 people trained in Youth Mental Health First Aid. 100% of participants passed the course. <u>Participant Behavioral Changes (85% of participants completed the course evaluations N=46)</u> <ul style="list-style-type: none"> <li>• <b>93%</b> of those who completed evaluations indicated that they agree or strongly agree that they feel more confident that they can recognize the signs that a young person may be</li> </ul>	NVRH provides a trainer for this program designed to give people the skills to help someone who is developing a mental health problem or experiencing a mental health crisis. The evidence behind the program demonstrates that it does build mental health literacy, helping the public identify, understand, and respond to signs of mental illness.	In Kind-S1ch H	



	<p>dealing with a mental health challenge</p> <ul style="list-style-type: none"> <li>• <b>96%</b> of those who completed evaluations indicated that they agree or strongly agree that they feel more confident that they can reach out to a young person who may be dealing with a mental Health challenge</li> <li>• <b>87%</b> of those who completed evaluations indicated that they agree or strongly agree that they feel more confident that they can ask a young person whether s/he is considering killing her/himself</li> <li>• <b>93%</b> of those who completed evaluations indicated that they agree or strongly agree that they feel more confident that they can actively and compassionately listen to a young person in distress.</li> <li>• <b>93%</b> of those who completed evaluations indicated that they agree or strongly agree that they feel more confident that they can offer a distressed young person basic “first aid” level</li> </ul>		
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	<p>information and reassurance about mental health problems</p> <ul style="list-style-type: none"><li>• <b>96%</b> of those who completed evaluations indicated that they agree or strongly agree that they feel more confident that they can assist a young person who may be dealing with a mental health problem or crisis to seek professional help</li><li>• <b>96%</b> of those who completed evaluations indicated that they agree or strongly agree that they feel more confident that they can assist a young person who may be dealing with a mental health problem or crisis to connect with appropriate community, peer, and personal supports</li><li>• <b>96%</b> of those who completed evaluations indicated that they agree or strongly agree that they feel more confident that they can be aware of their own views and feelings about mental health problems and disorders</li></ul>		
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<b>Dr. Bob's House</b>	In kind rent and utilities	The Kingdom Recovery Center resides in the NVRH owned Dr. Bob's House on Summer St. in St. Johnsbury.	\$7507.27
<b>Psychiatrist services</b>	163 patient encounters; 133 unique patients; no show rate of 6.3%; average wait of 26 days for an appointment.	NVRH employs a part time psychiatrist to provide consulting services to area medical providers	In kind – Sch H
<b>Community Health Workers in the St Johnsbury Schools</b>	40 school encounters	NVRH employs Community Health Workers in the Community Connections program. Two CHW's embedded within the St. Johnsbury School (pre K-8) to work as a team with school staff.	\$4716.67
<b>Substance Use Disorder Prevention:</b> medication lock boxes; evidenced-based after school program for Cornerstone School; incentives for participation e.g. food	No new lock boxes purchased in FY19. Cornerstone School program: 6 after school sessions with 100% attendance at all sessions; 14 participants. Session topics: physical fitness, shopping for food and meal planning.	NVRH administers the Regional Prevention Partnership grant and the Tobacco Prevention grants for the State of Vermont in our region. We will financially support complimentary and supplemental programming for prevention.	\$2611.46
<b>Hub and Spoke</b> medication assisted treatment for opioid use disorder	9 prescribers 79 people in treatment (NVRH HSA Spokes)	Vermont's Hub and Spoke initiative focuses specifically on enhancing the provision of Medication Assisted Therapy	In kind – Sch H

		(MAT) for individuals with opioid addiction. MAT, (methadone and buprenorphine) in combination with counseling, is recognized as the most effective treatment for opioid addiction. Primary care offices are considered Spokes because they prescribe buprenorphine (Hubs dispense methadone). To prescribe buprenorphine, physicians must complete a training course (eight hours minimum) and obtain a waiver from the federal government. Physician assistants (PAs) and nurse practitioners (NPs) to undergo 24 hours of training and education to become waived.	
<b>Embedded Mental Health in ED</b>	NA for FY19	NVRH will work with community partners to respond to the number of high utilizers in the Emergency Department for mental health reasons. This program seeks to maintain appropriate level of medical screening for medical causes or comorbidities to mental health concerns, while quickly wrapping mental health	In Kind – Sch H

		responses around a patient with mental health concerns. An important component is follow up care, essential to reduce readmission to the ED, thereby reduce ED utilization costs, and improve the quality of community-based mental health care.	
<b>Comprehensive Care Clinic; and VT Cares Harm Reduction</b>	116 billable encounters in Comprehensive Care Clinic	The NVRH Comprehensive Care Clinic provides care and treatment for HIV and Hep C; Vermont Cares runs the free needle exchange and is provided space rent free.	In Kind – Sch H
<b>Recovery Coaches in the ED</b>	58 unique clients served	Modeled on the AnchorED program in R.I., on call recovery coaches will be embedded in the ED to handle brief interventions and referral to treatment for those presenting in the ED with substance use disorders, including overdoses.	In Kind – Sch H
<b>Mentally Healthy CAN initiatives</b>	<b>Alternative Therapy:</b> 4 clients <b>Positive Balance Campaign:</b> <i>Colors of the Kingdom</i> – 167 unique visits; 72 pinwheels given out, 67 stress balls, 43 surveys completed. 93% of survey respondents reported they are more aware of	The Mentally Healthy CAN has identified suicide prevention, especially among youth as a priority.	\$1672.31

	<p>resources and support. 95% responded that they are more hopeful about prevention efforts in the NEK. <i>Downtown St J Banners:</i> in the windows for 86 days estimated number of passersby = 2904 (using a valid traffic count tool). <i>VT Childrens Theater Ad:</i> &gt; 2000 people attended the shows.</p> <p><b>Program for neuro-diverse postponed until 2020.</b></p>		
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Outcome	Our Community will be Well Nourished “Eating enough healthy food.”		
<b>Population Measures</b>	<ul style="list-style-type: none"> <li>• % adolescents (grades 9 – 12) eating 3 or more servings of vegetables daily</li> <li>• % adolescents eating 2 or more servings of fruit daily</li> <li>• % adults eating 3 or more servings of vegetables daily</li> <li>• % adults eating 2 or more servings of fruit daily</li> <li>• % adults with diabetes</li> </ul>		
How Much?	How Well?	Is Anyone Better Off?	
Action	Performance Measure	Comments	Budget
<b>Veggie Van Go</b> mobile produce market	Averaged 242 families served each month	Veggie Van Go is a partnership with the Vermont Foodbank. Once a month, a fresh produce market is located at NVRH. The program is marketed to people with limited financial resources. NVRH provides the space and volunteers to run the market.	In kind – Sch H
<b>Health Care Shares</b> CSA for food insecure patients	20 families for 12 weeks each	Health Shares is a partnership with the Vermont Youth Conservation Corp.	\$7000
<b>Summer Food Service Program</b> for adolescents and children	1187 total; 652 in the Courtyard Café, 535 offsite. 901 lunches prepared; 461 in the Courtyard Café. 286 breakfasts; 191 in the Courtyard Café.	This program is a partnership with the Vermont Department of Education and Hunger Free Vermont. Summer meals are served at no cost in the NVRH cafeteria. NVRH also provides box lunches at several program sites in the NEK.	In Kind – Sch H
<b>Community Gardens</b>	25 garden spots	NVRH provides free garden space to community members.	In kind – Sch H

<p><b>Hunger Vital Sign</b>; screening for food insecurity in primary care</p>	<p><i>St. J Pediatrics</i>: 1344 screens; 105 positive; 8% positive rate. <i>Women’s Wellness Center</i>: 287 screens, 21 positive screens, 7% (April – September); <i>Corner Medical</i>: 3276 screenings, 12 positive.</p>	<p>The Institute of Medicine (IOM) and the Center for Medicare and Medicaid Services (CMS) recommend all healthcare systems include screening for financial security in a screening tool for social determinants of health.</p>	<p>In kind – Sch H</p>
<p><b>Well Nourished CAN</b></p>	<p><b>Food Hero</b> (May – September): NEK Prosper.org - 13 <i>social media</i> posts, 2126 engagement (does not include CAN member social media posts). <i>Grocery Bags</i>: Faith in Action – 100; Veggie Van Go – 280; <i>Recipes</i>: Veggie Van Go – 301; HealthCare Shares - 240</p>	<p>The Well Nourished CAN is developing small scale place-based strategies to increase consumption of healthy food.</p>	<p>\$4186.95</p>

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<b>Outcome</b>	<b>Our Community will be Well Housed</b> <i>“Living in affordable and safe homes located in healthy communities with opportunities for positive social interactions.”</i>		
<b>Population Measures</b>	<ul style="list-style-type: none"> <li>Households that spend 30% or more of their income on housing</li> </ul>		
<b>How Much?</b>		<b>How Well?</b>	<b>Is Anyone Better Off?</b>
<b>Action</b>	<b>Performance Measure</b>	<b>Comments</b>	<b>Budget</b>
<b>Laundry</b> for the Warming Shelter	2823 pounds of laundry	NVRH provides laundry service to the Warming Shelter at no cost	In kind – Sch H
<b>Healthy Homes</b> initiative for people with COPD and Asthma	4 clients Products distributed: mattress and pillow covers, HEPA vacuums, wedge pillows, green cleaning products	Healthy Homes started as a partnership with Efficiency Vermont. Community Health Workers provide disease self-management support and healthy home products like HEPA vacuum cleaners, mattress and pillow covers, air purifiers	\$1660.25
<b>Well Housed - Recovery Housing</b>	NA for FY19	The Governor’s Opioid Coordination Council (2018) identified “expand recovery housing” as a priority; the Well Housed CAN of the CAHC have also identified housing for those in recovery as a strategy.	\$15,000*
<b>Housing Security Screening</b> in primary care	<i>Women’s Wellness Center:</i> 287 screenings, 8 positive, 3% screenings (April – September); <i>Corner Medical:</i> 3276 screenings, 12 positive	The Institute of Medicine (IOM) and the Center for Medicare and Medicaid Services (CMS) recommend all healthcare systems include	In Kind – Sch H

		screening for financial security in a screening tool for social determinants of health.	
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