

2002 Berlin/Gorham Area Community Benefits Plan

Prepared by:

Berlin Area Health Providers

Objective: Implement North Country Cares—an enrollment and community care coordination program in the Berlin/Gorham Healthcare Service Area.

1. Community Needs Assessment

Berlin/Gorham area institutional health care providers have assessed the Berlin/Gorham community's health care needs through surveys, focus groups and review of data about the characteristics of the Berlin/Gorham area population. The results of this needs assessment have been compiled and put in order of priority. Both empirical and anecdotal data indicate that the need to increase access to affordable health care for the area population is a priority.

2. Community Benefit Plan Goals:

- *Improve access to health care by determining eligibility for programs providing low cost care or sliding fee scale care.*
- *Improve health status.*
- *Reduce inappropriate utilization of existing health care services and thus provide access to the most cost effective level of care.*

3. Target populations:

- *The uninsured and underserved population of the Berlin/Gorham HSA.*
- *Those patients who over-utilize or inappropriately utilize the area's health care delivery system because access to cost effective levels of care are not available to them.*
- *Those patients who suffer from chronic conditions such as diabetes, asthma, or coronary artery disease, for example, who would benefit from a coordinated program of care developed by the patient and a caregivers team including both health and human service representatives.*

4. Suggested activities to accomplish goals

- *Set up and staff North Country Cares office and market availability of services to service area population.*
- *Obtain agreements from area providers to participate in eligibility determination and care coordination activities of North Country Cares.*
- *Establish base line data on health status and socio-economic characteristics of target population in order to measure success of program.*
- *Initiate both eligibility determination and care coordination activities.*
- *Measure outcomes.*

(over)

5. Roles and responsibilities of participating organizations

- *North Country Cares Berlin Team composed of representatives of all area health and human service providers coordinate all aspects of **North Country Cares**.*
- *Berlin Area Health Consortium will serve as monitoring organization and will review progress of North Country Cares as it relates to achieving goals of this Community Benefits Plan on an ongoing basis.*
- *North Country Health Consortium will provide staff and administrative support to North Country Cares and to the Berlin Area Health Consortium.*

6. Anticipated outcomes

- *Barriers to access to health care will be reduced to the citizens of the Berlin/Gorham Healthcare Service Area.*
- *The citizens of the Berlin/Gorham Healthcare Service Area will have access to a coordinated system of health care services covering the entire continuum of care from primary through tertiary, as well as ancillary services and social services.*
- *Health status indicators of the service area population will improve over time.*