

# North Country Health Consortium



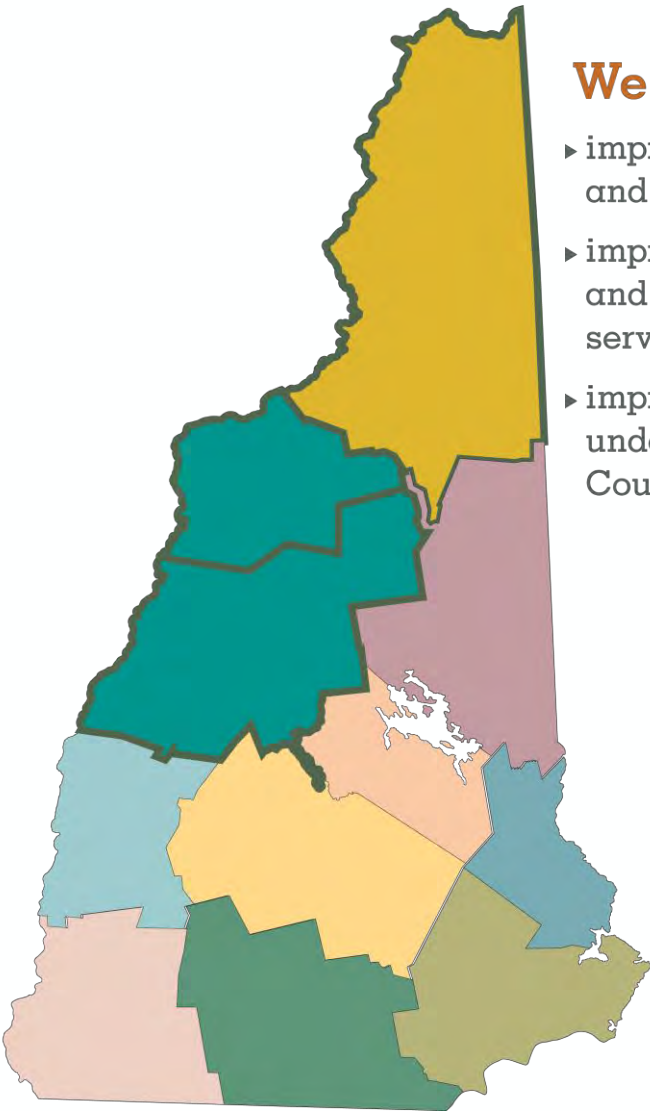
**Leading innovative collaboration to improve the health status of northern New Hampshire**



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[NCHCNH.org](http://NCHCNH.org)



## We work to:

- ▶ improve the health of individuals and the overall health of the region
- ▶ improve infrastructure, capacity, and delivery of public health services
- ▶ improve access to services for under-served and uninsured North Country residents



## Together with other organizations throughout the region, we provide, coordinate, or facilitate:

- ▶ regional forums on health issues affecting the North Country
- ▶ community needs assessments and health status monitoring
- ▶ program planning, development, implementation, and management
- ▶ project-related technical assistance
- ▶ education and support for healthcare students and professionals
- ▶ program development
- ▶ project management
- ▶ direct care services related to substance use disorder, chronic disease and public health



# An Orientation of Northern New Hampshire



<https://www.youtube.com/watch?v=harDylg2oRQ&feature=youtu.be>

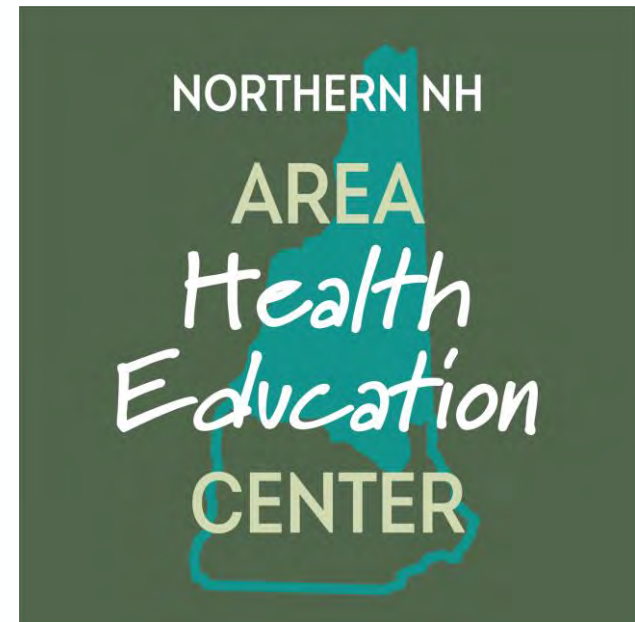


# Northern New Hampshire Area Health Education Center (NNH AHEC)

Established in April 1999

*Connecting students to careers, professionals to communities, and communities to better health*

One of 2 federally designated AHEC centers in NH and is affiliated with the AHEC program at The Dartmouth Institute. NNH AHEC serves Coos, Carroll, Grafton and Belknap counties.



# Northern New Hampshire Area Health Education Center (NNH AHEC)

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*Connecting students to careers, professionals to communities, and communities to better health*

**Healthcare workforce development** – pipeline activities along with recruitment and retention efforts to meet healthcare workforce needs

- Health careers exploration – AHEC catalogs, presentations, summer camps
- Support for health profession students in community-based sites and community-based preceptors – *Live, Learn & Play* in Northern NH
- Continuing education programs to meet the changing workforce needs of health care staff
- Ensure rural challenges and solutions are included in workforce development policy both in New Hampshire and nationally



# Region 7 Integrated Delivery Network

January 2016-December 31, 2020



- **Delivery System Reform Incentive Program (DSRIP)** is 5-year **Medicaid waiver** for a statewide Demonstration project to **transform the State's behavioral health delivery system** to help improve care and slow long-term growth in health care costs.
- NCHC is the Administrative Lead Agency of the Region 7 Integrated Delivery Network which serves Coos, Carroll, and northern Grafton County

## Program Goals:

- Deliver integrated physical and behavioral health care that better addresses the full range of individuals' needs;
- Expand capacity to address emerging and ongoing behavioral health needs in an appropriate setting;
- Reduce gaps in care during transitions across care settings by improving coordination across providers and linking Medicaid beneficiaries with community supports; and
- Alternative Payment Models for 50% of Medicaid payments by 12/31/2020.





# Overview

Enhanced Patient Experience and Provider Experience \* More Effective Use of Resources \* Improved Population Health

Improved Access and Availability \* Reduced Preventable and Crisis Care \* Improved Communication and Coordination \* Whole Person Care \* Family/Caregiver Involvement

Care Transition Teams utilize Critical Time Intervention

Expansion In Intensive SUD Treatment Options expansion of IOP, MAT, and peer recovery support services

Integrated Health multi-disciplinary core teams, information sharing, workflows and protocols

Enhanced Care Coordination for High Needs Populations Regional care coordination approach using Care Advocates

Health Information Technology and Data Analytics – shared care plan, data aggregator, and direct secure messaging to support integrated healthcare

Workforce Development – recruitment and retention strategies to increase behavioral health workforce capacity





# Public Health

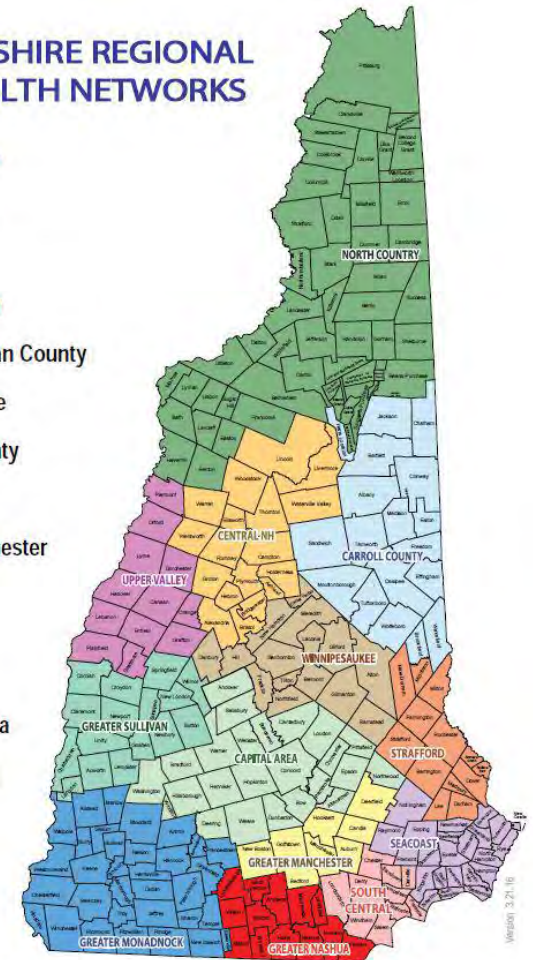
## North Country Public Health Network serves Coos and Northern Grafton County

- Public Health Emergency Preparedness
- Healthy Homes and Environments
- Social Determinants of Health
- Oral Health
- Chronic Disease
- Medical Reserve Corps
- Substance Misuse



## NEW HAMPSHIRE REGIONAL PUBLIC HEALTH NETWORKS

- North Country
- Upper Valley
- Central NH
- Carroll County
- Greater Sullivan County
- Winnepesaukee
- Strafford County
- Capital Area
- Greater Manchester
- Seacoast
- Greater Monadnock
- Greater Nashua
- South Central

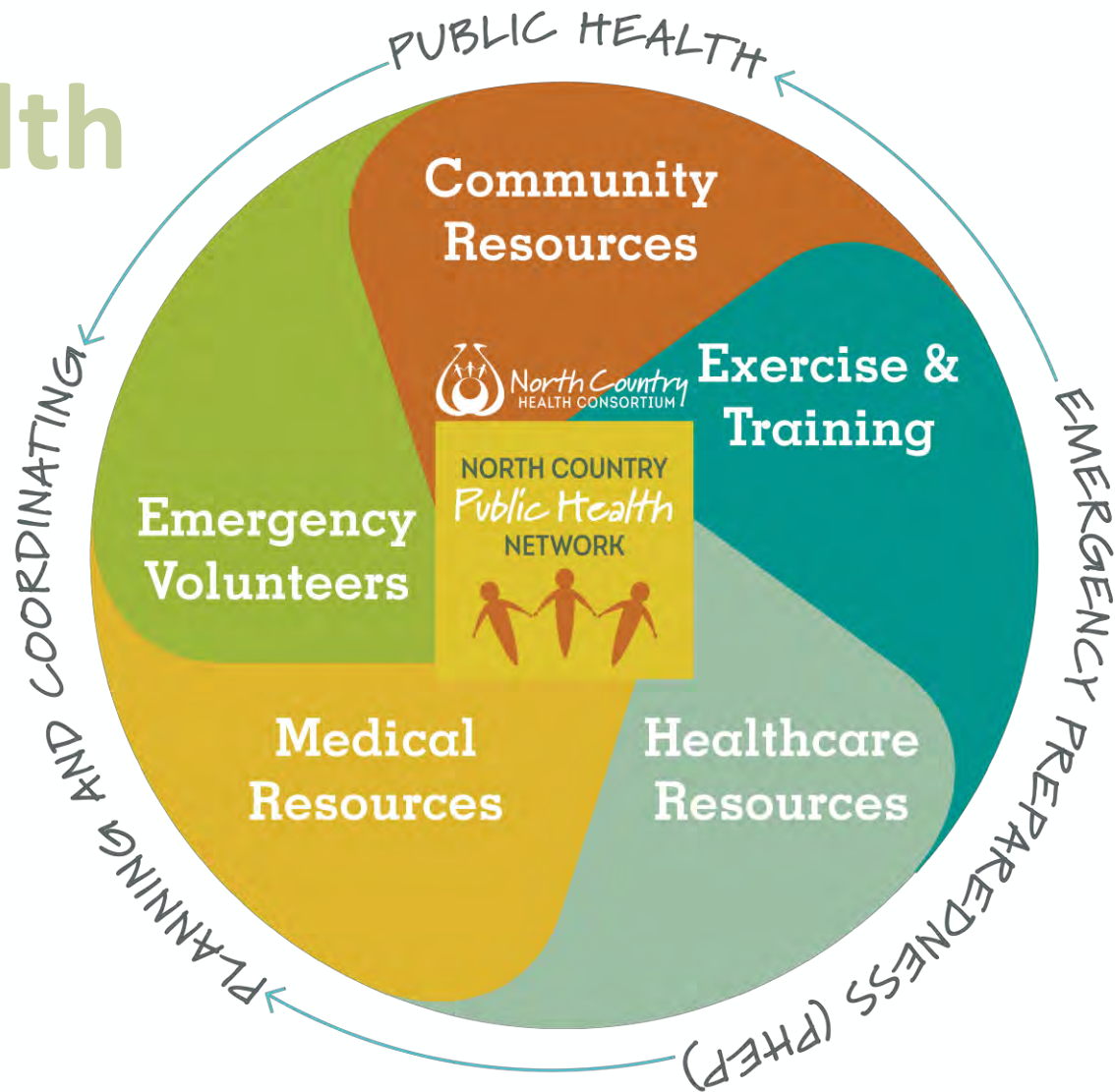


THESE REGIONS ARE USED FOR PUBLIC HEALTH PLANNING AND THE DELIVERY OF SELECT PUBLIC HEALTH SERVICES.



# Public Health

Assessing community health needs and facilitating the regional Community Health Improvement Plan (CHIP) by coordinating and collaborating with partners in all sectors.



# Public Health

## Oral Health Program:

- Certified Public Health Dental Hygienist provides oral health services and dental education for children through age 5 in Coos and Northern Grafton Counties, and connects families to dental homes
- Provide outreach and education with the goal of oral health for overall health



# Community Health Workers

“A community health worker is a frontline public health worker who *is a trusted member of and/or has an unusually close understanding of the community served.*”

-American Public Health Association

- Liaison
- Link
- Intermediary

COMMUNITY  
Health  
Worker



# Community Health Workers

## Building a CHW Program in a rural area

Funding: NCHC attained both state and federal funds to build and manage the CHW program.

**NCHC used these models as a guide to create their own program to serve northern New Hampshire, build and participate in a statewide CHW Coalition.**

Models: Researched many models for CHW programs across the country. Models were from programs that served:

- Refugees
- Children
- Adults with chronic disease
- Substance Use Disorder
- And much more...

COMMUNITY  
Health  
Worker



# Ways 2 Wellness Connect

## What is Ways2Wellness CONNECT?

The Ways2Wellness CONNECT Program links Community Health Workers (CHWs) with community partners to link patients who are struggling with unmanaged chronic disease and experiencing barriers to achieving overall health and wellness.

The program currently works with patients ages 55 and over with unmanaged chronic disease, such as hypertension, diabetes, congestive heart failure, Congestive Obstructive Pulmonary Disorder (COPD), etc. at no cost to the patient or provider.



# Wellness And Recovery Model (WARM)



- Hire, train, and deploy CHWs dually trained as Recovery Coaches (CHW/RCs) to provide direct client services and to bridge gaps for adult residents of Coos and Northern Grafton Counties seeking recovery support.
- Establish referral processes with regional health systems and community-based organizations working with individuals who may be experiencing SUD/ODU.
- Provide education to communities and professionals on SUD/ODU to increase knowledge and reduce stigma.
- Develop a Recovery Coach Network to increase support capacity across the region.
- Engage law enforcement, first responders, and hospital emergency departments in developing recovery-oriented approaches for working with individuals with SUD/ODU to facilitate access to treatment options and recovery pathways (below).



# Wellness And Recovery Model (WARM)







Helping adults, communities, and professionals in Northern NH to understand, prevent, and treat **Substance Use Disorder** through assistance connection, education, and recovery support.



Where do you need supports?

- 1 LITTLETON AREA
- 2 BERLIN AREA
- 3 LANCASTER AREA
- 4 COLEBROOK AREA
- 5 HAVERHILL AREA



[NCHCNH.org](http://NCHCNH.org)

PROGRAMS FOR PARENTS  
AND EDUCATORS

ASK PETRA ABOUT PREVENTION

TRAINING FOR HEALTHCARE  
WORKERS

ASK PETRA ABOUT EDUCATION

TREATMENT OPTIONS

ASK PETRA ABOUT TREATMENT

RECOVERY COACHES

ASK PETRA ABOUT RECOVERY

OTHER ASSISTANCE

ASK PETRA ABOUT ASSISTANCE

Project Goal: To strengthen and expand Substance Use Disorder/Opioid Use Disorder (SUD/ODU) prevention, treatment and recovery service delivery in New Hampshire's North Country.

**Implement the Prevention, Education, Treatment, Recovery Assistance (PETRA) Center** to coordinate, strengthen, and expand the delivery of SUD/ODU prevention, treatment, and recovery services in the North Country.

COMMUNITY  
Health  
Worker



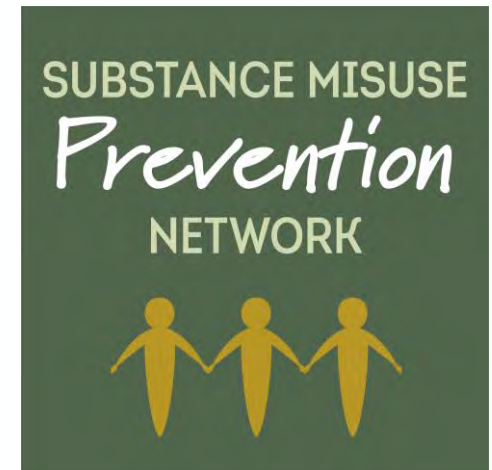
North  
Country

SUBSTANCE  
MISUSE  
PROGRAMS



# Substance Misuse Prevention Programs

- ✓ Substance Misuse Prevention Network
- ✓ Student Assistance Program
- ✓ Continuum of Care
- ✓ Drug Free Communities Support Program
- ✓ Young Adult Strategies
- ✓ Positive Youth Development
- ✓ Impaired Driver Care Management Program



# Regional Prevention Network



The North Country Regional Prevention Network for the prevention and reduction of substance misuse is a coordinated system made up of community stakeholders who lead, plan, support, monitor, and carry out prevention efforts in the North Country communities.

- addresses the occurrence of substance misuse and its negative impacts
- embraces the responsibility and opportunity to influence choices and behaviors that promote healthy lives, safe neighborhoods and thriving economies
- developed in order to create a collaborative, diversely resourced, community-based, data-driven infrastructure to affect population-level change



SUBSTANCE MISUSE  
*Prevention*  
NETWORK



# Regional Prevention Network

- Decrease the overdose death rate due to the misuse of illicit drugs in the North Country from a rate of 1.5 to 1.2 deaths a year per 10,000 population by 2022.
- Decrease the percent of students who have ever used an electronic vapor product one or more times in their life.
- Decrease past 30-day alcohol use among North Country High School aged youth.
- Decrease past 30-day marijuana use among North Country Region high school aged youth.
- Promote and support the growth of regional Substance Misuse Prevention Coalitions
- Collaborate with Recovery Friendly Workplace state initiative



# Student Assistance Program

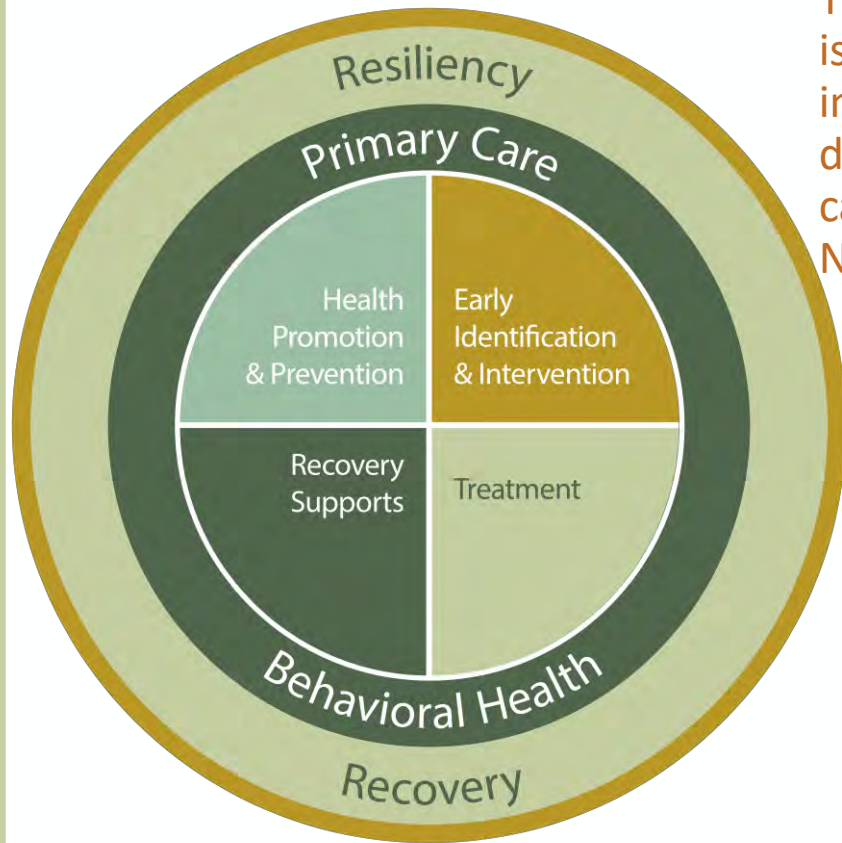


The Goal of the Student Assistance Program (SAP) is to deliver Prevention Education relevant to Substance Misuse with the intent of decreasing risk behaviors and strengthening protective factors that exist in schools, communities and homes. NCHC supports SAPs in many school districts in northern NH.

**Objective:** To work with students, families, and school staff to minimize the appeal of drugs, alcohol, tobacco and other dangerous and unhealthy behaviors through school-wide education programs, individual and group counseling, outreach, and referrals.



# Continuum of Care Program



The Goal of the Continuum of Care (CoC) Program is to connect partners throughout the region to improve awareness, bridge gaps in services, and develop and maintain a regional continuum-of-care plan tailored especially for the people of the North Country.

- To work with regional partners and other initiatives (as appropriate) to engage in ongoing updates to the regional assets and gaps assessment and the regional CoC development plan.
- The CoC facilitator works with Substance Misuse Prevention partners, the Public Health Emergency Preparedness Committee and Public Health Advisory Committee (PHAC) within the framework of the Public Health Network, including behavioral and mental health, to improve the continuum of care.



# Drug Free Communities Program



*“The Haverhill Area Substance Misuse Prevention Coalition mission is to reduce and prevent substance abuse among youth by working together to build a healthy, safe, and drug-free community.”*

**Goal #1 – Increase Community Collaboration**

**Goal #2 – Reduce Youth Substance Use**

We strive to make this possible by implementing prevention and education messaging throughout the community and work with the SAU #23 school district to engage their students in activities. Some examples of the work we do include:

- Working to change the culture and misperceptions about addiction and drug use in our community
- Distribute educational prevention materials as well as resources about local treatment and recovery options
- Invite motivational speakers to our community and provide chem-free event for youth
- Create public service announcements to keep the community updated
- Meet with local residents to identify gaps in existing resources





# Youth Activities

- To develop and support a state-endorsed Promising Practice program to support healthy, chem-free lifestyles among North Country middle and high school youth – Youth Leadership Through Adventure.
- Give each participant a sense of belonging through place-based service learning projects.
- Empower youth to provide leadership, self-governance and to promote the benefits of a healthy substance-free lifestyle in their schools and communities.
- Improve school climate so that positive and healthy substance-free lifestyle choices are supported through practices and policies
- Work to change community norms and culture where healthy substance-free lifestyles are promoted.





# Young Adult Strategies



## **To lower substance use in the target population, young adults between 18-25 years.**

- Engage 18-25 Workforce and their employers.
- Increase awareness and therefore access to Prevention, Treatment, Recovery and Support Services in the area.
- Increase overall health knowledge of target population.
- Reduce alcohol use - binge drinking, perceptions, motivation to reduce use, and coping with substances.
- Gather relevant data on 18-25 cohort and measure.



# Impaired Driver Care Management Program



**To provide evidence-based education to DWI offenders in New Hampshire that will allow the restoration of driving privileges as clients are evaluated to be at a sufficiently low risk to recidivate.**

- Assess current recidivism risk rates through state developed intake process.
- Work with clients through an evaluation process to determine needs for counseling and/or 12 step recovery exposure in addition to the educational component.
- Educate offenders with evidence-based curriculum providing information allowing for successful low risk drug and alcohol choices.
- Assist clients evaluated as sufficiently low risk of recidivism through the license restoration process.





# Drug Treatment Court of Grafton County

The mission of the Drug Treatment Court program of Grafton County is to assist criminal offenders in breaking the cycle of crime and substance misuse, while improving community safety, and decreasing financial costs currently incurred by the criminal justice system.

Within an 18- to 36-month window, each part of the multi-phase intervention program focuses on key concepts of addiction recovery, from stabilization to continuing care.

DTC works with its participants to determine the appropriate level of care needed and is aimed at supporting participants to maintain a drug-free lifestyle.



Substance  
Use  
Disorder



CLINICAL SERVICES

# Substance Use Disorder Clinical Services

Through a comprehensive array of **Substance Use Disorder Clinical Services**, we offer a continuum of care model to provide a person-centered, community-based approach. **Evidence-based services are offered at Friendship House, a residential facility, and in a variety of locations in northern New Hampshire.** Resiliency and recovery-oriented systems of care ensure mental, physical and spiritual needs are met as clients begin the road to recovery.

At the point of contact, each potential client undergoes a comprehensive clinical assessment to determine the level of intensity that best meets their current need. **Guidance and support are provided to create an individualized plan that transitions through levels of treatment.**

There is another way...  
call today (603) 869-2210

**Friendship House**

Substance  
Use  
Disorder  
  
CLINICAL SERVICES



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Substance  
Use  
Disorder



CLINICAL SERVICES

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The Friendship House Residential Treatment program is located in Bethlehem, NH. The 24/7/365 services include:

- 3.5 High Intensity Residential Treatment
- 3.1 Low Intensity Residential Treatment
- 28 Beds (total) for men and women
- Access to care for those that are insured, on Medicaid, or uninsured

Within these areas, clients are provided with nutritious meals, case management, one-on-one counseling, group therapy and more.



# Intensive Outpatient Program



## What to expect :

- 12 week program- 36 session, group therapy **focused on substance use disorder treatment**
- Group sessions held **3 times a week**
- Evidence-based curriculum focused on relapse prevention
- **Person-centered treatment** approaches where goals are developed individually with clinician
- Access Community Health Worker/ Recovery Coaches
- Access to **individual therapy**
- Open enrollment to provide **quick intake process**



# Outpatient Treatment



## What to expect :

- For individuals in need of **community-based substance use disorder treatment**
- As a step down from more intensive services
- **Addresses issues** that have the potential to undermine recovery
- Emphasizes skills needed for **independence and healthful living**
- Continued recovery education and **relapse prevention** skills
- Discharge **planning and continued care**, self-help groups and community-based recovery resources



# Substance Use Disorder Clinical Services

Substance  
Use  
Disorder



CLINICAL SERVICES

**NCHC was awarded a three-year accreditation** for its Residential, Intensive Outpatient, and Outpatient Substance Use Disorder Treatment programs **by the Commission on Accreditation of Rehabilitation Facilities (CARF)**, an international accreditor of health and human services providers. It's decision to designate three years to the Consortium represents the highest level of accreditation that can be granted to an organization.

As described on it's website, "The CARF accreditation process starts with an organization's commitment to continuous improvement and culminates with external review and **recognition that the business and service practices meet international standards of quality—with all the steps in between focused on optimal outcomes for the persons served and sustained organizational success.**"





# 2019–2020 Consortium Funders

Berlin School Administrative  
Unit #3

Colebrook School District,  
SAU #7

Dobles Foundation

Endowment for Health

Geisel School of Medicine

Grafton County Human  
Services

The Dartmouth Institute

JSI Research and Training  
Institute, Inc.

Mascoma Savings Bank

Neil and Louise Tillotson  
Fund of the New Hampshire  
Charitable Foundation

New Hampshire Charitable  
Foundation

New Hampshire Department of  
Health and Human Services,  
Bureau of Drug and Alcohol  
Services

New Hampshire Department  
of Health and Human Services

New Hampshire Endowment  
for Health

New Hampshire Healthcare  
Association

New Hampshire Judicial  
Branch

NH Children's Health  
Foundation

Southern NH Area Health  
Education Center

US Department of Health  
and Human Services, Health  
Resources and Services  
Administration, Office of Rural  
Health Policy

US Department of Health  
and Human Services, Health  
Resources and Services  
Administration, Bureau of  
Health Workforce

University of New Hampshire,  
Citizens Health Initiative

US Centers of Medicare and  
Medicaid Services

US Substance Abuse and  
Mental Health Services  
Administration, Center for  
Substance Abuse Prevention



For more information please  
visit our website at:  
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