



2017

COMMUNITY
HEALTH
Improvement
Report

FOR THE PERIOD
10/1/16-9/30/17



Mt. Ascutney Hospital
and Health Center
Dartmouth-Hitchcock

Community Health Improvement Process



NEEDS ASSESSMENTS CONDUCTED EVERY 3 YEARS, DONE IN 2012, 2015 AND UNDERWAY NOW FOR 2018.

2015 Assessment and Plan developed around the following 12 areas

(Reports on each topic area can be found on the pages referenced here):

#1 Alcohol & Drug Misuse including Heroin & Pain Meds	PGs 3-5
#2 Access to Mental Health	PG 5
#3 Access to Dental Care	PG 6
#4 Access affordable health insurance; cost of Rx drugs	PGs 6-7
#5 Nutrition / Access to affordable healthy food	PGs 7-8
#6 Lack of Physical Activity; need for opportunities for active living	PG 9
#7 Income, Poverty, Family Stress	PGs 9-11
#8 Access to Transportation	PG 12
#9 Access to Primary Health Care	PG 12
#10 Healthcare for Seniors	PG 13
#11 Smoking / Tobacco Use	PGs 13-14
#12 Contact Information and trend graphs	PG 15

WACP MISSION STATEMENT

It is the mission of the Windsor Area Community Partnership (WACP) to connect agencies, community leaders, and constituencies through a coalition that intentionally represents adults, youth, and elders in the Windsor area to promote the health and well-being of the community.

STRATEGIC PLAN

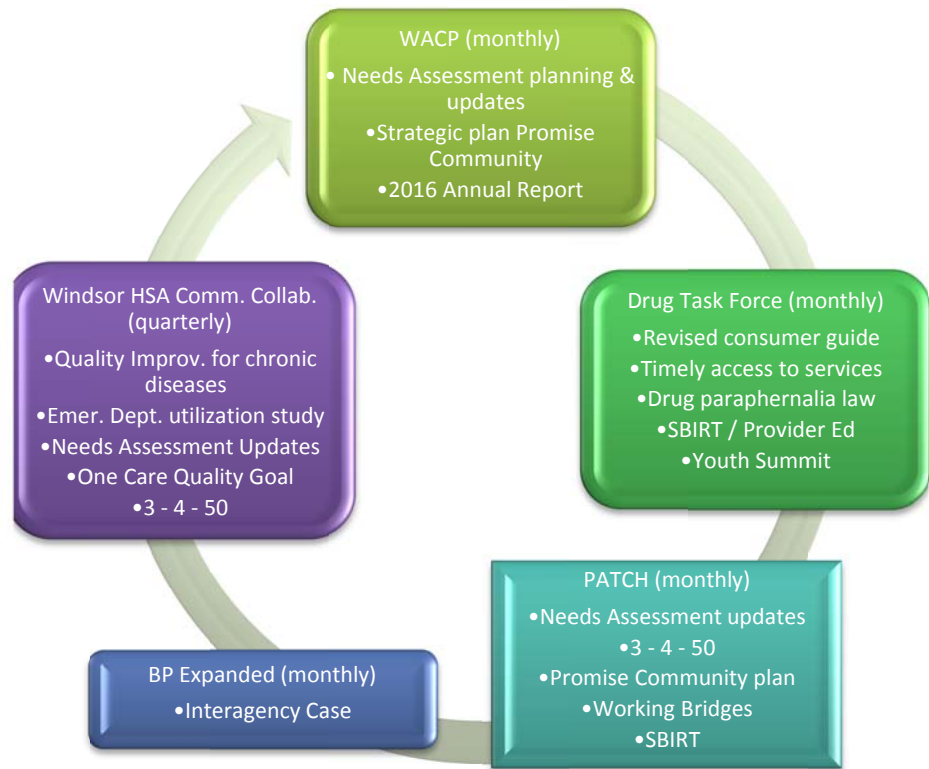
- Attain high-quality, longer lives free of preventable disease, disability, injury, and premature death.
- Achieve health equity, eliminate disparities, and improve the health of all groups.
- Create social and physical environments that promote good health for all.
- Promote quality of life, healthy development, and healthy behaviors across all life stages.

TARGET

Create an Accountable Community for Health (ACH) and medical neighborhoods that will promote the health and well-being of our community through a network of health and human service partners.

The Windsor Health Services Area (HSA) Community Collaborative adopted a new charter based on the nine core components of an Accountable Community for Health (ACH).

This network of partners forms the infrastructure that impacts health across the Windsor Hospital Service Area.



How are we doing?

Measure 1: Network survey results rank the Windsor HSA Community Collaborative as comparable or exceeding in most areas when compared to state-wide Accountable Community for Health (ACH) peers:

2017 ACH Community Health Survey Results	Diff. in Score	Comp. to State
Established Mission	-0.1	↓
Has partners from multiple sectors	-0.1	↓
Uses data to plan strategy	0.1	↑
Shared goals	0	↔
Mutual trust	0.1	↑
Backbone organization	0.3	↑
Communicates effectively	0	↔
Governance structure	0	↔
Work plan	0	↔
Communicates to broad community	0.5	↑
Engages people with lived experience	0.7	↑
Sustainability funding	0.2	↑
HSA Average	0.1	↑

Measure 2: The Windsor Area Community Partnership (WACP) coalition assessment is done every 2 years (September 2016). Findings include:

Top domain strengths (1-4 high since 2012):

1. Partnerships with other organizations
2. Coalition Leadership
3. Coalition meetings and communications
4. Ability to collect, analyze, and use data
5. Effectiveness in Planning and Action *

Top domain opportunities for improvement (1-3 & 5 since '12):

1. Coalition structure and membership
2. Outreach and communication
3. Cultural competence
4. Fundraising and help to do so by Board of Directors *
5. Opportunities for member growth and responsibility

* New to lists in 2016

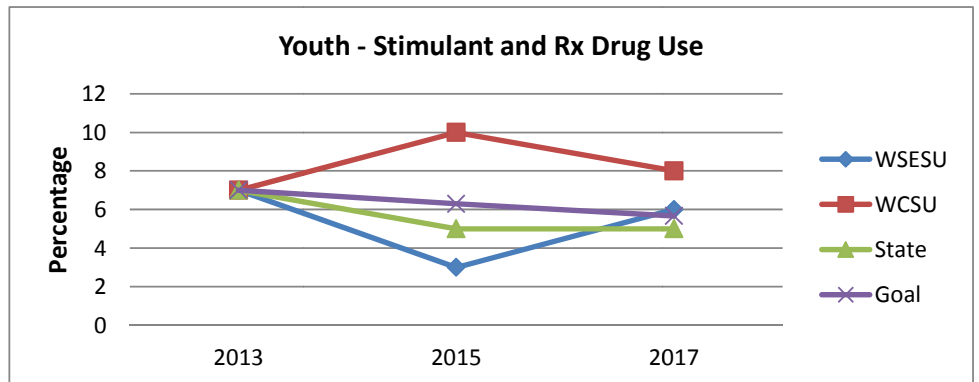
**Objective #1 ~ Alcohol & Drug Misuse
(Including Heroin and use of Pain Medications)**

Activities: Rx Drug

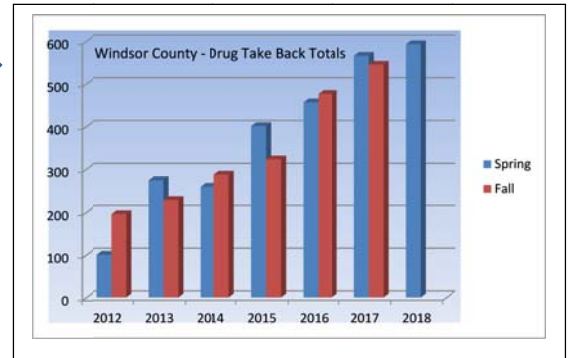
- Complete revision of *Substance Use Treatment Guide*.
- SBIRT (screening, brief intervention, and referral to treatment) training and implementation in the clinic and Emergency Department.
- Participation in Gov. Summit for Substance Misuse Workforce and Workgroup
- Provide ongoing support to Windsor County Sheriff to promote drug take back days.
- Organized Youth Summit to assess resources, identify gaps and offer solutions for youth needing treatment.
- Heavily distributed “Be Aware Don’t Share” and “VT’s Most Dangerous Leftovers” throughout clinics and community
- Monitored, tracked and distributed data from the Vermont Prescription Monitoring System. Distributed data to providers.
- Education support for opioid management program.
- Medication Assisted Therapy, counseling, support and case management through Spoke services—in pediatrics, primary care, Connecticut Valley Recovery Services, Bradford Psychiatric Associates; led quality improvement projects.
- Training and implementation of new state prescribing regulations for providers
- Multi-disciplinary pain consult team implemented for chronic pain patients.

**OUTCOMES:
Rx Drug Use**

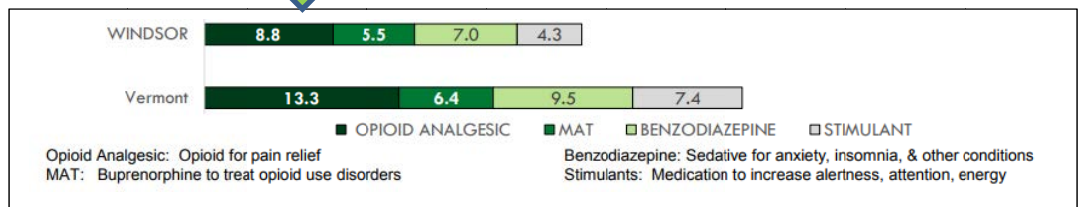
Goal : ↓ by 10% the percentage of students who have misused a stimulant or Rx pain reliever in the past 30 days.



Windsor County - # of drugs collected, take back



Vermont Prescription Monitoring System data shows Windsor County to be one of the lowest rate of prescriptions per 100 residents by drug class



Partners and Resources:

- ❖ Windsor County Sherriff & DEA for drug take back
- ❖ Healthcare and Rehabilitative Services (HCRS)
- ❖ Windsor County Prevention Partners
- ❖ Ottauquechee Community Partnership
- ❖ CT Valley Recover Services
- ❖ Bradford Psychiatric Associates
- ❖ Blue Cross and Blue Shield
- ❖ White River Family Practice
- ❖ Windsor Police Department
- ❖ Windsor Connection Resource Center
- ❖ Vermont Department of Health, <http://www.healthvermont.gov/alcohol-drugs/reports/data-and-reports>
- ❖ Vermont Prescription Monitoring
- ❖ Dartmouth Hitchcock Medical Center, www.twinstatesafemeds.org
- ❖ Support and Services at Home (SASH)
- ❖ Turning Point Recovery Center (Springfield and Hartford)
- ❖ UVM and VT Medical Society
- ❖ SBIRT Vermont, <http://sbirt.vermont.gov>

Substance Use Treatment Guide:

<http://www.mtascutneyhospital.org/sites/default/files/content/documents/ConsumersGuideforSubstanceUseTreatmentinUpperValley2017.pdf>

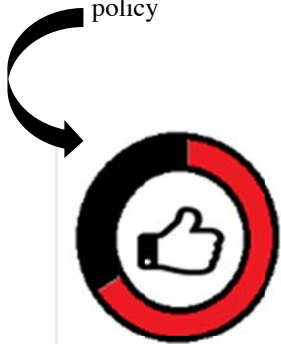
Funding Supports:

MAHHC, Regional Prevention Partnership grant (\$135K), Prevention infrastructure grant (\$60K), SBIRT grant (\$112.5K), Blueprint for Health grant (\$129K), Blueprint Spoke grant (\$459.7K), MAPP Sustainability (\$14.5K), Foster McGaw prize (\$6.6K)

Objective #1 ~ Alcohol & Drug Misuse (cont.) (Including Heroin and Use of Pain Medications)

Activities: Alcohol & Marijuana Use

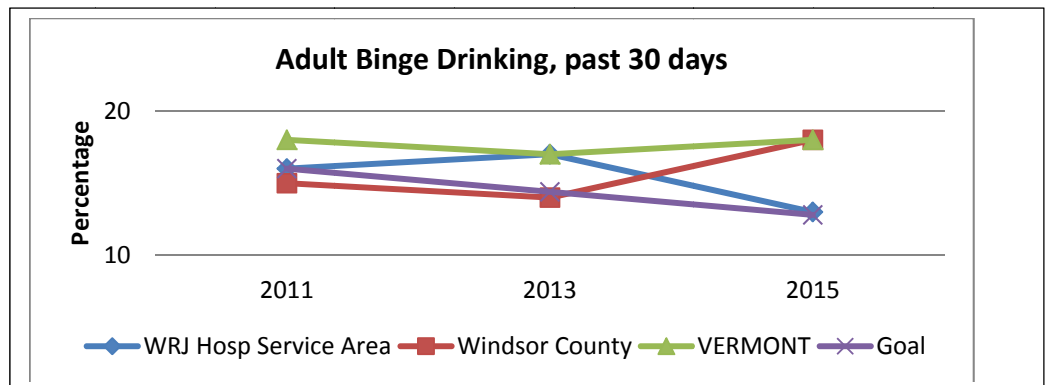
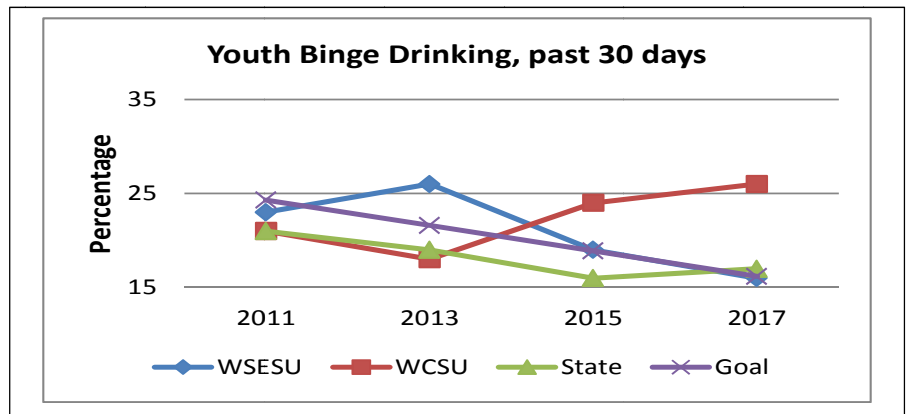
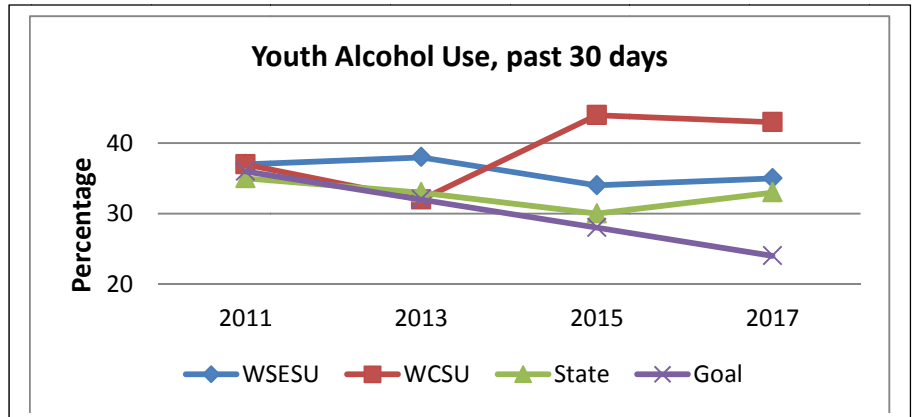
- Complete revision of *Substance Use Treatment Guide*
- Conducted Windsor County wide school needs assessment to link prevention resources to identified needs
- Supported creation and \$ support for a Student Assistance Professional in the WCSU school district
- Worked with Two Rivers Ottawaquechee Regional Commission (TRORC) to assess 30-town region of existing “adult-only” (including alcohol) policies related to outlet density/location, use at outdoor events, and restricted advertising.
- Conducted Health Readiness Assessment interviews in 3 towns to serve as catalyst to concept of town health and wellness committees
- Disseminated *Supporting Healthy Communities Policy Guide* to towns across Windsor County with invitation letter to contact MAPP for prevention policy support (guide was created with TRORC last year)
- Conducted Nov 2017 community survey related to prevention policy



64% of area residents surveyed agreed they would support town policies that work to protect youth from advertising and retail density of “adult – only” products.

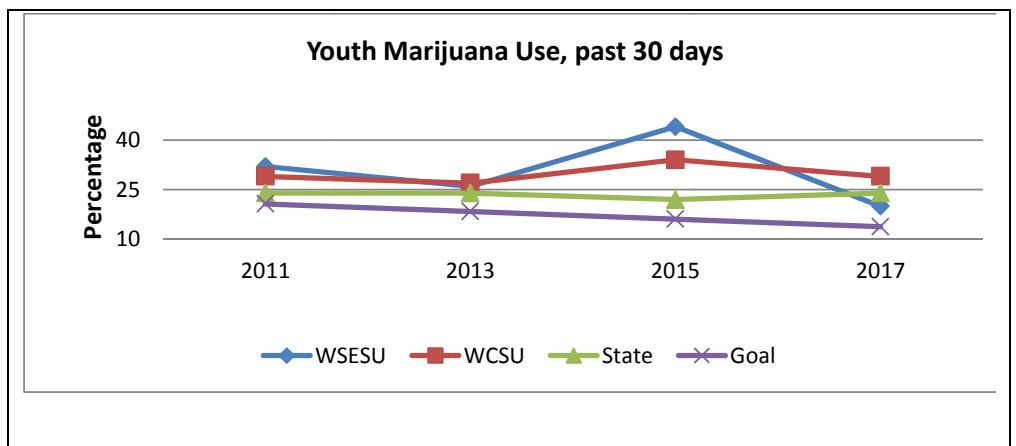
OUTCOMES: Alcohol Use

Goals: ↓ by 10% every 2 years: 1) the # of students who drank alcohol and who binge drank in the last 30 days, 2) the # of adults who are binge drinkers



OUTCOMES: Marijuana Use

Goal: ↓ by 10% the percentage of students who have used marijuana in the past 30 days.



Funding Supports: MAHHC, Regional Prevention Partnership grant (\$135K), Prevention infrastructure grant (\$60K), SBIRT grant (\$112.5K), Blueprint for Health grant (\$129K), MAPP Sustainability (\$14.5K), Foster McGaw prize (\$6.6K)

Activities: Alcohol & Marijuana (cont.)

- Systematic, statewide social media campaign promotion for both MAPP and Windsor County Prevention Partners on Facebook (reaches across Windsor county)



Partners and Resources:

- ❖ Windsor County Prevention Partners
- ❖ Two Rivers Ottauquechee Regional Commission
- ❖ Ottauquechee Community Partnership
- ❖ Windsor Southeast Supervisory Union
- ❖ SBIRT Vermont, www.sbirt.vermont.gov
- ❖ Vermont Department of Health
 - Parent Up, www.parentupvt.org (talk to kids about drugs)
- ❖ Woodstock Police Department
 - “Text-a-tip”, report underage drinking parties before they happen! (802) 296 - 1746
- ❖ Towns of Weathersfield, Woodstock, and Windsor
- ❖ Healthcare and Rehabilitative Services (HCRS, behavioral health clinician in primary care clinics)
- ❖ Junction Youth Center

Activities: Mental Health

- Distributed brochure of *Mental Health Providers* in the hospital and throughout the community
- 3 WRAP workshops delivered for skill building and self-management support for anxiety, depression and general mental health
- Expansion of a HCRS embedded clinician/LADAC to four days a week in Patient Centered Medical Home supported by SBIRT grant
- Hired and supported a psychiatrist within our Patient Centered Medical Home
- Partnership for interagency care management with HCRS and other partners
- Provided Mental Health First Aid training to Hospital staff and community partners X2
- 336 mental health counseling sessions were provided through the Windsor Connection Resource Center



Mental Health

Objective #2 – Access to Mental Health



Partners and Resources:

- ❖ Windsor Community Health Clinic
 - Wellness Recovery Action Plan, <http://www.mtascutneyhospital.org/community-services/community-resources/wellness-recovery-action-plan>
- ❖ Healthcare and Rehabilitative Services (HCRS)
- ❖ West Central Behavioral Health (Mental Health First Aid)
- ❖ Windsor Connection Resource Center

Mental Health Providers brochure:

http://www.mtascutneyhospital.org/sites/default/files/content/documents/MAH17_MentalHealthBrochure_Web.pdf

Activities: Dental Health

- Application of fluoride in pediatric clinics
- Outreach to recruit a local dentist – work with Springfield Medical Services and Deputy Commissioner of Health Services and Managed Care
- Community Health Team, Spoke Staff and staff of the Windsor Community Health Clinic assist patients to find dental homes *, care and financing
- Dental clinic in the Windsor school, provided education to **252** children and their parents, provided dental screening and sealant applications to **60** children and 463 teeth in 2017
- Windsor Community Health Clinic gave out **20** dental vouchers (\$6,720) and worked with dentists to connect patients to dental homes * with discounted care
- Built new partnerships with Dr. Kramer and Dr. Abbott in Claremont to see our dental patients. Dr. Abbott makes dentures!
- Negotiated an agreement with Hanover Oral Surgery to provide discounted care and accept Vermont General Assistance Care and WCHC Dental Vouchers



* A Dental home is a relationship with a provider / agency where a person gets routine and emergent dental care.

OUTCOMES:
Dental Health

Goal: ↓ the % of students who drank a can, bottle, or glass of sugar-sweetened beverage, every day for the last 7 days

Dental Services*

(*Facilitated by MAH Community Health with support from NE Delta Dental)

<u>Indicator</u>	<u>2016</u>	<u>2017</u>	<u>Comparison</u>
# of students available for screening	244	252	↑ 8
# of students returning consent forms	244	172	↓ 72
# of students screened	82	60	↓ 22
# of students screened with untreated decay	22	13	↓ 9
# of students screened with treated decay	19	15	↓ 4

<u>Indicator</u>	<u>2016</u>	<u>2017</u>	<u>Comparison</u>
# of students with history of decay	33	33	↓ 13 (for 3 rd year)
# of students screened w/ min of one existing sealant on permanent molar	35	35	-
# of students screened w/ sealant applied during school year	62	60	↓ 2
# of preventative dental sealants placed	585	483	↓ 102
# of students receiving urgent treatment	6	5	↓ 1
# of students receiving non-urgent care	16	8	↓ 8 (for 3 rd year)

Partners and Resources:

- ❖ Windsor Community Health Clinic
- ❖ Mt. Ascutney Pediatrics, Windsor
- ❖ Northeast Delta Dental
- ❖ School Dental Hygienist
- ❖ Area Dentists and other free clinics
- ❖ Windsor Southeast Supervisory Union, School and School Nurse
- ❖ Ottauquechee Health Foundation Smiles Program

Mental & Dental Health Funding Supports: MAHHC, Northeast Delta Dental grant & the Byrne Foundation, (\$11K), Windsor Community Health Clinic dental voucher funds (\$6.7K), VT Association of Mental Health and Addiction Recovery (\$1K), Rural Health Sustainability funds (\$600 to support food for Wellness Recovery Action Plan groups)

Activities: Access to Affordable Insurance & Cost of Prescription Drugs

- Windsor Community Health Clinic (WCHC) assists community members with Vermont Health Connect, and Medicare and Medicaid applications
- Medicare Boot Camp – held March 31, 2017 and July 24, 2017
- **46** Medication Vouchers offered through the Windsor Community Health Clinic in 2017, valued at \$2,572

Objective #4 Access to Affordable Health Insurance & Cost of Prescription Drugs

OUTCOMES:
Ins. & Rx Drugs

Goal 1 : ↑ the # of individuals who received assistance with access to health insurance and affordable medications through the Windsor Community Health Clinic at MAHHC.

<u># s of Patients Served</u>	<u>2016</u>	<u>2017</u>
BCBS/MVP Enrollment	64	42
BCBS/MVP Follow-up	115	123
VT Health Connect Consult	488	515
VT Health Connect (Status Calls)	488	515
Medicaid Application	115	83
Medicare Assistance	149	73
New Medication Assistance PAP	24	92
Pharmacy Vouchers	62	46

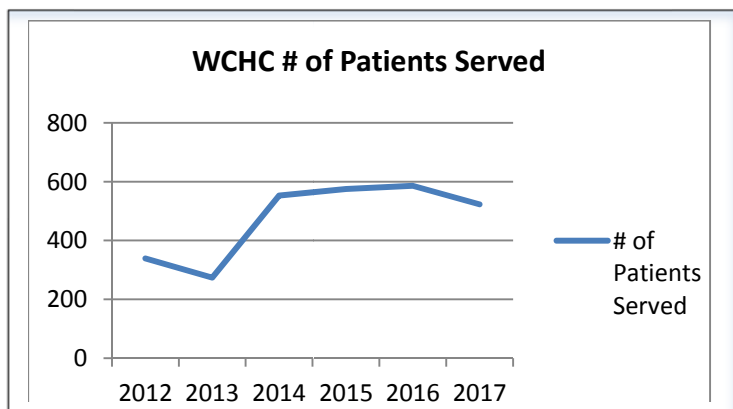
Objective #4 Access to Affordable Health Insurance & Cost of Prescription Drugs (cont.)

Activities: Windsor Community Health Clinic, general

- Active member of the Vermont Coalition of Clinics for the Uninsured
- Grant supported Case Manager
- Provides a 5-day-a-week program to improve access to care
- Established a new Transportation Voucher Program for rides to medical appointments working with GMAC Taxi, rides provided valued at \$645, (\$545 taxi vouchers, \$100 gas cards)
- Added a VHC navigator to do outreach at OHC,
- 15 MDs, 6 NPs, 17 nurses, 1 Mental Health Provider, 1 Admin, 4 PTs, 8 Radiology and Lab Techs, and 8 Business Office staff participated in the program

OUTCOMES: Ins. & Rx Drugs

Goal 2: Improve the duration of quality life, and reduce disability associated that impacts the health and well-being of the community.



<u># s of Patients Served</u>	<u>2016</u>	<u>2017</u>
Total Interactions	1385	1828
Total Patients Seen	586	523
New Patients	349	255
Distinct Patients	523	586
Case Management	1682	1358
Consults	568	1149
Dental Referral	45	54
Financial Applications	298	507
Social Security Disability	6	12
Transportation	40	23

Funding Supports: MAHHC, Vermont Coalition for the Uninsured & Byrne Foundation (\$74K), Patient Assistance Programs through Pharmaceutical companies (total value of free meds provided in 2017 was \$36K)

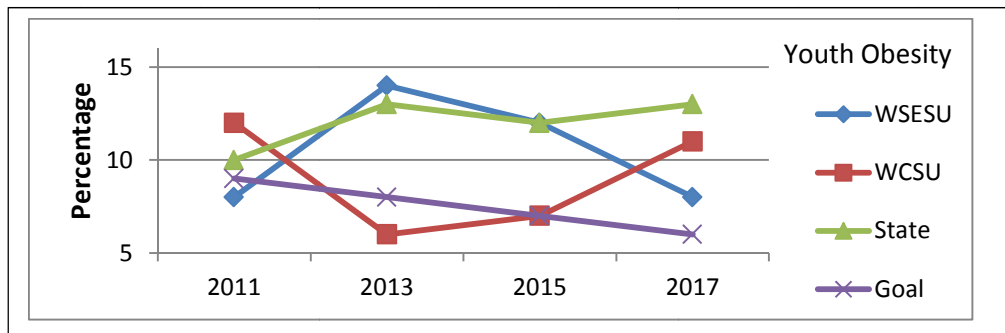
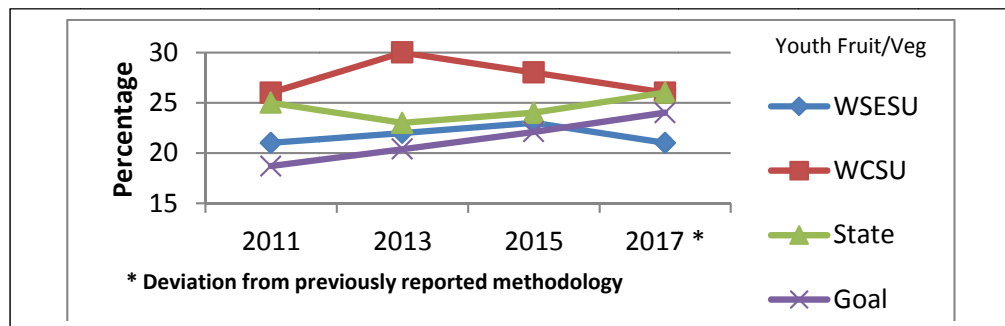
Activities: Nutrition / Access to affordable food

- Worked with partners to provide Summer Food Program, **1070 meals served** and supported Food Drive for Food Shelf
- Implemented VeggieVanGo working with the Vermont Food Bank as a monthly community resource. Served **90 -130 families each month.**
- Physicians are writing prescriptions for vegetables to families in need.

Objective #5 Nutrition and Access to Affordable, Healthy Foods

OUTCOMES: Nutrition

Goal 1: ↑ the # of students who eat 5+ f/v daily
Goal 2: ↓ % of students who are obese

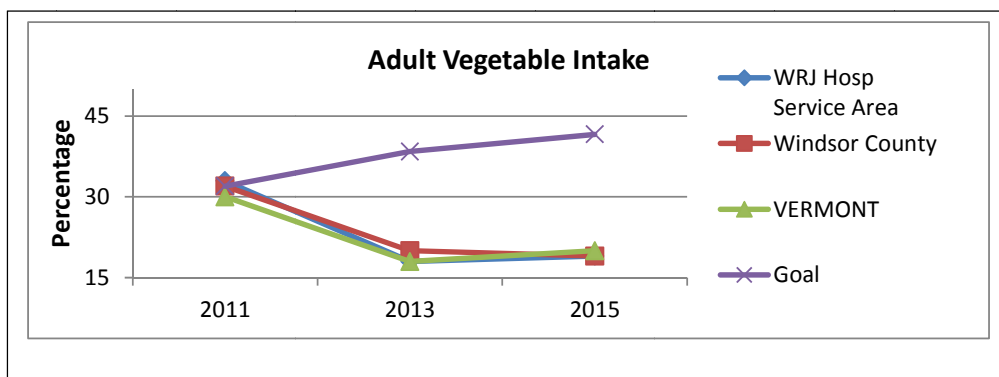
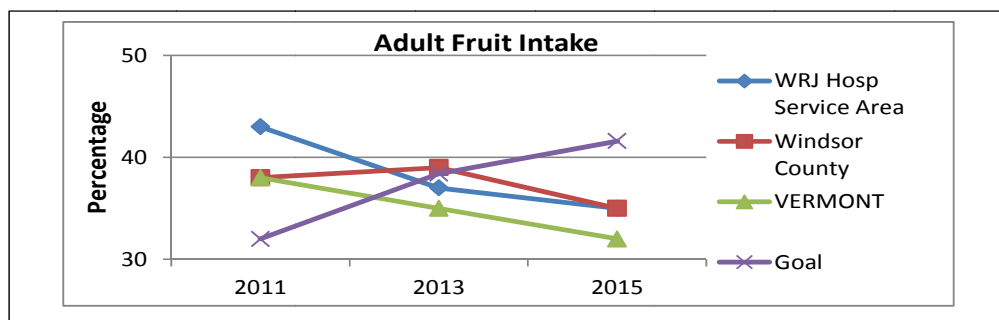
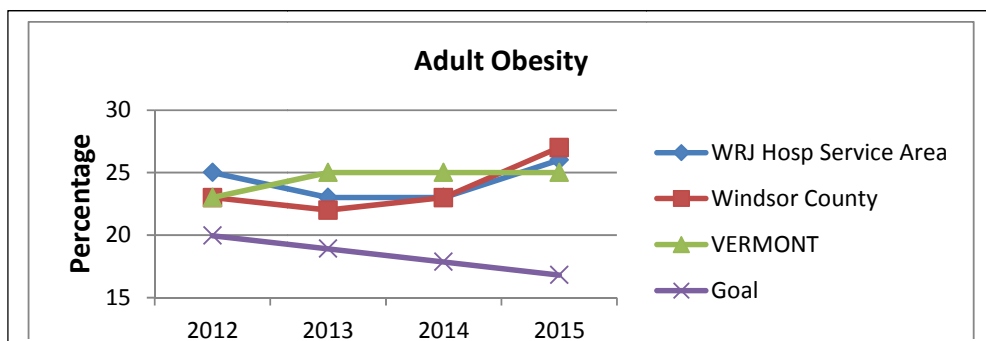


Activities: Nutrition / Access to affordable food (cont.)

- Membership in the Upper Valley Hunger Council
- Implementation of 3-4-50 reaching over 1,000 people through outreach to towns, schools, businesses, day cares and Health and Human Services agencies
- MAH Recognized at the Gold Level for 3-4-50 Worksite Wellness
- Working with Vermont Housing Association, MAHHC and SASH to organize a *Learning Kitchen* class for residents at Union Square Apartments
- Nurse in pediatric clinic created a farmers market flyer to distribute to families
- Participation in community dinners program each Wednesday evening, Sept. – June.

OUTCOMES:
Nutrition

Goal 3: ↓ the % of adults who are obese
Goal 4: ↑ the # of adults who eat 5+ f/v daily
target for all goals is 10% improvement over two years



Partners and Resources:

- ❖ Windsor Southeast Supervisory Union
- ❖ St. Francis Church, Old South Church, Trinity Evangelical Free Church
- ❖ Windsor Recreation Department
- ❖ Windsor Connection Resource Center
- ❖ Windsor Food Shelf
- ❖ Windsor Affordable Housing agencies
- ❖ Hunger Free Vermont
- ❖ Town of Windsor
- ❖ Southern Vermont Area Health Education Center (AHEC)
- ❖ Vermont Housing Association
- ❖ Support and Services at Home (SASH)
- ❖ Vermont Food Bank, <https://www.vtfoodbank.org/share-food/veggievango>



90 – 130 Families each month!

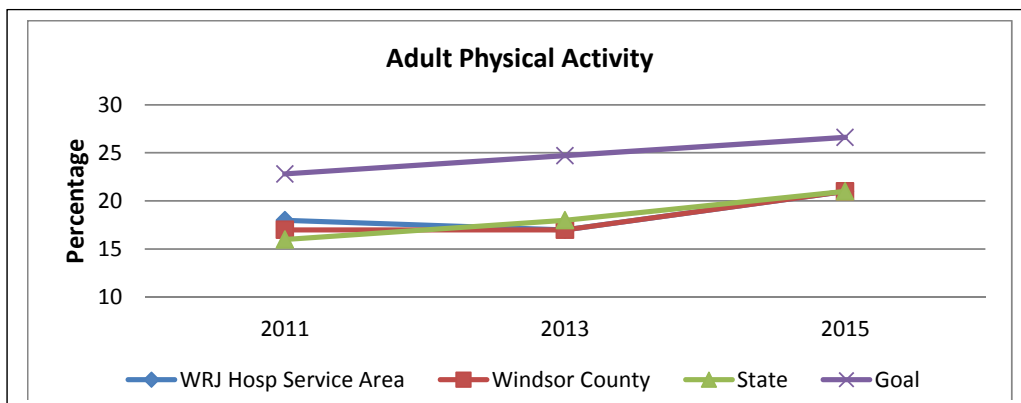
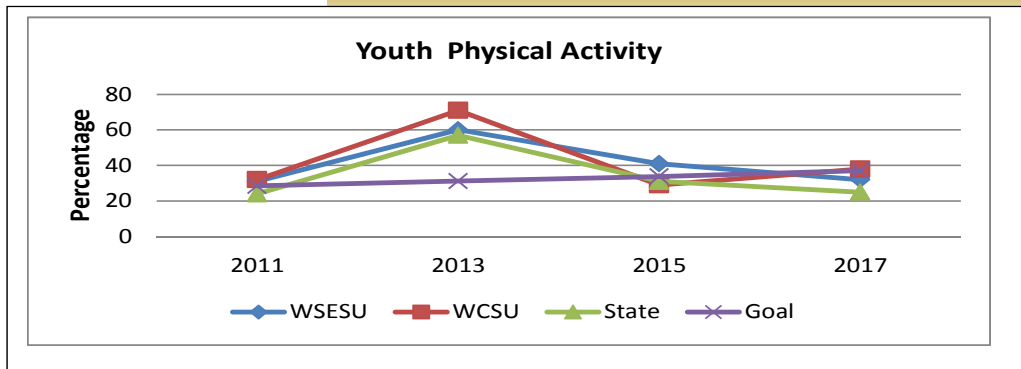
Objective #6 – Lack of Physical Activity, need for recreational opportunities and active living

Activities: Physical Activity

- Readiness Assessment for Town Health and Wellness Committees in Windsor, Weathersfield and Woodstock
- Implementation of 3-4-50 reaching over 1,000 people through outreach to towns, schools, businesses, day cares and Health and Human Services agencies
- MAH registered for and was recognized at the Gold Level for 3-4-50 Worksite Wellness activities
- Conducted Health Readiness Assessment interviews in 3 towns to serve as catalyst to concept of town health and wellness committees
- Disseminated *Supporting Healthy Communities Policy Guide* (includes plans for active living design) to towns across Windsor County with invitation letter to contact MAPP for prevention policy support (guide was created with TRORC last year)

OUTCOMES: Physical Activity

Goal 1: ↑ the % of students and adults meeting physical activity guidelines by 10% over 2 years



Partners and Resources:

- ❖ Two Rivers Ottauquechee Regional Commission
- ❖ Towns of Weathersfield, Woodstock, Windsor
- ❖ VT Department of Health, 3 – 4 - 50 statewide campaign
- ❖ Windsor HSA Community Collaborative, 3 – 4 - 50 Subcommittee
- ❖ Governor’s Council on Worksite Wellness

Funding Supports, Nutrition & Physical Activity: MAHHC and 3 – 4 - 50 supports, VDH / Tobacco Prevention (\$1K) covers 3 – 4 – 50 costs.

Activities: Income, Poverty, Family Stress

- A Family Wellness Program in Windsor and Woodstock Pediatric Clinics continues.
- Serving on both WSESU and WCSU health and care teams.
- Promise Community – to promote kindergarten readiness and emotional and social competence of children and families through a five-prong strategy
- Acquired \$ to support Collaborative Problem Solving and Attentive Parenting in OHC area with Artistree, Music Together, and added Family Therapy Coach to support at-risk families

Objective #7 – Income, Poverty, Family Stress

In order to address Income, Poverty, and Family Stress, we have established and maintain the Family Wellness Program and The Windsor Connection Resource Center.

The Ascutney Mountain Promise Community was added in 2017.

Windsor was awarded a Promise Community Grant in 2017 in part due to the strength of the Family Wellness Program. In the next phase of the program, the goal is to offer Wellness Coaching sessions to all families of young children in addition to referral-based coaching sessions.

"For years I have been trying to figure out how to break thru the parenting challenges I have been facing with my daughters... This approach introduced me to a new way of looking at these challenges and my relationship with my kids. It has given me the information, support and tools to identify the steps I need to take towards making positive changes." *

"In a short amount of time, I have experienced major shifts in my relationship with my children." *

"I guess I just needed to hear from someone that I had the power to do this." *



*Parent Comments

Family Wellness Program, Important Facts:

Activities: Income, Poverty, Family Stress

- The Windham Connection Resource Center (WCRC) worked throughout 2017 to achieve its mission of furnishing its PATCH Team members with collocation to bring vital services, education, and enrichment opportunities to the community, offering information, referral, advocacy, and case management services while building a positive sense of community.

- PATCH services at the Windsor Connection Resource Center from October 2016 through September 2017 include visits for economic services and for mental health counseling

- Provided interagency care planning, coordination and management to high risk pediatric and complex chronic care patients using tools and a best practice model

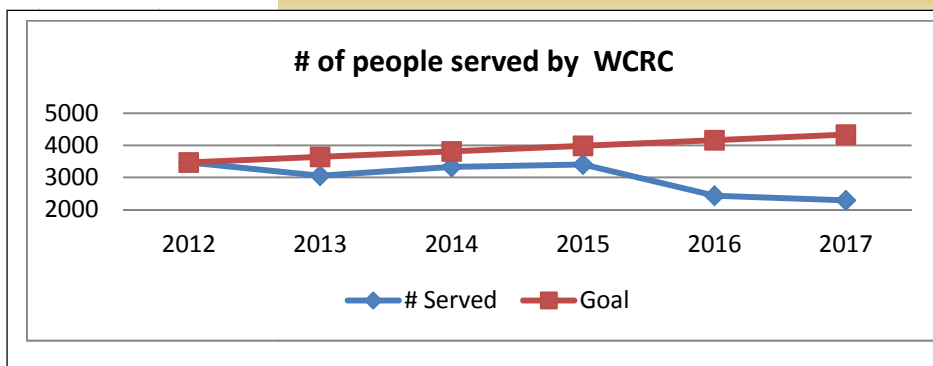
- Healthy People 2020 approach to social determinants of health is a science-based organizing framework which includes:

- Economic stability
- Education
- Social & comm. control
- Health / healthcare
- Neighborhood and built environment

- 4 Collaborative Problem Solving series offered, 31 parents / caregivers attended
- 80% participation rate of attended vs. scheduled visits with family wellness coach
- 5 families received monthly therapeutic play group services from 2 volunteers trained as part of Family Support Program (addicted moms group)
- 22.6% of families have income less than 200% of the poverty level compared to 22.8% in Vermont and 16.8% in New Hampshire
- The median income in Windsor is \$40,472 compared to \$54,267 in Vermont and \$64,916 in New Hampshire

OUTCOMES:
Income, Poverty, Family Stress

Goal 1: ↑ Maximize local services and demonstrate an increase of 10% every 2 years in the number of youth and families accessing services at Windsor Connection Resource Center.



<u>WCRC Service Provision</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Alcohol & Drug	159	123	194	224
Child Care		36	4	8
Housing	37	13	26	62
Community Health Outreach	-	3	157	470
Computer/Email	1,111	686	291	254
Crisis/Fuel/Elec./Shelter, Etc.	140	96	21	50
Dept. of Corrections	161	129	35	-
Economic Services	147	188	160	188
Education				
Adult	168	377	224	332
Early	31	34	15	7
Ages 5-18	177	168	420	160
Employment (VABIR)	67	4	19	-
Giving Room	699	888	581	654
Disability		121	77	17
Mental Health	1,733	1,636	875	336
PATCH	161	155	111	123
Phone/Fax/Copier	673	445	408	547
Taxes	47	63	61	83
Tobacco cessation	16	136	17	-
Other	172	159	126	292

Partners and Resources:

- ❖ UVM’s Vermont Center on Children Youth & Families
- ❖ Albert Bridge School’s Principal Jennifer Aldrich
- ❖ Building Bright Futures & Promise Community Steering Committee members
- ❖ Ottauquechee Community Partnership & WCSU
- ❖ Mt. Ascutney Hospital Pediatrics, Family Wellness Coach
- ❖ Windsor Connection Resource Center, PATCH Network
- ❖ Agency of Human Services, Springfield District

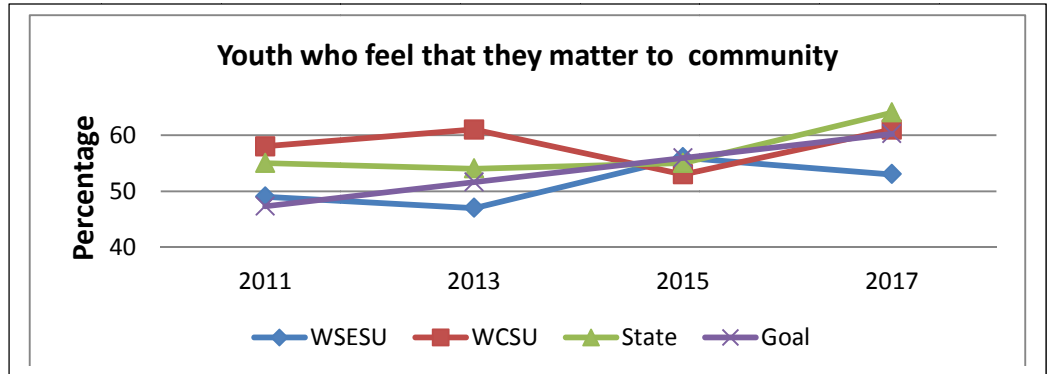
Funding Supports, Income/Poverty/Family Stress: MAHHC and 3 – 4 – 50 supports, VDH / Tobacco Prevention (\$1K) covers 3 – 4 – 50 costs, Family Wellness (\$250K – Canaday Fund and private donations), DHMC Prevention Grant (\$15K), ADAP Prevention Infrastructure Grant (20K), Windsor Connection Resource Center (\$46.5K), Promise Communities (\$150K)

Activities: Income, Poverty, Family Stress

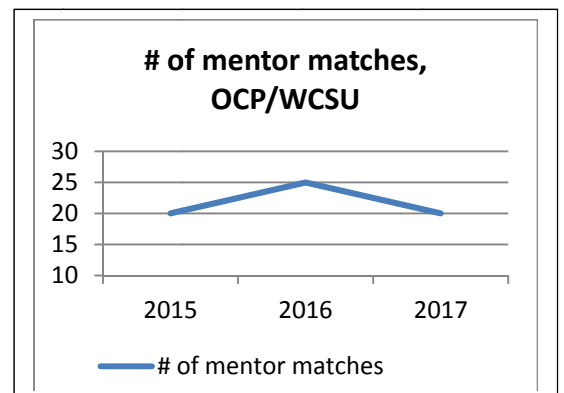
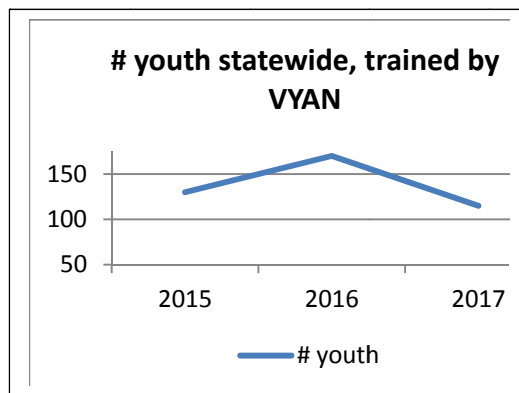
- Regional Prevention efforts now extend to cover WCSU towns, (Woodstock, etc.) and provide leadership to Ottauquechee Community Partnership (OCP.) OCP leads Mentoring and VT Youth Action Network (VYAN)
- WCSU currently has 4 active mentoring programs – Woodstock E/M/H Schools, Barnard
- Windsor Schools has expressed desire to have adults mentor students after school.
- Promote 4 best practice approaches to address poverty:
 - 1) Care coordination (working with One Care)
 - 2) Volunteerism (VIA, RSVP, Thompson Sr. Center)
 - 3) Peer Support (Turning Point)
 - 4) Financial Literacy (Working Bridges, Ready to Work, Faith and Finance)

OUTCOMES:
Income, Poverty, Family Stress

Goal 2: ↑ the percentage of students who agree with the statement, “In my community, I feel like I matter to people” by 10% every 2 years

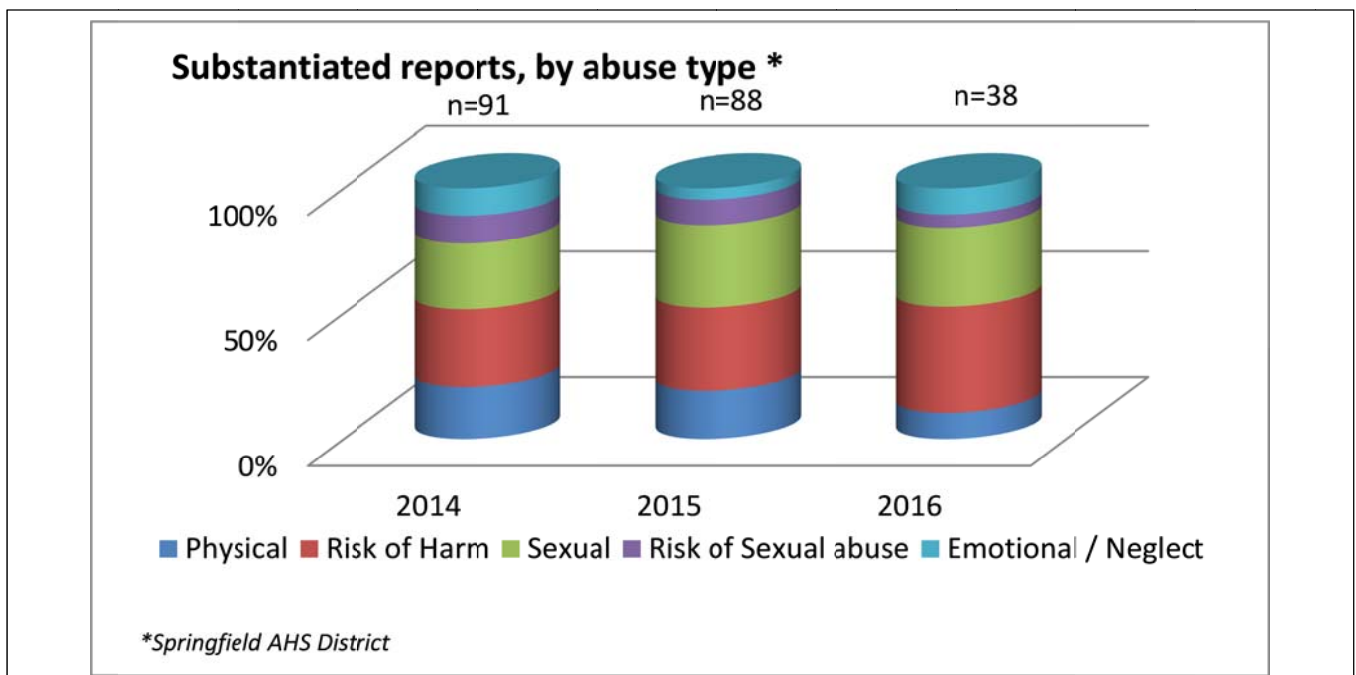
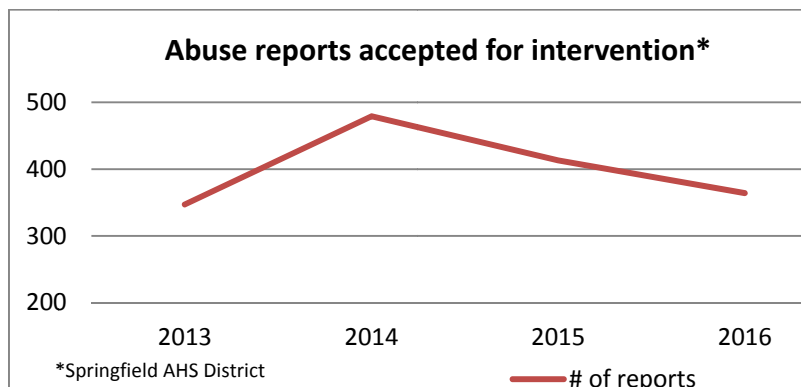


Goal 3: ↑# of youth receiving leadership trainings and adult/student mentoring matches across Windsor and Woodstock areas.



Important Data on Child Well-being:

Vermont Department of Children and Families (DCF), Annual Child Protection Reports; <http://dcf.vermont.gov/protection/reports>



Activities: Access to Transportation

- Participating in Regional Transportation Coalition
- Volunteers in Action provision of rides
- Use of transportation vouchers
- Work with VTrans, The Current and local community partners on *Rides to Wellness* grant initiative
- Developed and distributed 2 transportation algorithms to maximize use of existing resources



Volunteer miles driven in 2017 while helping patients

- ✓ Transportation demonstration grant activities are pending
- ✓ **\$450** given in vouchers of elderly transportation
- ✓ **43** volunteers offered rides

Partners and Resources:

- ❖ Volunteers in Action
- ❖ CT River Transit
- ❖ The Current Bus Company
- ❖ Southern Windsor County Regional Planning Commission

Funding Supports: MAHHC, Volunteers in Action (ViA), Windsor Community Health Clinic (WCHC)

Activities: Access to Primary Health Care

- Achievement of NCQA re-designation as a Level III Patient Centered Medical Home
- Implementation of Annual Wellness visits by the Collaborative Care Nurse
- Recruitment of primary care providers
- Community Health Team continued to serve high risk complex patients, interagency care management, managing high risk transitions of care, increasing self-management, quality of life, safety, and decreasing avoidable ED and inpatient admissions.
- Continued work on mental health access demonstrated an increase in care through the WRAP Program, case managers from HCRS (Erin Boxer in clinic).
- SASH and MAT staff evaluated as highly effective with strong positive impact.
- Medication Assisted Therapy has worked with three provider practices with two Masters level counselors and two RNs.
- Recruitment and retention plan developed by Self-Management Staff and Community Health Team.

Objective #9 – Access to Primary Health Care



10 Years as a Vermont Blueprint for Health Community

- ✓ Highest level NCQA designation, 3rd year in row
- ✓ SASH has enrolled and supported **104** elders with a case manager and nurse.

NCQA Patient Centered Medical Home Survey	MAHHC	NRC Avg.	Difference
Got appointment for checkups/routine care when needed	73.8	71.3	↑2.5
Got urgent care when needed	74.0	67.1	↑6.9

Reducing Chronic Disease through best practice: SELF-MANAGEMENT, 2017 stats:

- 12 Self-Management programs in 2017
- 92 participants registered
- 49% completion rate (attending 80% or more sessions)

Trends:

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
# Groups	17	11	13	12
# Registered	189	119	89	92
% Complete	35%	51%	39%	49%

Funding Supports: MAHHC, VT Blueprint for Health grant (\$129K), Blueprint Community Health Team (\$198K); Blueprint Spoke Team (\$451K); DHMC Prevention Grant (\$15K), School Nurse (\$15K, Reading)

Activities: Health Care for Seniors

- Interagency care management in partnership with Senior Solutions
- Participated in the creation of a new Woodstock Area Adult Day Services – “Scotland House”
- Aging in Place Initiatives by ViA—new group formed in Weathersfield, Brownsville, and Reading
- SASH Wellness Nurse
- HASS at Old Windsor Village

Volunteers through Volunteers in Action:

- Hospital Jobs/Departments: Greeters – 5 days/week – 39 community volunteers/5 substitutes.
- Mail assistant, emergency room and emergency reception, housekeeping, and pet walkers.
- Knitters and sewing donate items to all hospital departments, and distribute to churches, food shelves, Haven, VA Hospital, and Hospital Giving Tree – Total: 10 community volunteers/2 substitutes
- Chaplains: 2 community volunteers
- Vigils: 7 community volunteers
- Patient Advocacy Team: 2 volunteers
- A volunteer called a neighbor every morning from 7/30/16 to 11/1/16

- ✓ Senior Solutions is a strong community collaborator.
- ✓ The partnership of CHT and Senior Solutions in interagency care management can be strengthened, particularly in the area of choices of care.
- ✓ SASH is an integral member of our team.
- ✓ Adult Day Care program will be a significant strengthening of resources for seniors and families of frail elders

Partners and Resources:

- ❖ Aging in Hartland
- ❖ Senior Solutions
- ❖ Volunteers in Action
- ❖ Support and Services at Home (SASH)
- ❖ Housing and Support Service (HASS)
- ❖ Stewart Property Management
- ❖ Thompson Senior Center
- ❖ Woodstock Area Adult Day Services

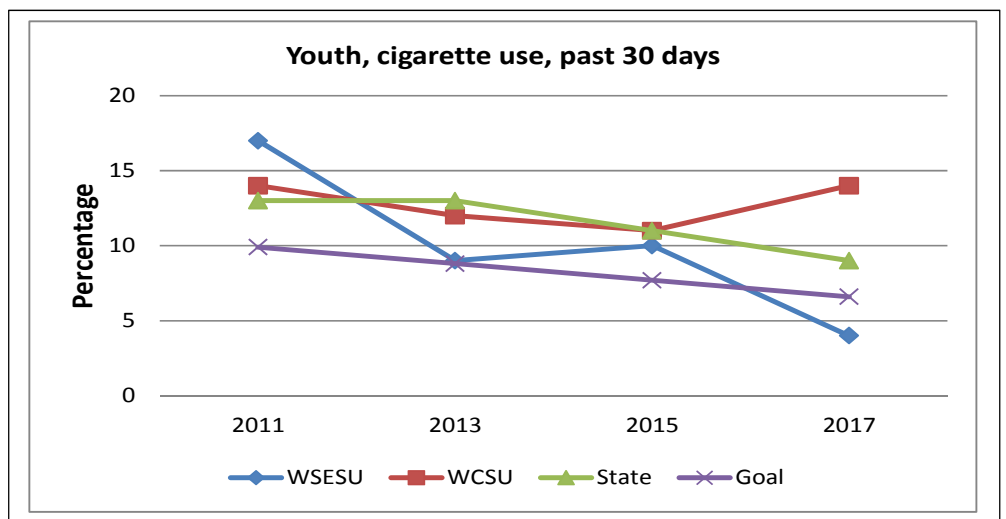
Funding Supports: MAHHC, Aging in Hartland (\$2.5K), HASS (\$9K), SASH (\$18.5K)

Activities: Tobacco Use / Smoking

- Regular cessation groups and 1:1 counseling has been provided
- Prevention activities to decrease tobacco advertising and use
- Implementation of 3-4-50 and non-smoking pledge cards
- Community education about the impact of vaping and flavored tobacco provided
- Recognized at the Gold Level for 3-4-50 Worksite Wellness

Objective #11 – Tobacco Use / Smoking

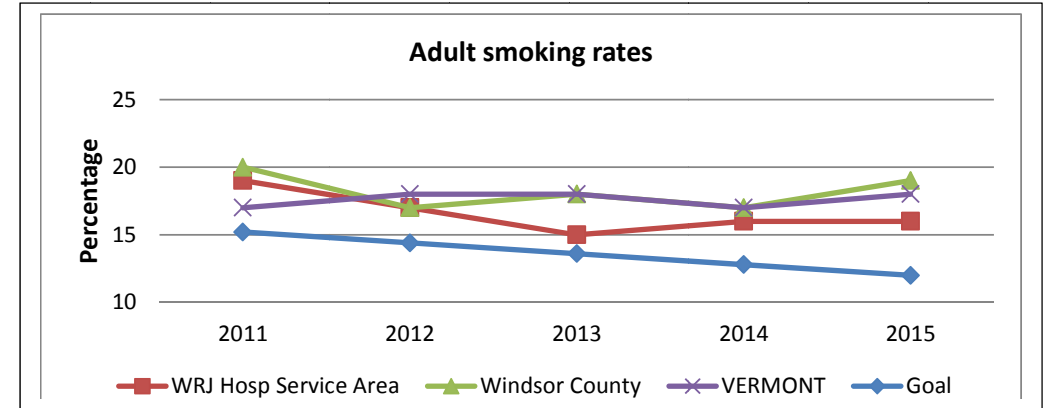
OUTCOMES: *Goal 1: ↓ the percentage of students who smoked cigarettes in the past 30 days by 10% every 2 years.*



Mt. Ascutney Prevention Partnership Activities:
Tobacco use:

- Community education about the impact of vaping provided included **16** different classes at 2 different schools in the 3rd to 8th grade reaching **270** children
- Students participated in “Counter Balance” survey, where retail stores were assessed for prevalence of alcohol and tobacco products/marketing
- VKAT (middle school) – Weathersfield, Windsor, and Hartland Schools—**10** VKAT and OVX students worked on Aerosol tobacco education projects.
- OVX (high School) – Windsor and Woodstock Schools
- Conducted store surveys with **20** retailers. Windsor OVX members were interviewed on Point Radio Show about retail survey efforts.
- OVX also interviewed on VPR related to youth alcohol use after participating in Sticker Shock event.
- Students worked with Autumn Moon Festival committee to create smoke free zones. Attended Prevention Day in January at Statehouse where they gave the dedication, met with local legislators, and sat in on meetings.
- MAPP fully participating in statewide “Counter Balance” campaign, increasing community awareness of tobacco marketing influence at point of sale.
www.counterbalancevt.com

OUTCOMES: *Goal 2: ↓ the percentage of adults who smoke cigarettes by 10% every 2 years. Healthy People 2020 target is 12%.*



<http://802quits.org/>

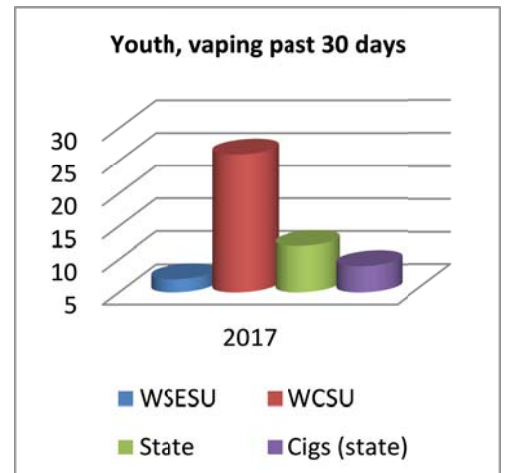
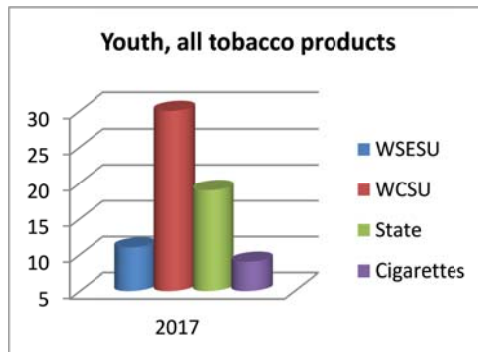
MAHHC Coordinated Cessation Services:

- ✓ VT Quits Partners at MAHHC continues to provide 1:1 coaching services and group classes for cessation
- ✓ Promotion of 802 Quits: 45 social media posts, 3 press releases
- ✓ 802 Quit materials distributed at autumn moon, PATCH meetings, summer camp expo, Union Sq. Pizza Night
- ✓ Continued partnership with Health Connections of Upper Valley to run cessation groups in WRJ area at the Haven, Listen Center, Turning Point, and WIC clinics; Hired TTS Cathy Lemire from HCUV after non-profit folded 7/1/17.
- ✓ 4 trained adult cessation coaches serving the area
- ✓ 76% sign up rate for tobacco cessation. Suzette Barbour RN, a Spoke/MAT staff member saw 47 of the 83 tobacco patients. This is an amazing rate for patients in an addiction/MAT recovery program

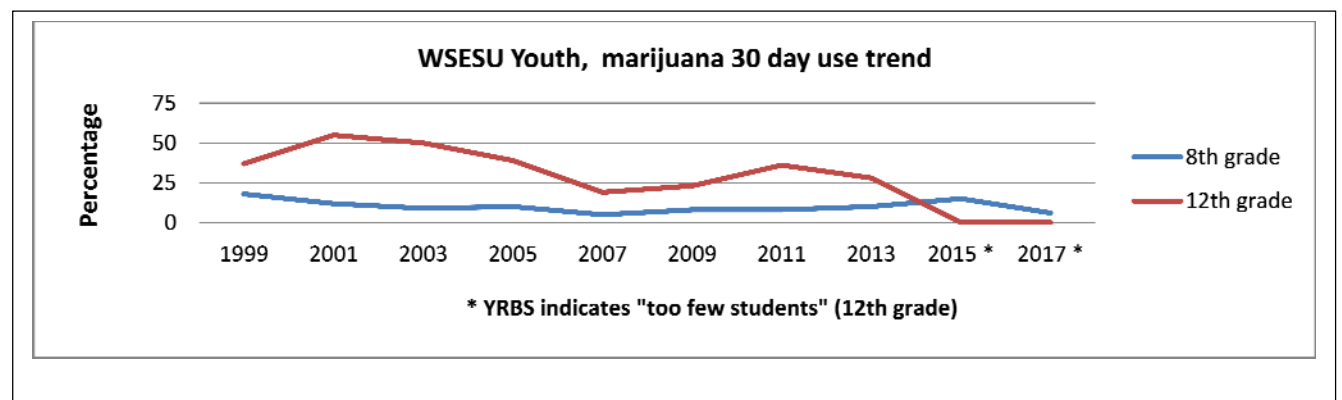
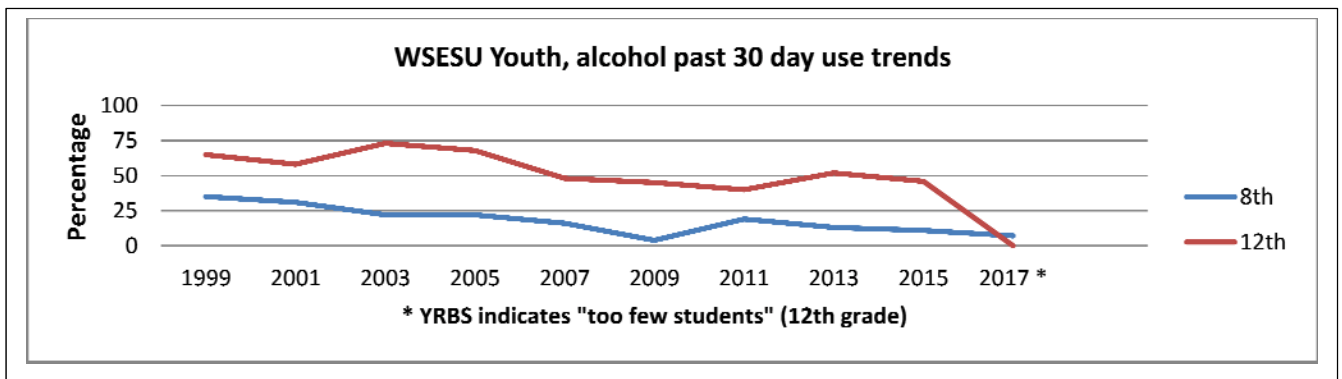
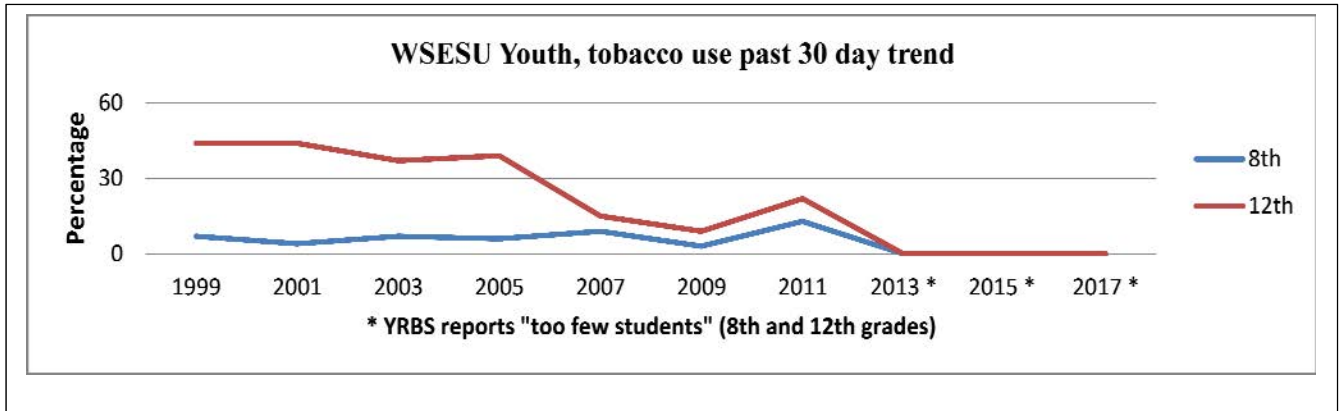
EMERGING TRENDS FROM TOBACCO INDUSTRY

With the decline of tobacco use among youth, the tobacco industry has worked to successfully create alternative products that are engaging their future customers - e cigarettes, “vape pens”, flavored tobacco (bubble gum, watermelon, grape, etc.)

Today’s youth are taking quickly to this new market; our tobacco use indicators must begin to track these new products.



PREVENTION WORKS!
Trends we are tracking over time....



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32 Pleasant Street, Woodstock, VT 05091 | (802) 457-3030

MT. ASCUTNEY HOSPITAL AND HEALTH CENTER OPHTHALMOLOGY

80 South Main Street, Top Floor, Hanover, NH 03755 | (603) 643-1919

HISTORIC HOMES OF RUNNEMEDE

40 Maxwell Perkins Lane, Windsor, VT 05089 | (802) 674-6733 | HHRliving.org

The 2017 Community Health Improvement Report was made possible by the support and participation of these area organizations and services:

- Agency of Human Services
- Aging in Hartland
- Albert Bridge School
- Blueprint for Health
- Building Bright Futures
- Canaday Fund
- CT River Transit Company
- Ct. Valley Recovery Services, Bradford Psychiatric Associates
- Dartmouth Hitchcock Medical Center
- Dorothy Byrne Foundation
- Health Care and Rehabilitation Services (HCRS)
- Housing and Support Services
- Hunger Free Vermont
- Northeast Delta Dental
- Old South Church
- Ottauquechee Community Partnership
- SBIRT Vermont
- Southern Vermont Area Health Education Services
- Southern Windsor County Regional Planning Commission
- St. Francis Church
- Support and Services at Home
- Thompson Senior Center
- Town of Hartland
- Town of Weathersfield
- Town of West Windsor
- Town of Windsor
- Trinity Evangelical Free Church
- Turning Point Recovery Centers
- Two Rivers Ottauquechee Regional Commission
- Vermont Center on Children, Youth and Families at UVM
- Vermont Coalition of Clinics for the Uninsured
- Vermont Dept. of Health
- Vermont Food Bank
- Vermont Housing Association
- Volunteers in Action
- White River Family Practice
- Windsor Central Supervisory Union
- Windsor Community Health Clinic
- Windsor Connection Resource Center
- Windsor County Prevention Partners
- Windsor County Sherriff
- Windsor Police Dept.
- Windsor Recreation Dept.
- Windsor Southeast Supervisory Union

MISSION:

To improve the lives of those we serve.