

Androscoggin Valley Hospital

Community Needs Assessment

Implementation Strategy

The health needs identified by the Community Needs Assessment have been integrated into the design of the AVH Strategic Plan. After reviewing current community collaborations, partnerships and internal resources, AVH identified its strengths and weaknesses for the most serious health issues. By stewarding existing resources, strengthening partnerships and creating innovative programs both on the hospital campus and within the community, AVH hopes to make a positive impact on these needs.

In addition, the survey identified strategies that would improve the health of the community. AVH has made and continues to devote resources in this direction as we realize that these are key to the health of our community.

A. Needs that AVH directly addresses:

Health Need Identified	Implementation Strategy
Substance Abuse: Alcohol/Drugs	<ul style="list-style-type: none">• Continue to offer meeting space for support groups such as AA.• Provide ED and IP social worker support to assist in the placement of patients to appropriate services.• Continue collaboration with Northern Human Services to provide psychiatric services for AVH inpatients.• Provide inpatient respite for patients desiring further treatment and referral.
Obesity/Overweight	<ul style="list-style-type: none">• Continue collaboration with Catholic Medical Center on their Obesity Treatment Center as a satellite clinic of the Center of Excellence program.• Continue Community Health Lecture series regarding obesity/dietary habits, diabetes counseling and support group.• Continue presence at community health related activities such as the local farmers market.• AVH will be a collaborative partner in local programs that promote physical activity-5k Walk/Run, Relay for Life• Offer dietary counseling for AVH patients.
Mental Health Problems	<ul style="list-style-type: none">• Continue collaboration with Northern Human Services to provide consultation for hospital inpatients and ED psychiatric patients.
Diabetes	<ul style="list-style-type: none">• Continue to offer services of Diabetic Nurse Practitioner, dietary/diabetic classes, inpatient teaching for diabetic patients.• Continue community education programs on risk factors and health education (see Obesity above.)• Explore addition of Endocrinology practice.• Explore addition/expansion of CDE program if/when endocrinology recruited.

High Blood Pressure/Heart Disease/Stroke	<ul style="list-style-type: none"> • See obesity, above. By addressing dietary habits, AVH believes that these efforts will positively affect HTN, Heart disease and stroke. • Continue collaboration with Catholic Medical Center for Cardiology services including new Heart Failure clinic. • Health Screening for Peripheral Vascular Disease.
Asthma	<ul style="list-style-type: none"> • Continue services in Pulmonology, Allergy, and ENT; continue to offer outreach as well. • Continue community education programs on respiratory, allergy and asthma care. • Continue to offer screening Pulmonary Function studies.

B. Strategies to improve the health of the community:

Improved access to healthcare	<ul style="list-style-type: none"> • Increase the availability of specialty physicians • Continue to explore expansion of additional specialties, with or without outreach possibilities, including: Endocrinology, Ophthalmology. • Support Radiology collaboration with DHMC. • Increase outreach clinics in outlying communities: Current communities served by specialty practices include: Colebrook, Lancaster and North Conway. • Investigate options for VA patient clinic at AVH. • Continue extended weekday schedules for mammography. • Continue efforts within 4-hospital CCO. • Continue efforts to consolidate services within the NNHHC • Provide Health Education and screening events. • Support an increase in the number of physicians and healthcare professionals in the North Country by supporting student rotations at AVH through the WMCC nursing and MA programs, PA students through the “Live, Learn and Play” program, local High school job shadow students, the junior volunteer (“candy Striper”) program. • Promote information in order to raise awareness of available resources; provide links to external healthcare website and resources from the AVH website. • Provide useful material in the AVH newsletter regarding services/options. • Focus on new methods of contacting/educating citizens: more electronic methods, more focused information i.e., Facebook, Twitter, text, Tumblr, etc. • Continue funding for Community Benefit Grant to CCFHS.
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Affordable Healthcare	<ul style="list-style-type: none"> • Provide patient counseling regarding financial options; consider seminars on understanding insurance plans, co-pays and hospital billing practices. • Provide assistance for AVH patients in the application process for Medicaid. • Provide education regarding risk factors and creating a culture of health. • Market quality of care vs. stereotyping of rural providers/facilities. • Support regional efforts to enroll patients in healthcare exchanges.
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C. Needs AVH will not directly address

Although AVH recognizes the importance of all needs identified by the community, such as cancer care, dental disease, sexually transmitted disease (STD), HIV/AIDS and suicide, AVH will not directly design strategies for these issues in the implementation plan. These issues did not rank high in the needs assessment and can be addressed by other agencies in our community. However, AVH does employ numerous specialists who can diagnose, treat and/or refer cancer patients appropriately for additional oncology services. Resources are available in the community through Coos County Family Health Services to address STD and HIV/AIDS. AVH does encourage flu vaccine for its employees and patients and has an Infection Control Professional on staff to address issues. AVH will continue to keep current on these issues and provide referrals to those in need through its ED and specialty practice as well as through frequent community educational classes and newsletters/electronic media.

Affordable health care is also currently being addressed on a national and state level. AVH has programs available to facilitate financial counseling, enrollment into Medicaid, application to community (charity) care funds and payment plans.