

North Country Region 2025 Community Health Needs Assessment Findings

Developed in partnership between:



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Presented by:
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Ovation Healthcare

Agenda:

What are we going to discuss today?

- Overview of the CHNA purpose and process
- Key inputs of the assessment
 - Community demographics
 - Community survey results
 - Population health data
- Review 2025 significant health needs and priorities
- Discuss organizational resources and objectives to address the health priorities in the future
- Answer any questions on the assessment

What is a Community Health Needs Assessment?



Purpose

- ✓ Provides comprehensive information about the community's current health status, needs, and disparities
- ✓ Meets required hospital documentation of "Community Benefit" under the Affordable Care Act for 501(c)(3) hospitals
- ✓ Fulfills Federally Qualified Health Center requirements for completing and updating the annual Service Area Competition data
- ✓ Meets standards for accreditation defined by the Public Health Accreditation Board



Key Outputs

- Understanding of community health perceptions
- Identification of key health priorities and service delivery gaps
- Collaboration among community organizations

Community Health Needs Assessment Process



1

Survey the Community

Develop a CHNA survey to be deployed to the broad community in order to assess significant health priorities.



2

Data Analysis

Review survey data and relevant data resources to provide qualitative and quantitative feedback on the local community and market.



3

Determine Top Health & Social Needs

Prioritize community health needs based on data gathered from community survey, secondary sources, and organizational input.



4

Implementation Planning

Build an implementation plan to address identified needs with actions, goals, and metrics to track progress toward improved outcomes.

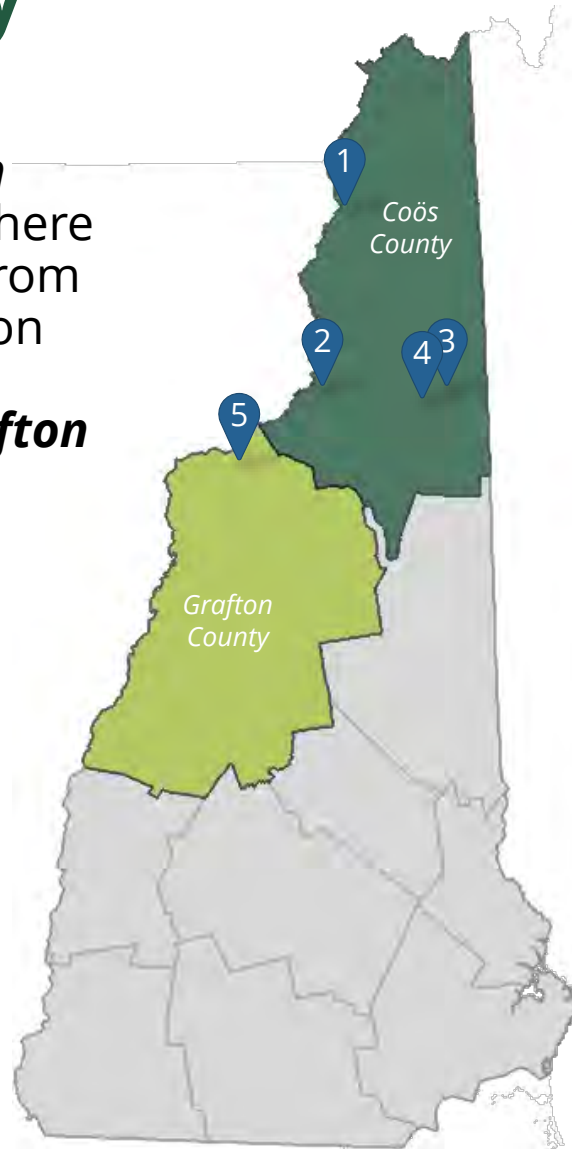
Community Demographics

The Community

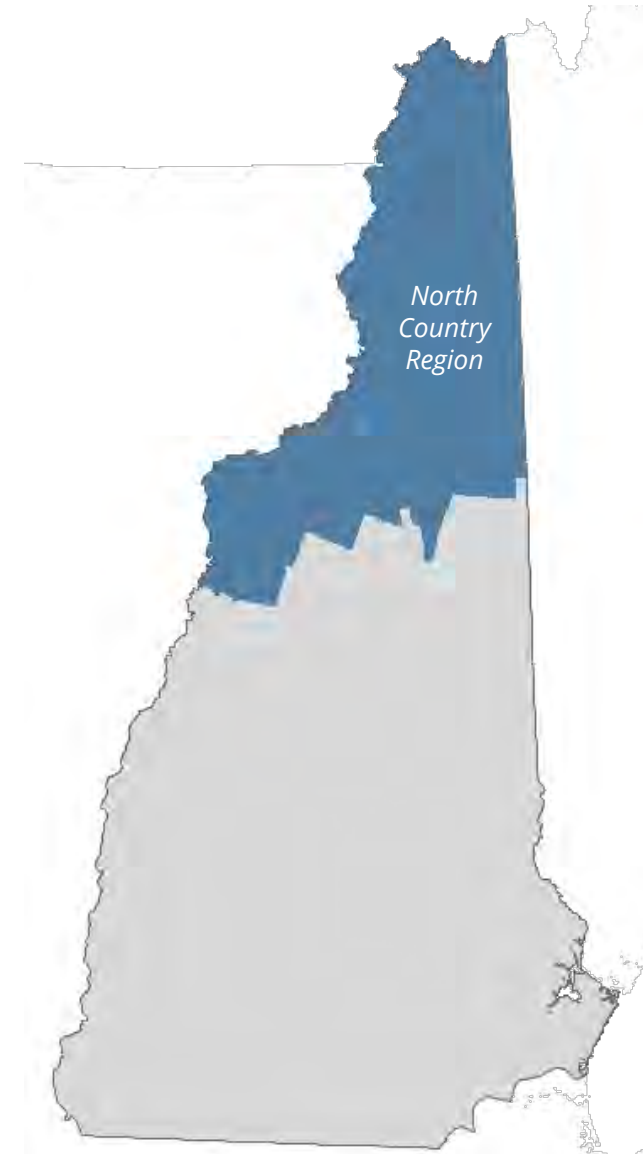
For the purpose of this study, the service area is defined as the **North Country Region** outlined in blue. Where possible, the report includes data from this service area. Because population health data is often reported at the county level, data for **Coös and Grafton Counties** is also included in this assessment.

1. Upper Connecticut Valley Hospital
2. Weeks Medical Center
3. Androscoggin Valley Hospital
4. Coos County Family Health Services
5. North Country Home Health & Hospice

County-Based
Service Area



North Country
Region Service Area



North Country

NH

Population



51,795

1,395,231

Under 18



17%

18%

65+



26%

20%

Median Age



53

43

Median HHI



\$52,054

\$83,449

Service Area Demographics

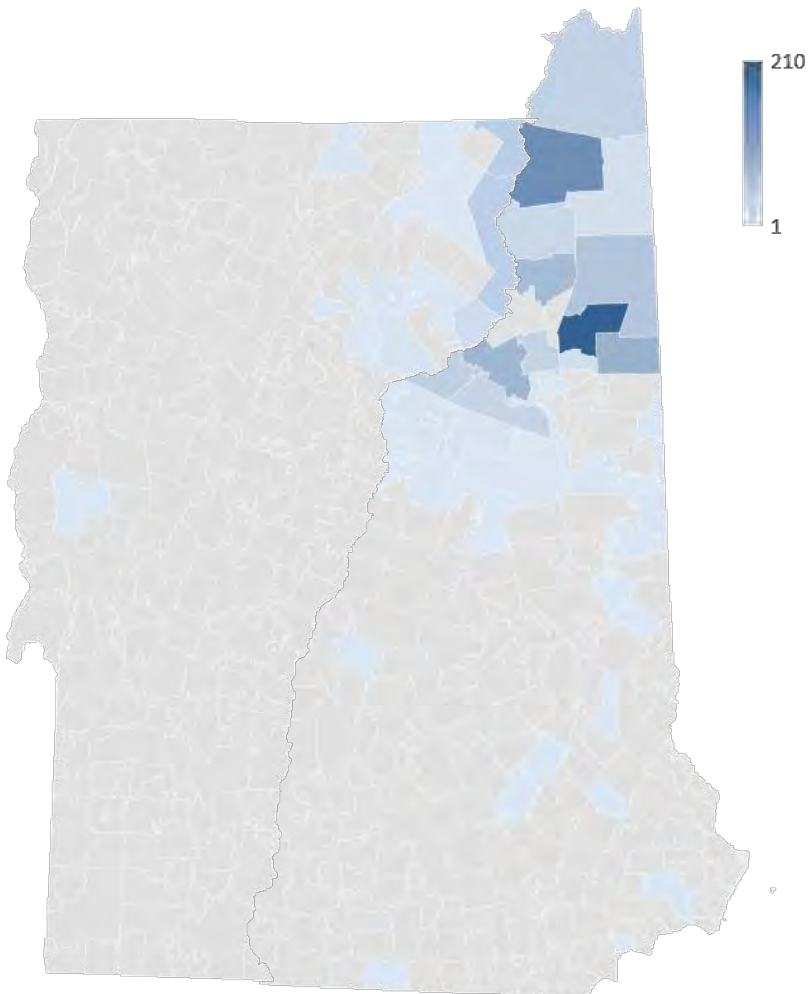
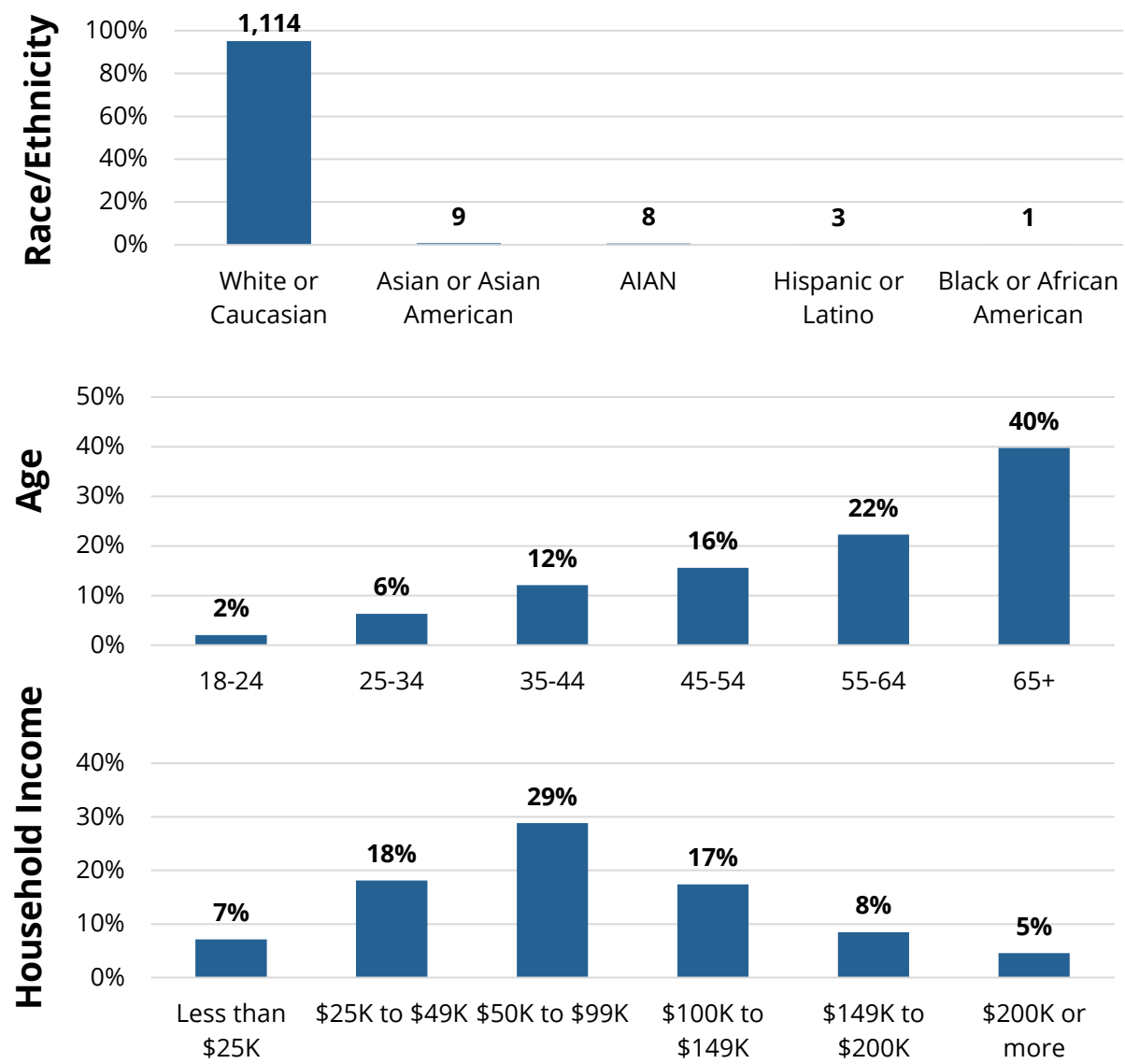
Race/ Ethnicity	North Country	NH
White	92%	89%
Black	1%	2%
Asian	1%	3%
Other/Multiracial	6%	6%
Hispanic	3%	5%

Note: Ethnicity is calculated separately from race
Source: ESRI

Community Survey

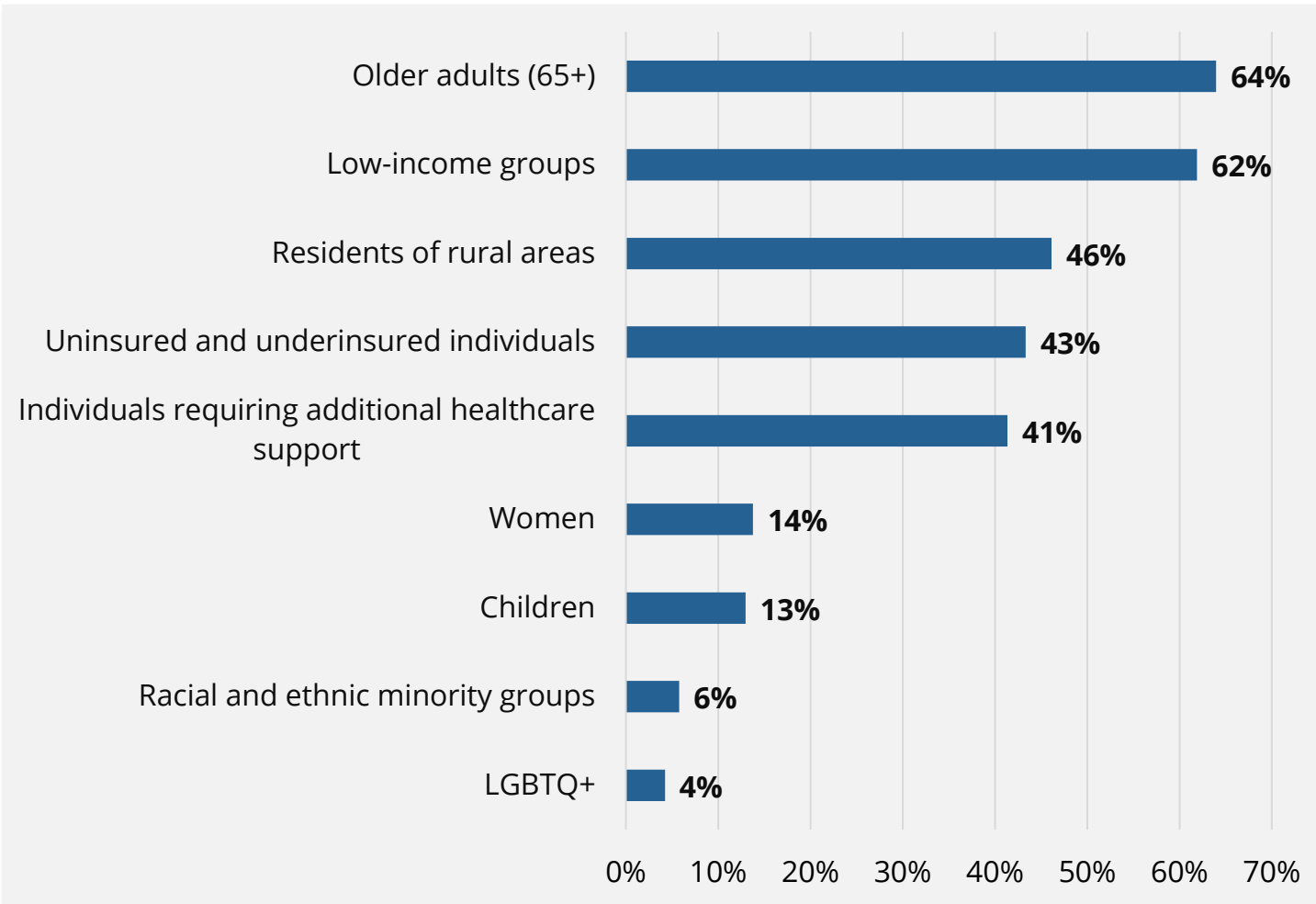
Survey Respondent Information

1,164 survey responses were gathered from the following groups and zip codes:



Priority Populations

Identification of Priority Populations and Their Specific Needs



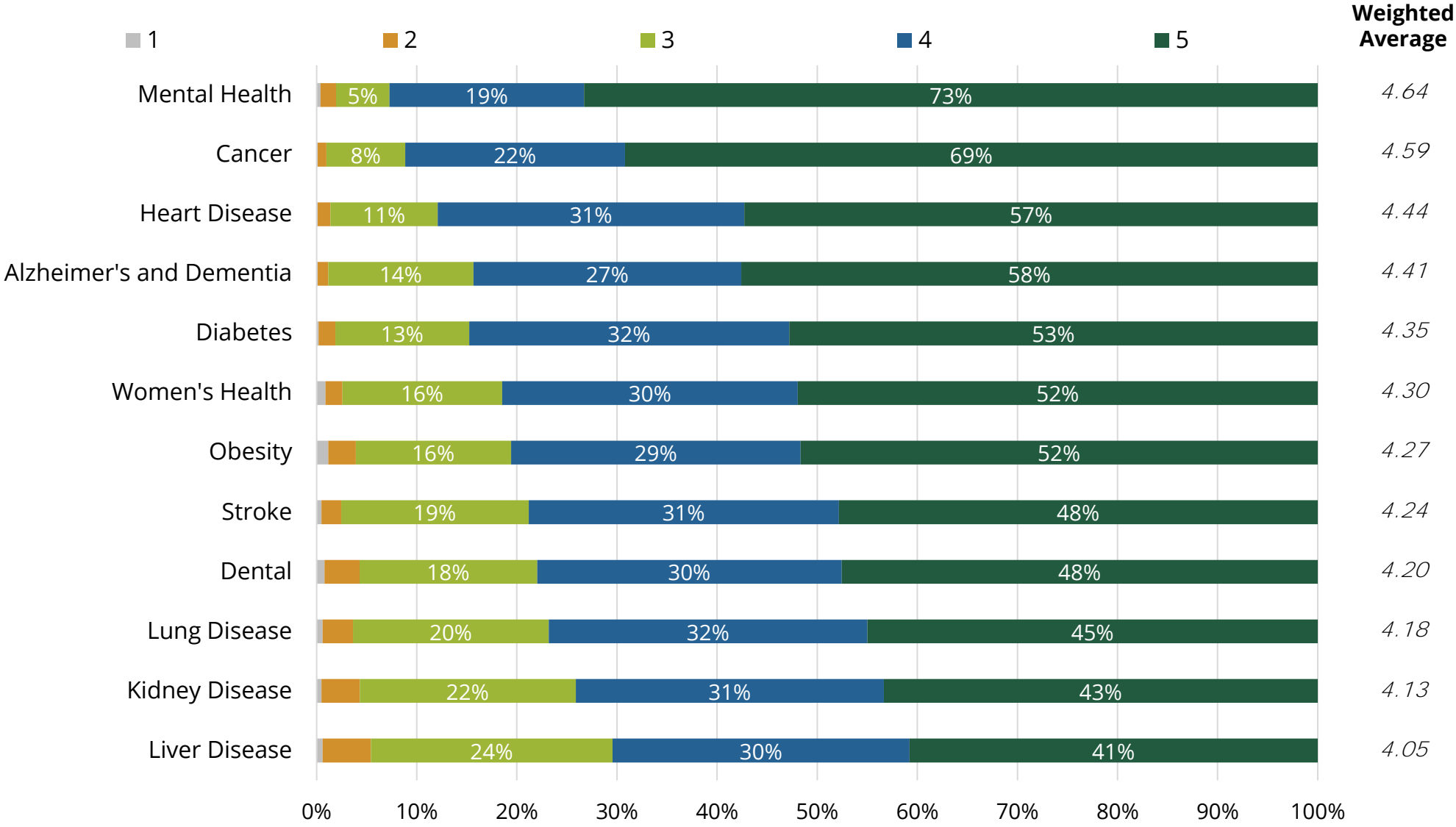
*"Rural, low-income communities lacking **public transportation.**"*

*"Expansion of **telehealth services, mobile health clinic... health literacy.**"*

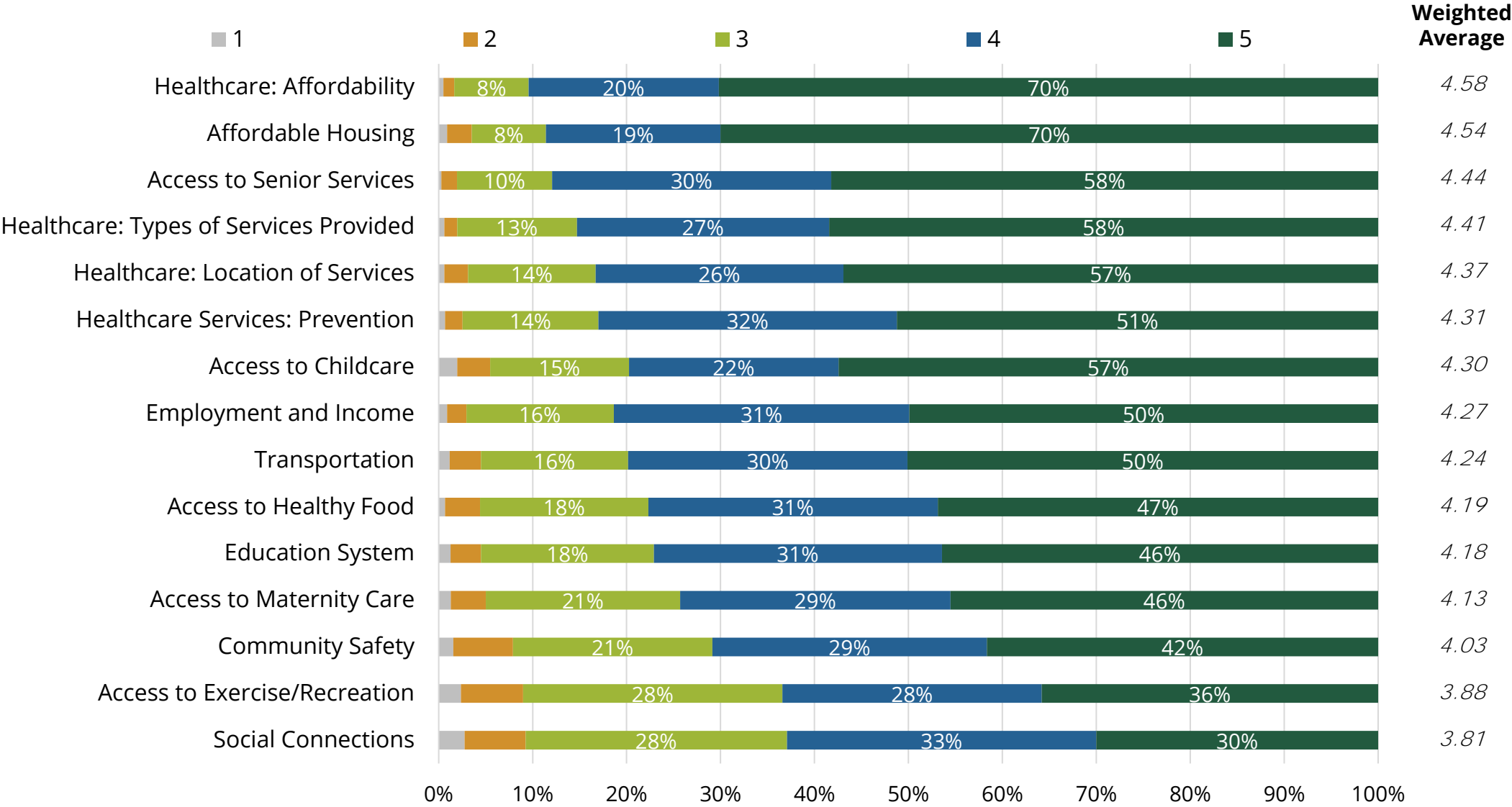
*"**Lack of healthcare providers** in Northern Coos County."*

*"**Access to medical and dental care** by local practitioners/ practices."*

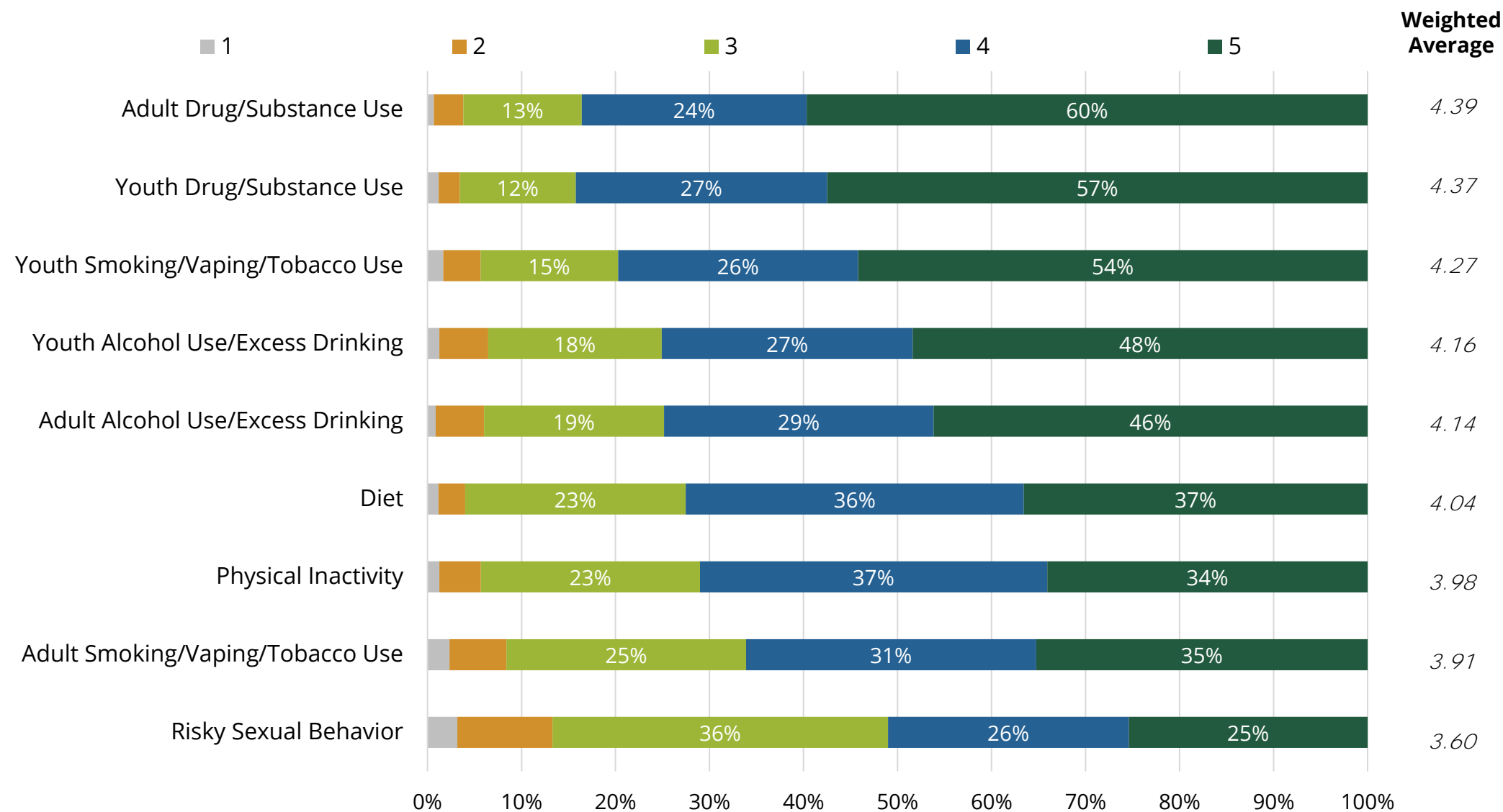
Ranking Health Needs: Health Factors


















Ranking Health Needs: Community Factors



Ranking Health Needs: Behavioral Factors



Top Health Priorities

2025 NCR Survey (n=1,174)		
Top 15 Health Priorities	Rank	
 Mental Health	4.64	
 Cancer	4.59	
 Healthcare: Affordability	4.58	
 Affordable Housing	4.54	
 Heart Disease	4.44	
 Access to Senior Services	4.44	
 Alzheimer's and Dementia	4.41	
 Healthcare: Types of Services Provided	4.41	
 Adult Drug/Substance Use	4.39	
 Healthcare: Location of Services	4.37	
 Youth Drug/Substance Use	4.37	
 Diabetes	4.35	
 Healthcare Services: Prevention	4.31	
 Women's Health	4.30	
 Access to Childcare	4.30	

2022 NCR Survey (n=348)		
Top 15 Health Priorities	Rank	
Mental Health	4.48	
Healthcare Services: Affordability	4.48	
Access to Senior Services	4.45	
Cancer	4.44	
Heart Disease	4.41	
Alzheimer's and Dementia	4.31	
Diabetes	4.31	
Healthcare Services: Prevention	4.29	
Drug/Substance Abuse	4.28	
Affordable Housing	4.25	
Healthcare Services: Physical Presence	4.24	
Livable Wage	4.24	
Obesity	4.23	
Employment and Income	4.21	
Transportation	4.21	

National CHNAs (n=10,654)		
Top 15 Health Priorities	Rank	
Mental Health	4.19	
Drug/Substance Abuse	4.14	
Healthcare: Affordability	4.14	
Cancer	4.05	
Heart Disease	3.98	
Affordable Housing	3.97	
Diabetes	3.94	
Education System	3.94	
Employment and Income	3.91	
Women's Health	3.90	
Obesity	3.89	
Access to Healthy Food	3.85	
Stroke	3.82	
Community Safety	3.77	
Alzheimer's and Dementia	3.75	

Population Health Data

Behavioral Health



Community Input

Survey respondents who rated the health need as a moderate or major issue in the community

93%

Mental Health

84%

Substance Use

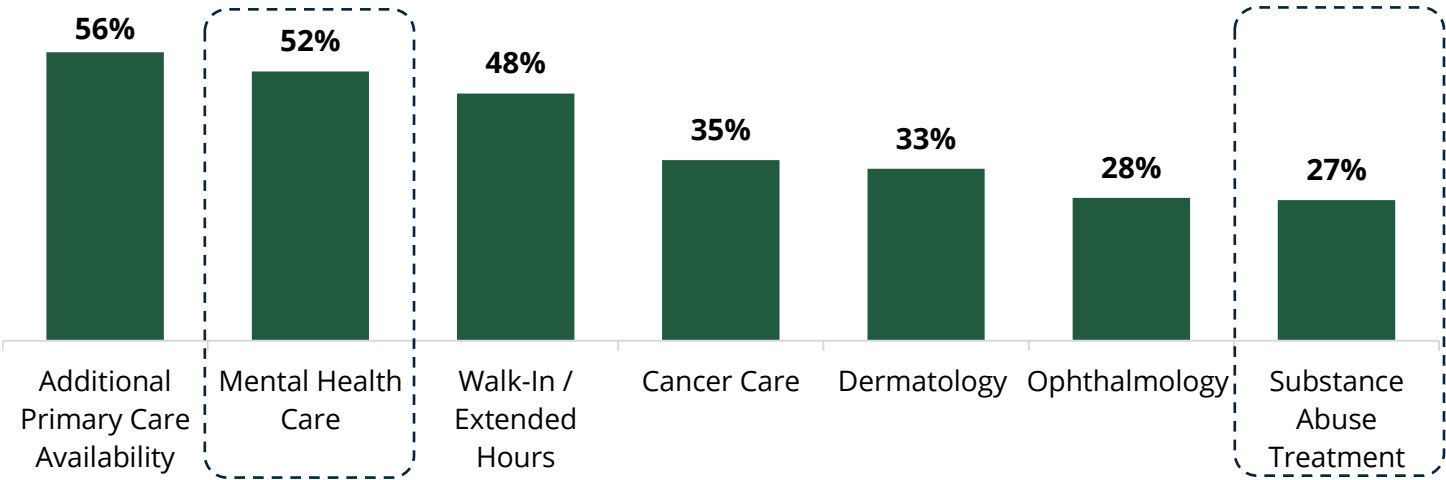
	North Country	NH
Suicide Mortality Rate per 100,000	24.8	15.6
Suicide or self-harm-related ED visits per 100,000	217.3	182.8
Opioid Overdose Deaths per 100,000	41.1	27.6
Opioid Overdose ED Visits per 100,000	99.5	133.5



Considerations

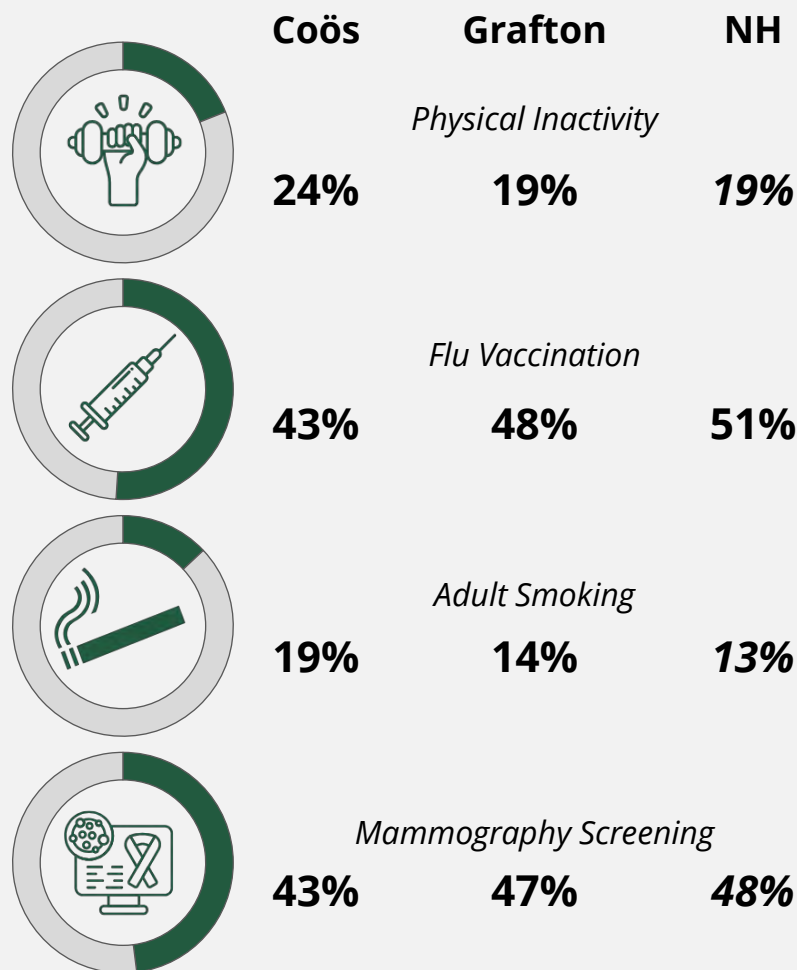
Priority populations like racial and ethnic minority groups, residents of rural areas, and LGBTQ+ communities are **disproportionately affected by mental health** concerns due to a lack of access to providers and an inclusive behavioral health workforce.

Survey Question: What additional services/offerings would you like to see available in the North Country Region?



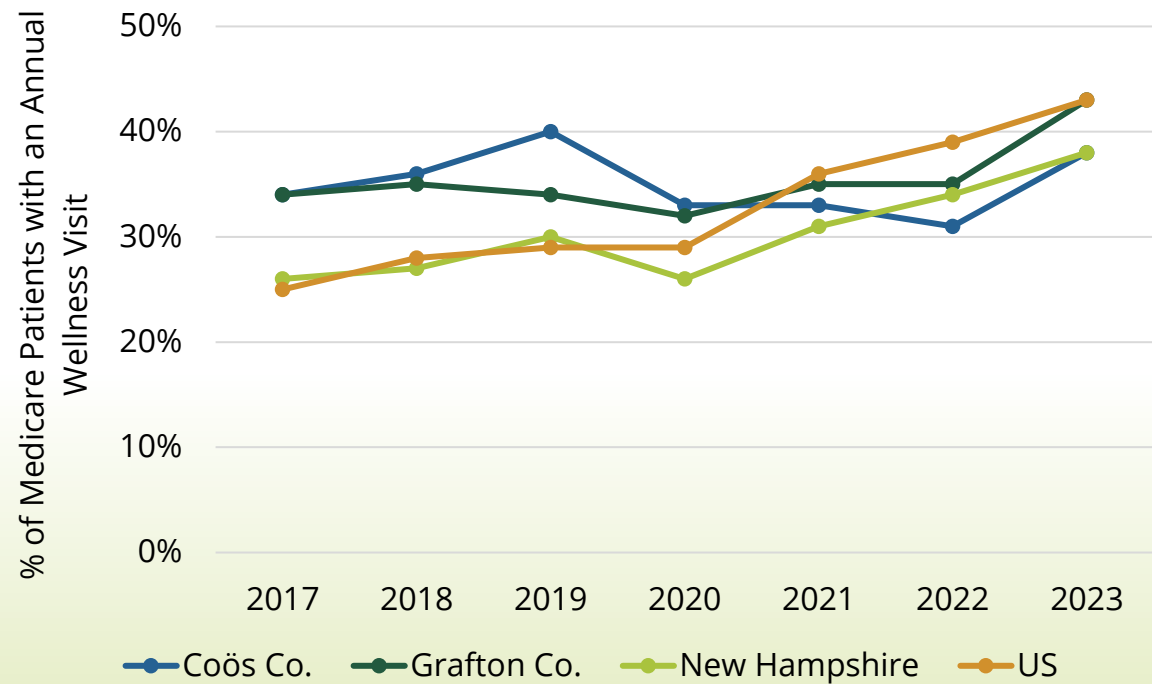
Prevention & Health Behaviors

Health Behaviors



Negative health behaviors contribute to an **increased risk of chronic diseases** and further exacerbate health disparities, especially in low-income and rural communities.

Annual Wellness Visits

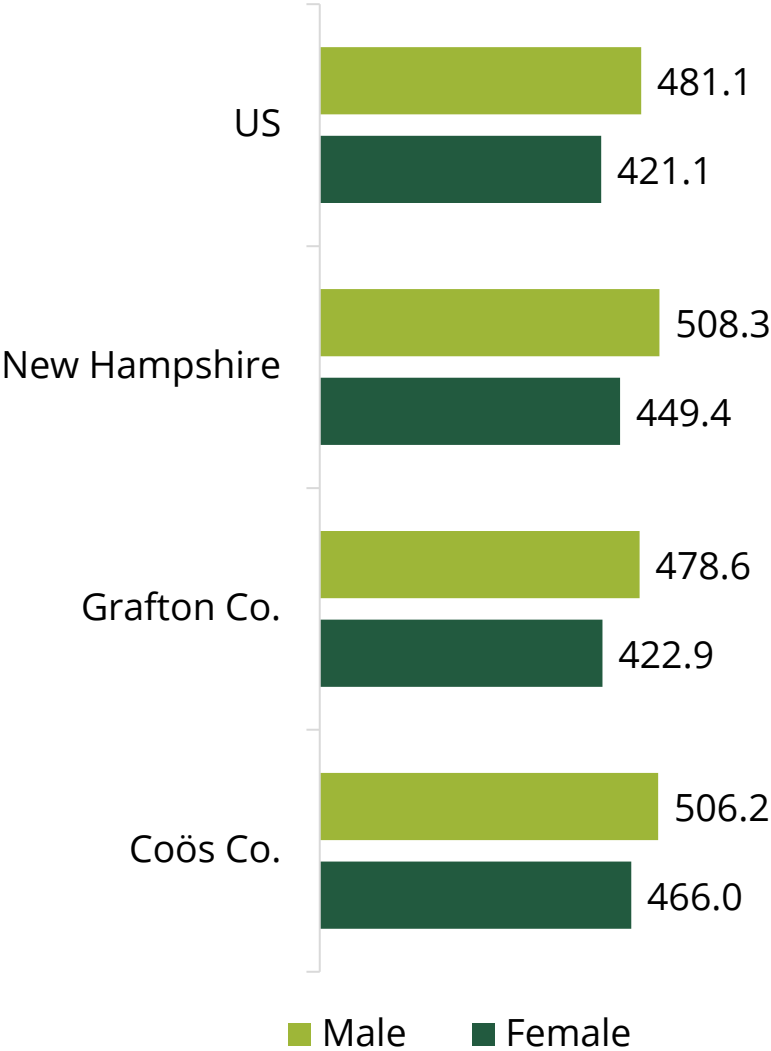


Chronic Diseases

Mortality Rate per 100,000	North Country	NH
Coronary Heart Disease	116.3	82.9
Cancer	157.7	142.8
Stroke	34.4	29.9
Heart Attack	22.0	16.8

Diabetes Outcomes	North Country	NH
Diabetes-related inpatient stays per 100,000	1,565.6	1,540.7
Prediabetes prevalence	8.3%	11.5%
Diabetes prevalence	16.1%	9.8%

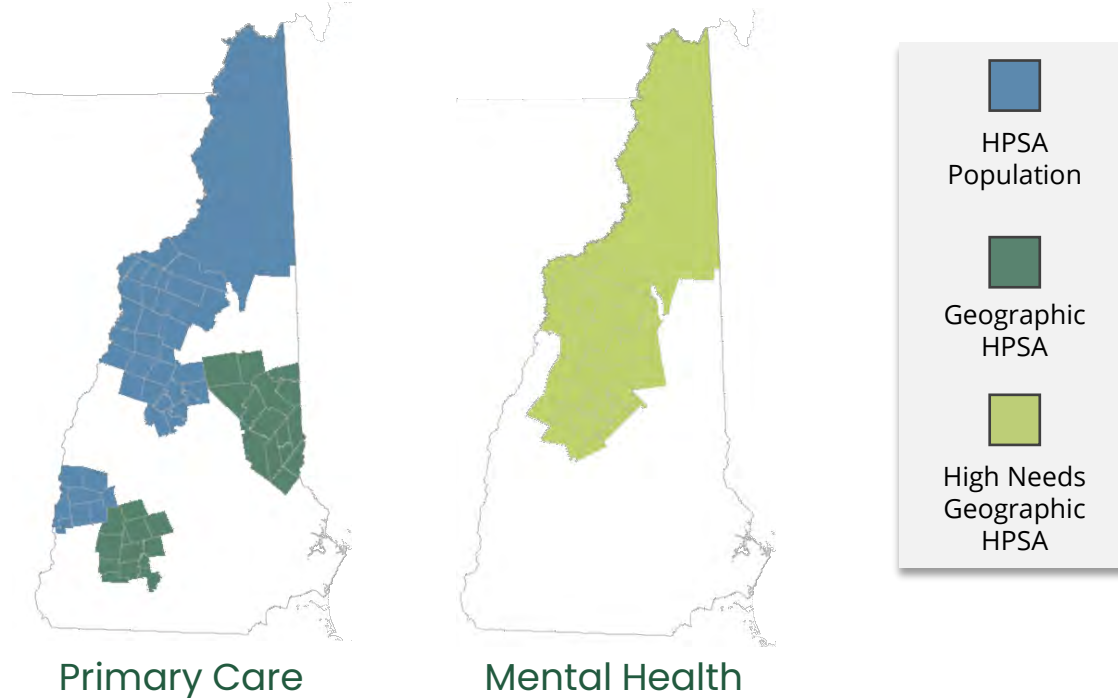
Cancer Incidence Rates by Gender
(per 100,000)



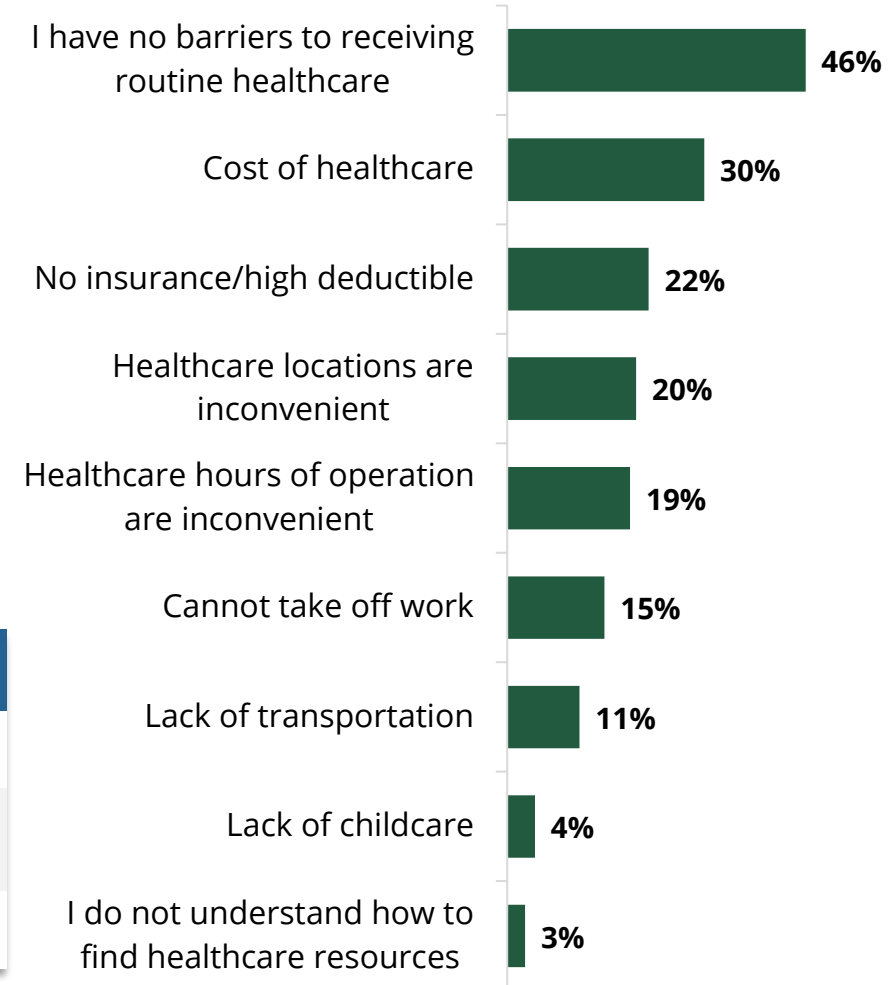
Sources: National Cancer Institute, NHDHHS

Access and Affordability

Health Professional Shortage Areas (HPSA)



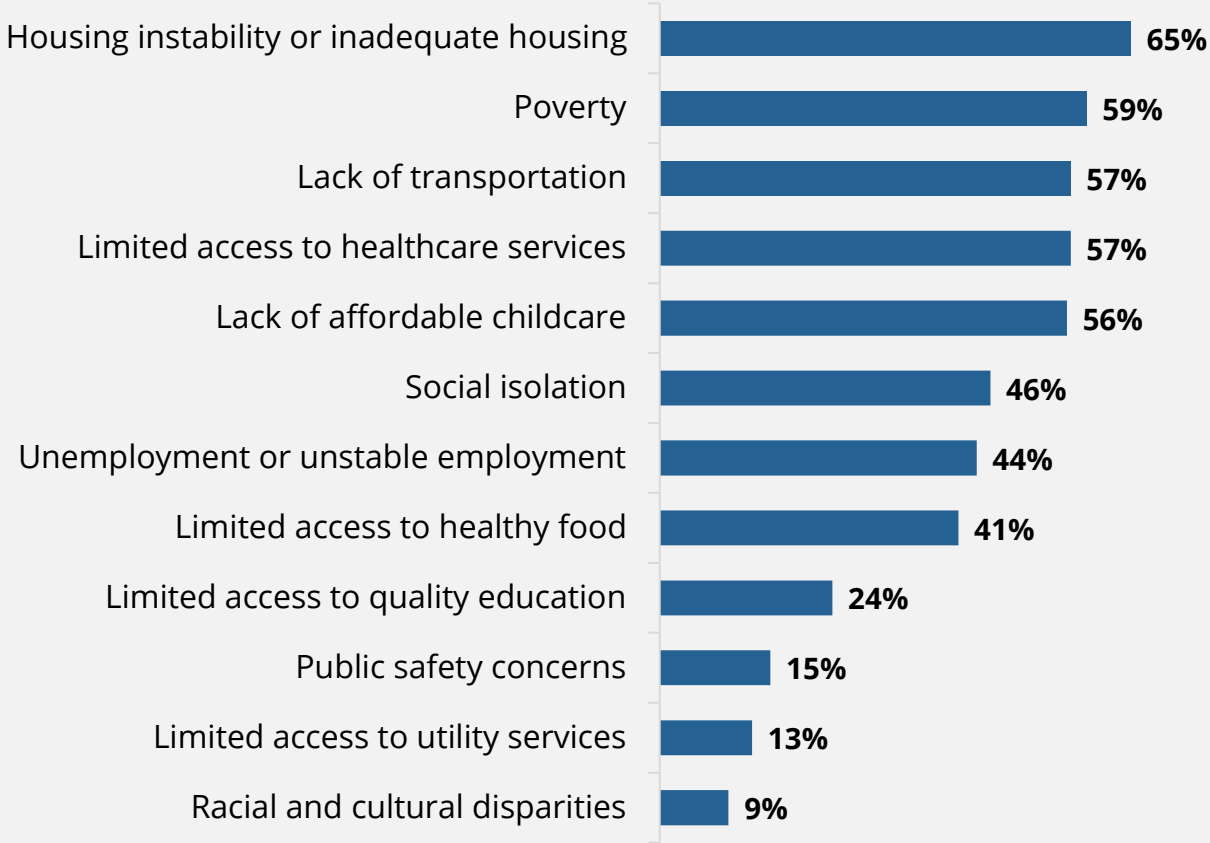
Survey Question: What barriers keep you or anyone in your household from receiving routine healthcare?



	North Country	NH
Median Household Income	\$52,054	\$83,449
Uninsured Population (Over 19 Years of Age)	4.3%	3.1%
No Vehicle for the Household	7.8%	4.7%

Social Determinants of Health

Survey Question: What key social determinants negatively impact the health of you or your community?



80%

of a person's health is determined by non-clinical factors

	North Country	NH
Families in Poverty	23.5%	13.3%
Bachelor's Degree or Higher	25.0%	38.2%
Households Who Receive Food Stamps/SNAP	11.4%	5.6%
Homes Built Before 1970	30.6%	22.4%
Substandard Housing	23.7%	24.3%

Sources: County Health Rankings, HRSA

Significant Health Priorities

Based on the findings of the community health needs assessment and the community survey, the organizations in the North Country Region identified the following priorities:



Improve Behavioral Health Outcomes

Relevant Needs Addressed: Mental Health, Adult Drug/Substance Use

Goal: Enhance access to behavioral health services to improve mental health and substance use disorder (SUD) outcomes in the community.



Increase Access to Local Healthcare Services

Relevant Needs Addressed: Healthcare – Types of Services

Goal: Expand healthcare access by strengthening local primary and specialty care services, reducing travel burdens, and improving care coordination.



Reduce Barriers to Care

Relevant Needs Addressed: Healthcare – Affordability

Goal: Support all community members in accessing healthcare by expanding financial assistance and connecting patients to community resources.

Local Resources and Objectives

Improve Behavioral Health Outcomes



- **24/7 Emergency Services:** Crisis medical care, referrals, and telepsych services through the Emergency Departments (EDs).
- **Treatment & Recovery Centers:** The Doorway at AVH and the Weeks North Country Recovery Center provide services for individuals dealing with substance use disorders.
- **Recovery Services:** Medication-Assisted Treatment (MAT) provided by a team of recovery specialists utilizing treatment medications along with therapy.
- **Safe Medication Disposal:** Medication drop boxes are available for easy and responsible disposal.
- **Comprehensive Counseling:** WMC provides adult and pediatric mental health counseling across multiple convenient locations.
- **Comprehensive Services:** Adult psychiatric care and substance abuse counseling are available through CCFHS, ensuring comprehensive behavioral health support.
- **Affordable Care:** CCFHS offers a sliding fee scale for eligible patients who do not have insurance coverage for behavioral health support.
- **Recovery Services:** Medication-Assisted Treatment (MAT) provided by a team of recovery specialists utilizing treatment medications along with therapy.
- **Medical Social Work:** Staff provide facilitation and care coordination with community resources, including social needs and mental health referrals.

Objectives:

- Identify and pursue new grant opportunities, including telehealth-specific opportunities, to expand and sustain behavioral health programs.
- Develop a long-term sustainability plan for current grant-funded initiatives with a focus on workforce development.
- Advance integrated behavioral health models by strengthening community partnerships and building seamless connections between behavioral health and community resources.

Increase Access to Local Healthcare Services



- **Local Access to Specialty Care:** A range of specialty care services are available across the NCH facilities.
- **Convenient Care Options:** Telemedicine, mobile health unit, open access scheduling at WMC's four rural health clinics, ambulatory nursing services, non-emergency transport.
- **Supporting Health at Home:** Home monitoring programs, home visits, rehab services on-site at local nursing homes, NCHHHA provides comprehensive home care.
- **Care Coordination & Navigation:** Social workers, care managers, and community health workers are available.
- **Health Education & Community Outreach:** the NCH facilities host a range of community outreach programs and education classes.

- **Convenient Care Options:** Healthcare Express, same day appointment, weekend, and after-hours care availability, Telehealth program.
- **Supporting Health at Home:** Home visits are provided by select primary care providers. Home visits for Mother and Baby.
- **Dental Care:** Coös County Family Dental offers a range of dental services from cleanings to fillings with a sliding fee discount program for qualifying patients.
- **Pharmacy Program:** CCFHS has a list of medications that are available at low prescription prices for patients.

Objectives:

- Strengthen the healthcare workforce by prioritizing recruitment and retention strategies for key services to ensure adequate access to care across the region.
- Continuously evaluate healthcare infrastructure through facility and capital planning to support expanded service and program delivery.
- Increase community awareness of available local healthcare services through coordinated outreach, education, and marketing efforts.

Reduce Barriers to Care



- **Financial Assistance & Affordability:** Sliding scale fee structures, Patient Financial Services offers payment plans and billing options, mail order and medication delivery available, Community Health Fund.
- **Addressing Social Needs:**
 - Patients are screened for Social Determinants of Health and positive screens are referred to Case Management
 - Patient Access Team and Community Health workers area available to help patients apply for financial assistance and connect with community resources.
 - Food security program offers access to free or discounted healthy food for patients who screen positive for food insecurity.



- **Financial Assistance & Affordability:** Financial assistance program offers a sliding fee scale and no-interest payment plan.
- **Addressing Social Needs:**
 - CCFHS partners with Tri-County CAP Transit to provide scheduled rides to appointments. Tri-County CAP Transit also stops at all CCFHS locations.
 - Medical Social Work provides facilitation and care coordination with community resources, including housing, transportation, insurance referrals, and food security.

Objectives:

- Develop a sustainable and standardized model for implementing Social Determinant of Health Screening with a focus on ensuring patients with a positive screen are connected to resources.
- Explore creating a centralized resource list of organizational and community services and resources to be utilized by patients and providers.
- Continuously evaluate financial assistance programs to ensure they are responsive to emerging financial barriers.



north country healthcare

Thank You!

Any Questions?

