Progress report on
Community Health
Needs Assessment
Implementation Strategy

fiscal year

2019  2020  2021

(October 1, 2020 – September 30, 2021)

Memorial Hospital
CHNA Implementation Plan 2019-2021

Memorial Hospital

The following report outlines progress on the Memorial Hospital Implementation Strategy on key health priorities identified in the 2018 Community Health Needs Assessment for Carroll County, NH.

2019 Community Health Needs Assessment reports for all MaineHealth hospitals can be found here: [https://www.mainehealth.org/Healthy-Communities/Community-Health-Needs-Assessment](https://www.mainehealth.org/Healthy-Communities/Community-Health-Needs-Assessment)

A member of the MaineHealth system, Memorial Hospital has a set of health priorities including:

- Mental Health
- Substance Use
- Obesity Prevention
- Healthy Aging

About Memorial Hospital
Memorial Hospital is a not-for-profit 25-bed Critical Access Hospital located in North Conway, NH, and is a member of the MaineHealth family. Its hospital services include a 24-hour emergency department, surgery center, clinical laboratory, heart health & wellness programs, imaging services, cardiopulmonary care, family birthing center, oncology, chemotherapy and infusion services. Practices include primary care and family medicine, diabetes care, behavioral health, women's health, podiatry, orthopedics and physical therapy. Additional Memorial facilities include The Merriman House nursing home - providing senior care services in a comfortable, home-like setting.

In 2011, Memorial Hospital celebrated its 100th anniversary.

The MaineHealth System
MaineHealth is a not-for-profit integrated health system consisting of nine local hospital systems, a comprehensive behavioral healthcare network, diagnostic services, home health agencies, and more than 1,700 employed and independent physicians working together through an Accountable Care Organization. With more than 22,000 employees, MaineHealth is the largest health system in northern New England and provides preventive care, diagnosis and treatment to 1.1 million residents in Maine and New Hampshire.

In keeping with the health system’s vision and mission, MaineHealth organizations work together to offer a wide range of community programs focused on disease management, prevention and population health, free of charge, and no one is ever denied care because of inability to pay. In 2020, the MaineHealth system provided over $662 million in community health programs or services without reimbursement or other compensation.
Please highlight progress made from **October 1, 2020 - September 30, 2021** for strategies and actions taken to address the priority areas your organization selected as part of the 2018 Community Health Needs Assessment (CHNA) process. The strategies that your organization recorded in the 3-year Implementation Strategy section of your CHNA report are listed below. In addition, you are encouraged to include progress made for any additional strategies you implemented.

**MaineHealth Member Organization:**  Memorial Hospital  
**Date:**  October 1, 2020- September 30, 2021

| 2019 CHNA Priority Selected | 2019 Implementation Strategy / Planned Actions to Address Priority of Focus | If Action Implemented - Describe actions taken, impact from those actions, and collaborating partners  
If NO - Provide a reason why no action was taken |
|---|---|---|
| Healthy Eating  
Active Living (HEAL) / Obesity Prevention | **Continue to track Let’s Go! to meet annual goals**  
Action Implemented? ☒ Yes ☐ No  
Continuing in FY22? ☒ Yes ☐ No |  
- Switched to more centralized model tracked by Let’s Go central office.  
| | **Continue WOW! partnership to maintain comprehensive on-site offerings**  
Action Implemented? ☒ Yes ☐ No  
Continuing in FY22? ☒ Yes ☐ No |  
- WOW to continue and remain a centralized program within system.  
- COVID limited employee events.  
| | **Decrease % of patients with HbA1c. > 9.0**  
Action Implemented? ☒ Yes ☐ No  
Continuing in FY22? ☒ Yes ☐ No |  
- Met system wide goals  
| | **Maintain and/or expand wellness program offerings to meet needs for adult/child population:**  
a. Year round fitness classes  
b. Year round health education, stress management, mindfulness and nutrition workshops  
Action Implemented? ☐ Yes ☒ No  
Continuing in FY22? ☐ Yes ☒ No |  
- COVID impacted many in person events. Also, space previously used for in person classes no longer available.  
| | **Expand access and referrals to National Diabetes Prevention Program (NDPP) program within the region**  
Action Implemented? ☐ Yes ☒ No  
Continuing in FY22? ☒ Yes ☐ No |  
- Need to expand referrals. NDPP will continue to be a priority  
| | **Increase % of patients screened for food insecurity at annual well child visits**  
Action Implemented? ☐ Yes ☒ No  
Continuing in FY22? ☒ Yes ☐ No |  
- 83.5% screening with 5.7% positive screen. Continuing to meet screening targets and offer resources  
| Mental Health | **Screen patients 0-17 with 2 question trauma screener at well child visits**  
Action Implemented? ☒ Yes ☐ No  
Continuing in FY22? ☒ Yes ☐ No |  
- Met target for screening rates  

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Annual Implementation Plan Update FY_21 Memorial Hospital
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<tr>
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| Older Adult Health/Healthy Aging | Maintain Falls Prevention Program to decrease % of falls in region Action Implemented? ☒ Yes ☐ No Continuing in FY22? ☒ Yes ☐ No | • COVID impacted our ability to offer A Matter of Balance.  
• Broadband remains an issue limiting ability to offer virtual classes. |
| | Expand capacity as Dementia Capable/Friendly community Action Implemented? ☒ Yes ☐ No Continuing in FY22? ☒ Yes ☐ No | • Grant awarded in FY19 involved revising work plan by working with partners, MaineHealth and federal grantors. Plan approved Aug 2021 and implementation phase started. |
| | Expand involvement in AARP Age Friendly Community Initiative Action Implemented? ☐ Yes ☐ No Continuing in FY22? ☒ Yes ☐ No | • Participating in Age Friendly Community Initiative |
| | Begin development of formalized multidisciplinary Palliative Care Program Action Implemented? ☒ Yes ☐ No Continuing in FY22? ☒ Yes ☐ No | • Community Palliative Care program in place continuing.  
• Added focus on Dementia which is included in ACL Dementia Capable grant |
| Substance Use Disorder | Increase awareness of NH Doorways Model Action Implemented? ☒ Yes ☐ No Continuing in FY22? ☐ Yes ☒ No | • NH Doorways established in state- wide program |
| | Implement peer recovery model Action Implemented? ☒ Yes ☐ No Continuing in FY22? ☒ Yes ☐ No | • Ongoing work |
| | Increase access to treatment through Medical Assisted Treatment (IMAT) Action Implemented? ☒ Yes ☐ No Continuing in FY22? ☒ Yes ☐ No | • Memorial Providers received x waivers and strong community partnerships to increase access |