



North Country HEALTH CONSORTIUM





Leading innovative collaboration to improve the health status of Northern New Hampshire.

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 underserved and uninsured North County residents

While most of our services are offered at no charge to the residents of the North Country, we also have special fee-for-service offerings.

* This service may also be available for a fee.

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

Our North Country Training Center provides:

- ▶ education and support for healthcare students and professionals
- ▶ community health worker training *
- ▶ custom-tailored trainings for other organizations, such as: motivational interviewing, quality improvement, and mental health first aid *

We are also available to provide assistance with:

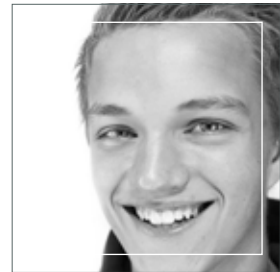
- ▶ program development *
- ▶ project management *

The North Country Health Consortium is a non-profit 501(c)3.

603-259-3700 | NCHCNH.org

262 Cottage Street | Suite 230 | Littleton, NH 03561

Molar Express



Through our portable public health dental clinic, we provide oral health services to North Country **residents who experience barriers to accessing care** in traditional settings.

Molar Express services are delivered in **school-based settings** and include:

- ▶ Preventive oral health services
- ▶ Decay arresting treatments
- ▶ Oral health education
- ▶ Dental Health Careers Exploration Program
- ▶ Consulting to help with FQHC dental programming *

* This service may also be available for a fee.

Oral health is associated with good overall health.

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Substance Misuse Programs



By providing leadership, training, facilitation, and coalition building, these programs were created to prevent substance misuse in communities throughout the North Country.

Our ever-evolving programs include:

Youth Leadership Through Adventure, a student-led program to plan and implement effective substance-misuse prevention and awareness programs based on positive youth development in North Country schools. This program is in partnership with A.D.A.P.T.

Young Adult Programs that provide critical support for at-risk adults. Our **Young Adult Leadership Program** helps with transitioning from school to a successful adult life. Our **Healthy Worklife Program** supports health and wellness at the worksite.

Drug-Free Communities that develop effective coalitions to reduce youth substance misuse by strengthening community connections.

Continuum of Care, connecting with partners to ensure that a full spectrum of prevention, treatment, and recovery services are available in the North Country.

Substance Misuse Prevention, collaborating with schools and local organizations to implement proven strategies that address alcohol and drug addiction and sharing best practices on a statewide level.

Student Assistance Program offering evidence-based substance misuse prevention and early intervention services in North Country schools.

Connecting the community to prevent substance misuse.

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Healthcare Quality Improvement



NCHC supports primary care, specialty care, and behavioral health practices in moving toward value-based care and preparing for success in advanced payment models.

We help enhance care systems and improve patient outcomes by providing **expertise in practice transformation and quality improvement** to regional healthcare partners.

We provide education and coaching in the areas of:

- ▶ **Clinical Microsystems Quality Improvement ***
- ▶ **Motivational Interviewing ***
- ▶ **TeamSTEPPS Training ***
- ▶ **Lean Quality Improvement**
- ▶ **Practice Facilitation ***



Practice Transformation Network

Selected to participate in the **Transforming Clinical Practice Initiative**, NCHC is a partner in one of the 39 healthcare collaborative networks.

As such, we provide healthcare practices throughout New Hampshire with **Practice Facilitators who assess individual practice needs and provide** technical assistance to enhance patient care, improve care coordination and quality outcomes, and lower costs.

***** This service may also be available for a fee.

Transforming clinical practices improves quality of care.

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Northern NH Area Health Education Center



As one of two federally designated AHECs in New Hampshire, Northern NH AHEC works with health and social service organizations and educational institutions. The center office is located in Littleton, NH and serves Coös, Carroll, Grafton and Belknap counties with the following programs and services:

- ▶ **Conference coordination***
- ▶ **Continuing education** for health professionals*
- ▶ **Support for health profession students** in community-based sites and for community-based preceptors
- ▶ **Health careers pipeline activities**
- ▶ Community-based **health education**



Through “**Live, Learn, and Play in Northern NH**”, a program of the Northern NH AHEC/North Country Health Consortium, **health professional students will receive quality training experiences in rural medically underserved areas** throughout northern New Hampshire. In addition, students will experience New Hampshire’s most awe-inspiring scenery, outdoor recreation and complete a community service project.

 This service may also be available for a fee.

Strengthening our healthcare workforce.

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Community and Public Health



To ensure the region's capacity for providing **essential public health functions**, NCHC is the administrative lead of the North Country Regional Public Health Network.

Together with our North Country partners, we:

- ▶ Provide community health **needs assessments** and planning.*
 - ▶ Partner with community-based health providers, area municipal governments and other community representatives to **improve the public health infrastructure**.
 - ▶ Prepare for **public health emergencies**.
 - ▶ Recruit and manage Public Health volunteers through the **Medical Reserve Corps**.
 - ▶ Promote healthy behaviors and **workplace wellness**.
- ▶ Provide **immunizations against vaccine-preventable disease** to North Country youth as recommended by the CDC (Center for Disease Control) and the NH Immunization Program.
 - ▶ Offer **education and training** at no cost to North Country public health and public safety professionals.

* This service may also be available for a fee.

Promoting community health through organized efforts.

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Community Health Worker Program



Community Health Workers (CHWs) **help underserved patients overcome barriers** to accessing healthcare services and reduce the cost of care for patients, providers, and the community.

We offer **professional training** for community members to become CHWs so they can serve as important links between patients, healthcare providers, and social supports. **We also employ our own CHWs who are trusted community members working in the North Country to:**

- ▶ **Provide individualized care** management to individuals with chronic illness
- ▶ Provide **health education** and support to improve a patient's ability to manage illness
- ▶ Support **patient compliance** with medication and other therapies.
- ▶ **Connect patients to the resources needed** to improve health outcomes
- ▶ **Close gaps in care** that can occur between provider visits

- ▶ Provide trainings in **Diabetes and Chronic Disease Self-Management Programs**

What is Ways2Wellness CONNECT?

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

The program currently works with patients ages 65 and over with unmanaged chronic disease, such as hypertension, diabetes, congestive heart failure, COPD, etc. at no cost to the patient or provider.

* This service may also be available for a fee.

Building healthy communities one person at a time.

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Region 7 Integrated Delivery Network (IDN)



By getting mental health, substance use disorder, and healthcare systems working together, we are making it easier for people in the North Country to get the care they need, particularly those who have multiple healthcare needs.

NCHC is the Administrative Lead of the Region 7 IDN which covers Coos, Carroll, and northern Grafton Counties. The State of NH secured a Medicaid 1115 Waiver to work on the NH Delivery System Reform Incentive Payment (DSRIP) program. Region 7 IDN is **one of 7 regions across the State working to achieve the following goals:**

- ▶ Deliver **integrated physical and behavioral** healthcare 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.

Better coordinated care can lead to better outcomes.

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Wellness and Recovery Model



A Northern NH
Community Response
to Substance Use &
Opioid Use Disorder

Program strategies include:

- Working closely with **North Country Emergency Departments** to utilize the evidence-based **"warm hand-off" model** for appropriate assessment and referral for individuals presenting with a Substance Use Disorder/Opioid Use Disorder (SUD/OD).
- Providing individuals with **ongoing support by NCHC intervention staff**, including a Licensed Alcohol and Drug Counselor (LADC) and **Community Health Worker/Recovery Coach (CHW)**, who will conduct assessment and intervention services for accessing appropriate treatment programs and to **address other unique needs** to achieve the best possible outcome.
- Educating **community members, law enforcement, emergency department staff, and other individuals to improve knowledge** and understanding of SUD/OD; to increase awareness of different treatment and recovery options; and to **reduce stigma** associated with these disorders.

Whole-person approach to treatment and recovery.

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Impaired Driver Care Management Program

Impaired Driver Care Management Program (IDCMP) **supports individuals in the process of navigating the system to regain driving privileges.** IDCMP is intended for individuals who are required to attend and successfully complete a state approved DWI Program.

The North Country Health Consortium's IDCMP is **a NH Bureau of Drug and Alcohol Services (BDAS) approved program** and satisfies all NH DWI conviction types.

Using the care management model, IDCMP participants have the right to choose where to receive services and **we strive to provide support to assist in completing all aspects of the program.**

For more information or to schedule an intake appointment, please call: (603)259-3700 x230

Drug Treatment Court of Grafton County

The mission of the Drug Treatment Court (DTC) Alternative Sentencing Program for 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, provide substance use disorder treatment, psycho-educational programs, and consistent supervision aimed at supporting participants to maintain a drug-free lifestyle.

Whole-person approach to treatment and recovery.

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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 determining 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.



High Intensity Residential

- Services are designed to improve a client's ability to structure and organize the tasks of daily living
- Recover from substance use disorder symptoms
- Help develop and apply sufficient recovery skills
- Case management including housing, job skills, mental health and family services



Low Intensity Residential

- Case management including housing, job skills, mental health and family services
- Emphasizes skills needed for independence and healthful living
- Continued recovery education and relapse prevention skills
- Discharge planning and continuity of care, self-help groups and community-based recovery resources



Intensive Outpatient

- A comprehensive, evidence-based model that covers six key clinical areas:
- Individual therapy
 - Group therapy
 - Early recovery
 - Relapse prevention
 - Family education
 - Social support



Outpatient

- Outpatient Treatment is appropriate in many situations, including:
- For those 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

Whole-person approach to treatment and recovery.

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