Dartmouth-Hitchcock

ALICE PECK DAY
MEMORIAL HOSPITAL
A Dartmouth-Hitchcock Affiliate

VNH
VISITING NURSE and HOSPICE
for VERMONT and NEW HAMPSHIRE
A Dartmouth-Hitchcock Affiliate

Community Health Needs Assessment | Fiscal Year 2022

Community Input on Health Issues and Priorities,
Selected Service Area Demographics and Health Status Indicators

Dartmouth-Hitchcock, Alice Peck Day and VNA of VT and NH 2021 Community Health Needs Assessment

Community Health Needs Assessment Partners:
Dartmouth-Hitchcock, Alice Peck Day Memorial Hospital, Visiting Nurse and Hospice for VT and NH, New London Hospital, Valley Regional Healthcare, Lake Sunapee Region VNA & Hospice

Methods:

1. **Survey of community members** made available through website links, email, social media and distributed at vaccine clinics
   - 1,642 community respondents associated with DH-APD-VNA collection activities (68% are residents of the primary service area)

2. **Direct email survey of community leaders**
   - 207 respondents total (58% response rate); 103 respondents indicated they primarily serve or are most familiar with the 'Greater Lebanon, NH / Hartford, VT area'

Dartmouth-Hitchcock, Alice Peck Day and VNA of VT and NH
2021 Community Health Needs Assessment

Methods (continued):

- **Community discussion groups** convened virtually, facilitated by Dartmouth MPH students
    - **Behavioral Health Coordinators (6 participants)**
    - **Community Health Workers (4 participants)**
    - **Food Insecurity (2 participants)**
    - **Regional Public Health (2 participants)**
    - **Substance Use Recovery Coaches (7 participants)**
    - **Medication Assisted Treatment (5 participants)**
    - **Chamber of Commerce Directors (5 participants)**
    - **Rural Community Residents (6 participants)**
    - **Individuals with Complex Health Needs (4 participants)**
    - **Seniors (6 participants)**
    - **Prevention Network Grantees (3 participants)**

- **Assembly of available population demographics and health status indicators including social determinant of health characteristics of the DH-APD service area communities**

Population Overview	DH-APD Service Area*	Vermont	New Hampshire
Total Population	69,612	624,313	1,327,503
Age 65 and older	20.0%	18.8%	17.5%
Under age 18	17.2%	18.7%	19.3%
Change in population (2016 to 2019)	0.2%	-0.3%	+2.2%

Data Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates

*DH-APD service area defined as 19 NH and VT municipalities:

Canaan NH	Lyme NH	Fairlee VT
Dorchester NH	Orange NH	Thetford VT
Enfield NH	Orford NH	Hartford VT
Grafton NH	Piermont NH	Hartland VT
Hanover NH	Grantham NH	Norwich VT
Lebanon NH	Plainfield NH	Sharon VT
		Woodstock VT

DH-APD Primary Service Area
Median Household Income by Town

Households—Median income (dollars)—Estimate in 2019   Geos: 19

	Range	Count
■	85,314–137,344	4
■	77,176–85,313	3
■	68,751–77,175	4
■	55,001–68,750	6
■	52,128–55,000	2

Median household income ranges from $52,128 in Fairlee to $137,344 in Hanover.

% of population with no health insurance = 4.9% . . . ranging from 1% in Grantham and Sharon to 23% in Orford

RANGE

GRAFTON

Piermont

Fairlee

Orford

Thetford

Lyme

Sharon

Dorchester

Norwich

Hanover

Canaan

Hartford

Orange

Lebanon

Woodstock

Enfield

Grafton

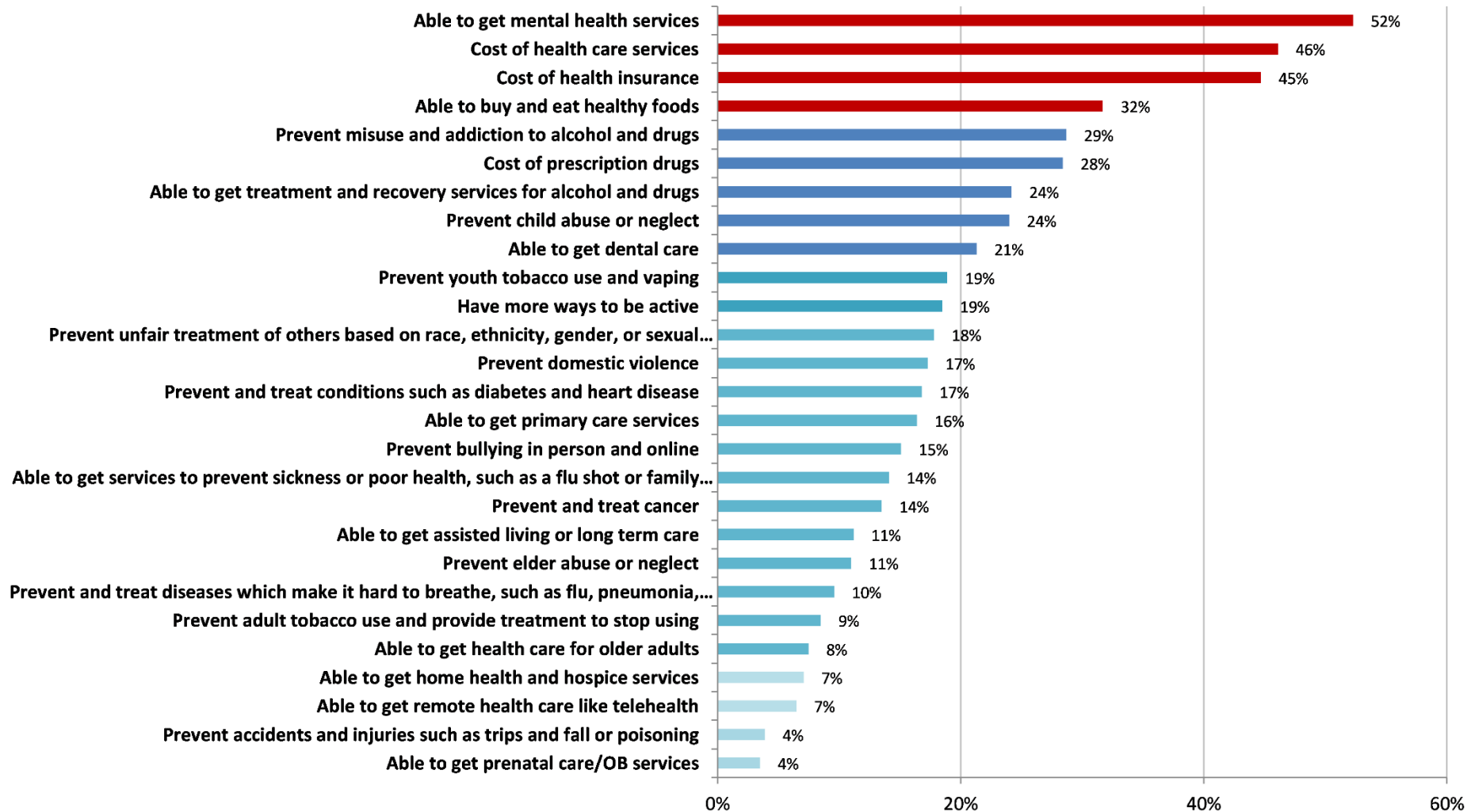WINDSOR

Hartland

Plainfield

Grantham
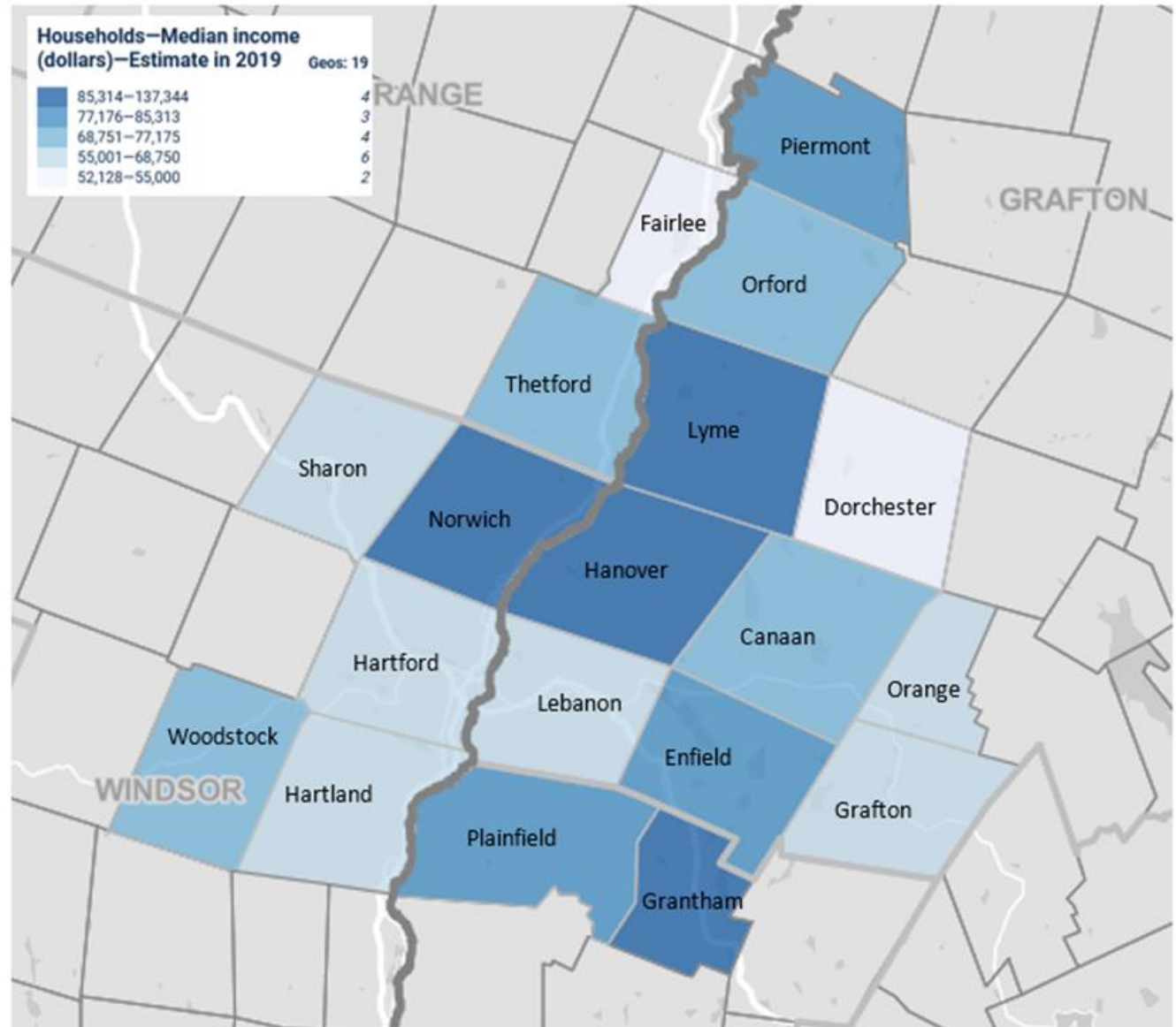
*Data Source: U.S. Census Bureau, 2015 – 2019 American Community Survey 5-Year Estimates

Community Health Improvement Priorities
Community Member Respondents

What do you think are the most pressing health needs or issues in your community today?
(**Community Residents**; respondents were asked to select up to 5 topics)
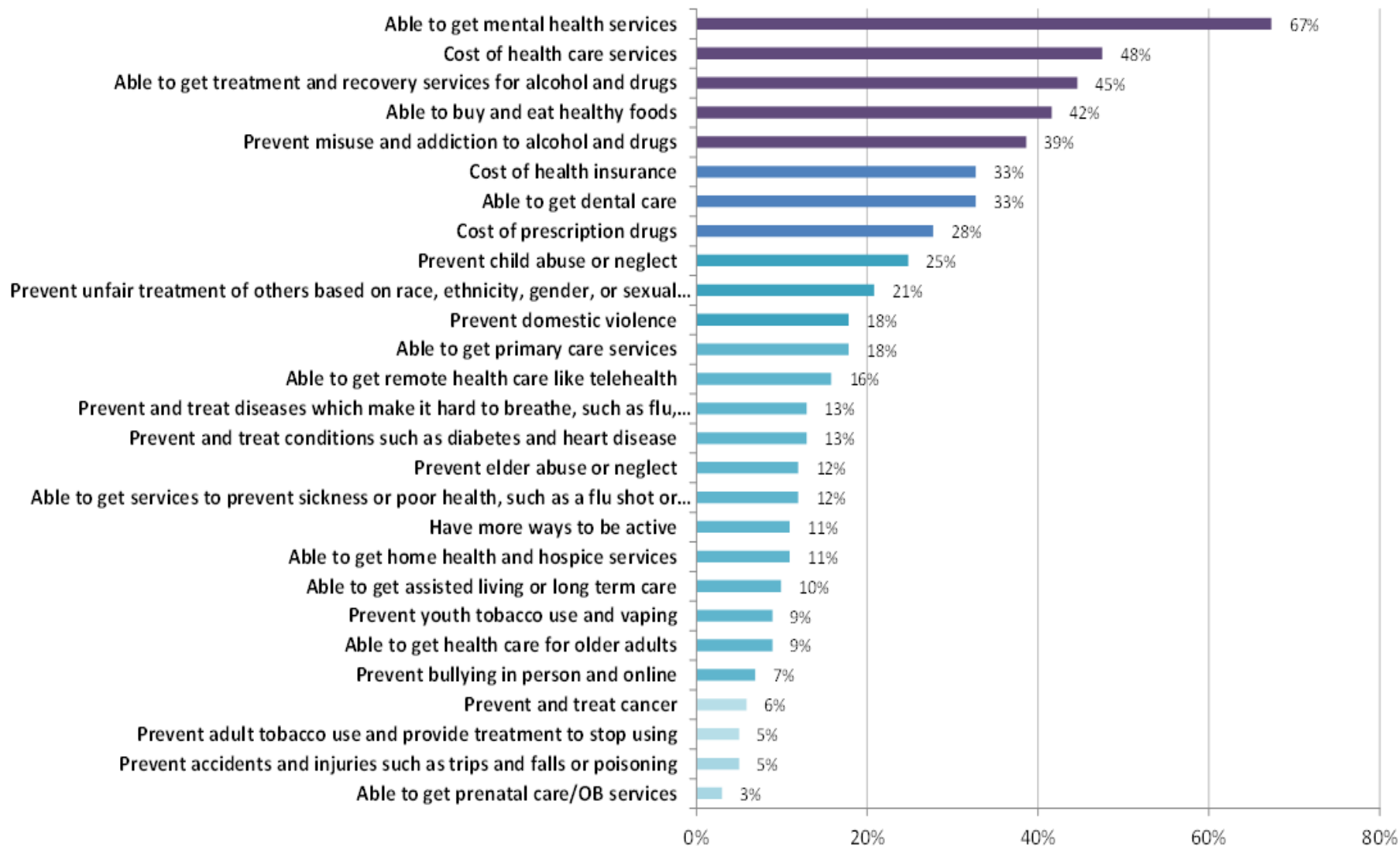
Topic	Percentage
Able to get mental health services	52%
Cost of health care services	46%
Cost of health insurance	45%
Able to buy and eat healthy foods	32%
Prevent misuse and addiction to alcohol and drugs	29%
Cost of prescription drugs	28%
Able to get treatment and recovery services for alcohol and drugs	24%
Prevent child abuse or neglect	24%
Able to get dental care	21%
Prevent youth tobacco use and vaping	19%
Have more ways to be active	19%
Prevent unfair treatment of others based on race, ethnicity, gender, or sexual…	18%
Prevent domestic violence	17%
Prevent and treat conditions such as diabetes and heart disease	17%
Able to get primary care services	16%
Prevent bullying in person and online	15%
Able to get services to prevent sickness or poor health, such as a flu shot or family…	14%
Prevent and treat cancer	14%
Able to get assisted living or long term care	11%
Prevent elder abuse or neglect	11%
Prevent and treat diseases which make it hard to breathe, such as flu, pneumonia,…	10%
Prevent adult tobacco use and provide treatment to stop using	9%
Able to get health care for older adults	8%
Able to get home health and hospice services	7%
Able to get remote health care like telehealth	7%
Prevent accidents and injuries such as trips and fall or poisoning	4%
Able to get prenatal care/OB services	4%

Top Priorities by Age Group

Age 18-44 (n=626)		Age 45-64 (n=544)		Age 65+ (n=227)	
Able to get mental health services	56%	Able to get mental health services	55%	Able to get mental health services	45%
Cost of health care services	50%	Cost of health insurance	49%	Cost of health care services	44%
Cost of health insurance	44%	Cost of health care services	44%	Cost of health insurance	41%
Able to buy and eat healthy foods	36%	Prevent misuse and addiction to alcohol and drugs	35%	Cost of prescription drugs	36%
Prevent child abuse or neglect	29%	Able to buy and eat healthy foods	33%	Able to get treatment and recovery services for alcohol and drugs	24%
Prevent misuse and addiction to alcohol and drugs	29%	Cost of prescription drugs	30%	Able to get dental care	24%

Community Health Improvement Priorities
Community Leader Survey Respondents

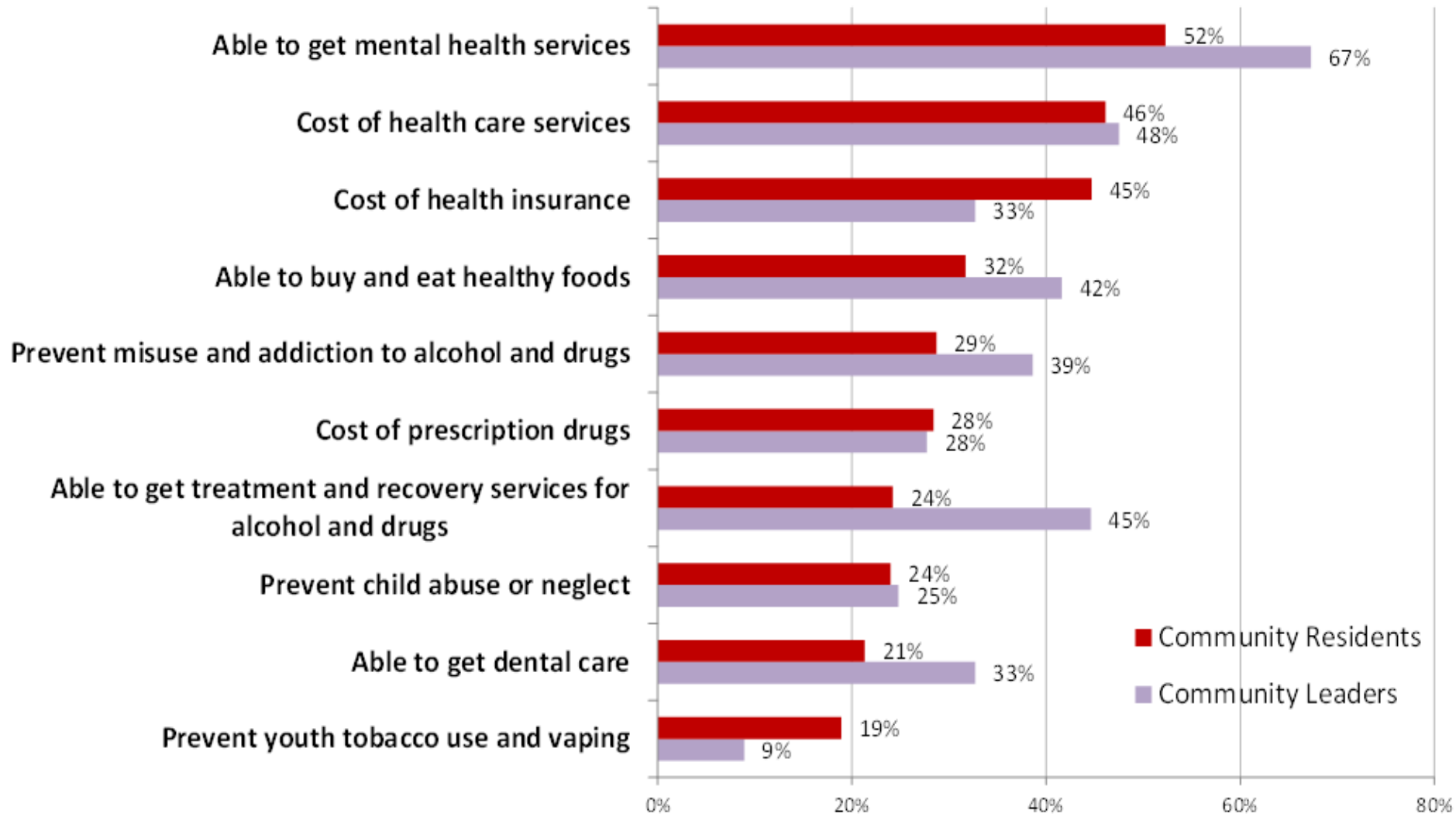**What do you think are the most pressing health needs or issues in your community today?**
(**Community Leaders**; respondents were asked to select up to 5 topics)

Topic	Percent
Able to get mental health services	67%
Cost of health care services	48%
Able to get treatment and recovery services for alcohol and drugs	45%
Able to buy and eat healthy foods	42%
Prevent misuse and addiction to alcohol and drugs	39%
Cost of health insurance	33%
Able to get dental care	33%
Cost of prescription drugs	28%
Prevent child abuse or neglect	25%
Prevent unfair treatment of others based on race, ethnicity, gender, or sexual...	21%
Prevent domestic violence	18%
Able to get primary care services	18%
Able to get remote health care like telehealth	16%
Prevent and treat diseases which make it hard to breathe, such as flu,...	13%
Prevent and treat conditions such as diabetes and heart disease	13%
Prevent elder abuse or neglect	12%
Able to get services to prevent sickness or poor health, such as a flu shot or...	12%
Have more ways to be active	11%
Able to get home health and hospice services	11%
Able to get assisted living or long term care	10%
Prevent youth tobacco use and vaping	9%
Able to get health care for older adults	9%
Prevent bullying in person and online	7%
Prevent and treat cancer	6%
Prevent adult tobacco use and provide treatment to stop using	5%
Prevent accidents and injuries such as trips and falls or poisoning	5%
Able to get prenatal care/OB services	3%

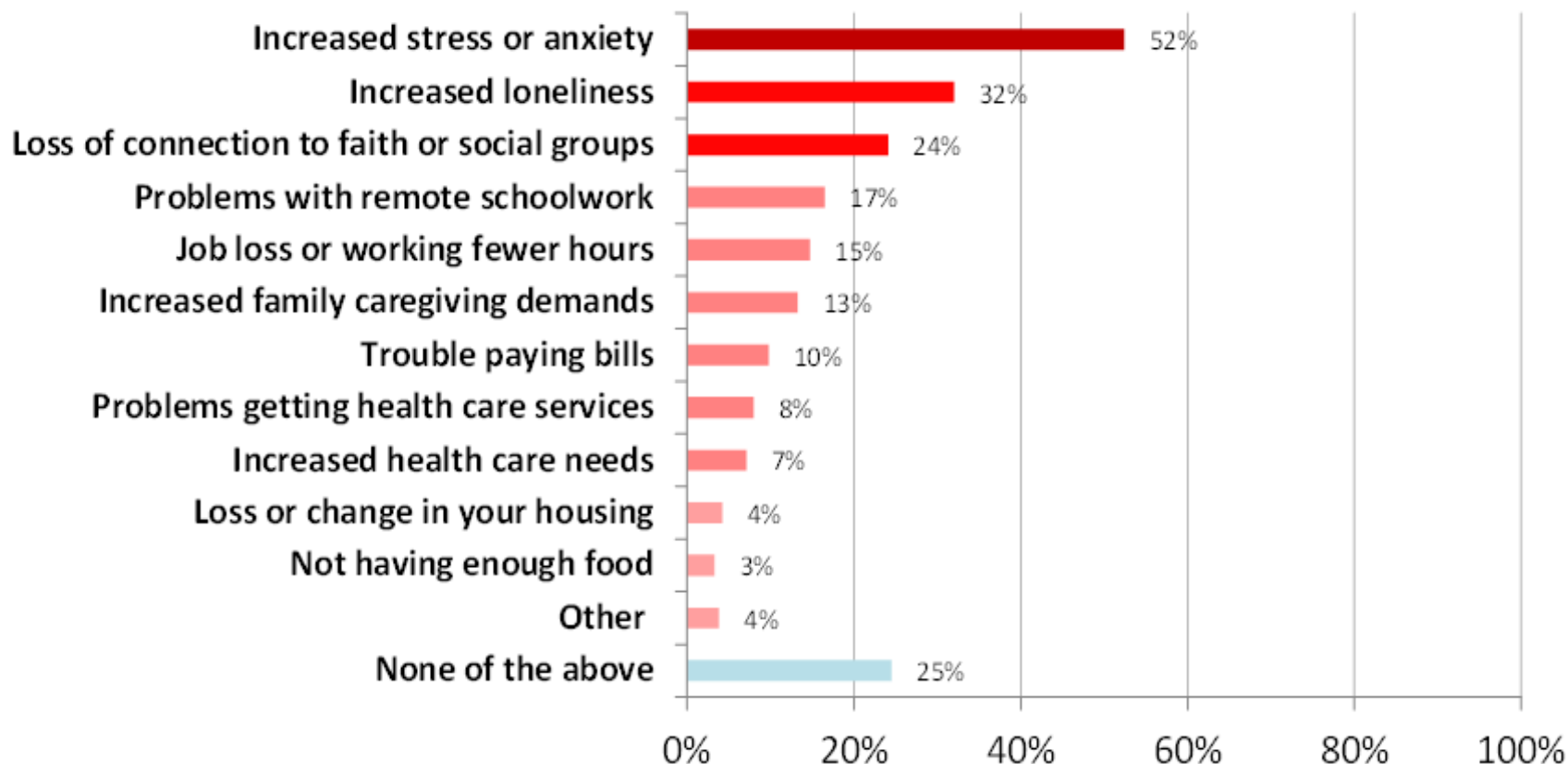# Top 10 Community Health Improvement Priorities

Comparison of Community Resident and Community Leader Responses

What do you think are the most pressing health needs or issues in your community today?
Comparison of Community Resident and Community Leader responses
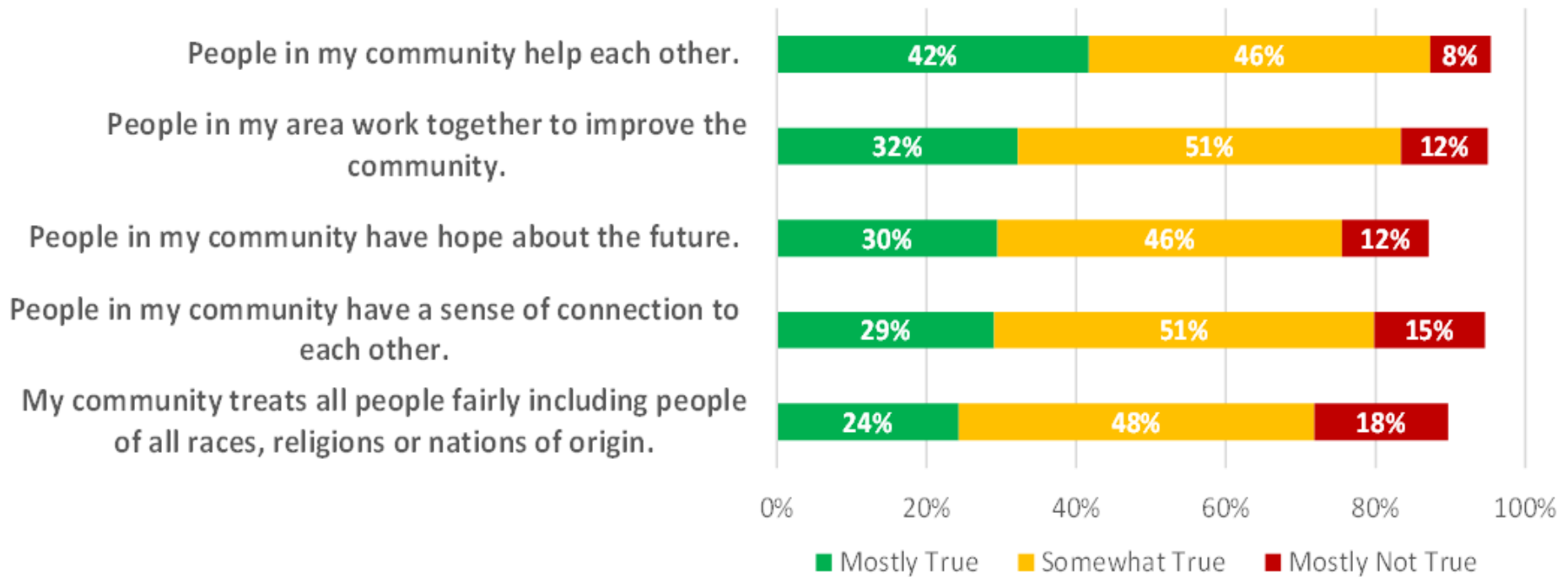
Category	Community Residents	Community Leaders
Able to get mental health services	52%	67%
Cost of health care services	46%	48%
Cost of health insurance	45%	33%
Able to buy and eat healthy foods	32%	42%
Prevent misuse and addiction to alcohol and drugs	29%	39%
Cost of prescription drugs	28%	28%
Able to get treatment and recovery services for alcohol and drugs	24%	45%
Prevent child abuse or neglect	24%	25%
Able to get dental care	21%	33%
Prevent youth tobacco use and vaping	19%	9%

COVID-19 Impacts

As a result of COVID-19, are you or people in your household currently having any of the problems listed below?

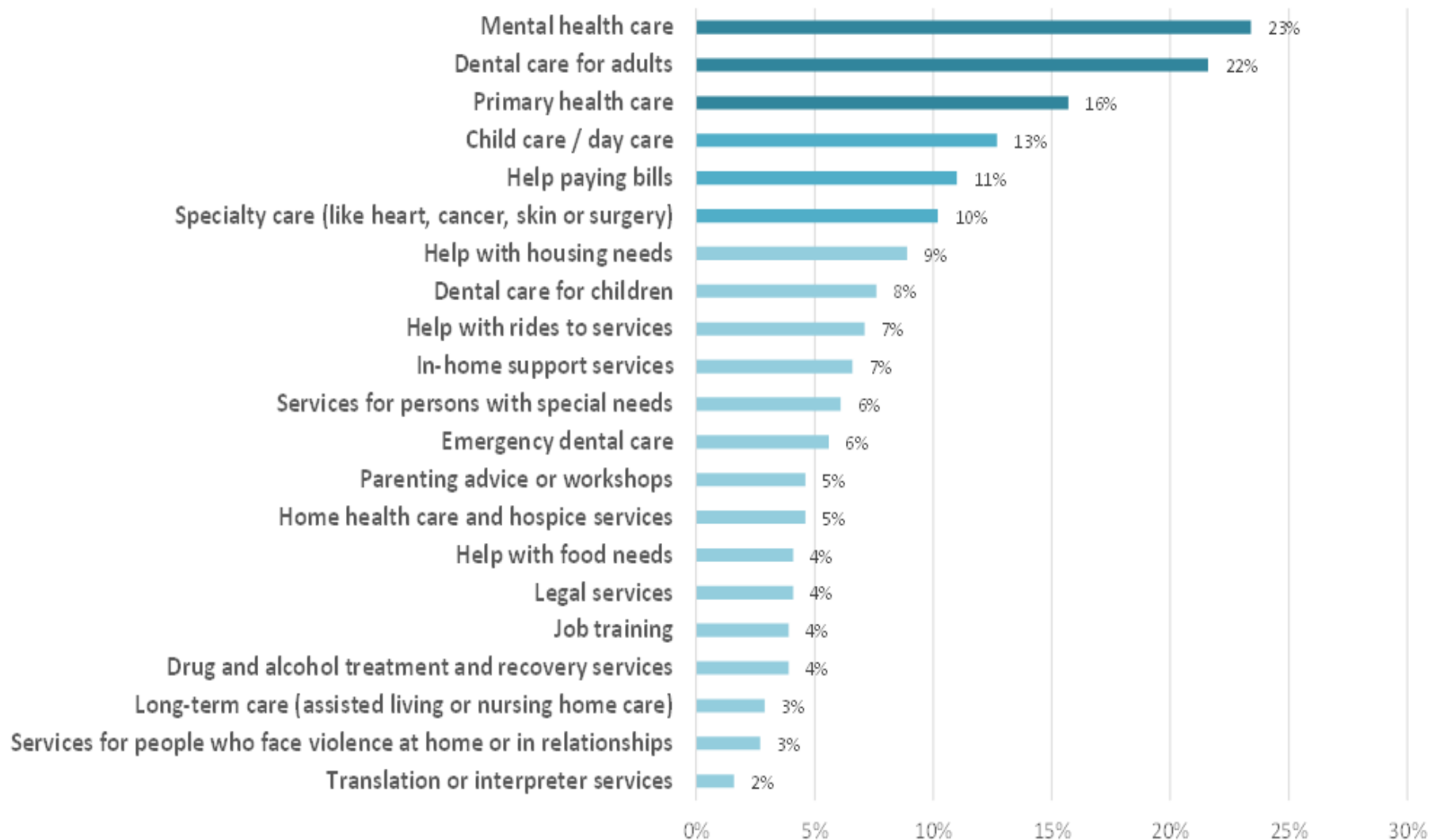| Problem	Percentage
Increased stress or anxiety	52%
Increased loneliness	32%
Loss of connection to faith or social groups	24%
Problems with remote schoolwork	17%
Job loss or working fewer hours	15%
Increased family caregiving demands	13%
Trouble paying bills	10%
Problems getting health care services	8%
Increased health care needs	7%
Loss or change in your housing	4%
Not having enough food	3%
Other	4%
None of the above	25%

Characteristics of a Resilient Community

How true are each of the following statements for describing the town or community where you live?

Statement	Mostly True	Somewhat True	Mostly Not True
People in my community help each other.	42%	46%	8%
People in my area work together to improve the community.	32%	51%	12%
People in my community have hope about the future.	30%	46%	12%
People in my community have a sense of connection to each other.	29%	51%	15%
My community treats all people fairly including people of all races, religions or nations of origin.	24%	48%	18%

Barriers to Services

In the past year, have you or someone in your household had trouble getting any of the following types of services that you needed?

Service	Percentage
Mental health care	23%
Dental care for adults	22%
Primary health care	16%
Child care / day care	13%
Help paying bills	11%
Specialty care (like heart, cancer, skin or surgery)	10%
Help with housing needs	9%
Dental care for children	8%
Help with rides to services	7%
In-home support services	7%
Services for persons with special needs	6%
Emergency dental care	6%
Parenting advice or workshops	5%
Home health care and hospice services	5%
Help with food needs	4%
Legal services	4%
Job training	4%
Drug and alcohol treatment and recovery services	4%
Long-term care (assisted living or nursing home care)	3%
Services for people who face violence at home or in relationships	3%
Translation or interpreter services	2%

Top Reasons Respondents Had Difficulty Accessing Services by Type of Service

MENTAL HEALTH CARE (n=349, 23% of respondents)	DENTAL CARE FOR ADULTS (n=322, 22% of respondents)	PRIMARY HEALTH CARE (n=234, 16% of respondents)	CHILD CARE/DAY CARE (n=190, 13% of respondents)
38% of respondents who indicated difficulty accessing Mental Health Care also selected **"Wait time too long"** as a reason	**34%** of respondents who indicated difficulty accessing Dental Care also selected **"Cost too much"** as a reason	**30%** of respondents who indicated difficulty accessing Primary Health Care also selected **" Wait time too long "** as a reason	**44%** of respondents who indicated difficulty accessing Child Care / Day Care also selected **"Cost too much"** as a reason
Service not available (33%)	No dental insurance or not enough dental insurance (32%)	Not accepting new patients (25%)	Service not available (40%)
Not accepting new patients (32%)	Wait time too long (25%)	Cost too much (24%)	Not accepting new clients (32%)
Cost too much (32%)	Service not available (16%)	Service not available (23%)	Wait time too long (29%)

Barriers to Services
Perspectives of Community Leaders

What are the most significant barriers overall that keep people in the community from accessing the health care services they need?
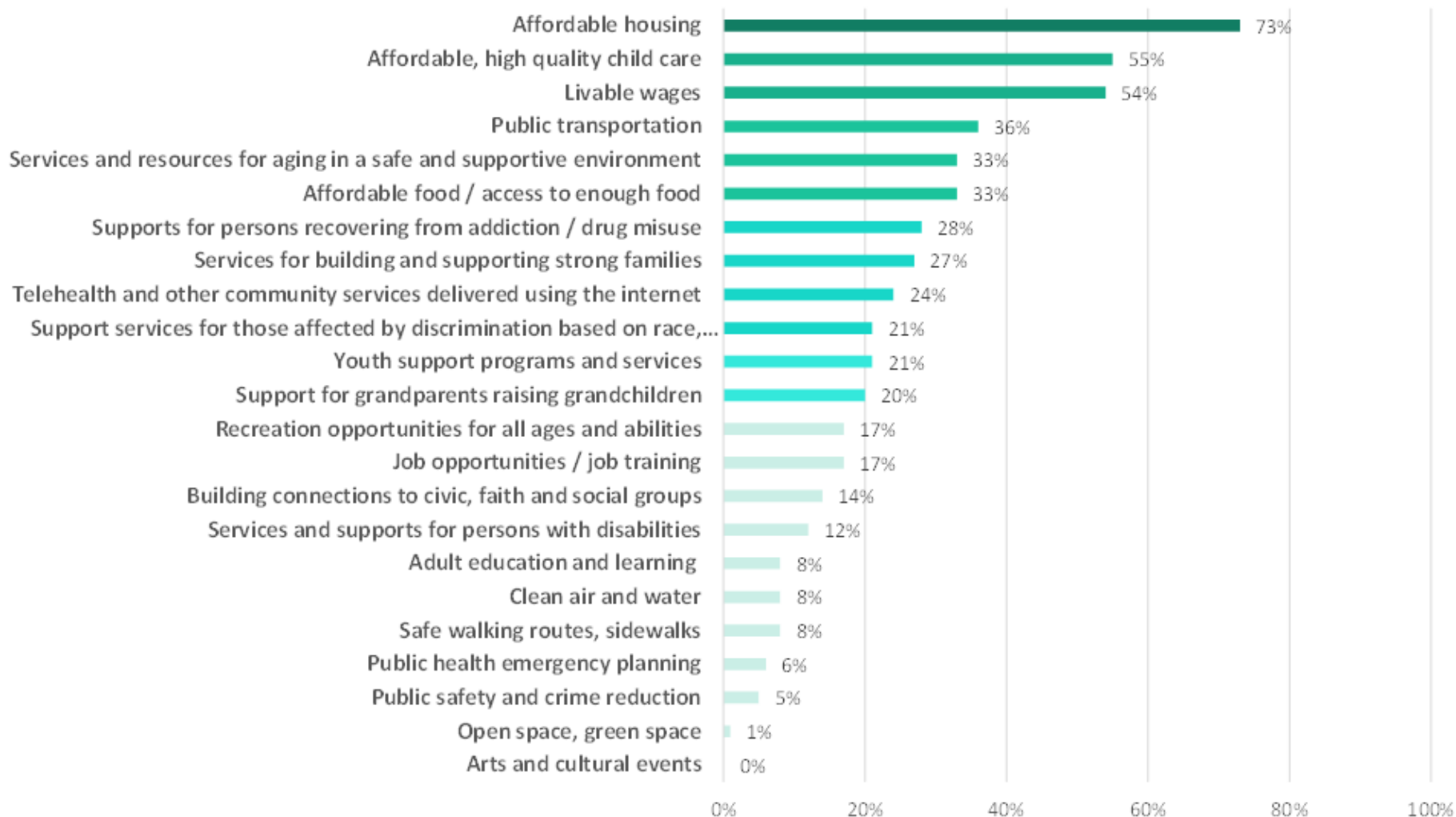
Perspectives of Community Leaders

Barrier	Percentage
Lack of transportation	59%
Difficulty navigating the health care system	57%
Can't afford Out of Pocket expenses	47%
Reluctance to seek out services / stigma	43%
Service not available / Not enough local capacity	40%
Basic needs not met (Food / Shelter)	36%
Lack of insurance	26%
Long wait times or Limited office hours	23%
Not enough providers accepting Medicaid	23%
Lack of trust	19%
Lack of child care	19%
Eligibility barriers	18%
Language / Cultural Barriers	3%
None / No Barriers	1%

Services and Resources to Support a Healthy Community
Perspectives of Community Leaders

Which of the following services or resources that support a healthy community should we focus on improving?
Perspectives of Community Leaders

Service/Resource	%
Affordable housing	73%
Affordable, high quality child care	55%
Livable wages	54%
Public transportation	36%
Services and resources for aging in a safe and supportive environment	33%
Affordable food / access to enough food	33%
Supports for persons recovering from addiction / drug misuse	28%
Services for building and supporting strong families	27%
Telehealth and other community services delivered using the internet	24%
Support services for those affected by discrimination based on race,...	21%
Youth support programs and services	21%
Support for grandparents raising grandchildren	20%
Recreation opportunities for all ages and abilities	17%
Job opportunities / job training	17%
Building connections to civic, faith and social groups	14%
Services and supports for persons with disabilities	12%
Adult education and learning	8%
Clean air and water	8%
Safe walking routes, sidewalks	8%
Public health emergency planning	6%
Public safety and crime reduction	5%
Open space, green space	1%
Arts and cultural events	0%

Interest in Specific Community Health Programs or Services
Community Residents

What programs or services would you or your family use
if more available in the community?
(Top 6 of 30 possible choices by age group)

Age 18-44		Age 45-64		Age 65+	
Recreation and fitness programs	49%	Biking and walking paths	46%	Recreation and fitness programs	28%
Biking and walking paths	44%	Recreation and fitness programs	41%	Public transportation	25%
Mental health services	42%	Mental health services	29%	Biking and walking paths	25%
Before and After-school activities*	36%	Public transportation	29%	Programs that address body weight	19%
Nutrition and cooking programs	36%	Nutrition and cooking programs	28%	Mental health services	17%
Stress reduction classes	33%	Stress reduction classes	28%	Balance classes and programs to prevent falls	15%

*30% of Age 18-44 respondents also selected
'Affordable, high quality child care'

SUMMARY OF COMMUNITY HEALTH NEEDS AND ISSUES BY INFORMATION SOURCE			
Community Health Issue	Community Surveys		Community Discussions and Open Comments
Availability of mental health services	'Ability to get mental health care services' was the top priority identified by both community member and community leader survey respondents; 23% of community survey respondents indicated difficulty accessing needed mental health services in the past year.		Mental health care was identified as a continuing and top priority for community health improvement by all community discussion groups including concerns for insufficient local capacity, particularly for higher levels of care, and increased need resulting from anxiety, stress and isolation impacts of COVID-19.
Cost of health care services, affordability of health insurance	Cost of health care services including health insurance and prescription drug costs were the next highest priorities identified by community member survey respondents and third highest priority identified by community leaders. Among respondents with household income less than $50K, 72% indicated difficulty accessing one or more type of health or human service in the past year.		Community discussion participants identified health care costs and financial barriers to care as significant and ongoing concerns. It was also the most frequently mentioned topic area in an open-ended question about 'one thing you would change to improve health'
Improved resources and environment for healthy eating, nutrition and food affordability	'Ability to buy and eat healthy foods' was the 4th highest priority among both community member and community leader survey respondents		Food access was identified as a top priority in discussion groups including Behavioral Health Coordinators, Public Health and Prevention professionals. Impact of the CoV-19 pandemic on healthy food access was also described by older adult discussion group participants
Alcohol and drug use prevention, treatment and recovery	Prevention of substance misuse, addiction and access to substance misuse treatment and recovery services were top 10 issues identified by both community leaders and community respondents across age groups as priorities for community health improvement.		Participants identified improvements in resources for substance misuse prevention, treatment and recovery, but also noted that the need is still high, there are still issues with stigma in certain settings and gaps in services for detox and recovery housing. Concerns were identified for substantial disruption of recovery support by the COVID-19 pandemic.

SUMMARY OF COMMUNITY HEALTH NEEDS AND ISSUES BY INFORMATION SOURCE			
Community Health Issue	Community Surveys		Community Discussions and Open Comments
Affordability and availability of dental care services	The second most commonly reported service people reported difficulty accessing in the past year was 'dental care for adults' (22%). Common reasons cited for access difficulties were 'cost too much', lack of dental insurance, wait times too long and 'service not available. Ability to get dental services was particularly a top issue among respondents over 65 years of age.		Access to affordable dental care was identified as a top priority – described as on often 'overlooked quality of life issue - in discussion groups with Public Health and Prevention professionals.
Socio-economic conditions affecting health and well-being such as housing affordability, livable wages and affordable, dependable child care	Affordable housing, living wages and access to affordable child care were identified as top resources supporting a healthy community that are in need of improvement. Affordable housing and other socio-economic issues was the second most frequently mentioned topic area in an open-ended question about 'one thing you would change to improve health'.		Affordability and availability of housing was a common denominator across discussion groups addressing concerns of aging, mental health and substance use recovery, jobs and economy. Disparities in access to other resources such as child care and transportation were described as significant problems pre-pandemic made much worse by the pandemic.

How well do the identified community health needs and gaps align with your perceptions of community health needs and gaps?

NEXT STEPS

Community Discussion and Health Improvement Planning (virtual)

Wednesday, February, 23, 9:00-10:30am

Wednesday, March 2, 5:30pm-7:00pm