



**Mass General Brigham**  
Wentworth-Douglass Hospital

# 2022 Wentworth-Douglass Hospital Community Benefit Report





## Invested in Creating a Healthy Community

Each year, Wentworth-Douglass invests in programs, local non-profit organizations, and community resources that align with the community's significant health needs, identified through the Community Health Needs Assessment (CHNA) conducted by the hospital every three years. This assessment helps identify where the hospital should focus its programs and services to improve the overall health of the individuals and families it serves.

**Mental health, substance use disorders and access to primary care services are among the most pressing health needs facing the communities that Wentworth-Douglass Hospital serves, according to the hospital's 2022 Community Health Needs Assessment.**

This year's assessment also identified six other community needs including: access to long-term services and supports, chronic disease, financial barriers to care, obesity and physical inactivity, oral health, and social determinants of health (basic needs and transportation).

Mental health and substance use disorders are two strongly correlated health concerns that Wentworth-Douglass has been highly focused on since 2016. While the hospital has made progress in these areas by investing in service expansion, along with investing in community partnerships, the COVID-19 pandemic continued to magnify these issues by causing fear and confusion, which increased rates of anxiety and depression through all age populations, according to the assessment.

Access to primary care has also been an area of focus over the last several years. Wentworth-Douglass recently opened Primary Care of Rochester



PHOTO above: WDH President, Jeff Hughes, center, at the ceremonial ribbon cutting on Sept. 21, 2022 to mark the opening of Primary Care of Rochester.

to address a particular need in northern Strafford County and is working on new strategies for provider and staff recruitment to improve access to primary care and expand services to meet the community's health needs. Beyond expanding access to primary care and behavioral health services, Wentworth-Douglass plans to meet the needs identified in the community assessment by:

- Maintaining financial assistance services and reducing barriers to care.
- Continuing to operate a Community Dental Center.
- Expanding the CareVan program to provide transportation to qualifying patients.
- Focusing on opportunities for educational events and health screenings.
- Providing community grants to local non-profits to help address these needs.

The 2022 CHNA obtained feedback from individuals and experts representing broad interests across the community, including many with specialized expertise in public health. The assessment also included data from a University of New Hampshire community health assessment survey, with over 500 participants from the Wentworth-Douglass service area. The 2022 report is available online at [wdhospital.org/wdh/about-wdh/giving-back](http://wdhospital.org/wdh/about-wdh/giving-back)

## Wentworth-Douglass Patient & Family Learning Center

Since 2018, The Patient & Family Learning Center at Wentworth-Douglass Hospital has served as a community-based, patient-centered department and a regional hub for health promotion and disease prevention on the Seacoast of New Hampshire.



The Patient & Family Learning Center (PFLC) has four Health and Wellness Coaches (pictured above), each specifically trained to assist others in making and sustaining healthy lifestyle habits. Health coach skills, specifically the use of motivational interviewing, have been tied to outcomes such as increased physical activity, lower cholesterol, better blood sugar levels, improved self-management of diabetes and heart problems, a healthier diet, and weight loss.

Other services offered by the PFLC include The National Diabetes Prevention Program, Freedom from Smoking, and Mindful Eating for People with Type 2 Diabetes. These additional programs are made possible with collaboration from the Diabetes Department, the Seacoast Cancer Center, and the Pulmonary Department.

Programs offered at the PLFC provide innovative and creative ways to improve the health of our community. Better yet, they remain free or low-cost options for those who want to take control of their health and feel better. Community members can ask their provider for a referral or contact the Center to discuss options at (603) 609-6027 or [PFLC@WDHospital.org](mailto:PFLC@WDHospital.org).

# How Wentworth-Douglass Addresses The Community's Top Health Needs

## COMMUNITY BENEFIT

### FINANCIAL ASSISTANCE

**14,111**

Number of patients of Wentworth-Douglass and Wentworth Health Partners who received financial assistance to help access care.



### MENTAL HEALTH SERVICES

**21,957**

Number of patient visits to Wentworth-Douglass behavioral health clinicians at Great Bay Mental Health and integrated behavioral health at Wentworth Health Partners primary care practices.



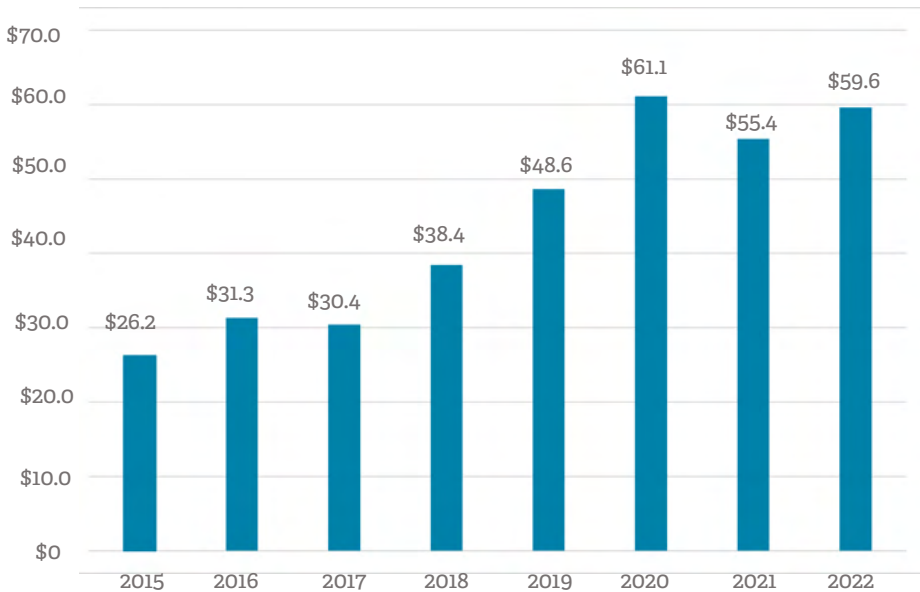
Number of patient visits to The Doorway operated by Wentworth-Douglass Hospital, for people struggling with substance use disorder.

**1,689**

Number of patient visits to The Doorway operated by Wentworth-Douglass Hospital, for people struggling with substance use disorder.



### Wentworth-Douglass Community Benefits (in millions)



### TRANSPORTATION

**19,926**

Patient trips to healthcare appointments in our free CareVan service. The Wentworth-Douglass CareVan is a transportation program for patients who have limited means to access our health services.



**145,094**

Miles traveled by our CareVans; a 10% increase over last year.



**10%**

# COMMUNITY BENEFIT

## Wentworth-Douglass Invests in Harm Reduction

The stressors of the last several years have continued to exacerbate the needs of those in our community who are struggling with substance use disorders (SUD). In addition to the services offered through The Doorway Operated by Wentworth-Douglass, the hospital has continued to seek ways to improve the care of patients with SUD.

“Wentworth-Douglass has continued to grow its behavioral health services, year after year, by adding additional counselors, psychiatrists, psychiatric nurse practitioners and crisis team clinicians,” said Kellie Mueller (pictured left), Assistant Vice President of Behavioral Health Services at Wentworth-Douglass.



“Our future growth includes adding additional clinicians to current programs, as well as developing new programs such as a substance use recovery clinic for medication assisted recovery.”

In addition to growing programs, the hospital works closely with community organizations across New Hampshire to increase the use of harm reduction techniques when interacting with people with SUD. Like other public health initiatives (such as seat belt requirements and speed limits), harm reduction strategies for those with SUD are focused on preventing deaths and reducing negative health outcomes, such as infections and the spread of disease. Wentworth-Douglass has integrated this potentially lifesaving philosophy into the hospital’s model of care and medical intervention for those with SUD.

The hospital has also contributed to community efforts to increase the regional distribution network for naloxone, a medication designed to rapidly reverse an opioid overdose. The

Doorway Operated by Wentworth-Douglass regularly distributes care kits for those in need, and wound care kits to prevent infection. The hospital recently awarded \$40,000 to SOS Recovery Community Organization, a peer-assisted recovery support organization, to assist in expanding access to treatment for problematic substance use and distribute supplies needed to support daily living and harm reduction efforts.

Wentworth-Douglass also provided funding to aid the Strafford County Public Health Network (a program of Greater Seacoast Community Health) in the creation of a new public syringe disposal pilot project in Dover. This partnership between the Strafford County Public Health Network, SOS Recovery Community Organization, the New Hampshire Harm Reduction Coalition, The Doorway Operated by Wentworth-Douglass, and other community organizations, will maintain an anonymous public sharps disposal program to increase access to safe disposal sites and decrease the amount of improperly disposed of needles and medical waste in the region. This is a low-barrier, effective strategy to improve community health and safety.

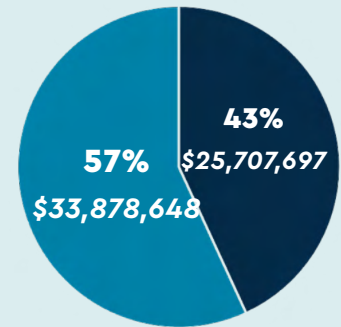
If you or a loved one need assistance, walk-ins are welcome Monday-Friday, 8am – 5pm at The Doorway Operated by Wentworth-Douglass, located at 798 Central Avenue, across the street from Wentworth-Douglass Hospital. Or call 2-1-1.



## TOTAL VALUE OF COMMUNITY BENEFIT IN 2022

These figures cover October 1, 2021 – September 30, 2022

**\$59,586,346\***  
\*9.9% of operating expenses



**\$25,707,697**  
**OTHER COMMUNITY BENEFITS**

Includes health services and improvement, subsidized health services, health professions education, and financial contributions to community partners.

**\$33,878,648**  
**FINANCIAL ASSISTANCE TO ACCESS CARE**

Includes unreimbursed Medicaid and care provided with financial assistance (at cost).

\*These are preliminary figures as of January 31, 2023. These numbers may vary from the final figures which will be reported to the New Hampshire Charitable Trusts Unit in July.



The Triangle Club received a \$10,000 grant to fund an Arts & Wellness in Recovery program from the Wentworth-Douglass Hospital Community Benefit Task Force.



# Emergency Medical Technician Training Program

## COMMUNITY BENEFIT



In August 2022, the Dover Regional Career Technical Center at Dover High School reached out to Wentworth-Douglass

Hospital with an unexpected request. As they rapidly approached the new school year, their plans fell through for an instructor for the Emergency Medicine Technician (EMT) training program. Using project-based learning, this program trains high school students from across the region in important medical skills, such as cardiopulmonary resuscitation (CPR), and prepares them for a future career in medicine. Upon completion of this hands-on course, students are eligible to sit for their national certification by the National Registry of Emergency Medical Technicians once they are 18 years of age.

The hospital's Emergency Medical Services Coordinator, Brian Nicholson, was thrilled to be able to step in as an instructor for this course. "I have had great engagement from the students," he noted.

*"I have been approached by multiple teachers and parents thanking Wentworth-Douglass for supporting this and other important Health Science programs."*

Mr. Nicholson assumed this role into his daily routine and teaches class each school day. This program has already resulted in over 300 learner hours in the first 6 months. Ten students are enrolled in this year-long program, and several have already made plans to advance their career in medicine by pursuing jobs in emergency medical services, nursing, and more.

In addition to this program, the Dover Regional Career Technical Center also offers a Career and Technical Education Health Science I and II program designed to align with the New Hampshire Board of Nursing's licensed nurse assistant (LNA) requirements. Thirty-two first year health science students in their sophomore and junior years are completing training this year, and many will be eligible to obtain their LNA certification in May. Second year health science students complete a Great Bay Community

College Medical Terminology Course (3 credits) and Electrocardiology (EKG) Technician certification program. These students also complete clinical job shadows at Wentworth-Douglass, rotating each week to a different department.

Wentworth-Douglass was proud to accept students for clinical job shadowing in inpatient and outpatient areas to help students understand the many potential career paths available in health care. Lisa Roy, RN, BSN, Health Science Technology teacher, shared that many of her students over the last ten years have pursued careers in health care. "This program planted a seed," she stated.

*"This is a great opportunity for students to explore health care careers and determine if this is an area of interest for them."*

Wentworth-Douglass has hired many program graduates over the last several years, including the recent hire of six students as Clinical Support LNAs and two students as Patient Sitters that are currently training to be LNAs.

Wentworth-Douglass wishes the best of luck to the future graduates of these important programs!



## Wentworth-Douglass Expands CareVan Program

Demand for transportation services in our region continues to grow and access to reliable transportation remains a barrier for those seeking to access health care services. In response to this increased need, Wentworth-Douglass expanded our CareVan service in 2022.

The CareVan service is offered to Wentworth-Douglass patients who do not have access to regular,

reliable, means of transportation. While this program typically serves patients requiring an extended course of treatment, such as physical therapy, cancer treatment, or wound healing, the service has now been expanded to increase access for additional patients.

In addition to the main hospital in Dover, the CareVans now also provide service to many of our outpatient locations, including Dover, Somersworth, Portsmouth, and Rochester. All Care-Van drivers

are CPR certified and trained through the National Safety Council Defensive Driving Course. To contact the CareVan service, call (603) 740-2520.

The hospital also recently contributed \$10,000 to support the Alliance for Community Transportation. Funds will support the Community Rides program and TripLink, a regional transportation call center which assists in locating rides for residents of Strafford and Rockingham counties, particularly for seniors and those with mobility concerns.