

BI-STATE PRIMARY CARE ASSOCIATION



SERVING VERMONT & NEW HAMPSHIRE

Improving Access to Primary Health Care Since 1986

Bi-State's NH Member Profiles



Ammonoosuc Community Health Services, Inc.
 Edward D Shanshala II, MSHSA, MSEd
 Executive Director/Chief Executive Officer
 603-444-2464 • www.ammonoosuc.org

Six locations:
 25 Mt. Eustis Rd. Littleton
 202 Cottage St. Littleton
 333 Route 25, Main St. Warren
 79 Swiftwater Rd. Woodsville
 14 King Square, Whitefield
 1095 Profile Rd, Suite B. Franconia



ACHS SERVICES

- Integrated Primary Medical Care
- Prenatal Care
- Women’s Health: Birth Control, STD Checks, Pap/Pelvic Exams, Long-Term Contraceptives
- Behavioral Health: Counseling, Drug and Alcohol Treatment, Medication-Assisted Treatment for Substance Use
- Dental Assistance Program
- Chronic Disease Management
- Prescription Drug Program
- Cancer Screening
- Patient Navigation
- Vision Services
- Support Programs
- Breast and Cervical Cancer Screenings
- HIV/STD Counseling and Testing

ABOUT OUR CLIENTS

Where They Live: ACHS patients come from 26 communities in Grafton and Coos Counties, as well as neighboring towns in Vermont - a service area of approximately 33,000. Twenty-nine percent of our patients have household incomes at or below 200% of the federal poverty level ([\\$27,180 for a household of one](#)).

Insurance Status (2021):

6% were uninsured.
 18% were covered by Medicaid.
 33% were covered by Medicare.
 43% were covered by private insurance.

ADULTS AND CHILDREN SERVED (2021)

Medical Patients: 9,275
 Behavioral Health Patients: 838
 Patients with Hypertension: 42%
 Patients with Diabetes: 13%
 Total Visits (includes all services): 38,011
 Behavioral Health Visits: 6,840 (18%)
 539 Veterans Served (6%)

A GROWING DEMAND FOR SERVICES (2017-2021)

38% increase in behavioral health patients
 67% increase in vision patients
 19% increase in enabling services patients

HIGHLIGHTS IN ACHS HISTORY

1975: Established to provide family planning, WIC, prenatal, and child health care in northern NH
 1994: Designated as an FQHC providing comprehensive primary care services in Littleton and Warren, NH
 1996: Implemented an electronic health records system
 1998: Added health center site in Whitefield, NH
 2002: Added health center site in Franconia, NH
 2007: Woodsville Expanded Medical Capacity grant and implementation, added health center site
 2008: Recognized as top 26 of 1,086 FQHC for chronic disease outcomes
 2009: Designated as Patient Centered Medical Home
 2015: Added Dental and Oral Health Center in Littleton, NH
 2016: In partnership with area optometrists, offers an affordable Vision Program
 2018: Recognized in the top 2 FQHC of 1,400 for colorectal cancer screening
 2019: ACHS Collaborative with RIT on Repetition Rebellion, HRSA Funded Collaborative on AI/Behavioral Health
 2021: HRSA grant recipient for COVID19 Vaccine Testing, Treatment and Administration. First FQHC in NH to stand up COVID-19 vaccine clinics for patients and the public. With the Medical Reserve Corp, implemented mobile vaccine clinics
 2022: Founded our fourth CMS Accountable Care Organization; recognized as Healthy People 2030 Champion by HHS; stood up Resilient American Community (RAC) hubs in Whitefield and Warren, in part funded by the CDC, FCC, and HRSA; distributed masks and COVID test kits through local libraries



Kris McCracken, President/CEO
 145 Hollis Street, Manchester, NH 03101
 184 Tarrytown Road, Manchester, NH
 1245 Elm Street, Manchester, NH
 88 McGregor Street, Manchester, NH
 ProHealth, 1555 Elm Street, Manchester, NH
www.amoskeaghealth.org 603-626-9500

About Our Patients:

Where They Live: 84% in Manchester and neighboring towns; 16% are from various other counties.

Socioeconomic Status: Seventy-six percent of Amoskeag Health patients are known to be at 200% of the Federal poverty level or below ([\\$27,180 for a household of one](#)).

Outpatient Insurance Status

22% uninsured; 5% covered by Medicare; 52% covered by Medicaid; and 21% were covered by private insurance.

Languages Spoken

43% (6,716 Amoskeag Health patients) do not use English as their primary language. The predominant non-English languages are Spanish, Nepali, Arabic, Portuguese, French, and Kiswahili.



Number of Adult and Children Served in 2021:

Total Patients: 15,490
 Total Visits: 75,411

Increase in Demand for Services (2017-2021)

12% Increase in Total Patients
 116% Increase in Substance Use Disorder Patients Served

Highlights in Amoskeag Health History:

- 1981:** Dr. Selma Deitch establishes Child Health Services (CHS) for family-oriented primary health care accessible to everyone.
- 1993:** Manchester Community Health Center (MCHC) opens as a joint endeavor of Elliot Hospital and Catholic Medical Center.
- 1999:** CHS achieves Joint Commission on the Accreditation of Healthcare Organizations and Primary Care Effectiveness Review accreditation.
- 2004:** Citizens Bank and WMUR name MCHC the 'Community Champion in Healthcare'
- 2008:** MCHC moves from its original Elm St. location to the current Hollis St. location. CMC and Dartmouth Hitchcock create West Side Neighborhood Health located in the CMC Medical Building on McGregor St.
- 2013:** MCHC adds a second location at Tarrytown Rd.
- 2014:** MCHC and CHS combine operations.
- 2015:** MCHC assumes management of the West Side Neighborhood Health Center.
- 2018:** MCHC opens first FQHC-based Optometry Clinic in NH for eye health and vision services.
- 2019:** MCHC, CHS, West Side Neighborhood Health Center, and Tarrytown are brought together under one name: Amoskeag Health.
- 2019:** ProHealth opens as a co-located physical and mental health services center with the Mental Health Center of Greater Manchester.
- 2020:** Amoskeag Health remains open during the COVID-19 pandemic, adjusting locations of care and implementing telehealth technology.
- 2021:** Amoskeag Health administers COVID-19 vaccine to vulnerable and BIPOC communities.

Financial Information

Annual Budget: \$27,388,832; Employees: 218 FTEs



AMOSKEAG HEALTH SERVICES

Primary Medical Care

Health care for adults and children of all ages, regardless of insurance status

Prenatal Care

Care through pregnancy and childbirth in collaboration with Bedford Commons OB/GYN for high-risk patients

Specialty Care

Podiatry services and other special medical programs such as care coordination, developmental screenings, nutritional counseling, and comprehensive eye exams

Chronic Disease Care

Diabetic eye care, chronic disease self-management courses, and high blood pressure program

Behavioral Health Services

Mental health therapy, substance use disorder (SUD) counseling, perinatal SUD care, and medication assisted therapy (MAT)

Optometry Care

Vision care for patients of all ages, including routine eye care for diabetic patients and free glasses for qualifying children

Preventive Care

Lifestyle change programs, nutritional counseling, breastfeeding education, family planning, and screening for breast, cervical, and colorectal cancers

Social Services and Support

Case management, transportation, language interpretation, WIC enrollment, adolescent services, medical/legal partnership, ACERT project, early childhood LAUNCH program, school-based behavioral consultants, community health workers, referrals to support services, and school-based health center.



Community Health Access Network (CHAN)
 Gary Noseworthy, Executive Director
 207A South Main Street
 Newmarket, NH 03857-1843
 603-292-7721 · www.chan-nh.org

ABOUT US

CHAN is the only Health Center Controlled Network (HCCN) in NH. CHAN has developed and supports an integrated clinical and administrative system infrastructure that affords innovative opportunities for its Federally Qualified Health Center (FQHC) members, which include 3 Healthcare for the Homeless programs. CHAN’s endeavors, particularly in the Health Information Technology arena, enable the provision of enriched patient experiences and quality care.

OUR NEW HAMPSHIRE MEMBERS

- Amoskeag Health
- Ammonoosuc Community Health Services
- Coos County Family Health Services
- Greater Seacoast Community Health
- Harbor Care
- Health Care for the Homeless Program, Catholic Medical Center
- Health First Family Care Center
- Lamprey Health Care, Inc.
- Mid-State Health Center

HIGHLIGHTS IN CHAN HISTORY

1995: Five community health care centers with a collective history of over 75 years of experience in providing primary care services to the uninsured, underinsured, and Medicaid populations formed an Integrated Services Network (ISN), called CHAN.
1996: A NH Health Care Transition Fund Grant helped to expand the HCCN and develop shared services.
1997: Two additional community health centers joined the network, and CHAN was awarded our first Bureau of Primary Health Care grant.
2008: CHAN was awarded the HIMSS Nicholas E. Davies award for improving health care through the use of HIT.
2010: CHAN expanded across state lines and welcomed a health center from Texas into the network.
2016: CHAN began hosting the IT infrastructure for a VT health center.
2020: CHAN expanded data visualization capabilities & welcomed our tenth member.
2021: CHAN integrated the EHR with patient engagement and remote patient monitoring tools and welcomed 3 new affiliate members.
2022: CHAN led an RPF process representing 10 health centers to select a new EHR, identified a vendor of choice, and negotiated a contract and expanded the scope of support for chronic disease funding for our members.

CHAN SERVICES

❖ **Electronic Health Record**

Electronic health record system that enables clinicians and staff to document patient visits, streamline clinical workflow and securely exchange data; a patient portal and integration with patient engagement and telehealth systems

❖ **Practice Management**

Patient scheduling, registration and revenue cycle management provides all the tools to manage the specific needs of community health centers and boost efficiency

❖ **Data Warehouse**

Updated daily with clinical, operational and financial data. Supporting quality management & measurement, operational and financial reports, analysis; member-generated ad hoc reports and data visualization tools.

❖ **Clinical Standards**

Supporting clinical operations and providing support for chronic disease management and prevention.

❖ **IT Services**

Systems maintenance, security, upgrades, disaster recovery, electronic reports and custom data entry screens/forms development. Data submissions to regulatory agencies & payers

❖ **Quality Improvement**

Technical assistance, training and audits



WHO WE PROVIDE CARE FOR

Where They Live: Patients come from nearly all communities within Coos County and neighboring towns in Maine, and Vermont which are federally-designated Medically Underserved Population (MUP) areas, and both Medical and Dental Health Professional Shortage Areas (HPSAs).

Socioeconomic Status: Thirty-three percent of our patients have household incomes below 200% of the federal poverty level ([\\$27,180 for a household of one](#)).

Insurance Status (2022):

8% were uninsured. 1,007
 25% were covered by Medicaid. 3,090
 31% were covered by Medicare. 3,859
 36% were covered by private insurance. 4,535

NUMBERS OF CHILDREN AND ADULTS SERVED (2022)

Total Patients: 12,491; Total Visits: 46,113
 Serving 904 Veterans
 Patients with Hypertension: 26% 3,259
 Patients with Diabetes: 11% 1,373

FINANCIAL INFORMATION

Agency Revenue (2021): \$16,571,576
 Employees: 145 FTEs

Coos County Family Health Services • www.coosfamilyhealth.org
 Ken Gordon, Chief Executive Officer

Six NH Locations:

133 Pleasant Street Berlin, NH 03570 • 603-752-2040
 2 Broadway Street, Gorham, NH 03581 • 603-466-2741
 73 Main Street Berlin, NH 03570 • 603-752-2424
 59 Page Hill Road Berlin, NH 03570 • 603-752-2900
 54 Willow Street Berlin, NH 03570 • 603-752-3669
 69 Willard Street, Berlin, NH 03570 • 603-752-1005



HIGHLIGHTS IN CCFHS HISTORY

1974: Started as a Title X Family Planning Agency.
 1980: Merged with Family Health Programs to provide prenatal and infant care and added WIC and RESPONSE.
 1993: Designated as a Federally Qualified Health Center (FQHC), providing comprehensive primary care services.
 2004: Expanded to an additional site in Berlin and one in Gorham, adding an additional 10,000 patients.
 2016: Coos County Family Dental Clinic established.
 2018: Medication Assisted Treatment program began operations.
 2020: CCFHS becomes an accredited Diabetes Self-Management Education and Support Provider Organization.
 2021: Offered Covid-19 testing, vaccine clinics, and patient care; established an accredited Diabetes Self-Management & Education Program; and expanded our services to survivors of domestic violence & sexual assault in Northern Grafton county.
 2022: Established a fourth primary care clinic in Colebrook. In partnership with the Upper Connecticut Valley Hospital, established a medical transportation services for Colebrook area residents. Began work to establish a Teaching Health Center Family Residency Program.

A GROWING DEMAND FOR SERVICES (2017-2021)

7% increase in mental health patients
 34% increase in dental patients

COOS COUNTY FAMILY HEALTH SERVICES:

- Primary Medical Care/Family Medicine
- Prenatal Care & Obstetrics: In Partnership with Androscoggin Valley Hospital
- Family Planning: Reproductive Health Services
- Breast & Cervical Cancer Screenings
- HIV Testing & Counseling
- Diabetes Education & Support
- Chronic Disease Management
- Behavioral Health Services
- Substance Misuse Treatment
- Reduced-Cost Prescription Drugs
- Women, Infant and Children (WIC) Nutrition/Health Services
- Dental/Oral Health Services
- Health Promotion and Education
- On-site Laboratory Services
- Medical Social Work
- Podiatry
- Telehealth Services
- Medical Appointment Offered 7 Days per Week
- **RESPONSE: Advocacy and counseling program for survivors of domestic violence and sexual assault, shelter for battered women and their children, and transitional housing**

Goodwin
Community Health

Families First

Lilac City Pediatrics



Greater Seacoast Community Health

Janet Laatsch, CEO • getcommunityhealth.org

Mission: To deliver innovative, compassionate, integrated health services and support that are accessible to all in our community, regardless of ability to pay.

Health Center Locations

- [Families First Health & Support Center](#)
8 Greenleaf Woods Drive, Portsmouth
- [Goodwin Community Health](#)
311 Route 108, Somersworth
- [Lilac City Pediatrics](#)
311 Route 108, Somersworth
- [Mobile Health Clinics](#)
Rochester, Dover, Portsmouth and Exeter

Program Partner Locations

- [SOS Recovery Community Organization](#)
Office: 311 Route 108, Somersworth
Service sites: Dover, Rochester, Hampton
- [Strafford County Public Health Network](#)
311 Route 108, Somersworth
- [Women, Infants, and Children Nutrition Program](#) 311 Route 108, Somersworth

Increase in demand for services (2017-2021)

44% increase in Patients Served

18% increase in Mental Health Patients Served

2021 Budget and Staffing

- Agency Operating Budget: \$20 million
- Employees: 200.37 FTEs

2021 Data

- Patients Served: 14,558
- Medical: 12,612 patients, 69,008 visits
- Dental: 3,774 patients, 9,398 visits
- Mental Health: 1,161 patients, 9,487 visits
- Substance Use: 334 patients, 1,873 visits
- Home Visits, Parent Education: 800 children and parents, 4,700 visits
- Health Center patients with incomes below 200% of the federal poverty level: 28% ([\\$27,180 for a household of one](#)).
- Insurance status: 11% uninsured, 45% Medicaid
- Patients experiencing homelessness: 754
- Veterans: 319

2021-2022 Accomplishments/Highlights

- Relocated Families First to a larger, more visible building in Portsmouth, following a successful capital campaign
- Expanded our medical residency program to 12 residents and renovated our Somersworth location to accommodate the growth
- Added two new Community Health Worker positions, using federal funding obtained through Bi-State Primary Care Association
- Embarked on a new public health dental residency program with Tufts University
- Renewed our top-level Primary Care Medical Home designation for both Somersworth and Portsmouth locations

GREATER SEACOAST COMMUNITY HEALTH SERVICES

PRIMARY & PRENATAL CARE

- Primary care for adults
- Pediatric care
- Prenatal care
- Mobile health care for people experiencing homelessness and others with low incomes
- Child-development screenings
- Breast and cervical cancer screenings
- Chronic-illness education and support

DENTAL CARE

- On-site hygiene, treatment and urgent care
- School-based education, screening, cleaning, sealants

BEHAVIORAL HEALTH AND RECOVERY SERVICES

- Behavioral health counseling
- Psychiatric services
- Substance Use Disorder counseling
- Medication-assisted SUD treatment

PARENT & FAMILY PROGRAMS

- Parenting classes and groups,
- Playgroups and family programs
- Individual support for families under stress
- Support for grandparents and other relatives raising children

... AND MORE

- Social work services and care coordination
- Insurance and benefits enrollment
- Prescription assistance
- In-house pharmacy and 340B drug discount program
- On-site lab services



Henry J. Och, President and CEO
 45 High Street Nashua, NH 03060
 615 Amherst Street Nashua, NH 03063
 77 Northeastern Boulevard, Nashua, NH 03062
 Mobile Health Van, Hillsborough County
 603-882-3616

www.harborcarenh.org

About Us: Harbor Care Health and Wellness Center (HCHWC) is the Federally Qualified Health Center of Harbor Care. *Harbor Care is also the state's only HUD-designated EnVision Center.* We have built success through innovation, collaboration, and an unwavering commitment to our most vulnerable community members.

As one of only three health providers in NH designated as a Health Care for the Homeless Health Center, HCHWC serves over 2,600 unique patients through 25,000+ visits annually with primary care, dental, pharmacy, MAT, mental health, and substance use services.

Socioeconomic Status: Of the patients we serve, 68% are homeless, and 80% are below 200% of the federal poverty level ([\\$27,180 for a household of one](#)). Of our total visits, over 55% were substance misuse or mental health related.

Insurance Status (2021):
 Of the patients we serve, 12% are uninsured, 14% are covered by Medicare, 18% are covered by private insurance, and 56% are covered by Medicaid.

Financial Information (2021):
 Full-Time Equivalents: 90 FTEs
 Total Uncompensated Care: \$6,872,251

Numbers of Patients Served (2021):
 Unique Patients: 2,681
 Total Visits: 25,136
 Dental Visits: 1,119
 Mental Health & Substance Use Visits: 16,211

*The State of Homelessness in NH, An Examination of Homelessness, Related Economic and Demographic Factors, and Changes at the State and County Levels, 2017 – NH Coalition to End Homelessness

Highlights in 2021/2022:

Harbor Care integrates and provides community and patient-centered social and health care services to Greater Nashua's most vulnerable community members.

Our nationally accredited Patient-Centered Medical Home, Harbor Care Health and Wellness Center (HCHWC), leverages in-person and virtual health care services at our clinics, in schools, and in homes.

In 2022 HCHWC provided mental health services in the Nashua and Milford School Districts, outreached through bilingual community health workers to raise awareness about COVID vaccines, assisted uninsured persons to enroll with Medicaid or Medicare, as well as provided supportive employment services.

In response to the ongoing COVID-19 Pandemic, HCHWC offers telehealth primary and behavioral health services as well as in-person care. We have provided over 2,200 COVID-19 tests and nearly 3,700 COVID-19 vaccinations.

HCHWC integrates with all other Harbor Care programs to deliver seamless patient-centered care. Working as one, the programs of Harbor Care provide the tools people need to improve their lives. Our mix of high-quality integrated services includes the most essential: supportive housing, primary and preventative medicine, mental health care, substance use treatment, veteran services, home care, and HIV/AIDS services.



HARBOR CARE SERVICES

- Housing (permanent supportive, transitional, veteran, HIV+, and licensed community residences)
- Primary and acute medical care, including same day visits
- Behavioral health care, including mental health medication management, mental health counseling
- Dental care
- Veteran services
- In-home health care
- Medication Assisted Treatment (MAT) including withdrawal management services
- Substance use disorder outpatient services including Intensive Outpatient Program (IOP)
- Residential substance use disorder treatment for adults and families
- Pharmacy: 340B Low-Cost Prescription Program
- HIV/AIDS services
- Homeless outreach
- Case management
- Employment support services
- Patient navigation and insurance enrollment
- Sliding fee scale, payment plans and discounted services
- 24x7x365 after-hours coverage

Health Care for the Homeless (HCH)

A Program of the Manchester Health Department based at Catholic Medical Center



Anna Thomas, Executive Director, HCH
athomas@manchesternh.gov · 603-657-2700
Rossana Goding, Director, HCH
rossana.goding@cmc-nh.org · 603-663-8716
[Visit HCH Website](#)

About Our Patients

Who They Are: Men, women, teens, and children in the City of Manchester, NH, who do not have a regular or adequate place to call home

Where They Live: Individuals and families live in transitional housing, temporary shelters, or “couch surf,” doubled up with other families, friends, or acquaintances. Some sleep in places not intended for human habitation, such as in cars, abandoned buildings, and in tents along the river or in the woods.

Adults and Children Served (2022)

Total Patients: 1,288
Total Visits: 7,252 (includes medical, mental health, oral health, substance use disorder treatment, & enabling service visits)
% Racial and/or Ethnic Minority Patients: 41%
% Best Served in Language Other than English: 23%
% Substance Use Disorder Patients: 18%
Patients Served Who Are Homeless: 82%

Socioeconomic Status (2022)

Eighty-eight percent of patients have incomes below 200% of the Federal Poverty Level ([\\$27,180 for a household of one](#)).



Adult Emergency Shelter Practice/Families in Transition
199 Manchester Street
Manchester, NH 03103
603-663-8718



Manchester Mobile Health Care
Manchester, NH 03103
603-663-8718



Wilson Street Integrated Health Practice
293 Wilson Street, Suite 102
Manchester, NH 03103
603-665-7450

Insurance Status (2022)

17% are uninsured; 59% are covered by Medicaid; 18% are covered by Medicare; and 6% have private insurance.

HCH History

1980s: Manchester Health Department is awarded a federal grant to provide homeless healthcare services. MHD contracts with Catholic Medical Center to implement program operations. Clinic opens at New Horizons Shelter.

1990s: Program expands to include clinic hours at Families in Transition with medical team and substance use disorder support in place.

2000s: Team expands to include support staff, a psychiatric prescriber, behavioral health counselors, and a health educator.

2010s: HCH is designated an FQHC. An increase in the number of patients served and enhanced grant and third-party revenues support and the doubling of HCH staff. A third integrated primary care clinic is opened.

2020s: Medication Assisted Treatment, Telehealth, Phlebotomy, and Street Medicine services are added and expanded. Community partnerships are enhanced in response to the opioid epidemic and the COVID pandemic. All people experiencing homelessness in the City of Manchester are welcome to our practices. No one is turned away due to an inability to pay.

HEALTH CARE FOR THE HOMELESS SERVICES:

- Primary Medical Care, Medical Case Management, Chronic Disease Management
- Integrated Behavioral Health Services, Counseling and Medication-Assisted Treatment for Substance Use Disorders
- Easily Accessible Clinics, Outreach, and Street Medicine
- Testing and Treatment for STD/HIV
- Health Screenings and Phlebotomy
- Prescription Medication Assistance
- Telehealth
- Transportation Coordination
- Referrals to Specialty Care
- Social Work/Case Management



HealthFirst Family Care Center

Russell G. Keene, Chief Executive Officer

Two NH locations:

841 Central Street, Franklin, NH · 603-934-1464

22 Strafford Street #1, Laconia, NH · 603-366-1070

www.healthfirstfamily.org



ABOUT OUR CLIENTS

Where They Live: Our clients come from 23 rural townships within the Twin Rivers and Lakes Region of New Hampshire (Belknap, Carroll, Merrimack and Grafton counties), a population of approximately 81,000 people.

Socio-Economic Status:

Forty-eight percent of HealthFirst clients are at 200% of the federal poverty level or below ([\\$27,180 for a household of one](#)).

Insurance Status (2021)

7% were uninsured; 25% were covered by Medicare; 28% were covered by private insurance; and 40% were covered by Medicaid.

Children & Adults Served

Total Patients: 5,509; Total Visits: 26,162
Patients with Hypertension: 39%;
Patients with Diabetes: 16%
Patients Best Served in Language Other Than English: 8%

Financial Information

Agency Revenue: \$7,750,045; Employees: 61.84 FTEs
Total Uncompensated Care: \$509,950
Sliding Fee Discounts: \$69,592
Uninsured Clients Served: 365

A Growing Demand for Services (2017-2021):

26% increase in Total Patients Served
126% increase in number of Mental Health Patients

HIGHLIGHTS IN HEALTHFIRST HISTORY

1995: Established with funding from the NH DHHS

1997: Received designation as a Federally Qualified Health Center Look-Alike

2002: Designated as a Federally Qualified Health Center

2006: Opened second primary care site in Laconia

2012: Integrated behavioral health within primary care

2019: MAT program offered

2020: MAT program expanded into Tilton

2021: Same-Day Appointments provided an increase in access to patients for urgent issues by 100%.

2022: HealthFirst expanded its school-based counseling services by 100%, now serving four school districts.

Behavioral health counselors meet the K-12 school age population on-site to allow for seamless, accessible, destigmatized care.

2022 Specific Highlights

- HealthFirst has an Enabling Services Supervisor and two Community Resource Specialists (CRS) on site to assist patients struggling with social determinants of health. The CRS specialize in connecting patients with regional resources which may include housing supports, insurance, transportation, food insecurity, and more.
- In an increasingly difficult labor market, HealthFirst was successful in both retaining and recruiting new talent, of which there was 1 APRN, 1 Licensed BH provider, 1 new Pediatrician, and contracted with a new Medical Director to begin January 2023.

HEALTHFIRST FAMILY CARE CENTER SERVICES

- Primary Health Care for Men, Women, and Children of All Ages, Regardless of Ability to Pay or Insurance Status
- Women’s Health Care Including, but not Limited to, Free Breast and Cervical Cancer Screenings for Eligible Women
- Disease Management and Education on Managing Chronic Diseases such as Diabetes, Asthma, and Hypertension
- Same Day Appointments
- HealthFirst Participates in the Federal Health Disparities Collaborative for Diabetes
- Patient Advocates Available to Assist Clients with Accessing Health Insurance and Medicaid
- Health and Wellness Promotion and Education
- Screenings and Treatments for Chronic Illnesses
- Minor Procedures
- Nutrition Counseling
- Behavioral Health Services Integrated in Primary Care, Substance Misuse Counseling and Addiction Treatment
- Medication Assisted Treatment (MAT)
- Hepatitis C Treatment
- COVID-19 Testing & Vaccinations

LAMPREY HEALTH CARE

Where Excellence and Caring go Hand in Hand



Greg White, Chief Executive Officer

NH Locations:

Newmarket Center: 603-659-3106
207 South Main Street Newmarket, NH

Raymond Center: 603-895-3351
128 State Route 27 Raymond, NH

Nashua Center: 603-883-1626
22 Prospect Street Nashua, NH

InteGreat Health: 603-402-1501
7 Prospect Street, Nashua, NH

Nashua Soup Kitchen: 603-889-7770
2 Quincy Street, Nashua, NH 03060

Center for Life Management: 603-434-1577
10 Tsienneto Road, Derry, NH 03038

www.lampreyhealth.org

ABOUT OUR PATIENTS

Where They Live: Our patients come from over 40 communities within Rockingham, Hillsborough and parts of Strafford Counties.

Socioeconomic Status: Seventy-five percent of Lamprey Health Care patients are at or below 200% of the Federal poverty level ([\\$27,180 for a household of one](#)).

Insurance Status: In 2021, aggregating figures from all three centers showed 13% were uninsured; 31% were covered by Medicaid; 16% were covered by Medicare; and 40% had private insurance. However, in the Nashua Center, 25% of patients are uninsured.

NUMBERS SERVED (2021)

Total Patients: 15,085; Patient Visits: 62,124

FINANCIAL INFORMATION (2021)

Agency Revenue: \$18.3 million; Employees: 201 FTEs: 144



HIGHLIGHTS IN LAMPREY HEALTH CARE HISTORY

- 2022: Expansion of Mobile Health Program to five weekly locations
- 2021: Launched Mobile Health Unit
- 2020: Launched Healthy Together at Center for Life Management in Derry; implemented a Hepatitis C clinic; distributed food during the pandemic shutdown; Diabetes Self-Management Education and Support accreditation; established a new location of care at the Nashua Soup Kitchen & Shelter.
- 2018: Launched InteGreat Health Program
- 2017: Launched Nurse Practitioner Fellowship Program
- 2015: Integrated Behavioral Health Services
- 2015: Added Seacoast Public Health Network
- 2013: Recognized as NCQA Level III Patient Centered Medical Home
- 2011: Expansion of the Nashua Center
- 2005: Expansion of the Newmarket Center
- 2000: Implemented an Electronic Medical Records (EMR) system; Third Center established in Nashua
- 1996: Expansion of the Raymond Center
- 1995: Developed School-Based Dental Program
- 1981: Second Center established in Raymond
- 1973: First Center established in Newmarket
- 1972: Created Transportation Program to improve access to health & community services for Seniors & Individuals with disabilities.
- 1971: Founded by a group of citizens to bring medical, health and supportive services to communities in Rockingham & Strafford Counties.

LAMPREY HEALTH CARE SERVICES

- **Primary Medical Care:** For adults and children of all ages, regardless of ability to pay
- **Mental Health & Substance Use Disorder Treatment:** Provided services to 1,760 patients (26% increase in SUD patients served since 2020)
- **Prenatal Care:** Includes care management for 373 patients
- **Certified Diabetes Educator:** Diabetes education and treatment for 1,598 patients
- **Asthma Care Management:** Asthma education and treatment for approximately 545 patients
- **Breast & Cervical Cancer Program:** Enrolled and screened 233 women age 50+
- **Medication Assisted Treatment Program:** Provided care and resources to patients struggling with opioid use and alcohol use disorder.
- **Care Management:** 987 patient visits
- **Interpretation:** Interpretation services provided for patients non-English speaking
- **Telehealth:** Implemented Telehealth during the COVID-19 pandemic.
- **Early Childhood Literacy:** Provided books to pediatric patients ages 6 months – 5 years to promote early literacy & a lifetime love of books
- **Health Care for Homeless:** Provided health & care management services to 1,237 patients without stable housing
- **Health Care for Veterans:** Provided health & care management services to 412 Veterans



MID-STATE HEALTH CENTER



Dr. Robert MacLeod, Chief Executive Officer

Plymouth Office: 101 Boulder Point Dr., STE 1
Plymouth, NH 03264 • 603-536-4000

Bristol Office: 100 Robie Road
Bristol, NH 03222 • 603-744-6200

Rise Recovery Services: Mid-State at
Whole Village, 258 Highland Street
Plymouth, NH 03264 • 603-217-6300

Lincoln Office: 6 South Mountain Drive,
Lincoln, NH 03251 • 603-536-4000

www.midstatehealth.org

ABOUT OUR CLIENTS

Where They Live: Patients come from 19 geographically isolated, rural communities within Grafton, Belknap and Merrimack Counties. All of the towns are designated as Medically-Underserved Populations.

Socioeconomic Status: Thirty-seven percent of our service area residents are 200% of the Federal Poverty Level or below ([\\$27,180 for a household of one](#)).

Insurance Status:

7% were uninsured; 18% were covered by Medicaid; 28% were covered by Medicare; and 47% had private insurance.

Number of Adults and Children Served (2021)

Total Patients: 12,781

Total Visits: 80,066 (includes medical, mental health, oral health, telehealth, substance use disorder treatment, PTOT & enabling service visits)

FINANCIAL INFORMATION (2021)

Agency Revenue: \$12.6 million

Employees: 112.41 FTEs; 174 individuals;

Full-Time Employees: 150

HIGHLIGHTS IN MID-STATE HISTORY

- 1998: Established as a separate, nonprofit corporation
- 2005: Changed name to Mid-State Health Center; Designated a Federally Qualified Health Center Look-Alike
- 2013: Designated as a funded Federally-Qualified Health Center
- 2014: Built a new health center facility in Bristol, NH
- 2015: Added oral health preventive and restorative services
- 2016: Expanded services to include Medication Assisted Treatment
- 2018: On-site Pharmacy partnership with Genoa Health
- 2019: Behavioral Health Workforce Education & Training Program collaboration with Plymouth State University; Feed the Need Initiative launched to address food insecurity
- 2020: Onsite visiting specialist program; Intensive Outpatient Treatment Program for Substance Use Disorder added to Recovery Program; Opened RISE Recovery Program located at Whole Village Family Center
- 2020: Onsite diagnostic Imaging; Telehealth - Remote Visits
- 2020: Psychiatry added to its services via telehealth
- 2021: Childcare center expanded to provide high-quality childcare to the community; COVID-19 vaccine and testing available; Purchased new facility in Plymouth
- 2022: Added PTOT services; expanded primary health care to Lincoln, NH; and expanded access to specialist through Visiting Specialist Program

A GROWING DEMAND FOR SERVICES (2017-2021)

- 15% increase Total Patients Served
- 47% increase in Dental Patients Served
- 589% increase in Substance Use Disorder Patients Served

MID-STATE HEALTH CENTER SERVICES

- ✓ Primary Medical Care: Chronic Disease Education, Care Management and Supports for Illnesses Such as Asthma, Diabetes, and Hypertension
- ✓ Same-Day Program: Open to Walk-Ins
- ✓ 24-Hour Clinical On-Call Service for Registered Patients
- ✓ Behavioral/Mental Health Counseling/Tele-Psychiatry
- ✓ Telepsychiatry Services
- ✓ Physical and Occupational Therapy Services; Aquatic Therapy
- ✓ Substance Use Disorder (RISE Recovery) Supports including Outpatient Medication Assisted Treatment and Intensive Outpatient Treatment
- ✓ Dental Services including Exams, Cleanings, Fillings, Crowns, Bridges, Extractions, Periodontal Evaluations, Dental Appliances, and Standby Hours for Emergencies: 1,490 dental patients
- ✓ On-site Laboratories
- ✓ Prescription Services
- ✓ Infusion Services
- ✓ Marketplace Education and Outreach
- ✓ Language Interpretation Services
- ✓ Nutrition Consults and Education
- ✓ School-Based Oral Health Outreach Program
- ✓ Transportation Services
- ✓ Food Security Program – Feed the Need Initiative
- ✓ On-site Diagnostic Imaging (digital x-ray, ultrasound)
- ✓ Visiting Specialty Services Available including Orthopedics; Podiatry; ENT; Sports Medicine



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ABOUT US

The New Hampshire Area Health Education Center (NH AHEC) focuses on the health workforce in New Hampshire. As an active member of a national network of programs, the AHECs provide educational support to current and future members of the health workforce while collaborating with community organizations to improve population health. The NH AHEC operates as a partnership between Geisel School of Medicine at Dartmouth and Regional centers in Littleton and Raymond to serve the entire state.

The structure of AHEC in NH is one program office and two center offices:

Program office: Dartmouth Institute for Health Policy & Clinical Practice (Lebanon, NH)

Center office: Northern NH AHEC at North Country Health Consortium (Littleton, NH)

Center office: Southern NH AHEC at Lamprey Health Care (Raymond, NH)

In addition to the statewide AHEC network, AHECs are part of an active National AHEC Organization, representing over 85% of the counties in the United States.

MISSION

NH AHEC strives to improve care and access to care, particularly in rural and underserved areas by enhancing the health and public health workforce in New Hampshire.

HIGHLIGHTS IN NH AHEC HISTORY

The national AHEC program began in 1972 to help prepare primary care physicians for community practice at a time when most training occurred in the hospital setting. Its establishment coincided with the establishment of community health centers and the National Health Service Corps - supporting education, clinical care and workforce. NH AHEC began in 1997.

NH AHEC SERVICES

- Developing and leading health workforce initiatives and opportunities
- Building and supporting the health 'pipeline/pathway'
- Connecting students to health careers
- Promoting health career awareness and recruitment for young people, including activities such as health career day and residential programs
- Improving care and access to care
- Offering COVID-19-related workforce trainings and services
- Facilitating community placements for health professions students
- Providing interprofessional training opportunities for health professions students from multiple disciplines
- Administering New Hampshire AHEC Health Equity Scholars Program
- Sponsoring wellness activities
- Providing continuing education to health and public health providers
- Supporting workforce diversity initiatives



NCHCNH.org

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

We are a private, public health non-profit and rural health network, created in 1997 as a vehicle for addressing common issues through collaboration.

Together with other organizations throughout the region, we provide, coordinate, or facilitate:

- **Solving common problems** and facilitating regional solutions
- **Creating and facilitating services** and programs to improve population health status
- **Providing health professional training**, continuing education, and management services to encourage sustainability of the health care and workforce infrastructure
- **Increasing capacity** for local public health essential services
- **Increasing access to health care and other resources** for underserved and uninsured residents of Northern NH



Lauren Pearson, *Executive Director*

262 Cottage St., Suite 230

Littleton, NH, 03561

(603)259-3700



Charlestown Health Center

North Star Health
Charlestown Health Center
250 CEDA Road
Charlestown, NH 03603
603-826-5711
www.northstarfqhc.org/charlestown-health-center



ABOUT OUR PATIENTS

Where they live: Patients served reside in Charlestown, surrounding communities in Sullivan County, and portions of Cheshire County, as well as adjacent Vermont communities.

Socio-economic Status: Sullivan County, with a population of 43,533, is rural and the second least populated county in the state.

- 2016-2020 median household income: \$63,760
- Per capita income in past 12 months: \$33,207
- Percent of persons in poverty: 8.9%
- Percent of persons without health insurance, under age 65: 8.6%
- Percent of persons with a disability, under age 65: 9.8%

Source: www.census.gov/quickfacts/sullivancountynewhampshire

NUMBER OF PATIENTS SERVED

Total Patients Served in 2021: 4,652
Total Patient Visits in 2021: 15,433

GENERAL INFORMATION

Employees: 250
New facility opened in July 2017.

HIGHLIGHTS IN CHARLESTOWN HEALTH CENTER HISTORY

Charlestown Health Center is part of North Star Health, a newly independent, not-for-profit Federally Qualified Health Center (formerly Springfield Medical Care Systems).

CHARLESTOWN HEALTH CENTER SERVICES

- Integrated Primary Medical Care
- Walk-in Access 7 days a week
- Preventive Health Screenings
- Chronic Disease Management and Diabetes Education
- Support programs for Breast and Cervical Cancer screenings
- Nutrition Counseling
- Smoking Cessation Counseling
- Discount Pharmaceuticals
- Behavioral Health and Substance Use Disorder Counseling
- On-site Lab and X-ray services
- North Star Dental and Vision Care Access



Judith Selzer, CEO/President

Health Centers in New Hampshire:

Derry: 4 Birch Street Derry, NH 03038 · 603-434-1354
Exeter: 108 High Street Exeter, NH 03833 · 603-772-9315
Keene: 8 Middle Street Keene, NH 03431 · 603-352-6898
Manchester: 24 Pennacook St., Manchester, NH 03104 · 603-669-7321

www.ppnne.org

ABOUT OUR NH PATIENTS in 2021

Total NH patients served: 11,127
Total NH visits: 15,823

Where They Live: Patients accessing our care in-person at one of our health centers live close to Derry, Exeter, Keene, or Manchester. Patients accessing our care remotely through Telehealth can live anywhere within ME, NH, or VT.

Socioeconomic Status: 61% of our patients are living at or below 200% of the Federal Poverty Level (\$27,180 for a household of one).

Insurance Status:

- 42% Self Pay
- 39% Private Insurance
- 16% Government (includes Medicaid, Medicare, NH Healthy Families and others)
- 3% NH Family Medical Assistance Program
- Less than 1% Access Plan

FINANCIAL INFORMATION

Agency Budget: \$31 Million
Employees agency-wide: 269
Free or discounted care in NH: \$2.2 million

HIGHLIGHTS IN PPNNE HISTORY

1965: Planned Parenthood of Vermont (PPV) formed
1966: Planned Parenthood Association of the Upper Valley (PPAUV) formed
1984: PPV/PPAUV merged to form PPNNE
1986: PPNNE merged with Family Planning Services of Southwestern New Hampshire (Keene), Health Options (Manchester), Southern Coastal Family Planning, and Rockingham County Family Planning
2015: PPNNE Celebrates 50 years
2020: PPNNE adapts to a new COVID landscape with innovative care, like telehealth and at-home STI testing kits.
2021: Laid the groundwork for direct-to-patient medication abortion in order to expand access.

NUMBER OF TOTAL PATIENTS SERVED

ACROSS ME, NH AND VT IN 2021:

Medical care users: 36,288 patients
Medical care visits: 52,371
56,673 STI screenings
8,082 pregnancy tests
1,006 pap tests
3,113 breast exams
\$5.1 million in discounted and free health care provided

PLANNED PARENTHOOD SERVICES

Reproductive and Sexual Health Care

Birth control (by mail or in-person); emergency contraception; gender affirming hormone therapy; pregnancy testing and a discussion of options, STI/HIV testing and treatment; and vasectomies (currently in Burlington, VT only)

Limited Primary Care

Although PPNNE cannot serve as a patient's primary care physician, we can provide: immunizations for the Flu, Tdap, HPV, and Hepatitis A & B; cervical, breast, colorectal and testicular cancer screenings; Pap tests; high blood pressure, thyroid, cholesterol, and diabetes screenings; and well person visits;

Health Care Education

Peer sexuality education for high school students and community-based sexuality education

Most services are available remotely via Telehealth.



WHITE MOUNTAIN COMMUNITY HEALTH CENTER

Whole Person. Whole Family. Whole Valley.

White Mountain Community Health Center
Kenneth “JR” Porter, Executive Director
298 White Mountain Highway, Conway, NH 03818
603-447-8900 • www.whitemountainhealth.org

ABOUT OUR CLIENTS

Where They Live: Patients come from nine rural New Hampshire communities in northern Carroll County, as well as from neighboring Maine towns.

Socioeconomic Status: Seventy-one percent of White Mountain Community Health Center patients are at or below 200% of the federal poverty level ([\\$27,180 for a household of one](#)).

Insurance Status (2021)

6% were covered by Medicare.
15% were uninsured.
38% were covered by Medicaid.
41% had private insurance.

FINANCIAL INFORMATION (2021)

Revenue: \$2.4 million; Employees: 19.35 FTEs
Charity care provided (2022): \$43,397



Mission: White Mountain Community Health Center provides the community with affordable access to high-quality, compassionate, individualized healthcare and support services needed to achieve wellness.

Adults and Children Served (2021)

Health Care Users: 1,976
Patient Care Visits: 8, 249
Dental patients: 564 (29% of patients)
Patients Served with Hypertension: 27%

HIGHLIGHTS IN WMCHC HISTORY

2001: White Mountain Community Health Center is established (Children’s Health Center, established in 1968, and Family Health Center, established in 1981, merge)

2005: Began offering dental hygiene services, both on site and through a school-based program

2017: Medication-assisted treatment for substance use disorder and adult dental services added

2018: Designated a Federally Qualified Health Center Look-Alike

2021: Comprehensive care coordination team established

2022: Expanded behavioral health services with additional mental health counselor with alcohol and substance use treatment expertise, and psych NP

CHANGING WITH THE COMMUNITY NEEDS

White Mountain Community Health Center screens all patients for social determinants of health, including substance abuse and depression. Patients who are identified as having higher risk factors or specific needs are referred for treatment and/or supported by the care coordination team, which includes an RN, a social worker, and a community health worker.

WHITE MOUNTAIN COMMUNITY HEALTH CENTER SERVICES:

- Primary Medical Care
- Dental Services: Children’s full-service program and adult hygiene and fillings
- Family Planning Services: Confidential services for teens and adults
- HIV/STD Testing
- Dietician Counseling
- Social Services and Care Coordination: Assistance with obtaining fuel, food, or housing assistance, care coordination and case management, with social workers and a community health worker on staff.
- Behavioral Health Services: Mental health counseling and psychiatric nurse practitioner
- Substance Misuse Treatment: Medication-assisted treatment with integrated social work
- Private Assistance Funds: To help reduce other barriers to care, such as diabetes supplies and transportation