

Mid-State Health Center

Your Patient-Centered Medical Home

2010 Annual Report to Our Community



We can't travel the old comfortable path. We must break new trails.

Since health care is becoming a concern for the broader community and is no longer strictly the purview of hospitals and doctors, it is crucially important that the community have members willing to provide leadership to ensure the accessibility of quality health care at the community level. We are fortunate in this community to have leaders who have taken this to heart.

The development of the Patient-Centered Medical Home and Accountable Care Organizations, being piloted at national, state and local levels, encourages the involvement of patients in their care.

Patients will, in the longer term, be encouraged to take some responsibility for overall health care costs as national initiatives move forward. Leadership may evolve from what was once “the hospital’s job” to become the domain of a more diverse group that may include town leaders, school officials, and other not formally-defined positions, including members of organizations’ boards, staff members, physicians and even the patients.

Indeed, the community health center model that continues to be a model of choice for the national Health Resources and Services Administration actually requires that at least 51% of board members in these primary care organizations be patients of the health center.

The intersection of patient involvement and community needs will require leaders at the local level to participate in decisions that will affect how care may be delivered. To borrow from the State Integration Plan (a guide for the integration of the medical and public health systems when appropriate) being developed by the Citizens Health Initiative in New Hampshire, there are certain qualities that are desirable in local leaders who should be involved in this process.

These “champions” for health care should be passionate about health care and understand the effect that quality of care has on the larger community; indeed, health care is a significant driver of economic development, including local employment as well as the attraction of new businesses and expansion of the tax base. Controlling cost of care at all levels of the care continuum will be a requirement as we implement the new federal legislation being developed.

Other qualities include having vision and an entrepreneurial spirit. To lead health care in the new paradigm, will require creativity and “thinking outside the box.” We will not be able to travel the old, comfortable paths—we must break new trails.

As always, everything eventually comes down to trust: the community’s trust in the leader to have the interest of the community at heart, trust in the leader from the clinicians and other professionals in the system, and trust by the health care community that the new systems will work. Lastly, the leader must have enough confidence to trust in his/her own abilities and instincts and enough humility to accept input from others when required.

As we move into this new era of health care, the Greater Plymouth community is fortunate that Mid-State Health Center has a dedicated, forward thinking board of directors and a professional, caring staff that always has the best interests of our patients at heart.

– Sharon Beaty, MBA, FACMPE,
Chief Executive Officer

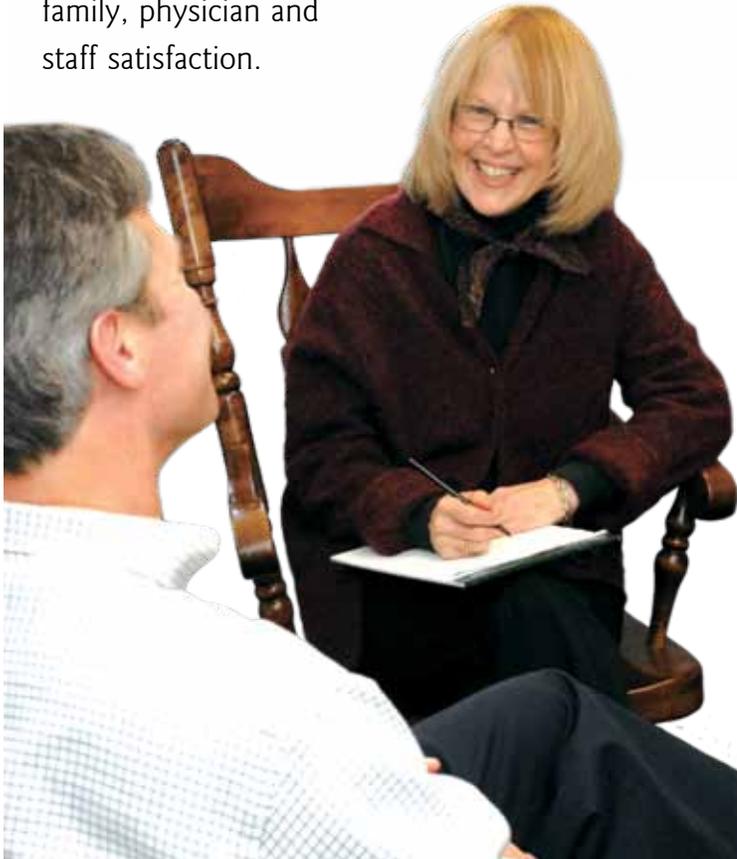
Portions of this essay were originally published by the Citizens Health Initiative.

Your Patient-Centered Medical Home

For a small health center in a rural part of New Hampshire, Mid-State Health Center is on the leading edge of innovative, high-quality, patient-centered care. This approach helps residents of the communities we serve lead healthier lives and stretch their health care dollars further.

We are considered to be one of the leading community health centers in the New England region, specifically New Hampshire, as evidenced by our Level 3 medical home recognition by the National Committee for Quality Assurance (NCQA). *(There are only four medical practices in New Hampshire that have met this standard.)*

Our approach values and encourages treatment of the whole patient. The medical home model that we employ has proven to improve health outcomes, reduce costs and improve patient, family, physician and staff satisfaction.



- We treat more than 10,000 patients annually at our two clinics in Plymouth and Bristol.
- We employ a staff of more than 80, including 9 physicians, 4 advanced practice registered nurses, 6 registered nurses, 9 certified medical assistants, 4 medical assistants, 1 licensed practical nurse, 2 licensed nursing assistants, 2 pharmacy assistants and 1 laboratory technician.
- The specialty-trained doctoral level clinical psychologists of our Behavioral Health Consultation Service work as a team with our primary care clinicians to provide whole-patient care.
- Mid-State Health Center is part of the recently-launched NH Accountable Care Organization pilot. We are working with Central New Hampshire Health Partnership (CNHHP) including Spaulding Memorial Hospital, Genesis Behavioral Health, Newfound Area Nursing Association, Plymouth Regional Clinic, The Community Action Program Belknap-Merrimack Counties, Whole Village Family Resources Center, Communities for Alcohol and Drug-free Youth and Pemi-Baker Home Health and Hospice and CHaD/Plymouth Pediatrics & Adolescent Medicine to better coordinate patient care in our part of the state and keep people healthier.

Our mission is to provide sound primary health care to the community, accessible to all, regardless of the ability to pay

Highlights this Year

Due to successful recruitment efforts **Mid-State Health Center has a full complement of physicians.** This is particularly important, since there is a state-wide shortage of primary care physicians and recruiting physicians to rural New Hampshire is challenging.

Chief Executive Officer Sharon Beaty and Medical Director Fred Kelsey, MD worked on the State of New Hampshire's **Health Information Exchange Plan**, part of a national effort among health care providers to electronically share patient information in a timely, secure, and confidential manner.

We have been actively involved in hiring staff and implementing two Central New Hampshire Health Partnership **community outreach** efforts: the Regional Immunization Initiative and the Regional Emergency Preparedness and Response for the Greater Plymouth Region.

Use of our **Mid-State Health Online patient portal** has grown and many lab and x-ray results and other correspondence are being forwarded to our patients directly, saving them time and adding convenience. We are in the process of creating User's Guide for Mid-State Health Online to help patients trouble shoot their own accounts before calling for assistance. If you have not signed up to use Mid-State Health Online we encourage you to do so! See our website for details.

We have been conducting an ongoing evaluation of clinical positions and staffing needs in our nursing department. As a result, we have developed a **pro-active staffing plan** that includes cross training to meet clinical staffing demands.

Our nursing department implemented a **continuous quality improvement** tool to improve documentation of PT/INR and obtained an improvement rate from 87% to 100% compliance. This is very important for our patients who take anticoagulants. Prothrombin ratio (PR) and international normalized ratio (INR) are measures of blood clotting.

We now have **designated Pediatric rooms.** These are three exam rooms made child-friendly with attention to décor and safety, specifically for small children.

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