

2025 Dartmouth Hitchcock Medical Center Community Health Needs Assessment Summary

The Affordable Care Act of 2010 requires all non-profit hospitals to conduct a Community Health Needs Assessment every three years in order to evaluate the health needs of the community it serves. **The assessment identifies health-related needs, gaps, assets and resources as they relate to the health of the community.**

This assessment process helps not-for-profit health care organizations fulfill their community benefit mission and is designed to improve the health of communities. This latest assessment was conducted in the summer of 2024. **The results are summarized below, and the full report can be found at www.dartmouth-hitchcock.org/about/community-health**

Top Healthcare Priorities *as identified by the community*

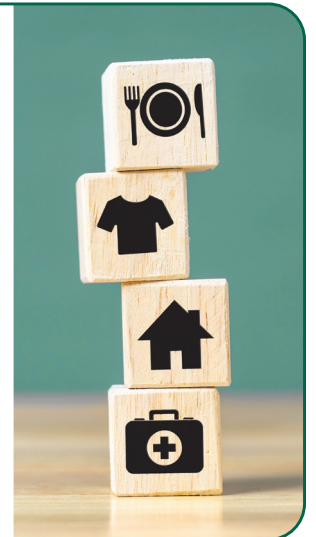
Access to Care



- » Availability of primary & sub-specialty care
- » Cost of health care services
- » Access to dental care for adults
- » Availability of mental health services
- » Health and human services workforce shortages
- » Navigating the health care system

Basic & Social Needs

- » Affordable housing
- » Transportation
- » Affordable childcare
- » Food access



Support for Older Adults

OUR MISSION

Our Mission is to advance health through research, education, clinical practice and community partnerships, providing each person the best care, in the right place, at the right time, every time.

OUR VISION

Our vision is to achieve the healthiest population possible, leading the transformation of health care in our region and setting the standard for our nation.

OUR VALUES

Respect | Integrity
Commitment | Transparency
Trust | Teamwork
Stewardship | Community

Community Voices

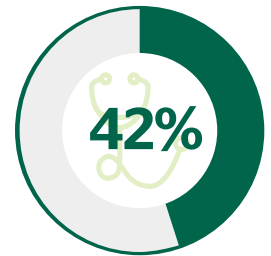


88%

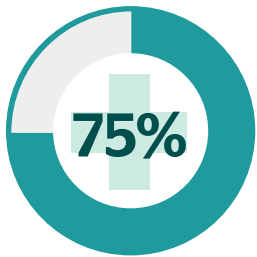
of people said housing affordability has 'gotten worse' in the last few years.



We need more affordable housing. If you don't have a safe place to stay, especially in the winter, nothing else matters.



42% of people reported difficulty accessing primary health care



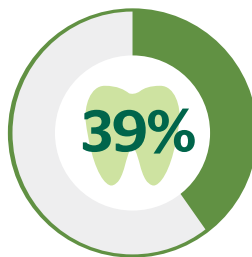
75% of all survey respondents reported having difficulty accessing at least one type of health service.



It is all too expensive. We need preventative care, and mental health support that is affordable and easy to access. Not for people in crisis, for people before they reach crisis.



I find it very nerve wracking that I cannot get a primary care physician. I will try again but it really seems to be a big problem in the Upper Valley.



39% of people reported difficulty accessing dental care for adults.



Dental providers are sorely needed, especially providers who accept Medicaid patients. This need seems to be particularly acute in White River Junction, Lebanon and Claremont.



Lots of time and effort has been put into talking about the kinds of services that are needed to allow older folks to age in place...programs and infrastructure have been developed and staff have been hired to talk to folks about how to go about availing themselves of services which will allow them to stay in their homes...but, when the time comes, and real help is needed-that help is not available-at any cost



Our region has a huge need for more mental health care practitioners, both clinical psychiatrists and psychologists. And often, patients who reach out to mental health providers have difficulty navigating the system or finding the type of care that is most advantageous to them.



35%

of people reported difficulty accessing mental health care.



1 in 3 area residents age 65+ report having experienced a fall in the past 12 months.

There was little correlation between household income & difficulty accessing health services.



Nearly 1 in 10 residents experienced food insecurity in the past year.



Who we heard from

Community Health Needs Assessment Data Gathering

We used quantitative and qualitative data, gathered through different sources and methods, to identify common themes and inform priorities for improvement.



1739 Residents

Surveys of community residents made available through social media, email distribution, website links and through paper surveys and collection boxes widely distributed in multiple locations and channels across the region.



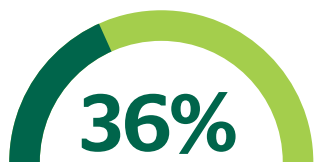
88 Community Leaders

Surveys of community leaders and service providers representing multiple community sectors.



11 Groups

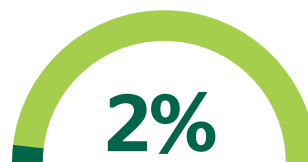
Community discussion groups were convened across the region.



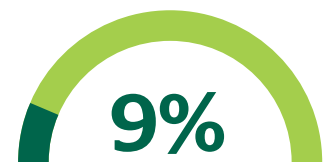
Household income more than \$100k



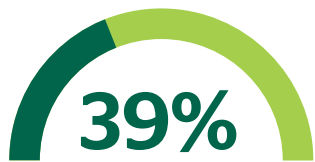
Household income less than \$50k



Currently uninsured



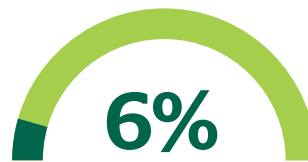
Currently has Medicaid coverage



More than 65 years old



Less than 45 years old



Black, indigenous, people of color



Women

Community benefits in action

Financial Investments In The Community

Dartmouth Hitchcock Medical Center responded to needs identified in past Community Health Needs Assessments by partnering with local organizations. We offer educational classes, work together with community organizations to provide care for unsheltered persons and reduce the impacts of substance use, and provide financial support to organizations providing critically needed services. Below are some examples of our financial support of these projects and organizations.

Partnerships



- WISE transitional housing for survivors of relationship violence.
Visions for Creative Housing Solutions Housing for adults with special needs.
Families Flourish Northeast Pregnancy and parenting support for people with substance use disorders.



- Twin Pines Subsidizes rental apartments and homelessness transition.
Upper Valley Haven construction of low barrier shelter



- Upper Valley Haven Shelter expansion.
City of Lebanon Emergency Winter Shelter



Public transportation

Annual Grants help DHMC to support public transportation in the region by financially supporting organizations like Advance Transit, Tri-Valley Transit, Southwest Community Services, and more.



Affordable Housing

We are now the largest NH based investor in the New Hampshire Community Loan Fund, with an investment of \$5 million in 2023.

We also support the Upper Valley Loan Fund which provides very low cost capital to local housing projects in exchange for commitments to affordable housing units. We are the largest investor in the fund at \$3 million. So far, four projects have been funded, creating 169 new affordable units for our region.

ADVISORY COUNCIL

The Advisory Council guided the assessment process and helped with community recruitment and engagement.

- Alice Peck Day Memorial Hospital
- City of Lebanon
- DHMC, Addiction Treatment
- DHMC, Patient Education
- DHMC, Population Health
- Good Neighbor Health Clinic
- Hartford School District
- HIV/HRV Resource Center
- Lake Sunapee VNA

- Lebanon School District, SAU88
- LISTEN Community Services
- Mascoma School District SAU62
- Public Health Council of the Upper Valley
- Special Needs Support Center
- The Family Place
- TLC Recovery Center
- Upper Valley Haven
- Vermont Department of Health
- VNA/VNH
- Waypoint
- West Central Behavioral Health
- WIC

OUR TEAM

The Community Health Needs Assessment is conducted out of the department of Community Health, under Population Health at DHMC.

To learn more about Community Health at DHMC visit www.dartmouth-hitchcock.org/about/community-health



Dartmouth Hitchcock Medical Center