



New Hampshire Department of Health and Human Services

*To join communities and families in providing opportunities
for citizens to achieve health and independence*



New Hampshire Hospital

NHH

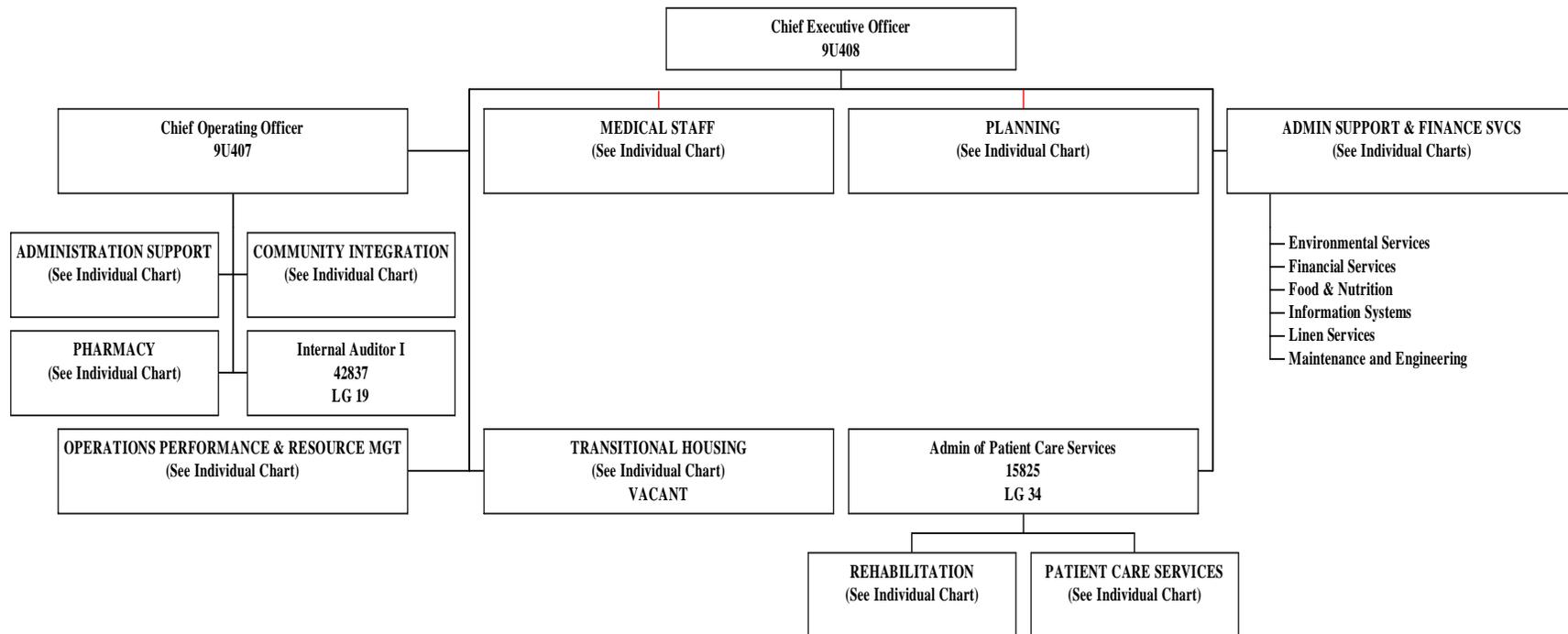


NHH

New Hampshire Hospital's mission is to provide comprehensive compassionate inpatient psychiatric services to the people of our State.



NHH





Organization

- Under statutory authority, New Hampshire Hospital's comprehensive psychiatric services utilize an Interdisciplinary Treatment Plan Model.
- Led by a psychiatrist, a team of mental health professionals is assigned to each patient admitted.
- The team works with the patient, members of the patient's family and community treatment team to design a unique, flexible treatment plan.



Personnel and Administrative Profile

Operating with 822 authorized positions, the Hospital's priority is to use best practices in patient centered care, grow enabling technologies and manage Hospital census/capacity.



Enabling Legislation

RSA 135-C: *New Hampshire Mental Health Service System*

He-M 311: *Rights of Persons in State Mental Health Facilities*

He-M 613: *Admission to and Discharge from New Hampshire Hospital*



Target Population Served

- Diagnostic and therapeutic services are provided for children, adolescents, adults, and the elderly who have a major mental illness and are in need of acute hospitalization for psychiatric care.



Service Delivery

- Specialized nursing, social work, psychology, rehabilitation, administrative, and support staff .
- Board Certified Psychiatrists working onsite through a contractual agreement with Dartmouth Medical School.
- 2400 Hospital admissions per year
- 160 patients on the average daily census
- Half of patients are discharged within 7 days



Expected Outcomes

- Patients will experience a reduction in symptoms and improvement in functional status.
- Ongoing management of revenue and expenses within budgeted projections.
- National hospital accreditation (The Joint Commission) is maintained as is compliance with all state and federal regulations.
- Staff performance assures the effective management of admissions, census, and treatment while reducing medication errors, falls , infections and the need for emergency interventions.
- Sustained, validated patient, family and provider satisfaction.



Major Initiatives

The Hospital is working hard to successfully manage:

- An adequate number of appropriately staffed beds to fulfill our mission
- The provision of effective services for a diverse, changing patient population through a consistent and appropriate staff skill mix
- Staff vacancies and overtime needs
- The use of available and affordable technology
- The optimum use of core space
- Maintenance of the facility equipment and physical plant
- Increased revenues through improved billing



Costs

- Patient centered care and safety are the Hospital's #1 priorities.
- Over the last year, admissions increased by 4% as the number of Hospital beds decreased by 17% (leaving a maximum capacity of 170 patients).
- While available beds have decreased, most patients arrive as involuntary emergency admissions and patient acuity remains high.
- Total expenditures for SFY 2009 and SFY 2010 were \$67m and \$67.5m respectively.



Challenges

- Strategic planning must account for the labor costs associated with high patient volume and acuity, service contracts, external medical care, pharmaceuticals, and utilities.
- All hospital priorities are directly affected by the changing needs of diverse patients, budgeting uncertainties, unstable economic times, and the resultant distribution of diminished resources in the State's human services system.



Contact Information

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