



## CITY OF MANCHESTER HEALTH DEPARTMENT MONTHLY BULLETIN – JUNE 2008



### Chronic Disease Prevention & Neighborhood Health Division

Access to health care is defined by the Institute of Medicine as the "timely use of personal health services to achieve the best possible outcomes". Recent trend data suggests that the growth of Manchester's most vulnerable populations has outpaced the City's primary care capacity. As a result, an increasing number of vulnerable residents are using the community's hospital emergency departments for care that should be obtained at less costly primary care sites. Primary care is often not accessed by these residents because they find the system difficult to navigate and/or they experience socio-cultural, economic, or geographic barriers. Moreover, a growing number of patients who seek and obtain health care services in the City are unable to pay for the care they receive and their providers are often inadequately reimbursed for the care they provide. The Manchester Sustainable Access Project (MSAP) was established under the direction of the Healthy Manchester Leadership Council to address these important issues now before further consequences are realized. The aim of the project is to develop an economically sustainable system of comprehensive, coordinated primary care for Manchester's most vulnerable populations.

At an historic meeting on June 2, 2008, members of Manchester's health care and city leadership gathered to sign a formal "Declaration of Commitment" creating the Manchester Sustainable Access Strategic Planning Board (MSAP Board). The "Declaration of Commitment" honors MSAP Board's desire to enhance the quality and cost effectiveness of health care for vulnerable residents of the city. Such a collaborative will have important implications for the health of local residents for generations to come.



MSAP Strategic Planning Board Members, from left to right: Tim Soucy, Public Health Director; Fred Rusczyk, Interim Executive Director, Child Health Services; Carl Dematteo, Chief Compliance Officer and Board Member, Dartmouth-Hitchcock Medical Center; Peter Janelle, President and CEO, The Mental Health Center of Greater Manchester; Steve Paris, Medical Director, Dartmouth-Hitchcock Manchester; Norm Turcotte, Board Vice President, Child Health Services; Jeff Eisenberg, Catholic Medical Center Board Chair; Alyson Pitman-Giles, President and CEO, Catholic Medical Center; Honorable Frank Guinta, Mayor; Ed George, President and CEO, Manchester Community Health Center; Lisa Norton-Mercado, Board Member, The Mental Health Center of Greater Manchester; Chris McMahon, Senior Vice President and COO, Easter Seals; Doug Dean, President and CEO, Elliot Health System; Richard Samuels, Board Chair, The Manchester Community Health Center; Ben Gamache, Board Chair, Easter Seals; and Richard Gustafson, Board Chair, Elliot Health System.

### Community Health Division

As stated in the recently released report, *"Manchester's Primary Care Safety Net, 'Intact but Endangered: A call to Action'"* the lack of health and dental insurance for many of Manchester's children and families present significant barriers to accessing care. The Manchester Sustainable Access Project (MSAP), with community support, recommended two pilot programs by which portable oral health services for low income children who are currently not under the care of a dentist would be provided. One pilot is taking place at Dartmouth Hitchcock Clinic in Manchester where care is being provided by Catholic Medical Center's Poisson Dental Facility while the second pilot is an expansion of Manchester Health Department's existing school-based program and is being provided in collaboration with Easter Seals NH. The pilots are intended to assess interest, feasibility and sustainability of providing portable dental services for children in need.

#### MISSION STATEMENT

*To improve the health of individuals, families, and the community through disease prevention, health promotion, and protection from environmental threats.*

## Environmental Health & Public Health Preparedness Division

**Manchester Food Service Inspection Program On The Web:** The Manchester Health Department inspects all food service establishments within the City at least once every six months. Inspection frequency is adjusted based on past performance, complexity of the menu and the population served. All scored inspections are unannounced and use 100 point scoring system where points are subtracted for violations based on the severity of the violation type. There are two types of violations, critical and non-critical:

Critical violations are those violations that are known to increase the risk of food borne illness to the consumer. Critical violations require a re-inspection within 10 days per City of Manchester Ordinance. Failure to correct these violations may result in a summons and/or administrative action.

Non-critical violations are those violations that may increase the consumer's risk of illness if not addressed. These violations should be corrected by the next routine inspection.

The Department is now providing internet based access to its food service establishment inspection data. Consumers will now have access to inspection scores and information about critical items violations. Inspections results can be found at: <http://www.manchesternh.gov/website/Departments/Health/Inspections/tabid/735/Default.aspx>

## School Health Division

**Asthma Care:** Open Airways has been an ongoing program of asthma education and support for children and their families in the elementary schools. School nurses have identified students with asthma and have coordinated with Mary Bouthiette, a Certified Asthma Educator, small group sessions with third, fourth, and fifth grade students. These sessions run for up to six weeks for forty-five minutes in a "lunch bunch" style. Students



learn about what happens to their body during an asthma episode and discuss their medications. They have an opportunity to practice with their inhalers and aero chambers, learning how to use them correctly. Parent information is provided throughout the program. When their asthma is under control children have better school attendance, participate in recess, physical education, and sports, and are ready to learn.

The program culminated this year with a Parent Information Night at Beech Street School. Parents and family members learned about how asthma affects breathing, what treatment plans are, and how and when to use inhalers. Everyone enjoyed pizza and went home with new aero chambers, peak flow meters, and a better understanding of this chronic respiratory condition.

## Monthly Spotlight

**"Sweet 16"** – The Manchester Health Department was recently recognized as one of the Manchester Community Television's "Sweet 16" Most Valuable Players. Since the early days of MCTV, the Health Department has routinely produced a community access program entitled "Our Public Health." This show is dedicated to providing timely information on an array of public health issues to the community. "Our Public Health" can be seen on MCTV-22. For show information log onto [www.manchesteraccess.com](http://www.manchesteraccess.com)

### FOR MORE INFORMATION

Visit our website at <http://www.manchesternh.gov/CityGov/HLT/Home.html>, or call 624-6466