

Mobile Integrated Health (MIH) 2022 Annual Report

Program Overview

Lebanon Fire Department Mobile Integrated Health Program is a collaboration with Dartmouth Hitchcock Medical Center (DHMC), the Lebanon Fire Department and Lebanon Community Nurse programs.

This program operates under the medical direction and oversight of DHMC Emergency and Primary Care physicians, in collaboration with DHMC providers.

Quotes from Patient Satisfaction Survey

"Service is very helpful and informative."

"Great knowledge and perfect delivery."

"Easy to talk to and listens to me."

"Great job! Jeremy was extremely efficient."



Lebanon Mobile Integrated Health Team: Jeremy Thibeault, Community Paramedic, Amanda, St. Ivany, Community Nurse and Rachael McMillan, Community Nurse

Year 2 (2022) Program Objectives

- 1. Increase volume of patients served over the first year
- 2. Increase the number of appropriate referral sources over the first year
- 3. Evaluate and respond to feedback collected in patient/provider feedback
- 4. "Commit to continuous improvement through evaluation of patient and provider feedback"
- 5. Consolidating lessons learned and create a toolkit to capture learning and disseminate to others
- 6. Hold three advisory council meetings

2022 Project Team

Barbara Farnsworth, MS, Director Community Health Partnerships, DHMC

Cory Howarth, MSN, APRN, Heather Road, DHMC

Hilary Schuler, Community Health Partnership Coordinator, DHMC

Jeremy Thibeault, Firefighter/Paramedic, Lebanon Fire Department

Jim Wheatley, Chief at Lebanon Fire Department

Sally Kraft, MD, MPH, Vice President Population Health DH

Tom Trimarco, MD, Emergency Medicine, DHMC

Healthcare in the comfort of your home



Welcome Rachael!

Rachael McMillan joined the Mobile Integrated Health Team as a Lebanon Community Nurse in November 2022. Prior to accepting the position with the Lebanon Fire Department, Rachael completed her internship launching the Upper Valley LGBTQ+ Health Clinic, a program of Good Neighbor Health Clinic. She recently graduated with her Master of Public Health from SNHU in October, 2022. Having obtained her Bachelor of Science in Nursing in 2004, Rachael worked in inpatient nursing for 16 years, both at Dartmouth Hitchcock Medical Center and as a travel nurse, specializing in neuroscience nursing. As a resident of the Lebanon community, she's excited to join the team, and grateful for the opportunity to help improve population health in the area. When not keeping busy professionally, Rachael can be found spending time with family and friends, snowboarding, motorcycling, trail running and biking.



Lebanon Housing Authority Mobile Health Clinics

Lebanon Fire Department (LFD), the Lebanon Housing Authority, and the Dartmouth Health Aging Resource Center joined together to offer free blood pressure and blood sugar screenings at several Lebanon Housing Authority Locations. In addition to the screening, the goal of the program was for the LFD Mobile Integrated Health (MIH) team to identify any patients that could benefit from the program.

- 27 people were seen over 5 clinics.
- 2 were identified for community nurse services.
- 2 were identified to have needs that required rapid attention.

Through eDH and the relationships MIH staff has made we were able to contact the patient's providers and get them seen quickly.

2022 Educational Presentations

In 2022, the Lebanon Fire Department (LFD) - Dartmouth Hitchcock Medical Center (DHMC) Mobile Integrated Health (MIH) team presented the program and its capabilities to a diverse group of healthcare, governmental, and community support organizations.

These organizations include the NH Governors Council on Primary Care Workforce, the New England Rural Health Association, the NH Bureau of EMS, the New England Infusion Center, NH and VT Elder Forum, White River Family Practice, Care Management at DHMC and Heater Road, APD Geriatrics, and General Internal Medicine Care Management.

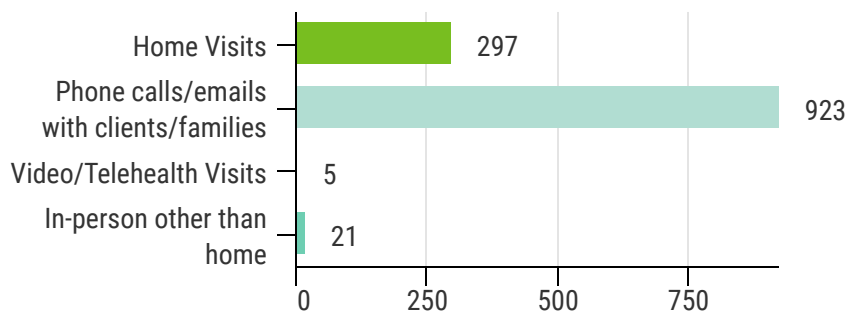


Dr. Trimarco & Jeremy Thibeault at the New England Rural Health Association Conference



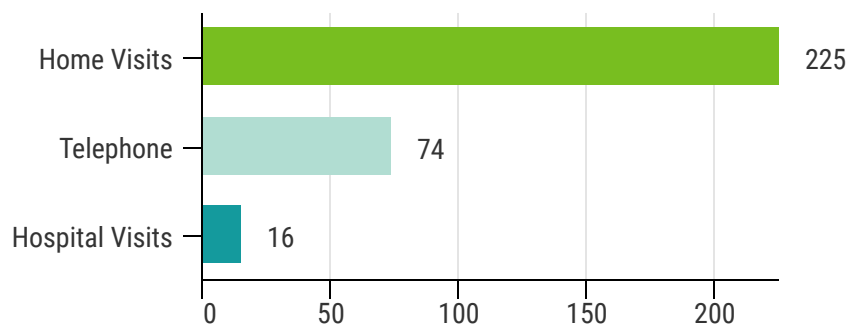
January-December 2022 Data

Community Nurse Encounter Types 1/1/22-12/31/22



Community Nurse
1/1/2022-12/31/2022
Unique Patients- 92
Total Encounters- 1310

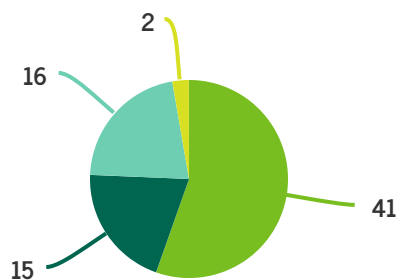
Community Paramedic Encounter Types 1/1/2022- 12/31/2022



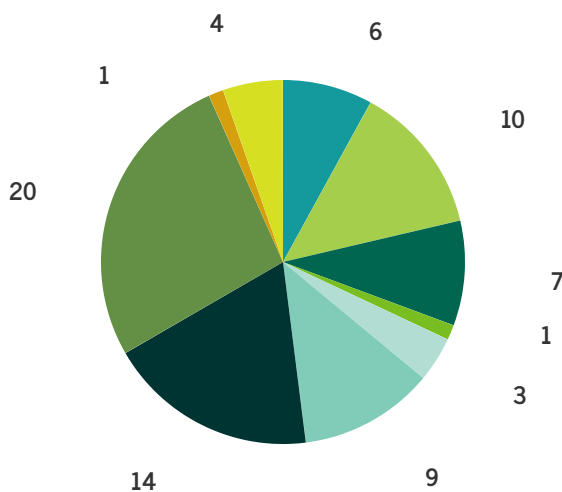
Community Paramedic
1/1/2022-12/31/2022
Unique Patients-53
Total Encounters- 315

Referrals by Department 1/1/2022-12/31/2022

Referrals by Facility 1/1/2022-12/31/2022



● Dartmouth Hitchcock Medical Center ● Heater Road
● Alice Peck Day ● Lyme



● Geriatric Surgery ● Geriatrics ● Hospital Medicine ● Inpatient ENT
● Pulmonology ● Emergency ● Family Medicine ● General Internal Medicine
● Cardiology ● Comprehensive Wound Healing

