



Mass General Brigham  
Wentworth-Douglass Hospital

# Wentworth-Douglass Hospital

Seacoast Veteran's Conference  
September 21, 2024

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# Wentworth-Douglass Hospital

**WDH is a nationally recognized, not-for-profit health care organization located in the heart of the seacoast.**

## SIZE

- 178 licensed beds
- 40+ practices and clinic sites
- 2 Express Care centers; 1 Prompt Care
- 1 ambulatory surgery center
- 3 Outpatient Centers in Dover, Lee, Portsmouth
- 2 breast imaging centers
- 1 health and fitness center
- 3,600+ employees

## ACCREDITATIONS & RECOGNITIONS

- The Joint Commission
  - Hospital, Ambulatory, Primary Stroke Center
- Magnet designated
- Commission on Cancer Outstanding Achievement Award
- Diagnostic Imaging Center of Excellence
- Level 3 Adult and Pediatric Trauma Center
- Baby-Friendly Hospital designation
- Level 2B Neonatal Intensive Care Unit
- Healthgrades Distinguished Hospital Award (10<sup>th</sup> year)
- Best of the Seacoast 2023
  - 10 awards (Best Hospital, ER, Cancer Center, Maternity, etc.)

## CAPABILITIES

- 400+ physicians and advanced practice providers
- 9,700 admissions
- 220,000 outpatient visits
- 1,500 births (50% of Seacoast births)
- 14,200 surgeries (IP/OP/Endo)
- 53,000 cancer treatments/encounters
- 80,000 emergency and Express Care visits

## MAJOR CLINICAL SERVICE LINES

### Behavioral Health

Counseling, outpatient care, The Doorway, emergency care, inpatient consults

### Cancer

Comprehensive medical and radiation oncology across two campuses

### Cardiovascular

Comprehensive care including interventional, outpatient care, heart failure, electrophysiology

### Musculoskeletal

Comprehensive care including orthopedic surgery, rehabilitation, physiatry, rheumatology, sports medicine

### Neurosciences

Comprehensive multispecialty care including neurology, spine, neurodiagnostic, sleep medicine, stroke care, subspecialty care

### Women & Children

Largest birth center and only level 2B NICU on the Seacoast, with comprehensive birthing, pediatric, and women's services

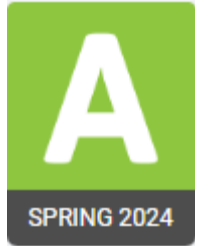


# 2023 Best of the Seacoast

- Best Acupuncture Clinic
- Best Alternative Medicine
- Best Cancer Center
- Best Cardiology Clinic/Hospital
- Best Hospital/Medical Center
- Best Hospital Emergency Room
- Best Maternity & Childbirth Center
- Best Place to Work
- Best Urgent Care
- Best After School/Summer Camp Program – The Works Health & Fitness Center



# Leapfrog Score



- **Wentworth-Douglass regularly maintains an A grade for safety**
- **The Leapfrog Hospital Safety Grade includes 5 categories:**
  - Infections
  - Problems with Surgery
  - Safety Problems
  - Practices to Prevent Errors
  - Doctors, Nurses & Hospital Staff



# Wentworth-Douglass Hospital Care Locations and Services

## Dover

- Adult & Children's Medicine
- Bellamy Health Center
- Cardiovascular Services
- Center for Surgical Optimization
- Center for Weight Management & Bariatric Surgery
- Coastal Neurology
- Community Dental Center
- Diagnostics & Testing
- The Doorway (SUD Referrals) & Recovery Ctr.
- Dover Family Practice
- Dover Women's Health
- Endocrinology & Diabetes Services
- Express Care at Dover
- Garrison Women's Health
- Great Bay Mental Health
- Hospital Medicine & Pediatric Hospitalists
- Integrative Therapy
- Mass General Cancer Center
- OB/GYN & Infertility
- Plastic Surgery Specialists
- Prompt Care
- Rehabilitation & Physical Therapy
- Seacoast Arthritis & Osteoporosis
- Seacoast Pulmonary Medicine
- Summit Infectious Disease
- Supportive & Palliative Care
- Thoracic Surgery Specialists
- WHP Vascular Surgery
- Wentworth Douglass Hospital
- WHP Anesthesia Practice
- WHP Behavioral Health Services
- WHP Cardiology
- WHP Critical Care
- WHP Internal Medicine
- WHP Seacoast General Surgery
- WHP Trauma & Acute Care Surgery
- Wound Healing Institute & Hyperbaric Center

## Barrington

- Barrington Health Center

## Durham

- Durham Health Center
- Rehabilitation & Physical Therapy

## Lee

- Diagnostics & Testing
- Express Care at Lee
- Lee Family Practice
- Rehabilitation & Physical Therapy
- Seacoast Orthopedics & Sports Med.

## Somersworth

- Center for Pain Management
- Head & Neck Specialty Group of NH
- Hilltop Family Practice
- MGB Orthopedics Walk-In
- Seacoast Orthopedics & Sports Med.
- Seacoast Physiatry
- Wentworth Surgery Center
- WHP Cardiology Somersworth
- Women's Life Imaging
- The Works Family Health & Fitness

## South Berwick

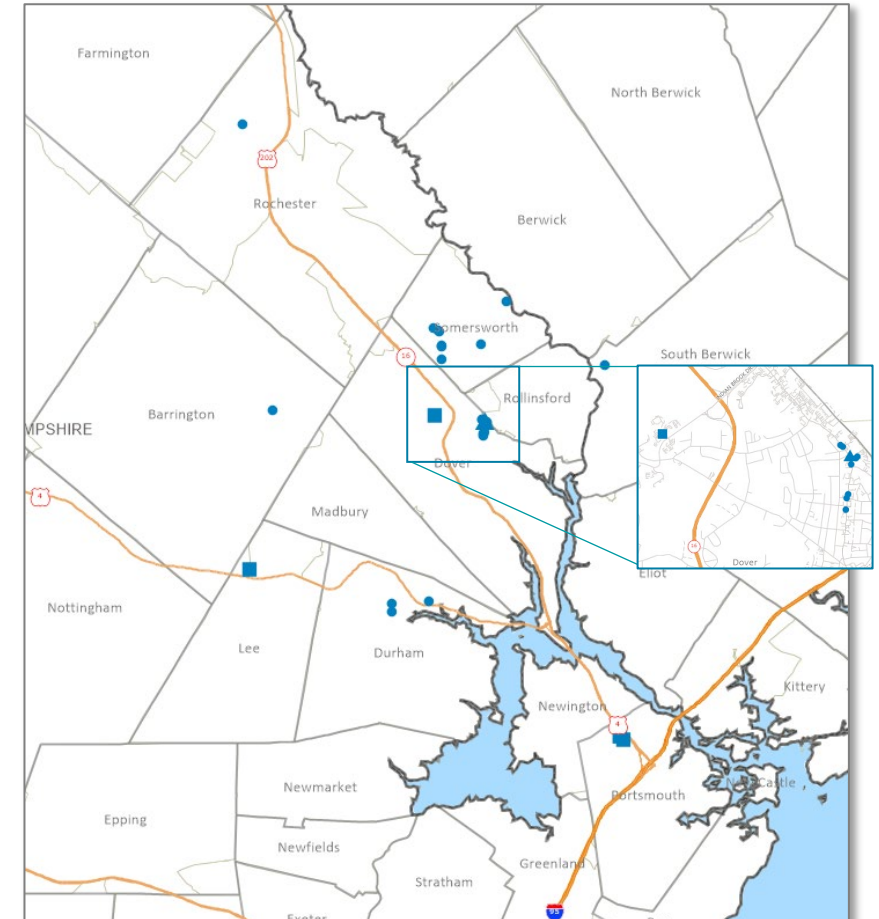
- South Berwick Family Practice

## Portsmouth

- Center for Women's Health & Wellness
- Center for Pain Management
- Coastal Neurology - Portsmouth
- Diagnostics & Testing
- International Travel Clinic
- Mass General Cancer Center
- Primary Care at Pease
- Rehabilitation & Physical Therapy
- Seacoast Arthritis & Osteoporosis
- Seacoast Physiatry
- Seacoast Orthopedics & Sports Med.
- WHP Cardiology at Pease / Center for Heart Health
- WHP Maternal Fetal Medicine at Portsmouth

## Rochester

- Primary Care of Rochester
- WHP OB/GYN at Rochester



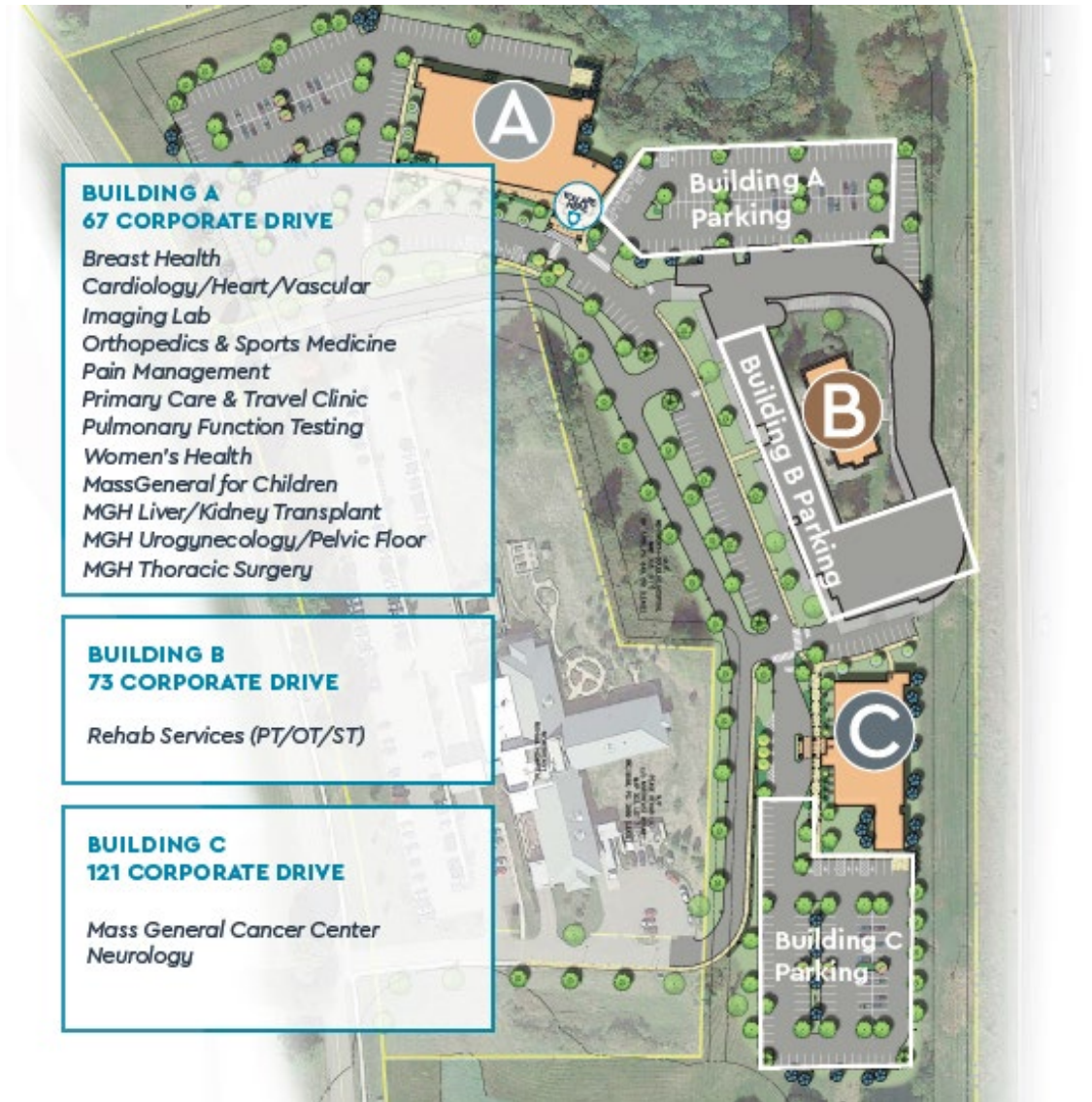
▲ Wentworth-Douglass Hospital    ■ WDH Outpatient Center    ● Other WDH Practice





# Portsmouth Outpatient Campus

- Since opening in 2016, the Portsmouth Outpatient Center has been successful in creating a differentiated care experience with a patient-centered, service line focus and collaborative approach to program development with Massachusetts General Hospital.
- 97,000 sq/ft in three buildings
- Services include primary care, comprehensive specialty care, lab, and imaging. The site also offers a satellite of the Mass General Cancer Center, which offers medical and radiation oncology.



# Community Health Needs

Wentworth-Douglass Hospital conducts a Community Health Needs Assessment (CHNA) every 3 years and supports programs in response to the significant health needs identified.

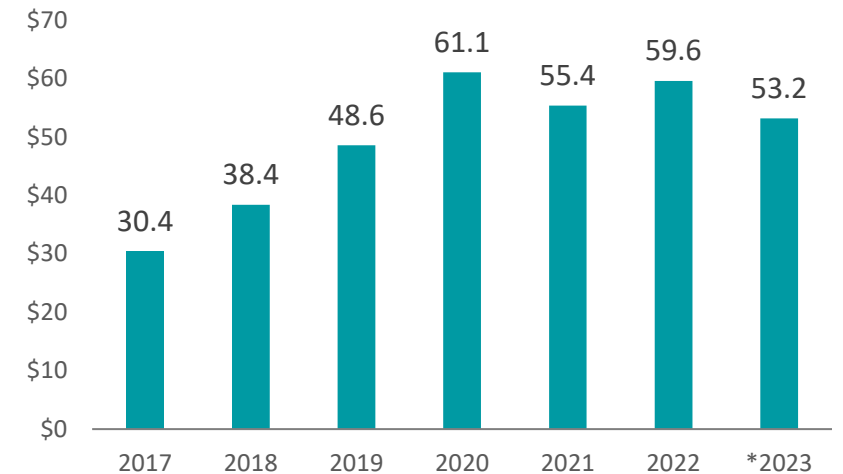
## SIGNIFICANT HEALTH NEEDS IN OUR COMMUNITY

- Access to Primary Care Services
- Access to Long Term Services and Supports
- Chronic Disease
- Financial Barriers to Care
- Mental Health
- Obesity and Physical Inactivity
- Oral Health
- Social Determinants of Health
- Substance Use Disorder

## COMMUNITY BENEFIT PROGRAMS

- Financial assistance and counseling
- Community health education and events
- Grant funding of non-profit organizations
- Care Van
- Behavioral Health
- Community Dental Center
- Nutritional counseling and weight loss
- Support groups and parenting classes

## COMMUNITY BENEFIT IN MILLIONS



\*2023 amounts are not finalized as of 1/29/2024





# Mass General Brigham

**Building the integrated academic healthcare system of the future with patients at its center.**

Mass General Brigham is an integrated academic health care system, uniting great minds to solve the hardest problems in medicine for our communities and the world. Mass General Brigham connects a full continuum of care across a system of **academic medical centers, community and specialty hospitals, a health insurance plan, physician networks, community health centers, home care, and long-term care services.** Mass General Brigham is a **nonprofit organization** committed to patient care, research, teaching, and service to the community. In addition, Mass General Brigham is one of the nation's leading biomedical research organizations with several Harvard Medical School teaching hospitals.





# Services of Interest



## Cardiovascular

- Electrophysiology
- Advanced Heart Failure
- Thoracic Surgery



## Neurology

- Sleep disorders
- Epilepsy
- Tele-neurology / Stroke



## Oncology

- Hematology-Oncology
- Radiation Oncology
- Genetic counseling
- Specialty clinics



## Acute Care

- Emergency medicine
- Acute care surgery
- Trauma
- Transfers to AMCs



## Maternity & Newborn

- Newborn medicine
- Tele-newborn
- Maternal-fetal medicine
- Women's health



## Specialty Pediatrics

- Pediatric hospitalists
- Mass General for Children  
*Cardiology, Endocrinology, GI, General Surgery, Nephrology, Neurology, Orthopedics, Pulmonology*



## Imaging

- X-ray, Ultrasound, etc.
- CT
- PET
- MRI



## Other

- Behavioral health
- Pain management
- Rehabilitation (PT/OT/ST)
- Health coaching



There is a high need for Mental Health services in NH

NH News

**Increased need for mental health care strains capacity**



# Overview of Behavioral Health Services

## Integrated Behavioral Health Services:

- Clinicians provide consultation, triage and skills-based brief intervention within primary care, OB and Bariatric practices
  - Both embedded and non-embedded sites
- eConsults psychiatric medication support for Nurse Practitioners and Psychiatrists at Great Bay Mental Health

## Great Bay Mental Health:

- Outpatient mental health practice
- Counselors provide clinical assessment and a combination of short-term and longer-term treatment
- Psychiatric Nurse Practitioners and Psychiatrists provide consultation, assessment, and treatment for medication management
- Services to children, families, adults, couples who are Wentworth Health Partners primary care patients
- Provide specialty services to WDH Cancer Center, and work collaboratively with Neurology neuropsychologists

## Inpatient Consultation:

- Psychiatric Nurse Practitioners and Psychiatrists from Great Bay Mental Health provide consultation and liaison service
- BHS Crisis Team Clinicians provide assessment, disposition planning, and coordination of care

## Emergency Department:

- Psychiatric Nurse Practitioners and Psychiatrists from Great Bay Mental Health provide consultation, assessment, and treatment for medication management
- WDH Behavioral Health Crisis Team Clinicians provide assessment, disposition planning, and coordination of care
- Community Mental Health Center provides telehealth assessments during after hours timeframe when WDH Behavioral Health Crisis Team Clinicians are not working
- Pod of 5 psychiatric-safe patient rooms to provide ongoing care of behavioral health patients in a safer and more focused manner

## Peer Recovery Support:

- Substance Use Disorder peer recovery coaches provide support, advocacy and resource connection to patients at WDH and follow-up in the community

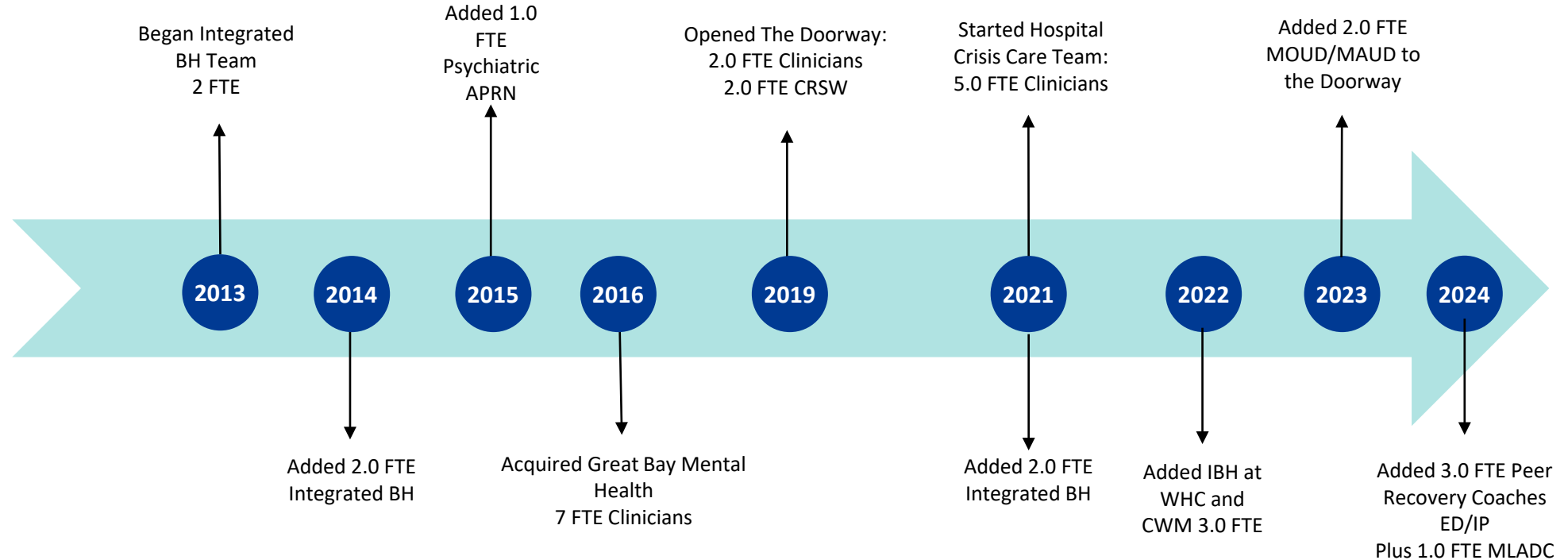
## The Doorway:

- NH Opioid Response Grant, hub and spokes model serving Stafford County & a more than ½ of Rockingham County
- Clinicians and care coordinators provide substance use disorder assessment, referrals to services, case management, and crisis management
- A second location, in Dover, opened July 2023 to provide medications for opioid and alcohol use disorders

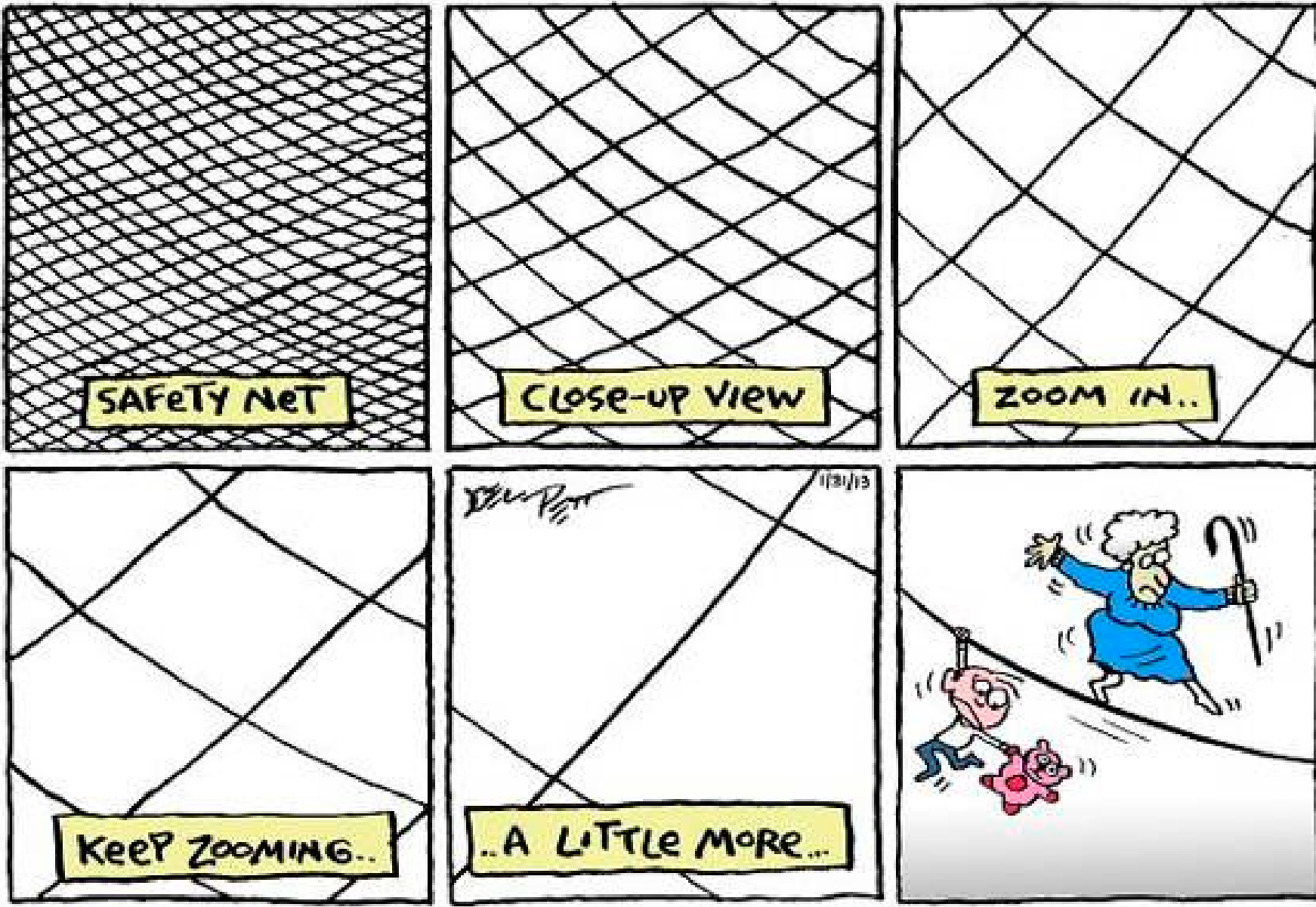


# Overview of Behavioral Health Services

WDH has invested significantly in behavioral health services over the past 11 years

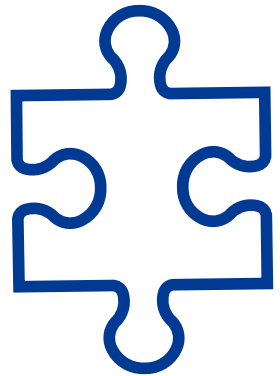






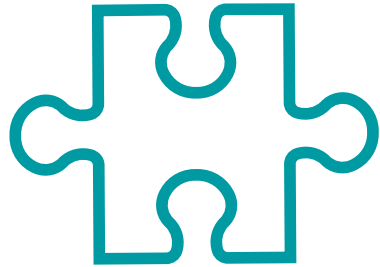
## Zooming In On The Safety Net

# Behavioral Health Services Community Collaboration

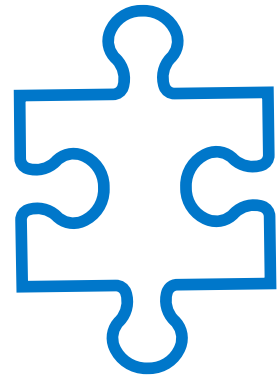


**Hospital**

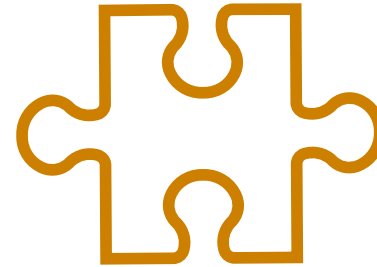
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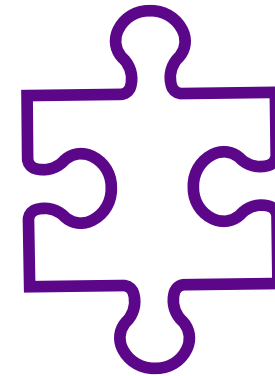
**Community Mental Health Center**



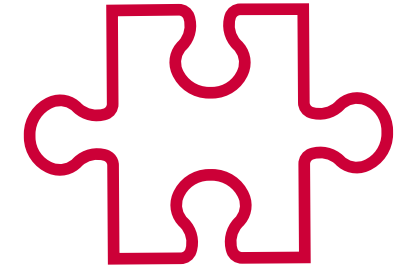
**Federally Qualified Health Center**



**Social Determinants of Health**



**Substance Use Disorders**



**Dover Mental Health Alliance**

- Community Partners
  - SPMI
  - Virtual emergency services coverage

- Goodwin Community Health Center
  - Behavioral Health
  - SUD Treatment
  - Primary Care
  - Family Supports

- Community Action Program
  - Housing
  - Homeless Outreach
  - Food Insecurity
  - Financial Assistance

- SOS Recovery
  - Centers
  - Coaches, Contracted 24/7
- Recovery Housing
- MOUD/MAUD
  - Emergency Department Induction
  - Virtual Organization
  - Increased access to low barrier programs

- Community Partnership
  - WDH, Community Mental Health Center, schools, police, fire, town government, library, recovery center, teen center, youth programs, and local businesses
  - Educate and reduce stigma related to mental illness



# Advice for Veterans Seeking Care

- We are here for you!
  - Please visit [www.wdhospital.org](http://www.wdhospital.org) to access service and location details
- Do not delay in seeking care if needed
- We are increasing access and expanding services
- We continue to offer services that have been reduced at other area hospitals



***Patients looking for Primary Care:***  
*Contact Patient Navigation (603) 740-2377 between  
8a-4:30p M-F*





**Mass General Brigham**  
Wentworth-Douglass Hospital