





2025

# Community Health Implementation Plan



# Community Health Improvement Plan (CHIP)

The community health needs assessment identified four priority areas to focus future efforts to address the health inequities and areas of improvement on Nantucket Island. The overarching commitment to achieving socioeconomic health equity in Nantucket underpin the CHIP priorities areas for 2024.

|  Behavioral Health and Substance Use |  Access to Care |  Housing Insecurity |  Ethnic Disparities |
|---|--|--|--|
| Continue support and enhance resources for mental health and substance use disorder                                   | Enhance access to healthcare for the Nantucket community   | Improve access to safe, stable, affordable, year-round housing across all income levels              | Improve support of social determinants of health for vulnerable patient populations                    |



## Behavioral Health and Substance Use

**Goal:** Enhance access to resources related to mental health and substance use disorders on Nantucket for individuals of all socioeconomic backgrounds

**Objective 1:** Provide an inclusive and interconnected system of prevention, intervention, treatment, and recovery opportunities for those affected by mental health and/or substance use disorder.

### Strategies:

- Play a leadership role through Community Solutions for Behavioral Health to identify and provide Nantucket behavioral health resources in line with The State of Massachusetts's Roadmap for Behavioral Health Reform.
- Continue to strengthen collaborative efforts with Addiction Solutions and increase community awareness of this resources.
- Continue to strength collaborative efforts with Fairwinds.

- Increase the community's awareness of mental health and substance use disorder resources on island.

**Objective 2:** Improve the coordination of care to increase the number of psychiatric and substance use disorder follow up visits after being seen in an NCH sponsored facility (i.e the emergency department, primary care office, Fairwinds, off-island hospitalization, etc.) within 7 days based on acuity, and 48h for high-risk individuals, in compliance with MassHealth quality metrics framework<sup>1</sup>.

**Strategies:**

- Consider adding additional case managers or providers to improve access to care and follow up resources.
- Consider an additional psychiatric nurse practitioner to NCH staff to increase access to care and provide additional mental health appointments.
- Identify high risk patients or patients with high rates of relapse and collaborate with outpatient resources (i.e Addiction solutions & Community Solutions for Behavioral Health) to help decrease subsequent relapse and need for hospitalizations.

**Objective 3:** Reduce barriers to accessing preventative mental health and substance use disorders services, especially among populations at greatest risk.

**Strategies:**

- Continue to support efforts to break the negative stigmas around mental health.
- Consider increased telehealth resources.
- Continue to support resources that protect anonymity despite small community.
- Inform the community of mental health, and drug misuse resources available.



## Access to Care

**Goal:** Enhance access to healthcare for the Nantucket community.

**Objective 1:** To improve access and decrease wait time to see providers.

**Strategies:**

- Evaluate the number patients per provider and maximize the new patients added to established providers.
- Consider additional primary care providers to increase NCH capacity to provide care to the community.

<sup>1</sup> MassHealth Comprehensive Quality Strategy Effectiveness Evaluation. Commonwealth of Massachusetts, Executive Office of Health and Human Services, 2023. <https://www.mass.gov/doc/masshealth-comprehensive-quality-strategy-effectiveness-evaluation-0/download>

- Continue to strengthen NCH collaboration with The Family Resource Center, and
- increase community awareness of their resources. Consider increased case managers to provide support in each of the domains at highest need: oncology, substance use, elder services, and within the Hispanic Community. Continue effort to support overall wellness and preventative health care.

**Objective 2:** Increase access and improve pediatric vaccination rates among eligible school-aged children.

**Strategies:**

- Consider partnering with the school system to host free vaccination clinics to address the current gap in vaccinations (200 students are not fully vaccinated, which equates to ~1700 vaccines that have not been to eligible school aged children).
- Understanding socioeconomic factors that lead to under-vaccination in pediatric children.

**Objective 3:** Increase resources for the aging population: particularly access to care, Medicare enrollment, housing.

**Strategies:**

- Increase community awareness of resources available for this aging population.
- Consider additional case managers that can help coordinate care.
- Consider additional primary care providers and internists.

**Objective 4:** Develop an understanding of the key characteristics and factors leading to high utilization of the emergency department (individual with >5 ED visits in a year).

**Strategies:**

- Research the factors impacting high utilization of emergency care and understand areas to improve preventative care intervention. Consider "flagging" patients within the electronic medical record who have utilized the emergency department >5 times in a year. Identify the barriers to accessing to care in the community to help this patient navigate available outpatient resources.



## Housing Insecurity

**Goal:** Improve access to safe, stable, affordable, year-round housing across all income levels

**Objective 1:** Increase the total number of affordable and year - round rentals on Nantucket

**Strategies:**

- Continue to support and development of the Nantucket Cottage Hospital housing project to increase access and available of safe, stable, and affordable housing opportunities for NCH workers to free up community affordable housing resources.
- Continue to collaborate with The Warming Place and help increase awareness of this resource on island.

**Objective 2:** Advocate for the passage of Massachusetts House Bill 4201, An Act authorizing the Town of Nantucket to impose a real estate transfer fee for affordable and workforce housing and House Bill 1377, An Act empowering cities and towns to support affordable housing with a fee on certain real estate transactions

**Strategies:**

- Leverage Mass General Brigham government Affairs Department to lobby the Massachusetts House to pass H.4201 and H.1377
- Expand and promote the existing First Time Home Buyers Education Program and other existing affordable housing education programs to include online and multi-lingual offerings.



## Ethnic Disparities

**Goal:** Enhance support of social determinants of health for vulnerable patient populations, particularly Hispanic and Spanish-speaking individuals.

**Objective 1:** To bridge the gap in health disparities disproportionately affecting the Hispanic and Spanish speaking community.

**Strategies:**

- Continue to do research on the social determinants of health affecting this community and understand how this impacts their health.
- Identify and strengthen the relationship between employers of this population to help decrease the burden of these SDOH.

**Objective 2:** To provide equitable care to all and continue to research ways to address the socioeconomic barriers to care.

**Strategies:**

- Collaborate with the primary care providers where this vulnerable population is seeking care.
- Continue to strength NCH relationship with the churches who have supported this community.



**Mass General Brigham**  
Nantucket Cottage Hospital