



# New Hampshire Hospital (NHH)

March 11, 2025  
Ellen Lapointe, CEO  
Bret Mason, CFO



Department of  
**HEALTH &  
HUMAN SERVICES**



## Mission

To help citizens with acute mental illness  
stabilize their conditions and  
live their best lives.

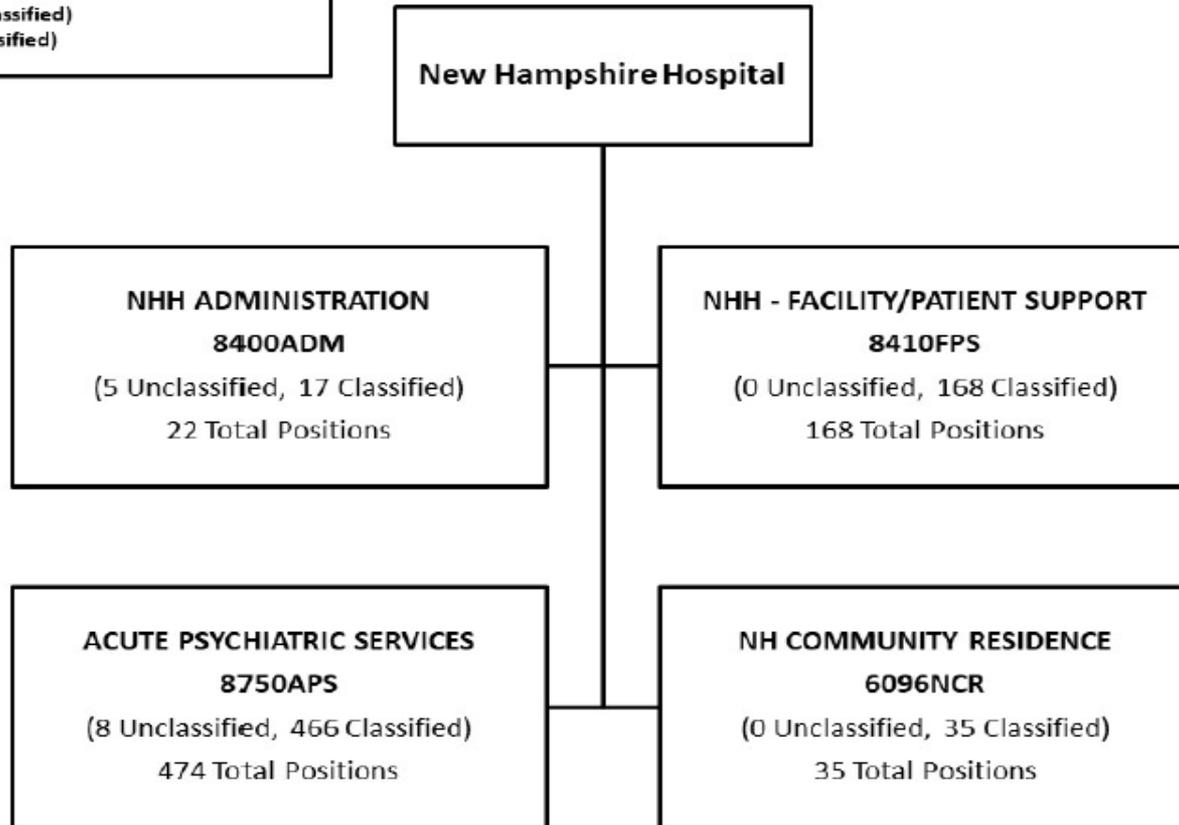


- Provide acute, inpatient psychiatric care to citizens experiencing severe and persistent mental illness
  - Process admissions from Emergency Departments, Corrections Facilities, or other facilities via assorted legal processes
  - Identify and treat assorted psychiatric diagnoses to ensure the patient is no longer a threat to themselves or others
- Coordinate the placement of patients experiencing acute mental illness across the State’s designated receiving facilities (DRFs)
  - Leveraging the Care Traffic Control (CTC) team, which is based at NHH, ensure each patient receives the right care in the right place at the right time
  - Maintain relationships with DRFs across the state to effectively reduce wait times and keep patients in the most appropriate care environment
  - Collect and distribute data to stakeholders, both inside and outside of state government
- Discharge patients to the appropriate care setting when they reach stabilization
  - Work with CMHCs, landlords, guardians, and other stakeholders to assist patients in reaching their appropriate step-down location



**New Hampshire Hospital  
NHH9400**

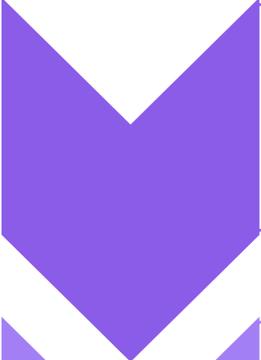
FY2025 Total Authorized Positions: 699  
(13 Unclassified)  
(686 Classified)



*Accounting Unit 6096 was closed in the prior biennium. The positions were moved to AUs 8750 & 8400.*

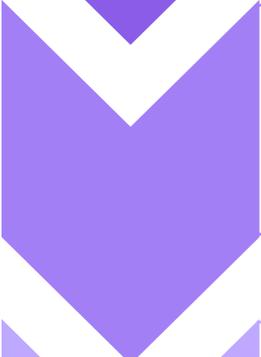


## KEY ACCOMPLISHMENTS



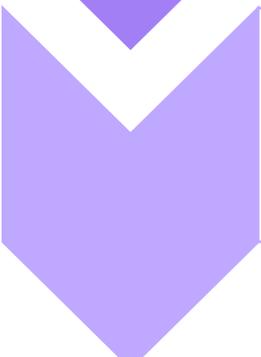
### **Ground-breaking of High Security Facility**

- Construction began on the High Security Facility, which will house patients who have been deemed too volatile and dangerous to be housed in current NHH patient care units
- These patients are currently cared for at the State Prison’s Secure Psychiatric Unit (SPU)
- Construction is expected to be completed in early SFY27



### **Significant Reductions in the Emergency Department IEA Waitlist**

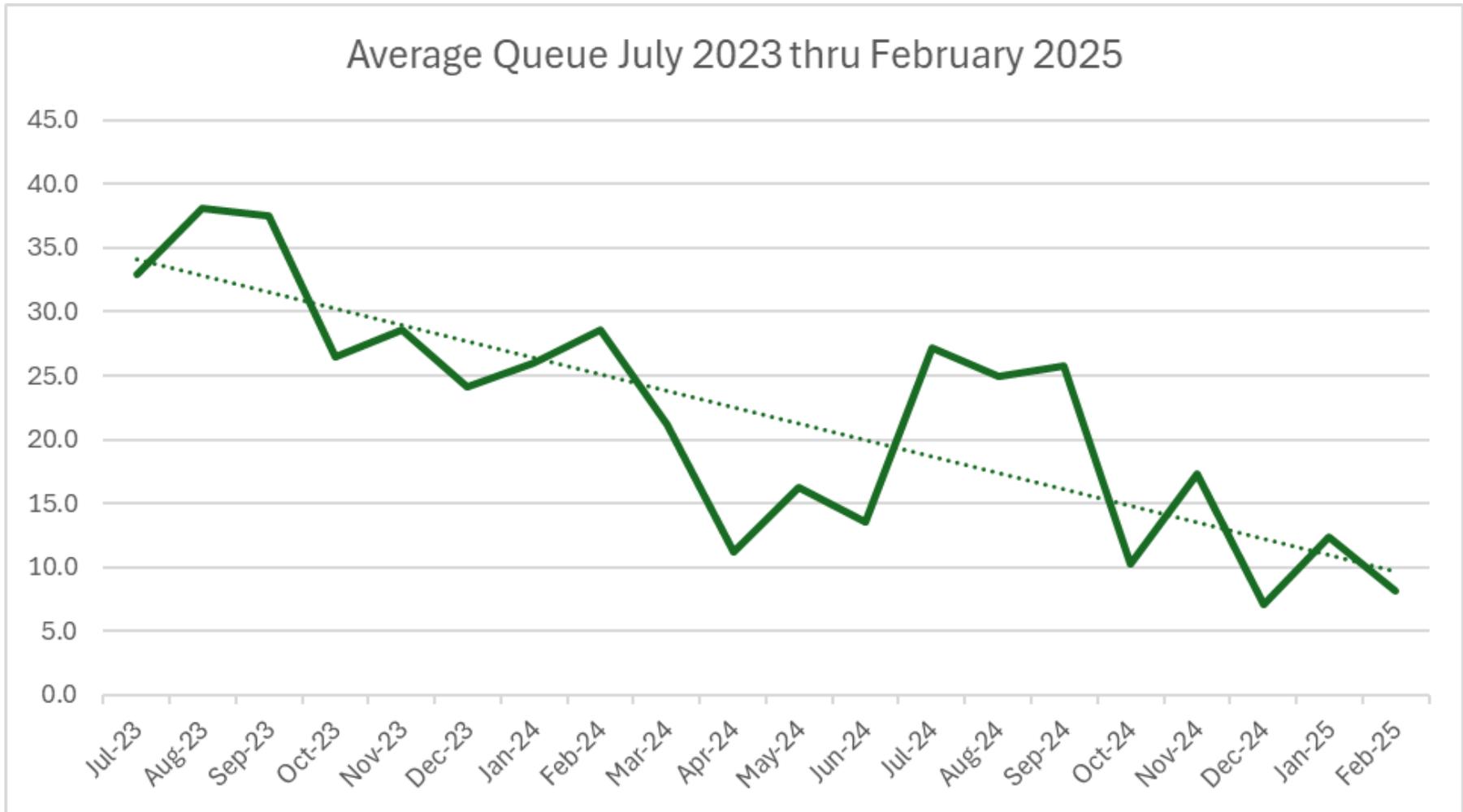
- The “Care Traffic Control” (CTC) team was created to coordinate Involuntary Emergency Admissions (IEAs) from the state’s Emergency Departments to its Designated Receiving Facilities (DRFs)
- The average monthly waitlist has dropped from over 30 in July of 2023 to under 10 in February of 2025
- There have been several occurrences of the waitlist reaching zero

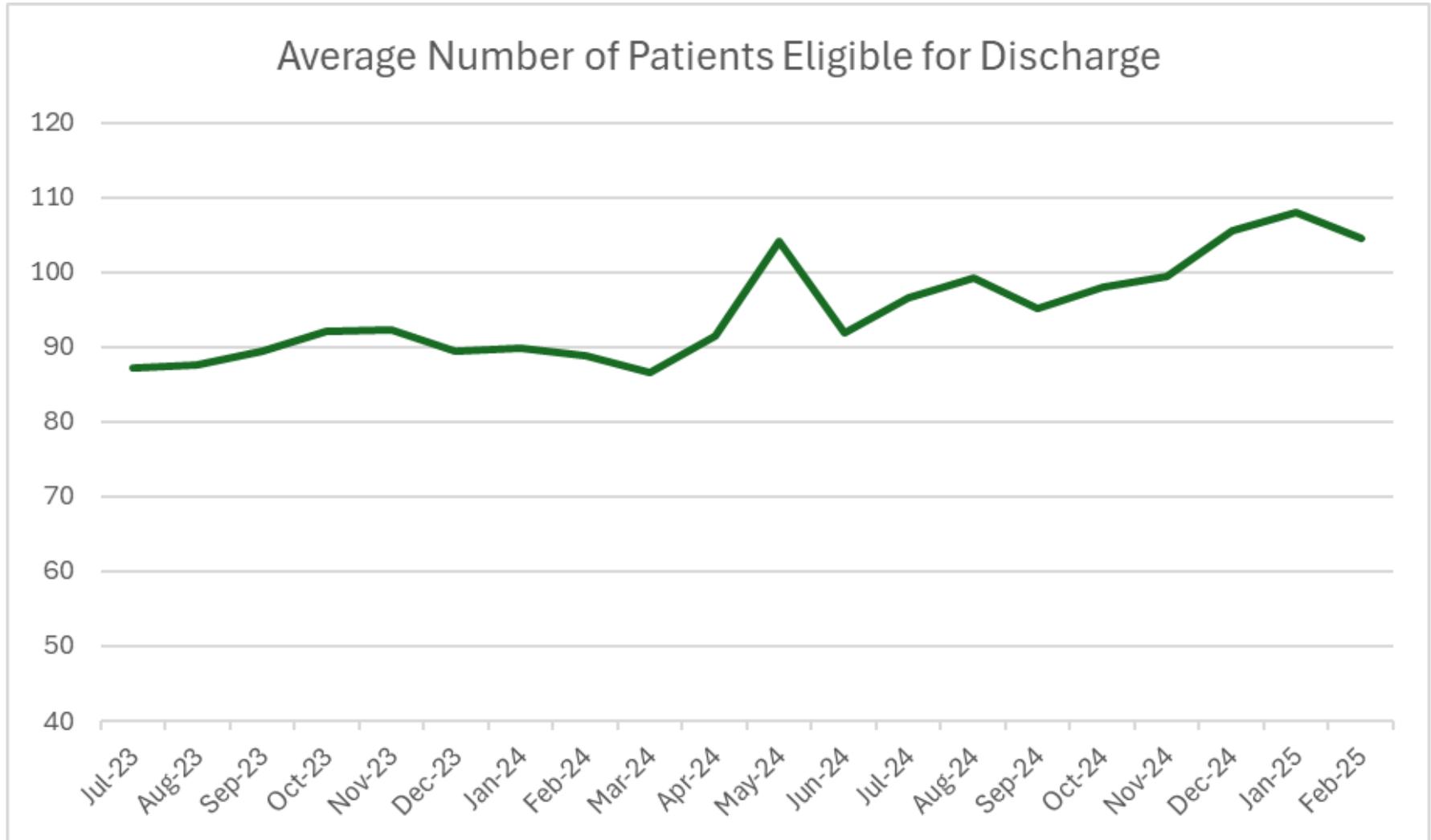


### **NHH Back at Full Capacity**

- Renovation and modernization project of two patient care units has been completed, resulting in the hospital returning to its full census of 185 beds

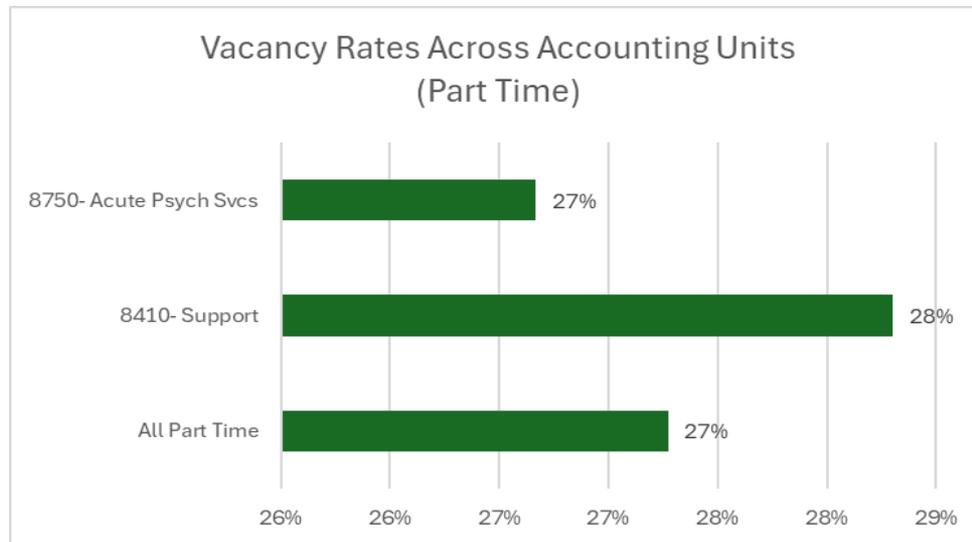
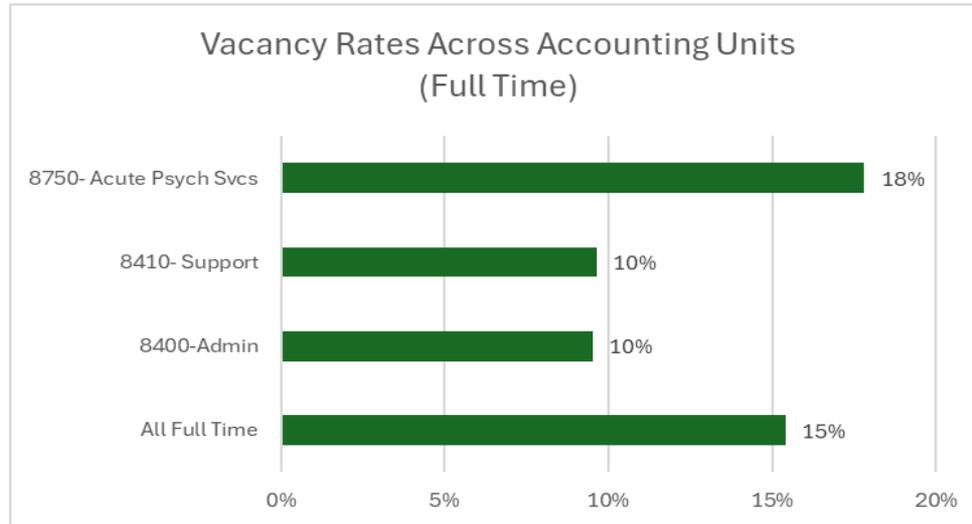






Activity – Accounting Unit	Accounting Unit Title	Auth. FTE # SFY 2025	Budget Book Page #	Budget Briefing Book Page #
9400-8400	<b>Administration</b> <ul style="list-style-type: none"> <li>Safety, Emergency Management, Hospital Leadership, Administrative Support</li> </ul>	22	1026	3
9400-8410	<b>Facilities &amp; Patient Support Services</b> <ul style="list-style-type: none"> <li>Facilities, Food &amp; Nutrition, Laundry, Supply Chain, and Environmental Services</li> </ul>	168	1028	3
9400-8750	<b>Acute Psychiatric Services</b> <ul style="list-style-type: none"> <li>Clinical services including both State-employed and Contracted Psychiatric &amp; Medical Providers, Nursing, Social Work, Therapists, and clinical support technicians</li> </ul>	474	1029	4
9400-Various	<b>Various</b> <ul style="list-style-type: none"> <li>Includes multiple Accounting Units funding Workers Compensation, Unemployment Insurance, and the NHH Trust</li> </ul>	0	1031	4





<b>Significant IT Systems</b>
<b>Description</b>
Electronic Medical Record (EMR): Avatar System by Netsmart
Pyxis Medication Dispensing System
Inovalon Electronic Claims Management System



**Prioritized Need- High Security Unit**

<p><b>High Security Unit:</b> Funding requested in Agency Budget submission for the High Security Unit, which is currently under construction.  <i>*Due to construction delays, completion is now expected in SFY27.</i></p>	\$93,213			\$93,213	\$8,355,837		\$1,834,208	\$10,190,045
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\*Because of the construction delay, the funds requested for SFY26 (\$93,213) are needed in SFY27 to fund basic maintenance of the building once completed and vacated by the construction company.





# Questions?

**Contact us:**

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