



Governor Maggie Hassan
State House
Concord, NH 03301

Commissioner Nicholas Toumpas
Department of Health and Human Services
Concord, N.H. 03301

January 16, 2014

Dear Governor Hassan and Commissioner Toumpas,

Presented here is the report of the sentinel review you requested of us, which addresses concerns raised by two specific incidents in Manchester involving patients with acute mental illness, as well as the ongoing strains caused by mental health patients awaiting care in emergency rooms.

To gather information, we met with representatives from a broad range of hospitals and mental health centers, as well as the New Hampshire Hospital Association and private individuals. We visited the Elliot Hospital Emergency Department and the New Hampshire Hospital. In addition, we reviewed responses to the surveys that we had prepared and sent, with the questions you raised, to all the hospitals and mental health centers in the state.

The cooperation we received from everyone was overwhelming.

We are mindful of the countless number of care providers who have spent their professional lives delivering services to New Hampshire's mentally ill citizens. The struggle they have faced for years, with the problems we examined for weeks, provided us with valuable insight and a deeper understanding of the current crisis.

We also know there are no easy answers to the questions you raised when you instituted the review process. Many people have described New Hampshire's treatment of the mentally ill as being in a period of unfortunate deterioration. Thankfully, those working in the field continue to seek ways to raise the quality of mental health care in our state and to reestablish the national prominence New Hampshire has enjoyed in the past.

We are grateful for the opportunity to contribute to the hard work that has gone on before, and hope our review will encourage continued dialogue and meaningful action by the leaders of our public and private institutions.

Respectfully,

A handwritten signature in cursive script, appearing to read "Joseph P. Maden".