



Promoting Healthy Minds Since 1966

Lakes Region Mental Health Center (LRMHC), is a private, non-profit organization founded in 1966, designated by the state of NH as the Community Mental Health Center serving Belknap and Southern Grafton Counties.

LRMHC provides comprehensive, integrated mental health treatment for people living with - and recovering from - mental illness and/or emotional distress. In Fiscal Year 2023, LRMHC's 200 employees served almost 4,000 children, adults, older adults and families.

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Lakes Region Mental Health Center

STRATEGIC PLAN
2023-2027

GOALS

Employee-Centered Culture

Cultivate a thriving and rewarding work environment that fosters employee wellbeing.

Patient-Centered Care

Deliver exceptional patient-centered care, quality experiences, and outcomes.

Operational Excellence

Optimize efficiency and agency resources to maximize impact.

Financial Sustainability

Secure financial sustainability through innovation and efficiency.

Community Wellness

Collaborate with community partners to promote whole health through engagement, advocacy, and outreach.

Lakes Region Mental Health Center STRATEGIC PLAN OBJECTIVES

- Develop communication plan and implement strategies to share information transparently to ensure clear, consistent, and inclusive messaging
- Improve staff satisfaction and engagement
- Create opportunities for growth in order to reward performance and strengthen workforce
- Leverage the Wellness Committee to create and hold employee-centered events to foster positive morale
- Increase leadership training and education for all staff that impacts retention and employee satisfaction
- Create a structured internship and mentorship program that promotes a skilled workforce

- Provide timely access to care to meet community need
- Improve quality of care to increase patient engagement and wellbeing through evidence-based practices
- Maintain and expand levels of care and programs to meet patient and community need
- Provide education to patients and families to reduce stigma

- Build new EHR in order to increase staff efficiency in providing patient care
- Remove barriers which impede or delay patient care in order to meet patient needs
- Design a training team in order to provide continuous learning and high-quality patient care
- Increase collaboration between all departments in order to decrease silos
- Maintain physical facilities to ensure a safe and accessible environment for employees and patients

- Diversify funding, community engagement, and fundraising
- Increase billing and streamline revenue management
- Reduce operational expenses and maximize spending efficiencies
- Increase revenue potential from existing sources through rate increases
- Maximize revenue through operational efficiency

- Document and maintain an inventory of all partnerships and share information with staff on an annual basis
- Identify community partners we don't currently have a formalized relationship with and document partnership opportunities
- Provide opportunity for annual trainings to staff, partners and Board of Directors, in advocacy and legislation and legislative processes
- Showcase patient success stories to celebrate outcomes and reduce stigma around mental health
- Improve education in community by establish a speaker's bureau and developing presentations to respond to community and internal needs

