



# Foundation *for* Healthy Communities

## 2016 Annual Report



Foundation *for*  
Healthy Communities

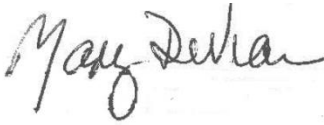
Partnering  
*for the future*  
to advance  
*total population*  
*health*

Celebrating 20 years of improving health and  
health care delivery in New Hampshire.



# 2016 Annual Report

In 2016, the Foundation for Healthy Communities celebrated many successes and accomplishments, all of which wouldn't have been possible without the support and dedication of our community partners, funders and Board Members. As we celebrate the Foundation's 20 years of dedication to improving the health and healthcare in our communities, we honor those partnerships that have enabled us to achieve our mission.



**Mary DeVeau**  
Chair



**Shawn V. LaFrance**  
Executive Director

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## *Celebrating Our Colleague....*

As we look back upon 2016 and the many accomplishments of the Foundation, we'd be remiss if we didn't take the time to extend our deepest appreciation to Shawn LaFrance, who has played such an integral role to creating what we all know as the Foundation for Healthy Communities.

Since joining the Foundation nearly 20 years ago, Shawn's vision and commitment to community health and well-being has been vitally important to the Foundation's development, growth and success. As the first, and only, Executive Director of the Foundation, he has been a tireless advocate for the Foundation and truly embodies the Foundation's mission of improving health and health care in New Hampshire.

And while we know he'll continue that success in his next adventure, we are honored to celebrate Shawn LaFrance, for his vision, leadership and dedication to building a healthy New Hampshire through the Foundation for Healthy Communities.



Steve Ahnen  
President, New Hampshire Hospital Association



# Foundation *for* Healthy Communities

## Vision

*Residents of New Hampshire achieve their highest potential for health and well-being in the communities where they live, work, learn and play.*

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## Values

*Respect ♦ Innovation ♦ Integrity ♦ Engagement ♦ Excellence  
Equity ♦ Continuous Learning*

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## Mission

*Improve health and health care in communities through partnerships that engage individuals and organizations.*

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## Objectives

### *High Value Quality*

Improve health by promoting innovation, high value quality practices within organizations and communities.

### *Healthier Communities*

Lead change strategies that educate, create and sustain healthier communities and make the healthy choice the easy choice.

### *Access*

Work to promote access to affordable health care and resources that support the well-being of all people.

# 2016 Annual Report

**OBJECTIVE 1:** Improve health by promoting innovative, **high value quality** practices within organizations and communities.

## **NH Partnership for Patients**

*Since starting work in 2011 with the Partnership for Patients, a national initiative aimed at improving patient safety and quality of care, New Hampshire hospitals have achieved significant results in patient safety and quality improvement.*

- **100%** of NH's acute care hospitals participated in the NH Partnership for Patients HEN 2.0 September 2015 – September 2016
- Avoided **168** patient harms and saved **\$1.12M** in healthcare costs
- Completed **26** baseline assessments and hospital on-site visits
- Provided **15** Educational Conferences featuring **59** peer to peer presenters from NH hospitals
- Launched **3<sup>rd</sup> round** of the NH Partnership for Patients initiative to continue patient safety and quality improvement efforts through the Hospital Improvement & Innovation Network (HIIN)



*NH participants at the  
**Patient & Family Advisory  
Council Conference**  
Norwood, MA*

## **Patient & Family Engagement (PFE)**

*The Foundation continues its work with hospitals to help create a culture of patient and family engagement and establish patient and family advisory councils (PFACs) to enhance the delivery of patient and family-centered care throughout the continuum.*

- Continued efforts to assist NH hospitals to develop, innovate and maintain Patient & Family Engagement programs
- Held **2** statewide networking & training conferences
- Partnered with HealthSouth and the NH Comprehensive Cancer Collaboration to promote Patient & Family Engagement across the care continuum
- Presented at **2 regional conferences**, highlighting NH efforts as examples of best practices and successes achieved: New England Risk Managers Conference & TRANSforming Healthcare Conference

# 2016 Annual Report

## NH Health Care Quality Assurance Commission

*Established in 2005, this Commission was reauthorized in 2016 through 2021, to review and analyze quality of care and patient safety issues in hospitals and ambulatory surgery centers.*

- Key contributor and editor of the State of NH's **2015 Adverse Event Report**
- Held **5 meetings** to continue efforts to foster statewide patient safety programs and achieve improved outcomes by sharing best practices known to reduce patient harm

## Rural Quality Improvement Network

*The Foundation provides a broad array of resources to help rural Critical Access Hospitals (CAH) share best practices and quality improvement resources.*

- Provided CMS Certification Assistance for the CAHs through on-site support during **6 CMS Surveys**; conducted on-site mock surveys at **5 CAHs**; and held **6 live webinars** on compliance-related topics
- Assisted with capacity building through financial & operational modeling for Value Based Reimbursement; helped secure Robert Wood Johnson (RWJ) Foundation Safety Net funding for 5 CAH teams to attend **6 Virtual Learning Sessions** and assisted **15 CAH staff** to attend the Lean in Healthcare Certificate Program through scholarships
- Provided all **13 CAHs** with EMTALA survey assistance

## NH Comprehensive Cancer Collaboration 11<sup>th</sup> Annual Meeting Concord, NH



## NH Comprehensive Cancer Collaboration (NHCCC)

*This partnership of individuals and organizations works together to eliminate cancer, the leading cause of death in the state, by carrying out the NHCCC Cancer Control Plan.*

- Convened 11<sup>th</sup> Annual Meeting *Cancer Care in NH: Understanding the Patient Experience* attended by **180 people**
- The **Shared Decision Making (SDM) Task Force** offered **2 SDM training** workshops, trained **48 champions** from 11 hospitals & 24 health care organizations and developed a rack card about the importance of SDM for cancer screenings
- The **Quality of Life Task Force** surveyed NH cancer centers regarding pain management practices which resulted in an information tool that provides evidence-based options for preventing and/or managing pain
- The **Equity Task Force** released a white paper, *Examining Preventive Cancer Screening Rates Among Vulnerable Adults in NH*, which identified vulnerable populations and social determinants of health that attributed to a decrease in preventive cancer screenings

# 2016 Annual Report

**OBJECTIVE 2:** Lead change strategies that educate, create and sustain **healthier communities** and make the healthy choice the easy choice.

## Healthy Eating Active Living (HEAL NH)

### Healthy Food Access

- Completed **HEAL Community Network Healthy Food Access Assessment and Inventory** project
- Partnered with statewide consortium to launch **NH Farm to School Beacon Communities** project in **3 communities**
- **5 multidisciplinary hospital teams** attended symposium to create healthier, more sustainable food systems in their communities

### Active Living

- Created new method to analyze Level of Pedestrian Walkability in communities through **HEAL-led Plan4Health Nashua** project, to be presented at *2017 Robert Wood Johnson Foundation Active Living Research National Conference*

### Active Transportation

- Increased the number of municipalities with **Complete Streets Policies from 4 to 7**
- Engaged **15 Community Coalitions** representing all 10 counties working on HEAL NH strategies

### Active Recreation

- Completed inventory of Active Recreation resources in **10 of NH's highest need communities**
- Released ***Recreation Access in NH Communities: A Preliminary Report***
- Each community received individual reports with a table of recreation properties and amenities and a map with all recreation properties

### Creating Healthy Communities Workshop Series

- Established a series of workshops designed to strengthen skill and leadership capacity for creating partnerships, implementing policy, and changing systems that promote *healthy people in healthy places*
- Workshops have had successful participation to date, with **106 total registrations** and **79 unique individuals** from **45 different organizations**



**Complete Streets**  
Concord, NH

# 2016 Annual Report

## NH Health & Equity Partnership

*The Partnership seeks to strengthen health services and educate the public on health equity issues to help build equitable, healthier communities.*

- Priority issues selected by **80+ partners** to be focus of work in next 18-24 months: **Workforce Diversity; Racial Ethnic and Linguistic (REaL) Data; Culturally Effective Organizations**
- Launched a newsletter to strengthen the communication and connection among partners
- Conducted a *Medical, Behavioral Health & Social Services Data Collection Capacity* survey to assess partner organizations' abilities & challenges in the collection, storage, reporting & analysis of **REaL data**

## Community Falls Prevention Program

*This program has increased access to evidence-based fall prevention programs for older adults and adults with disabilities to reduce falls risks and falls in 3 regions of NH with high risk of injuries due to falls.*

- **13 community organizations** in Coos & Carroll counties and Nashua providing evidence-based falls prevention programs: *A Matter of Balance* and *Tai Ji Quan: Moving for Better Balance*
- Trained **33 people** as *Master Trainers* or *Instructors* of evidence-based programs; **42 people** as lay coaches of the *A Matter of Balance* program; with **41 partner programs & 429 participants**
- Released issue brief highlighting **awareness, attitudes and beliefs around falls risks and falls prevention programs**. Key findings suggest **only 50 to 60% of those with some level of risk of a fall** are having conversations with their healthcare provider about their fall risk.

***Tai Ji Quan: Moving for Better Balance***  
YMCA, Nashua, NH



## Community Health Needs

*The Foundation convened **11 hospitals** to jointly conduct a random telephone survey in order to identify community health needs and benefits; surveyed a total of **2,691 individuals***

- Identified the top **3 social determinants of health** problems as access to good jobs, good public transportation and affordable housing
- Identified the **top 5 funding priorities to improve health** as drug treatment & recovery services; home health care services; alcohol treatment & recovery services; food assistance programs and mental health care

# 2016 Annual Report

**OBJECTIVE 3:** Work to promote access to **affordable health care** and resources that support the well-being of all people.

## Substance Use Disorder Treatment

The Foundation began laying the groundwork to improve access to treatment for people with **Substance Use Disorders (SUD)** through a new project designed to increase the locations where people seeking **Medication Assisted Treatment (MAT)** for opioid use can receive care, as well as working with hospital emergency departments to improve connections for people with SUD to assist with follow up care and treatment after discharge.

- **\$1.5 M project** to address opioid drug crisis that provides resources & best practices (below)
- Launched an *Emergency Department Bridge to Treatment Program* with **6 hospitals**
- Increase access to *Medication Assisted Treatment* in primary care settings by establishing **new program capacity** in Concord, with **7 additional programs** underway in other community hospital systems

### *Guidance & Best Practices on Delivering Medication Assisted Treatment 2015-2016*



## Behavioral Health Initiative

Working with providers across the state, this initiative strives to identify solutions to improve access to behavioral health care and to help link community-based and inpatient behavioral health services.

- Convened outpatient and inpatient psychiatric care providers and emergency department providers to discuss access to care problems
- Developed new web-based resource that provides the behavioral health providers with data on people in need of Involuntary Emergency Admission (IEA) waiting for care, and the availability of any inpatient Acute Psychiatric Care beds among the **13 facilities** in NH that provide inpatient psychiatric care

## NH Healthcare Decisions Coalition

Focused on *Advanced Directives* and healthcare decisions, this initiative works with health providers and other partners to address decision-making issues related to people with life threatening illness and provide resources to assist people with making healthcare decisions for others.

- Trained **35** individuals as *Provider Orders for Life Sustaining Treatment (POLST) Facilitators*
- Conducted **5<sup>th</sup> annual** statewide *Advanced Directives* survey
- Developed new NH POLST Facilitator Training Curriculum
- **359 POLST Facilitators** trained to date, with 38% from long-term care, 30% from hospitals, 16% from VNA/Hospice and 16% other organizations



# 2016 Publications Released

## ***Barriers to People Receiving the Right Care***

Conducted over a 3 month period, this report identified **343 patients** who were medically cleared for hospital discharge but were unable to do so, representing a total of **6,661 additional patient days** while no longer needing services, and approximately **\$17.5 million in unnecessary health care costs**.

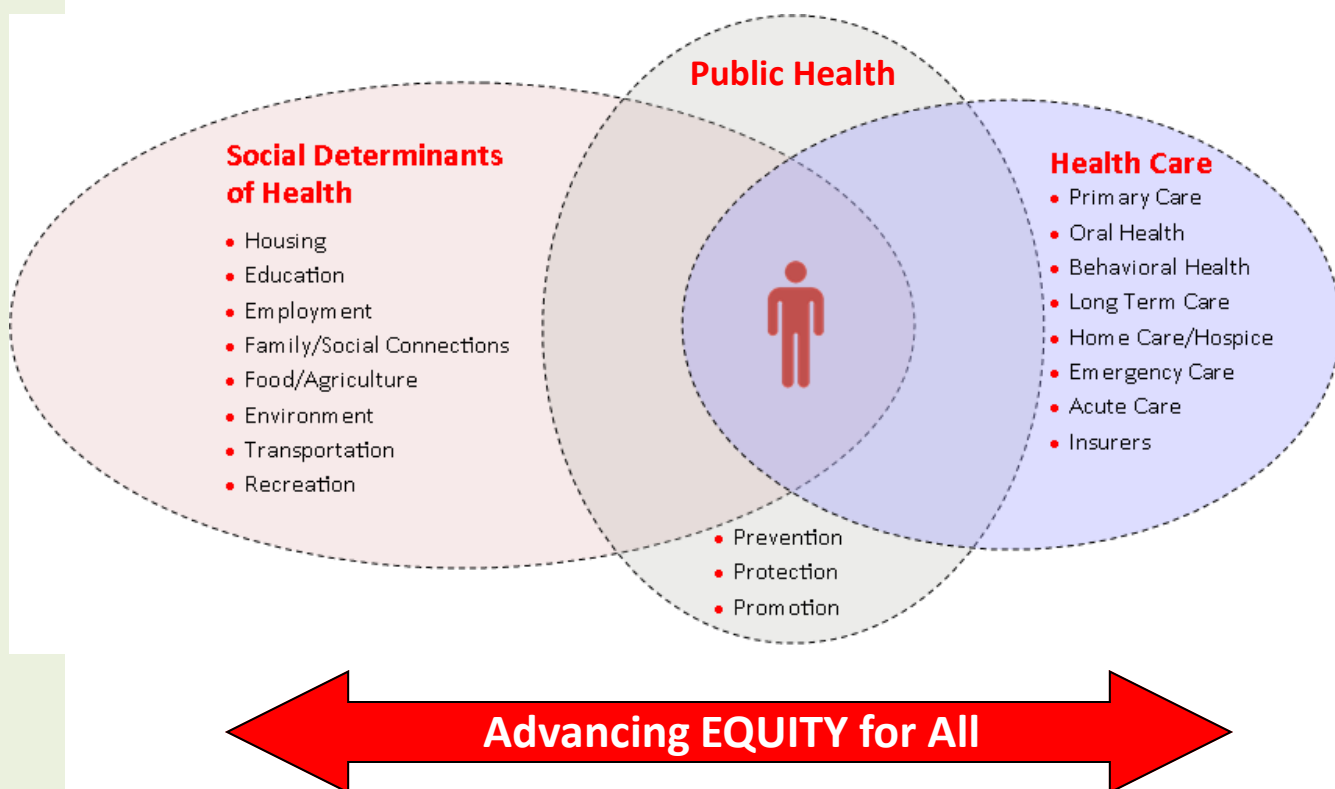
## ***Community Health Needs & Benefits***

Showed that New Hampshire's non-profit community hospitals provided **\$526 million** in total community benefits in 2015, including more than **\$354.1 million** in unreimbursed Medicaid costs and **\$98.7 million** in charity care.

## ***20<sup>th</sup> Anniversary Report***

Report that celebrates 20 years of improving health and health care delivery in New Hampshire, and partnering for the future to advance total population health.

## TOTAL POPULATION HEALTH A Framework for New Hampshire



# 2016 AWARDS



***Innovator's Award***  
*Benjamin Frost*  
*Director, Legal & Public Affairs*  
*New Hampshire Housing Authority*



***Clint Jones Nursing Award***  
*Anna R. Lamothe, RN*  
*Elliot Health System*

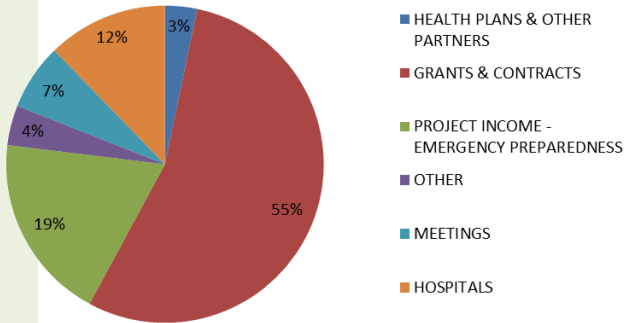


***Noah Lord Patient & Family  
Engagement Award***  
*Catholic Medical Center, Manchester*

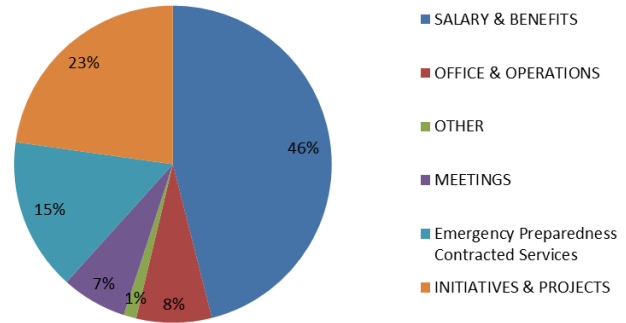
# 2016 Annual Report

## FY16 FINANCES

### 2016 Income - \$2.96M



### 2016 Expenses - \$2.84M



## Program Staff

### Nathalie Ayi

Director, NH Health & Equity Partnership

### Anne Diefendorf

Associate Executive Director  
Vice President, Quality & Patient Safety

### George Devoid

Grants Accountant

### Terry Johnson

Director, HEAL Program

### Linda Levesque

Director, Finance

### Rebecca Sky

Director, Falls Prevention Program

### Greg Vasse

Director, Rural Quality Improvement Network

### Beth Gustafson Wheeler

Director, Population Health

### Noreen Cremin

Manager, Program & Grants

### Judy Proctor

Manager, NH Comprehensive Cancer Collaboration

### Gwen Duperron

Director, Health Information

### Shawn LaFrance

Executive Director

### Tanya Lord

Director, Patient & Family Engagement

### Vanessa Stafford

Director, Communications

### Dan Walsh

Coordinator, NH Med Bank



Foundation for  
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Concord Regional Visiting Nurse Association

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Dartmouth Hitchcock Medical Center, Lebanon

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New Hampshire Hospital Association

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Shawn LaFrance  
*ex officio*

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Woodsville

### Jeanne Ryer, Director

Citizens Health Initiative, University of New Hampshire  
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Androscoggin Valley Hospital  
Berlin

### Helen Taft, Executive Director

Families First Community Health Center  
Portsmouth

### Trinidad Tellez, MD, Director

Office of Health Equity, NH DHHS  
Concord

### Gregory Walker, President/CEO

Wentworth-Douglass Hospital,  
Dover



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Healthy Communities