

2018 ANNUAL REPORT

*Partnering to
improve health
for **all...***



Foundation *for*
Healthy Communities



Executive Director's Message

The Foundation for Healthy Communities strives to improve total population health by fostering innovative, high value quality practices within organizations and communities; leading change strategies that educate, create and sustain healthier communities and make the healthy choice the easy choice; and promoting access to affordable health care and resources that support the well-being of all people.

In our efforts to improve the health of our communities over the last year, we have focused on improving patient safety and quality of care, building cultures of patient and family engagement, strengthening emergency preparedness and response efforts across the care continuum, and addressing the behavioral health crisis by working to improve outcomes for those with mental health and substance use disorders.

As we reflect upon our successes in 2018 and look to achieve our goals for 2019, we thank you for your support of our work and your dedication to improving the health and well-being of our communities.

Yours in partnership,



Peter Ames
Executive Director





Vision

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

Objectives

High Value Quality

Improve health by promoting innovative, 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

Values

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

Mission

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



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Partnering to improve health for all.

Through our wide array of programs and initiatives across the care continuum, we pride ourselves on collaborating with a diverse group of partners around the common goal of improving health by addressing the needs of New Hampshire residents and communities.

BEHAVIORAL HEALTH CLINICAL LEARNING COLLABORATIVE

Support emergency department and community mental health center staff in the immediate evaluation, management and treatment of patients with behavioral health emergencies.

GRANITE STATE HEALTH CARE COALITION

Provide the opportunity for providers, healthcare and community stakeholders to plan, prepare and train for catastrophic events through collaboration essential to integrated disaster response.

HEALTHCARE DECISIONS

Provide tools and resources on advance directives and health care decisions for providers, as well as individuals and their families.

MEDICATION BRIDGE PROGRAM

Improve access to necessary long-term medications for low-income populations.

NH HEALTH ACCESS NETWORK

Improve financial access to health care for low-income children and adults statewide through a voluntary effort by healthcare providers.

NH PARTNERSHIP FOR PATIENTS

Engage health care providers and patients to improve quality of care, reduce harm and decrease preventable admissions.

PATIENT & FAMILY ENGAGEMENT

Facilitate partnerships between hospitals, patients and communities to build patient and family-centered health systems through quality improvement efforts and patient safety initiatives.

POPULATION HEALTH

Improve the health and well-being of NH residents by fostering connections between health care, public health and the social determinants of health while advancing health equity.

RURAL QUALITY IMPROVEMENT NETWORK

Support Critical Access Hospital resources dedicated to clinical quality and patient safety, financial and operational improvement, and regulatory compliance.

SUBSTANCE USE DISORDER TREATMENT PROJECT

Partner with NH hospitals to increase access to treatment for patients with opioid substance use disorders.



Program Highlights, By the Numbers



225

individuals trained in patient financial services for critical access hospitals & rural health clinics



61

cases reviewed by 24 external physicians through the Peer Review Network

Supporting Rural Health Care Providers

Working with the state's Critical Access Hospitals (CAHs), the Rural Health Quality Improvement Network (R-QIN) engaged in efforts to enhance access to care, financial viability, patient safety and continuous improvement in the quality of patient care services in the rural areas of the state to better meet the needs of our state's most vulnerable patient populations.



12

Number of emergency exercises or drills participated in by Coalition members, enhancing strategic preparedness statewide

Fostering Collaboration for Integrated Disaster Response

Launched in early 2018, the **Granite State Health Care Coalition (GSHCC)** is a statewide health care coalition that supports emergency preparedness planning, response and recovery from events that impact the health care system in New Hampshire and provides the opportunity for providers, health care and community stakeholders to plan, prepare and train for catastrophic events through an integrated disaster response.



Addressing Behavioral Health in New Hampshire

In collaboration with the New Hampshire Hospital Association, community mental health centers and other key stakeholders, the Foundation continued its support of sustainable solutions to the behavioral health crisis devastating communities throughout the state. Over the last year, we have focused on removing barriers to care and meeting the demands of patients suffering mental health issues and substance use disorders through activities such as:

- ▶ Expanding access to treatment for people with substance use disorders through the Substance Use Disorder (SUD) Access to Treatment Project by assisting **7 hospitals** in launching **Bridge to Treatment** programs to connect SUD patients with community treatment, supports and services, and **11 hospitals** in implementing **Medication Assisted Treatment (MAT)** services in their primary care practices to better serve patients seeking treatment;
- ▶ Participating in a **statewide multi-disciplinary hospital network** of providers and professional staff dedicated to enhancing behavioral health services to better meet the needs of their patients;
- ▶ Partnering with the **Rx Abuse Leadership Initiative** to launch a statewide **Opioid Disposal Education Campaign** through community education, safe prescribing practices and the distribution of **over 140,000** Deterra drug deactivation pouches to help prevent prescription drug abuse by promoting **Zero Left in the Medicine Cabinet**;
- ▶ Launching a **Behavioral Health Clinical Learning Collaborative in 2019** in partnership with community mental health centers and mobile crisis response teams to establish and implement best practices in the delivery of care for those suffering behavioral health issues who present in the emergency departments.



Improving Patient Safety & Quality of Care

With guidance and support from the Foundation for Healthy Communities, New Hampshire hospitals have worked to become leaders in engaging in collaborative practices to achieve the highest level of patient safety and quality care, and continue those efforts through the **NH Partnership for Patients** initiative.

In 2018, the NH Partnership for Patients:

- Collaborated with New Hampshire Hospital to ensure the safety of hospital and health system employees from physical harm by patients and others by providing **SECURE Training** at several hospitals, **training more than 150 hospital and health system employees** to date.
- Supported all **26 hospitals and community partners** in their efforts to create **a culture of patient and family engagement** through patient and family advisory councils (PFACs), patient and family advisors and community collaborations that enhance the patient experience by improving care transitions and quality of care delivered across the health care continuum.
- Continued to facilitate the **NH Health Care Quality Assurance Commission** to review and analyze quality of care and patient safety issues in **hospitals and ambulatory surgery centers statewide**, fostering patient safety programs and improved health outcomes by sharing best practices known to reduce patient harm.

Focused on improving the safety and quality of patient care by implementing evidence-based, best practices that prevent harm and reduce health care costs, this national initiative has achieved

\$1.08 billion

in health care savings for patients and insurers,

108,283

fewer patient harms and

7,345

lives saved across the country.



Advancing Total Population Health

Working with partners, the Foundation for Healthy Communities works to improve the health and well-being of New Hampshire residents by fostering connections between health care, public health and the social determinants of health while advancing health equity.

Empowering Youth Using Maps, Photography, and Words

Expanding on the **NH Active Recreation Workgroup's** initiative to increase recreation access in NH communities, the Foundation worked with local leaders to inspire youth to use photography and mapping techniques to address the abundant potential for recreation in local areas but that are challenged by barriers, making it hard for local youth to be active and play in their communities. The resulting images were an unbelievable testament of the need for improving opportunities that promote total population health where New Hampshire residents live, work and play.



"Students are now inspired. Their 'youth voice' was not only heard, but they realized that they really did have the power to change things in their community in a positive way!"

Isabel Louque, Assistant Program Director, Family Resource Center

Impacts: Berlin, NH

Youth PhotoVoice/UMap Exhibit was displayed at various locations around the City Youth presented their work with recommendations for changes to both the City Council and the Planning Board. Berlin City Mayor asked the youth to name their top concerns and stated that the City would make every effort to address them. Top recommendations listed:

- **H2O Access in Parks and Playrooms**
- **Concrete Repairs and Painting** Youth noted that some sidewalks have almost become invisible and as a result, drivers often do not notice them waiting to cross the street.
- **Trash Clean-up** Trash cans and recycling bins could be installed at locations where kids most often play. Trash clean-up on weekend days at local parks.
- **Sidewalk Concrete Repair** Students identified a missing section of sidewalk between Napert Village and Hutchins Street Park, creating unsafe passage to area parks.

As a result:

- The City passed a resolution to apply for a grant up to \$500,000 to construct 1,700 feet of new sidewalk-a grant they were not going to pursue before they heard the YouthVoice presentation.
- Youth input was included in the design of a new skatepark in the City.
- A new High School PhotoVoice Club has been started to continue to raise the youth voice, create a calendar, and seek further dialogue around community issues.

Berlin, NH Youth Answers

? What are some of the things in your community or neighborhood parks that **make it difficult or challenging to play and be active?**



"I don't like this because it represents gang activity. It probably makes parents feel unsafe about letting their kids go to the park, especially alone. Maybe a 'graffiti wall' can be installed for kids to have a place to be creative instead of painting on buildings, and maybe they would design something nicer than this." -C.G. (12 yrs.) & J.L. (13 yrs.)



"Even though these are located on the outskirts of the park, a caution sign would be appropriate when tanks like this are being stored near where children play. It would be best to just store them someplace else!" -V.R.H. (13 yrs.)



"This could use a trash clean-up day! Maybe more trash and recycling cans play would help prevent this mess in the future!" -E.L. (13 yrs.)

"Some swing structures are old and should be replaced when it looks like the wood is rotting. Maybe the wood can be stained or painted to help preserve it. Some swings just need new chains. I like the inclusion of infant swings at parks, making simple greeting and strolling with babies easier. It's great that our parks have stuff for most ages, but dangerous infant swings like this one should be replaced. Overall, the options are awesome!" -E.L. & V.R.H. (13 yrs.)



"The new sidewalks make Berlin look nicer and walking from place to place safer, but one section is missing on a busy road. It would be nice if one was added between Napert Village and Hutchins Street Park so kids could walk safely to that park or even to Community Field." -A.R. (14 yrs.)



Berlin, NH Youth Answers

? Where are some **great places for recreation** in your community? What are the **things you like in your community** that make it easy to be active?

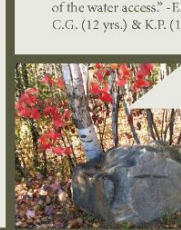


"This is a great place for kids to play and hangout, and the jungle gym is in good condition." -C.G. (12 yrs.)



"I like how Friendship Park has a no smoking sign. It is great that the park is making it a better place for kids to play at without having to worry about second hand smoke and cigarettes on the ground!" -A.R. (14 yrs.)

"I like this because it's a nice view and there is no trash. It would be a nice place to relax, dip your feet or go fishing. It might be a good idea to post a sign at the beginning of the trail, warning parents to keep a closer eye on their children because of the water access." -E.L. (13 yrs.), C.G. (12 yrs.) & K.P. (12 yrs.)



"This is a nice place to catch shade and sit down. It also includes a White Birch tree which is our State Tree. Adding more native trees to provide shade at parks for parents watching their kids means more time to play!" -V.R.H. (13 yrs.)

"I think this rain water collector is an excellent idea for watering the raised bed gardens. This is great for the environment since it doesn't waste water. It has a spout to access the water and is safe for children because it is covered by a screen." -A.R. (14 yrs.)



2018 Statewide Community Benefit Report

2017 Overview of Hospital Activities

New Hampshire hospitals go beyond their mission of delivering high quality, affordable health care by collaborating with community partners to collectively address the issues most important to improving the health and well-being of their communities.

With a focus on total population health, hospitals are expanding their community benefit strategies and aligning their charitable investments with broader community health initiatives so that they can better meet the needs of their patients, both inside the hospital and beyond the walls of their institutions.

The **2018 Community Benefit Report** showed that New Hampshire's non-profit community hospitals provided more than **\$483 million** in total community benefits, including more than **\$249.6 million** in unreimbursed Medicaid costs and **\$42.8 million** in charitable care.



2018 Awards of Achievement

*Excellence in Patient Safety & Quality
Improvement Award
Dartmouth-Hitchcock Health*



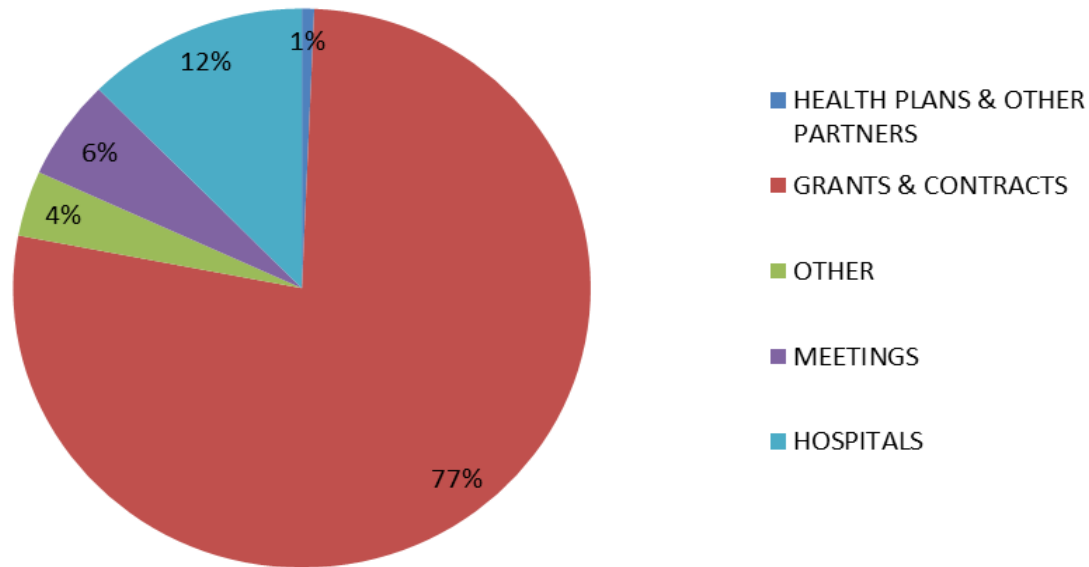
*Noah Lord Patient & Family Engagement Award
Elliot Health System*



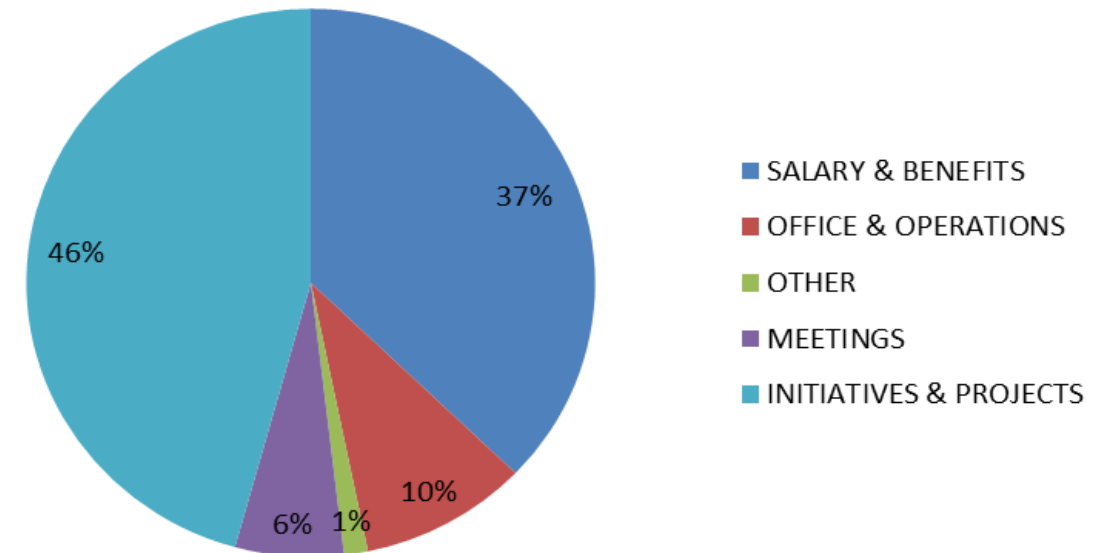
*Clint Jones Nursing Award
Isaac Hirschfeld, RN
Elliot Health System*



2018 Income - \$3.41M



2018 Expenses - \$3.48M



Program Staff

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