



To promote a healthier state, the Foundation has focused on health prevention and education, access to affordable health care as well as patient safety and quality improvement initiatives, patient and family engagement strategies, health equity and disparities of care, emergency preparedness and response, behavioral health and the opioid crisis, and other health care priorities.

Addressing Behavioral Health

Created to address the management and treatment of patients experiencing mental health crises in the emergency department (ED) setting, the **Behavioral Health Clinical Learning Collaborative** facilitated the implementation of universal screening and prevention methodologies for suicide risk in hospital emergency departments statewide, as well as the sharing of best practices and clinical improvement initiatives that support patients and families experiencing behavioral health crises in the emergency department setting with their recovery by strengthening patient and family engagement and integrating their disease specific health needs with appropriate resources within the health system and community.

Fostering Collaboration for Integrated Disaster Response

Launched in early 2018, the **Granite State Health Care Coalition (GSHCC)**, a statewide coalition that strives to improve the emergency preparedness and readiness of New Hampshire's healthcare system, conducted statewide trainings on a variety of topics to increase competencies for **over 1,270 people across the healthcare continuum**, and was successful in completing all ASPR requirements on-time and within budget while expanding the visibility and value-add of the coalition concept.

Collaborating on Hospital Community Investment Reporting

The Foundation continued its work supporting the **24 non-profit hospitals and health systems** to help promote hospital community investment activities, catalyze community health improvement efforts by sharing best practices, and create greater alignment of community health needs assessments, as well as community benefit processes and reporting.

Informing Health Care Decisions

Serving as the leading resource for advance care directives and end of life care planning for patients and their families, medical providers, hospitals and health systems statewide, the Foundation Contributed to the development of a nationally adopted POLST form which will greatly facilitate reciprocity among states in honoring these important medical orders; publishing recognized forms for use statewide; and conducted **annual surveys** of all **26 hospitals** and training more than **380 individuals** in best practices through its *Advance Care Planning & Provider Orders for Life Sustaining Treatment (POLST) Facilitator Training* programs.

Inspiring Patient & Family Engagement

Supporting the state's **26 hospitals** in their efforts to create cultures of **Patient and Family Engagement (PFE)** and establish patient and family advisory councils (PFACs) that enhance the delivery of patient and family-centered care throughout the continuum, the Foundation continued its efforts to improve the quality of care delivered as well as the patient experience by providing PFE coaching and skill building to hospitals in experience-based co design models. In addition, the Foundation launched the *Building a Patient and Family Engagement Program*, a training module designed to strengthen PFE efforts and processes for hospital staff, patients and families.



Improving Patient Safety & Quality of Care

The Foundation continued its work supporting hospitals in their efforts to improve patient safety and quality of care, and to reduce health-related complications, health care inequity and unnecessary readmissions. Hospitals focused on patient falls, adverse drug events, pressure injuries, hospital-associated infections, readmissions, antibiotic stewardship and workplace safety through the implementation of best practices to **reduce hospital acquired conditions by 20%** and **readmissions by 12%** from initial levels of the **Partnership for Patients** initiative. Patient family engagement is used as a cross-cutting strategy to improve quality, safety and the patient experience. In addition, the **NH Health Care Quality & Safety Commission** secured permanent standing in state law, a critical resource for hospitals that promotes accountability, cultures of safety and the sharing of best practices and prevention strategies.

Strengthening Rural Health

The **Rural Health Quality Improvement Network** continued its work with the state's **13 Critical Access Hospitals (CAHs)** in coordinating federal funding and sharing best practices for regulatory compliance, quality improvement and patient experience specific to rural health and the state's most vulnerable communities by advancing the *Revenue Cycle Curriculum* and regulatory support provided to the hospitals, strengthening the *Peer Review Network*, and supporting the *Rural Health Coalition* with addressing challenges and advocacy efforts specific to rural hospitals.

Enhancing Access to Substance Use Disorder Treatment

Now in its 4th year, the **Substance Use Disorder (SUD) Treatment Project** continued to support hospitals in providing increased access to treatment and development of best practices through *Emergency Department Bridge to Treatment* programs in 9 hospitals that resulted in 1,655 patients receiving treatment in the ED and 1,257 patients agreeing to referral of services. In addition, the Project supported *Medication Assisted Treatment (MAT)* programs at 12 hospitals, resulting in 26 hospital-affiliated primary care settings improving connections for people with SUD to follow up care and treatment after discharge, resulting in 672 patients served, 137 waived physicians currently offering care with 71 behavioral health or care management staff, and trainings conducted to address stigma.

Advancing Total Population Health

In its effort to 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, the Foundation worked with hospitals to establish a baseline of population health activities statewide and conducted *Aligning Investments to Improve Population Health* in partnership with the University of New Hampshire and the Public Health Institute to support a statewide strategy for making investments in the state's communities through a funding hub. In addition, the Foundation's population health efforts were highlighted in a **national case study** released by the Institute for Health Improvement and **nationally recognized** by the Institute for Health Improvement, the Public Health Institute and funders for its population health collective efforts.

Partnering to Improve Health for All