

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



Foundation for
Healthy Communities

Executive Director's Message

2021 was a full year of COVID-19 response, with several waves that swung us between optimism and concern. The programs at the Foundation for Healthy Communities continued to adapt throughout the year to the changing needs of our partners and constituents, all while listening for where we may best be able to serve in the future.

The responsive nature of the organization allowed us to bring on new grant opportunities and programs this year, several of which developed very rapidly in response to the acute situations caused by the pandemic. The nimbleness of the Foundation, and the responsiveness of the staff team, continued to advance our mission in new ways as we work to build healthier communities for all, now and in the future.

Yours in health,



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.

Mission

To build healthier communities for all by leading partnerships, fostering collaboration, and creating innovative solutions to advance health and health care.

Values

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



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Partnering to improve health for all.

Addressing Behavioral Health

Address the management and treatment of patients experiencing mental health crises in the emergency department (ED) setting through the **Behavioral Health Clinical Learning Collaborative** which supports hospital emergency department and Community Mental Health Center staff in the immediate evaluation, management and treatment of patients with behavioral health emergencies.

Fostering Collaboration for Integrated Disaster Response

Launched in early 2018, the **Granite State Health Care Coalition (GSHCC)** is a statewide coalition that supports emergency preparedness planning, response and recovery from events impact the health care system in New Hampshire like the COVID-19 pandemic.

Collaborating on Hospital Community Investment Reporting

Work with the **23 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.

Assisting with Health Insurance Navigation

Provide free health insurance education and navigation services to New Hampshire residents who need to apply for and enroll in health insurance through Medicaid, the Children's Health Insurance Program (CHIP) or the Health Insurance Marketplace.

Informing Health Care Decisions

Serve as the leading resource for advance care directives and end of life care planning, including POLST, for patients and their families, medical providers, hospitals and health systems statewide, publishing recognized forms for use statewide and providing training and education in best practices through its *Advance Care Planning & Provider Orders for Life Sustaining Treatment (POLST) Facilitator Training* programs.

Inspiring Patient & Family Engagement

Support all **26 hospitals** in their efforts to create a culture of **Patient and Family Engagement** and establish patient and family advisory councils (PFACs) that enhance the delivery of patient and family-centered care throughout the continuum and improve the quality of care delivered as well as the patient experience.

Improving Patient Safety & Quality of Care

Support NH and VT healthcare delivery systems in implementing and designing initiatives that are person-centered and integrated across the healthcare continuum for Medicare beneficiaries, with a focus on rural and critical access hospitals through the **Eastern US Quality Improvement Collaborative**.

Facilitate the **NH Health Care Quality & Safety Commission** to review and analyze quality of care and patient safety issues and sharing best practices known to reduce patient harm for improved health outcomes throughout the state.



Partnering to improve health for all.

Strengthening Rural Health Care Delivery Systems

Convene New Hampshire's **13 Critical Access Hospitals** under the **Rural Health Quality Improvement Network** to provide a broad array of resources that enhance the sharing of best practices for regulatory compliance, quality improvement and patient experience specific to rural health and the state's most vulnerable communities.

Enhancing Access to Substance Use Disorder Treatment

Improve access to addiction treatment for people with **Substance Use Disorders (SUD)** by establishing Emergency Department Bridge to Treatment and Medication Assisted Treatment (MAT) programs for emergency department, primary care and hospital inpatient populations while engaging people living with, or who are in recovery from, a substance use disorder in identifying and testing solution and engagement strategies.

Advancing Total Population Health

Work with partners to foster **healthy, equitable populations** through linking clinical and community-based approaches that 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.

'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.'

*Peter Ames
Executive Director*



The COVID-19 Pandemic: A Year Like No Other

The COVID-19 pandemic has upended our society and economy, challenged our health care systems like never before, and changed the lives of far too many people here in New Hampshire, throughout the country, and around the globe.

The pandemic resulted in an unprecedented response effort by hospitals, health care, public health, EMS, and emergency management, establishing the necessary inter-agency collaboration for an integrated healthcare system response. This collaboration continues to sustain response efforts and preserve partners' and members' ability to maintain essential health care services.

For the last two years, the Foundation for Healthy Communities' **Granite State Health Care Coalition (GSHCC)**, has served as a touchpoint for the health care continuum across the state around priority issues, sharing data and information that informs the state and partners' response to the pandemic, and identifying the challenges and what is needed to support a long-term response and recovery plan.



The COVID-19 Pandemic: A Year Like No Other

The turbulence of COVID-19 forced all of us to operate differently as the pandemic delivered a year like no other. We have experienced the heartbreaking loss of more than two thousand family, friends and loved ones to COVID-19; suffered significant financial challenges as health care partners continued to fight the pandemic; and felt the undeniable burnout experienced by too many.

But the pandemic also created unique collaborations as the state continued its response and recovery through incident command and communications, public health awareness and prevention, testing and vaccinations, equipment and medical supplies, and patient capacity across the health care continuum.

And together, we continue to collaborate as we stand strong in the face of the most significant adversary we have ever experienced.



The COVID-19 Pandemic: A Year Like No Other

“We remain inspired of the tireless dedication and resilience demonstrated by health care workers, public health practitioners, EMS, first responders, and emergency managers in serving the residents and visitors of the State of New Hampshire.”

Peter Ames
Executive Director



2021 Statewide Community Benefit Report



2019 Overview of Hospital Charitable Activities

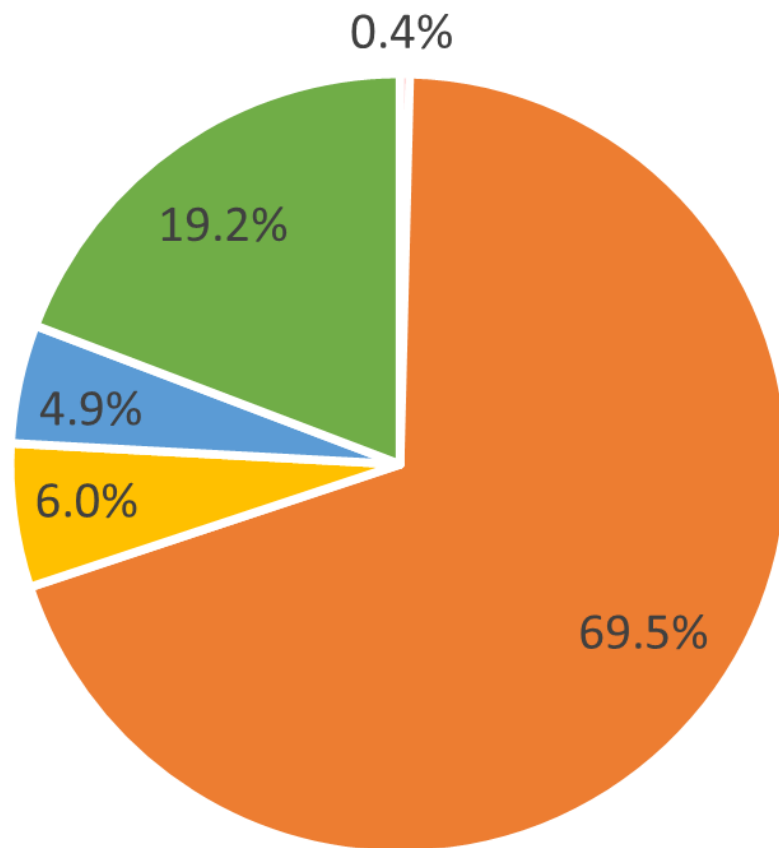
New Hampshire hospitals go beyond their mission of delivering high quality, affordable health care by collaborating with community partners to collectively address the issues most important to improving the health and well-being of their communities.

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 **2021 Community Benefit Report** showed that New Hampshire's non-profit community hospitals provided more than **\$577.8 million** in total community benefits, experienced more than **\$282 million** in unreimbursed Medicaid costs and provided more than **\$325 million** in financial assistance to access care in 2019.

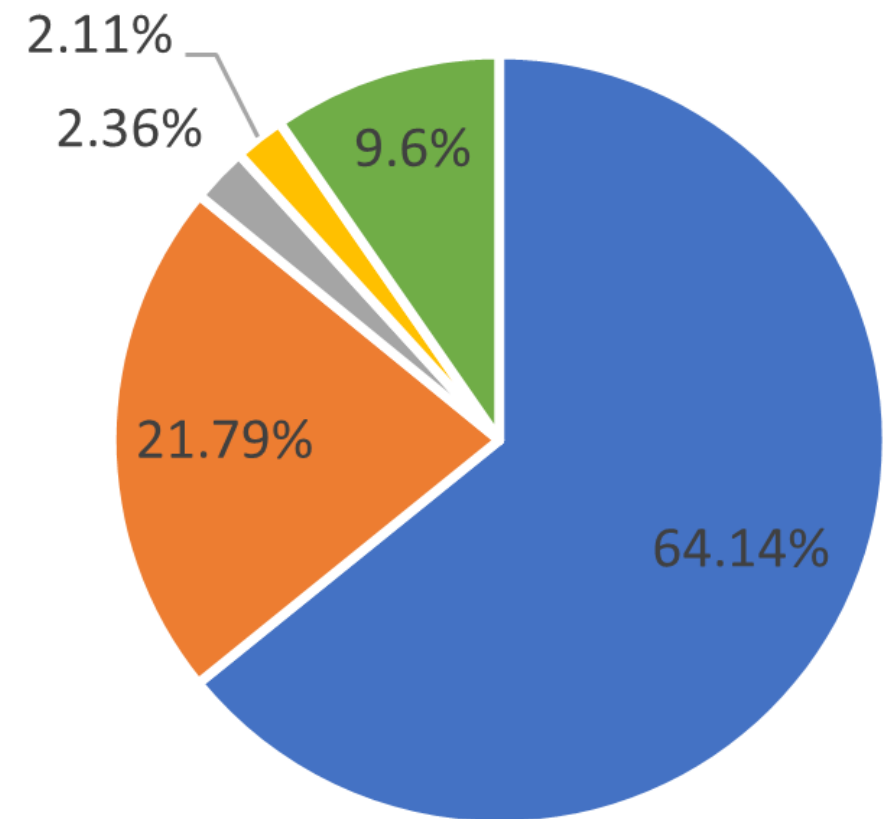


2021 Income \$2.51M



- HEALTH PLANS & OTHER PARTNERS
- GRANTS & CONTRACTS
- OTHER
- MEETINGS
- HOSPITALS

2021 Expenses \$2.48M



- SALARY & BENEFITS
- OFFICE & OPERATIONS
- OTHER
- MEETINGS
- INITIATIVES & PROJECTS



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