

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



Foundation for  
Healthy Communities



# Executive Director's Message

Dear Partners & Colleagues,

This year saw many changes in us coming back to familiar experiences as the pandemic entered a new phase, but also moving forward to some things that will forever be different. We've joined with our partners from across the state as they seek new and enduring strategies to address the health challenges of their communities.

As our partners continue to respond to the changing health and wellness issues of people in New Hampshire, we've grown our portfolio of programs in an effort to be responsive to the challenges of the day. By listening to our colleagues, patients and families, and working directly with community-based organizations, we seek to learn from their experiences and position ourselves to bring new and practical value to their efforts. We are proud of the strides we have made this year and look ahead to future opportunities to improve health for all in the Granite State.

Yours in health,



Peter Ames  
Executive Director



# Vision

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*All people of New Hampshire achieve their highest potential for health and well-being.*

# Mission

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

# Values

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## Collaboration

*We foster a culture of belonging through leadership, diversity, lived experience, and supportive relationships.*

## Community

*We believe in the power of community to create equity, build trust, and allow for listening and contributing.*

## Compassion

*We aim to carry out our work with humility and respect for individual values, beliefs and priorities.*

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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, or redetermine eligibility, 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.

## **Addressing New Hampshire's Health Care Workforce Shortage**

Funded by the Endowment for Health's Forward Fund, **HealthForce NH** will lead the implementation of the *Giving Care: A Strategic Plan to Expand & Support New Hampshire's Health Care Workforce* through a collaborative effort to create substantial, equitable, skilled and fulfilled health care workforce.

*'The Foundation's history of success of improving health for all is built upon creating collaborative initiatives with people and organizations throughout the state, and we couldn't be more grateful for those opportunities.'*

**Peter Ames**  
**Executive Director**



## Health Insurance Navigation


The Foundation for Healthy Communities continued its efforts to ensure that New Hampshire residents maintained access to vital health insurance programs by working with hospitals around the state, offering free health insurance navigation services to those individuals and families that needed to go through the Medicaid redetermination process in light of the COVID-19 Public Health Emergency (PHE) ending in 2023.

This assistance was made possible through a grant from the Centers for Medicare & Medicaid Services (CMS) to assist consumers navigating, shopping for, and enrolling in health insurance coverage for plan year 2023 through a Health Insurance Navigator. The Foundation's Navigator continues to be made available to hospitals and individuals statewide to provide assistance to consumers in a number of different ways, including identifying the health insurance options available to them through the Marketplace free of charge.

In addition, the Foundation's Navigator assisted hospitals with transitions of care planning for those patients awaiting availability in long-term care facilities but who face various barriers to care, opening up critically needed beds for patients in need of acute inpatient care.



## Supporting the State's COVID-19 Recovery



In 2022, New Hampshire's health care delivery system continued to face many challenges presented by the COVID-19 pandemic, while tirelessly serving the needs of patients throughout the state. The Foundation's Granite State Health Care Coalition continued its efforts to maintain ongoing support of members to address issues of medical surge, continuity of health care service delivery, and health care and medical response coordination in support of health care partners statewide.

Additional efforts to support the state's response to the COVID-19 pandemic were made possible by a three-year grant from the NH Department of Health & Human Services to increase both the infrastructure and the capacity for New Hampshire hospitals to administer and reduce access barriers to COVID-19 vaccinations. The **COVID-19 Vaccination Project** will continue to address the critical need to increase COVID-19 vaccines and boosters to prevent severe illness and hospitalizations, as well support the necessary engagement strategies that promote COVID-19 response and recovery and increase vaccine confidence through education and outreach.



## Addressing New Hampshire's Healthcare Workforce Challenges

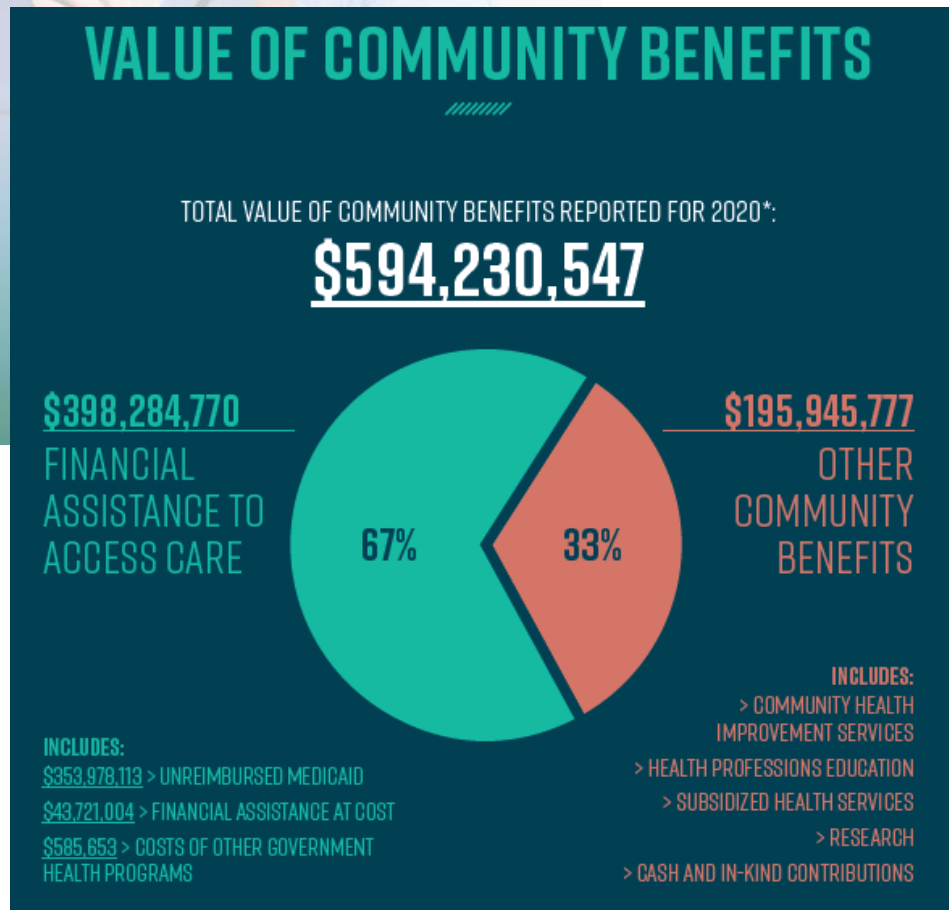
Healthcare is the fastest growing employment sector, projected to add almost 10,000 jobs to the economy by 2030. However, New Hampshire's healthcare workforce is not poised to grow enough to fill these jobs, with employers already contracting short-term workers to fill the current need. HealthForce NH is mobilized to take action now and partner to ensure that NH is prepared to fill the growing needs of its population by growing, retaining, and sustaining its healthcare workforce.

In late 2022, the Foundation for Healthy Communities was identified as the permanent organizational home for HealthForce NH, established by the Forward Fund under the Endowment for Health.

In 2023, HealthForce NH will lead the implementation of the ***Giving Care: A Strategic Plan to Expand and Support New Hampshire's Health Care Workforce*** and serve as a statewide leader on health care workforce issues. HealthForce NH aims to lead a collaborative effort to create a substantial, equitable, skilled and fulfilled healthcare workforce, ultimately creating a healthier New Hampshire overall.



# 2022 Community Benefit Report



## 2020 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.

The 2022 Community Benefit Report showed that New Hampshire's non-profit community hospitals provided more than:

**\$594.2 million**

in total community benefits, experienced

**\$353.9 million**

in unreimbursed Medicaid costs and provided more than

**\$398 million**

in financial assistance to access care in 2020.



# Making An Impact in NH 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.



LITTLETON REGIONAL HEALTHCARE

## LITTLETON REGIONAL HOSPITAL REACH OUT & READ

The doctors and nurses at Littleton Regional Hospital (LRH) know that growing up healthy means growing up with books. The hospital participates in Reach Out & Read, offering books to parents of each newborn at LRH as well as parents of children through 5-6 years old during well child visits. Each child receives a book and parents receive information about the Reach Out & Read program as well as information about local resources to encourage good reading habits.

**LITTLETON REGIONAL HOSPITAL GIVES OUT APPROXIMATELY 350 BOOKS TO NEWBORNS AND THEIR PARENTS ANNUALLY**



## COTTAGE HOSPITAL NEIGHBORS HELPING NEIGHBORS: GIVE WHAT YOU CAN, TAKE WHAT YOU NEED

### THE LITTLE FREE PANTRY AT COTTAGE HOSPITAL

Cottage Hospital's Little Free Pantry (LFP), open for the entire community, provides a safety net for individuals and families that may need a little extra help. "We have families who frequent the pantry often to help supplement their needs and others who find the pantry a helpful resource when faced with an unexpected hardship," says Dhanele Duffy, Community Relations Liaison at Cottage Hospital.

Supplementing the larger local food shelf, the LFP addresses sudden and/or short term needs in the community and boosts the availability of items for more frequent users. With 24/7 access, it's available to anyone, at any time. The LFP is stocked organically and anyone in the community who is able is encouraged to donate items at their convenience.

“IT'S ALL ABOUT HELPING NEIGHBORS AND NOURISHING NEIGHBORHOODS.”

DHANELE DUFFY, COMMUNITY RELATIONS LIAISON AT COTTAGE HOSPITAL



## MEMORIAL HOSPITAL A NEW DAY FOR THOSE WITH DEMENTIA

After three years of extensive planning and construction, a dream became a reality for seniors with dementia and other chronic health issues when the Mount Washington Valley (MWV) Adult Day Center opened its doors September 2019.

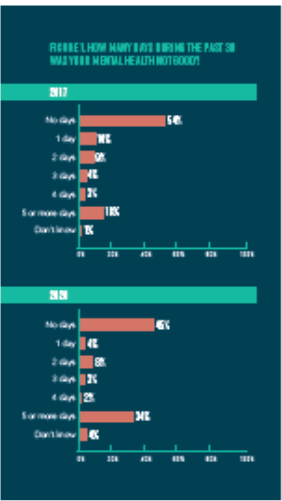
Many features of the Center were thoughtfully developed to provide opportunities for reminiscence, to calm agitated minds or allow for physical movement in engaging and safe ways. From the lighting, to the outside garden, to the Valley Café with a jukebox loaded with tunes from the 50s, 60s and beyond, everything is designed to bring comfort and familiarity to the seniors.

The services provided at the Center are likely to keep seniors with memory loss at home longer and out of residential facilities while also helping their caregivers get the respite they need.

“THE GOAL OF OUR PROGRAM IS TO HELP GUESTS FEEL SAFE, CONNECTED AND ENGAGED. WE FOCUS ON PERSONALIZED CARE—HELPING EACH GUEST DO THE THINGS THEY ENJOY, ENGAGING THEM IN MEANINGFUL ACTIVITIES, AND BUILDING QUALITY OF LIFE TOGETHER.”

—DR. STEVE WILSON, CHIEF OF GERIATRICS

## CHESHIRE MEDICAL CENTER LISTENING TO THE COMMUNITY & IMPROVING ACCESS TO MENTAL HEALTH CARE



While most people in the Monadnock region in 2020 rated their own health as excellent, very good, or good, the proportion who say their health is excellent or very good is at its lowest point since 2010 based on results of a Cheshire Medical Center community survey.<sup>1</sup>

In the September 2020 survey, self-reports of "not good mental health" for 5 or more days increased nearly 90% compared with 2017 reporting. The large increase in self-reports of "not good mental health" in 2020 was coupled with people reporting unavailable or inadequate mental health counseling for adults and youth in the community.

As an important issue in our community, Cheshire Medical Center has looked to invest more resources to improve mental health care. One focus has been to strengthen access by focusing on the integration of mental health and physical health services. The Department of Family Medicine expanded its adult mental health services in 2020 as part of its primary care mission. In addition, Cheshire Medical Center completed a demonstration project with Monadnock Family Services (MFS) to strengthen clinical integration. A family nurse practitioner was located at MFS in downtown Keene to better integrate physical and mental health care for patients served by both organizations. This important community partnership fostered more direct communication between physical and mental health professionals while addressing transportation challenges for patients who require frequent visits to both.



Mass General Brigham Westworth-Douglass Hospital

## WENTWORTH-DOUGLASS HOSPITAL WORKING TOGETHER TO PREVENT SUBSTANCE USE

Substance use prevention education early in life can help establish healthy habits and promote a lifetime of substance-free behavior. Recognizing the importance of substance use prevention, Westworth-Douglass Hospital is proud to continue their support of Dover Youth to Youth, an after-school drug prevention program of the Dover Police Department Community Outreach Bureau. Every year, Dover Youth to Youth attracts roughly 70 students. They focus on data-driven drug prevention initiatives through education, advocacy, community events, programming, and campaigns. Dover Youth to Youth participants learn important skills in the areas of public speaking, media production, activism, writing, theatre and drama, and leadership that they carry with them to life after high school.

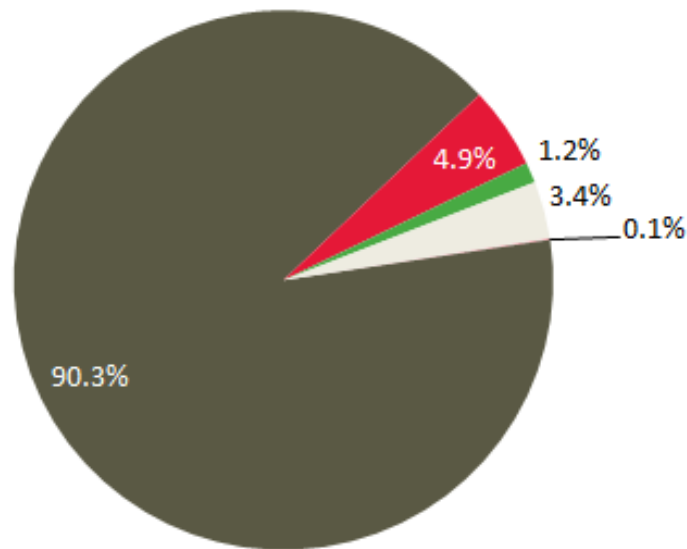
“THE COLLABORATION BETWEEN THE POLICE DEPARTMENT AND WENTWORTH-DOUGLASS HOSPITAL HAS ALLOWED US TO PROVIDE DOVER AND THE REGION WITH COMPREHENSIVE AND INNOVATIVE DRUG PREVENTION INITIATIVES THAT DOVEITAL PERFECTLY WITH THE DEPARTMENT'S EMPHASIS ON COMMUNITY PROBLEM SOLVING.”

—MELISSA BROWN, CHIEF OF POLICE



## 2022 Income \$14.7M

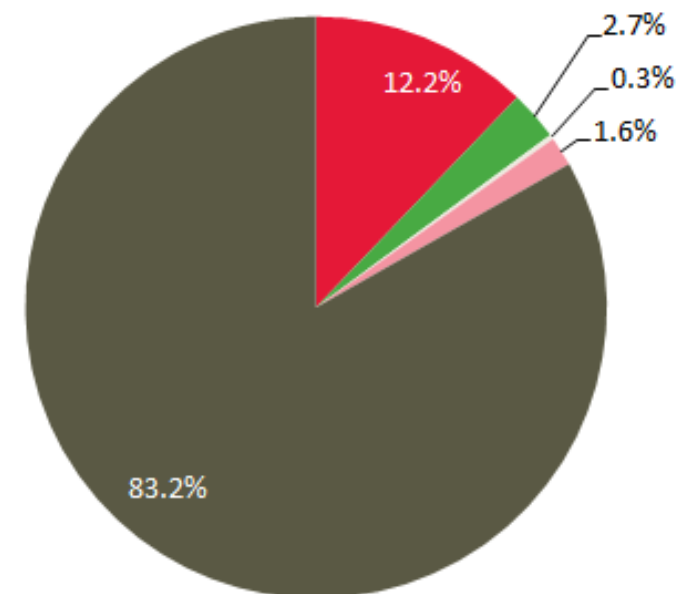
2022 Income  
\$14.7M



- Health Plans & Other Partners
- Other
- Hospitals
- Grants & Contracts
- Meetings

## 2022 Expenses \$14.2M

2022 Expenses  
\$14.2M



- Salary & Benefits
- Other
- Initiatives & Projects
- Office & Operations
- Meetings

The Foundation for Healthy Communities graciously appreciates the support provided by the following partners:

AmeriHealth Caritas  
 Anthem  
 Administration for Strategic Preparedness & Response  
 Eastern US Quality Improvement Collaborative  
 Endowment for Health  
 Foundation for Opioid Response Efforts

Harvard Pilgrim Health Care  
 Nellie Mae  
 New Hampshire Acute Care Hospitals  
 New Hampshire Charitable Foundation  
 New Hampshire Department of Health & Human Services  
 New Hampshire Navigator



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# Foundation *for* Healthy Communities

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