

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



Foundation for
Healthy Communities



Executive Director's Message

Dear Partners & Colleagues,

It is with enthusiasm that we continue our dynamic partnerships with health providers, patients, caregivers, insurance carriers, funders, and many community-based organizations across the state while at the same time looking to engage new partners. We recognize that we are stronger together and that each connection and relationship we have established has contributed to our collective success.

Every relationship brings diverse perspectives and shared goals and learning. Together, we are better able to build upon each other's strengths and support each other through navigating the challenges we face. Inspiration, partnership and growth set the stage for equitable health for all.

I am proud of what we accomplished in 2023. I look forward to building upon the foundation of our collaborative endeavors and reaffirming our commitment to our partnerships throughout 2024. With our strong relationships and shared vision, there is no limit to what we can achieve.

Yours in health,



Peter Ames
Executive Director



Vision

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

Mission

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

Values

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.

Diversity Statement

The New Hampshire Hospital Association and the Foundation for Healthy Communities are committed to advancing the health and well-being of all people in New Hampshire. To advance our missions, we value inclusive care that recognizes and affirms every individual's unique characteristics, culture, and experiences. We believe that all people deserve respect and to be accepted as they are, free from discrimination and bias.

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INITIATIVES

BEHAVIORAL HEALTH CLINICAL LEARNING COLLABORATIVE

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.

GRANITE STATE HEALTH CARE COALITION (GSHCC)

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.

COMMUNITY BENEFIT AND HEALTH IMPROVEMENT

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.

Partnering to improve health for all.

ADVANCE CARE PLANNING

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.

PATIENT AND FAMILY ENGAGEMENT

Collaborating to Improve the Quality of Care

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.

NH HEALTH CARE QUALITY & PATIENT SAFETY COMMISSION

Sharing Information to Improve Care

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.

HEALTHFORCE NH

Convening Partners, Cultivating Resources

Takes a broad, systemic approach to helping NH grow, retain, and sustain a skilled health care workforce, leveraging their cross-sector position and offering leadership to the field.





Foundation for Healthy Communities

RURAL HEALTH QUALITY IMPROVEMENT NETWORK

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.

SUBSTANCE USE DISORDER TREATMENT

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.



'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

POPULATION HEALTH AND EQUITY

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.

QUALITY IMPROVEMENT AND PATIENT SAFETY

Eastern US Quality Improvement Collaborative

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.

HEALTH INSURANCE NAVIGATION

Assisting with Obtaining Health Insurance

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.

COVID-19 VACCINE PROJECT

Reducing Access Barriers to COVID-19 Vaccinations

Address the critical need to increase access to COVID-19 vaccines and boosters to prevent severe illness and hospitalizations throughout the State. Promote COVID-19 vaccinations as part of health care and increase vaccine confidence through education and outreach.

Partnering to improve health for all.

MCH: UNDERTAKING A COMPREHENSIVE APPROACH TO HEALTH EQUITY

“I’m no longer accepting the things I cannot change. I’m changing the things I cannot accept.” – Angela Davis

From the bedside to the boardroom, improving health equity requires a holistic approach. It necessitates focused and ongoing efforts to address the “conditions in which people are born, grow, live, work, play and age, as well as biological determinants,” according to the CDC. In other words, it takes every person within a health care system working together to help ensure that “everyone has a fair and just opportunity to attain their highest level of health.” At Monadnock Community Hospital (MCH), that’s exactly what’s happening.

“At MCH, we have a culture of collaboration, compassion, honesty and respect, and that has truly made a difference for our patients,” said Denise Lord, Vice President of Organizational Performance/Quality at MCH. “I knew that our culture and teamwork would be the cornerstone of our approach to addressing health equity as well.”

Recognizing that patients need to trust that they are safe, valued and understood when visiting their doctor or hospital, MCH undertook a year-long initiative to prioritize health equity throughout the hospital. This commitment began with the Board of Trustees establishing a DEI Committee. They quickly realized that there needed to be focused efforts to meet Health Equity requirements, and designated Lord as the lead. From there, a multi-disciplinary committee was established, made up of providers and staff, who utilized the Eastern US Quality Improvement Collaborative (EQIC) tool to look at where MCH was in regard to health equity planning.

The committee undertook work to better understand the community’s diversity and examined the community health needs assessment. MCH hired a health informatics professional to collect and analyze Social Determinants of Health information about MCHs’ population, including food insecurity, housing instability, trouble paying for utilities, transportation needs and interpersonal safety. The committee conducted a health equity gap analysis and established action plans to close those gaps, including organization-wide training and data collection systems and tools to search for improvement opportunities.

Next it was time for education. Prior to launching a patient awareness campaign, MCH recognized that it first needed to educate staff. The hospital established the “We Ask Because We Care” initiative to educate staff with various terms and definitions such as race, ethnicity, language, disability and sexual orientation and gender identity and, further, to help them understand the reason behind the health equity initiative as a whole. “We really wanted people to understand the ‘why,’” said Lord, adding that the Board of Trustees also underwent an educational program. “We’re trying to stress the importance of health equity from all angles.”

MCH has made great strides in its health equity efforts including launching additional standardization to its health equity metrics captured in its Electronic Health Records (EHR) and creating informational patient handouts to aid staff in facilitating conversations. With data-driven evidence, MCH has been able to more accurately assess their patient’s clinical needs, risks and barriers to success.

According to Lord, it has been a true team effort. “There has been enthusiastic participation at all levels of the hospital as well as across our partner organizations,” she said. “As a small critical access hospital, we have been like the little engine that could.”

While there is still lots of work to be done, MCH, like the little engine, is fueled by compassion, and will continue to strive to ensure that every individual, regardless of their background or circumstance, has the opportunity to attain optimal health and well-being.

OUR PARTNERS: MAKING AN IMPACT

ALICE PECK DAY MEMORIAL HOSPITAL: HOSPITAL'S PROACTIVE MEASURES REDUCE READMISSIONS

“Practice the philosophy of continuous improvement. Get a little bit better every single day.” – Brian Tracy

At Alice Peck Day Memorial Hospital (APD), they believe that taking the time to fully understand the factors that impact a patient's life is what builds the foundation for providing excellent medical care in a cost-effective setting, and helping to prevent illnesses and injury. That's the perspective they took when looking at how to improve their opioid care, utilizing some of the Eastern US Quality Improvement Collaborative's (EQIC) readmission interventions and tools to help prevent avoidable readmissions.



When treating opioid addiction, Amy Desmond, MS, MLS (ASCP), Associate Vice President of Quality, Patient Safety, Risk and Compliance at APD, said medication tracking is obviously of the utmost importance. In examining medication lists, it became clear that improvements could be made to what was a manual process undertaken by primary care physicians. In addition to adding patient medication lists into the hospitals' electronic health records system, other information was included, such as Prescription Drug Monitoring Program data about the prescription and dispensation of controlled substances.

Having patient lists in the electronic health records allowed for providers to track opioid prescriptions and utilization far easier and more comprehensively, resulting in improved patient care. “We piloted the initiative with one provider, and now all providers participate,” said Desmond. “Our inpatient managed hospital medicine team became enthusiastically engaged, with patient specific needs being addressed to the fullest.”

The results speak for themselves, according to Desmond. She said they had a patient who had been in and out of the hospital for over a year. Utilizing the information gathered through the improved process, the hospital's medicine team reached out to and worked with the primary care provider on the patient's chronic pain management. Said Desmond, “Within a couple of months, we saw a significant difference in the number of visits to the hospital and patient's overall well-being. I'd say that's a success story.”

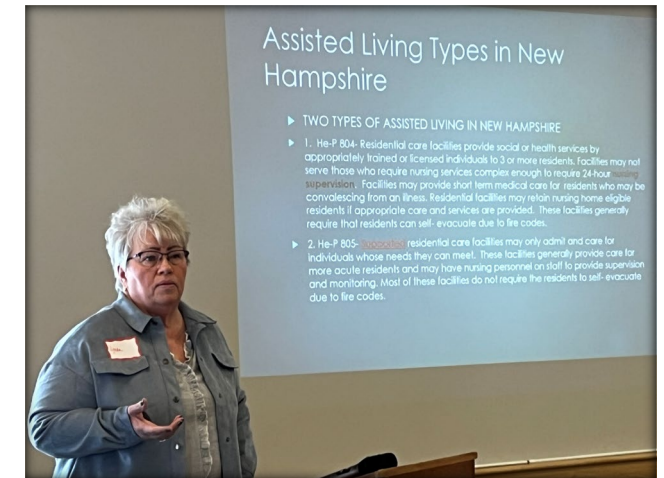
FHC: Making An Impact

TRANSITIONS OF CARE COLLABORATION EVENTS

In 2023, the Foundation for Healthy Communities, NH Hospital Association, NH Health Care Association, Healthcentric Advisors, and the Home Care, Hospice & Palliative Care Alliance joined forces to rebuild relationships across the healthcare continuum that were siloed during the Covid-19 pandemic. They hosted 3 'Transitions of Care Collaboration Events' where administrators, case managers, social workers and providers from hospitals, long-term care, and home care gathered for education and to identify collaboration opportunities.

Topics included a data review of NH 30 -day readmissions and best practices to prevent them; a panel presentation on the admission process to Medicare-certified home health agencies and the hospital discharge process to hospice/ role of hospice in long-term care facilities; and an overview on the role and services of Adult Protective Services. After each session, attendees shared examples of innovative strategies they've implemented to improve care transitions for patients, and they brainstormed ideas for reducing the most commonly experienced barriers to transitions.

Because feedback from these events was overwhelmingly positive, and there is the need to engage additional care providers, 3 additional events are planned for 2024. The first of these events occurred in March and was focused on the role and services of Assisted Living Facilities. Future topics will include communication strategies to engage and activate families and care givers as partners to the healthcare team; workplace violence prevention strategies and information sharing across health care entities; and education on non-medical care options via Medicare Advantage plans.



Promoting Healthy Communities

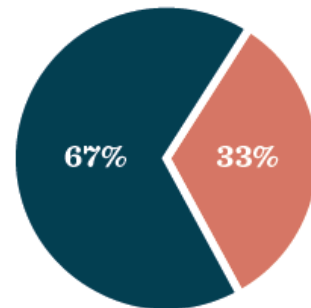


Total Community Benefit Investments:

\$599,491,829*

\$400,296,207

Financial
Access
to Care



\$199,195,622

Other
Community
Benefits**




\$21.9 Million

Community Health Improvement Services

Health screenings, immunizations, health education programs, self-help programs and support groups, transportation to improve access for low-income persons to health care, etc.


\$48.8 Million

Health Professions Education

Investments in the health care workforce including professional development and skill building


\$112.9 Million

Subsidized Health Services

Patient care programs provided despite financial loss because they meet a community need. Examples of subsidized services include mental health, substance abuse programs, satellite clinics designed to serve low income communities and home health programs.


\$11.5 Million

Cash and In-Kind Contributions

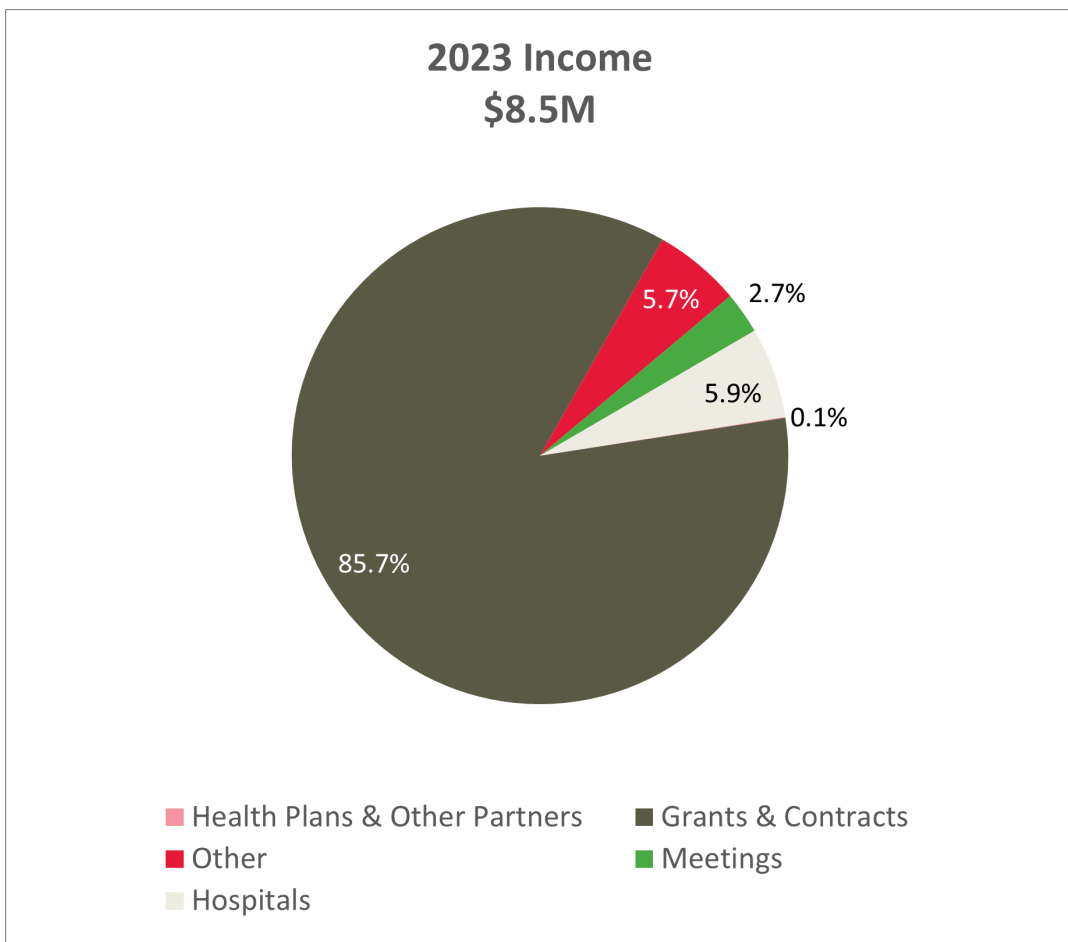
Cash and in-kind services donated to support programs of community-based organizations that meet an identified community need


\$4.1 Million

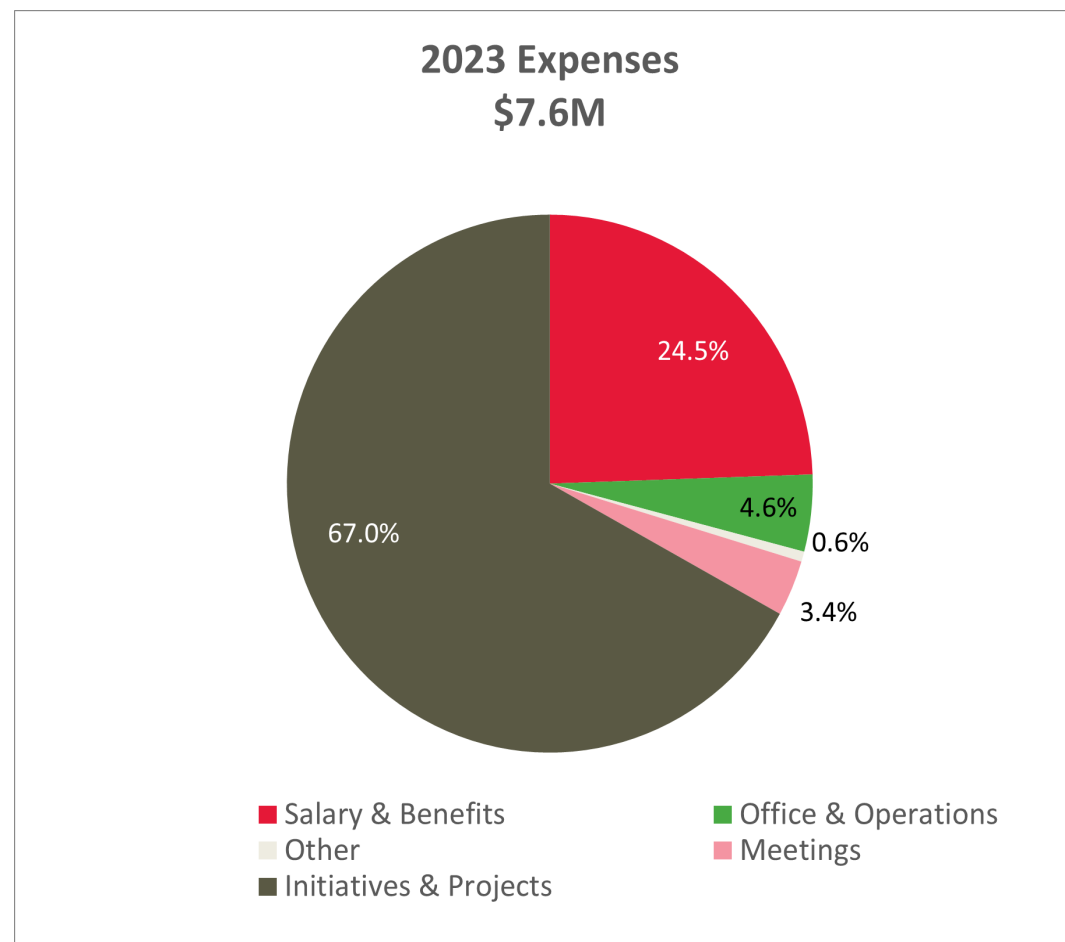
Research

Hospitals conducting studies to improve the health of populations

2023 Income \$8.5M



2023 Expenses \$7.6M



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
- New Hampshire Charitable Foundation
- New Hampshire Department of Health & Human Services
- New Hampshire Navigator



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