



News from the Foundation for Healthy Communities

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National expert speaks to N.H. hospital leadership groups

Jim Conway, a nationally recognized governance expert from the Institute for Healthcare Improvement, came to New Hampshire recently to spend the day with hospital board chairs, medical staff leaders, and senior executives speaking about how to improve their governance practices. Fifteen of New Hampshire's hospitals sent leadership teams to participate in this extremely well-received session which stimulated important discussion about the need to create and sustain alignment in order to successfully meet their strategic objectives. There was an important emphasis on the growing accountability for quality and patient safety and the need for greater transparency. Participants gave the session high marks and a strong recommendation to create ongoing opportunities for these groups to learn together and collaborate on common issues. ●



Jim Conway

NOTES & CALENDAR

- March 31: [NH Comprehensive Cancer Collaboration annual meeting](#)
- Call for nominations for the 5th annual [Clint Jones NH Nursing Award](#)
- March 24: 9-11 am, [Medication Bridge Users' Group meeting at FHC](#)
- April 8: 9-12, [NHAN Medicaid Update Training at FHC](#)
- May 12: 9-11 am, [Greater Nashua Healthy Community Collaborative meeting at SNHMC](#)
- June 1-7: [Walk NH Week](#)
- September 26-28: [FHC/NHHA annual meeting](#)

2010 N.H. Prevention Guidelines to be released

The Foundation for Healthy Communities will make the 2010 NH Prevention Guidelines available April 1. Like previous versions of the guidelines, this new edition gives patients and doctors specific guidance about scheduling physicals, diagnostic screenings and immunizations. One of the changes to this year's recommendations is that vision screening in children begin at age 3. Also, domestic violence has been added to the category of injury prevention and counseling. New Hampshire was the first state in which health plans and providers collaborated to produce uniform prevention guidelines. Before the first set of guidelines was developed in 1998, the recommendations of doctors and health plans varied greatly. The guidelines are updated every two years. ●

Conference will focus on Accountable Care Organizations

Dr. Bruce Hamory from Geisinger Health System in Danville, Pennsylvania will be the keynote speaker on April 9 at a conference hosted by the Foundation for Healthy Communities and the NH Hospital Association. Dr. Hamory will discuss the challenges, opportunities and lessons learned from the Geisinger experience in developing an Accountable Care Organization (ACO). The Geisinger approach has been cited in many national discussions about ACOs. Dr. James Weinstein from the Dartmouth-Hitchcock Clinic and Kevin Callahan from Exeter Health Resources will speak on the efforts of their organizations. An inter-disciplinary panel discussion will follow. More information is available at the Foundation's [website](#). ●



Medical interpreters symposium to be held next month

Health care providers, organizations which hire medical interpreters, policy makers, interpreters, interpreter trainers and others are invited to participate in a symposium on April 1.

The exchange of information between patient and caregiver is central to providing quality health care. Without clear communication, it can be difficult, and even unsafe, to treat a patient. For patients who have limited English proficiency (LEP), as well as providers, the presence of a medical interpreter can allay fears about care. Most important, using a qualified medical interpreter to assist with communication keeps patients safe.

One challenge health care providers face in making effective communication happen with their limited English proficient patients, is hiring a qualified interpreter. Interpreters play a central role in the care team but currently there is no universally accepted definition of what a qualified interpreter is. Other health care workers need to pass boards and hold credentials to work in their field. Up until now, there has been no certifying body for interpreters in a medical setting. There was no simple way to determine the capabilities of a person seeking to be hired as an interpreter. This is about to change.

Within the next twelve months, two certification processes will be launched, each setting a standard defining a level

of achievement for those who wish to interpret in the complex setting of health care. Both the [Certification Commission for Healthcare Interpreters \(CCHI\)](#) and the [National Board of Certification for Medical Interpreters \(NBCMI\)](#) will have their programs established by year end. This should make it easier for health care providers to determine who is capable of interpreting heavily medical jargon from English into various other languages and visa versa. Also, the certified interpreters will have full knowledge of the industry set Standards of Practice and Codes of Ethics. Health care providers will be able to count on the professionalism of the interpreters they

hire to maintain confidentiality and fully interpret each encounter without omissions or additions.

The creation of a credentialing process takes much input from the field. To this end, the [Medical Interpretation Advisory Board \(MIAB\)](#) has arranged for a Symposium on the Certification of Medical Interpreters. This event will take place on Thursday, April 1st, at SERESC Conference Center, 29 Commerce Drive in Bedford, NH.

Mara Youdelman J.D., LL.M., Chair of the Certification Commission for Healthcare Interpreters (CCHI), will present at the symposium, as will Elena Langdon, from the National Board of Certification for Medical Interpreters (NBCMI), and secretary and board member Inna Persits-Gimelberg. The New Hampshire Registry of Interpreters for the Deaf (NHRID) will also make a presentation, describing RID certification for ASL/English interpreters and the difference between a certification process and a licensing process.

Anyone interested in these issues is invited to come learn about the CCHI and NBCMI initiatives to create certification for interpreters in medical settings. Together we can discuss the impact their work will have on interpretation in medical settings. This will not be a debate, but an educational opportunity that lays a foundation for future discussions. 🍏

Symposium on the Certification of Medical Interpreters

**Thursday, April 1st, 6:00 to 8:30 pm,
[SERESC Conference Center](#), 29
Commerce Drive, Bedford, NH.**

**There is no charge, but
donations are accepted.
Light refreshments will be served.**

**RSVP by March 26, with your name
and e-mail address, to the
Foundation for Healthy
Communities:
(603) 225-0900 or
PJohnson@nhha.org**





Cancer Collaboration and obesity prevention projects receive support

The Foundation for Healthy Communities (FHC) will continue to provide management services for the [NH Comprehensive Cancer Collaboration](#) and anticipates soon receiving federal funding to supplement the activities of the [NH Healthy Eating Active Living](#) (HEAL) initiative. FHC's proposal, which addressed both cancer and obesity prevention management services, was selected for funding by the New Hampshire Division of Public Health Services (DPHS) and a contract is pending Governor and Council approval. These are two of eight state-community level programs managed by FHC that exemplify the potential for enhanced outcomes by building relationships with local partnerships. FHC will work closely with the NH Comprehensive Cancer Control and Obesity Prevention Programs to

implement these contracts. FHC has managed the day-to-day operations of the all-volunteer Comprehensive Cancer Collaboration since 2006. Judy Proctor has served as the manager since 2007. The Collaboration brings together knowledge and resources to address cancer statewide. The new contract will support the needs of the Collaboration membership (approximately 200), Board of Directors, five work groups, and seven committees. Each work group is currently planning and prioritizing activities to address the objectives in the New Hampshire Cancer Plan. The 2010-2014 Cancer Plan will be officially launched at the Collaboration's [annual meeting](#) on March 31.

FHC has led the HEAL Initiative since 2008, under the direction of Terry Johnson. It has managed the HEAL

Initiative in accordance with the HEAL action plan's priority strategies. The new funding will allow FHC to provide additional support to the existing committees, and will be used to design and disseminate HEAL communications materials and coordinate an annual meeting.

The FHC strives to facilitate the integration of activities among its programs. As the lead organization for HEAL, it partnered HEAL's Communications Committee with the Cancer Collaboration's Primary Prevention work group to strengthen the understanding of the relationships between cancer and diet/physical activity and implement activities that address mutual objectives to improve the health of the people of New Hampshire. 🍏

Safety checklists in NH highlighted by national organization

Foundation for Healthy Communities associate executive director Rachel Rowe was a featured speaker on the Institute for Healthcare Improvement's National Node webinar call this month. She discussed all of the work that New Hampshire's hospitals and ambulatory surgery centers (ASCs) have done over the past year to implement patient safety checklists. The safety checklist protocol is designed to be simple, be widely applicable, and prevent common and

potentially disastrous mistakes. It is recommended by the World Health Organization to support quality of care.

New Hampshire remains the only state in the country to have signed commitments from every hospital and ASC to use and post a safety checklist in all procedural areas and then audit the effective use of these checklists on an ongoing basis. 🍏



HEAL holds first Leadership Council meeting

On February 25, the Healthy Eating Active Living New Hampshire (HEAL) Leadership Council convened for the first time. The meeting was attended by Council members and other leading partners of HEAL. Leadership Council members represent HEAL funders, committee chairs, and other partners committed to advancing the HEAL vision of creating healthy communities and healthy people throughout New Hampshire. The Leadership Council will meet quarterly and will provide oversight and direction on all aspects of the HEAL campaign.

All of HEAL's funders were in attendance, including representatives from HNHfoundation, Anthem Blue Shield and Blue Cross Foundation,

Endowment for Health, Harvard Pilgrim Health Care Foundation, NH Health and Human Services. Anthem Medical Director, Dr. Richard Lafleur, chaired the meeting as the newly appointed Leadership Council co-chair.



A highlight of the meeting was the presentation of the results and key findings from a HEAL Capacity

Assessment conducted by consultant Steve Miller from the Harvard School of Public Health. Mr. Miller had served previously as a HEAL Convening Partner and has been involved from the start. A discussion followed the presentation focusing on how HEAL can most effectively support local community coalitions to create environmental and policy changes to improve healthy eating and active living in New Hampshire. There are currently four community coalitions funded by HEAL and serving 46 cities and towns in the state. An important role of the Leadership Council moving forward will be to help guide HEAL's efforts to support policy and environmental changes at both state and local levels to reduce the prevalence of obesity and improve the quality of life for New Hampshire's residents. 🍏



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Visit our Web site:
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*Improving health and health care
delivery in New Hampshire.*

The Foundation for Healthy Communities is a nonprofit corporation that exists to improve health and health care, and includes New Hampshire hospitals, health plans, clinicians, home care agencies and public policy leaders.

The Foundation's primary objectives are:

- 1. To collect, analyze, and evaluate data about health and about the delivery, quality, management and organization of health services;*
- 2. To promote, sponsor and conduct applied research and scientific investigation relative to quality, health delivery process improvement and health policy; and*
- 3. To communicate information, sponsor education and training, and facilitate innovation and access for the improvement of health and the creation of healthy communities.*