Foundation for Healthy Communities

2015 Annual Report
VISION
Residents of New Hampshire achieve their highest potential for health and well-being in the communities where they live, work, learn and play.

MISSION
Improve health and health care in communities through partnerships that engage individuals and organizations.

OBJECTIVES
1. Improve health by promoting innovative, high value quality practices within organizations and communities.
2. Lead change strategies that educate, create and sustain healthier communities and make the healthy choice the easy choice.
3. Work to promote access to affordable health care and resources that support the well-being of all people.

VALUES
Respect ~ Innovation ~ Integrity ~ Engagement ~ Excellence ~ Equity ~ Continuous Learning
Objective 1: Improve health by promoting innovative, high value quality practices within organizations and communities.

NH Partnership for Patients
• Recruited all 26 acute care hospitals to commit to safety and improved quality through activities of Partnership for Patients HEN 2.0
• Completed 26 baseline assessments and 26 hospital on-site visits

Patient & Family Engagement (PFE)
• Engaged with all NH hospitals to assist in PFE activity
• Offered 1st statewide PFE Networking event
• Launched Include Always campaign with Minnesota Hospital Association

Long-Term Care Patient Safety Project (AHRQ national pilot)
• Improved patient safety & reduced Hospital Acquired Infections (HAIs), through learning session, coaching calls, webinars and other resources with 10 LTC facilities in New Hampshire

Rural Quality Improvement Network
• International Classification of Disease Coding System (ICD-10) Prep: provided coder training on latest version for in-patient facility and physician practices with staff from all 13 Critical Access Hospitals (CAHs) attending
• Trained 220+ physicians and mid-level providers for ICD-10 documentation
• Conducted multi-day on-site survey prep for 5 CAHs
• Facilitated the collection of Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient satisfaction data at all 13 CAHs

ICD-10 Coder Training
NH Health Care Quality Assurance Commission
- Prepared 2014 Adverse Event report for NH
- Celebrated completion of its 10th year
- Hand Hygiene Workgroup focused on revitalizing HH efforts

Comprehensive Cancer Collaboration
- New **2015-20 NH Cancer Control Plan** at 10th annual CCC conference
- Launched 3 new task forces to enact the plan: Shared Decision-Making; Equity; Quality of Life
- Provided evidence-based support for new restrictions on tanning booth use by youth 17 years old or younger

NH CARE (**Caregiver Advise, Record Enable**) Act
- Created education program with sample policy & procedures to assist all hospitals with implementation of new patient-caregiver engagement initiative

Sepsis Challenge
- Hosted a workshop featuring four hospitals sharing protocols and guidelines

Childbirth Educators Workshop
- Convened to improve birth outcomes & infant safety

*Childbirth Education Session*
NH Healthcare Decisions Coalition

- Held 6 education programs to help implement the new Surrogacy law (effective 1/1/15) attended by over 90 staff from health facilities
- Conducted 14 community technical assistance site visits for Provider Orders for Life Sustaining Treatment (POLST) with 23 new health provider organizations participating
- Held 3 Facilitator Training sessions with 74 new certified POLST/Last Acts Facilitators
- Hosted POLST Workshop with over 50 participants
- Developed new provider education resources

Objective 2: Lead change strategies that educate, create and sustain healthier communities and make the healthy choice the easy choice.

Healthy Eating Active Living NH

- 15 community coalitions initiating local change for HEAL activities
- Active Recreation Workgroup:
  - Completed inventory to identify 10 highest need communities
- Active Transportation Workgroup:
  - Complete Streets project for Nashua
  - Complete Streets policy for NH
- Created Joint Use Agreement toolkit to increase access to active recreation
- Held Statewide conference with 150+ participants
- Facilitated the adoption of socio-economic status/health equity criteria for local Transportation Assistance Programs (TAP) funding by the NH Department of Transportation
- Lead implementation of NH Healthy People, Healthy Places plan
Community Falls Prevention Program
• Recruited more than 30 new trainers to offer *A Matter of Balance* and *Tai Ji Quan: Moving for Better Balance* from 11 community organizations in Coos & Carroll counties and Nashua
• Held 20 workshops by partner organizations with nearly 200 seniors participating
• Collaborated with AARP, NH Falls Risk Reduction Task Force and Dartmouth-Hitchcock Medical Center to deliver falls prevention programs

**Objective 3:** Work to promote access to affordable health care and resources that support the well-being of all people.

NH Health & Equity Partnership
• Produced communications Toolkit; trained over 115 partners to use it
• Launched Partnership newsletter
• Published and disseminated *Enhancing Data Collection to Improve Health Care Access & Quality for All* issue brief
• Recruited senior leadership from 5 hospitals to attend the national *Quality & Equity Roadmap* conference
• Produced new health education video series on cancer screening in 5 languages

NH Med Bank
• Partnered with Manchester Community Health Center to operate new charitable pharmacy
• Acquired NH Board of Pharmacy license
• Recruited & trained 8 volunteer pharmacists
• Facilitated use of $100,000 worth of medications

NH Health & Equity Partnership Convening Session
Marketplace Assistance Program
- Tri-lingual staff partnered with 15 organizations in Manchester & Nashua to reach uninsured Latinos
- Met with 30 organizations to promote Certified Assistance Program (CAP) program and helped 8 to become CAP
- Establish 8 regional Marketplace Assistance collaboratives to support enrollment with various partners
- Assisted in producing My Health My Care videos

NH Health Access Network (NHHAN)
- Met with all hospital Financial Assistance Directors to assess changes and determine needs after the new health insurance Marketplace and NH Health Protection Plan were implemented
- Revised NHHAN policies & procedures to help people with health insurance who cannot afford out-of-pocket expenses

Improving Access to the Right Care
- Trained over 40 health providers staff to learn about new Medicaid eligibility procedures
- Established new relationship with Office of Customer Service, Division of Health & Human Services, for ongoing process improvement activities

2015 Publications:
- Barriers to People Receiving the Right Care at the Right Time
- Economic Impact of Community Hospitals
- Community Health Needs & Benefits
- NH Prevention Guidelines
2015 AWARDS

Innovators Award
Barbara Kimball, RN
Radiation Center of Greater Nashua

HEAL EDies Award
Pleasant Street School, Laconia

Clint Jones Nursing Award
Kimberly Christensen, RN-BC,
Parkland Medical Center, Derry

Noah Lord Patient & Family Engagement Award
Southern NH Medical Center, Nashua
Program Staff

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Director, NH Health & Equity Partnership

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Coordinator, Active Transportation

Noreen Cremin
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Director, HEAL Program

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Andrea Linares
Marketplace Assister

Tanya Lord
Director, Patient & Family Engagement

Patti Nichols
Coordinator, POLST

Judy Proctor
Manager, NH Comprehensive Cancer Collaboration

Rebecca Sky
Director, Falls Prevention Program

Vanessa Stafford
Director, Communications

Greg Vasse
Director, Rural Quality Improvement Network

Ann Walls
Director, Marketplace Assistance Program

Dan Walsh
Coordinator, NH Med Bank

Beth Gustafson Wheeler
Director, Community Health
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