Partnering to improve health for all...
The Foundation for Healthy Communities strives to improve total population health by fostering innovative, high value quality practices within organizations and communities; leading change strategies that educate, create and sustain healthier communities and make the healthy choice the easy choice; and promoting access to affordable health care and resources that support the well-being of all people.

In our efforts to improve the health of our communities over the last year, we have focused on improving patient safety and quality of care, building cultures of patient and family engagement, strengthening emergency preparedness and response efforts across the care continuum, and addressing the behavioral health crisis by working to improve outcomes for those with mental health and substance use disorders.

As we reflect upon our successes in 2018 and look to achieve our goals for 2019, we thank you for your support of our work and your dedication to improving the health and well-being of our communities.

Yours in partnership,

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

Values

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

Mission

Improve health and health care in communities through partnerships that engage individuals and organizations.
## Officers / Executive Committee

**Chair**  
George Blike, MD, Chief Quality & Value Officer  
Dartmouth-Hitchcock, Lebanon

**Vice Chair**  
Helen Taft, former Executive Director  
Families First, Portsmouth

**Immediate Past Chair**  
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*ex officio*  
Peter Ames, Executive Director  
Foundation for Healthy Communities

**Secretary / Treasurer**  
Steve Ahnen, President  
New Hampshire Hospital Association

## Board of Trustees

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<th>Name</th>
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<td>William Brewster, MD</td>
<td>Vice President, NH Market</td>
<td>Harvard Pilgrim Health Care, Manchester</td>
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<td>Upper Connecticut Valley Hospital, Colebrook</td>
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<td>Lauren Collins-Cline, Director, Marketing &amp; PR</td>
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<td>Catholic Medical Center, Manchester</td>
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<td>Jay Couture, Executive Director</td>
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<td>Seacoast Mental Health Center, Portsmouth</td>
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<tr>
<td>Mike Decelle, Dean</td>
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<td>University of New Hampshire, Manchester</td>
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<td>Peter J. Evers, President &amp; Chief Executive Officer</td>
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<td>Riverbend Community Mental Health Center, Concord</td>
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<td>Arthur O'Leary, Regional Vice President, Operations</td>
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<td>Genesis Healthcare, Concord</td>
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<td>Helen Pervanas, PharmD, Asst. Professor, Pharmacy Practice</td>
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<td>Mass. College of Pharmacy &amp; Health Sciences, Manchester</td>
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<td>John Robb, MD, Director, Interventional Cardiology</td>
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<td>Dartmouth-Hitchcock Medical Center, Lebanon</td>
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<tr>
<td>Maria Ryan, PhD, APRN, Chief Executive Officer</td>
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<td>Cottage Hospital, Woodsville</td>
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<tr>
<td>Jeff Scionti, President &amp; Chief Executive Officer</td>
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<td>Parkland Medical Center, Derry</td>
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<tr>
<td>Keith Shute, MD, Chief Medical Officer &amp; Senior VP</td>
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<td>Androscoggin Valley Hospital, Berlin</td>
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<td>Trinidad Tellez, MD, Director, Office of Health Equity</td>
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<td>NH Department of Health &amp; Human Services, Concord</td>
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<td>Andrew Watt, MD, Chief Information Officer</td>
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<td>Southern New Hampshire Medical Center, Nashua</td>
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<tr>
<td>Keith Weston, Jr., MD, Associate Medical Director</td>
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<td>Anthem BCBS, Manchester</td>
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Through our wide array of programs and initiatives across the care continuum, 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.

**BEHAVIORAL HEALTH CLINICAL LEARNING COLLABORATIVE**
Support 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**
Provide the opportunity for providers, healthcare and community stakeholders to plan, prepare and train for catastrophic events through collaboration essential to integrated disaster response.

**HEALTHCARE DECISIONS**
Provide tools and resources on advance directives and health care decisions for providers, as well as individuals and their families.

**MEDICATION BRIDGE PROGRAM**
Improve access to necessary long-term medications for low-income populations.

**NH HEALTH ACCESS NETWORK**
Improve financial access to health care for low-income children and adults statewide through a voluntary effort by healthcare providers.

**NH PARTNERSHIP FOR PATIENTS**
Engage health care providers and patients to improve quality of care, reduce harm and decrease preventable admissions.

**PATIENT & FAMILY ENGAGEMENT**
Facilitate partnerships between hospitals, patients and communities to build patient and family-centered health systems through quality improvement efforts and patient safety initiatives.

**POPULATION HEALTH**
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.

**RURAL QUALITY IMPROVEMENT NETWORK**
Support Critical Access Hospital resources dedicated to clinical quality and patient safety, financial and operational improvement, and regulatory compliance.

**SUBSTANCE USE DISORDER TREATMENT PROJECT**
Partner with NH hospitals to increase access to treatment for patients with opioid substance use disorders.
Fostering Collaboration for Integrated Disaster Response

Launched in early 2018, the Granite State Health Care Coalition (GSHCC) is a statewide health care coalition that supports emergency preparedness planning, response and recovery from events that impact the health care system in New Hampshire and provides the opportunity for providers, health care and community stakeholders to plan, prepare and train for catastrophic events through an integrated disaster response.

Program Highlights, By the Numbers

Supporting Rural Health Care Providers

Working with the state’s Critical Access Hospitals (CAHs), the Rural Health Quality Improvement Network (R-QIN) engaged in efforts to enhance access to care, financial viability, patient safety and continuous improvement in the quality of patient care services in the rural areas of the state to better meet the needs of our state’s most vulnerable patient populations.

- **225** individuals trained in patient financial services for critical access hospitals & rural health clinics
- **61** cases reviewed by 24 external physicians through the Peer Review Network
- **12** Number of emergency exercises or drills participated in by Coalition members, enhancing strategic preparedness statewide
In collaboration with the New Hampshire Hospital Association, community mental health centers and other key stakeholders, the Foundation continued its support of sustainable solutions to the behavioral health crisis devastating communities throughout the state. Over the last year, we have focused on removing barriers to care and meeting the demands of patients suffering mental health issues and substance use disorders through activities such as:

- Expanding access to treatment for people with substance use disorders through the Substance Use Disorder (SUD) Access to Treatment Project by assisting 7 hospitals in launching Bridge to Treatment programs to connect SUD patients with community treatment, supports and services, and 11 hospitals in implementing Medication Assisted Treatment (MAT) services in their primary care practices to better serve patients seeking treatment;

- Participating in a statewide multi-disciplinary hospital network of providers and professional staff dedicated to enhancing behavioral health services to better meet the needs of their patients;

- Partnering with the Rx Abuse Leadership Initiative to launch a statewide Opioid Disposal Education Campaign through community education, safe prescribing practices and the distribution of over 140,000 Deterra drug deactivation pouches to help prevent prescription drug abuse by promoting Zero Left in the Medicine Cabinet;

- Launching a Behavioral Health Clinical Learning Collaborative in 2019 in partnership with community mental health centers and mobile crisis response teams to establish and implement best practices in the delivery of care for those suffering behavioral health issues who present in the emergency departments.
With guidance and support from the Foundation for Healthy Communities, New Hampshire hospitals have worked to become leaders in engaging in collaborative practices to achieve the highest level of patient safety and quality care, and continue those efforts through the **NH Partnership for Patients** initiative.

**In 2018, the NH Partnership for Patients:**
- Collaborated with New Hampshire Hospital to ensure the safety of hospital and health system employees from physical harm by patients and others by providing **SECURE Training** at several hospitals, **training more than 150 hospital and health system employees** to date.
- Supported all **26 hospitals and community partners** in their efforts to create a **culture of patient and family engagement** through patient and family advisory councils (PFACs), patient and family advisors and community collaborations that enhance the patient experience by improving care transitions and quality of care delivered across the health care continuum.
- Continued to facilitate the **NH Health Care Quality Assurance Commission** to review and analyze quality of care and patient safety issues in **hospitals and ambulatory surgery centers statewide**, fostering patient safety programs and improved health outcomes by sharing best practices known to reduce patient harm.

Focused on improving the safety and quality of patient care by implementing evidence-based, best practices that prevent harm and reduce health care costs, this national initiative has achieved **$1.08 billion** in health care savings for patients and insurers, **108,283** fewer patient harms and **7,345** lives saved across the country.

*The NH Partnership for Patients initiative, under the American Hospital Association / Health Research & Educational Trust’s (HRET) Hospital Improvement Innovation Network (HIIIN), is funded by CMS as part of a broader effort to transform the healthcare system into one that works better for patients.*
Advancing Total Population Health

Working with partners, the Foundation for Healthy Communities works to improve the health and well-being of New Hampshire residents by fostering connections between health care, public health and the social determinants of health while advancing health equity.

Empowering Youth Using Maps, Photography, and Words

Expanding on the NH Active Recreation Workgroup’s initiative to increase recreation access in NH communities, the Foundation worked with local leaders to inspire youth to use photography and mapping techniques to address the abundant potential for recreation in local areas but that are challenged by barriers, making it hard for local youth to be active and play in their communities. The resulting images were an unbelievable testament of the need for improving opportunities that promote total population health where New Hampshire residents live, work and play.

Berlin, NH Youth Answers

- Berlin, NH Youth Answers

What are some of the things in your community or neighborhood parks that make it difficult or challenging to play and be active?

- Even though there are benches located on the sidewalks of the park, a sign says you must be 12 to use them.
- Tennis courts are a mile away and should be replaced before they fall into disarray. Maybe the park needs to be replaced and painted to make it more inviting. Improvements to benches and trees should be made.
- The new recreation area is to be built in the middle of the park and should be connected to the walking trails.
- There is no sidewalk at the parks. City residents should consider building a sidewalk to connect the park and road.
- The basketball court needs to be replaced.
- The field needs to be larger.
- The track should be replaced and the field should be upgraded.
- The benches need to be replaced.

- I think this is a great place for kids to play and enjoy nature. It has a nice view and a nice place to relax. It's a great place to run, play football, or go fishing. It's a great place to relax and enjoy nature. It's a great place to relax and enjoy nature.
- I think this is a great place for kids to play and enjoy nature. It's a great place to relax and enjoy nature. It's a great place to relax and enjoy nature. It's a great place to relax and enjoy nature.
2017 Overview of Hospital 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 2018 Community Benefit Report showed that New Hampshire’s non-profit community hospitals provided more than $483 million in total community benefits, including more than $249.6 million in unreimbursed Medicaid costs and $42.8 million in charitable care.
2018 Awards of Achievement

Excellence in Patient Safety & Quality Improvement Award
Dartmouth-Hitchcock Health

Noah Lord Patient & Family Engagement Award
Elliot Health System

Clint Jones Nursing Award
Isaac Hirschfeld, RN
Elliot Health System
Program Staff

Peter Ames, MPH
Executive Director

Anne Diefendorf, MS, RDN, LD
Associate Executive Director
Vice President, Quality & Patient Safety

George Devoid
Grants Accountant

Brian Kugel
Coordinator, Healthcare Decisions

Linda Levesque
Director, Finance

Tanya Lord, PhD, MPH
Director, Patient & Family Engagement

Rebecca Sky, MPH
Director, Substance Use Disorders Program

Vanessa Stafford, MBA
Vice President, Communications

Greg Vasse, MBA
Director, Rural Quality Improvement Network

Beth Gustafson Wheeler, MS
Director, Population Health

2018 Financials

2018 Income - $3.41M
- Hospitals: 77%
- Health Plans & Other Partners: 12%
- Meetings: 6%
- Grants & Contracts: 4%
- Other: 1%

2018 Expenses - $3.48M
- Salary & Benefits: 46%
- Office & Operations: 37%
- Meetings: 6%
- Other: 1%
- Initiatives & Projects: 10%

2018 Income: $3.41M
2018 Expenses: $3.48M