Partnering for the future to advance total population health

Celebrating 20 years of improving health and health care delivery in New Hampshire.
In 2016, the Foundation for Healthy Communities celebrated many successes and accomplishments, all of which wouldn’t have been possible without the support and dedication of our community partners, funders and Board Members. As we celebrate the Foundation’s 20 years of dedication to improving the health and healthcare in our communities, we honor those partnerships that have enabled us to achieve our mission.

Mary DeVeau  
Chair

Shawn V. LaFrance  
Executive Director

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Celebrating Our Colleague....

As we look back upon 2016 and the many accomplishments of the Foundation, we’d be remiss if we didn’t take the time to extend our deepest appreciation to Shawn LaFrance, who has played such an integral role to creating what we all know as the Foundation for Healthy Communities.

Since joining the Foundation nearly 20 years ago, Shawn’s vision and commitment to community health and well-being has been vitally important to the Foundation’s development, growth and success. As the first, and only, Executive Director of the Foundation, he has been a tireless advocate for the Foundation and truly embodies the Foundation’s mission of improving health and health care in New Hampshire.

And while we know he’ll continue that success in his next adventure, we are honored to celebrate Shawn LaFrance, for his vision, leadership and dedication to building a healthy New Hampshire through the Foundation for Healthy Communities.

Steve Ahnen  
President, New Hampshire Hospital Association
Vision

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

Values

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

Mission

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

Objectives

High Value Quality
Improve health by promoting innovation, 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 people.
OBJECTIVE 1: Improve health by promoting innovative, high value quality practices within organizations and communities.

NH Partnership for Patients

Since starting work in 2011 with the Partnership for Patients, a national initiative aimed at improving patient safety and quality of care, New Hampshire hospitals have achieved significant results in patient safety and quality improvement.

- 100% of NH’s acute care hospitals participated in the NH Partnership for Patients HEN 2.0 September 2015 – September 2016
- Avoided 168 patient harms and saved $1.12M in healthcare costs
- Completed 26 baseline assessments and hospital on-site visits
- Provided 15 Educational Conferences featuring 59 peer to peer presenters from NH hospitals
- Launched 3rd round of the NH Partnership for Patients initiative to continue patient safety and quality improvement efforts through the Hospital Improvement & Innovation Network (HIIN)

Patient & Family Engagement (PFE)

The Foundation continues its work with hospitals to help create a culture of patient and family engagement and establish patient and family advisory councils (PFACs) to enhance the delivery of patient and family-centered care throughout the continuum.

- Continued efforts to assist NH hospitals to develop, innovate and maintain Patient & Family Engagement programs
- Held 2 statewide networking & training conferences
- Partnered with HealthSouth and the NH Comprehensive Cancer Collaboration to promote Patient & Family Engagement across the care continuum
- Presented at 2 regional conferences, highlighting NH efforts as examples of best practices and successes achieved: New England Risk Managers Conference & TRANSforming Healthcare Conference
NH Health Care Quality Assurance Commission
Established in 2005, this Commission was reauthorized in 2016 through 2021, to review and analyze quality of care and patient safety issues in hospitals and ambulatory surgery centers.
• Key contributor and editor of the State of NH’s 2015 Adverse Event Report
• Held 5 meetings to continue efforts to foster statewide patient safety programs and achieve improved outcomes by sharing best practices known to reduce patient harm

Rural Quality Improvement Network
The Foundation provides a broad array of resources to help rural Critical Access Hospitals (CAH) share best practices and quality improvement resources.
• Provided CMS Certification Assistance for the CAHs through on-site support during 6 CMS Surveys; conducted on-site mock surveys at 5 CAHs; and held 6 live webinars on compliance-related topics
• Assisted with capacity building through financial & operational modeling for Value Based Reimbursement; helped secure Robert Wood Johnson (RWJ) Foundation Safety Net funding for 5 CAH teams to attend 6 Virtual Learning Sessions and assisted 15 CAH staff to attend the Lean in Healthcare Certificate Program through scholarships
• Provided all 13 CAHs with EMTALA survey assistance

NH Comprehensive Cancer Collaboration (NHCCC)
This partnership of individuals and organizations works together to eliminate cancer, the leading cause of death in the state, by carrying out the NHCCC Cancer Control Plan.
• Convened 11th Annual Meeting Cancer Care in NH: Understanding the Patient Experience attended by 180 people
• The Shared Decision Making (SDM) Task Force offered 2 SDM training workshops, trained 48 champions from 11 hospitals & 24 health care organizations and developed a rack card about the importance of SDM for cancer screenings
• The Quality of Life Task Force surveyed NH cancer centers regarding pain management practices which resulted in an information tool that provides evidence-based options for preventing and/or managing pain
• The Equity Task Force released a white paper, Examining Preventive Cancer Screening Rates Among Vulnerable Adults in NH, which identified vulnerable populations and social determinants of health that attributed to a decrease in preventive cancer screenings
OBJECTIVE 2: Lead change strategies that educate, create and sustain healthier communities and make the healthy choice the easy choice.

Healthy Eating Active Living (HEAL NH)
Healthy Food Access
- Completed HEAL Community Network Healthy Food Access Assessment and Inventory project
- Partnered with statewide consortium to launch NH Farm to School Beacon Communities project in 3 communities
- 5 multidisciplinary hospital teams attended symposium to create healthier, more sustainable food systems in their communities

Active Living
- Created new method to analyze Level of Pedestrian Walkability in communities through HEAL-led Plan4Health Nashua project, to be presented at 2017 Robert Wood Johnson Foundation Active Living Research National Conference

Active Transportation
- Increased the number of municipalities with Complete Streets Policies from 4 to 7
- Engaged 15 Community Coalitions representing all 10 counties working on HEAL NH strategies

Active Recreation
- Completed inventory of Active Recreation resources in 10 of NH’s highest need communities
- Released Recreation Access in NH Communities: A Preliminary Report
- Each community received individual reports with a table of recreation properties and amenities and a map with all recreation properties

Creating Healthy Communities Workshop Series
- Established a series of workshops designed to strengthen skill and leadership capacity for creating partnerships, implementing policy, and changing systems that promote healthy people in healthy places
- Workshops have had successful participation to date, with 106 total registrations and 79 unique individuals from 45 different organizations
NH Health & Equity Partnership
The Partnership seeks to strengthen health services and educate the public on health equity issues to help build equitable, healthier communities.

- Priority issues selected by 80+ partners to be focus of work in next 18-24 months: **Workforce Diversity; Racial Ethnic and Linguistic (REal) Data; Culturally Effective Organizations**
- Launched a newsletter to strengthen the communication and connection among partners
- Conducted a **Medical, Behavioral Health & Social Services Data Collection Capacity** survey to assess partner organizations’ abilities & challenges in the collection, storage, reporting & analysis of REal data

Community Falls Prevention Program
This program has increased access to evidence-based fall prevention programs for older adults and adults with disabilities to reduce falls risks and falls in 3 regions of NH with high risk of injuries due to falls.

- **13 community organizations** in Coos & Carroll counties and Nashua providing evidence-based falls prevention programs: **A Matter of Balance** and **Tai Ji Quan: Moving for Better Balance**
- Trained **33 people** as **Master Trainers** or **Instructors** of evidence-based programs; **42 people** as lay coaches of the **A Matter of Balance** program; with **41 partner programs** & **429 participants**
- Released issue brief highlighting awareness, attitudes and beliefs around falls risks and falls prevention programs. Key findings suggest only 50 to 60% of those with some level of risk of a fall are having conversations with their healthcare provider about their fall risk.

**Tai Ji Quan: Moving for Better Balance**
YMCA, Nashua, NH

Community Health Needs
The Foundation convened **11 hospitals** to jointly conduct a random telephone survey in order to identify community health needs and benefits; surveyed a total of **2,691 individuals**

- Identified the top 3 **social determinants of health** problems as access to good jobs, good public transportation and affordable housing
- Identified the **top 5 funding priorities to improve health** as drug treatment & recovery services; home health care services; alcohol treatment & recovery services; food assistance programs and mental health care
OBJECTIVE 3: Work to promote access to affordable health care and resources that support the well-being of all people.

Substance Use Disorder Treatment
The Foundation began laying the groundwork to improve access to treatment for people with Substance Use Disorders (SUD) through a new project designed to increase the locations where people seeking Medication Assisted Treatment (MAT) for opioid use can receive care, as well as working with hospital emergency departments to improve connections for people with SUD to assist with follow up care and treatment after discharge.

- $1.5 M project to address opioid drug crisis that provides resources & best practices (below)
- Launched an Emergency Department Bridge to Treatment Program with 6 hospitals
- Increase access to Medication Assisted Treatment in primary care settings by establishing new program capacity in Concord, with 7 additional programs underway in other community hospital systems

Behavioral Health Initiative
Working with providers across the state, this initiative strives to identify solutions to improve access to behavioral health care and to help link community-based and inpatient behavioral health services.

- Convened outpatient and inpatient psychiatric care providers and emergency department providers to discuss access to care problems
- Developed new web-based resource that provides the behavioral health providers with data on people in need of Involuntary Emergency Admission (IEA) waiting for care, and the availability of any inpatient Acute Psychiatric Care beds among the 13 facilities in NH that provide inpatient psychiatric care

NH Healthcare Decisions Coalition
Focused on Advanced Directives and healthcare decisions, this initiative works with health providers and other partners to address decision-making issues related to people with life threatening illness and provide resources to assist people with making healthcare decisions for others.

- Trained 35 individuals as Provider Orders for Life Sustaining Treatment (POLST) Facilitators
- Conducted 5th annual statewide Advanced Directives survey
- Developed new NH POLST Facilitator Training Curriculum
- 359 POLST Facilitators trained to date, with 38% from long-term care, 30% from hospitals, 16% from VNA/Hospice and 16% other organizations
Barriers to People Receiving the Right Care
Conducted over a 3 month period, this report identified 343 patients who were medically cleared for hospital discharge but were unable to do so, representing a total of 6,661 additional patient days while no longer needing services, and approximately $17.5 million in unnecessary health care costs.

Community Health Needs & Benefits
Showed that New Hampshire’s non-profit community hospitals provided $526 million in total community benefits in 2015, including more than $354.1 million in unreimbursed Medicaid costs and $98.7 million in charity care.

20th Anniversary Report
Report that celebrates 20 years of improving health and health care delivery in New Hampshire, and partnering for the future to advance total population health.

TOTAL POPULATION HEALTH
A Framework for New Hampshire

Social Determinants of Health
- Housing
- Education
- Employment
- Family/Social Connections
- Food/Agriculture
- Environment
- Transportation
- Recreation

Health Care
- Primary Care
- Oral Health
- Behavioral Health
- Long Term Care
- Home Care/Hospice
- Emergency Care
- Acute Care
- Insurers

Public Health
- Prevention
- Protection
- Promotion

Advancing EQUITY for All
Innovator’s Award
Benjamin Frost
Director, Legal & Public Affairs
New Hampshire Housing Authority

Clint Jones Nursing Award
Anna R. Lamothe, RN
Elliot Health System

Noah Lord Patient & Family Engagement Award
Catholic Medical Center, Manchester
## Program Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Nathalie Ayi</td>
<td>Director, NH Health &amp; Equity Partnership</td>
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<tr>
<td>Anne Diefendorf</td>
<td>Associate Executive Director, Vice President, Quality &amp; Patient Safety</td>
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<tr>
<td>George Devoid</td>
<td>Grants Accountant</td>
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<tr>
<td>Terry Johnson</td>
<td>Director, HEAL Program</td>
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<tr>
<td>Linda Levesque</td>
<td>Director, Finance</td>
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<tr>
<td>Rebecca Sky</td>
<td>Director, Falls Prevention Program</td>
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<tr>
<td>Greg Vasse</td>
<td>Director, Rural Quality Improvement Network</td>
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<tr>
<td>Beth Gustafson Wheeler</td>
<td>Director, Population Health</td>
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<tr>
<td>Noreen Cremin</td>
<td>Manager, Program &amp; Grants</td>
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<tr>
<td>Judy Proctor</td>
<td>Manager, NH Comprehensive Cancer Collaboration</td>
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<tr>
<td>Gwen Duperron</td>
<td>Director, Health Information</td>
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<tr>
<td>Shawn LaFrance</td>
<td>Executive Director</td>
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<tr>
<td>Tanya Lord</td>
<td>Director, Patient &amp; Family Engagement</td>
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<tr>
<td>Vanessa Stafford</td>
<td>Director, Communications</td>
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<tr>
<td>Dan Walsh</td>
<td>Coordinator, NH Med Bank</td>
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## FY16 FINANCES

### 2016 Income - $2.96M

- Health Plans & Other Partners: 55%
- Grants & Contracts: 4%
- Project Income: 19%
- Emergency Preparedness: 12%
- Meetings: 7%
- Other: 3%

### 2016 Expenses - $2.84M

- Salary & Benefits: 46%
- Office & Operations: 15%
- Meetings: 15%
- Emergency Preparedness Contracted Services: 7%
- Initiatives & Projects: 8%
- Other: 2.3%

2016 Annual Report
Officers/Executive Committee

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Mary Deveau, former CEO
Concord Regional Visiting Nurse Association

Vice Chair
George Blike, MD, Chief Quality & Value Officer
Dartmouth Hitchcock Medical Center, Lebanon

Secretary/Treasurer
Steve Ahnen, President
New Hampshire Hospital Association

Immediate Past Chair
Scott McKinnon, President & CEO
Memorial Hospital, North Conway

Executive Director
Shawn LaFrance
*ex officio*

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Concord

Paul Gardent, Faculty
The Dartmouth Institute & Tuck School of Business
Hanover

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Woodsville

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Citizens Health Initiative, University of New Hampshire
Concord

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Androscoggin Valley Hospital
Berlin

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Families First Community Health Center
Portsmouth

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Office of Health Equity, NH DHHS
Concord

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