



News from the Foundation for Healthy Communities

November 20, 2014

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SAVE THE DATE

December 1
AHRQ Safety Program for Long-Term Care
UNH School of Law, 2 White St., Concord NH
8:30 am-4 pm

April 1, 2015
NH CCC Annual Meeting: Aligning



Among the panelists at the Foundation's Fall Forum were, from left, Ellen Cimon of LRGHealthcare, Rebecca Williams of St. Joseph Hospital, Denise Martel of Concord Regional VNA and Kris McCracken of the Manchester Community Health Center.

Fall Forum: Aiming Higher for Health System Improvement

The Foundation for Healthy Communities' Fall Forum - "Navigating for Health: Insurance Coverage and Using Health Services" - provided a dynamic learning opportunity for participants interested in understanding how we partner to improve health system performance in New Hampshire and engage providers and the public in this effort.

More than 100 guests were on hand to hear keynote speaker David Radley, PhD, MPH, from the Institute for Healthcare Improvement/The Commonwealth Fund, explain his analysis of "Two New Hampshires" when it comes to access, healthcare quality, avoidable hospital use, population health and health outcomes.

[Click here](#) to view Dr. Radley's PowerPoint presentation.

A subsequent panel discussion on how to help people understand the linkage among the many health insurance plans and varied health service components produced a lively discussion with those in attendance, including representatives of New Hampshire's six Managed Care Organizations (MCO), including Anthem BC/BS, Harvard Pilgrim Healthcare, Maine Community Health Options, Minuteman Health, NH Healthy



Dr. David Radley

Strategies to Improve Cancer Care

Grappone Conference Center, Concord, NH

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Families and Well Sense .

After breakout table sessions addressed various scenarios facing patients who were new to health insurance, leaders from the six MCOs outlined their respective efforts for the delivery of quality care in New Hampshire

"This was a great opportunity to engage people who help others access health insurance and for clinical care coordinators and MCOs to identify gaps in how we help patients and families to understand better ways to get the right care at the right time and place," said Foundation Executive Director Shawn LaFrance, "

Marketplace Assisters Aid Consumers in Second Enrollment Period

The Foundation for Healthy Communities has eight Marketplace Assisters who have been certified and are assisting consumers in the Marketplace enrollments that began November 15 and will go through February 15, 2015.

All 26 acute care hospitals in New Hampshire have been contacted about providing on-site, weekly enrollments. The Foundation MPAs are working closely with Navigators, Certified Application Counselors and MPAs from ServiceLink, Planned Parenthood of New England, and Bi-State Primary Care to provide these services. Our bilingual MPAs who speak Spanish and Portuguese will be available in Hillsborough County.

More than 50 plans will be available to New Hampshire residents in 2015 on the Marketplace. The majority of hospitals will have contracts with at least three of the following five carriers: Anthem, Assurant, Harvard Pilgrim, Minuteman and Maine Community Health. MPAs are also able to assist individuals to apply for the NH Health Protection Plan (Medicaid expansion) and the Children's Health Insurance Program (CHIP).

All statewide enrollment events will be listed on the "Events" page of the [Covering New Hampshire website](#). For more information, contact Bernie Cameron at bcameron@healthynh.com or 415-4272.

Workshop Highlights Patient & Family Engagement

The Foundation for Healthy Communities Hospital Engagement Network (HEN) hosted the first ever statewide collaborative addressing patient and family engagement in the healthcare setting.

Ninety-seven attendees from 19 NH Hospitals, four home care agencies and a number of patient advocacy organizations learned from pioneers in patient engagement representing Dartmouth Hitchcock Medical Center in Lebanon and Baystate Health in Springfield, MA.



Tanya Lord

National leaders contributing to the collaborative included Libby Hoy, founder of California based Patient Family Centered Care Partners and our own Tanya Lord, FHC consultant on patient and family engagement.

The program examined multiple roles for patient/family advisors in the acute care environment, the successful operation of a PFAC (patient family advisory council), the power of storytelling in moving organizations and leaders towards greater

engagement strategies and the importance of training patient or family advisors to enhance their contributions to patient care and health facility operations.



Lynn Davey (standing) was fully engaged with attendees during the NH Health & Equity Partnership's forum on communications

NH Health & Equity Forum Focuses on 'Communicating for Change'

The NH Health and Equity Partnership (NHHE&P) recently hosted an event called "Communicating for Change: How to Talk About Causes, Consequences, and Solutions to Health Inequity."

Lynn Davey of Davey Strategies outlined the framework of a successful approach to communicating for social change to more than 70 participants.

"It was a valuable day providing another stepping stone in the journey to build a Collective Impact effort to advance health and equity in New Hampshire," said NHHE&P program director Rebecca Sky.

Davey will be returning to New Hampshire in February to provide a refresher on effective strategies for communicating for change and to share the tools she will have developed specifically for the Partnership. She will demonstrate how to use the tools and how to teach others to use the tools to advance the NHH&EP agenda.

Healthy People Healthy Places Launched at HEAL NH Fall Conference

More than 140 attendees representing 90 different organizations from across the state were in Meredith for the HEAL NH statewide conference last month.

The session - entitled "Accelerating Progress towards Healthy People & Healthy Places" - provided an opportunity for attendees to celebrate the widespread HEAL work in the state as well as to learn more about NH's new Healthy People Healthy Places plan.

While the new Healthy People Healthy Places Plan calls for continuing and expanding the successful HEAL community-level work, it also stresses the need

for policy change at the state level and a focus on creating equitable access to healthy eating and active living resources for all residents, whether they reside in rural areas, such as Coos County, or urban areas, such as Nashua or Manchester.

"There are specific populations and geographic areas in our state with higher burdens of obesity and related chronic diseases," said HEAL Director Terry Johnson. "These include low income and racially diverse urban neighborhoods, and rurally isolated communities where barriers exist to healthy living. An important theme of the 'Healthy People Healthy Places Plan' is equitable access to healthy foods, active transportation, and safe places to play and be active in an effort to reduce these health disparities."

Links to the new Healthy People Healthy Places Plan, conference presentations, and a summary of regional dialogues about healthy eating and active living can be found [at this link](#).

Foundation Participating in National Safety Program for Long-Term Care

The Foundation for Healthy Communities is one of five organizations in the country participating in a pilot initiative of the Agency for Healthcare Research and Quality's (AHRQ) "Safety Program for Long-Term Care."

The next free learning session, which is open to long-term care staff from any NH facility, will be held Dec. 1 at the UNH School of Law in Concord.



"This is an exciting opportunity to participate in an important national resident safety improvement program with a focus on infection prevention that is specifically designed for facilities for both short-stay residents or Skilled Nursing Facilities (SNFs) and long-stay residents or nursing homes," said Anne Diefendorf, Associate Executive Director/Vice President for Quality & Patient Safety with the Foundation.

The AHRQ Safety Program for Long-Term Care: CAUTI is complementary to other long-term care safety initiatives such as the Advancing Excellence Campaign.

To learn more about the program, [click here](#). For more information on the Dec. 1 session, contact [Anne Diefendorf](#).

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