



July 2016

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SAVE THE DATE

*Partnership for
Patients
Workshops*

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**August 2nd**  
*Going Beyond the  
Guideline:  
Evidence-Based  
Workshop for  
Reducing or  
Eliminating  
CAUTIs*

8:00am - 4:00pm  
Sweeney Auditorium  
NH Technical Institute  
31 College Drive  
Concord

[\*\*\*Register Here\*\*\*](#)

## New Video Describes Foundation Partnerships Across NH

In honor of its 20th Anniversary, the Foundation for Healthy Communities produced a video highlighting its partnership activities over the past two decades to improve the health and health care in communities. Working with individuals and organizations across the state of New Hampshire, the Foundation has seen success in its goals of enhancing the quality of care delivered by providers; leading change strategies that educate, create and sustain healthier communities; and promoting access to affordable health care and resources that support the well-being within our communities.

"Our success as a Foundation committed to improving the health and well-being of our communities would not have been possible without the support and dedication of our partners," states Shawn LaFrance, Executive Director. "It is through these partnerships that we're able to address and meet the needs of our communities, helping them live healthier lives."



## NH Champions for Patient & Family Engagement Attend PFAC Conference

Ten people from New Hampshire recently attended the 4th Annual Patient & Family Advisor (PFAC) Conference held in Norwood, MA. Attendees represented seven hospitals and included five Patient Family Advisory Council (PFAC) members.

This training conference for Patient Family Advisory Council (PFAC) members included round table and panel sessions, giving up-close and personal interactions with leading researchers, PFAC members, and

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August 8th
*Improving Care at
the Bedside
through Effective
Patient & Family
Engagement*

10:00am - 3:00pm
McAuliffe-Shepard
Discovery Center
2 Institute Drive,
Concord

[Register Here](#)

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**August 16th**  
*Improving Patient  
Safety - Reducing  
Adverse Drug  
Events*

9:00am - 4:00pm  
Mara Auditorium  
Southern NH  
University  
2500 N. River Road,  
Hooksett

[Register Here](#)

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OTHER EVENTS

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**September 21**  
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*HEAL NH Creating
Healthy
Communities
Workshop Series
Facilitation
Challenges & Tips
for Success*

hospitals across Massachusetts, where PFACs are required by law. Attendees had the opportunity to learn about recent achievements in patient and family engagement, and how to get a PFAC on the track to higher impact work. It was an engaging and energizing day for staff members and patient/family advisors alike! Attendance was supported through the Foundation for Healthy Communities NH Partnership for Patients initiative.



Pictured left to right: Anne Diefendorf, Foundation for Healthy Communities; Ava Keenan, Southern NH Health System; Joanne Leach, Catholic Medical Center; Gloria Thorington, Lakes Region General Hospital; Joe Adrignola, Lakes Regional General Hospital; Lisa Bonneau, Southern NH Health System; Kim Lauer, Cheshire Medical Center; Danielle Dillaway, Elliot Hospital; Susan Gilland, Elliot Hospital; and Nancy Holbrook, Concord Hospital.

To learn more about the Partnership for Patients Initiative, click [here](#).

Shared Decision Making Training Attracts Champions from Across the State

The New Hampshire Comprehensive Cancer Collaboration's Shared Decision Making Task Force held two workshops this Spring that were taught by Manish Mishra, MD, Stuart Grande, and Nan Cochran from The Dartmouth Institute's Preference Lab. The Shared Decision Making (SDM) Task Force coordinated the workshops in an effort to increase access to shared decision making for cancer screenings, an objective of the NH Comprehensive Cancer Control Plan.

The workshops offered practical role play exercises, giving attendees the skills needed to implement SDM within their organizations, and help them to serve as champions. SDM is now a reimbursable component of lung cancer screening under CMS, but the skills learned can be applied to a multitude of clinical settings.

More than 50 health care professionals, including several Task Force members, participated in the workshops representing 11 hospitals and 24 health care organizations. Attendees were from different disciplines ranging from physicians and nurse practitioners, cancer center directors, community health workers, nurse care coordinators, social workers, navigators, and radiology nurses.

Special thanks to the Elliot Health System for providing the continuing education credits, and the American Cancer Society for providing lunch at

both events.

Foundation for Healthy Communities
125 Airport Road
Concord, NH

[Register Here](#)

September 18-20

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Foundation for Healthy Communities & NH Hospital Association  
Annual Meeting

OMNI Mt. Washington Hotel, Bretton Woods

[Register Here](#)

**October 12**

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HEAL Annual Conference

Church Landing, Mill Falls at the Lake
Meredith, NH

[Information Here](#)

Quick Links

[Foundation for Healthy Communities](#)

[New Hampshire Hospital Association](#)

[HEAL NH](#)

[NH Comprehensive Cancer Collaboration](#)

[NH Health & Equity Partnership](#)

[CATCH Kids Club](#)



The NH Comprehensive Cancer Collaboration is an initiative of the Foundation for Healthy Communities.

Falls Prevention Program Welcomes New Partners!

The Falls Prevention Program welcomes two new partners in our effort to reduce falls in older adults. Riverside Wellness Center in Gorham and Coos County RSVP, sponsored by Tri-County Community Action Program, Inc. were both trained in the month of May to provide evidence-based, community falls prevention programs. Riverside Wellness Center is beginning *Tai Ji Quan: Moving for Better Balance* classes this month. *Tai Ji Quan: Moving for Better Balance* is a research-based balance training regimen designed to increase strength and mobility and reduce the fall risk for older adults and people with balance disorders.

Coos County RSVP is in the process of recruiting and training lay volunteer coaches to assist with implementing the *A Matter of Balance* program beginning in the fall, which is an 8 session community-based workshop designed to reduce the fear of falling and increase activity levels. They both join a network of providers offering these programs statewide. Participants can self-refer into these programs, but primary care providers should consider making referrals for their patients that have the potential to benefit. Learn more about the Falls NH Program and a list of participating sites [here](#).



Photo Caption L to R: Andrea Brochu, TCCAP Division Director; Nancy Malone, RSVP Program Director; and Chuck Henderson, (Special Assistant for Policy and Projects Office of United States Senator Jeanne Shaheen) at a Balance Day sponsored by Coos County RSVP Program and Riverside Wellness Senior.

Join Our Mailing List!

NH Health & Equity Partnership and the NH Partnership for Patients Hold Cultural Competency Training

The NH Health & Equity Partnership and the NH Partnership for Patients Initiative co-sponsored a 5 day Diversity and Cultural Competency Facilitator Training in June. This training was designed to develop the capacity within organizations to augment their new hire orientations and professional development offerings for current staff. The goal of content the participants learned to deliver is to improve patient safety and reducing readmissions by bettering the quality of patient and family centered care an organization is able to provide. Participating hospitals included Concord, Alice Peck Day Memorial, Elliot, Exeter, Monadnock, and Cottage hospitals. Rosemary Ford of St. Joseph Hospital, Dawn Welshman, Cheshire Medical Center, Amy Parece-Grogan and Anela Kruscica of the NH DHHS Office of Minority Health and Refugee Affairs, and Rebecca Sky, Foundation for Healthy Communities, served as the faculty for the training.



Photo from June 2016 Trainer's Circle. Following the completion of the Diversity & Cultural Competency Facilitator training, facilitators are invited to join a Trainer's Circle to continue to develop and refine skills and learn new content.

Still Accepting Nominations for the Noah Lord Patient & Family Engagement Award

There's still time to submit your nominations for the Noah Lord Patient & Family Engagement Award. This award recognizes the work done by a hospital in partnership with the Patient Family Advisors (PFA) to improve patient safety, quality improvement, and the patient experience, and will help facilitate the sharing of success stories across the state.

Noah Lord was a vibrant, fun, silly, 4-and-a-half-year-old, whose outgoing and inquisitive nature drove him to explore the world around him. His constant questioning of the details had his parents endlessly scrambling for answers that would satisfy his insatiable curiosity. Discussions of

dinosaurs, Star Wars, death, life, playgrounds, work, Toy Story and so many other topics were a constant in Noah's household. He spent many days cooking with his mom and planned with great enthusiasm to be a "chef cooking man" when he grew up. Sadly, those dreams were never realized. Noah died from a series of medical errors following a tonsillectomy, errors that could have been prevented.

Tanya Lord, PhD, MPH is the Director of Patient & Family Engagement at the Foundation, and is recognized nationally for her work in patient & family engagement. Tanya has shared her son's story of medical error and the importance of engaging and communicating with patients & families with audiences across the country.

Deadline to submit your nomination is Friday, August 5th - for more information on the Noah Lord Patient & Family Engagement Award, the award criteria and the deadline, click [here](#).