

Partnering to improve health for all.

Foundation for Healthy Communities

January 2021

Executive Director's Message

As we all experienced a holiday season like no other, we want to take the opportunity to thank you for your support over the last year and wish you a safe, healthy and hopeful 2021. While the pandemic has rightly drawn much of the attention this past year, all of our health improvement programs continued to move ahead in their pursuit to provide value to our partners, patients and the residents of New Hampshire. This success could not be possible without the resilience and dedication of all of our partners who have shown time and again their commitment to work with us to best meet the needs of all those we serve.

However, we are mindful of the burden this ongoing pandemic puts on all of us, most acutely our healthcare heroes who are working in organizations charged with the public health and clinical response activities. It is our hope that you were able to find a bit of respite this holiday season and make your own care a priority as well. We are all in this together, and I know that we are committed to each other's wellbeing. There is reason for optimism as we enter 2021, and we look forward to welcoming the new year with you.

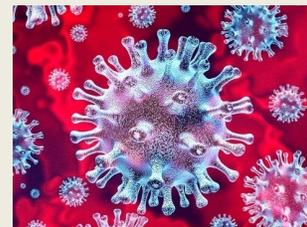
Wishing you a happy and safe New Year,

Peter



Peter Ames, MPH
Executive Director

Granite State Health Care Coalition & its Statewide COVID-19 Emergency Response Efforts



Throughout 2020, the Granite State Health Care Coalition (GSHCC) has continued to evolve along with the COVID-19 pandemic and partners across the healthcare continuum, shifting from monitoring to sustained response operations and recovery planning. The GSHCC continues to serve as a direct support agency to ESF 6-Mass Care and Housing and ESF 8-Health and Medical at the State Emergency Operations Center.

Remaining agile has been a tremendous benefit, allowing the GSHCC staff to work with partners in unique and meaningful ways to rapidly address current and emerging issues. These activities include:

- supporting an ongoing system to process requests for personal protective equipment

- and other supplies from state and federal resources;
- implementing and supporting a first responder and healthcare worker emergency housing program;
- administering **Juware**, the NH statewide healthcare information management system, and providing training and support to partners statewide;
- serving as a liaison to state and federal partners on data reporting compliance for hospitals and long-term care agencies; and
- monitoring data, responding to data and information requests and providing daily technical assistance to partners.

Additional funding from the Assistant Secretary for Preparedness and Response (ASPR) has allowed the GSHCC to further support members in sustained response through specialized projects and equipment procurement. These projects and purchases include:

- the development of a systemwide Mid-Event After Action Review to identify issues and strengths throughout the pandemic response that can be quickly addressed and built upon for future response and recovery efforts;
- enhanced decontamination capabilities for EMS, long-term care and public health through the purchase of electrostatic sprayers;
- increased access to respiratory protection through the purchase of additional PAPR and CAPR systems for hospitals;
- equipment purchases to refurbish ventilators;
- providing additional support to immunization planning coordination efforts between the NH Vaccine Operations Section and the public health networks and other healthcare partners; and
- upgrading HAM radio stations to restore redundant communications capabilities.

The GSHCC continues to expand its membership and remains committed to providing support to partners statewide as they continue to respond to the COVID-19 pandemic. To learn more about the Coalition or to become a supporting member, visit them [online](#).

Foundation for Healthy Communities Selected to Join the Eastern US Quality Improvement Collaborative

The Foundation for Healthy Communities continues its efforts to lead the way to a healthier New Hampshire by supporting hospitals in their efforts to improve patient safety and quality of care through the **Partnership for Patients Initiative**. Along with other healthcare partners, the Foundation joined The Healthcare Association of New York State (HANYS) as a member of the **Eastern US Quality Improvement Collaborative (EQIC)**, a new program under Centers for Medicare and Medicaid Services (CMS) Network of Quality Improvement and Innovation Contractors supporting healthcare delivery systems in implementing and designing initiatives that are person-centered and integrated across the healthcare continuum for Medicare beneficiaries, with a focus on rural and critical access hospitals.

CMS recently awarded HANYS a four-year contract to serve as a Hospital Quality Improvement Contractor within its Network of Quality Improvement and Innovation Contractors. The HANYS-led EQIC will encompass this CMS contract-related work, engaging eligible hospitals and broader provider and caregiver communities with tailored education and support. The collaborative will help address challenging areas such as:

- medication management, particularly around opioids and other high-risk drugs;
- reducing hospital-acquired conditions;
- reducing readmission by optimizing transition of care best practices; and
- pandemic recovery and ongoing preparedness.

As directed by CMS, EQIC will implement data-driven quality improvement interventions, use innovation to drive results further and assist hospitals in ensuring the safety and quality of care delivered to all Medicare beneficiaries.

Learn more about the Eastern US Quality Improvement Collaborative [here](#).

Organizations Team Up in Statewide Effort to Educate New Hampshire Families on Safe Medicine Storage and Disposal Practices



The Foundation for Healthy Communities (FHC) and the New Hampshire Hospital Association (NHHA), in partnership with the Public Health Networks and the Rx Abuse Leadership Initiative of New Hampshire (RALI NH), are currently distributing 25,000 medicine disposal bags throughout the state, bringing the total

distribution to 50,000 over the past few months. The partners joined forces to educate New Hampshire families on safe medicine storage and disposal practices as schools began reopening this fall and parents faced continued challenges due to the COVID-19 pandemic. While individuals and families across the state have been staying safe at home, the opioid epidemic has remained a concern for those struggling with addiction or managing recovery.

The initiative is delivering Deterra Drug Deactivation disposal pouches donated by RALI NH to locations across the state, including the Public Health Networks who are making the Deterra Drug Deactivation Pouches available to their communities at no cost.

Annika Stanley-Smith, Director of Substance Misuse Prevention at Capital Area Public Health Network, a RALI NH state partner, stated “We appreciate all the partners that have stepped up to join this effort, we want to make sure every New Hampshire community has access to these medicine disposal pouches, and more importantly, are aware of the safe storage and disposal practices especially these days with everything state residents are enduring with the COVID-19 pandemic.”

Read more about the initiative [here](#).

Learn more about the RX Abuse Leadership Initiative

Testing Your PFA Integration

**T H E B E R Y L
I N S T I T U T E**

A Beryl Institute Patient Experience Blog

As we look to The New Existence, so much of the transformation is rooted in partnership with patients and families. To create new models, build better care teams and address systemic issues, we must begin holding ourselves to a standard of integration that will allow us to be successful.

“Integration” in the context explored within this blog refers to the depth and breadth to which your organization has integrated and acted upon the patient and family voice. This integration must be intentional, systemic and consistent. So, for example, do the conversations of your Patient and Family Advisory Council go beyond the meeting walls? Do the suggestions made by your Patient and Family Advisors have a process for vetting and implementation? Do you have Patient and Family Advisors across the organization or only in pockets? These are some of the considerations needed to understand the true integrated nature of your Patient and Family Advisors work that will lead to bolder applications of the ways in which we co-create our future in healthcare.

Dr. Tanya Lord and I have been colleagues in the “PFA space” (PFA = Patient and Family Advisor) for many years, and this blog is written with both of our expertise entwined. Both of us have been PFAs and have led PFAs in a variety of roles and organizations. So much has changed over the years, especially with the introduction of co-design; but at the same, much remains the same. In too many ways, PFAs are still working at a superficial level and are not being utilized in ways that are more satisfying to them and more beneficial to the organization.

This blog serves as a short guide to assessing integration using only three questions that Tiffany Christensen and Tanya Lord have found to be the most important and revealing. Read

the entire blog [here](#).

This blog was written by Tiffany Christensen, CPXP, Vice President of Integration at The Beryl Institute and Tanya Lord, Director of Patient & Family Engagement, Foundation for Healthy Communities and member of The Beryl Institute's Global Patient and Family Advisory Board.

Upcoming Events

A TRAUMA SENSITIVE APPROACH TO SUBSTANCE USE DISORDERS

January 29, 2021 ~ 12:30 – 3:30 pm

Trauma informed practice implies a working knowledge of not only what signs and symptoms exist with trauma but also, how trauma impacts brain function, coping and patient well-being. This session will cover the basics of post-traumatic stress with a special focus on the intersect of substance use and Substance Use Disorders.

[Join Us for This Virtual session - Learn More & Register Today](#)



MEDICARE BOOTCAMP FOR CARE MANAGEMENT PROFESSIONALS

February 8 - 19, 2020

The Foundation will be presenting 18 hours of virtual programming customized for Care Management professionals which will focus on the complexities of maintaining full compliance with Medicare requirements for patient notifications during inpatient or outpatient hospital episodes of care, inpatient certification requirements, the use of condition codes and specific swing bed patient requirements.

Registration fees are covered by the *Small Hospital Improvement Program (SHIP)* grant.

[Register by January 19th - Contact Us to Learn More Today!](#)

***Best wishes for a happy & healthy New Year from all of us at the
Foundation for Healthy Communities!***

2021

HAPPY NEW YEAR

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