

Legislative Commission on the Interdisciplinary Primary Care Workforce

March 25, 2021 2:00-4:00pm – Zoom Conference

Call in information:

Join Zoom Meeting

<https://nh-dhhs.zoom.us/j/98437917011?pwd=VjF6dkt1S29WQzZvZ1o4bmxpZXNsZz09>

Meeting ID: 984 3791 7011

Passcode: 816879

Dial *6 to mute or unmute if you connect by phone

Agenda

- 2:00 - 2:15 **Read Emergency Order #12 Checklist and Take Roll Call Attendance**
- 2:15 – 2:55 **Transforming Community-Based Care in Medically Underserved Communities with Project REEP (Registered Nurse Enhanced Education for Primary Care): Year 2 Updates**
- Paula Williams, EdD, RN and Emily Sheff, PhD(c), MS, RN, FNP-BC, Rivier University
- 2:55 - 3:25 **Update on the UNH Pathways to Behavioral Health Careers (PBHC)** - Will Lusenhop, MSW, PhD, LICSW, Clinical Assistant Professor, Department of Social Work & Alexa Trolley-Hanson, MS OTR/L, Clinical Assistant Professor, Department of Occupational Therapy
- 3:25 – 3:50 **Legislative Agenda & COVID-19 Updates** – Group discussion
- 3:50 - 4:00 **Updates & Adjourn**

Next meeting: Thursday April 22, 2:00-4:00pm

State of New Hampshire
COMMISSION ON THE INTERDISCIPLINARY PRIMARY CARE WORKFORCE

DATE: March 25, 2021

TIME: 2:00 – 4:00pm

LOCATION: Zoom Conferencing

Meeting Notes

TO: Members of the Commission and Guests

FROM: Danielle Hernandez

MEETING DATE: March 25, 2021

Members of the Commission:

Mark Warden, NH House of Representatives

Mary Bidgood-Wilson, ARNP – Chair

Alisa Druzba, Administrator, Rural Health and Primary Care Section – Vice-Chair

Mike Auerbach, Executive Director, New Hampshire Dental Society

Kim Mohan, Executive Director, NH Nurse Practitioner Association

Don Kolisch, MD, Geisel Medical School

Kristina Fjeld-Sparks, Director, NH Area Health Education Center

Jeanne Ryer, NH Citizens Health Initiative

Mike Ferrara, Dean, UNH College of Health and Human Services

Tom Manion, CEO, New London Hospital

Tyler Brannen, Dept. of Insurance

Pamela DiNapoli, Executive Director, NH Nurses Association

Laurie Harding, Upper Valley Community Nursing Project

Trini Tellez, Healthcare Consultant

Guests:

Paula Smith, SNH AHEC

Paula Minnehan, NH Hospital Association

Christine Keenan, Administrative Director of Graduate Medical Education, Portsmouth Regional Hospital

Marcy Doyle, UNH, Health Policy & Practices

Geoff Vercauteren, Director of Workforce Development, Catholic Medical Center

Catrina Watson, NH Medical Society

Ann Turner, Integrated Healthcare, CMC

Lindy Keller, Bureau of Drug and Alcohol Services

Natalie Rickman, Bi-State Primary Care

Theresa Champagne, Concord Hospital – Laconia

Susan Paschell, Lobbyist, Dupont Group

Angela Braswell, UNH

Paula Williams, Rivier University

Emily Sheff, Rivier University

Will Lusenhop, Dept. Social Work, UNH

Alexa Trolley-Hanson, Dept. Occupational Therapy, UNH

Judi O'Hara, Rivier University

Denny Carr, Rivier University

Meeting Discussion:

2:00 - 2:15 **Read EM #12 Checklist and Take Roll Call** – Mary Bidgood-Wilson, ARNP – Chair

2:15 – 2:55 **Transforming Community-Based Care in Medically Underserved Communities with Project REEP (Registered Nurse Enhanced Education for Primary Care): Year 2 Updates** – Paula Williams, EdD, RN and Emily Sheff, PhD(c), MS, RN, FNP-BC, Rivier University

Refer to the attached presentation, “Project REEP – Year 2 Updates.”

2:55 - 3:25 **Update on the UNH Pathways to Behavioral Health Careers (PBHC)** – Will Lusenhop, MSW, PhD, LICSW, Clinical Assistant Professor, Department of Social Work & Alexa Trolley-Hanson, MS OTR/L, Clinical Assistant Professor, Department of Occupational Therapy

Refer to the attached presentation, “UNH PBHC Training Program Update.”

3:25 - 3:50 **Legislative Agenda & COVID-19 Updates** – Group Discussion

3:50 - 4:00 **Updates & Adjourn**

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PROJECT REEP

Year 2 At-A-Glance & Year 3 Pandemic Pivot

March 25th, 2021



Project REEP (Registered Nurse Enhanced Education for Primary Care)

Objectives

- Objective 1: Revise Rivier curriculum and implement new curriculum with juniors in the nursing program
- Objective 2: Enhance community health training for Rivier faculty
- Objective 3: Create the Rivier Preceptor Fellowship Program
- Objective 4: Create longitudinal clinical rotations and place Rivier BSN juniors in community-based, longitudinal clinical experiences each spring of the cooperative agreement.
- Objective 5: Engage practice partners in a community advisory board

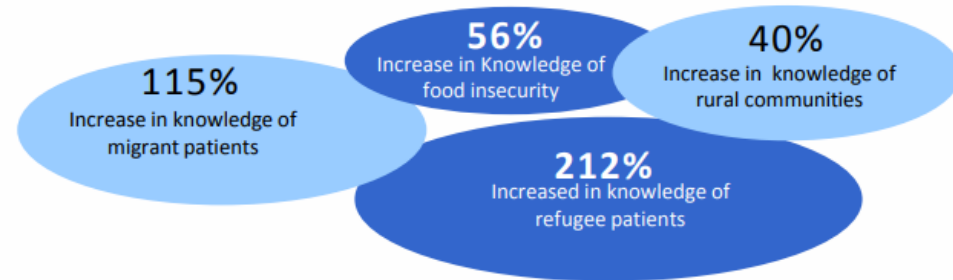
Year 2: At-A-Glance

Project REEP Year 2

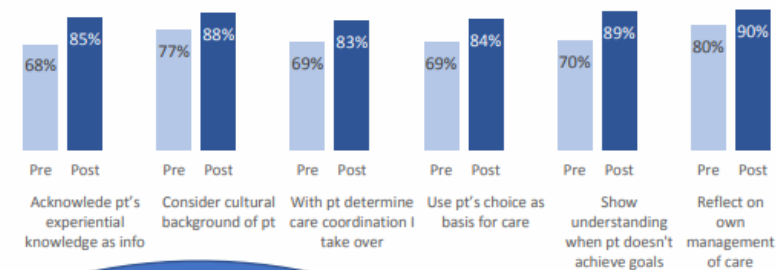
The Rivier Registered Nurse Enhanced Education for Primary Care Project (REEP) is a federally* funded program that aims to increase training for the nursing workforce serving the vulnerable and medically underserved communities.

- Community and Mental Health Nursing course
- 150 clinical hours in short-term and long-term rotations with Medically Underserved Communities
- 96 BSN student participants
- 45 Preceptors at 29 Clinical Sites

Increase in Knowledge of Medically Underserved Communities



Increase in Confidence of Overall Competencies



"I learned that vulnerable communities rely on others to speak for them because their voices are shut down by society. We as nurses have to make sure to advocate for our patients, especially if they are part of a vulnerable population. "

"For me, it was the best clinical experience I've had so far through all my clinicals. I felt like I was able to learn the most."

Contact:
Emily Sheff, MS, RN, FNP-BC
Project REEP Partnership Liaison
603-897-8572
esheff@rivier.edu



*Funded by the Health Resources and Services Administration (HRSA) under grant #UK1HP31700, Nurse Education, Practice, Quality and Retention.

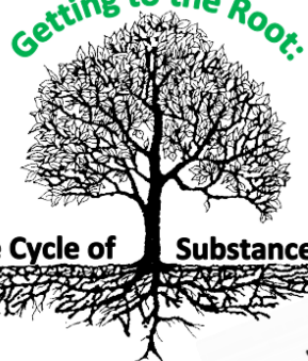
Year 2: Conferences Virtually Delivered

CITY OF NASHUA
Division of Public Health & Community Services
18 MULBERRY STREET • NASHUA, NH • 03002

Rivier UNIVERSITY

AH BC Southern New Hampshire Area Health Education Center

Getting to the Root:



Breaking the Cycle of Substance Use Disorder

Tuesday, April 7, 2020
9:00a – 11:00a

Learning Objectives
Upon completion of this conference, participants will be able to:

1. Describe the science behind ACEs.
2. Discuss strategies for the prevention and treatment of ACEs.
3. Explore the impact of ACEs and substance use disorder.

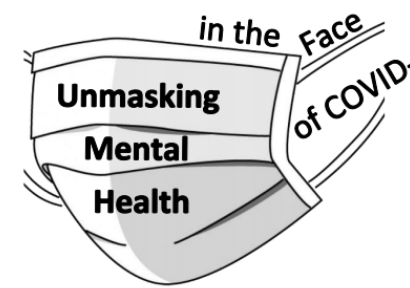
To attend the conference,
(1) Please RSVP to Denny Carr dcarr@rivier.edu
(2) Computer with audio required: Please use this Zoom link: <https://rivier.zoom.us/j/5970288342>

Nurses
Southern NH AHEC is an Approved Provider of continuing nursing education by the Northeast Multistate Division (NE-MSD), an accredited approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.
2.0 contact hours. Activity Number: 1318

Questions?
Please contact Dr. Judi O'Hara johara@rivier.edu.

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant #JK1HP31700, Nurse Education, Practice, Quality and Retention for \$2.04 million. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

in the Face of COVID-19



Project REEP Community Conference
8:30a – 12:30p

JUNE 4

(1) Please RSVP using this Google form: <https://forms.gle/ux83zwtlPFoPmWJ6>
(2) Please use this Zoom link (computer with audio required): <https://rivier.zoom.us/j/2251320401>

Learning Objectives
Upon completion of this conference, participants will be able to:

- Identify innovative practices and achievements of community health nurses in New England area (New Hampshire, Massachusetts and Vermont)
- Discuss mental health challenges associated with the current worldwide pandemic and implications for the future
- Examine ways to help support and transform the role of nursing in community health

Contact hours (4.0) will be awarded.

Questions? Please contact Emily Sheff esheff@rivier.edu

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Rivier UNIVERSITY



Coming Together in the Face of COVID-19

Project REEP Conference

JUNE 25
9-11a

Learning Objectives

(1) Please RSVP using this Google form: <https://forms.gle/xU5ssINsVvqgeCdx8>
(2) Please use this Zoom link (computer with audio required): <https://rivier.zoom.us/j/5970288342>

Upon completion of this conference, participants will be able to:

- 1 – Identify innovative practices in relation to SUD within New Hampshire and Massachusetts.
- 2 – Discuss SUD challenges associated with the current worldwide pandemic (COVID-19) and implications for the future
- 3 – Examine ways to support and transform SUD prevention, treatment, and recovery services within our communities post COVID-19.

Contact hours (2.0) will be awarded. **Questions?** Please contact Judi O'Hara johara@rivier.edu

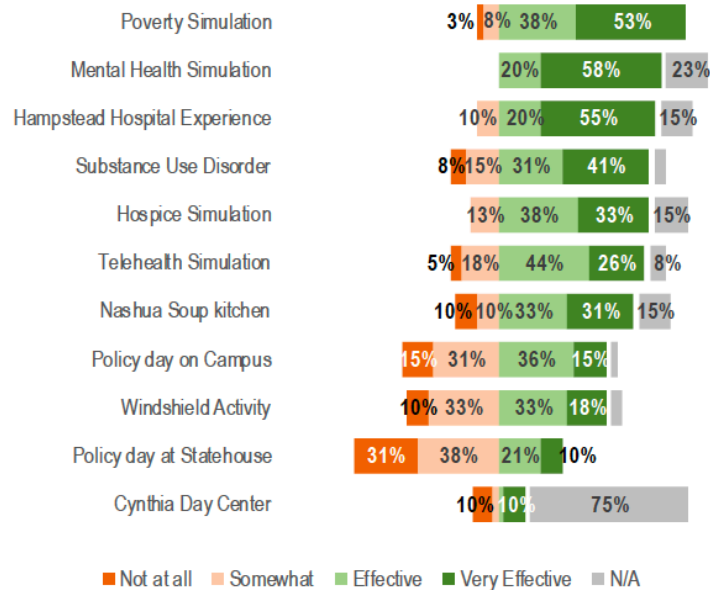
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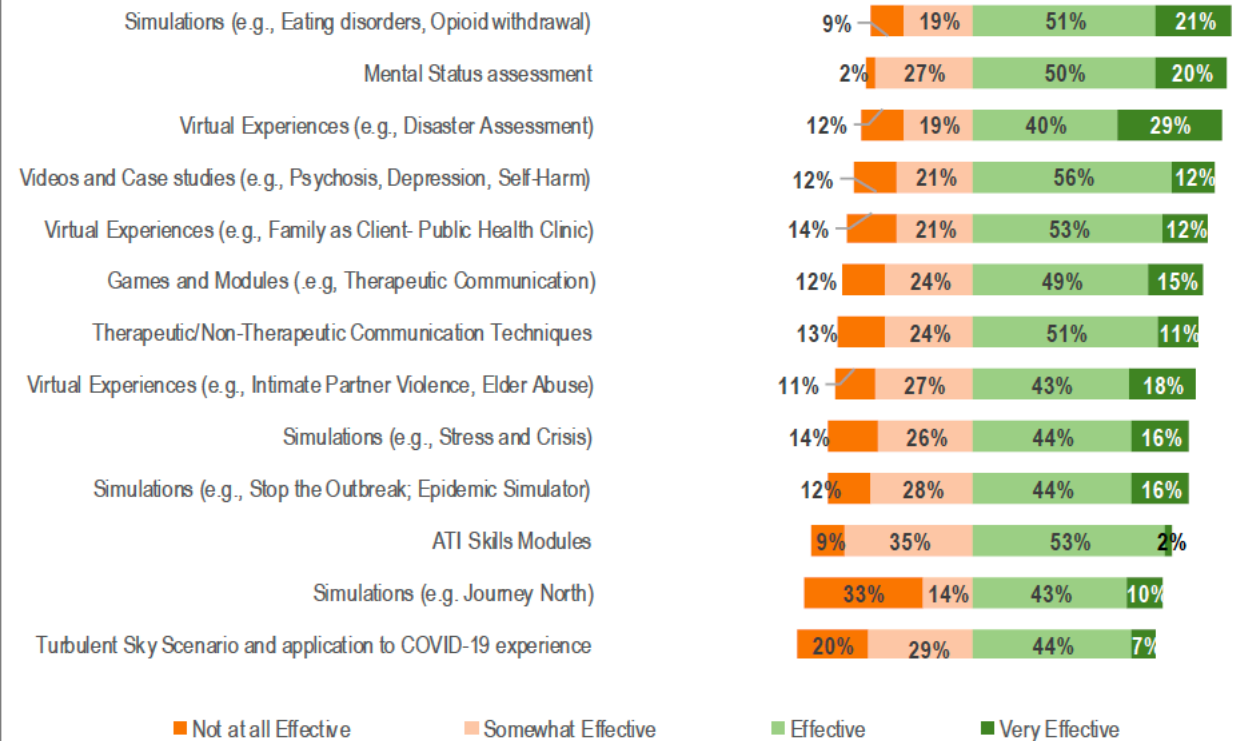
Rivier UNIVERSITY

Year 2: Data

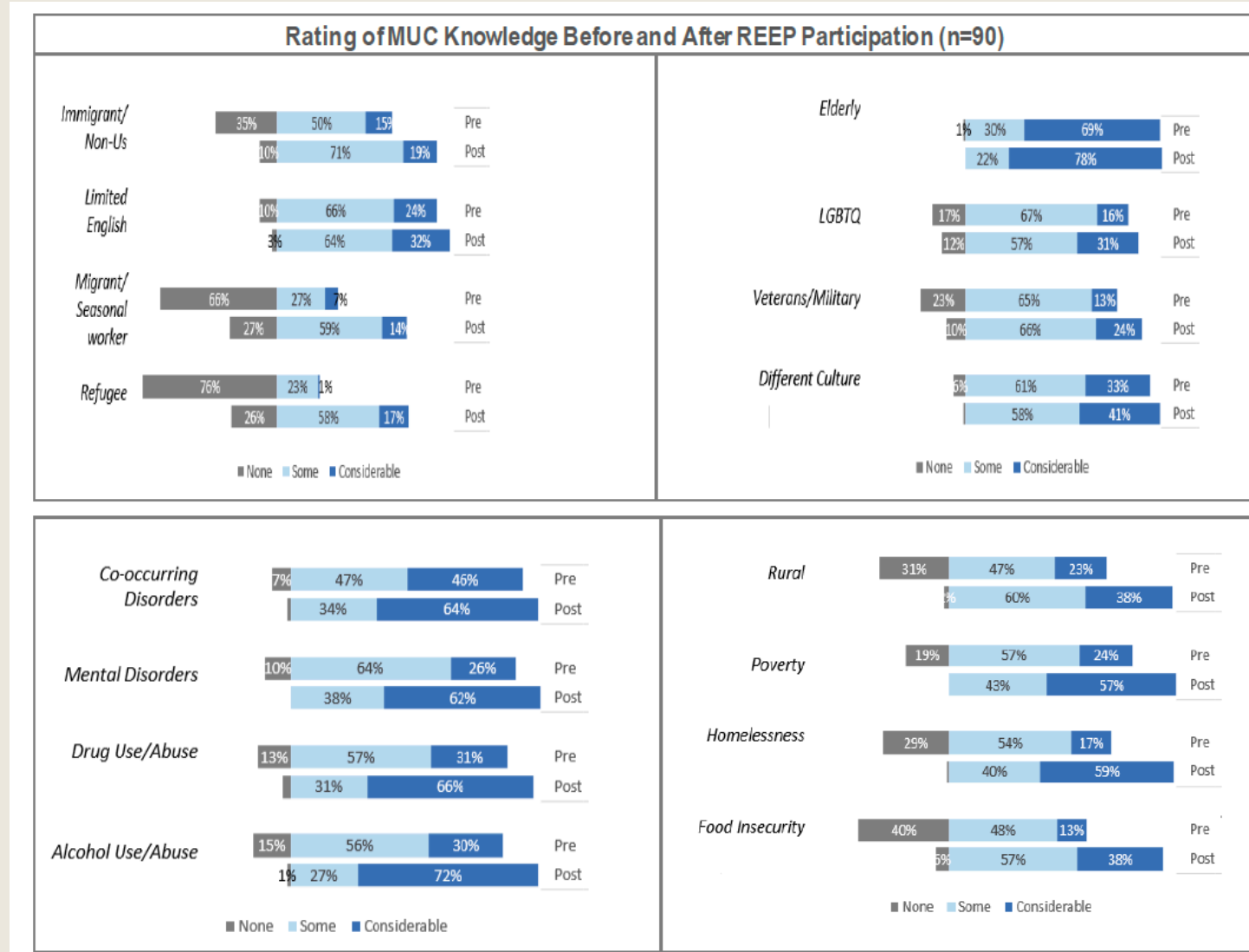
Assessment of Short-Term Clinical Rotation (Pre-COVID, n=40)



Assessment of Virtual Education Activities (Post-COVID, n=45)

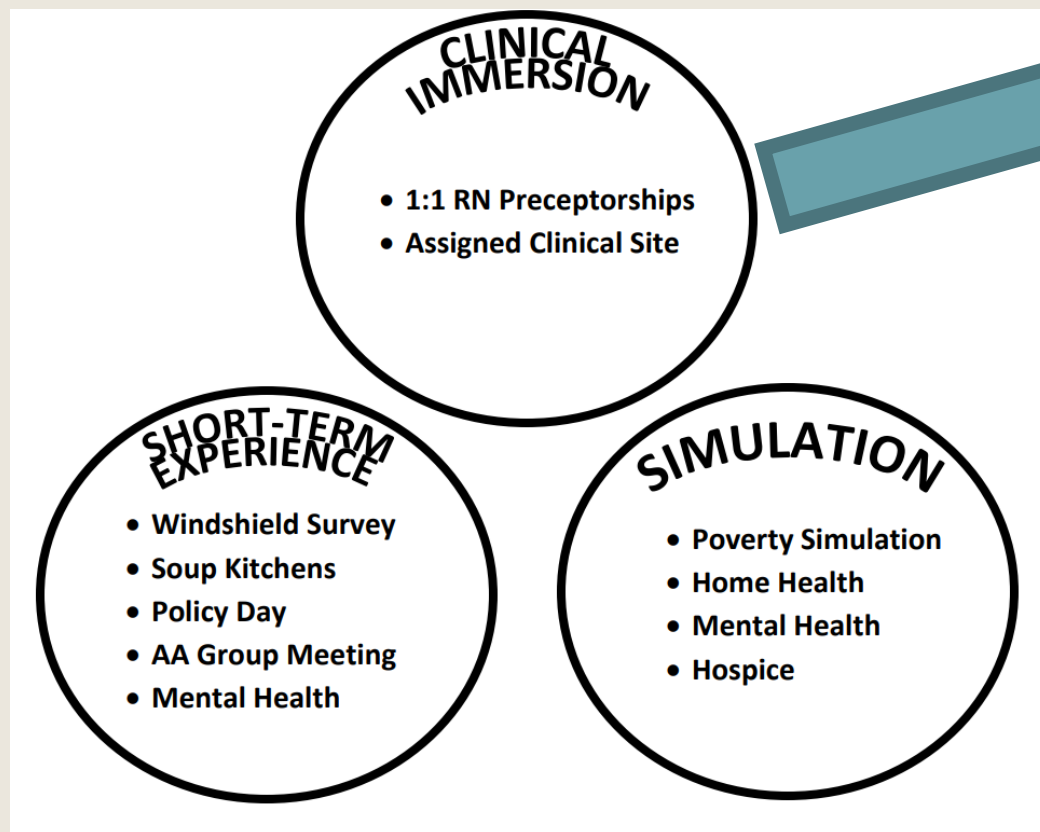


YEAR 2 DATA



Year 3: Pandemic Pivot In-Progress

- Temporary shift from 6-week longitudinal placements to 3-week rotation

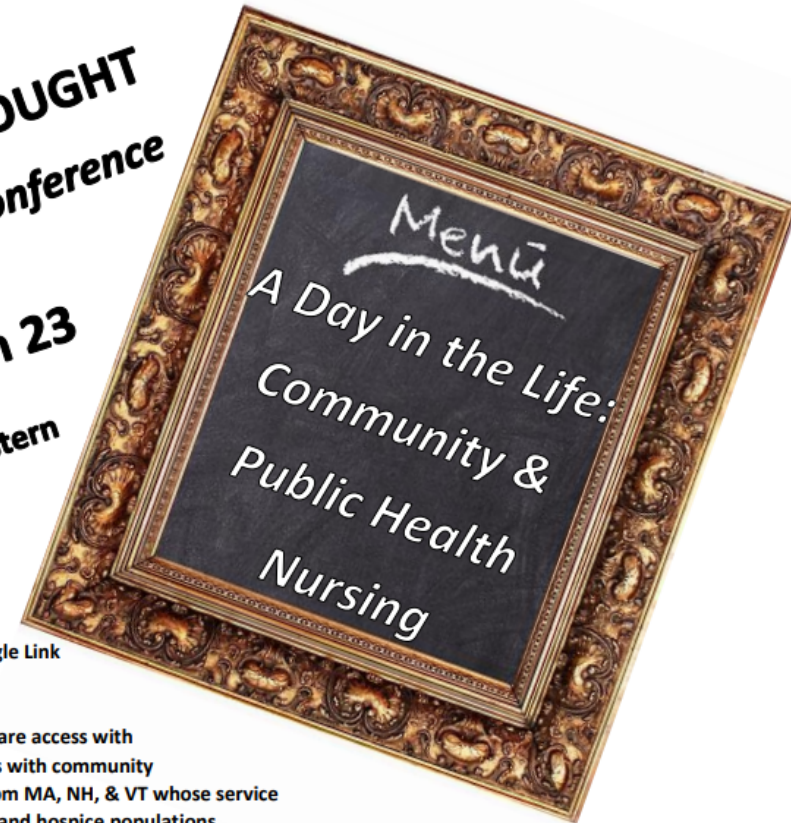


- Lowell Community Health Care Center
- Lawrence General Hospital Vaccination Clinics
- Individual Clinical Placements
 - *Monadnock Community Hospital*
 - *SNHH Employee Health*
 - *Nashua Department of Public Health*
 - *Milford Urgent Care*
 - *SNHVNA*
 - *Home, Health, & Hospice*

Year 3: Pandemic Pivot In-Progress

- Created 8 video library with community partners spanning over 3.5 hours of content to broaden perspective otherwise would have provided @ longitudinal placement
 - *Massachusetts*
 - Boston Home Health Aides
 - Beth Israel Lahey at Home
 - Lowell Community Health Center
 - MA Correctional
 - *New Hampshire*
 - Nashua Department of Public Health
 - Home, Health, & Hospice
 - *Vermont*
 - Visiting Nurse & Hospice of VT & NH
 - *Advice Compilation Video*

FOOD FOR THOUGHT
Project REEP Conference
Tuesday, March 23
12 – 1pm Eastern



- ✓ Please RSVP using this Google Link [Registration Link](#)
- ✓ After registering, we will share access with a video library of interviews with community and public health nurses from MA, NH, & VT whose service ranges from prison to rural and hospice populations. Please view these videos asynchronously at your leisure, prior to the conference.
- ✓ Please use this Zoom link to join the lunch and learn panel discussion with our interviewees (computer with audio required) <https://rivier.zoom.us/j/99534978912>

Upon completion of this conference, participants will be able to:

- 1 – Identify innovative practices and achievements of community health nurses in New England area (New Hampshire, Massachusetts, and Vermont)
- 2 – Discuss different roles of community health nurses and the populations they treat.
- 3 – Examine ways to help support and transform the role of nursing in community health.

Contact hours (4.0) will be awarded. Questions? Please contact Emily Sheff esheff@rivier.edu

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Faculty

- Expansion of content
- Upgrading of content from PDF monographs to online modules



PROJECT REEP | 2020-2021

Faculty Development Program

In conjunction with Southern NH Area Health Education Center, Rivier University is very excited to offer our associated clinical faculty online didactic training, potentially reimbursable for successful completion through the Project REEP (HRSA NEPQR) grant.



<https://learn.snhahec.org/>
under "Courses"



15 modules & counting on timely and developing issues *(see right)*



Project REEP faculty may be compensated. Please reach out & inquire!



Asynchronous, online, self-paced (2020-2021 deadline is 5/30/21)

- *Achieving Adolescent Wellness through Preventive Care*
- *Antibiotic Stewardship*
- *Chronic Care Model*
- *Community Programs: A Cure for Social Isolation*
- *Compassionate Boundaries*
- *Culture and Cultural Effectiveness*
- *Evidence and Improvement Series: Improvement Science*
- *Evidence and Improvement Series: Team-Based Care and Quality Improvement*
- *Health Equity*
- *Hepatitis A*
- *Motivational Interviewing*
- *Sex, Gender Identity, Gender Expression and Sexual Orientation*
- *Telehealth Lay of the Land: Uses and Practices*
- *Transitions of Care: The Role of a Nurse*
- *Trauma Informed Care*

Contact

Emily Sheff, Partnership Liaison, esheff@rivier.edu
Denny Carr, Administrative Assistant, dcarr@rivier.edu

Preceptors

- Expansion of content
- Upgrading of content from PDF monographs to online modules



PROJECT REEP | 2020-2021

Preceptor Fellowship Program

In conjunction with Southern NH Area Health Education Center, Rivier University is very excited to offer our nurse preceptors a preceptor development program intended for nurse preceptors who teach students in community-based settings. This is potentially reimbursable for successful completion of 5 modules through the Project REEP (HRSA NEPQR) grant.



Project REEP preceptors may be compensated. Please reach out & inquire!



**Asynchronous & self-paced
(2020-2021 deadline is 5/30/21)**

Contact

Emily Sheff, Partnership Liaison, esheff@rivier.edu

Denny Carr, Administrative Assistant, dcarr@rivier.edu

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<https://learn.snhahec.org/>
under "Courses"

delivered via audio-visual presentation

- **Effective Preceptor**
- **Learner Engagement in Community Rotations**
- **Setting Expectations**



[https://www.snhahec.org/
preceptor_development.cfm](https://www.snhahec.org/preceptor_development.cfm)

delivered via PDF monographs

(soon to be re-released as audio-visual presentation)

- **Difficult Learner – Management**
- **Difficult Learner – Prevention**
- **Evaluation**
- **Feedback**
- **Integrating Busy Practice**
- **One Minute Preceptor**

Academic-Clinical Partnerships

- Class size increasing
- Availability of clinical partners
- Ways to ease burden on clinical partners



HELP US HELP YOU

THANK YOU!

Follow us at: www.facebook.com/projectREEP





University of New Hampshire
Primary Care Behavioral Health

UNH PCBH Training Program Update 2017-2021



Brief Overview

- The PCBH Training Program was made possible by a 1.9-million-dollar grant from the Health Resources Services Administration (HRSA) under its Behavioral Health Workforce Education and Training grants (BHWET), beginning September 2017.
- The program's overarching goals have been to train students to work in medically underserved and rural areas across the state/country in integrated behavioral health and primary care.



Our Team Includes

Co-Principal Investigators

Alexa Trolley-Hanson, Occupational Therapy &
Will Lusenhop, Social Work

Project Manager

Melissa Mandrell, Institute on Disability (IOD)

Bethany Swanson, MSW (IHPP)

Provider Training and Linkages

Institute for Health Policy and Practice (IHPP)

(add various staff)

The Training Program



University of New Hampshire
Primary Care Behavioral Health

Interprofessional Training

- Students work together on teams including social work, occupational therapist and nursing students using a case-based method

Course Work

- Orientation Modules on PCBH
- PCBH I: Introduction to PCBH: Screening and Assessment
- PCBH II: Clinical Skill Development and Program Transformation

Internship

- Internship in an integrated and or setting moving toward the integration of primary care and behavioral health
 - 9 month/24 hour-week placement (SW)
 - 6 month/ 16 hour-week placement (OT)



Federally Qualified Health Care Centers

- Greater Seacoast Community Health Center
- Indian Stream Health Care
- Amoskaeg Health Services
- Manchester Community Health Center
- Healthcare for the Homeless

Hospital Primary Care Practices

- Concord Hospital
- Elliot Hospital

Community Based Programs/Centers

- Center for Life Management
- Granite Pathways
- Easter Seals
- Greater Mental Health Center of Manchester
- Upper Room

Substance Use Disorder Recovery Centers

- Southeastern New Hampshire Services-Turning Point
- White Horse Recovery



Resources for Supervisors and Organizations



- Free seminars leading to state supervision certification (for social workers).
- Topical seminars and technical assistance through the Citizens Health Initiative, Behavioral Health Learning Collaborative, a component of (IHPP).
- Access to UNH faculty and students on current, knowledge, research, practice, and policy in PCBH.



University of New Hampshire
Primary Care Behavioral Health

PCBH Training
2017-to date

74 Students trained

43 Different training sites.

48,000 internship hours



University of New Hampshire
Primary Care Behavioral Health

PCBH Training
2017-to date

43 Sites

31 sites in **medically underserved areas**

9 sites in **primary care**

9 sites in **rural settings**



University of New Hampshire
Primary Care Behavioral Health

Final Year
March 2021-
May 2022

43 More Students

For an additional

@24,000
Internship Hours

74 Student Internship projects

OT

- Developed Substance Use Disorder education for service providers of Easter Seals Early Supports and Services so they can better support their families in the community.
- Adapting psychosocial clubhouse environment using checklists to best support member independence
- Developing discharge planning to decrease readmission rates to inpatient programs
- Developing psychoeducational program for non-pharmaceutical pain management for adults in a community mental health program
- Promoting Access and Participation in Primary Care for individuals with Brain Injury: Connecting with Families First staff to ID needs they have related to providing services to individuals with brain injury, addressing those needs in a way that will best reach the largest areas of need.
- Expanding recovery programming to include living skills such as budgeting, healthy eating, work, and exercise
- Developed an intake process and employment unit in a psychosocial clubhouse to help identify resources to assess participants reflective skills prior to becoming sick.
- Focused on compiling beneficial OT resources to address needs related to chronic pain and social anxiety management

SW

- Identify the reach of the MAT program and the process of referring to MAT. Consider how this relates to Amoskeag patients who visit the Eliot ER for SUD.
- Minimizing prolonged hospital stays and risk of infection for patients without advanced care directives by supporting patients in completing their advanced care directives/DPOAH.
- Helping homeless individuals in IOP (Intensive Outpatient Program) connect with social workers from Families First
- Promoting regular testing of patient's A1C scores within an Elliot primary care practice
- Establishing a method to collect information related to client's nicotine use during intake appointments
- Developing an agency intervention to address suicidal ideation in adolescents, by examining data from adolescents that scored "severe," on the PHQ 9
- Coordination of care for patients in treatment in the PHP and IOP setting. Working with clients to avoid them going AMA (against medical advice) to leave the program before finishing their 90-days.
- Care Coordination for High Risk Patients with Medicaid in Primary Care: A process evaluation of WMCH's Care Coordination Program



Covid Impacts

- Less bandwidth all around!
- Lower than expected student enrollment in cohort 3 (2020-2021)
- Decrease in hospital-based/FQHCs sites
- Move to telehealth practice (positive)
 - Almost all students now have telehealth practice experience.



University of New Hampshire
Primary Care Behavioral Health

Sustainability

Grant funding ends August 2021

Exploring accessible courses and
internships beyond SW an OT

Greatest Challenge Long-Term

Billing limits access to primary care sites



University of
New Hampshire

Primary Care
Behavioral Health

Co-Principal Investigators / Program Directors

Alexa Trolley-Hanson, MS, OTR/L

Clinical Assistant professor

Department of Occupational
Therapy

alexa.trolley-hanson@unh.edu

tel. 603-862-5289

Will Lusenhop, MSW, Ph.D., LICSW

Clinical Assistant Professor

Department of Social Work

rwilliam.Lusenhop@unh.edu

tel. 603-862-5257

Feel free to reach out to learn more about the program.