

Legislative Commission on Primary Care Workforce Issues

**October 24, 2019 2:00-4:00pm at the NH Hospital Association –Conference Room 1,
125 Airport Road, Concord**

Call in information:

(267) 930-4000

Participant Code: 564-395-475

Agenda

- 2:00 - 2:10 **Welcome and Introductions**
- 2:10 – 2:35 **Oral Health Workforce: The Current State** - Mike Auerbach, Executive Director and Lindsey Jackson, DMD, President, NH Dental Society
- 2:35-3:25 **The Nursing Shortage: Impact on Primary Care and Strategies for Addressing the Problem**
1. Introduction – Laurie Harding & Pam Dinapoli , NH Nurses' Association
 2. Dartmouth Co-op Primary Care Nursing Study – Laurie Harding
 3. UNH: Managing the increase in nursing students on and off campus - Mike Ferrara, Dean of the UNH College of Health and Human Services
 4. UNH/CHI APRN grant: Recruitment challenges - Marcy Doyle, Clinical and Quality Improvement Director, Institute of Health Policy and Practice
- 3:25-3:40 **SLRP Update (including Summit) – Alisa Druzba**
- 3:40-4:00 **Commission business**
- *2020 legislation language re: Commission duties
 - *Continuing the Health Care Landscape discussion with Lucy Hodder- next steps (please review Lucy's slide deck)

Next meeting: Thursday November 21, 2:00-4:00pm

State of New Hampshire
COMMISSION ON PRIMARY CARE WORKFORCE ISSUES

DATE: October 24, 2019

TIME: 2:00 – 4:00pm

LOCATION: New Hampshire Hospital Association (Rm 1)

Meeting Notes

TO: Members of the Commission and Guests

FROM: Danielle Weiss

MEETING DATE: October 24, 2019

Members of the Commission:

Rep. Polly Campion, NH House of Representatives

Laurie Harding – Chair

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

Mike Auerbach, New Hampshire Dental Society

Donald Kollisch, MD, Dartmouth-Hitchcock Medical Center

Jeanne Ryer, NH Citizens Health Initiative

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

Trinidad Tellez, M.D., Office of Health Equity

Bill Gunn, NH Mental Health Coalition

Pamela Dinapoli, NH Nurses Association

Guests:

Danielle Weiss, Health Professions Data Center Manager, Rural Health and Primary Care

Leslie Melby, NH Medicaid

Paula Smith, SNH AHEC

Paula Minnehan, NH Hospital Association

Anne Marie Mercuri, QI Nurse – Maternal and Child Health Section, DPHS

Barbara Mahar, New London Hospital

Thomas Wold, Portsmouth Regional Hospital

Ron Spaulding, retired oral surgeon

Stephanie Walker, NP Student

Marcy Boyle, UNH IHPP

Kim Mohan, NHNPA

Meeting Discussion:

2:00 - 2:10 **Welcome and Introductions** – Laurie Harding – Chair, NH Commission on Primary Care Workforce Issues

2:10 – 2:35 **Oral Health Workforce: The Current State** - Mike Auerbach, Executive Director; and Lindsey Jackson, DMD, President, NH Dental Society

Refer to presentation “Oral Health Workforce-The Current State.”

The Nursing Shortage: Impact on Primary Care and Strategies for Addressing the Problem

1. **Introduction** – Laurie Harding & Pam Dinapoli , NH Nurses' Association

- Lots of nurses in nursing schools but pipeline issue is we don't have the LNAs who support the providers (hourly wages ~\$13/hour), 67% of nurses work in hospital → shortage is in hospitals, home and long-term care
 - o There are 438 associate-level nurses but association says they need bachelor degree
 - Putting same nurses back in the pipeline instead of getting new nurses in
- Barriers to working in NH as an RN
 - o Housing – where are they going to live?
 - o Low reimbursement rates – make average of \$63k/yr and in MA they make \$89k/year
 - MA says to work in NH for a year to get experience and come back
 - o Cost of education
 - o Getting licensed
 - One of the strictest state, especially for foreign trained
 - o DACA in pipeline but can't get licensed
 - 10 states where they can without social security number
 - State where nurse is licensed is where they're going to work
 - o 2 LPN programs in state
 - Hoped that White Mountain Health Center would open on but not happening anymore
 - o Not going to Community Health Centers where they're especially needed

2. **Dartmouth Co-op Primary Care Nursing Study** – Laurie Harding

Refer to presentation “Dartmouth Co-op Primary Care Nursing Study.”

3. **UNH: Managing the Increase in Nursing Students on and off Campus** - Mike Ferrara, Dean of the UNH College of Health and Human Services

Refer to presentation “UNH-Managing the Increase of Nursing Students.”

4. **UNH/CHI APRN Grant: Recruitment Challenges** - Marcy Doyle, Clinical and Quality Improvement Director, Institute of Health Policy and Practice

Refer to handouts “PACT-MAT UNH Flyer,” “ANEW Preceptor Flyer,” and “ANEW Student Flyer.”

- Awarded \$2.7m for 4-year grant
 - o Looking at institutes within DHHS and nursing and combining delivery system, payment reform, and preceptor work from ECHO
 - RNs to become NPs – underserved areas
 - o How to engage preceptors and work with practices
 - Workforce development for preceptors in budget
 - Grow preceptors along with students
 - o The grant application was strong because of interdisciplinary approach across broad spectrum of the healthcare field
 - MAT
 - Furthering work with ECHO in different topic areas
 - ECHO fellowship for NPs connected UNH more strongly as an academic partner
 - o Stakeholder coordination to get word out
 - Talking to chief nursing officers (CNOs)
 - IDNs
 - Rural Health Clinic monthly meetings

3:25-3:40

SLRP Update (including Summit) – Alisa Druzba

- Stakeholder Input Summit for SLRP
 - o Will distribute agenda and expectations for those who RSVP before 12/3
 - o Internal conversations with divisions within DHHS
 - o Asking those who RSVP to come with data to support position
 - o Targeted audiences
 - Everyone but particularly those representing rural and behavioral health
 - Legislators
 - Those with recruitment and retention issues
 - Nursing and dental representatives
 - Private practice to see Medicaid
 - o Structure program to incentivize access and not billing
 - o Maximum of 70 attendees
 - o Can fund 49 providers for January 2020
 - Expanded version of program is anticipated for end of SFY20 (June 2020)
 - Unsure how many providers the funds will translate into
 - o Summit is to get suggestions then advisory group of subject matter experts will convene to decide on programmatic changes

3:40-4:00

Commission business

1. 2020 legislation language re: Commission duties

Refer to slide “Proposed Changes to Commission Duties.”

2. Continuing the Health Care Landscape Discussion - Lucy Hodder

Refer to presentation “The Changing Healthcare Landscape” from September’s meeting.

Next meeting: Thursday November 21, 2:00-4:00pm



THE STATE OF THE NEW HAMPSHIRE DENTAL WORKFORCE

MICHAEL P. AUERBACH, EXECUTIVE DIRECTOR
NEW HAMPSHIRE DENTAL SOCIETY



New Hampshire

DENTAL SOCIETY

- **NEARLY 800 MEMBER DENTISTS**
- **3-400 MEMBER DENTAL HYGIENISTS, ASSISTANTS AND PRACTICE MANAGERS**
- **REPRESENTING THE DENTAL TEAM**
- **ADVOCATING FOR THE PROFESSION OF DENTISTRY AND THE PUBLIC ORAL HEALTH**





THE "TRADITIONAL" DENTAL HOME

- "BRICK AND MORTAR" OFFICE
 - DENTIST
 - DENTAL HYGIENIST
 - DENTAL ASSISTANT
 - PRACTICE MANAGER
 - FEE FOR SERVICE
- 
- The background features abstract, flowing, wavy lines in shades of red and blue, creating a dynamic and modern aesthetic. The lines are layered and semi-transparent, giving a sense of depth and movement.



DENTAL HOMES OF ALL SHAPES AND SIZES

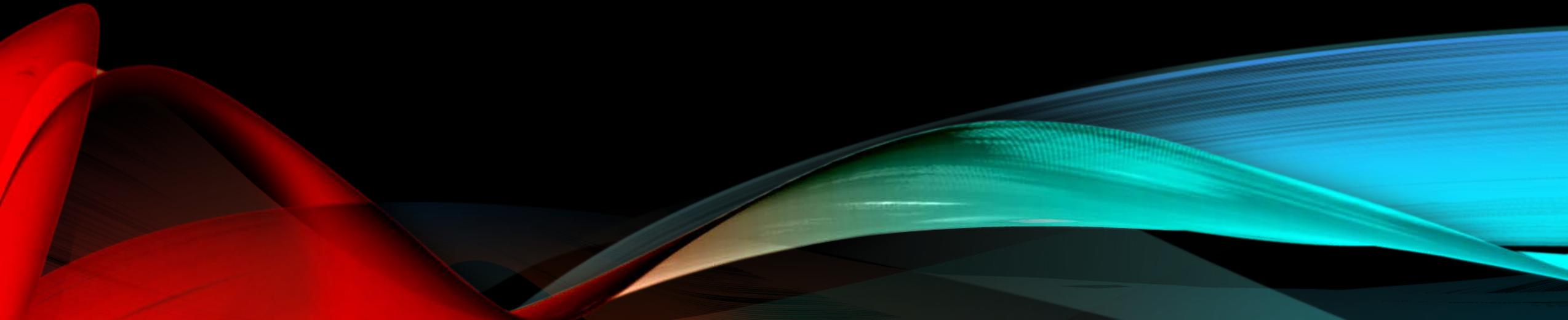
- SMALL PRIVATE PRACTICES
 - LARGE GROUP PRACTICES
 - DENTAL SERVICE ORGANIZATIONS
 - COMMUNITY HEALTH CENTERS
 - FEDERALLY QUALIFIED HEALTH CENTERS
 - MOBILE UNITS
 - TELEDENTISTRY
- 
- The background features a dark, almost black, gradient. In the lower portion, there are dynamic, flowing shapes in vibrant red and cyan/blue. These shapes resemble liquid or smoke, with the red on the left and the blue on the right, creating a sense of movement and depth.

AN EVOLVING DENTAL TEAM

- DENTIST
- REGISTERED DENTAL HYGIENIST
- CERTIFIED PUBLIC HEALTH HYGIENIST
- DENTAL ASSISTANT
- CERTIFIED DENTAL ASSISTANT
- EXPANDED FUNCTION DENTAL AUXILARY (EFDA)
- PRACTICE MANAGER

FINANCING DENTAL CARE

- FEE FOR SERVICE
- "INSURANCE" (THIRD-PARTY PAYORS)
- PAYMENT PLANS
- SLIDING SCALE
- MEDICAID (CHILDREN)



CHALLENGES

- DENTAL SCHOOL DEBT
- LOW REIMBURSEMENT FOR MEDICAID
- NO PATIENT CARE NAVIGATION/COORDINATION
- DENTAL ASSISTANT SHORTAGE
- PUTTING THE MOUTH BACK IN THE BODY



CHALLENGES: DENTAL SCHOOL DEBT

- DEBT: \$250K TO \$500K
- DENTAL SCHOOL GRADUATES MORE LIKELY TO GRAVITATE TOWARD MORE POPULATED/AFFLUENT AREAS
- STUDENT LOAN REPAYMENT PROGRAMS LIMITED IN NUMBER AND ADEQUATE FUNDING
- PUBLIC ASSISTANCE REIMBURSEMENT ACTS AS A DETERRENT FOR DEBT-LADEN YOUNG DENTISTS
- NHDS WORKING WITH ADA AND OTHER STAKEHOLDERS TO ADDRESS THESE ISSUES LEGISLATIVELY

CHALLENGES: MEDICAID

- **CHILDREN'S BENEFIT ONLY**
 - LOW AND OUTDATED REIMBURSEMENT (SINCE 2004)
- **ADMINISTRATIVE CHALLENGES** – navigating through Medicaid, getting through the paperwork
- **55-60% OF NH MEDICAID PATIENTS SEEN BY LESS THAN 15% OF NH DENTISTS** – not required to announce they're taking Medicaid in NH
- **NO-SHOWS** due to barriers to care (e.g. drive, child care, etc.)
 - AFFECTS THE ENTIRE DENTAL TEAM
- **DMAC**
- **HB. 692 – OPENING THE DOOR FOR AN ADULT BENEFIT**
 - Passed in July 2019
 - Comprehensive adult benefit
 - Needs a new, comprehensive system to tackle administrative/reimbursement challenges



CHALLENGES: CARE COORDINATION/NAVIGATION

- **MINIMAL CONNECTIONS TO PRIMARY/MEDICAL CARE**
 - Requires an integrated system
 - **LOCATING SPECIALISTS AND SPECIALIZED CARE**
 - **CARE COORDINATORS LACKING DENTAL KNOWLEDGE**
 - **NAVIGATING MEDICAID**
 - **COMMUNITY DENTAL HEALTH COORDINATOR INITIATIVE (workforce model)**
 - **RECRUITING NH-BASED ASSISTANTS TO RECEIVE ONLINE TRAINING AT CURRENT PROGRAMS** who specializes in coordinating care for patients
 - **BUILDING A CDHC TRAINING PROGRAM IN NEW HAMPSHIRE** for referral network
- 

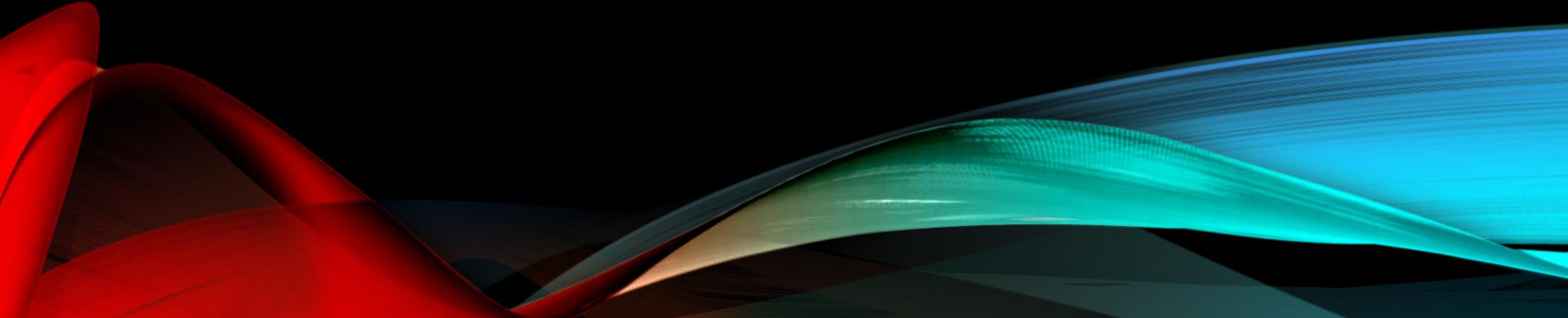


CHALLENGES: DENTAL ASSISTANT SHORTAGE

- SMALL NUMBER OF TRAINING PROGRAMS
 - NO PIPELINES FROM RURAL AREAS TO CONCORD/MANCHESTER
 - DENTISTS ARE RECRUITING AND TRAINING DENTAL ASSISTANTS ON THEIR OWN
 - NHDS TRAINING MODULES
 - JOB SHADOWING
 - JOB FAIRS
 - THE LACK OF QUALIFIED DENTAL ASSISTANTS IS A NATIONAL ISSUE
- 

CHALLENGES: PUTTING THE MOUTH BACK IN THE BODY

- COORDINATING BETWEEN PRIMARY AND DENTAL CARE FACILITIES
- SCREENING FOR ORAL MANIFESTATIONS OF SYSTEMIC DISEASE
 - HPV
 - HIV/AIDS
 - CANCER
- COMBATING THE OPIOID CRISIS





SOLUTIONS

- **COLLABORATION BETWEEN PRIMARY AND ORAL CARE STAKEHOLDERS**
 - **BUILDING REFERRAL NETWORKS AND PATIENT CARE NAVIGATION**
 - **COOPERATING ON STUDENT DEBT-ORIENTED FEDERAL AND STATE LEGISLATION**
 - **CREATING MEANINGFUL AND VIABLE MEDICAID REFORM**
 - **ADDRESSING THE DENTAL ASSISTANT SHORTAGE**
 - **UTILIZING INNOVATIVE AND MEANINGFUL DENTAL WORKFORCE MODELS**
 - **Incorporating all staff that have specific roles**
- 



New Hampshire

DENTAL SOCIETY

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Nursing CoP in Primary Care

A COOP and UNH project



Aim

- Increasing the scope, value and visibility of nursing contributions within primary care practices



Goals:

- To share experiences about participant's current primary care nursing roles and responsibilities
- Showcase best practices of nursing contributions to team-based patient care
- Identify barriers to the utilization of nurses in team-based care
- Brainstorm innovative approaches to effective and efficient team-based care utilizing primary care nurses.
- Make recommendations for maximizing the contributions of nurses in team-based primary care models.



Objectives

- To host monthly one hour calls over the course of 12 months
- To identify 8 nursing staff who will participate in calls in the first year.
- Participating nurses will identify agenda topics relevant to practice



To Date

- We held our initial call in September.
 - The nurses choose to share their experiences with the Medicare Wellness Visit.
 - Nurse from Little Rivers spoke about how they do AWWs 1/2 nurse and 1/2 clinician.
 - Nurse from Integrated Medicine Group in Montpelier performs the entire AWW for all 6 of the clinicians in her practice
- Next meeting is October 30
 - Topic--medication reconciliation.



Challenges

- Recruitment



Health Sciences Initiative

Health Sciences Initiative

UNH's Commitment to Building NH Healthcare Workforce

USNH's request for State Operating Budget Support for FY20-FY21 included a request for \$9 million in state funding for the UNH Nursing and Health Sciences Initiative.

The operating budget adopted by the legislature in September included \$9 million for the UNH nursing program to grow Nursing and Health Professions.

The Law States:

Appropriation; University of New Hampshire Nursing Program. There is hereby appropriated to the University System of New Hampshire the sum of \$9,000,000 for the fiscal year ending June 30, 2020 for the University of New Hampshire will:

- add nurse practitioner programs with additional specializations in acute care and psychiatric mental health; increasing the number of annual graduates in the bachelor of nursing program
- adding an occupational therapy assistant and occupational therapy doctorate programs
- increasing the number of annual graduates in the speech and language pathology program

UNH committed \$3.3M toward the project.



Meeting the Legislation

The initiative includes both capital and academic/programmatic components and will be accomplished in phases.

- Develop and expand academic programs to meet the legislation
- Additional classrooms and office space are necessary to support the growth of the programs
- Construct a state-of-the-art, certified patient simulation center
- Bring fully online a TelePractice Center to expand program and service reach and access across NH
- Develop interprofessional instructional spaces to teach team-based health care
- Hire faculty and clinical staff to support the programs



Program Timeline

Task	AY18	AY19	AY20	AY21	AY22
Implemented Academic and Career Engagement Program	█				
Increasing Enrollments in CSD (undergraduate and graduate)	█	█	█		
Program Development - Occupational Therapy Doctorate (OTD)	█	█			
Program Development - Nurse Practitioner Acute Care & Psych Mental Health		█	█		
Program Development - Occupational Therapy Assistant (OTA)		█	█	█	
Program Implementation Nurse Practitioner Programs				█	█
Program Implementation OTD				█	█
Program Implementation OTA					█
Increasing Enrollments in Bachelors of Science in Nursing	█	█	█	█	█



NH Public Higher Education Health Care Summit

- Understanding the healthcare workforce needs in the state of NH and how public higher education can address them
 - Hosted at UNH with the support of the Health Sciences Initiative
 - Including partners from our sister institutions in USNH and CCSNH
 - Including partners and leaders from the NH Healthcare Industry
- Early 2020





University of New Hampshire

PARTNERSHIP FOR ACADEMIC-CLINICAL TELEPRACTICE MEDICATIONS FOR ADDICTION TREATMENT

STARTS FEBRUARY 2020

Join other MAT prescribers in a NH-based Project ECHO® in a case-based learning opportunity. The UNH PACT-MAT is enrolling MAT prescribers and their teams in the upcoming PACT-MAT Project ECHO®.

Making a Difference in NH

2019 Cohort Included:

12 interdisciplinary faculty

18 community practices

64 Nurse Practitioner students



"I was not aware of the ECHO format prior to this experience. I am tremendously excited to experience the collaboration of so many peers and experts in such an interactive and accessible format and find that this kind of experience will have an outstanding impact on individuals in need of medically assisted recovery services."

-Director of SOS Recovery Community Organizational

Who Should Apply

- Join as a practice team, including but not limited to FQHCs, RHCs, CMHCs, primary care, etc.*
- Rural, underserved, special populations and waived NP practices encouraged to apply

*require x-waivered NP or physician prescriber on team

Third Wednesday of every month starting February 19th, 2020 from 12:00PM-1:30PM

To apply, contact UNH Project ECHO at unh.projectecho@unh.edu

**Funding from Substance Abuse and Mental Health Services Administration #1-H79-TI081677-01*



*Advanced Nursing Education Workforce (ANEW)
Preceptor Training & Workforce Growth Opportunity*

The UNH ANEW program provides support for preceptors educating NPs to improve care for the rural and underserved using the Project ECHO® “all-teach, all-learn” approach.



Preceptor Benefits

- Receive onsite training and Continuing Education Units (CEUs) to expand knowledge in substance use disorder and behavioral health.
- Obtain support in addressing key local and national priority areas through telepractice learning and Project ECHO®.
- Engage in preceptor development with other practices throughout the state
- Opportunity to attend local and national nurse practitioner conferences.

Preceptors can be an MD, PA, NP, or DO

This is a 4-year project funded by the Health Resources and Services Administration (HRSA) #T94HP32895

Interested?

Email Marcy Doyle, DNP, MS, MHS, CNL, RN &
Dayle Sharp, PhD, DNP, McPH, FNP-BC, APRN
unh.anew@unh.edu

**Advanced Nursing Education Workforce (ANEW)
Student Learning and Tuition Opportunity**

The University of New Hampshire ANEW Program expands practice partnerships in rural communities and underserved populations.

Student Benefits

- Tuition support for eligible Nurse Practitioner and Family Nurse Practitioner students
- Longitudinal clinical placements
- Clinical education through Project ECHO[®], an interprofessional, all-teach, all-learn community addressing high need healthcare topics
- Gain telepractice experience and learn about cutting edge digital health technology



This is a 4-year project funded by the Health Resources and Services Administration (HRSA) #T94HP32895

Interested?

Email Marcy Doyle, DNP, MS, MHS, CNL, RN &
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The commission shall plan and advocate for policy changes related to maintaining and strengthening an effective primary care workforce in New Hampshire, with special concern for rural and other underserved areas. The committee's duties shall include, but not be limited to:

I. Reviewing the impact of existing policies related to strengthening New Hampshire's primary care workforce and making recommendations relative to appropriate use of funds for *retention*, training, education, and recruitment.

~~II. Assessing the degree to which insurers, managed care organizations, and state and federal payment sources may present inequities and problems regarding payment for primary care services which may serve as a barrier for attracting and retaining the providers necessary for network adequacy.~~

II. **To Collect and review** data and information that informs decisions and planning for the primary care workforce and looking for innovative ways for expanding New Hampshire's primary care resources including, but not limited to, interstate collaboration and the use of telehealth .

III. **Assembling and including in its reports, required under RSA 126-T:4, data on the availability, accessibility, and effectiveness of primary care in New Hampshire, with special attention to such data in rural and underserved areas of the state *in order to influence state policy and planning.***

IV. **Explore and develop strategies to further the integration of primary care and oral health, and primary care and behavioral health.**

Mayo Clinic definition of telehealth:

Telehealth is the use of digital information and communication technologies, such as computers and mobile devices, to access health care services remotely and manage your health care. These may be technologies you use from home or that your doctor uses to improve or support health care services.

Survey report:

https://public.tableau.com/profile/danielle.weiss#!/vizhome/Results_15694414079790/FutureoftheCommission?publish=yes