

Legislative Commission on Primary Care Workforce Issues

February 20, 2020 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

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| 2:00 - 2:10 | Welcome and Introductions |
| 2:10 - 3:00 | Oral Health Workforce Initiatives and Partnerships –
Stephanie Pagliuca, Director of Workforce Development &
Recruitment, Bi-State Primary Care Association and Laural
Dillion, DHHS, Oral Health Program Manager |
| 3:00-3:30 | Legislative Update |
| 3:25-3:55 | Introduction to new OPLC Interim Executive Director -
Lindsey Courtney, JD |
| 3:55-4:00 | Next Meeting/Adjourn |

Next meeting: Thursday March 26, 2:00-4:00pm

State of New Hampshire
COMMISSION ON PRIMARY CARE WORKFORCE ISSUES

DATE: February 20, 2020

TIME: 2:00 – 4:00pm

LOCATION: New Hampshire Hospital Association, Conference Room 1

Meeting Notes

TO: Members of the Commission and Guests

FROM: Danielle Weiss

MEETING DATE: February 20, 2020

Members of the Commission:

Laurie Harding – Chair

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

Stephanie Pagliuca, Director, Bi-State Primary Care Association

Mike Auerbach, New Hampshire Dental Society

Don Kolisch, MD, Geisel Medical School

Jeanne Ryer, NH Citizens Health Initiative

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

Trinidad Tellez, MD, Office of Health Equity

Tyler Brannen, Dept. of Insurance

Pamela Dinapoli, NH Nurses Association

Dianne Castrucci, NH Alcohol & Drug Abuse Counselors Association

Guests:

Paula Smith, SNH AHEC

Paula Minnehan, NH Hospital Association

Barbara Mahar, New London Hospital

Marcy Doyle, UNH, Health Policy and Practices

Geoff Vercauteren, Director of Workforce Development, CMC

Kristine Stoddard, Bi-State Primary Care Association

Ann Turner, Integrated Healthcare, CMC

Alexa Trolley-Hanson, UNH-Dept. of OT

Laural Dillion, Oral Health Program, DHHS

Lindsey Courtney, JD, Office of Professional Licensure and Certification

Meeting Discussion:

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

2:10 - 3:00 **Oral Health Workforce Initiatives and Partnerships** – Stephanie Pagliuca, Director of Workforce Development & Recruitment, Bi-State Primary Care Association; and Laural Dillion, DHHS, Oral Health Program Manager

Refer to presentation “NH Oral Health Workforce Initiatives” and handout “NH Public Health Dental Programs.”

3:00 - 3:30 **Legislative Update**

Refer to handout “2020 Workforce Bills.”

3:25 - 3:55 **Introduction to new OPLC Interim Executive Director – Lindsey Courtney, JD**

3:55-4:00 **Adjourn**

Next meeting: Thursday March 26, 2:00-4:00pm

ORAL HEALTH WORKFORCE INITIATIVES

Stephanie Pagliuca, Director of Workforce Development & Recruitment

Bi-State Primary Care Association

Laural Dillon, Oral Health Program Manager

NH Department of Health and Human Services

INTRODUCTIONS

BI-STATE PRIMARY CARE ASSOCIATION

- Non-profit 501(c)(3)
- Promoting access to effective/affordable primary care and preventive services for all, emphasis on underserved populations
- Operates Recruitment Center – Workforce development & direct recruitment of PC, BH, OH & SUD clinicians
- Partner to promote, support & expand community-based programs to improve access to patient-centered care

NH STATE ORAL HEALTH PROGRAM

- Leverage state and federal funds to support OH programs
- Increase access to oral health services
- Public health dentistry approach
- Innovative approaches to oral health care delivery
- Collaboration with OH stakeholders

WHAT IS ORAL HEALTH?

- It is essential to overall health
- It's not just dental care
- Correlation to chronic illnesses such as diabetes and heart disease
- Can be addressed by all healthcare providers, not just dentists
- An issue across the lifespan
- Dental disease is preventable

<https://smilesforlifeoralhealth.org/buildcontent.aspx?tut=555&pagekey=62948&cbreceipt=0>

<https://www.cdc.gov/oralhealth/basics/childrens-oral-health/index.html>

DENTAL CARE DELIVERY

Traditional model:

1. Patient visits dentist office 2x per year
2. Fee for service payments
3. Private/commercial insurance plans (e.g. Delta, Cigna, MetLife) and/or self-pay
4. Most NH dentists are in private practice
5. NH has the 5th lowest number of Medicaid dental providers in the country

Public Health model:

1. Services typically provided by FQHCs or non-profit programs/clinics*
2. Majority of patients have Medicaid or are uninsured
3. Services can be provided in non-traditional settings such as schools, senior centers, and SUD recovery centers
4. Greater emphasis on providing evidence-based preventive care

DENTAL TEAM MEMBERS

- Dentist – NH does not have its own dental school or residency program
- Registered Dental Hygienist (RDH)
- Certified Dental Assistant (CDA)
- Certified Public Health Dental Hygienist (CPHDH)
- Expanded Function Dental Auxiliary (EFDA)
- CPHDH video link: <https://vimeo.com/340995239/5de154fc9e>
- EFDA video link: <https://vimeo.com/338936367/bd75fd8a7a>

ORAL HEALTH EXPANSION AND COMMUNITY HEALTH PROJECTS

PARTNERS/FUNDERS

- Bi-State Primary Care Association
- NH DHHS Oral Health Program
- NH Dental Society
- NH Dental Hygienists' Association
- NH Oral Health Coalition
- Northeast Delta Dental
- DentaQuest Partnership for Oral Health Advancement
- Health Resources & Services Administration
- Harvard School of Dental Medicine

PROJECTS

- Expansion of Bi-State's Recruitment Center to add dentist recruitment (2006)
- Developing an Oral Health Workforce Strategic Plan for New Hampshire* (2010)
- Building Oral Health Capacity in Rural New Hampshire* (2012-2015)
- Integrating Innovative Oral Health Workforce Models to Serve NH's Vulnerable Populations* (2016-2019)
- Strengthening the Oral Health Safety Net in NH and VT (2012-2015)
- Expanding Dental Residency into Rural New Hampshire (application pending)

REALIZATIONS

- NH is lacking CDA's which impacts delivery of dental care in both traditional and public health settings
- Lack of CDAs also impacts
- Limited reimbursement for services provided by CPHDH
- Lack of reimbursement for tele-dentistry services
- It is a challenge to recruit dentists with the leadership skills that are beneficial in public health settings

THINGS ON THE HORIZON

- Adult dental benefit for Medicaid – starting end of 2021
- Care coordination to be included in new adult dental benefit
- Reimbursement for CPHDH to place silver diamine fluoride (SDF)
- Continued integration between medical and dental providers

QUESTIONS?

Laural Dillon, M.Ed, RDA, Oral Health Program Manager

Bureau of Population Health & Community Services

NH Division of Public Health Services

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Stephanie Pagliuca

Director of Workforce Development & Recruitment

Bi-State Primary Care Association

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NH Dental Programs with Public Health Focus that Serve Adults

Dental Center	Address	Geographic Region(s)	Eligibility Requirement	Telephone/Web	Entity Type	New patients? 1/2020
Ammonoosuc Community Health Services	25 Mt. Eustis Rd Littleton, NH 03561	Statewide, White Mountains Region, Grafton County,	Dental clinic is open to anyone.	(603) 444-2464 ammonoosuc.org/	Federally-qualified Health Center [FQHC] – closed to new patients 1/16/2020.	Closed
Community Dental Care of Claremont	1 Tremont St. Claremont, NH 03867	Sullivan County	Adults & children living in Sullivan County	603-287-1300 communitydentalnh.org	County/Public Health Network	Open
Concord Hospital Family Health Center	250 Pleasant St. Concord, NH 3301	Capital Region, Merrimack County	Adults enrolled as medical patients at the hospital health center.	(603) 228-7200 concordhospital.org/services/family-health-centers/	Hospital/Health Center	
Coös County Family Dental	73 Main Street Berlin, NH 03570	Statewide, North Country, Coös County	Dental clinic is open to anyone.	(603) 752-2424 coosfamilyhealth.org	Federally-qualified Health Center [FQHC]	Open
Goodwin Community Health Dental Center	311 Route 108 Somersworth NH 03878	Seacoast Region, Strafford County	Dental center is open to anyone.	603-749-2346 goodwinch.org	Federally-qualified Health Center [FQHC] – closed to new patients 1/16/2020.	Closed
Dental Health Works of Cheshire County	69 Island St. #V Keene, NH 03431	Cheshire County	Children and adults living in Cheshire County	(603) 358-6624	Community Dental Clinic (private, nonprofit)	Open
Easter Seals Dental Center	555 Auburn St. Manchester, NH 03103	Statewide, Greater Manchester	Adults and children living in NH.	(603) 621-3482 easterseals.com/nh/	Human Service Program/Community Action Program	Open
Families First Health and Support Center	100 Campus Dr, Portsmouth, NH 03801	Seacoast Region, Portsmouth, Rochester	Children and adults who are patients of the Center and some others contact Families First	(603) 422-8208 familiesfirstseacoast.org	Federally-qualified Health Center [FQHC] – closed to new patients 1/16/2020.	Closed

Greater Nashua Dental Connection	31 Cross St. Nashua, NH 03064	Greater Nashua	Individuals (both children and adults) and families living in New Hampshire.	(603) 879-9314 nashuadentalconnection.org	Community Dental Clinic (private, nonprofit)	Open
Harbor Care Health and Wellness Center Dental Clinic ¹	45 High Street Nashua, NH 03060	Statewide, Greater Nashua	Children and adults, homeless or at risk of homelessness, uninsured, under-insured, or low income.	(603) 821-7788 harborhomes.org/harbor-care-health-and-wellness-center/	Community-based health center.	Closed
Lakes Region General Hospital Dental Resource Center	29 Elliott Street Laconia, NH 03246	Lakes Region, Winnepesaukee Area	<ul style="list-style-type: none"> Sliding fee for adults and children in their service area via qualifying for Health Link. Flat Fee program open to anyone without insurance: hygienists: \$55/ Dentist \$140. Call for details. 	(603) 527-7171 Health Link (603) 527-7112 Flat fee program - www.lrgh.org	Hospital/Health System	Open 5 months for out appt
Mascoma Community Health Center	18 Roberts Rd, Canaan, NH 03741	Statewide, Upper Valley, Grafton County	Dental clinic is open to anyone.	(603) 523-4343 www.mascomacommunityhealthcare.org/	Community-based health center. Free-standing, private.	Open
Mid-state Health Center	100 Robie Road, Bristol, NH 03222	Central NH, Grafton County,	Dental clinic is open to anyone.	(603) 744-6200 midstatehealth.org	Federally-qualified Health Center [FQHC].	Open
Dental Hygiene Clinic at NHTI-Concord's Community College	31 College Drive Concord, NH 03301-7412	Statewide	Preventive services only. 8:30 a.m. and 1:00 p.m. Mondays, Wednesdays and Fridays September thru December and January to April. Check website for dates.	(603) 230-4023 https://www.nhti.edu/community-visitors/dental-hygiene-clinic	Other	N/A

¹ Partnership for Successful Living member agency

Poisson Dental Center at Catholic Medical Center	100 McGregor St. Manchester, NH 03102	Greater Manchester	Medicaid enrolled and uninsured children under 21 and adults referred from 6 associated human service agencies.	(603) 663-6226 catholicmedicalcenter.org/community-health/poisson-dental.aspx	Hospital/Health System	Open
Red Logan Dental Clinic	70 N Main St, White River Junction, VT 05001	Upper Valley NH	Adults over 18. Medicaid enrolled, sliding fee scale or free services.	(802) 295-7573 http://www.goodneighborhealthclinic.org/index.html	Vermont Free Community-based medical and dental provider. 2/3 of their patients are from NH.	Open to those from NH without dental insurance or benefits e.g. Wellsense
Saving People's Smile Dental	194 Pleasant St. Concord, NH 03301	Statewide 501c3, nonprofit Corporation	Adult and children	Reduced fees (603) 219-0770 http://www.savingpeopleessmile.org/	Community Dental Clinic, private, nonprofit.	
Tamworth Dental Center2	448 B White Mountain Hwy Tamworth, NH 03886	Coos, Carroll & Grafton County	Children and adults in the Tri-county area.	603-323-7645 tccap.org/services/health/oral-health/	Human Service Program/Community Action Program	Open
Wentworth-Douglass Community Dental Center	668 Central Ave. Dover, NH 03820	Barrington, Dover, Durham, Lee, Madbury, Rollinsford, Somersworth	Financially qualified children & adults in the Wentworth-Douglass Hospital's service area.	(603) 749-3013 wdhospital.com/whp/specialty-care/dental-care/wentworth-douglass-community-dental-center	Hospital/Health System	Open
White Mountain Community Health Center	298 Route 16 Conway, NH 03818	Mount Washington Valley	Comprehensive dental for children up to 21 years of age. Preventive services for adults.	(603) 447-8900 whitemountainhealth.org	Community Medical and Dental Clinic, private, nonprofit.	Open

LEGEND

- FQHC
- Hospital/Health System
- Community Medical and Dental Clinic
- Human Service Program/Community Action Program
- County/Public Health Network
- Other

2020 Workforce Bills

HB 1639	Medicaid spend down Prime sponsor: Sen. Snow Committee: HHSEA
HB 1491	r/t Allied Health Professions Temporary License Prime sponsor: Rep. Peter Schmidt Committee: ED & A
HB 1188	r/t conditional licenses of allied health professionals Prime sponsor: Rep. Peter Schmidt Committee: ED&A
HB 1315	r/t renewals of licenses of allied health professionals Prime sponsor: Rep. Peter Schmidt Committee: ED&A
HB 1440	r/t membership on the board of psychologists and the board of licensing For alcohol, and r/t insurance credentialing of out of state applicants for licensure as alcohol and drug counselors Prime sponsor: Rep. David Meader Committee: Commerce
HB 1520	establishing the NH Health Policy Commission Prime sponsor: Rep. Jerry Knirk Committee: HHS

126-A:81 New Hampshire Health Policy Commission Established.

I. There is established the New Hampshire health policy commission to advise the governor and council, the attorney general, and the general court on health care policy.

II. The members of the commission shall be as follows:

- (a) The commissioner of the department of health and human services, or designee.
- (b) The commissioner of the insurance department, or designee.
- (c) The attorney general, or designee.
- (d) A physician, appointed by the New Hampshire Medical Society.
- (e) A representative of the Bi-State Primary Care Association, appointed by the association.
- (f) A representative of the New Hampshire Hospital Association, appointed by the association.
- (g) The director of the university of New Hampshire institute for health policy and practice, or designee.
- (h) A representative of the Business and Industry Association (BIA), appointed by the association.
- (i) A representative of labor with expertise in representing the health care workforce, appointed by the Service Employees International Union (SEIU) Local 1984.
- (j) A representative of the Home Care Association of New Hampshire, appointed by the association.
- (k) The president of Endowment for Health, or designee.
- (l) A representative of long-term care providers, appointed by the New Hampshire Health Care Association.
- (m) A representative of New Hampshire health insurers, appointed by America's Health Insurance Plans (AHIP).

(n) A public member with expertise in health care delivery and management, appointed by the governor with confirmation by the executive council.

III. The members appointed pursuant to subparagraphs II(a) through (c) shall serve terms coterminous with their terms in office. The members appointed pursuant to subparagraphs II(d) through (n) shall serve 4-year terms; provided that initially such members shall serve staggered terms and no such member shall serve more than 2 consecutive terms. The members of the commission shall elect a chairperson from among the members. The first meeting of the commission shall be called by the commissioner of the department of health and human services. The first meeting of the commission shall be held within 45 days of the effective date of this subdivision. A majority of the members shall constitute a quorum. The commission shall convene at least 4 times per year. The commission shall be subject to the provisions of 91-A.

IV.(a) The commission's duties shall include, but not be limited to:

- (1) Monitoring health care costs in New Hampshire.
- (2) Monitoring provider and payer performance.
- (3) Creating standards for health care delivery systems to best meet medical, behavioral, and social needs.
- (4) Analyzing the impact of health care market transactions such as mergers and acquisitions on cost, access, and quality of care.
- (5) Analyzing community health care delivery and innovations.
- (6) Safeguarding consumers, patients, and providers regarding prior authorization requirements, coverage, and health care decisions by health plans and insurers.
- (7) Analyzing the unique needs of health care delivery in rural areas addressing cost and the impact of changes on critical access hospitals and making recommendations regarding such changes.
- (8) Identifying the needs of New Hampshire residents regarding health care services, programs, and facilities, identifying the resources currently available and the additional resources which are necessary to meet such needs with affordable access.
- (9) Other matters the commission deems necessary related to health care policy.

(b) The commission may solicit information and participation from any source determined to be necessary by the commission. The commission may develop standing advisory committees as it deems necessary.

(c) The commission shall be administratively attached, pursuant to RSA 21-G, to the department of health and human services.

V. The commission shall submit an annual report to the governor, speaker of the house of representatives, president of the senate, and chairpersons of the house and senate committees having jurisdiction over finance and health and human services November 1 of each year, commencing on November 1, 2020, regarding the activities of the commission.

3 Effective Date. This act shall take effect upon its passage.

HB 1576FN establishing a targeted workforce development program
Prime sponsor: Rep. Deanna Jurius
Committee: Labor

Targeted Workforce Development Program; Student Debt Re

There is hereby established in the office of the treasurer the New Hampshire excellence in higher education endowment trust fund which shall be kept distinct and separate from all other funds.

SB 506 establishing a commission to study workplace safety in health care settings
Prime sponsor: Sen. J. Gray
Committee: HHS

SB 567 r/t the Commission on the Primary Care Workforce

Prime sponsor: Sen. M. Hennessey
Status: Committee vote, OTP 1/16/20

SB 568 r/t establishing an oversight commission for OPLC
Prime sponsor: Sen. Kahn
Committee: ED&A

This bill establishes a permanent statutory oversight committee to promote efficiency and effectiveness in professional licensing and certification administered by the office of professional licensure and certification.

The committee's work may include but not be limited to:

- (a) Analyzing the efficacy of licensing and certification boards.
- (b) Studying licensure and certification trends affecting workforce availability.
- (c) Reviewing alternate approaches to licensing and certification.
- (d) Reviewing and recommending fees associated with licensure and certification.
- (e) Becoming informed of funding and technology upgrades to improve operations.

VI. The oversight committee may make recommendations to the executive director of the office of professional licensure and certification for legislation as indicated by its findings. The committee shall maintain communications with the office, and any other departments, as necessary to accomplish its work.

SB 576 Revision of the authority of boards and commissions for technical
and health professions regulated by OPLC
Prime sponsor: Sen. Guida
Committee: ED & A

This bill makes changes to the statutory provisions governing the regulatory boards and commissions for technical professions and health professions in order to conform to oversight and administration by the office of professional licensure and regulation.