

**Governor's Commission  
on Health Care and Community Support Workforce**

**MEETING MINUTES  
November 22, 2016  
New Hampshire Hospital Association  
Concord, NH**

**Members Present:** Susan Huard, Kathy Bizarro-Thunberg, Jon Eriquezzo, Todd Fahey, Margaret Franckhauser, Yvonne Goldsberry, Brenda Howard, Joelle Martin, Dennis Powers, Susan Reeves, Deb Scheetz

**Guests:** Phil Przybyszewski

**Staff:** Leslie Melby, DHHS

Commission members approved the minutes of the October 25, 2016 meeting.

**PRESENTATION:** [New Hampshire Sectors Partnership Initiative](#)  
Phil Przybyszewski, Workforce Solutions Project Director

The Sector Partnership Initiative (SPI) consists of industry-led partnerships that address their ongoing workforce challenges and develop viable solutions. It consists of four industry sectors: manufacturing, hospitality, health care, and information technology. Employers collaborate with stakeholders to identify common issues.

Key steps of SPI include (1) labor market analysis; (2) asset mapping; (3) workforce planning; (4) sector launch; (5) post-launch activity

For the Health Care sector, labor market data is complete, asset mapping and workforce planning are in-process and the sector launch is scheduled for late January/early February

The SPI is based on a model in which “businesses” and trade associations are at the core, and draw resources from a variety of sources that include community-based organizations, education and training providers, state and local agencies, and apprenticeship providers.

Together these organizations develop workforce solutions that include recruiting qualified applicants, skills training for jobseekers, and retention services.

The manufacturing sector was the first to initiate the SPI. The example of the North Country Machining Training Center demonstrates how the partnership has worked. Businesses invested half the cost to purchase equipment and train students in addition to the federal grant funds used for training.

Examples of health care sector partners include Great Bay Community College and Exeter Health for the Medical Assistant program; Manchester Community College for RN workshops; CVS and pharmacy technician certificate program, Genesis Nursing for a nursing assistant program, and Dartmouth-Hitchcock for medical coders and patient registrars.

SPI suggests that stakeholders support the program by participating in asset mapping interviews, suggesting intermediaries, considering a role on a sector committee, and submitting examples of industry challenges and solutions.

## **PUBLIC COMMENTS**

David Ouellete, Developmental Disabilities Council: The Council intends to take the Commission's Final report and move it forward.

Commission members suggested (1) meeting with the Governor-Elect Chris Sununu to share the Report; (2) hosting a session with legislators to present the report; and (3) distributing the Report among members' constituencies. Governor Hassan's office will issue a press release.

## **WORK SESSION - REPORT**

Yvonne Goldsberry and Deb Scheetz presented the crosswalk they developed between the charge to the Commission and the draft recommendations. They reviewed all meeting minutes and public testimony to make sure that the following areas are addressed:

- a. Short and long term need for health care and direct care workers in NH
- b. Examine and recommend recruitment methods for additional workers
- c. Examine and recommend steps to expand training opportunities and the training pipeline
- d. Examine barriers to education and employment and recommend remedial approaches
- e. Examine and recommend improvement of rate and pay structures that prevent the state from recruiting and retaining sufficient workforce
- f. Identify regulatory, credentialing, or payment barriers to fully integrating care and support for those with chronic conditions living in the community
- g. Recommend improvements for rules, regulations and state laws to help ensure access to quality care; and
- h. Recommend improvements to the structure of NH's loan repayment program and whether it is addressing current workforce needs.

It was noted that the Report is written from today's perspective. Members talked early on about the urgent nature of this work - safety and protection. However, this urgency needs to be added to the Executive Summary.

Due to the Commission's short tenure, consider a section on Recommendations for Further Consideration, to identify areas for which the Commission had no time to investigate. Items for further consideration may include: IMPACT, dental, SB 553 as it impacts workforce capacity for LTSS, urgency, (what if the state does nothing in light of development in LTSS?), integrated care, and data analytics. Integrated care was not given in-depth focus because it's not yet integral to the current environment. However, it is critical in looking at future needs.

The Commission discussed recommendations relative to Direct Service Professionals as an essential component of integrated care. There should be a separate section on DSPs in addition to a section on licensed/credentialed health care practitioners.

Issues to be highlighted include the urgency to act on the recommendations, quality, safety, access, data on the growing need for health and direct support workers. Cite references that informed the Commission's findings and recommendations. Frame the report from the perspective of the constituencies to be served. Emphasis should be placed on how payment rates have stagnated for so many years and the comparison of the value of payment rates adjusted for inflation. Describe, where appropriate, where government rules, regulations and practices get in the way of access to care. Recommend convening a group to look at regulatory barriers to hiring and retaining workers. Recommendations should be more specific to identify the entity responsible for carrying out each recommendation.

Once submitted, the Commission's report will be shared with others including the Legislative Commission on Primary Care Workforce, the SB 439 Commission on health care workforce, legislators, and key stakeholders.

**Next Steps:**

Assignments made to finalize recommendations, draft a section on Data Analytics, draft a section on Further Considerations to include integrated care and innovations.

Reconvene on a conference call for final review of report.

Revisions to be sent to Leslie Melby by December 5<sup>th</sup>.