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

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
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
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)
• 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
Phone: (603) 271-0460
Email: laural.dillon@dhhs.nh.gov

Stephanie Pagliuca
Director of Workforce Development & Recruitment
Bi-State Primary Care Association
Phone: (603) 228-2830 Ext. 111
Email: spagliuca@bistatepca.org
# NH Dental Programs with Public Health Focus that Serve Adults

<table>
<thead>
<tr>
<th>Dental Center</th>
<th>Address</th>
<th>Geographic Region(s)</th>
<th>Eligibility Requirement</th>
<th>Telephone/Web</th>
<th>Entity Type</th>
<th>New patients? 1/2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ammonoosuc Community Health Services</td>
<td>25 Mt. Eustis Rd Littleton, NH 03561</td>
<td>Statewide, White Mountains Region, Grafton County,</td>
<td>Dental clinic is open to anyone.</td>
<td>(603) 444-2464 ammonoosuc.org/</td>
<td>Federally-qualified Health Center [FQHC] – closed to new patients 1/16/2020.</td>
<td>Closed</td>
</tr>
<tr>
<td>Community Dental Care of Claremont</td>
<td>1 Tremont St. Claremont, NH 03867</td>
<td>Sullivan County</td>
<td>Adults &amp; children living in Sullivan County</td>
<td>603-287-1300 communitydentalnh.org</td>
<td>County/Public Health Network</td>
<td>Open</td>
</tr>
<tr>
<td>Concord Hospital Family Health Center</td>
<td>250 Pleasant St. Concord, NH 3301</td>
<td>Capital Region, Merrimack County</td>
<td>Adults enrolled as medical patients at the hospital health center.</td>
<td>(603) 228-7200 concordhospital.org/services/family-health-centers/</td>
<td>Hospital/Health Center</td>
<td></td>
</tr>
<tr>
<td>Coös County Family Dental</td>
<td>73 Main Street Berlin, NH 03570</td>
<td>Statewide, North Country, Coös County</td>
<td>Dental clinic is open to anyone.</td>
<td>(603) 752-2424 coosfamilyhealth.org</td>
<td>Federally-qualified Health Center [FQHC]</td>
<td>Open</td>
</tr>
<tr>
<td>Goodwin Community Health Dental Center</td>
<td>311 Route 108 Somersworth NH 03878</td>
<td>Seacoast Region, Strafford County</td>
<td>Dental center is open to anyone.</td>
<td>603-749-2346 goodwinch.org</td>
<td>Federally-qualified Health Center [FQHC] – closed to new patients 1/16/2020.</td>
<td>Closed</td>
</tr>
<tr>
<td>Dental Health Works of Cheshire County</td>
<td>69 Island St. #V Keene, NH 03431</td>
<td>Cheshire County</td>
<td>Children and adults living in Cheshire County</td>
<td>(603) 358-6624</td>
<td>Community Dental Clinic (private, nonprofit)</td>
<td>Open</td>
</tr>
<tr>
<td>Easter Seals Dental Center</td>
<td>555 Auburn St. Manchester, NH 03103</td>
<td>Statewide, Greater Manchester</td>
<td>Adults and children living in NH.</td>
<td>(603) 621-3482 easterseals.com/nh/</td>
<td>Human Service Program/Community Action Program</td>
<td>Open</td>
</tr>
<tr>
<td>Families First Health and Support Center</td>
<td>100 Campus Dr, Portsmouth, NH 03801</td>
<td>Seacoast Region, Portsmouth, Rochester</td>
<td>Children and adults who are patients of the Center and some others contact Families First</td>
<td>(603) 422-8208 familiesfirstseacoast.org</td>
<td>Federally-qualified Health Center [FQHC] – closed to new patients 1/16/2020.</td>
<td>Closed</td>
</tr>
<tr>
<td>Location</td>
<td>Address</td>
<td>City, State Zip Code</td>
<td>Dental Clinic Type</td>
<td>Address Details</td>
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<tr>
<td>Greater Nashua Dental Connection</td>
<td>31 Cross St. Nashua, NH 03064</td>
<td>Greater Nashua</td>
<td>Community Dental Clinic (private, nonprofit)</td>
<td>Updated: 1/17/20 nashuadentalconnection.org</td>
<td></td>
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</tr>
<tr>
<td>Harbor Care Health and Wellness Center Dental Clinic</td>
<td>45 High Street Nashua, NH 03060</td>
<td>Statewide, Greater Nashua</td>
<td>Community-based health center.</td>
<td>Updated: 1/17/20 harborhomes.org/harbor-care-health-and-wellness-center/</td>
<td></td>
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</tr>
<tr>
<td>Lakes Region General Hospital Dental Resource Center</td>
<td>29 Elliott Street Laconia, NH 03246</td>
<td>Lakes Region, Winnipesaukee Area</td>
<td>Community-based health center.</td>
<td>Updated: 1/17/20 Flat fee program - <a href="http://www.lrgh.org">www.lrgh.org</a></td>
<td></td>
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</tr>
<tr>
<td>Mid-state Health Center</td>
<td>100 Robie Road, Bristol, NH 03222</td>
<td>Central NH, Grafton County,</td>
<td>Federally-qualified Health Center [FQHC].</td>
<td>Updated: 1/17/20 midstatehealth.org</td>
<td></td>
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</tr>
<tr>
<td>Dental Hygiene Clinic at NHTI-Concord’s Community College</td>
<td>31 College Drive Concord, NH 03301-7412</td>
<td>Statewide</td>
<td>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.</td>
<td>Updated: 1/17/20 <a href="https://www.nhti.edu/community-visitors/dental-hygiene-clinic">https://www.nhti.edu/community-visitors/dental-hygiene-clinic</a></td>
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</tr>
</tbody>
</table>

1 Partnership for Successful Living member agency

Updated: 1/17/20
<table>
<thead>
<tr>
<th>Center Name</th>
<th>Address</th>
<th>Town</th>
<th>Service Details</th>
<th>Contact Details</th>
<th>Type</th>
<th>Open/Ineligible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poisson Dental Center at Catholic Medical Center</td>
<td>100 McGregor St. Manchester, NH 03102</td>
<td>Greater Manchester</td>
<td>Medicaid enrolled and uninsured children under 21 and adults referred from 6 associated human service agencies.</td>
<td>(603) 663-6226 <a href="catholicmedicalcenter.org/community-health/poisson-dental.aspx">catholicmedicalcenter.org/community-health/poisson-dental.aspx</a></td>
<td>Hospital/Health System</td>
<td>Open</td>
</tr>
<tr>
<td>Red Logan Dental Clinic</td>
<td>70 N Main St, White River Junction, VT 05001</td>
<td>Upper Valley NH</td>
<td>Adults over 18. Medicaid enrolled, sliding fee scale or free services.</td>
<td>(802) 295-7573 <a href="http://www.goodneighborhealthclinic.org/index.html">http://www.goodneighborhealthclinic.org/index.html</a></td>
<td>Vermont Free Community-based medical and dental provider. 2/3 of their patients are from NH.</td>
<td>Open to those from NH without dental insurance or benefits e.g. Wellsense</td>
</tr>
<tr>
<td>Saving People's Smile Dental</td>
<td>194 Pleasant St. Concord, NH 03301</td>
<td>Statewide</td>
<td>Adult and children  Reduced fees</td>
<td>(603) 219-0770 <a href="http://www.savingpeoplesmile.org/">http://www.savingpeoplesmile.org/</a></td>
<td>Community Dental Clinic, private, nonprofit.</td>
<td>Open</td>
</tr>
<tr>
<td>Tamworth Dental Center</td>
<td>448 B White Mountain Hwy Tamworth, NH 03886</td>
<td>Coos, Carroll &amp; Grafton County</td>
<td>Children and adults in the Tri-county area.</td>
<td>603-323-7645 <a href="tccap.org/services/health/oral-health/">tccap.org/services/health/oral-health/</a></td>
<td>Human Service Program/Community Action Program</td>
<td>Open</td>
</tr>
<tr>
<td>White Mountain Community Health Center</td>
<td>298 Route 16 Conway, NH 03818</td>
<td>Mount Washington Valley</td>
<td>Comprehensive dental for children up to 21 years of age. Preventive services for adults.</td>
<td>(603) 447-8900 <a href="whitemountainhealth.org">whitemountainhealth.org</a></td>
<td>Community Medical and Dental Clinic, private, nonprofit.</td>
<td>Open</td>
</tr>
</tbody>
</table>

LEGEND

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

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2 Tri-County Community Action Program

Updated: 1/17/20
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

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.
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
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.

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.