

Legislative Commission on the Interdisciplinary Primary Care Workforce

June 23, 2022 2:00-4:00pm – UNH Law School, 2 White Street, Concord, NH 03301

– Room 282

Virtual Option:

Join Zoom Meeting

<https://nh-dhhs.zoom.us/j/84491562026?pwd=WHNNZ05lR0dVUnpSa1dlUVJDUUNMQT09>

Meeting ID: 844 9156 2026

Passcode: 939161

Find your local number: <https://nh-dhhs.zoom.us/j/kc3JDZwHQs>

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

Agenda

- 2:00 - 2:10 Attendance & Introductions**
- 2:10 - 3:00 Update from the Office of Professional Licensing and Certification** - Lindsey B. Courtney, JD, Executive Director
- 3:00 – 3:30 Legislative Wrap-Up** – Jake Berry, VP of Policy, New Futures
- 3:30 - 3:50 Future Agenda Topics** – Group discussion
- 4:00 Adjourn**

Next meeting: Thursday August 25, 2022 2:00-4:00pm – Location TBD

State of New Hampshire
COMMISSION ON THE INTERDISCIPLINARY PRIMARY CARE WORKFORCE

DATE: June 23, 2022 TIME: 2:00 – 4:00pm

LOCATION: UNH Law School, 2 White Street, Concord, NH 03301 – Room 282 & Zoom Conferencing

Meeting Notes

TO: Members of the Commission and Guests

FROM: Amara Hartshorn

MEETING DATE: June 23, 2022

Members of the Commission:

Mary Bidgood-Wilson – Chair

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

Stephanie Pagliuca, Director, Bi-State Primary Care Association

Mike Auerbach, Executive Director, New Hampshire Dental Society

Kim Mohan, Executive Director, NH Nurse Practitioner Association

Jeanne Ryer, NH Citizens Health Initiative

Tom Manion, CEO, New London Hospital

Jason Aziz, NH Insurance Department

Pamela DiNapoli, Executive Director, NH Nurses Association

Laurie Harding, Upper Valley Community Nursing Project

Trini Tellez, Healthcare Consultant

Guests:

Danielle Hernandez, Program Manager, Health Professions Data Center

Paula Smith, SNH AHEC

Kris van Bergen-Buteau, NNH AHEC

Paula Minnehan, NH Hospital Association

Tina Kenyon, NH Dartmouth Family Medicine Residency

Geoff Vercauteren, Director of Workforce Development, Catholic Medical Center

Katherine Shamel, Bi-State Primary Care

Rebecca Marden, Elliot Hospital

Peter Mason, Headrest

Debra Fournier, NH Hospital

Guy DeFeo, University of NE

Lindsay Courtney, Office of Professional Licensure and Certification

Meeting Discussion:

2:00 - 2:10 **Attendance & Introductions**

2:10 - 3:00 **Update from the Office of Professional Licensing and Certification (OPLC)** - Lindsey B. Courtney, JD, Executive Director

Refer to the attached presentation, “NH Office of Professional Licensure & Certification.”

- OPLC improvements will continue with the passing of [SB 330](#) - Establishing a committee to study and make recommendations relative to the office of professional licensure and certification and the licensure of professions under boards, councils, and commissions within the office and relative to the expiration of terms of the board of foresters members.
- Conflicting evidence available in the literature around continuing education and its relevance to scope of work
- Funding
 - o OPLC created a non-lapsing fund in 2018

3:00 – 3:30 **Legislative Wrap-Up**
Jake Berry, VP of Policy, New Futures

Refer to the attachment, “New Futures-2022 Legislative Wrap-Up” and “New Futures-Campaign for a Healthy NH.”

3:30 - 3:50 **Future Agenda Topics – Group Discussion**

- Support for Community Health Workers (CHW) using COVID-19 funds
- Critical Access Hospitals (CAH)
 - o Chronic disease
 - o Mobile Integrated Health
- Children’s dental health
 - o Community dental health coordinators
- Introduction to the new Dean of UNH
- [Endowment for Health’s Forward Fund](#)
 - o Expanding and supporting our health care workforce
- Cost disparities by geography and provider type
- Ongoing challenges to primary care
- Update on Bi-State’s [collaboration with Harvard School of Dental Medicine to establish dental residencies in New Hampshire](#)
- New round of funding for Rivier University
- Combatting isolation in the rural elderly population

4:00 **Adjourn**



New Hampshire Office of Professional Licensure & Certification

Agency Overview

June 27, 2022

Office of Professional Licensure and Certification

Agency Overview

- 52 occupational licensing boards with independent regulatory authority
 - 4 advisory (4 will move to advisory this summer: recreational therapy, respiratory care practitioners, medical imaging and radiation therapy, and court reporters)
 - 1 complaint-only board
- 243 license types
- 157,075 licensees subject to renewal requirements
- Approximately 40,000 additional registrations, apprentice licenses, certifications and endorsements that fall under OPLC
- Total OPLC workforce: 100 authorized positions
 - Approximately 350 members of boards, commissions, councils, and committees
- Budget: approximately \$14,500,000 in FY22
 - Funded solely through licensure fees; excess lapses at the close of the biennium
- Two Primary OPLC Functions:
 - Support with licensing
 - Support with enforcement

Office of Professional Licensure and Certification

Agency Background

- Prior to OPLC's creation, certain technical boards were administratively supported by one office, "the Joint Boards," while most other licensing boards operated independently with staff being supervised directly by the boards.
- OPLC established via HB 2, effective July 1, 2015, and codified at RSA 310-A:1 through RSA 310-A:1-e
- Joint Board, Real Estate Commission, and Health Boards consolidated
- Positions, systems and funding transferred from other State agencies to the newly organized office, originally located at the Philbrook Building

Office of Professional Licensure and Certification

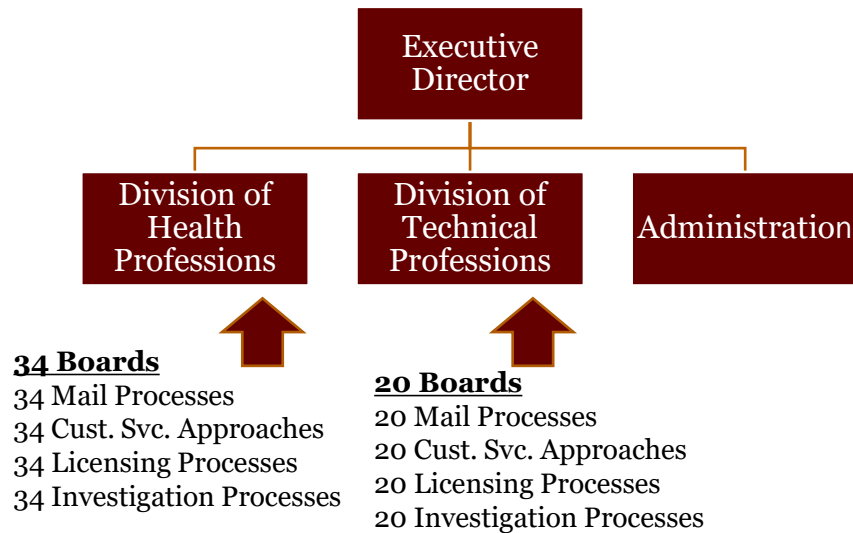
Agency Background

The purpose of the Office of Professional Licensure and Certification is to promote **efficiency** and **economy** in the administration of the . . . professional licensing and certification boards. . . . The individual licensing and certification boards that are organized under the office of professional licensure and certification have specialized knowledge and experience and are separate and distinct for the purpose of regulating their various professions.

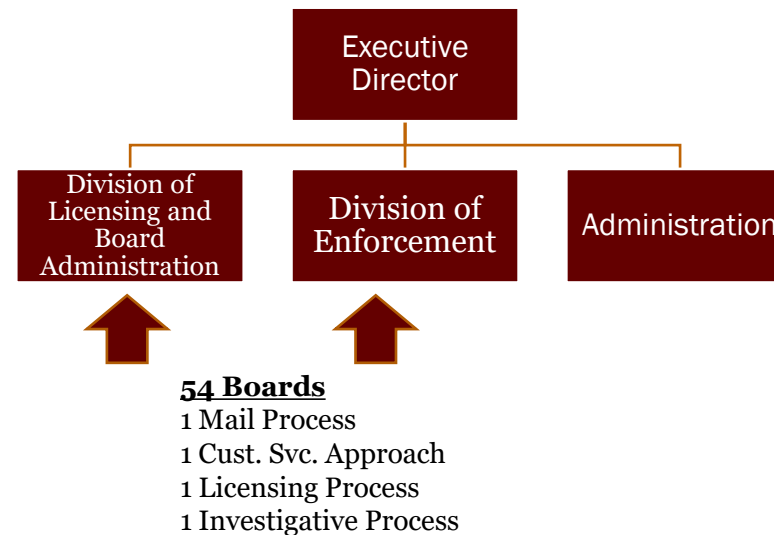
RSA 310-A:1 (2015).

Office of Professional Licensure and Certification Agency FY21-22 Initiatives: Achieving Efficiency through Agency Reorganization

FY20-21



FY22-23



Office of Professional Licensure and Certification Agency FY21-22 Initiatives: Achieving Efficiency through Agency Reorganization



Office of Professional Licensure and Certification **Agency FY21-22 Initiatives: Achieving Efficiency by** **Leveraging Technology**

- **Improving the Customer Experience**
 - New [Website](#) Architecture, Navigation and Standards- Continuous Assessment
 - Customer Support Unit (Call Manager, Kiosks)
 - Simple Call Handling
- **Licensing**
 - Online License Applications (initial, renewals & reinstatements)
 - Business Process Improvement
 - Licensing Standards
 - Data Integrity & Reporting
- **IT Business Solutions:**
 - Next Generation of Online Licensing (current contract ends 06/2024)
 - Board Member Meeting Management & Resources
 - Continuing Education Tracking
- **OPLC Infrastructure –**
 - User Devices & Software
 - Network Infrastructure
 - Phones & Phone Systems

Office of Professional Licensure and Certification

COVID-19 State of Emergency: Impact on Licensure

- Need for workforce during COVID-19 State of Emergency (and beyond) created opportunities to examine licensure processes and criteria.
- Changes in regulations
 - Examinations requirements
 - Telehealth
 - Scope of practice
 - Continuing education
- Emergency Licensure critical to COVID-19 response
 - Over 22,000, healthcare workers were issued licenses

Office of Professional Licensure and Certification

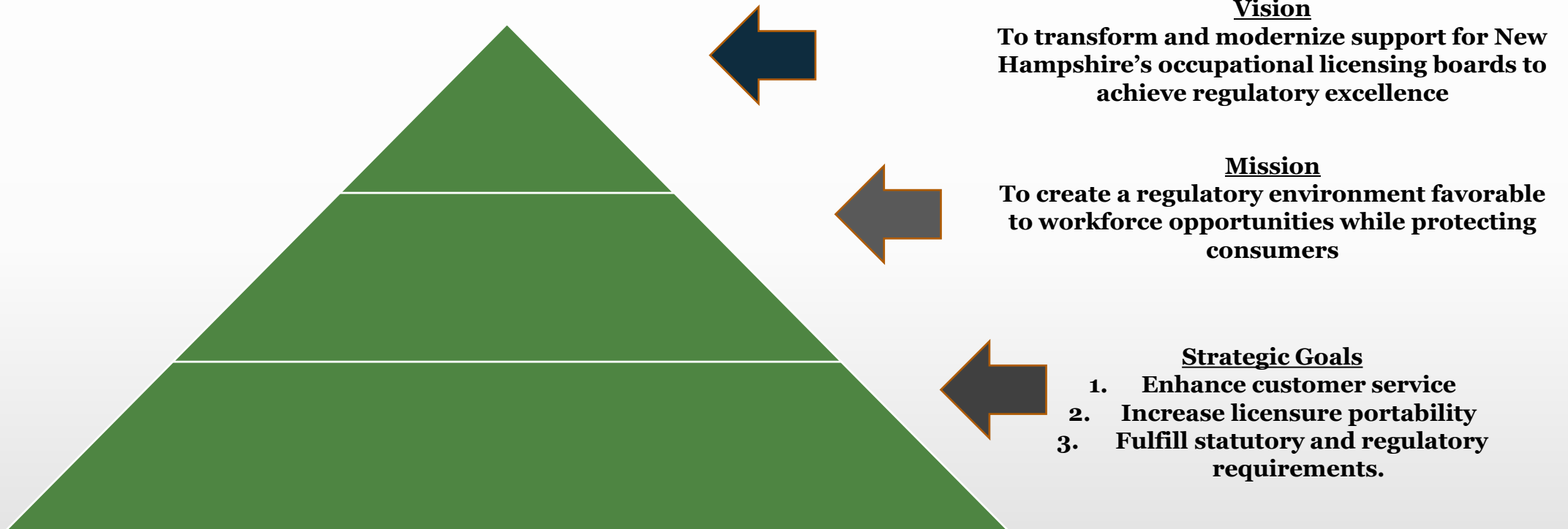
Emergency Licensure Observations

| | Total # of Emergency Licenses Issued | Total # Active, Permanent Licenses | Total # Active Licenses | % Active Licenses that are Emergency |
|--|--------------------------------------|------------------------------------|-------------------------|--------------------------------------|
| Licensed Alcohol and Other Drug Use Counselor (LADC) | 92 | 161 | 253 | 36% |
| Licensed Clinical Mental Health Counselor (LCMHC) | 951 | 1160 | 2111 | 45% |
| Licensed Clinical Supervisor (LCS) | 28 | 46 | 74 | 38% |
| Licensed Independent Clinical Social Worker (LICSW) | 1064 | 1378 | 2442 | 44% |
| Marriage and Family Therapist (MFT) | 138 | 155 | 293 | 47% |
| Psychologist | 1114 | 645 | 1759 | 63% |

Office of Professional Licensure and Certification **Licensure in New Hampshire: Unnecessary Barriers to** **Workforce**

- Timeframe from application to licensure
 - Currently, an estimated 95% of applications received by the Office are incomplete
 - Not enough staff to micromanage applications
- Licensing structure/quorum issues
 - Not all boards authorize OPLC to issue licenses.
 - Some boards have quorum issues, leading to delays in licensure
- Licensing process/lack of efficiencies
 - Paper process, forms/information must be received from third parties
- Licensing requirements/criteria
 - Some requirements are not necessary and must be evaluated
 - State could consider sunrise/sunset provisions for practice acts
- Portability of licensure—See SB 330
 - Creates legislative study committee to “study and make recommendations relative to the office of professional licensure and certification, and the licensure of professions under boards, councils, and commissions within the office.”
 - Creates oversight committee for OPLC for 5 years.
- North Carolina Dental Examiners v. FTC-Concerns

Office of Professional Licensure & Certification **FY23-25 Strategic Plan**



Strategic Goal #1: Enhance Customer Service

Strategic Objectives:

- Enable customer self-service
 - *Strategies:* Procure new online portal and continuing education solution; focused communication; continued implementation of customer kiosks.
 - *Performance Measures:* Walk-in traffic for licensing reduced to 10 customers per day or less; customer service survey results in 85% satisfaction rate.
- Reduce licensure timeframes
 - *Strategies:* Procure new online portal; require applicants to submit complete applications; redesign business processes through Lean events for all business units; eliminate most paper and minimize staff data entry; collaborate with boards to permit licensure in between meetings, if appropriate.
 - *Performance Measures:* Licensing timeframes for complete applications reduced to 2 business days; 95% of licensing applications received are complete; Average mail received is less than 50 items per day.

Strategic Goal #1: Enhance Customer Service

▪ Strategic Objectives:

▪ Decrease customer service response times

- *Strategies:* Reduce call volume by eliminating need to contact agency; implement focused communication; procure new licensing portal; redesign business processes through LEAN events for all business units.
- *Performance Measures:* Call volume is decreased to 50%; percentage of abandoned calls is 7% or less.

▪ Develop and implement a communications strategy.

- *Strategies:* Create dedicated PR staff position; Create and implement Crisis, Internal, and External Stakeholders Communications Plans.
- *Performance Measures:* A PR staff member is hired; Plans for communication are drafted; 100% of licensees receive electronic notifications of licensure changes, renewals, or rulemaking notices.

Strategic Goal #2: Increase Licensure Portability

Strategic Objectives:

- Assist boards to reduce and streamline regulations
 - *Strategies:* Provide rules attorneys and legal assistance to redraft all board rules; create one set of procedural rules (i.e., 100s and 200s) to limit duplicative rulemaking; create policy analyst position; encourage boards to implement regulations based on objective evidence/data
 - *Performance Measures:* 100% of board rules are redrafted by end of FY25; 100% of boards adopt OPLC 200s and 100s.
- Identify and pursue available, appropriate compacts and interstate agreements for licensure.
 - *Strategies:* Engage with national associations to be aware of trends in licensure and discipline; pursue legislation to adopt compacts, if appropriate; assist boards in identifying those states eligible for reciprocity under RSA 332-G.

Strategic Goal #2: Increase Licensure Portability

Strategic Objectives:

- *Performance Measures:* 100% of boards identify states eligible for portability under RSA 332-G by FY24; OPLC and the boards consider all available compacts and, if necessary, pursue legislation by FY24; OPLC joins at least one membership for each profession or board within OPLC; OPLC actively participates in its membership, as defined by attending at least one annual meeting, virtual or otherwise.
- Ensure regulations are relevant
 - *Strategies:* Schedule annual review of rules.
 - *Performance Measures:* OPLC reviews a portion of each board rules for substance, procedure, and expiration at least quarterly.

Strategic Goal #3: Fulfill all statutory and regulatory requirements

Strategic Objectives:

- Inventory OPLC statutory and regulatory requirements.
 - *Strategies:* Review statutes and inventory on excel spreadsheet.
 - *Performance Measures:* 100% of board statutes and rules are inventoried in a spreadsheet by end of FY22; OPLC has identified all statutory changes needed by FY23 and notified the licensing board; OPLC has assisted the board to promulgate necessary rules by FY24; all required policies are in place by FY25.
- Establish internal controls.
 - *Strategies:* Utilize DAS guide/worksheet; develop rules and PPDs as necessary.
 - *Performance Measures:* 100% of board statutes and rules are inventoried in a spreadsheet by end of FY22; DAS worksheet is completed for each board by FY23; OPLC has identified and notified licensing boards of necessary statutory changes (i.e., conflicts in the statute); OPLC has assisted the board to promulgate necessary rules by FY25; all required policies are in place by FY25.

Strategic Goal #3: Fulfill all statutory and regulatory requirements

Strategic Objectives:

- Educate staff and board members.
 - *Strategies:* Establish training modules for board members and staff; require staff to participate in annual training; establish orientation for board members and written materials; permit staff to take LEAN, CPS, CPM, and Investigator trainings.
 - *Performance Measures:* Annual administrative law training attended by 80% of board members; quarterly training for staff members established and attended by 100% of staff members; at least 2 people attend CPS, CPM, and LEAN trainings annually; 100% of new board members attend an orientation session within 30 days of appointment.
- Provide superior administrative support to boards.
 - *Strategies:* Evaluate OPLC support for all boards; adopt procedure to manage assets and inventory; create a document management system; procure a solution to enable easy access to information necessary to conduct board business.
 - *Performance Measures:* 100% of boards are inventoried to determine support needs, per DOP matrix; 100% of documents are scanned and retained by FY25; all documentation for boards is provided via a modern electronic portal; bi-annual surveys are provided to boards with an 80% response rate and 85% satisfaction rate.

Strategic Goal #3: Fulfill all statutory and regulatory requirements

- *Performance Measures:* 100% of boards are inventoried to determine support needs, per DOP matrix; 100% of documents are scanned and retained by FY25; all documentation for boards is provided via a modern electronic portal; bi-annual surveys are provided to boards with an 80% response rate and 85% satisfaction rate.
- **Ensure licensees are not unconstitutionally taxed and do not fund the general fund.**
 - *Strategies:* Create, implement, and refine a cost allocation system that avoids potential taxation and accurately reflects actual costs of discrete services provided assigned agencies based on a complete inventory of required services; Promulgate rules establishing statutorily required fees.
 - *Performance Measures:* Revenues do not exceed 125 percent of direct costs



2022 Legislative Wrap-Up

June 23, 2022

Vaccine/COVID/public health bills:

- **HB 1210, relative to exemptions from vaccine mandates**
 - Amended to require all employers or organizations that receive public funds to grant request for a conscientious exemption from all vaccines
 - Defeated in Senate
- **HB 1035, relative to exemptions from school vaccine mandates**
 - Originally proposed to require that schools grant requests for conscientious exemptions from all vaccines to students, families
 - Passed House, Senate in amended form clarifying requirements to secure religious exemptions from school vaccine requirements
 - Signed into law
- ****HB 1606, relative to administration of the state immunization registry** (pushing for veto)**
 - Amended to require individuals to choose either to opt-in, opt-out of participation in vaccine registry
 - Passed House, Senate; on to Governor's desk
- **SB 288, relative to exemptions from school vaccine mandates**
 - Originally proposed to prohibit schools, child care providers from requiring COVID-19 vaccines for students, children
 - Passed House, Senate in amended form, creating a study committee looking at childhood vaccinations
 - Signed into law
- **SB 374, relative to SARS-CoV-2 vaccinations**
 - Prohibited vaccine requirements for individuals who have had COVID-19 or are under the age of 18 as a condition for employment, education, or access to businesses
 - Defeated in Senate
- ****HB 1022, permitting pharmacists to dispense the drug Ivermectin by means of a standing order** (pushing for veto)**
 - Creates a standing order allowing pharmacists to dispense Ivermectin for two years; creates a study commission to look into use of Ivermectin to treat COVID
 - Passed House, Senate; on to Governor's desk

Other priority health/safety bills:

- **HB 103, SB 422, establishing an dental benefit under the state Medicaid program**
 - Extends Medicaid program to cover preventative dental services
 - Both bills passed House, Senate; on to Governor's desk

- **HB 1639, relative to the Youth Risk Behavior Survey**
 - Proposed to invalidate important survey data by switching from opt-out to opt-in participation
 - Stalled in Conference Committee

- **HB 1431, establishing the Parental Bill of Rights**
 - Proposed to require school staff to report conversations about students' gender identity, sexual orientation, other matters to parents
 - Defeated in House following Conference Committee

- ****HB 1178, prohibiting the state from enforcing any federal statute, regulation, or Presidential Executive Order that restricts or regulations the right of people to keep and bear arms** (pushing for veto)**
 - Proposes to prohibit state or local authorities from enforcing federal gun laws or regulations
 - Could prohibit authorities from receiving federal grant dollars, participating in state-federal partnerships like Anti-Terrorism Task Force
 - Exposes gaps in state gun laws, including Gun Free School Zones, prohibitions on convicted domestic violence offenders from owning, purchasing guns
 - Passed House, Senate; on to Governor's desk

Topics addressed:

- One a bill in on the governors' desk it has 5 days to passed or vetoed.
- Action alerts to indicate it's time to contact the governors' office
- Medicaid Bill ; HB 103, SB 422, Mike Auerbach - As soon as its signed we will be ready to go. We want to hit the ground running immediately

newfutures

CAMPAIGN FOR A HEALTHY NH

2022

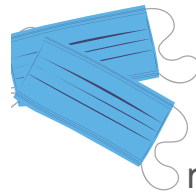
As the pandemic continues to devastate Granite State communities, lawmakers are currently considering dozens of bills that, if passed, would undermine our public health infrastructure like never before. Together, through this campaign, we can protect & strengthen our public health system. Through this campaign we hope to:



Improve vaccine access



Strengthen healthcare data and delivery



Promote public health measures



Support the longterm health of NH

KEY:



NF Opposes



NF Supports



In Amended Form
NF is Neutral

HB 1210, relative to exemptions from vaccine mandates. Amended to require all employers or organizations that receive public funds to grant request for a conscientious exemption for all vaccines, preventing businesses, hospitals, universities and other entities from requiring employees to be vaccinated against COVID-19 and other diseases, including influenza (flu), hepatitis, measles and other deadly conditions. **Status: Defeated in Senate**

HB 1606, making the state vaccine registry an opt-in program. Weakens New Hampshire's vaccine registry, a critical tool in increasing vaccination rates and combatting infectious disease, by forcing individuals to opt-in to participate rather than allowing them to opt-out, as is the case under current law. **Status: Passed House of Representatives, Senate; moving on to Governor's desk**

SB 288, prohibiting the requiring of COVID-19 vaccinations for schools or child care agencies. Amended to create a committee to study childhood vaccinations in New Hampshire. **Status: Amended in Senate; passed House in amended form; signed into law**

HB 1035, relative to exemptions from school vaccine mandates. Amended to clarify requirements to secure religious exemptions from school vaccine requirements. **Status: Amended in the House; passed Senate in amended form; signed into law**

SB 374, relative to SARS-CoV-2 vaccinations. Prohibits vaccine requirements for individuals who have had COVID-19 or are under the age of 18 as a condition for employment, education, or access to business entities open to the public. **Status: Defeated in the Senate**

Get Involved!

<https://new-futures.org>



Legislative Priorities

2022

ACCESS TO TREATMENT/ALCOHOL & OTHER DRUGS

HB 503, relative to telehealth and medically assisted treatment for substance use disorder. Increases access to substance use treatment over telehealth by eliminating the requirement for in-person consultation prior to prescription of Medication-Assisted Treatment. **Status: Passed House, Senate; moving on to Governor's desk**

HB 1591, eliminating the enforcement division of the liquor commission. Jeopardizes safe operation of licensed vaping and alcohol establishments by eliminating the enforcement division of the NH Liquor Commission. **Status: Defeated in House**

HB 1598, legalizing the possession and use of cannabis. Fails to meet the principles required for safe cannabis commercialization policy and regulation. The optimal cannabis commercialization policy for our state must utilize the best available scientific evidence to reduce public harm, limit youth and problematic use, and purposefully advance social justice and equity in the state. **Status: Defeated in Senate**

HB 1622, relative to mental health parity. Ensures access to behavioral health treatment by strengthening oversight of state and federal parity laws, which require insurers to cover mental health and substance use services as they do physical health care. **Status: Passed House, Senate; signed into law**

SB 275, relative to the opioid abatement trust fund. Strengthens substance use prevention by allowing opioid abatement funds, received through legal settlements from opioid manufacturers, to be used on evidence-based prevention programs. **Status: Passed Senate, House; signed into law**

CHILDREN'S BEHAVIORAL HEALTH

HB 1077, repealing the prohibition on conversion therapy for minors. Permits conversion therapy, which has been shown to negatively impact LGBTQ+ youth. **Status: Stalled in House**

HB 1431, establishing the parental bill of rights. Harms youth by elevating parental rights over children's rights, even in cases that threaten child's health or well-being. **Status: Defeated in House**

HB 1639, relative to the youth risk behavior survey in schools. Weakens New Hampshire's children's behavioral health treatment systems by changing participation in the Youth Risk Behavior Survey to an "opt-in," reducing participation and data collection. **Status: Stalled in Conference Committee**

SB 416, relative to behavioral health assessment and treatment for children in out-of-home placements. Supports children with behavioral health needs by requiring an evidence-based behavioral health analysis or assessment before children are placed in institutional or out-of-home settings. **Status: Passed Senate, House; signed into law**

SB 444, relative to childhood adverse experiences treatment and prevention. Expands access to child-parent psychotherapy services, and creates a pilot program for young children who have experienced adverse childhood events and other emotional trauma. **Status: Passed Senate, House; signed into law**

Legislative Priorities

2022

EARLY CHILDHOOD

SB 144, relative to child care scholarships. Helps child care providers serve more families in need by creating a pilot program modifying New Hampshire's child care scholarship program to be enrollment-based, rather than attendance-based. **Status: Defeated in House**

SB 407, HB 1536, relative to expanding Medicaid to include certain postpartum health care services. Support young families, and childhood development by expanding New Hampshire's Medicaid program to cover postpartum services for new mothers. **Status: SB 407 stalled in Conference Committee; HB 1536 stalled in House**

SB 446, directing the department of health and human services to develop a plan relative to fostering sustainable childcare opportunities for working families and businesses. Increases access to child care by directing State to develop a plan to build the child care workforce. **Status: Passed Senate, House; signed into law**

SB 453, relative to statewide pre-kindergarten funding. Supports children, working families by requiring public school districts to provide pre-kindergarten programs. **Status: Defeated in Senate**

HEALTH

HB 103, establishing a dental benefit under the state Medicaid program; SB 422, establishing an adult dental benefit under the state Medicaid program. Support the health of Granite Staters by extending the state's Medicaid program to cover dental services for individuals in need. **Status: HB 103 passed House, Senate; SB 422 passed Senate, House; both bills moving on to Governor's desk**

SB 436, relative to access to abortion care; HB 1674, relative to reproductive rights. Support reproductive health by repealing New Hampshire's 24-week abortion ban and invasive ultrasound mandate. **Status: SB 436 defeated in Senate; HB 1674 stalled in House**

HB 1028, relative to the form of individual health insurance policies. Diminishes quality and affordability of health care by allowing unlimited renewals of short-term, low coverage insurance plans. **Status: Defeated in House**

HB 1526, relative to income eligibility for in and out medical assistance. Increases access to health care by expanding income limits for participation in New Hampshire's "In & Out" Medical Assistance" program, which supports certain individuals in need. **Status: Passed House, Senate; moving on to Governor's desk**

EQUITY & ADVOCACY

SB 304, relative to discrimination in public workplaces and education; HB 1576, repealing the law relative to discrimination in public workplaces and education. Support needed discussion about diversity, equity and inclusion by repealing ban on teaching of so-called divisive concepts, including race and gender. **Status: SB 304 defeated in the Senate; HB 1576 stalled in House**

HB 1313, relative to rights to freedom from discrimination in higher education. Prevents important discussion about diversity, equity and inclusion by extending state's "divisive concepts" ban to public colleges and universities. **Status: Defeated in House**

HB 1014, allowing public meetings to be conducted virtually. Gives the public a stronger voice in the policy-making process, allowing them to testify and participate remotely in public proceedings. **Status: Stalled in House**