Legislative Commission on the Interdisciplinary Primary Care Workforce March 23, 2023 2:00-4:00pm – NH Hospital Association, 125 Airport Road, Concord 03301 – Conference Room 1

Zoom and Call in information:

Join Zoom Meeting

https://nh-dhhs.zoom.us/j/86820853615?pwd=a1ZCSDdtOWxjVW1GeU5RNTVkM1NaZz09

Meeting ID: 868 2085 3615

Passcode: 642063

Agenda

- 2:00 2:05 **Attendance & Introductions** 2:05 - 2:30Implementing an Experiential Learning Toolkit in Primary Care Settings – Jennifer Gunderman, MPH. Maine AHEC Network/Workforce Development Lead 2:30 - 3:00**Healthcare Sector Partnerships Initiative Data Project:** What We Have Learned – Roxie Severance, CNHA, FACHCA, RS Consulting, LLC and Healthcare Sector Advisor, Sector Partnerships Initiative; and, Lynn Naves Carpenter, DHA, MHA, NHA. Navlyn Resources, LLC The 2022 Medical Workforce Data Reports – Danielle 3:00 - 3:50Hernandez, MPH, Health Professions Data Center Manager, Rural Health & Primary Care Section Division of Public Health Services, NH Department of Health and Human Services
- 3:50 4:00 **Legislative & Updates** Group discussion
- 4:00 **Adjourn**

Next meeting: Thursday April 27, 2023 2:00-4:00pm

NH Hospital Association, 125 Airport Road, Concord 03301 – Conference Room

State of New Hampshire

COMMISSION ON THE INTERDISCIPLINARY PRIMARY CARE WORKFORCE

DATE: March 23, 2023 TIME: 2:00 – 4:00pm

LOCATION: NH Hospital Association, 125 Airport Rd, Concord, NH 03301 – Conference Room 1 & Zoom Conferencing

TO: Members of the Commission and Guests

FROM: Amara Hartshorn

MEETING DATE: March 23, 2023

Members of the Commission:

Kristine Fjeld-Sparks, Director, NH Area Health Education Center-Vice-Chair

Jason Aziz, NH Insurance Department

Kristen Corazzini, Dean, UNH College of Health and Human Services

Jeanne Ryer, Director, NH Citizens Health Initiative

Pamela DiNapoli, Executive Director, NH Nurses Association

Dianne Castrucci, NH Alcohol & Drug Abuse Counselors Association

Guests:

Danielle Hernandez, Program Manager, Health Profession Data Center

Paula Smith, Southern NH Area Health Education Center

Kris van Bergen-Buteau, Director of Workforce Dev. North Country Health Consortium

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

Sergio Zullich, White Mountain Family Medicine Residency

Peter Mason, Headrest

William Gunn, Psychologist

Amara Hartshorn, Program Assistant, Rural Health and Primary Care

Erica Tenney, Clinical Services Program Administrator, Maternal & Child Health Services

Don Kollisch, Geisel Medical School

Delitha Watts, NH College of Health and Human Services

Catrina Watson, NH Medical Society

Meeting Discussion:

2:00 – 2:05 Attendance & Introductions

2:05 – 2:30 Implementing an Experiential Learning Toolkit in Primary Care

Settings – Jennifer Gunderman, MPH. Maine AHEC Network/Workforce Development Lead

Refer to the attached presentation, "Implementing an Experiential Learning Toolkit in Primary Care Settings."

2:30 – 3:00 Healthcare Sector Partnerships Initiative Data Project: What We Have Learned – Roxie Severance, CNHA, FACHCA, RS Consulting, LLC and Healthcare Sector Advisor, Sector Partnerships Initiative; and, Lynn Naves Carpenter, DHA, MHA, NHA. Navlyn Resources, LLC

Refer to the attached presentation, "Healthcare Sector Partnerships Initiative Data Project: What We Have Learned."

3:00 – 3:50 The 2022 Medical Workforce Data Reports – Danielle Hernandez, MPH, Health Professions Data Center Manager, Rural Health & Primary Care Section Division of Public Health Services, NH Department of Health and Human Services

Access the reports using the following links:

- <u>2020 Physician Workforce Data Report</u>
- 2020 Physician Assistant Workforce Data Report
- 2020 APRN Workforce Data Report
- What has to be done to include RN workforce data
 - Intention to expand the Health Professions Data Center (HPDC) to include National Council of State Boards of Nursing (NCSBN) data
 - RN data is collected nationally
 - Current capacity does not allow for integration of RN data
 - Once the data analysist position is filled, the HPDC will be able to expand its capacity
 - May require a data agreement for the HPDC to access NCSBN data

3:50 – 4:00 **Legislative & Updates –** Group Discussion

- Paula Minnehan; NH Hospital Association Legislative Updates
 - State Budget
 - · NHHA; Resources & Reports for NH Legislation
 - Proposed licensure and regulatory reform as proposed in House Bill 2
 - Licensing changes to remove barriers to licensure and to increase efficiency
 - Pressure on the Governor to keep licensed nursing assistants (LNAs) a licensed profession

- Senate Bill 86
 - Medicaid rate increase, Community Health Worker certification, appropriations for pipeline workforce programs
- Senate Bill 36
 - Systems of care for the healthy aging
- NH Hospital Association; Legislative Newsletter

4:00 Adjourn

Implementing an Experiential Learning Toolkit in Primary Care Settings

Jennifer Gunderman, MPH Maine AHEC Director
Toho Soma, MPH, MS; Melanie Caldwell, MS; Micaela Maynard, MEd
University of New England
Center for Excellence in Public Health
March 23, 2023



We have no relationships to disclose.

This presentation is funded by HRSA Award T0BHP30025.



Background

- Maine needs more rural primary care providers.
- UNE medical, PA, and pharmacy students rotated at 2 FQHCs from 2016 to 2022 as part of a HRSA grant.
 - Attended trainings on core toolkit competencies
 - Attended classroom-based learning activities and debriefing sessions while on rotation
 - Completed experiential learning activities in clinical settings that reinforced core toolkit competencies



Core Competencies

- Health Literacy
- Interprofessional Education and Practice
- Oral Health in Primary Care
- Shared Decision-making
- Social Determinants of Health

Source: HHS Advisory Committee on Training in Primary Care Medicine and Dentistry (ACTPCMD)



The Experiential Learning Toolkit

- 1. Toolkit Competencies
- 2. Required Experiences
- Clinical and Community Experiences, and Student Learning Outcomes



Toolkit Competencies

1. TOOLKIT COMPETENCIES

Health professions students are REQUIRED to complete the following experiential activities with their clinical preceptors as they engage in patient care. (*Note: Seeing the same patient more than once will count as more than one patient encounter.*)

1.1 Refer patients via warm hand-off to another professional within PCHC (e.g., PT, podiatry, psych med management, LCSW, dental, etc.) or the community.

of Patient | Preceptor | Encounters | Initial

Student Learning Outcome: Demonstrates an understanding of other professions' roles/responsibilities and the skill of a "warm hand-off."

- 1.2 Screen and link patients for needs related to social determinants of health (SDOH).
- Examples: safe housing, socioeconomic conditions, transportation, education, WIC, SNAP/SNAP-Ed, RTP

Student Learning Outcome: Demonstrates an ability to identify and address SDOH-related needs and experiences in patient populations.



Required Experiences

The following are REQUIRED clinical experiences students will complete with other professions while at PCHC. They will occur during Family Medicine rotations, Community Health Rotations, and APPEs.

- 2.1 (For COM & PA students only): Observe and participate in the clinical practice of a pharmacist. Assist in clinical evaluation and management of chronic disease conditions.
- Minimum 4 Hours
- Pharmacist Name(s):

Students will demonstrate understanding of: Pharmacists' roles/ responsibilities, benefit of additional interprofessional (IP) resources for patients with chronic diseases

- 2.2 Observe and participate with a Care Manager at location of clinical preceptor.
- Minimum 8 Hours

Students will demonstrate understanding of: Goals of care management, specific roles/responsibilities within Care Management teams, scope and breadth of Care Management Services, ways in which to link patients to community-based resources.

of Hours | # of Patient Spent Encounters

Care Manager Name(s):



Required Experiences

2.4 Participate in at least one Controlled Substance Stewardship (CSS) case review meeting. Prior to the meeting, student reviews EMR of patients being discussed.

•	Date Attended:	
•	Date Attended:	

• Led By: _____

Students will demonstrate understanding of: The process of monitoring for safe and responsible opioid prescribing, goals of CSS team, specific roles/responsibilities within CSS team.

2.5 Participate in at least one High Utilizer Group (HUG) case review meeting. Prior to the meeting, student reviews the EMR of patients being discussed.

Students will demonstrate understanding of: Goals of HUG team, purpose of monitoring activities of patients with complex needs, specific roles/responsibilities within HUG team.



Clinical and Community Experiences, and Student Learning Outcomes

3. CLINICAL AND COMMUNITY EXPERIENCES & STUDENT LEARNING OUTCOMES

The following are clinical and community experiences students will electively participate in with other professions while at PCHC. (Minimum of 2 hours per experience)

3.1 Engage with social worker utilizing a clinical interprofessional approach.

of Hours | # of Patient Spent | Encounters

Student Learning Outcome: Demonstrates an understanding of social work roles/responsibilities through observation, discussion, and interaction with other team members.

3.2 Engage with psychiatric medication manager utilizing a clinical interprofessional approach.

Student Learning Outcome: Demonstrates an understanding of the psychiatric medication manager's roles/responsibilities through observation, discussion, and interaction with other team members.



Clinical and Community Experiences, and Student Learning Outcomes

- 3.6 Engage with a community-based health or social service organization.
- e.g. in-home nursing, EMS provider, School-based clinic, Public Health Department, Nutrition agency, Substance Use agency, OR
- Student-directed experience (Discuss available community resources/organizations with your PCHC Preceptor)

Student Learning Outcome: Demonstrates an understanding of the roles/responsibilities of community-based organizations as they relate to patients' health-related needs.



Benefits for Clinical Sites

 Organized way to track student participation in clinical and nonclinical experiences

Can be modified as services expand and retract

 Allows multiple providers to oversee student, relieving clinical preceptor

Gives students a more holistic view of the clinic and community



Impact on Students

I really enjoyed the checklist because it helped me to connect to different health professionals.

I really enjoyed the interprofessional home visits. They gave me a much better sense of what other healthcare professionals contribute and think about in regards to patient care.

I really enjoyed the opportunity to shadow a variety of health care providers, as I will likely not have another opportunity to shadow a dental surgeon or a chiropractor.

I feel that my own skills in picking up on small social determinants of health aspects of a patient's health has grown considerably.



Assessing for Readiness

- Does your clinic have the capacity to implement this?
 - O Do you take students?
 - Are you looking to enhance students' learning experiences with structured, self-directed learning?
 - o Can you identify a site toolkit champion?
- Does your clinic have enough existing services and community partnerships?
 - o Pharmacy, Physical Therapy, Dental, Social Worker, Community Health Worker
 - o WIC, SNAP-Ed, EMS
- How will you evaluate the toolkit?
- How will you use the student information gathered?



Adapting the Toolkit

- 1. Decide in which competencies you would like your students to become proficient.
 - Helpful to work with the school to identify mutually desired clinical competencies
 - A brief baseline assessment of the selected competencies can be helpful to inform developing experiences
- Identify the services in your clinic and community partnerships where a student would be able to apply these competencies.
- 3. Determine which experiences will be mandatory vs. elective.



Implementing the Toolkit

- 1. Find providers and administrators who will champion the Toolkit.
- 2. Introduce the Toolkit as part of orientation for all new students and staff.
- 3. Revisit the list of activities periodically and revise accordingly
- 4. Plan for how the students will submit their toolkit, written or virtual?



Thank You!

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Healthcare Sector Partnerships Initiative Data Project: What We Have Learned





Presented by:
Lynn Carpenter, Navlyn Resources, LLC
Roxie Severance, Sector Partnerships Initiative



The Sector Partnership Initiative or SPI is an industry-driven effort for NH businesses to convene and collaborate on solutions to upskill current workers, better prepare new worker and recruit new workers to health care. SPI is a proven approach to impact the current health care workforce shortages by developing Regional Health Care Collaboratives where employers, education, elected officials, and others work together regionally to create solutions to the health care workforce crisis. Goals are set, ideas shared, and programs developed. It is about growing workers, upskilling, and retaining talent. Employers can only be successful when work together and form partnerships with education and community organizations.

Evolution of Funding SPI:

- February 4, 2022- Office of Workforce Opportunity funds/contract ends with NH Healthcare Association
- December 2021- Southern NH AHEC receives CDC Health Equity Grant Funds for continuation of SPI work. Funding through June 2023.

Sector Partnerships Initiative Data Project

7 Facility/ Provider Types

- Assisted Living Residence/ Residential Care Facility
- Home Care Service Provider
- Home Health Agency Hospice
- Home Health Care Provider
- Hospital
- Nursing Home
- Supported Residential Care Facility

13 Jobs

- Advanced Practice Registered Nurse
- Emergency Medical Technician
- Environmental Services Supervisor
- Environmental Services Worker (Entry level)
- Food Service Supervisor/ Chef/ Cook
- Food Service Worker (Entry level)
- Home Health Aide/ Personal Care Attendant
- Licensed Nursing Assistant
- Licensed Practical Nurse
- Medical Assistant
- Medication Nursing Assistant
- Phlebotomy Technician
- Registered Nurse

Data Collection and Analysis: Phase I

- Data collected April- August
 2022 by Region
- Regional Response rates 29-39%

Facility Type	# Invited to Respond	# Of Responses	Response Rate (%)
Assisted Living/ Residential Care Facility He-P 804	32	9	28%
Home Care Service Provider He-P 822	55	14	26%
Home Health Agency Hospice He-P 823	19	9	47%
Home Health Care Provider He-P 809	61	12	20%
Hospital He-P 802	28	12	43%
Nursing Home He-P 803	74	29	39%
Supported Residential Care Facility He-P 805	72	20	28%
Total	341	105	31%

Home Health Aide/ Personal Care Attendant	Concord/ Upper Valley	Lakes Region	Monadnock	North Country	Seacoast	Southern
# Positions Filled	411	133	40	N/A	107	311
# Positions Vacant	74	45	11	N/A	27	156
Total # Positions	485	178	51	N/A	134	467
Vacancy %	15%	25%	22%	N/A	20%	33%
Estimated Employment (NHES)	2,050	740	660	580	1,450	2,390
Percent Change/ Growth 2018-2028	39%/ 29%	45.4%/ 10.4%	17.8%/ 18.4%	40%/ 36.7%	n/ 38%	51.5%/ 40.6%

Licensed Nursing Assistant	Concord/ Upper Valley	Lakes Region	Monadnock	North Country	Seacoast	Southern
# Positions Filled	416	157	182	97	423	586
# Positions Vacant	260	23	84	55	231	291
Total # Positions	676	180	266	152	654	877
Vacancy %	39%	13%	32%	36%	35%	33%
Estimated Employment (NHES)	1,720	530	660	480	1,470	2,010
Percent Change/ Growth 2018-2028	9.4%	5.1%	7.9%	4.3%	7.7%	8.4%

Licensed Practical Nurse	Concord/ Upper Valley	Lakes Region	Monadnock	North Country	Seacoast	Southern
# Positions Filled	174	30	48	29	105	168
# Positions Vacant	81	11	15	12	54	93
Total # Positions	255	41	63	41	159	261
Vacancy %	32%	27%	24%	29%	34%	36%
Estimated Employment (NHES)	380	140	220	100	460	760
Percent Change/ Growth 2018-2028	8.4%	3.2%	20.0%	4.6%	8.1%	12.3%

Medical Assistant	Concord/ Upper Valley	Lakes Region	Monadnock	North Country	Seacoast	Southern
# Positions Filled	278	23	27	90	N/A	166
# Positions Vacant	123	2	7	19	N/A	85
Total # Positions	401	25	34	109	N/A	251
Vacancy %	31%	8%	21%	17%	N/A	34%
Estimated Employment (NHES)	500	150	170	230	740	1,040
Percent Change/ Growth 2018-2028	21%	17.7%	19.4%	15.5%	22.7%	23.4%

Registered Nurse	Concord/ Upper Valley	Lakes Region	Monadnock	North Country	Seacoast	Southern
# Positions Filled	1,671	124	89	273	498	1,084
# Positions Vacant	737	36	26	77	102	506
Total # Positions	2,408	160	115	350	600	1,590
Vacancy %	31%	23%	23%	22%	17%	32%
Estimated Employment (NHES)	1,320*	660	770	780	2,611	4,360
Percent Change/ Growth 2018-2028	13%	3.7%	10.8%	7.1%	14.0%	15.4%

^{*}Estimated employment and/ or growth were unavailable for the Lake Sunapee Upper Valley Planning Region. Data are reported for the Central Planning Region only.

Data Collection and Analysis: Phase II

- Data collected February-March
 2023
- Final analysis and reports available April 2023
- Academic and Training Programs
 - Part of Phase II
 - Initial data analysis available



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Lakes Region: Vacancy Rate Comparison

31% Response Rate

No responses Assisted Living, Hospital, Home Health Care Provider

	June/ July 2022 Feb/ March 2023		% Change (-/+)
	Vacancy %	Vacancy %	70 Change (-/+)
Advanced Practice Registered Nurse	25%	33%	8%
Emergency Medical Technician	N/A	N/A	N/A
Environmental Services Supervisor/ Director	0%	0	0
Environmental Service Worker	16%	23%	7%
Food Services Supervisor	0%	5%	5%
Food Service Worker	30%	8%	-22%
Home Health Aide/ Personal Care Attendant	25%	42%	17%
Licensed Nursing Assistant	13%	23%	10%
Licensed Practical Nurse	27%	22%	-5%
Medical Assistant	8%	0%	-8%
Phlebotomy Technician	25%	0%	N/A
Registered Nurse	23%	21%	-2%

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Lakes Region: Top 3 Barriers to Filling Vacant Positions

- Lack of Applicants
- Lack of Affordable Housing in the Area
- Lack of Childcare

Lakes Region: Top 3 Incentives to Recruit Staff

- Sign on Bonus
- Employee Referral Bonus
- Higher Wages and/ or Benefits Package than Competitors

Lakes Region: Top 3 Factors Influencing Retention of Current Staff

- Competitive Wages
- Flexible Scheduling
- Paid Time Off

Monadnock Region

• 70% Response Rate

	Vacancy Rate: April/ May 2022	Vacancy Rate: Feb/ March 2023	% Change (-/+)
Advanced Practice Registered Nurse	50%	24%	-26%
Emergency Medical Technician	N/A	100%	100%
Environmental Services Supervisor/ Director	14%	0	-14%
Environmental Service Worker	49%	15%	-34%
Food Services Supervisor	20%	9%	-11%
Food Service Worker	39%	13%	-26%
Home Health Aide/ Personal Care Attendant	22%	27%	5%
Licensed Nursing Assistant	31%	17%	-14%
Licensed Practical Nurse	22%	16%	-6%
Medical Assistant	21%	13%	-8%
Phlebotomy Technician	18%	10%	-8%
Registered Nurse	23%	20%	-3%

Monadnock Region: Top 3 Barriers to Filling Vacant Positions

- Lack of Applicants
- Schedule requirements (nights, weekends, holidays)
- Lack of Lack of licensed applicants for positions requiring a license
 - Registered Nurse, Licensed Practical Nurse, Licensed Nursing Assistant, Advanced Practice Registered Nurse

Monadnock Region: Top 3 Incentives to Recruit Staff

- Employee Referral Bonus
- Benefits package
- Higher Wages and/ or Benefits Package than Competitors

Monadnock Region: Top 3 Factors Influencing Retention of Current Staff

- Competitive Wages
- Consistent Assignments (staff care for the same patients/ residents each time they work)
- Low staff to patient ratios

North Country Region

• 62% Response Rate

	May 2022 Vacancy %	Feb/ March 2023 Vacancy %	% Change (-/+)
Advanced Practice Registered Nurse	20%	11%	-9%
Emergency Medical Technician	14%	50%	36%
Environmental Services Supervisor/ Director	11%	12%	1%
Environmental Service Worker	15%	10%	-5%
Food Services Supervisor	13%	7%	-6%
Food Service Worker	16%	11%	-5%
Home Health Aide/ Personal Care Attendant	N/A	0%	0%
Licensed Nursing Assistant	36%	37%	1%
Licensed Practical Nurse	29%	40%	11%
Medical Assistant	17%	16%	-1%
Phlebotomy Technician	29%	0%	-29%
Registered Nurse	22%	25%	3%

North Country Region: Top 3 Barriers to Filling Vacant Positions

- Lack of licensed applicants for positions requiring a license (Registered Nurse, Licensed Practical Nurse, Licensed Nursing Assistant, Advanced Practice Registered Nurse)
- Lack of Affordable Housing in the Area
- Lack of Applicants

North Country Region: Top 3 Incentives to Recruit Staff

- Sign on bonus
- Loan repayment
- Benefits package

North Country Region: Top 3 Factors Influencing Retention of Current Staff

- Competitive wages
- Opportunities for growth
- Flexible scheduling

Academic and Training Programs: Responses

	# Invited to Participate	# of Responses	Response Rate
Licensed Nursing Assistant Programs	11	6	55%
Medication Nursing Assistant Programs	7	5	71%
Licensed Practical Nursing Programs	3	2	67%
Registered Nurse (RN)- Associate Degree (ADN) Programs	9	7	78%
Registered Nurse (RN): Bachelor Degree (BSN) Programs	7	2	29%

- 2 Career & Technical Education Programs
- 1 Private University/ College
- 5 Community Colleges
- 5 'Other'
 - Facilities with LNA/MNA Programs
 - Trade or Private School(s)

Academic and Training Programs: Faculty

	# Faculty Positions Filled	# Faculty Positions Open	# Faculty Positions Total	Vacancy %
Advanced Practice Registered Nurse	13	0	13	0%
Emergency Medical Technician	1	0	1	0%
Licensed Nursing Assistant	29	12	41	29%
Licensed Practical Nurse	40	3	43	7%
Medical Assistant	8	1	9	13%
Medication Nursing Assistant	21	1	22	5%
Phlebotomy Technician	8	3	11	27%
Registered Nurse (RN)- Associate Degree (ADN)	78	4	82	5%
Registered Nurse (RN)- Bachelor Degree (BSN)	22	1	23	4%
Radiologic Technologist	10	20+*	30	67%
Respiratory Care Practitioner	2	0	2	0%

*Clinical Faculty to supervise students at medical sites

Academic and Training Programs

	# of Applications Received	# of Students Accepted	# of Students Completing Program	# of Positions Needed*
Advanced Practice Registered Nurse	120	444	131	110
Emergency Medical Technician	9	9	9	2
Licensed Nursing Assistant	1613	1095	734	944
Licensed Practical Nurse	610	169	76	266
Medical Assistant	120	71	65	236
Medication Nursing Assistant	172	100	100	30
Phlebotomy Technician	215	103	95	42
Registered Nurse (RN)- Associate Degree (ADN)	1353	469	353	1,484
Registered Nurse (RN)- Bachelor Degree (BSN)	130	432	83	
Radiologic Technologist	329	63	39	
Respiratory Care Practitioner	79	15	7	

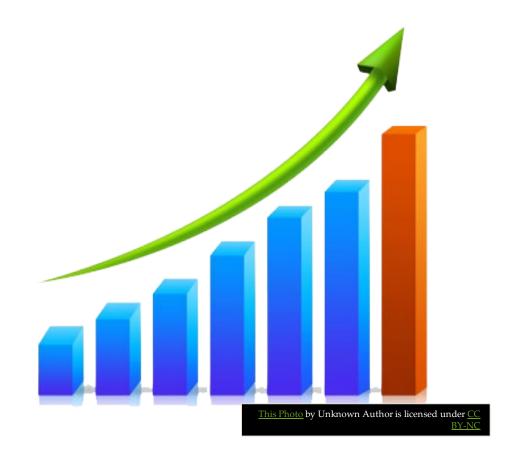
Number of applications received, students accepted, and students completing program between Jan-Dec 2022

^{*}Number of vacant positions reported in Phase I of data project (April-August 2022)

Academic and Training Programs

9 of 13 respondents indicated plans for program growth

- LNA and MNA
- LPN to RN
- Medical Assisting
- APRN
- Radiation Technologist
- Respiratory Therapist
- LPN



Academic and Training Programs

What supports do you need from healthcare organizations to achieve your goal(s) to grow or expand?

- Increased number of applicants
- Clinical placements in a variety of settings/days/shifts
- Masters prepared educators and pay
- Preceptors
- Infrastructure: limited facilities and equipment on campus and limited clinical capacity at hospitals
- Aid in recruiting
- Financial aid
- Tuition reimbursement programs
- Clinical placement locations
- Clinical faculty
- Advertising and marketing

Thank you!

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