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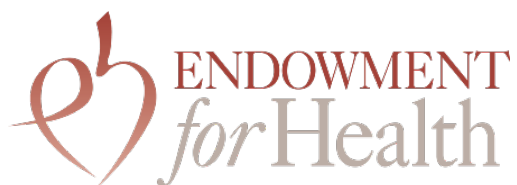
NH CITIZENS  
HEALTH INITIATIVE  
**annual symposium**



Tuesday, September 28, 2021

# Sponsors

Today's Symposium is made possible by the generous support of the Endowment for Health.



This year marks the 16th anniversary of the formation of the NH Citizens Health Initiative. Our mission is to measurably improve the systems that finance and provide health care in New Hampshire by providing trusted leadership, data, and shared learning with the goal of achieving the quadruple aim: achieving better health outcomes, with a better patient care experience, at a lower cost, and with higher provider satisfaction.

To accomplish these aims, we lead projects to drive well-being and health care innovations for New Hampshire residents, collaborate with partners to listen, inform, support, and connect to advance health care initiatives throughout our State and beyond, and share knowledge and lessons learned through experience and evidence-based research.

To this end, we will continue to focus on our strategic priorities of:

- Spearheading action-focused projects to improve the performance of New Hampshire's health care system
- Increasing health care organization capacity to adapt resources and services to respond to dynamic population needs and system factors
- Advancing cross-stakeholder dialogue to catalyze strategies to strengthen health care system efficiency and outcomes
- Leveraging diverse strategies to build the Initiative's fiscal stability and the intellectual capital of its staff Learn more at [www.citizenshealthinitiative.org](http://www.citizenshealthinitiative.org).

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NH Citizens Health Initiative



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**Institute for Health  
Policy and Practice**



## Description

The NH Citizens Health Initiative presents our 2021 Symposium. This Symposium will serve as a place to reflect on the challenges presented by the COVID-19 pandemic and the evolving strategies utilized across sectors from an individual, organizational, state, and national perspective. We strive to understand how different strategies can be utilized to improve population health overall. We hope today provides you with a platform to learn, communicate, and connect with one another to support our collective goal of moving health forward for New Hampshire.

During today's Symposium, attendees will learn from regional leaders Sandro Galea, Margaret Franckhauser, and Lisa Letourneau about improving population health in the wake of the COVID-19 pandemic from their multiple perspectives.

## Continuing Education Credits

To receive a continuing education certificate, participants must complete the online evaluation form within one week of attendance. The link will be emailed following the Symposium.

### **Nurses:**

North Country Health Consortium/NNH AHEC is approved as a provider of nursing continuing professional development by the Northeast Multistate Division Education Unit, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. This activity was approved for 3.5 Nursing Contact Hours. Activity #496

### **Physicians:**

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of North Country Health Consortium/NNH AHEC and University of New Hampshire Institute for Health Policy and Practice. The North Country Health Consortium/NNH AHEC is accredited by the NH Medical Society to provide continuing medical education for physicians. The North Country Health Consortium/NNH AHEC designates this live activity for a maximum of 3.5 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

### **Social Work:**

Category A Continuing Education hours for licensure have been applied for through NASW NH.



# Agenda



## Emerge Imagine Energize

- 8:55 – 9:00**     **Webinar Log In**
- 9:00 – 9:30**     **Welcome**  
*Lisa Butler, MS, Strategic Advisor, Initiative Co-Chair*
- 9:30 – 11:00**     **Navigating the Pandemic: Identifying Opportunities for Transformation**  
*Lisa Letourneau, MD, MPH, Maine Department of Health and Human Services*  
*Margaret Franckhauser, MS, MPH, RN, JSI Research & Training Institute, Inc. Initiative Co-Chair*  
**Moderated by** *Jeanne Ryer, MSc, EdD, NH Citizens Health Initiative*
- 11:00 – 11:30**     **Poster Sessions & Networking**  
*Poster sessions will occur simultaneously. Topics will be shared via email the week of the Symposium along with accompanying Zoom links.*
- 11:30 – 12:00**     **Lunch**  
*Take a break and stretch!*
- 12:00 – 1:00**     **Keynote: Priorities for post-COVID-19 public health practice, research, and education**  
*Sandro Galea, MD, MPH, DrPH, Boston University School of Public Health*  
**Introduction by** *Jo Porter, MPH, UNH Institute for Health Policy and Practice*
- 1:00 - 1:15**     **Break**
- 1:15 - 2:15**     **Facilitated Discussion: reimagining Our Health Care System**  
*Janet Thomas, BS, RN, NH Citizens Health Initiative*
- 2:15 - 2:30**     **Closing**  
*Jeanne Ryer, MSc, EdD, NH Citizens Health Initiative*





# Welcome and Graphic Recording

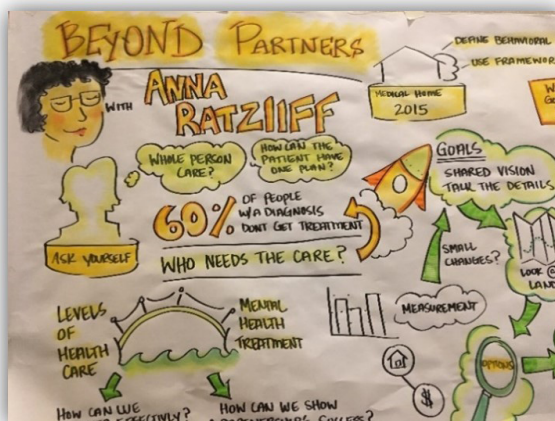


**Lisa Butler** is a strategic advisor, educator, and board leader. She delivers strategy and marketing advisory services to innovative organizations of all types, helping executives and boards to move their missions forward. Lisa brings over 30 years in marketing, product development, and management roles to her advisory work, primarily in start-up environments. Along the way, she's gained exposure to a range of markets including hardware, software, security, and health analytics, plus education, health care, and social services. Lisa's board roles include not only her Co-Chair role on the NH Citizen Health Initiative's Leadership Advisory Board, but serving as Director of both Corporation Service Company, a global information services firm, and the Boston-based College for

Social Innovation. On the "side," Lisa is pleased to share her career experience with students as a lecturer in entrepreneurial marketing at UNH's Paul School of Business and Economics. Lisa holds a Masters in Management from MIT's Sloan School and earned a BA, cum laude, with Distinction in American Studies, from Yale University.



**Kate Crary** is a Project Director with UNH's Institute for Health Policy and Practice. Her work includes assisting with policy analysis and procedure development, project management, group and organizational strategic planning, and curriculum delivery and development. In addition to this work, Kate serves as a Person-Centered Systems and Planning Educator for the Center on Aging and Community Living. She is also a certified long-term care Ombudsman, and much of her work focuses on advocacy, person-centered systems change, and resident's rights. A life-long artist, Kate has been developing and sharing her graphic recording skills for more than 7 years throughout New England.





# Navigating the Pandemic: Identifying Opportunities for Transformation



## A discussion with leaders on the ground

*This presentation will describe the varying responses to the COVID-19 pandemic from multiple perspectives – especially primary care and behavioral health – and across populations. It will also identify strategies for future systems transformation to address patient and provider needs.*



**Margaret Franckhauser**, BSN, MS, MPH, Director of Aging Services, John Snow, Inc. Margaret Franckhauser is the Director of Aging Services at JSI. She has over 40 years of experience in the fields of healthcare, aging and public health. An adult/geriatric nurse practitioner by background, she served as a clinician and community health administrator in both urban and rural public health settings. For twenty years, Margaret served as CEO of a highly successful New Hampshire community health organization that offered clinical and supportive services to older adults under both Medicare and Medicaid. Since the beginning of the pandemic, Margaret has worked with the NH COVID Operations Center to respond to outbreaks in congregate facilities including nursing homes, retirement communities, schools, and childcare settings.



**Lisa M. Letourneau**, MD, MPH, FACP, Senior Advisor, Delivery System Change, Maine DHHS is an experienced physician leader and passionate advocate for health care system delivery change. She currently serves as Senior Advisor to Maine DHHS Commissioner Lambrew, supporting a range of health care change efforts. She currently helps to support several aspects of Maine's response to the COVID-19 pandemic, including testing and vaccination efforts. Additionally, she provides leadership for DHHS rural health transformation efforts, as well as clinical aspects of Maine's opioid response and MaineCare Value-Based Payment efforts. Prior to joining the DHHS team, she served as Executive Director for Maine Quality Counts and previously served as Senior Director of Clinical Integration for MaineHealth.



# Keynote



## Priorities for post-COVID-19 public health practice, research, and education

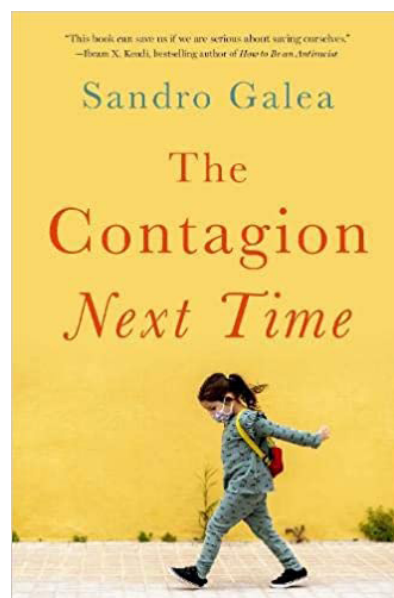
*This presentation will discuss pressing concerns that emerge from COVID-19 that need to be addressed to improve population health and consider different approaches that can mitigate structural challenges to population health.*



**Sandro Galea**, MD, MPH, DrPH, a physician, epidemiologist, and author, is dean and Robert A. Knox Professor at Boston University School of Public Health. He previously held academic and leadership positions at Columbia University, the University of Michigan, and the New York Academy of Medicine. He has published extensively in the peer-reviewed literature, and is a regular contributor to a range of public media, about the social causes of health, mental health, and the consequences of trauma. He has been listed as one of the most widely cited scholars in the social sciences. He is past chair of the board of the Association of Schools and Programs of Public Health and past president of the Society for Epidemiologic Research and of the Interdisciplinary Association for Population Health Science. He is an elected member of the National Academy of Medicine. Galea has received several lifetime achievement

awards. Galea holds a medical degree from the University of Toronto, graduate degrees from Harvard University and Columbia University, and an honorary doctorate from the University of Glasgow.

Ten lucky participants will be entered into a raffle to receive a copy of Dr. Galea's new book, [The Contagion Next Time](#).







# Facilitation



## reimagining Our Health Care System

*Following the keynote presentation, attendees will participate in a facilitated discussion led by Janet Thomas, BS, RN that will touch on response strategies to the COVID-19 pandemic and their impact on the future of health care and begin to formulate an individual and organizational action plan that includes considerations from the day's presentations.*



**Janet Thomas, BS, RN** is dedicated to developing clinical knowledge, person-centered focus and interpersonal skills for providers, staff, and students in rural and underserved areas to improve quality and access to care across our health care delivery systems. She utilizes over 30 years of ambulatory primary and specialty care experience to enhance integration of telehealth, mental health, and patient voice. For 4 years, Jan led the New Hampshire Practice Transformation Network team connecting with 1100+ primary, specialty and mental health providers and staff across rural New Hampshire to improve quality of care, increase data-driven decision-making and prepare for alternative payment models. She trained practice facilitators, coached leaders, staff and providers, and collaborated with Maine, Vermont and CMS partners to enhance skills at practices and outcomes for patients. Jan combines her background in process improvement science, health care practice management, small business ownership, and leadership development to enhance knowledge, confidence, and efficiencies for those in small practices to large care organizations and systems throughout NH.





# Discussion — Prompting Questions



*To help prepare for your breakout session, we are sending a few questions to use as discussion prompts. We hope that you will take some time over the next few days to review these questions and come prepared to share your thoughts. We also encourage you to use information you hear during the keynote presentation to respond to these questions.*

## **Question 1:**

*How have the events of 2021 including COVID-19, changed priorities and future health care delivery needs for you and those you serve?*

## **Question 2:**

*What changes either added, eliminated, or modified would you like to see maintained in the Post-acute COVID-19 health care system of New Hampshire?*

## **Question 3:**

*What can New Hampshire Citizens Health Initiative and the Institute for Health Policy and Practice (IHPP) do in 2022 to support your work and efforts to impact change in the New Hampshire health care delivery system?*



# Discussion — Prompting Questions



*Participants will be encouraged to identify and share individual and collective opportunities to influence the future of health care in New Hampshire. We will facilitate conversation around next steps to achieve those goals.*

## **Individual opportunities to influence the future of health care in New Hampshire:**

- 1.
- 2.
- 3.

## **Collective opportunities to influence the future of health care in New Hampshire:**

- 1.
- 2.
- 3.

## **Next steps to achieve those goals:**

- 1.
- 2.
- 3.



# Meet Our Team



Jeanne Ryer, MSc,  
EdD, Director NH CHI



Jo Porter, MPH,  
Director, IHPP



Lucy Hodder, JD,  
Director



Felicity Bernard, MA,  
LCMHC



Corina Chao, BA,  
MPH Candidate



Marguerite Corvini,  
MSW



Katherine Cox, MSW



Kate Crary, BS



Marcy Doyle, DNP,  
MS, MHS, RN, CNL



Bridget Drake, BS



Hwasun Garin, MEd



Ciera Hunter, BS



Devan Quinn, MPP



Suzanne Shumway,  
MBA



Olivia Skaltsis, MS



Janet Thomas, RN, BS



Holly Tutko, MS



Molly Umana, BA



Dee Watts, LSSBB



Kelsi West, BS, MPH  
Candidate



