



Institute for Health Policy and Practice

2020 Annual Report

UNH established a [Land, Water, and Life Acknowledgment](#) as one of the many actions needed to build and sustain relationships with indigenous people.



UNH Land, Water, and Life Acknowledgment

As we all journey on the trail of life, we wish to acknowledge the spiritual and physical connection the Pennacook, Abenaki, and Wabanaki Peoples have maintained to N'dakinna (homeland) and the aki (land), nibi (water), lolakwikak (flora), and awaasak (fauna) which the University of New Hampshire community is honored to steward today. We also acknowledge the hardships they continue to endure after the loss of unceded homelands and champion the university's responsibility to foster relationships and opportunities that strengthen the well-being of the Indigenous People who carry forward the traditions of their ancestors.

Director's Note



Thank you for taking the time to review the 2020 IHPP Annual Report. 2020 certainly was a year like no other. The COVID-19 pandemic shifted many aspects of our lives, including moving IHPP to an all-virtual environment seemingly overnight. We adapted our workflows and processes to support our team and our partners in new ways. We took on new projects and initiatives to respond to the pandemic, while maintaining our existing, important work. This report highlights a few examples of that work. It is not possible to capture the full breadth of the work, nor is it possible to fully express our gratitude to our partners in staying connected to us – albeit mostly virtually – through this trying year. We are looking forward to a year in which we can actually be together through more than phone lines and video screens.

Jo Porter, MPH
Director

Our Commitment to Undo Racism

IHPP Statement on Systemic Racism and Health

The Institute for Health Policy and Practice is extremely saddened by the ongoing loss of Black lives in our country. From a public health perspective, we know that systemic racism has a detrimental impact on the health outcomes of people of color and is the cause of implicit and explicit inequities in our health care system. As an ongoing commitment to being an anti-racist organization, we are taking action to ensure IHPP can be the best version of itself, from the inside out. We will continue to develop meaningful ways to use our voice, platform, and resources to fight injustice and eliminate inequities in our communities in and beyond New Hampshire. We are committed to undoing racism.

In 2020, IHPP recognized that in order to full fill our vision and mission, we needed to be explicit in our commitment to undo racism. With this commitment, our work in 2020 included:

A committee focused on Race and Equity

Developed the IHPP statement on racism and health

Surveyed staff on training and educational needs

Developed a grant writing rubric on race and equity

Established resources to help ourselves learn and advocate

Supported CHHS and University-wide efforts

2020 Highlights

The Institute for Health Policy and Practice (IHPP) is an applied research institute located within the College of Health and Human Services at the University of New Hampshire.

IHPP conducts and disseminates high-quality, cutting-edge applied research and policy work that enables health system partners to implement evidence-based strategies to improve population health.

\$4,400,047

GRANTS & CONTRACTS

50

PROJECTS

30

FUNDING SOURCES

40

**CONFERENCES &
PRESENTATIONS**

18

PUBLICATIONS

IHPP Readership Distribution

This map shows where IHPP publications have been downloaded across the world in 2020.





IHPP Funders

Community Health Services Network LLC

Dartmouth Hitchcock Medical Center

Endowment for Health, Inc

Harvard Pilgrim Health Care Foundation

HealthTrust

Keene State College

National Association of Health Data
Organization

National Institutes of Health (NIH), via
Dartmouth College

Network4Health

New Futures

New Hampshire Charitable Foundation

New Hampshire Children's Health
Foundation

New Hampshire Department of
Administrative Services

New Hampshire Department of Health
and Human Services

New Hampshire Department of Justice

New Hampshire Telehealth Alliance

North Country Health Consortium

Robert W. Johnson Foundation

Southern New Hampshire Health System

Strafford County

Substance Abuse and Mental Health
Services Administration

Tufts Health Plan Foundation

United States Department of Agriculture

United States Department of Health and
Human Services

United States Department of Health and
Human Services, Health Resources and
Services Administration

United States National Institutes of Health

University of Massachusetts

University of Vermont

US DHHS Health Resources and Services
Administration

IHPP Focal Areas and Leadership Team

Jo Porter, MPH

Director

Amy Costello, MPH

Director of Health Analytics and Informatics

Laura Davie, MA

Director of Long-Term Care and Aging

Lucy Hodder, JD

Director of Health Law and Policy

Jeanne Ryer, MSc, EdD

Director of Delivery System and Payment Reform





Delivery System and Payment Reform

Selected Highlights



Telehealth for Special Populations

IHPP's NH Citizens Health Initiative launched the "Telehealth for Special Populations" project in May 2020 to address telehealth needs within three special populations:

- Older adults
- Pediatrics
- Persons with Substance Use Disorders



Participants learned telehealth best practices and how to connect clients/patients to local web-based resources



6

Weeks

11

Subject
Matter
Experts

100

Participants
Across NH



PACT-ANEW

Partnership For Academic Clinical Telepractice – Advanced Nursing Education Workforce

PACT-ANEW addresses key needs in our state, such as behavioral health issues, the opioid crisis, and workforce needs for underserved and rural populations through:

- Training for preceptors involved in the Project ECHO program on value-based reimbursement, behavioral health, substance use disorder, telepractice, and more.
- Traineeship/tuition reimbursement funds for primary care nurse practitioner (NP) students providing care to rural and underserved populations.



IHPP Project Director Kelsi at an ECHO training with an "OWL" used in ANEW telepractice training.

*In **2020**, a total of **\$231,000** supported **36** NP students.*

Referral Directory



The Mental Health Care Access in Pediatrics (MCAP) program published a **Referral Directory**, providing a much-needed resource for pediatrics primary care providers to connect patients to services in 5 key areas.

SEARCH NEW HAMPSHIRE PEDIATRIC IMPROVEMENT PAR

nhpip NH PEDIATRIC IMPROVEMENT PARTNERSHIP

Projects Quality Improvement About Referral Directory Resources

Pediatric Behavioral Health Referral Directory

About this resource: This resource includes a limited directory of behavioral health services in New Hampshire to support pediatric primary care providers in offering successful referral options for their patients who may need behavioral health services. The directory includes information such as practice name, address, phone number, website, Medicaid acceptance, types of services, and language assistance and telehealth offerings. The directory does not list the many individual private mental health providers practicing in New Hampshire due to the changing nature of practices, providers, and insurance. However, additional providers may be included in future versions.

Note for providers: The University of New Hampshire and the New Hampshire Department of Health and Human Services do not endorse any listed provider organization and do not guarantee the quality or accuracy of the services listed in the directory.

If you are a pediatric Behavioral Health provider and would like to add or update your practice information listed, please contact nhpip@unh.edu

[CLICK HERE](#) to view and print a PDF version of this resource.

SEARCH	SERVICE TYPE	COUNTY	ACCEPTS MEDICAID	
<input type="text"/>	- Any -	- Any -	- Any -	<input type="button" value="APPLY"/>



Clinicians or anyone seeking to refer patients to these services can access this Referral Directory.

Health Analytics and Informatics

Selected Highlights



Providing Project Evaluation and Technical Assistance to NH's COVID-19 Rapid Response Program



IHPP worked with NH DHHS as part of the NH Rapid Response program which was funded by SAMHSA. NH DHHS and community mental health centers were provided funding in response to the COVID-19 pandemic and its impact on members of the health care community and other people with mental health and substance use conditions.

IHPP provided technical assistance and analysis of program evaluation data.

For more information about the program, [read the DHHS press release](#).

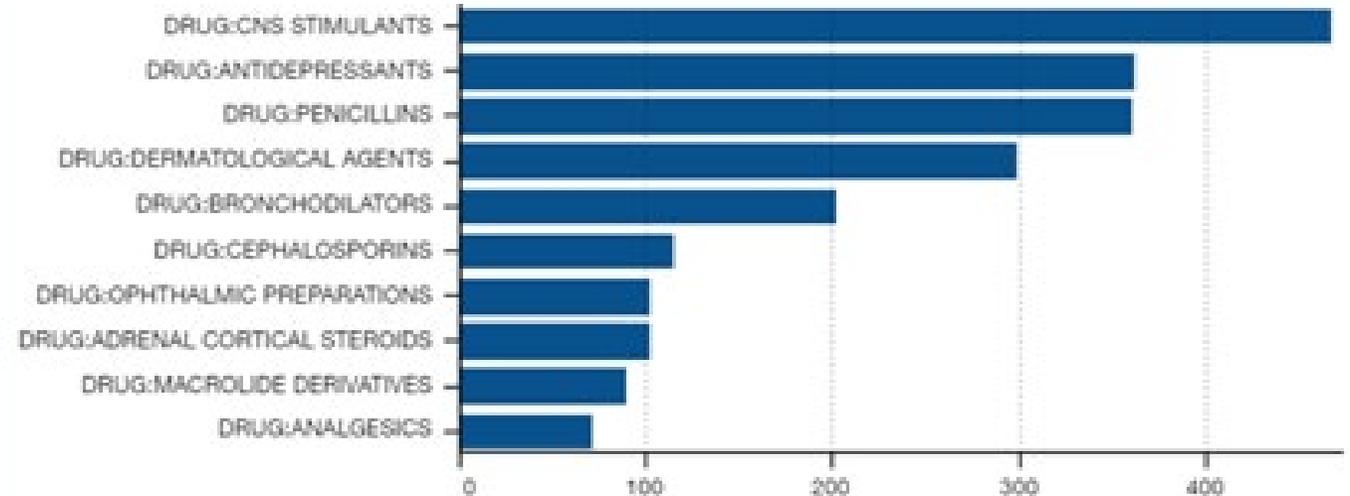




Claims Data in Action

In late September, IHPP released the [NH Claims Report Suite](#). This suite provides a set of healthcare claims-based reports of utilization and cost, with the ability to subset on geographic area and sub-populations. Reports include measures of type of service, specific diseases and conditions, and prescribing of medications. Using available age brackets, data can be customized for different age groups.

Rx per 1,000 for the Top 10 Drug Classes by Total Member Months for the Current Period

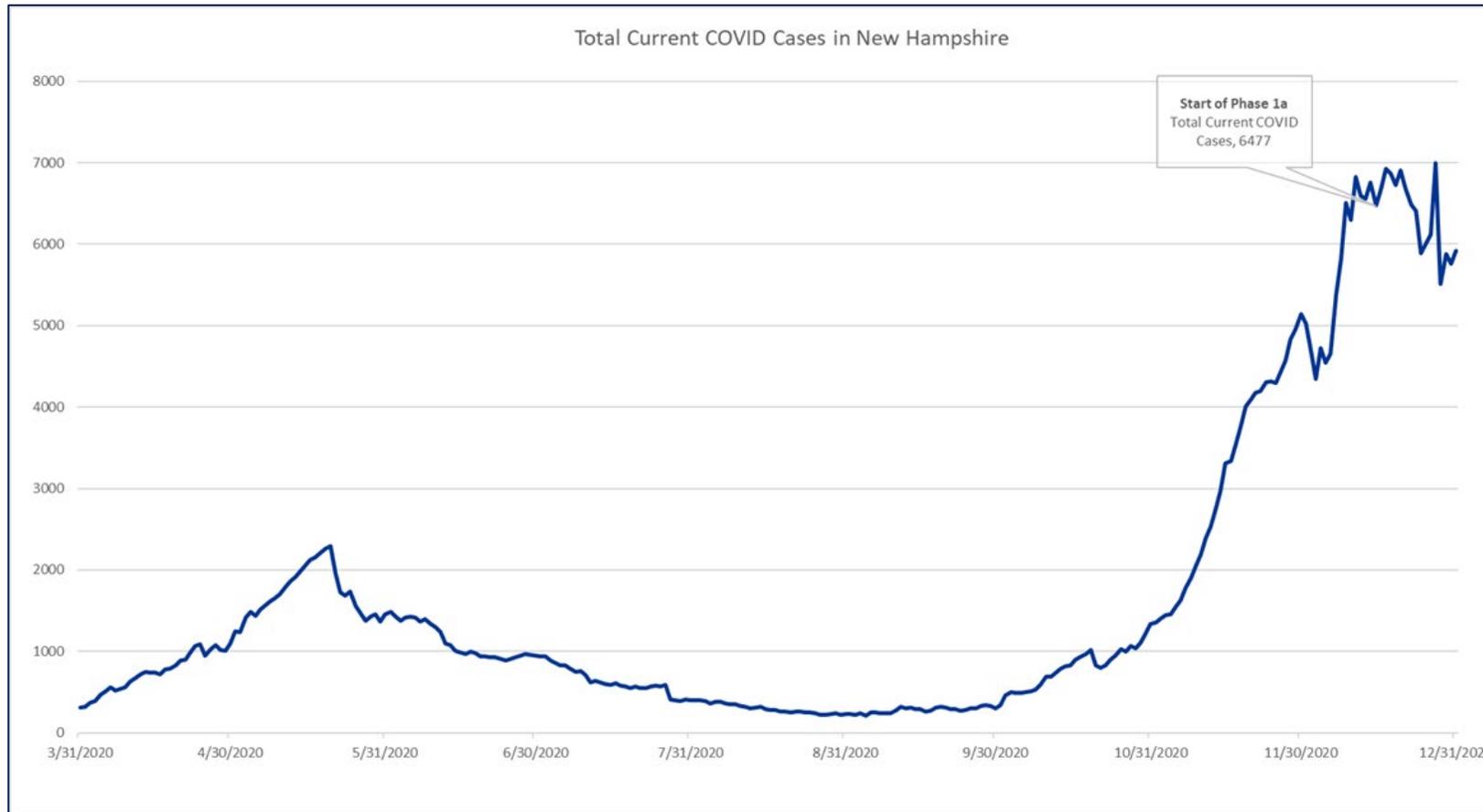


As an example, the pharmacy reports include analysis of the most common drug classes. Focusing on the commercially insured population ages 0-18, the most common drug class for the period from July 1, 2018 – June 30, 2019, can be seen above.

COVID Cases and Vaccinations in NH



IHPP tracked the COVID-19 pandemic throughout the year using data reported by NH DHHS. *A majority of this project was completed and led by IHPP's diligent intern team.* Visit the [IHPP COVID-19 Data Webpage](#).



Health Law and Policy

Selected Highlights



The Community Response to Medicaid Work and Community Engagement Requirements: Lessons from New Hampshire



Lucy Hodder, director of Health Law and Policy Programs, facilitating a discussion.

UNH's Institute for Health Policy and Practice (IHPP) and Franklin Pierce School of Law conducted a study, funded by the Robert Wood Johnson Foundation (grant #76038), assessing New Hampshire's Medicaid Work and Community Engagement Requirements and their impact on the state's community providers.

When the Work and Community Engagement Requirements were first implemented in 2019, they were costly for many community health organizations and confusing for beneficiaries, according to the research report, "[The Community Response to Medicaid Work and Community Engagement Requirements: Lessons from New Hampshire.](#)" The Requirements were suspended in July 2019. Ultimately, the US Supreme Court confirmed that the Requirements were illegal in *Philbrick v. Azar*.





The Shifting Health Care Landscape

In June 2020, IHPP hosted a 2-day virtual session to better understand the consumer experience and the State's response to the COVID-19 pandemic. On **Day 1**, we heard from **Lynn Quincy**, Director of the Healthcare Value Hub at Altarum, and **Trish Riley**, Executive Director of the National Academy for State Health Policy (NASHP). On **Day 2** we hosted a facilitated discussion with key stakeholders from New Hampshire's Health Care system.

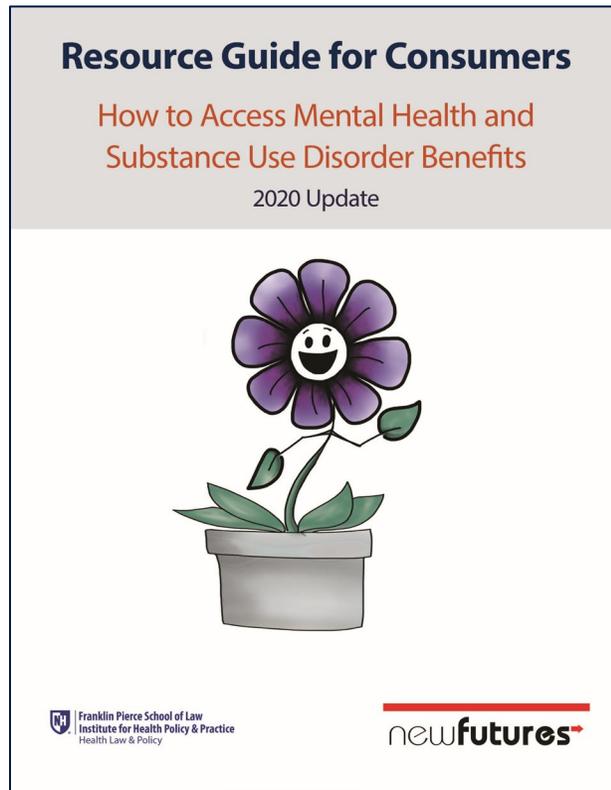


Biggest Challenges for New Hampshire

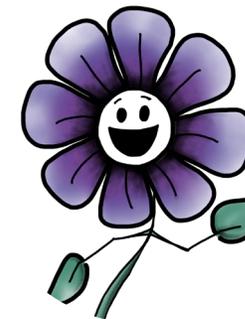


Biggest Challenges for Patients in NH

Resource Guide for Consumers: How to Access Mental Health and Substance Use Disorder Benefits *Updated 2020*



The Guide was updated and enhanced to reflect consumer feedback and changes in law and practice. It now includes information about New Hampshire's three Medicaid Managed Care Organizations, the Doorways, and other resources for both substance use and mental health, as well as a more detailed section intended to assist providers in helping their clients and patients. Providers can use the Guide for instructions on how to assist patients in getting the health insurance and treatment they need.



2020
Resource
Guide

- [English](#)
- [Spanish](#)

2020
One-Page
Quick
Guide

- [English](#)
- [Spanish](#)



Long Term Care and Aging

Selected Highlights



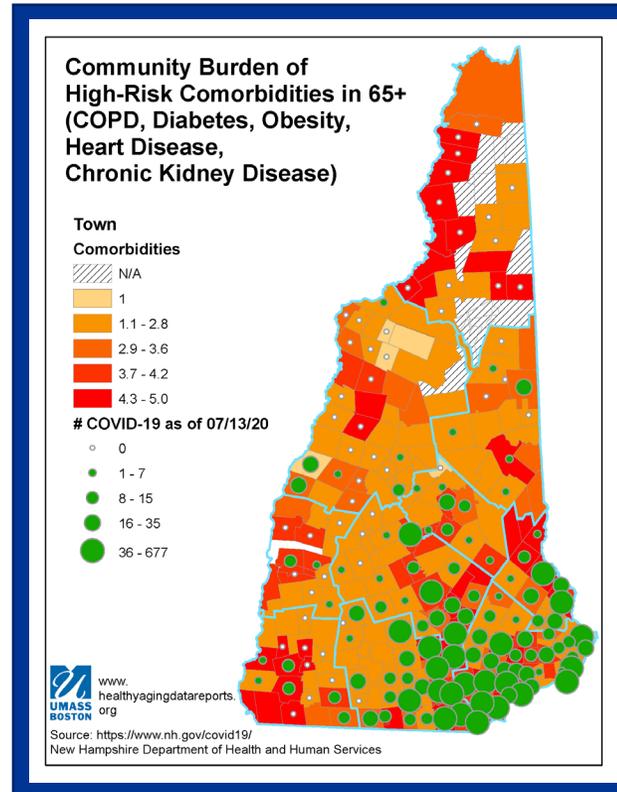
Addressing the Needs in the Hardest Hit Population



IHPP's Long Term Care and Aging focus area pivoted work in 2020 to address the needs of the hardest-hit population during the COVID-19 pandemic. Working closely with our federal and state partners, we provided expertise and support as the pandemic severely impacted older adults.

Using data to address emerging and urgent needs and respond to the changing COVID landscape.

In partnership with the UMass Boston Healthy Aging Data Report team, data maps were provided to NH DHHS Bureau of Elderly and Adult Services and the ServiceLink Aging and Disability Resource Centers to identify areas in New Hampshire in which there may be an increased risk or burden to older adults during the pandemic.



Facilitating state-wide conversations regarding providing direct care during a pandemic.

Through our shared work with the Institute on Disability in providing backbone support to the [NH Alliance for Healthy Aging](#), we led virtual conversations on the issues faced by direct care workforce during the COVID-19 pandemic.

- Call to Care NH: The Direct Care Work Force in the Time of COVID-19
- Answering the Call to Care: Creating Quality Jobs for Direct Care Workers in NH



Supporting Community Partners

Provided an online learning collaborative venue for Person-Centered Options Counselors at the beginning of the pandemic as a mechanism to share best practices for providing person-centered approaches in virtual settings.

Converted our in-person Person-Centered Options Counseling training to an online format as part of our ongoing support of ServiceLink Aging and Disability Center Network.

Assisted NH DHHS Bureau of Elderly and Adult Services in conducting a Rapid Assessment for the distribution of CARES Act Aging and Disability Resource Center funding and supported New Hampshire communities in utilizing the funds.



Public Health and Health Promotion

Selected Highlights



College Woods Research



Healthy UNH partnered with researchers from the Department of Recreation Management and Policy and the UNH Office of Woodlands and Natural Areas in 2020 to assess the effects of recreation use levels on the overall outdoor recreation experience in [College Woods](#). Among other things, this study serves to understand visitor motivations, satisfaction, health outcomes, and preferences toward signage and management actions. Study data will be used to inform future management actions to provide the highest-quality outdoor recreation experiences possible within College Woods. Read the [UNH Today article](#) about this study.



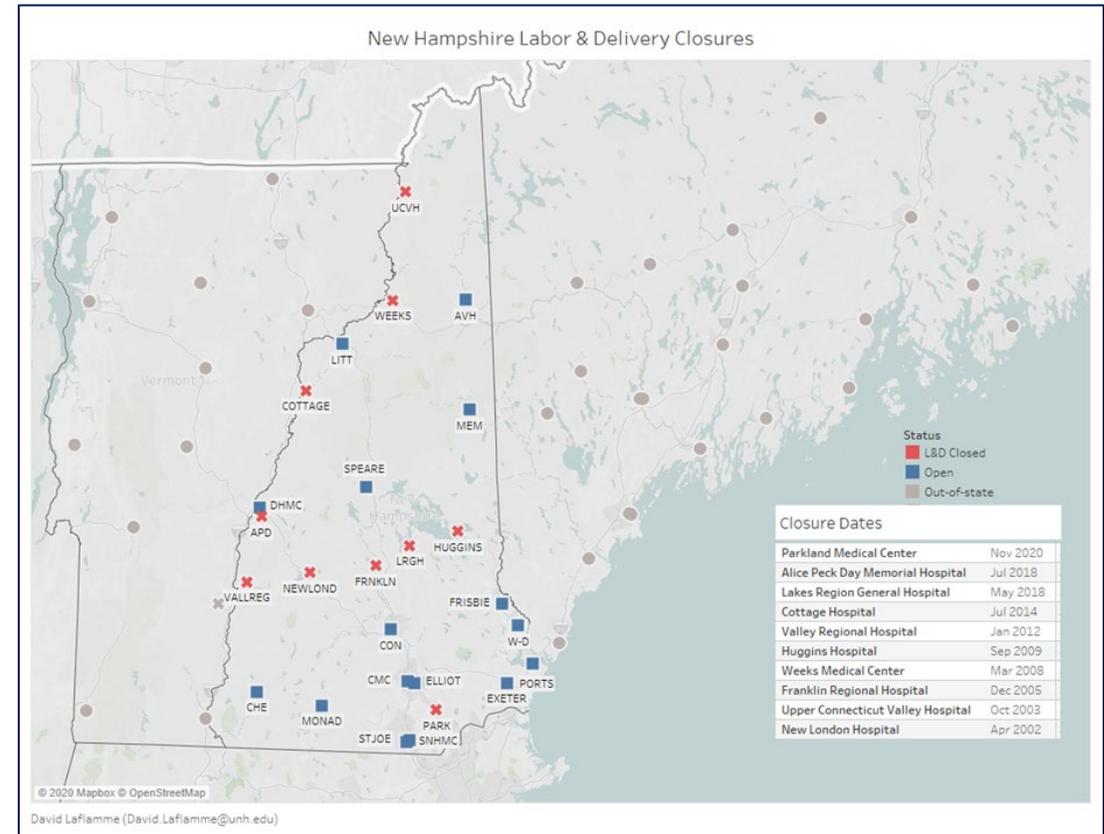
Maternal & Child Health Epidemiology 2020-2021



What a year to be an epidemiologist!

Since 2003, IHPP has contracted with the NH Division of Public Health Services to staff the role of the State Maternal and Child Health Epidemiologist with **David Laflamme, PhD, MPH**. A few of Dr. Laflamme's activities within this role are highlighted below:

- Working with the State Registrar of Vital Records to add temporary COVID-related questions to birth and death certificates.
- Building Tableau dashboards to monitor deaths and births with COVID involvement, which are still in use daily at NH DHHS.
- Releasing an update to the [Labor and Delivery closure map](#) when another NH birth hospital closed their birth unit. This map effectively shows the pattern of closures across the center of the state and up the Connecticut River Valley.





Spotlight on Focal Area Collaboration

Delivery System
and Payment
Reform



Long Term Care
and Aging





Nursing Home ECHO

In response to COVID-19, UNH, JSI, and Dartmouth-Hitchcock teamed up to deliver real-time learning and support to nursing homes across NH, VT, and ME using the Project ECHO[®] model.

- Local, regional and national experts interacted weekly with nursing home participants
- Participants developed a sense of community, purpose, and expanded professional relationships

“As a night nurse in long term care for decades, I was ready to leave and try something else. This program inspired me, and I have a renewed commitment to this work. Thank you.”



This project was part of the AHRQ ECHO National [Nursing Home COVID-19 Action Network](#), focused on nursing homes across the nation, learning and collaborating on ways to overcome the ongoing challenges presented by COVID-19.



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