

Annual Report

2023



www.NHHA.org

Looking Back at 2023

with an Eye Toward the Future

Letter From The President And The Board Chair

As the New Hampshire Hospital Association (NHHA) approaches its 90th anniversary this coming year, we are reminded of the powerful connections we have made through the New Hampshire Hospital Association and the impact those have had on our organizations and the patients and communities we serve. It is that sense of esprit de corps that allows us to celebrate our work together that saw our members confronting the countless challenges facing hospitals and health systems in 2023, and that will allow us to continue to move forward in 2024. Our membership is resilient and our voices united.

This past year we hosted a highly successful annual meeting with over 350 attendees, sponsors and speakers. Such an event would not have been possible without everyone involved looking to achieve the same goal - supporting hospitals and health care systems in delivering affordable, high quality health care. As one post-event survey participant shared when asked what they liked best about the event, "The overall sincerity of all participants to make improvements in health care to ensure all patients in NH are well cared for."

In 2024, we will continue to deal with many challenges, from staffing to patient throughput, supply chain to financial constraints, and so much more. We will face uncertainty, but the role of hospitals and health systems is so fundamentally important to the health of individuals and our communities we will continue to stand strong in the face of that adversity to continue to be the places of health, healing and hope that our communities expect and deserve.

If you are reading this, you are a part of our community. Our goals are your goals, and we share a sense of purpose, without which we cannot achieve our full potential.

On behalf of our Board of Trustees, members and staff, thank you for your continued involvement and engagement with the New Hampshire Hospital Association. It is what makes our success possible.

Sincerely,



Steve Ahnen
President, NHHA



Greg Baxter
Chair, NHHA Board of Trustees



Our Voices Were Heard

The NHHA works throughout the year on behalf of hospitals across the Granite State to help our members do their jobs of caring for the patients and communities who depend on them. Throughout 2023, the voice of the NHHA was strong, as shown by these highlights:

- The SFY 24/25 State Budget was one of the highest priorities for NHHA in 2023. The House and Senate passed the compromise budget bill (HB 1 and HB 2) on June 8, 2023, in an extraordinary way, on a voice vote in the House.
- The state budget included several important health care related provisions including another high priority item for NHHA related to reauthorization of Medicaid Expansion. With the assistance of a broad stakeholder group, Medicaid Expansion has been reauthorized for an additional seven years.
- Other important inclusions in the state budget targeted reimbursement increases for many Medicaid providers that are intended to assist in addressing barriers to discharge from hospitals, expansion of Medicaid coverage for mothers, funding for housing programs and many more.
- The Workplace Violence Prevention Commission was reorganized under the NH Department of Labor. Hospitals and other health care providers assigned designees and the Commission kicked off its first meeting in early December.
- NHHA's ongoing behavioral health litigation resulted in a final ruling by the federal court in the hospitals' favor. That ruling prompted the announcement of a joint resolution between the State of New Hampshire and hospitals to focus on solutions to ensure that patients who are subject to an involuntary emergency admission be accepted for admission to a designated receiving facility within six hours. An important outcome is the development of a Mission Zero Steering Committee which includes NHHA and hospital representation focused on improving access to behavioral health services throughout the continuum of care.
- NHHA continued to highlight the ongoing struggles with Anthem's policies and practices that have lead to unacceptably high levels of accounts receivable and the need to resolve those issues now.
- A number of priority bills were signed into law, including adding warrantless arrests for incidents that happen in a health care setting, improving insurance-based provider credentialing, streamlining professional licensing boards and Office of Professional Licensure and Certification statutes and removing burdensome Board of Pharmacy requirements on pharmacists.

Data Informed Decision-Making

Data has become increasingly important in identifying issues, measuring the effectiveness of strategies and gaining insight that enables people to take action. Analyzing data ultimately results in informed decision-making and problem-solving, and a better outcome for all.

Several new NHHA data tools took center stage in 2023:



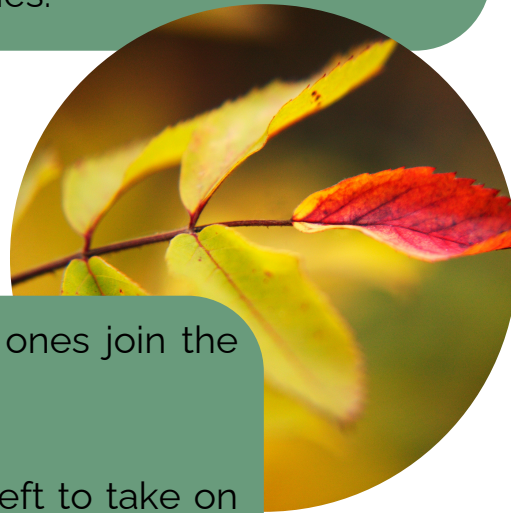
- Made accessible to all members an interactive platform called the NH Hospital Utilization Dashboard that includes five years of hospital discharge data.
- Launched monthly data collection of “Barriers to Discharge” for all patients in NH hospitals who are medically cleared but remain in the hospital awaiting a final disposition for their next level of care.
- Published the latest Community Benefits Report in collaboration with the Foundation for Healthy Communities, highlighting the great community support that hospitals provide throughout the state.
- Published a number of reports and one-pagers on key issues facing hospitals to help inform legislators, the media and the public, including: Challenges Facing Hospitals in 2023, Barriers to Discharge, Report on Anthem's Performance, Economic Benefit of Hospitals, Impact of Medicaid Expansion and more.



Service to Others

The NHHA recognizes the importance of volunteer service to our local nonprofits. This year we lent a hand at the YMCA of Concord and the New Hampshire Coalition Against Domestic and Sexual Violence as part of the 2023 Granite United Way Day of Caring – Merrimack County. Our staff turnout for the event was great, with 15 participants undertaking gardening work and cleaning banners. Our staff also contributed to a local nonprofit, Family Promise, during the holiday season to support several well-deserving families.

A New Chapter



This year saw some familiar faces depart and some new ones join the team.

Vanessa Stafford, our Vice President of Communications, left to take on some new adventures earlier in the year. Year-end saw both Sally Reifsnyder, our executive assistant for seven years, and Paula Minnehan, our Senior VP, State Government Relations, who was with the organization for 22 years, retire. We wish them all well in 2024 and the years ahead.

Joining the team in the summer was Tammy Boucher, our new Director of Communications. Winter saw Jackie Derosia, Executive Assistant/Officer Manager, and Ben Bradley, Vice President, State Government Relations, come aboard.

To meet our entire team, visit www.nhha.org.

Focus on Creating Value

The NHHA Endorsed Business Partner (EBP) program provides NHHA member hospitals and their affiliates with access to a wide range of high-quality products and services at reduced costs. The business partners offer products or services that help health care facilities control costs, recover revenue, reduce operating and capital expenses, improve management and quality, increase productivity, develop staff resources and apply new strategies.

SPACELABS
HEALTHCARE

AblePay

 **Commerce Bank**
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JACKSON
Physician Search

**Medical
Solutions**

 **mcag**

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Working Together Toward A Common Vision



Together, we will continue to make sure that hospitals in New Hampshire are able to deliver on the promise behind the Blue and White H to be there for the patients and communities who need the health care system now more than ever before.

- Steve Ahnen, President, NHHA



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October 2023 – October 2024

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Who We Are

Our Mission:

The NHHA mission is to lead through advocacy, education, and information in support of its member hospitals and health systems as they strive to improve the health of the patients and communities they serve.

Our Vision:

The NHHA vision is of a healthy New Hampshire where all communities and individuals are able to reach their highest potential for health.

Diversity Statement:

The New Hampshire Hospital Association and the Foundation for Healthy Communities are committed to advancing the health and well-being of all people in New Hampshire.

To advance our missions, we value inclusive care that recognizes and affirms every individual's unique characteristics, culture, and experiences. We believe that all people deserve respect and to be accepted as they are, free from discrimination and bias.



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