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**ANNUAL
MEETING
AGENDA**

New Hampshire
Hospital Association



Foundation for
Healthy Communities

NHHA/FHC Annual Meeting | October 20–22, 2024

Omni Mount Washington Resort, Bretton Woods, NH

Welcome

This year's New Hampshire Hospital Association (NHHA) / Foundation for Healthy Communities (FHC) Annual Meeting holds special significance as we celebrate a remarkable milestone – NHHA's 90th anniversary. It is both an honor and a privilege to reflect on nine decades of dedication, growth and achievement.

From the outset, both NHHA and FHC have been pioneers in advancing our missions. Our history is rich with achievements, driven by the relentless passion and ingenuity of individuals like you. When we look back on our history, we are reminded of the challenges we have overcome and the profound impact we have made together.

As we come together for this year's annual meeting, let us take a moment to celebrate our rich heritage and the collective efforts that have brought us to where we are today. Let us also celebrate the forward-thinking innovations that will redefine health care and amplify our impact moving forward. Our work together will guide us toward future opportunities to move health care forward and improve well-being for all.

Thank you for being an integral part of our story. Your dedication and contributions have been instrumental in shaping our organizations, and we look forward to celebrating this milestone with you and embarking on the next chapter of our journeys together.



Steve Ahnen
Steve Ahnen, President
New Hampshire Hospital Association



Peter Ames
Peter Ames, MPH, Executive Director
Foundation for Healthy Communities

SUNDAY OCT. 20

Casual Attire is Encouraged on Sunday

11:00 a.m. – 3:00 p.m. NHHA ANNUAL GOLF TOURNAMENT
(weather permitting)

12:00 p.m. – 5:00 p.m. REGISTRATION
(Hotel Lobby)

2:00 p.m. – 4:00 p.m. FOUNDATION FOR HEALTHY COMMUNITIES BOARD MEETING
(Washington Board Room)

4:00 p.m. HOTEL CHECK-IN
(Hotel Lobby)

6:00 p.m. – 7:00 p.m. WELCOME RECEPTION
(Conservatory)

7:00 p.m. DINNER
(Grand Ballroom)

MONDAY OCT. 21

7:00 a.m. – 5:00 p.m. REGISTRATION
(Hotel Lobby)

7:00 a.m. – 9:00 a.m. BREAKFAST
(Grand Ballroom)

7:30 a.m. – 8:45 a.m. HOSPITAL TRUSTEE BREAKFAST
(Sun Dining Room)

Joanne M. Conroy, MD, CEO and President,
Dartmouth Health, and Chair, American Hospital
Association Board of Trustees

9:00 a.m. – 9:15 a.m. WELCOME & OPENING REMARKS
(Presidential Ballroom)

Steve Ahnen, President, New Hampshire
Hospital Association

9:15 a.m. – 10:30 a.m. KEYNOTE SESSION
(Presidential Ballroom)

Building the Public Trust by Delivering the Public Good

Joanne M. Conroy, MD, CEO and President, Dartmouth
Health, and Chair, American Hospital Association Board
of Trustees

10:30 a.m. – 10:45 a.m. BREAK
(Presidential Ballroom Foyer)

10:45 a.m. – 12:00 p.m. PLENARY SESSION
(Presidential Ballroom)

Generative AI and its Impact on the Transformation of the Health Care System

Eric Larsen, President, TowerBrook Advisors and
President Emeritus, The Advisory Board Company

CONTINUES...

MONDAY CONTINUED...

12:00 p.m. – 1:15 p.m.	LUNCH (Grand Ballroom)
1:15 p.m. – 1:30 p.m.	FOUNDATION FOR HEALTHY COMMUNITIES UPDATE (Presidential Ballroom)
Peter Ames, MPH, Executive Director, Foundation for Healthy Communities	
1:30 p.m. – 2:30 p.m.	PLENARY SESSION (Presidential Ballroom)
The Changing Landscape of Behavioral Health in New Hampshire Moderator: Kathy Bizarro-Thunberg, MBA, FACHE, Executive Vice President, NHHA Panel: Ellen Lapointe, BS, LNHA, CEO, New Hampshire Hospital; Lisa K. Madden, MSW, President & CEO, Riverbend Community Mental Health, Vice President, Behavioral Health, Concord Hospital; John Skevington, MHA, CEO, Parkland Medical Center; and Susan Stearns, Executive Director, NAMI New Hampshire (National Alliance on Mental Illness)	
2:30 p.m. – 2:45 p.m.	BREAK (Presidential Ballroom Foyer)
2:45 p.m. – 4:00 p.m.	PLENARY SESSION (Presidential Ballroom)
Innovation: Rethinking Care Delivery Moderator: John Jurczyk, FACHE, MBA, Covenant Senior Vice President, President, St. Joseph Hospital Panel: Kevin Desrosiers, MD, MPH, Senior Vice President and Chief Medical Officer, Elliot Health System; Martha Dodge, MS, RN, Senior Vice President & Chief Nursing Officer, Elliot Health System; Barry Gendron, DO, MBA, CPE, Chief Medical Officer, Huggins Hospital; and Joshua Patrick, MPSLA, CP-C, Lead Community Paramedic Clinician, Monadnock Community Hospital	
4:30 p.m.	MOOSE RUN / WALK (Registration Desk)
6:00 p.m. – 7:00 p.m.	CHAIRMAN'S RECEPTION (Conservatory)
7:00 p.m.	DINNER & ANNUAL AWARDS CEREMONY (Grand Ballroom)

TUESDAY OCT. 22

7:00 a.m. – 9:00 a.m.	REGISTRATION (Hotel Lobby)
7:00 a.m. – 9:00 a.m.	BREAKFAST (Grand Ballroom)
7:00 a.m. – 11:00 a.m.	HOTEL CHECKOUT (Hotel Lobby)
7:30 a.m. – 8:45 a.m.	RURAL HEALTH COALITION BREAKFAST (Washington Board Room)
9:00 a.m. – 10:00 a.m.	PLENARY SESSION (Grand Ballroom)
Regenerative Medicine: The Future is Here and It's in The Granite State Jennifer MacDonald, MD, COO, Advanced Regenerative Manufacturing Institute (ARMI)	
10:00 a.m. – 10:15 a.m.	BREAK (Grand Ballroom Foyer)
10:15 a.m. – 11:45 a.m.	CLOSING SESSION (Grand Ballroom)
The Ethical Challenges With AI in Health Care Moderator: William Nelson, PhD, MDiv, Director of Ethics and Human Values Program, The Dartmouth Institute for Health Policy & Clinical Practice Panel: Brooke Belanger, Esq., MAT, In-House Counsel, North Country Healthcare; Holly McCormack, DNP, RN, CEO, Cottage Hospital; John Parolin, member and past chairperson, St. Joseph Hospital Board of Directors; and Andrew Watt, MD, FACEP, VP, Chief Information Officer and Chief Medical Information Officer, Catholic Medical Center	
<i>Speaker/Panel Discussion sponsored by ACHE of Northern New England, ACHE CREDITS (1.5 Face-to-Face ACHE Credits)</i>	
11:45 a.m.	ANNUAL MEETING ADJOURNS
12:00 p.m. – 2:00 p.m.	NHHA BOARD OF TRUSTEES MEETING (Washington Board Room)

KEYNOTE

Building the Public Trust by Delivering the Public Good

Our keynote presenter, Joanne M. Conroy, MD, an accomplished physician, leader, mentor, CEO and President of Dartmouth Health, and the current Chair of the American Hospital Association Board of Trustees, will share her thoughts about hospitals and health systems as the cornerstones of our communities. She will highlight the mission inside our walls to provide world class care to our patients, families and communities, but will also stress the mandate outside our walls to increase the public trust by delivering the public good. As part of this discussion, she will share how health equity is shaping the future of rural health care delivery and how it has become a key priority area for rural health systems across the country. Dr. Conroy will tie everything together by discussing how enhancing transparency will help us succeed in the sound bite wars of a 24/7 news cycle, allowing us to highlight our dedication to community health and build public trust through our commitment to the common good.



SPEAKER:
Joanne M. Conroy, MD,
CEO and President,
Dartmouth Health,
and Chair, American
Hospital Association
Board of Trustees

MONDAY, OCT. 21
9:15 a.m. – 10:30 a.m.
Presidential Ballroom

KEYNOTE SPONSOR



Visante is a trusted provider of strategic healthcare solutions and pharmacy advisory services that help health system leaders improve patient care, operational performance, and financial results. Our unique, holistic approach fully integrates infusion and specialty pharmacy solutions that put the patient first to improve access, outcomes, and patient and provider satisfaction. We deliver excellent value through our core competencies of Medication Access Services, 340B Compliance and Optimization, Pharmacy Revenue Cycle and Pharmacy Supply Chain. With Visante, organizations benefit from innovative healthcare solutions to help transform the future of patient-centric care while achieving powerful financial and operational results. visanteinc.com

SESSIONS

Generative AI and its Impact on the Transformation of the Health Care System

Monday, Oct. 21 / 10:45 a.m. – 12:00 p.m. / Presidential Ballroom

SPEAKER: ERIC LARSEN, PRESIDENT, TOWERBROOK ADVISORS AND PRESIDENT EMERITUS, THE ADVISORY BOARD COMPANY

In his paper, “Pulling Back the Cosmic Veil on Generative AI,” national expert Eric Larsen notes that over the course of history, “General Purpose Technologies,” (GPTs), such as the printing press, the steam engine or the internet, have disrupted pre-existing economic and societal relationships, reorganized means of production and advanced civilizations. Generative Artificial Intelligence (AI) is the latest and potentially most powerful and disruptive of GPTs. Mr. Larsen will share his thoughts and insights on how generative AI is already having an impact on health care delivery today and how it will transform health care in the years to come.



◀ **READ THE FULL PAPER**
“Pulling Back the Cosmic Veil on Generative AI”

Eric Larsen ▶
President, TowerBrook Advisors and President Emeritus, The Advisory Board Company



Innovation: Rethinking Care Delivery

Monday, Oct. 21 / 2:45 p.m. – 4:00 p.m. / Presidential Ballroom

MODERATOR: JOHN JURCZYK, FACHE, MBA, COVENANT SENIOR VICE PRESIDENT, PRESIDENT ST. JOSEPH HOSPITAL

PANEL: KEVIN DESROSIERS, MD, MPH, SENIOR VICE PRESIDENT AND CHIEF MEDICAL OFFICER, ELLIOT HEALTH SYSTEM; MARTHA DODGE, MS, RN, SENIOR VICE PRESIDENT & CHIEF NURSING OFFICER, ELLIOT HEALTH SYSTEM; BARRY GENDRON, DO, MBA, CPE, CHIEF MEDICAL OFFICER, HUGGINS HOSPITAL; AND JOSHUA PATRICK, MPSLA, CP-C, LEAD COMMUNITY PARAMEDIC CLINICIAN, MONADNOCK COMMUNITY HOSPITAL

We will explore innovative approaches to redesigned care delivery. Through a series of hospital case studies, we will demonstrate the transformative potential of innovation in improving patient outcomes, enhancing access to care, and optimizing resources.

The Changing Landscape of Behavioral Health in New Hampshire

Monday, Oct. 21 / 1:30 p.m. – 2:30 p.m. / Presidential Ballroom

MODERATOR: KATHY BIZARRO-THUNBERG, MBA, FACHE, EXECUTIVE VICE PRESIDENT, NHHA
PANEL: ELLEN LAPOINTE, BS, LNHA, CEO, NEW HAMPSHIRE HOSPITAL; LISA K. MADDEN, MSW, PRESIDENT & CEO, RIVERBEND COMMUNITY MENTAL HEALTH, VICE PRESIDENT, BEHAVIORAL HEALTH, CONCORD HOSPITAL; JOHN SKEVINGTON, MHA, CEO, PARKLAND MEDICAL CENTER; AND SUSAN STEARNS, EXECUTIVE DIRECTOR, NAMI NEW HAMPSHIRE (NATIONAL ALLIANCE ON MENTAL ILLNESS)

This session highlights the dedication of New Hampshire hospitals and partners in tackling the mental health crisis through investments and coordination across all levels of care. These range from behavioral health screening and community-based interventions to inpatient acute psychiatric care and post-acute care and supports. We will discuss the innovative and effective solutions underway to address New Hampshire’s mental health and substance use disorder challenges with a focus on how expanded partnerships have created sustained impact for patients.

John Jurczyk FACHE, MBA ▶
Covenant Senior Vice President, President St. Joseph Hospital



Kevin Desrosiers, MD, MPH ▶
Senior Vice President and Chief Medical Officer, Elliot Health System



Martha Dodge, MS, RN ▶
Senior Vice President & Chief Nursing Officer, Elliot Health System



Barry Gendron, DO, MBA, CPE ▶
Chief Medical Officer, Huggins Hospital



Joshua Patrick, MPSLA, CP-C ▶
Lead Community Paramedic Clinician, Monadnock Community Hospital



◀ **Kathy Bizarro-Thunberg MBA, FACHE,** Executive Vice President, NHHA



◀ **Ellen Lapointe BS, LNHA,** CEO, New Hampshire Hospital



▲ **Lisa K. Madden, MSW,** President & CEO, Riverbend Community Mental Health, Vice President, Behavioral Health, Concord Hospital



▼ **John Skevington, MHA** CEO, Parkland Medical Center



▲ **Susan Stearns** Executive Director, NAMI New Hampshire (National Alliance on Mental Illness)

Regenerative Medicine: The Future is Here and It’s in the Granite State

Tuesday, Oct. 22 / 9:00 a.m. – 10:00 a.m. / Grand Ballroom

SPEAKER: JENNIFER MACDONALD, MD, COO, ADVANCED REGENERATIVE MANUFACTURING INSTITUTE (ARMI)

The ReGen Valley Tech Hub, led by the Advanced Regenerative Manufacturing Institute (ARMI), aims to make New Hampshire a global leader in biofabrication, producing cost-effective regenerative therapies that address chronic illness and traumatic injury. Amidst accelerating technical knowledge and growing commercial demand for these therapies, the Tech Hub seeks to advance biofabrication-related products, expand manufacturing capabilities, and incubate technology startups. Ultimately, the Tech Hub seeks to ensure these life-saving therapies are developed and deployed from an epicenter in New Hampshire. NHHA and FHC are partnering with ReGen Valley to capitalize on the unique opportunity for New Hampshire providers and patients to be among the first to benefit from these emerging technologies.

Jennifer MacDonald, MD ▼
COO, Advanced Regenerative Manufacturing Institute (ARMI)



William Nelson, PhD, MDiv ▶
Director of Ethics and Human Values Program, The Dartmouth Institute for Health Policy & Clinical Practice



Brooke Belanger, Esq., MAT ▶
In-House Counsel, North Country Healthcare



Holly McCormack, DNP, RN ▶
CEO, Cottage Hospital



John Parolin ▶
Member and past chairperson, St. Joseph Hospital Board of Directors



Andrew Watt, MD, FACEP ▶
VP, Chief Information Officer and Chief Medical Information Officer, Catholic Medical Center



The Ethical Challenges with AI in Health Care

Tuesday, Oct. 22 / 10:15 a.m. – 11:45 a.m. / Grand Ballroom

MODERATOR: WILLIAM NELSON, PHD, MDIV, DIRECTOR OF ETHICS AND HUMAN VALUES PROGRAM, THE DARTMOUTH INSTITUTE FOR HEALTH POLICY & CLINICAL PRACTICE

PANEL: BROOKE BELANGER, ESQ., MAT, IN-HOUSE COUNSEL, NORTH COUNTRY HEALTHCARE; HOLLY MCCORMACK, DNP, RN, CEO, COTTAGE HOSPITAL; JOHN PAROLIN, MEMBER AND PAST CHAIRPERSON, ST. JOSEPH HOSPITAL BOARD OF DIRECTORS; AND ANDREW WATT, MD, FACEP, VP, CHIEF INFORMATION OFFICER AND CHIEF MEDICAL INFORMATION OFFICER, CATHOLIC MEDICAL CENTER

Ethical challenges arise in all aspects of health care and service, from the bedside to the boardroom. Hospital leaders and boards set the ethical compass of the organization by making decisions about priorities, policies, and resource allocation as they determine the best ways to meet the needs of their communities, while respecting their staff and the populations they serve. As Artificial Intelligence (AI) increasingly integrates into health care, it presents both remarkable opportunities and significant ethical dilemmas. This panel discussion aims to delve into the complex ethical challenges posed by AI technologies in the health care sector including patient privacy and informed consent, data security, bias and fairness, transparency and the future of human touch.

ENDORSED BUSINESS PARTNERS

The New Hampshire Hospital Association (NHHA) proudly presents the NHHA Endorsed Business Partner (EBP) program, designed to enhance value for our hospital members. This program connects New Hampshire health care organizations with respected companies offering competitively priced services and exceptional customer service.

Through a careful market assessment, the EBP program aligns member needs with innovative organizations committed to operational excellence. Our business partners provide solutions to control costs, recover revenue, reduce expenses, improve quality, boost productivity, and develop staff.

Each EBP partner undergoes a thorough evaluation to ensure they meet high standards. The program aims to build strong and lasting relationships that offer exceptional value, benefits, and satisfaction. We encourage you to meet these partners at our Annual Meeting.



AblePay is changing the financial landscape for hospitals and their patients — for the better! We are all aware of the negative impact that interest-bearing programs may have on patients, as evidenced by a recent Kaiser Family Foundation article. The AblePay program takes an entirely different approach to significantly increase your revenues while enhancing the experience and reducing the cost of healthcare for your patients. Having years of experience on the provider side, AblePay Health’s leadership team witnessed first-hand the impact of higher deductible plans on patients’ finances. The result was higher collection costs, exaggerated receivable times, and lower revenue for health systems. AblePay simplifies the patient payment cycle, bridging the gap between providers and patients. Ablepayhealth.com



BrettonTrova is a New Hampshire based healthcare services organization, specializing in solutions for Nurse recruiting and Retention. BrettonTrova provides long-term sustainable solutions to help hospitals recruit and retain high quality nurse staff for all of their key staff and leadership positions. With a local focus and extensive expertise in the areas of nurse recruitment and retention BrettonTrova builds strong partnerships with New England healthcare organizations to help increase their recruiting capabilities and reduce reliance on expensive short term coverage options like travel nurses. brettontrova.com



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Critical Insight offers comprehensive cybersecurity services for rural, critical access hospitals, and healthcare systems. Specializing in MDR, vulnerability scanning, and regulatory compliance, we help healthcare organizations protect patient data, meet HIPAA standards, and prevent ransomware attacks. Our founder’s role in developing the original HIPAA Security Rule displays our deep healthcare expertise. We provide cost-effective, round-the-clock security and a unique compliance controls platform, ensuring hospitals can focus on patient care while maintaining robust cyber defenses. criticalinsight.com



Jackson Physician Search is the largest, privately owned and most trusted firm in physician recruitment, and we are proud to be a New Hampshire Hospital Association endorsed company. We specialize in the permanent recruitment of physicians, physician leaders and advanced practice providers for hospitals, health systems, medical practices, and other healthcare organizations across the United States. Driven to improve patient access to care by recruiting the nation’s top physicians to New Hampshire, we champion recruitment technologies that result in faster placements and greater ROI. As the only firm to use an all-digital sourcing strategy, New Hampshire hospitals benefit from our innovative approach that’s complemented by our emphasis on relationships. Headquartered in Alpharetta, Georgia, and with regional offices across the nation, we are recognized for our track record of results built on client trust and transparency of processes and fees. Jackson Physician Search is part of the Jackson Healthcare® family of companies. Jacksonphysiciansearch.com



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Medical Solutions’ managed services program was launched as a response to the changing landscape in temporary healthcare staffing and the growing need for healthcare systems to take a more quality-focused approach to contract staffing. Our MSP is a comprehensive, wraparound service designed to deliver quality candidates and whole-house program management in a stressed labor market. Our Hybrid Recruiting Model is “vendor competitive.” We utilize the resources of over 400 internal recruiters and over 500 network affiliates on our vendor panel. This ensures that all resources are deployed immediately to find staff that it is not only the best clinical and cultural fit, but also 100% licensed and compliant for all your requests. This approach has helped us to achieve a 97% traveler completion rate among our MSP clients. medicalsolutions.com



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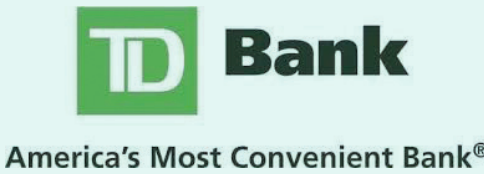


There’s never been more pressure on healthcare systems to do more, more efficiently, than right now. Spacelabs offers comprehensive Patient Monitoring Solutions and Connectivity for hospitals focused on achieving value-based care. Count on Spacelabs to help you accelerate care team performance through smarter operational strategies, more actionable informatics, and easier integration. There’s a lot on the line—for you and the patients you serve—and getting it right is crucial to your long-term success. The greatest advances in healthcare have taken place because somebody, somewhere was on a mission. Ours began decades ago in the early days of the space program when our founders joined with NASA scientists to develop the first cardiac monitoring systems for astronauts. Then as now, there are no limits to what people can achieve when they work together. spacelabshealthcare.com



Today’s climate has made one thing clear: healthcare systems and medical organizations need a partner to develop more cost-effective staffing solutions through Trust, Transparency, and Accountability. For over 30 years, VISTA Staffing Solutions has utilized best practices to fulfill staffing needs and help our clients achieve both short and long-term goals by establishing Trust, Transparency, and Accountability. Covering more than 60 specialties, VISTA provides physician locum tenens and physician search staffing solutions that preserve revenue and ensure stability, profitability, and access to care. Our services include physician locum tenens staffing, physician search and government staffing. vistastaff.com

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**SAVE THE DATE!
2025 ANNUAL
MEETING**

OCT. 19 – 21, 2025

Omni Mount Washington Resort
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New
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CELEBRATING 90 YEARS



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Healthy Communities

