

## **Governor's Commission on Health Care and Community Support Workforce**

The Governor's Commission on Health Care and Community Support Workforce is holding a series of Public Listening Sessions throughout the state during the month of October (see schedule below). The Commission was created last spring by Governor Maggie Hassan by Executive Order to address the health care workforce shortage facing New Hampshire and ensure that New Hampshire can meet the health care needs of Granite Staters. The purpose of these public listening sessions is to hear from individuals who have concerns about the state's workforce shortage and to help inform the Commission's recommendations. The Commission will complete its report by December, 2016.

New Hampshire is facing a workforce shortage in fields ranging from direct service providers to pediatric nurses to psychologists, to name a few, which is making it increasingly more difficult to provide home- and community-based care to New Hampshire residents. Addressing this shortage for those who experience disabilities, those living with chronic illness, as well as seniors, will allow more of our citizens to stay at home and live independently.

Members of the Governor's Commission represent nursing, child and elderly care, developmental and long-term services, the broader health care community, and education. The Commission has been meeting since May of this year examining health care workforce shortage issues in order to develop recommendations for real solutions. Commission members are examining short- and long-term needs for health care and direct care workers. Recommendations to address those needs will include improvements to recruitment methods; education and training practices; rate and payment structure; state rules, regulations and laws; and New Hampshire's loan repayment program.

The Commission has drafted a series of Draft Recommendations that were developed after listening to presentations by direct service providers, home care providers, and experts on workforce education, training and professional development, workforce recruitment and retention, professional licensure, workforce data, wages and reimbursement for services.

Information on the Commission is available at <http://www.governor.nh.gov/commissions-task-forces/health-care/index.htm>.

Written comments may be sent to: [healthcareworkforce@ccsnh.edu](mailto:healthcareworkforce@ccsnh.edu).

Dr. Susan Huard, Chair, Governor's Commission on Health Care and Community Support Workforce  
President, Manchester Community College

# GOVERNOR'S COMMISSION ON HEALTH CARE AND COMMUNITY SUPPORT WORKFORCE

## DRAFT RECOMMENDATIONS

Email comments to: [healthcareworkforce@ccsnh.edu](mailto:healthcareworkforce@ccsnh.edu)

October 2016

### **LICENSURE AND CERTIFICATION REQUIREMENTS: Streamline and simplify the licensure process for all healthcare and direct support professions**

#### **Short-Term Recommendations**

1. Create multi-stakeholder group to work with the Office of Professional Licensure and Certification to address opportunities for efficiencies and process improvement
2. Review health professions' licensure and certification regulations
3. Expedite licensure of professionals licensed in other states
4. Expedite the processing of criminal background checks by the state; or allow federal criminal record checks through outside vendors
5. Expedite the time between successful completion of a licensure test and issuance of the license
6. Have Boards send reminders for timely completion of license renewals
7. Eliminate notarization requirement and employee physicals
8. Allow home care attendant experience to count toward LNA requirements
9. Empower all Boards to proceed with applications between monthly meetings to enable timely onboarding of staff, particularly for shortage professions.
10. Develop uniform requirements among all healthcare boards for additional levels of requirements

#### **Long-Term Recommendations**

11. Consider legislation and regulatory changes to implement opportunities for improvement identified by stakeholder group working with the Office of Professional Licensure.
12. Consider legislation to address the duplicative process in place for criminal background checks.
13. Revise Board of Nursing training and practice regulations to reflect the increasing volume of services provided in patients' homes.
14. Revise Board of Allied Health scope of practice and supervisory regulations for physical therapy and occupational therapy assistants to reflect the increasing volume of services provided in patients' homes.
15. Create a waiver process for minimum requirements for workers from foreign countries.
16. Increase the number of individuals with disabilities who are employed.
17. The Commission recommends that the state explore establishing a statewide open registry of workers for public use that improves beneficiary awareness of available, qualified home care workers. The Department should consider the Medicaid administrative match that is available to states to help fund the development and maintenance of the registry.

## **DATA COLLECTION: Expand the collection of health care and community support workforce data**

### **Short-Term Recommendations**

1. Expand the collection of workforce data through the state's licensing and certification boards to include physicians, psychiatrists, physician assistants, APRNs, dentists, psychologists, behavioral health practitioners, substance use disorder treatment providers through an electronic survey process.
2. Develop a registry for health care and community support professionals

### **Long-Term Recommendations**

3. Collect data on health professions to inform short- and long-term policy making.
4. Establish a NH Health Care Workforce Development Center to develop and manage a data analytics system to quantify and qualify workforce roles and titles. Consider education, skills requirements, salaries, training needs, and caseloads.

## **EDUCATION AND TRAINING: Review educational requirements and competency requirements**

### **Short-Term Recommendations**

1. Provide incentives to employers to offer clinical/field work experience
2. Skill up the existing workforce with the help of state and private colleges
3. Review the educational and work setting requirements for various healthcare professions to ensure the right mix of healthcare workers
4. Encourage partnerships between health care providers and educational institutions to create innovative, cost-effective, and timely transitions between education and employment; narrow the knowledge gap between school and work to improve work readiness
5. Create recommended trainings for Direct Support Professionals

### **Long-Term Recommendations**

1. Research internship/preceptor programs to identify best practices
2. Support Direct Service Professionals as a career choice by creating internships and apprenticeships
3. Establish a centralized entity to support internship coordination and common training sites; work with educational institutions to develop preceptorships; identify health care organizations to serve as designated sites for internships
4. Use the US Department of Labor apprenticeship models for education and development to encourage pursuit of career development
5. Construct and communicate a clear career ladder for the direct care workforce to promote recruitment and retention
6. Prepare students to work in home and community-based settings
7. Create a multi-stakeholder group dedicated over the long term to implement educational curriculum changes and review trends and changes in the work setting; track success of changes to curricula
8. Encourage doctoral education to develop faculty
9. Establish a Family Medicine Residency Program to improve access to primary care and increase the number of family physicians available in the state to recruit into the workforce.
10. Establish a Dental Residency Program to improve access to dental care and increase the number of dentists available in the state to recruit into the workforce.

**FINANCIAL: Dedicate sufficient resources to training, educate, recruitment and retain high quality workforce**

**Short-Term Recommendations**

1. Support sustainable reimbursement rate increases (including cost of living adjustments) for home health workers, direct service providers, and behavioral health and substance use disorder treatment providers to improve wages and benefit packages
2. Consider tiered rate setting
3. Support higher education through tuition reimbursement, scholarships, low interest loans and loan forgiveness for all individuals pursuing healthcare professions
4. Increase state funding to support the State Loan Repayment Program (SLRP) to a level that meets the demand for providers in NH
5. Create new healthcare workforce-focused loan repayment programs to address provider types that would benefit from the SLRP model of recruitment and retention, e.g. behavioral health/substance use disorder treatment providers, rural hospital providers

**Long-Term Recommendations**

6. Replicate the *Direct Connect* workforce development program with new state funds
7. Establish a minimum wage for direct service providers
8. Reimburse providers for technology
9. Provide long term investment for the education and training of healthcare and community support professionals
10. Increase the number of individuals purchasing long term care insurance

Information on the Commission is available at <http://www.governor.nh.gov/commissions-task-forces/health-care/index.htm>

**Public Listening Sessions Schedule**

<b>Date</b> All meetings 2:00 - 4:00 pm	<b>Location</b>
Tuesday October 4, 2016	Granite State Independent Living 21 Chenell Drive, Concord, NH
Wednesday October 5, 2016	Great Bay Community College 320 Corporate Drive, Portsmouth, NH
Friday October 14, 2016	Home Healthcare Hospice and Community Services 312 Marlboro St, Keene, NH

Wednesday October 19, 2016	Manchester Community College, Room 126 1066 Front Street, Manchester, NH
Thursday October 20, 2016	Nashua Community College 505 Amherst Street, Nashua, NH
Friday October 28, 2016	Littleton Regional Hospital 600 St. Johnsbury Road, Littleton, NH