



## Greetings From Tess:



Welcome to the new format of our quarterly E-News, now called *Bi-Lines*!

This format allows us to link more directly with the new features on our website such as: Calendar of Events, Articles of Interest, Press Releases, Health Center Finder, Member News and several other features still in the works. I hope you will begin to visit the Bi-State website [www.bistatepca.org](http://www.bistatepca.org) on a regular basis to take advantage of the links and information added weekly.

We are very pleased to welcome Gail Brown, Director of NH Public Policy, and Karim Slifka, VT Community Development Coordinator as two of the newest faces at Bi-State. Jim Zibailo, NH Community Development Coordinator has been with us since March, and may still be new to many of you. Please read about them in the What's New at Bi-State feature on pages two and three.

The summer has been very busy for all of us at Bi-State and we are looking forward to sharing all of our news with you. As always, we value input from our members, so please let me know what you think of the new features.

Regards,

Tess Stack Kuenning  
Executive Director

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Please use the titles below to jump directly to a page that interests you or use the bookmarks to the left.

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# What's New at Bi-State

Please join me in extending a warm welcome to our new staff members.



**Gail T. Brown, JD, MSW**

*Director of NH Public Policy*

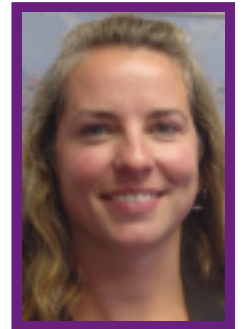
Gail is a recent graduate of Franklin Pierce Law Center where she received a Juris Doctor degree with a health law focus, and a graduate certificate in Health Policy and the Law. Her newly acquired degrees follow more than 20 years' experience in the administration and clinical delivery of health care in skilled nursing, hospital and community settings. Originally a New Hampshire native, Gail received a Bachelor of Arts degree in Social Services from the University of New Hampshire, and a Master of Social Work from the University of Washington in Seattle, Washington.

With her extensive experience dealing with a highly regulated industry, and interests in health care funding and policy development, Gail is well positioned to represent Bi-State as its Director of NH Public Policy. She will be our liaison to the legislature, advocating on behalf of our members on health related issues. Gail is also planning a series of Community Mobilization II workshops for mid-October.

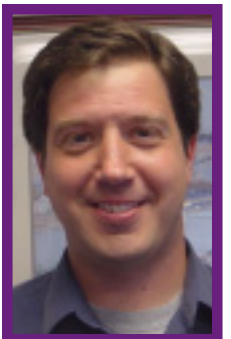
**Karim Slifka**

*VT Community Development Coordinator*

Karim recently moved to Vermont from Caribou, Maine, where she was a Project Specialist/ Team Leader at Aroostook Mental Health Center. She has experience with HRSA grant applications, familiarity with rural health initiatives and coordinated a statewide clinical outcome program to improve quality of care at Connecticut's hospital association. Karim has a Bachelor of Arts degree in English from Suffolk University in Boston, Massachusetts, graduating Summa Cum Laude.



We are excited about the experience Karim brings to Bi-State's Community Development efforts and look forward to the work she will be doing in support of our Vermont members and communities, such as technical assistance in writing 330 grant applications.



**Jim Zibailo**

*NH Community Development Coordinator*

Jim worked at the New Hampshire Department of Health and Human Services as a Research Assistant in the Office of Planning and Research, and as a Health Planning Analyst with the Office of Health Planning and Medicaid prior to coming to Bi-State. He holds a B.S. in Health Management and Policy from the University of New Hampshire, and has completed course work for a Master's degree in Public Policy and Management from the University of Southern Maine.

Jim hit the ground running since he joined Bi-State in March and has already developed the Statewide Strategic Plan, provided technical assistance to two Community Health Centers (CHCs) with Federally Qualified Health Center (FQHC) applications and provided data to a community group in southern New Hampshire seeking FQHC development. His recent participation in conferences on 340B, and Section 330 Proposals makes him ready to provide technical assistance to our members. At the end of this month, Jim will also attend a training session from the Office of Performance Review to enable him to assist members that receive grants from the Health Resources and Services Administration (HRSA).

What's New Continued on Next Page

### Bi-State Board of Directors Welcomes Frank Ramirez

Frank Ramirez, Executive Director of Avis Goodwin Community Health Center located in Rochester and Dover, New Hampshire, was elected to the New Hampshire At-large seat of Bi-State's Board at its May meeting. Frank, who has a background in health care and human services as well as experience as a board member for several non-profit organizations, is a great asset and welcome addition to Bi-State's Board of Directors. The Board is instrumental in guiding the association to achieving its goals. Bi-State is very excited that Frank has joined the board, and we look forward to his valuable input.

### Endowment for Health Funding Continues

Bi-State received year-4 funding from the Endowment for Health to continue to create systemic change to strengthen and sustain New Hampshire's Community Health Centers. The award totaled \$151,875 to fund the following:

1. Expand the Advisory Committee for CHC Financial Sustainability.
2. Build a business case to demonstrate the value of New Hampshire CHCs to manage health care costs, quality and access for their patients.
3. Effectively communicate the value of CHCs to the public and private sector to sustain/increase CHC revenue.
4. Establish a sustainable approach to negotiating with commercial insurance carriers to increase private-sector reimbursement.



### Bi-State Website Updated with New Features

The Bi-State website is continually being updated with new information including:

- Medicaid Modernization Position Papers
- Community Health Center Week Events
- Calendar of Events
- Health Center Finder
- Articles of Interest

Please take a moment to visit the website at [www.bistatepca.org](http://www.bistatepca.org) and see the new areas of information. This is an ongoing process, and your feedback and suggestions are welcomed and can be sent to [Sue Chadwick](mailto:Sue.Chadwick).

### Bi-State's 2003 Annual Report is Now Available on the Web

For a complete update of our efforts on behalf of our members over the past year, [please click here](#).

# Government Relations

## **Building the Business Case for the New Hampshire DHHS Primary Care Contracts SFY 2006-07**

Bi-State worked to gather contractual, financial and clinical information from the Community Health Centers, and aggregate the data to aid in meetings with the Department. Position papers were prepared on The Future of Senior Care in New Hampshire Community Health Centers, the New Hampshire Healthy Kids Program, and Reducing Use of Hospital Emergency Room. Lori Real met with Mary Ann Cooney August 4<sup>th</sup> to present the CHC business case and supporting documentation, and to discuss the importance of primary care funding and the budget in advance of its submission to the legislature.

## **Bi-State Joins Vermont Coalition 21: Transforming Health Care for the New Century**

Bi-State has been selected to join Vermont Coalition 21, a group comprised of Vermont leaders whose purpose is to work toward a solution to the growing challenges faced with regard to rising health insurance cost and access to health care. Senator Jim Leddy, Chairman of the Senate Health and Welfare Committee with the support of the Vermont Business Roundtable, formed Vermont Coalition 21 with the ambitious goal of redesigning Vermont's health care system. The Vermont Coalition 21 is chaired by Stephen Morse, President and Chief Executive Officer of The Windham Foundation, and staffed by Glenn McRae, Director of Public Policy Programs at The Snelling Center for Government. Coalition members include insurance companies, chambers of commerce, Vermont Medical Society, Vermont Hospital Association, AARP, Vermont Alliance of Nonprofit Organizations, Vermont Ecumenical Council and Bible Society, Vermont Program for Quality in Health Care, Vermont State Labor Council, as well as citizen groups to name a few. In an effort to adequately represent Vermont members, Bi-State staff will meet with them prior to Coalition meetings. Vermont members are reminded that the Government Relations Committee invites all members to participate in its meetings and conference calls.

For more information and a complete list of Coalition members, visit the [Vermont Business Roundtable](#) site. Watch for Coalition updates in future *Bi-Lines* publications.

## **New Hampshire Medicaid Modernization**

Lori Real, Tess Kuenning and Ann Peters met with Commissioner Stephen on June 4<sup>th</sup> to discuss the value New Hampshire CHCs bring to the state and the 1115 Medicaid Waiver. "Testimony Regarding New Hampshire Medicaid Modernization," as well as "Proposed New Hampshire Medicaid Modernization Principles," were submitted to DHHS in June.

(Medicaid Modernization Position Papers are available on the [Bi-State website](#).)

Norraine Williams and Lori Real will continue to represent Bi-State on the New Hampshire Medicaid Modernization Advisory Committee. Talking points were provided to the CHCs to help in presenting at the Medicaid Forums held through June and July. DHHS issued a draft Medicaid Modernization Concept Paper.



**New Hampshire  
Government  
Relations Committee  
meetings are open to  
all New Hampshire  
Bi-State members.  
Meeting times are  
posted on the Bi-State  
website at the  
Calendar of Events.**

**New Diabetes Materials Available from National  
Diabetes Education Program ([Please click to be redirected](#)).**

### **New Hampshire Federally Qualified Health Center (FQHC) PPS/APM Under Review**

Bi-State continued to work with consultant Brad Borbidge, CPA, on the proposed draft consensus report on PPS/APM for submission to the State. In June, Brad provided an in-house training to Bi-State staff on cost reports and cost-based reimbursement. A meeting was held on September 3<sup>rd</sup> for Bi-State staff, Brad and CHC representatives to discuss Medicaid reimbursement with DHHS Medicaid staff.

Vermont Government Relations Committee extends an invitation to all members to participate in meetings. Meetings are by conference call. Please contact [Hunt Blair](#) for more information.

### **New Hampshire and Vermont Commercial Rate Project Underway**

Work continued on the Joint Feasibility Analysis being conducted by contractors Wendy Frosh and Walter Maroney to evaluate the legal and practical viability of establishing a “messenger model” negotiating program through which CHCs in New Hampshire and Vermont could jointly negotiate with insurers and other third party payors to establish reimbursement rates and other contracting terms. A Memorandum of Agreement was sent to all CHCs in June requesting needed information for the analysis. A successful meeting with Bi-State staff, the contractors and Anthem was held September 1<sup>st</sup> to review the purpose, value and benefits of the CHC model.

Click here to visit the Articles of Interest page on our website. Please feel free to add the page to your favorites and check it often!

### **Vermont Health Policy is “Hot”**

Increasing numbers of uninsured and a projected \$52 million Medicaid budget shortfall (for state FY06) are prompting a renewed focus on health care policy. In June, the Ethan Allen Institute sponsored a one-day conference exploring “market based” solutions to health care reform. Governor Douglas spoke, outlining his health care proposals for the coming year, most of which reprised the initiatives that went down to legislative defeat this year. Not surprisingly, gubernatorial candidate Peter Clavelle is making health care a major campaign issue. Progressive Party Lt. Gov. candidate Steve Hingten has made health care his only campaign issue.

Over the summer, a variety of groups and organizations launched initiatives looking at health policy. A health care “stakeholders” group comprised of provider and other health advocates began planning a legislative “Health Policy Day” conference December 11. The Snelling Institute’s bi-annual Legislative Orientation session will focus much of its time on the Medicaid deficit. The Vermont Alliance of Non-Profit Organizations (VANPO) and Vermont Businesses for Social Responsibility (VBSR) are exploring a similar day, but for their membership, to better inform and prepare them for health policy grassroots advocacy.

# *Community Development*

## **Five New Hampshire New Access Point Applications Submitted**

Since the last Bi-State E-News, five Federally Qualified Health Center (FQHC) New Access Point Applications have been submitted to the Bureau of Primary Health Care (BPHC) from all corners of New Hampshire.

330(e) Community Health Center (CHC) applications:

- Avis Goodwin Community Health Center, located in Dover and Rochester, New Hampshire, an existing FQHC look -alike with the goal of becoming a Bureau supported, federally funded FQHC.
- Health First Family Care Center, a FQHC CHC located in Franklin, New Hampshire looking to add a satellite in Laconia, New Hampshire.
- Indian Stream Clinic, located in Colebrook, New Hampshire, seeking Bureau supported federally funded FQHC status.
- Speare Medical Associates, located in Plymouth, New Hampshire, seeking Bureau supported federally funded FQHC status.

330(h) Health Care for the Homeless application:

- Healthy at Home, Inc., located in Nashua, New Hampshire, seeking Bureau supported federally funded FQHC status.

White Mountain Community Health Center continues to work towards developing a Bureau supported federally funded 330(e) application for the next submission date, likely the end of 2004 or early 2005. The White Mountain FQHC work group has maintained its schedule, meeting throughout the summer. Public forums have been held in North Conway and Tamworth.

## **Four Vermont New Access Point Applications Submitted**

Four Vermont organizations submitted New Access Point (NAP) applications for the June 18 deadline. The revised PIN (published when the deadline was extended) indicated that funding decisions would be announced on or about August 15, 2004. However, the reviews for this NAP round are scheduled for September 8-10. Based on previous timelines, grant award announcements are not likely to be forthcoming before October, although some handicappers are predicting announcements in time for the NACHC Convention and Community Health Institute held September 18-22, in San Francisco. [Hunt Blair](#) participated as a Reviewer again for this round and will provide members with feedback on the changed ORC/IRC review process. On a related note, the NAP application criteria for FY05 will change to incorporate a logic model structure. Early indications are that it will closely follow the structure of [PIN 2002-22](#), the Service Area Competition guidance.

## **Two Health Centers Selected for Health Disparities Collaborative (HDC)**

Health First Family Care Center in Franklin, New Hampshire, and Island Pond Health Center of Northern Counties Health Care in St. Johnsbury, Vermont, were each accepted into the Bureau of Primary Care Health Disparities Collaborative (HDC). Health First will focus on diabetes, and Island Pond's focus will be depression.

Manchester Community Health Center in Manchester, New Hampshire, was selected as an alternate site, should another slot open up. Of the 18 applications submitted for Region I, nine were selected.

The Manchester Mobile Health Care Team (Health Care for the Homeless) was another site that CHAN, under contract with Bi-State, assisted with the development, review and preliminary scoring of its HDC application, however it was not selected at this time.

Representing Bi-State and the New Hampshire and Vermont CHCs, CHAN actively participated in monthly Northeast Cluster conference calls and disseminated information gleaned from the calls to all New Hampshire and Vermont CHCs.

## Community Development Continued

### **Jim Zibailo Ready to Assist Members with 340B Applications**

In July, Bi-State participated in the Eighth Annual 340B Coalition Conference in Washington DC. The conference was packed full of useful information. A summary of the conference will be made available to all Bi-State members. If you are looking for any additional information regarding your 340B program, or the possibility of starting a 340B program, please feel free to contact [Jim Zibailo](#), Community Development Coordinator at (603) 228-2830.

### **Bi-State Completes Statewide Strategic Plan (SSP)**

Thanks to the help of the Community Health Centers and other primary care providers in New Hampshire and Vermont, Bi-State completed the Statewide Strategic Plan (SSP). Key findings from the New Hampshire SSP show that 10 site expansions are planned through 2006. Included in the site expansions are six new organizations (New Starts), two expansions of an existing site (Satellite), and two medical capacity expansions. Based on the SSP, 11 service expansion initiatives are planned through 2006. Six of the expansions are for behavioral health services and five are for oral health services. In Vermont, 14 site expansions are planned through 2007. Five New Starts are expected (four in 2004 and one in 2005 or 2006), six Satellites, one Expanded Medical Capacity and two Capital Projects. Vermont expects seven Service Expansions, two in behavioral health and five in oral health.

### **Vermont 340B Study Group Formed**

Pursuant to legislation supported by Bi-State, the Office of Vermont Health Access (OVHA) has convened a group to explore options for expanding the 340B pharmacy benefit program in Vermont. Bi-State members are well represented on the group, including all health center members and Planned Parenthood, as well as many of the applicants to the federal government for federally qualified health center funding (330 grants). Representatives of the state employees association and state human resources department are also participating, along with Vermont Department of Health (VDH) staff. The group learned that VDH obtains Sexually Transmitted Disease (STD) and tuberculosis (TB) drugs through 340B for free distribution to physicians who request them.

The group will meet throughout the fall and OVHA will present a report to the legislature in January. It is likely that expansion of FQHCs and look-alikes may be identified as the best opportunities to broaden the reach of 340B. The group will also explore options for the development of a 340B pharmacy network.

## *Outreach & Enrollment*

### **Medicare Discount Drug Card Program Rollout**

With the June rollout of the new Medicare Discount Drug Card program, Bi-State staff participated in several national conference calls throughout the late spring and early summer. A brief update of what has happened in New Hampshire and Vermont follows.

Karol Dermon from the New Hampshire Bureau of Elderly and Adult Services gave a presentation on the discount drug card and the proposed 2006 Part D benefit at Bi-State's June member meeting. During late June and early July, Karol repeated the training for community health center staff at sessions in Berlin and Manchester. For a copy of Karol's PowerPoint presentation, or to schedule a Medicare drug benefit training at your health center, contact [Nancy DuMont](#).

Hunt Blair, Director of Vermont Public Policy at Bi-State, offered Medicare Discount Drug Card trainings this summer to staff at the Northern Tier Center for Health and at Northern Counties Health Care. Bi-State's Vermont members who are interested in an on-site Medicare drug card training should contact [Hunt Blair](#) at 802-229-0002.

## Outreach & Enrollment Continued

### **Congratulations to Nancy DuMont for receiving HICEAS Certification!**

In May, Outreach & Enrollment Coordinator Nancy DuMont participated in the Health Insurance Counseling Education Assistance Service (HICEAS) training program sponsored by the Community Services Council of New Hampshire in conjunction with CMS. The goal of the three-day training is to enable volunteers "to educate Medicare beneficiaries to make informed decisions." Nancy was awarded her certification in July. For information about the training and/or Medicare resources for your staff, please contact [Nancy DuMont](#) or call 603-228-2830.

### **Gail Brown joins New Hampshire Medical Care Advisory Committee**

[Gail Brown](#) is representing Bi-State on the Medical Care Advisory Committee (MCAC) that meets monthly. In June, John Wallace joined the group as an intermediary between Commissioner Stephen's office and the Committee. Also in June, Jan Patterson from the Office of Medicaid and Health Planning updated the group on key legislative items including HB 1428 (Katie Beckett), the ER co-pay rule, He-W910 (Expanded Health Care Coverage for Certain Low-Income Children) and proposed Medicaid for Employed Adults with Disabilities (MEAD) rule changes.

### **New Hampshire CHC Enrollment Staff Network Meets**

The fall networking meeting took place on Thursday, September 16, from 9-11:30 a.m. at the Manchester Community Health Center. Agenda topics included: Medicare Rx Discount Card follow-up, community/school outreach strategies, and solutions to application verification challenges.

**Senate Subcommittee Approves \$250 Million Increase for Health Centers** *House Approves \$219 Million*  
*(Please click for full story)*  
*(September 2004)*

## *Events & Trainings*

### **Finance-Operations Management, Level III**

*Save the Date!*

December 1-2, 2004

Nashua, NH

Pending sufficient pre-registration, Bi-State will host the National Association of Community Health Center's *Finance and Operations Management: Level III training*. Complete details (and a registration form) will be emailed to Bi-State members in late September.

### **Section 330 Service Expansion Grant Training**

*Save the Date!*

November 1, 2004

Lebanon, NH

Bi-State will host a training on *330 Service Expansion Grant Applications*, with a focus on oral health and mental health service expansions. Pamela Byrnes (NACHC) and Gil Bernhard (American Express) will co-facilitate the session. Complete details (and a registration form) will be emailed to Bi-State members in late September.

### **New England Rural Health Roundtable**

*Save the Date!*

October 14-15 2004

Crowne Plaza Hotel

Nashua, NH.

The 7<sup>th</sup> Annual NE Rural Health Roundtable Symposium: *Designing Healthy Rural Communities*. For further information, visit the [New England Rural Health Roundtable website](#).

### **2004-2005 UDS Training Conference (BPHC)**

January 7, 2005

Lebanon College

Lebanon, NH

Check out our website on the Conferences and Trainings Page for a complete listing and updates on trainings, events and conferences.

## RESOURCES/OPPORTUNITIES

### Cultural Competence E-learning Opportunity

You are invited to check out a new resource designed to increase the cross-cultural competence of health care professions. The program, *Quality Interactions: A Patient-Based Approach to Cross-Cultural Care* is a two-hour, case-based, CME/CEU accredited e-learning program that was brought to our attention by HRSA. For more information, please follow this [link](#) or call 612-335-3980.

### New Hampshire Medicaid Bulletin Issued

The June 2004 *New Hampshire Medicaid Bulletin*, published by EDS, contains several items that may be of interest to Bi-State's New Hampshire members. Among them is news about the alternative New Hampshire Medicaid ID Card for Breast and Cervical Center Program participants, revised dental rates for claims submitted with dates of service beginning April 1, 2004, and third-party liability carrier code additions/changes. For more information, visit the [EDS Provider website](#).

Please click to access the [press release for NACHC Report Looks At The Nation's Health "Nation's Health At Risk: Part II"](#)

It examines trends that impact health centers—growing uninsured, medicaid cuts, and crowded hospital ERs.  
(August 2004)

## Administrative Update

### Bi-State's Website Has Information You Need

Please visit the [Calendar of Events](#) on the Bi-State website at [www.bistatepca.org](http://www.bistatepca.org) for the schedule of meetings for the Board, Members, and Government Relations Committees. Plus, if you hadn't already seen the pictures from each of the [Community Health Center Week](#) events last month, click on the link on the front page of the website.

### Bi-State's Membership Renewal Packet

Bi-State recently mailed its membership renewal packet to all members. With your membership, support and participation, we will continue to work toward the goal of 100% access to health care for the vulnerable populations in both Vermont and New Hampshire. Your membership offers Bi-State an opportunity to assist you in your ability to provide high-quality, community-based health care to everyone. If you have any questions or you did not receive a renewal packet, please contact Tess Stack Kuenning via [email](#) or at (603) 228-2830. We look forward to your renewal.

### Bi-State Endorses New Hampshire Citizens Alliance Voter Registration Drive

This fall, New Hampshire Citizens Alliance is conducting a targeted voter registration drive in the following areas of the state: Concord, Manchester, Nashua, Conway and Berlin.

Their goal is to get 65,000 new voters in time for the November 2<sup>nd</sup> election. To reach this goal, they have created materials in both English and Spanish, including posters, voter pledge cards and instruction pamphlets with information about how to register and vote, along with eligibility requirements.

Bi-State has reviewed these materials and supports New Hampshire Citizens Alliance in this initiative. Community Health Centers may be contacted directly by campaign organizers seeking permission to distribute materials in their sites. For further information, or to request any of the registration drive materials for your center, contact Aaron LaValley at 225-2097, Ext. 16.

# Recruitment

## New Logo and Website Changes

The Recruitment Center's new logo is displayed to the right. The new logo incorporates our Bi-State identity as a two state recruitment center, giving us an exciting new look to attract candidates to both New Hampshire and Vermont. In addition to the logo, we are in the process of developing a new website for the Recruitment Center. The new, fully automated site will provide a user-friendly format to promote the quality of life-style and medical practice in both New Hampshire and Vermont. Through this automated site, candidates will have the opportunity to complete on-line interest forms and New Hampshire and Vermont employers will have the convenience of submitting and posting new positions on-line. The site is scheduled to go-live this fall.



## Three New Provider Placements

The Recruitment Center offers congratulations to several practices on their most recent hires of providers through the Center. Congratulations to: Community Health Center of Burlington in Burlington, Vermont for hiring Dr. Wayne Warnkin, a family practice physician; Avis Goodwin Community Health Center in Rochester and Dover, New Hampshire, for hiring Dr. Barbara Steinbrecher, a family practice physician who will serve as the Medical Director for the organization; and Concord Hospital in Concord, New Hampshire for hiring Steven Gutwilling, a family nurse practitioner who will join one of Concord's community practices.

## Tell Us Your Recruitment Needs

As fall is upon us, we know that many of you are thinking about your recruitment needs for 2005. If you haven't spoken with the Recruitment Center lately, please contact Susan Carll to make sure she is aware of your provider needs. Susan recently represented the New Hampshire Vermont Recruitment Center at the National Congress of Family Practice Residents and Students meeting in Kansas City where she met with residents and medical students who expressed interest in working in New Hampshire or Vermont at the completion of their training in 2005. The Recruitment Center has many mailings and advertisements planned in the near future to identify new candidates for your consideration. If you have primary care provider recruitment needs, we are here to help, just let us know. In addition to email, [Susan Carll](mailto:scarl@nhvtrec.com) can be reached at (603) 229-1852 Ext. 16.

## New Addition

Congratulations to the Recruitment Center's Data and Marketing Coordinator, [Claire Hodgman](mailto:chodgman@nhvtrec.com) and her family on the birth of a baby boy. Sawyer Joseph Hodgman was born on June 23, 2004 in Concord, New Hampshire. Mom, dad, daughter and new baby boy are all doing fine.

The American Public Health Association (APHA) is developing a database of community interventions that addresses health disparities. To add your program to the database, submit information to [www.apha.org/NPHW/solutions/](http://www.apha.org/NPHW/solutions/). The database will go live April 5, 2005 with information about projects and interventions that are helping to eliminate all types of health disparities.

# Oral Health

## **Excellent Response Rate for New Hampshire Dentist and Dental Hygienist Survey**

In July, Bi-State mailed more than 1,900 work force surveys to dentists and dental hygienists licensed in the State of New Hampshire. The surveys were part of an Endowment for Health funded project that Bi-State is working on in partnership with the New Hampshire Dental Society and the New Hampshire Dental Hygienists' Association. The focus of the grant is to develop an Oral Health Work Force Database for New Hampshire. The survey responses will provide a greater understanding of New Hampshire's existing and future oral health work force needs. We thank all of the dentists and dental hygienists for participating in the project via their responses. Look for the analysis of the work force surveys on Bi-State's website this fall.

## **New Hampshire Oral Health Work Force Grant Submitted**

As for new projects, in collaboration with the New Hampshire Dental Society, Bi-State recently applied for a grant from the Endowment for Health: "Building Relationships to Recruit Dentists for New Hampshire." The project period runs October 1, 2004, through September 30, 2005. Awards will be announced in September. The project focuses on the development of relationships with dental schools and residency programs in New England to make sure their graduates are aware of the variety of professional opportunities available in New Hampshire.

## **New Hampshire Oral Health Contract Amendment Approved by Governor and Council**

A contract amendment to expand the scope of services of the New Hampshire Recruitment Center's existing scope of work to include the recruitment of oral health professionals was signed by the Governor on July 28, 2004. The primary activities under this amendment are the development and implementation of a business plan for recruitment of oral health professionals and providing recruitment assistance and technical support to New Hampshire practices recruiting dentists or dental hygienists, especially focusing on recruitment of dentists and dental hygienists to expand access to oral health services for pediatric Medicaid patients. The period of the contract is July 28, 2004, through June 30, 2005.

## **Vermont Oral Health Workgroup Convened**

In June, [Stephanie Pagliuca](#), Manager of Bi-State's Recruitment Center joined the Vermont Oral Health Workgroup convened by Bi-State. As the project manager for Bi-State's New Hampshire Oral Health Work Force Database Project, Stephanie will share information and lessons learned from the project with the Vermont workgroup to support the group's work efforts.

Please click to access the article: [Closing the Access Gap: Improving the Medicine-Dentistry Interface, A 2003 CDHP Issue Brief entitled \*Periodontal Disease Association with Poor Birth Outcomes: State of the Science and Policy Implications\* \(June 2003\)](#)

Please click to access the article [Rural Health Brief: "Where Have all the Dentists Gone?"](#) (February 2004)

# Member News

## Coos County Family Health Services Receives “Best Practice in Prevention” Award from Anthem Blue Cross and Blue Shield in New Hampshire

Berlin, NH – [Coos County Family Health Services](#) (CCFHS) of Berlin has received a *Best Practice in Prevention Award* from Anthem Blue Cross and Blue Shield in New Hampshire. It is one of 23 primary care practices in New Hampshire to receive the award. Initiated in 1999 by Anthem Blue Cross and Blue Shield, the award recognizes network practices that successfully provide preventive screenings to Anthem Blue Cross and Blue Shield members. Awards are presented in each of the following categories: Women’s health care including breast and cervical cancer screening; comprehensive diabetes care including Dilated Retinal Exam (DRE), HbA1c (blood sugar) and LDL (cholesterol) testing; childhood and adolescent immunizations; and well-child visits.

“We are pleased to receive this award on behalf of our providers, staff, and patients,” said Adele Woods, Chief Executive Officer of CCFHS. “It is our goal to provide the best diabetic care possible to our patients, and it is very nice to have our efforts recognized by Anthem.”

## Avis Goodwin CHC Opens Dental Clinic at its Rochester Site

[Avis Goodwin Community Health Center](#) held an open house for its new dental care facility, located at 22 South Main Street in downtown Rochester, New Hampshire.

Visit the [Bi-State](#) website and click on [Community Health Center Week Events](#) to see pictures from the [dental open house](#) held August 11, 2004.

To read the article from *Foster’s* please click [here](#).

## Lamprey Health Care Continues to Expand Services With Help From a \$1,000,000 USDA Rural Development Community Facility Loan

Newmarket, NH: The Friends of [Lamprey Health Care](#) have been awarded a \$1,000,000 low interest loan from USDA Rural Development’s Community Facility program. They will use the money to construct a 9,000 square foot addition to their existing administrative office building. The patient visits have climbed from 11,000 per year when the building was built to approximately 16,500 per year. The addition will allow the health care facility to add six exam rooms, four consultation rooms and offices for providers, clinical support, diabetes educators, a nutritionist, social workers and a substance abuse counselor. A community room and a kitchen will be added for classes, workshops, group sessions, staff and board meeting functions and for general use by the community. Additional services will include mammography, X-ray, bone density testing, occupational therapy and physical therapy service.

**This is the place for Bi-State members to share their news with the rest of us.**

- Have you received any recent awards?
- Did you receive FQHC or look-alike status?
- Started a new dental clinic?
- Broken ground on a new building?
- Have any of your staff been recognized for their work by the community?

Please submit any news to [Susan Chadwick](#) and put *Bi-Lines* Member News in the subject line.