

## **APPENDIX I-2**

**Home Health & Hospice Care  
All Staff communication concerning  
SolutionHealth combination**

## Home Health & Hospice Care and SolutionHealth Pursue Affiliation

### Benefits of this Affiliation

1. Innovative Clinical Programming to enhance at-home care
2. Stronger Behavioral Healthcare programming
3. Seamless Information sharing for safer patient care (share a common EMR)
4. Improvement in patient access for end of life care
5. Enhanced staffing and clinical expertise

### Frequently Asked Questions

**Q: Will anyone lose their job?**

A: We did not enter this process with the intent to eliminate jobs – we are interested in this enhanced relationship to help us grow and expand services. We are in a strong position financially and believe this decision will enhance our ability to provide exceptional clinical care for years to come. Whether we join together or not, we cannot offer guarantees that there will not be changes in the future. Jobs and services are always subject to change based on the external environment and growth opportunities. Please remember that our goal remains to expand the breadth and depth of post-acute care services provided in our community.

**Q: How will our culture change?**

A: This decision will not change the culture that we have developed. We value teamwork, respect, integrity, excellence and caring, which will remain cornerstones of our culture. We will continue to focus on quality, patient experience and employee satisfaction.

**Q: Do my benefits change?**

A: It is too early to speculate on any benefit changes. These are details that will be worked out as part of the agreement between SolutionHealth and HHC. As soon as these details are finalized and we have more information to share, we will certainly communicate decisions.

**Q: How will this decision impact our patients?**

A: Ensuring our patients continue to receive the exceptional care for which we are known is paramount to our success. There are many benefits for our patients and our community and it is important to be prepared to outline these for patients who ask. Please see Benefits of Affiliation at top of document.

**Q: What changes will patients see?**

A: At this time there are no changes. Remember, at this point in the process we have not entered in a definitive agreement that would include details like this. We are excited for the future because we believe that by coming together we will be able to develop new and innovative models of care to provide better outcomes and optimal patient experiences.

*(continued on next page)*

Home Health & Hospice Care and SolutionHealth  
Pursue Affiliation

**Frequently Asked Questions (cont.)**

**Q: What should I tell my patients if they have questions?**

A: We are providing you with some talking points as a reference for any questions that patients may have. The responsibility to notify patients rests with Senior Management. Please see below.

**Q: How are patients being notified of this change?**

A: We are communicating with patients and the community via many methods. Press releases are being sent to area media, and information is being shared on social media and online on our website. Community members and patients are encouraged to attend Listening Sessions that will soon be announced.

**Q: What if a patient asks me my opinion about this new relationship?**

A: You can assure the patient that this affiliation will be beneficial in terms of additional resources for growth, technology and clinical care. Additionally, our organization's commitment to quality and patient care will only be enhanced by this decision.

**Q: Will any services close because of this?**

A: Our intention is to enhance services and quality care available to patients in our community. We plan to meet the evolving and growing needs of Southern NH residents. There are no plans to close any services at this time.

**Q: Who can I call if I have a question?**

A: Our leadership team is the best source of information about this decision and how it will or will not impact operations. We encourage you to attend scheduled ZOOM meetings to learn more and ask questions. Please know, this process is ongoing and we may not have answers to every question, but we are committed to listening to your concerns and keeping you informed as soon as information is available.

**Q: What should I do if someone from the media contacts me?**

A: Media inquiries about this decision should all be directed to the following:

Home Health & Hospice Care: John Getts, President, CEO (603-882-2941) or john.getts@hhhc.org.