

## **APPENDIX I-3**

### **Home Health & Hospice Care Volunteer Communication Concerning SolutionHealth Combination**

## Home Health & Hospice Care and SolutionHealth Pursue Affiliation

### Announcement

Home Health & Hospice Care and SolutionHealth are excited to announce that they are pursuing an affiliation to improve and expand community health care services to the residents of Southern NH. We strongly believe that all patient care will benefit from this coming together, allowing for increased access to clinical expertise and improved coordination of care between patients and all of their healthcare providers. We will be involved in new and innovative programs and services that will meet our community's evolving needs.

### 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: Why are we doing this?**

A: We are a strong, fiscally healthy organization, committed to fulfilling our mission to the community. We are committed to carrying out this legacy into the future and believe that this affiliation is the best way to ensure that goal. There are many benefits to our patients, the community, our staff and volunteers including the ability to innovate, increase expertise, create seamless sharing of patient care information and strengthen needs to underserved populations.

**Q: Who is SolutionHealth?**

A: An integrated health system focused on providing access to high-value primary and specialty care that meets the growing needs of the communities of Southern NH. Southern New Hampshire Health & Elliot Health System (including Manchester VNA) are the founding members of SolutionHealth. They value innovative models of care and collaboration that improve the health and well being of more than half a million residents of the region. They are committing to do the right thing, for each patient, always.

**Q: What is the difference between an affiliation and a merger?**

A: A merger is either when two or more organizations come together and form a new organization or when two organizations come together and one of the organizations is the remaining organization. An affiliation, such as ours in discussions with Solution Health, is when two organizations retain their name, identity and individual boards but design an integrated governance structure.

**Q: What is the next step? How long will that take?**

A: Over the next several months, each party will be completing due diligence, hold public hearings, negotiating definitive transaction documents, and finalizing the regulatory review.

**Q: How does this impact the organizational structure of HHC?**

A: John Getts will remain as the CEO, and all Directors and Supervisors will remain in place as well. The organization will continue to be a non profit 501c3 with its own tax identification and clinical operating licenses.

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**Frequently Asked Questions (cont.)**

**Q: What happens to the Board of Directors? Will HHHC retain community control, decision making and governance of its operations?**

A: The Board of Directors will continue to serve as the governing body of HHHC and will retain defined decision making and operational governance.

**Q: Will we retain our identity as a separate organization, or will HHHC be folded into SolutionHealth?**

A: The brand, reputation and identity that we have worked to cultivate will remain. We will continue to serve the community as we have, with a mission to meet patient and family needs.

**Q: How does this impact the Community Hospice House?**

A: HHHC will continue to own and operate the CHH and SolutionHealth recognizes its significant value to the community. We will retain the CHH endowment and all past, present and future donations will be used specifically, as desired by the donor.

**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. 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: How will this decision impact our patients? How are they being notified?**

A: Ensuring our patients continue to receive the exceptional care for which we are known is paramount to our success. This affiliation has many benefits for our patients and our community which will be outlined in upcoming communication. 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: 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: Home Health & Hospice Care, John Getts, President, CEO (603-882-2941) or john.getts@hhhc.org.