

# New Hampshire Long Term Support Systems Transformation

## Our Mission

To create a dynamic and enduring community-based system of long-term supports, so *all* New Hampshire citizens may live and age with respect, dignity, choice and control until the end of life.

## Our Vision

All New Hampshire citizens have access to the full array of long-term supports and services. This allows them to exercise personal choice and control, and affords them dignity and respect throughout their lives. To the greatest extent possible, each of us is able to make informed decisions about our aging, health, and care needs. There is a high level of quality and accountability in everything offered and in everything provided. Over time, New Hampshire *truly* becomes an extended community of people who care about, value and help one another.

## Our Values & Commitments

*These are the ideals toward which we strive for all New Hampshire citizens:*

- Quality of Life
- Dignity & Respect
- Choice & Access
- Personal Responsibility
- Ease
- Service
- Integration
- Responsiveness
- Wellness
- Quality & Outcomes

**Quality of Life.** First and foremost, we are steadfast in our commitment to a quality of life of one's choosing throughout our lives. *To this end, we aspire to the following:*

**Dignity & Respect.** Each individual is valued. This includes the many differences that exist among people. Such valuing leads to increased dignity and respect of older adults and those with disabilities. In the process, the citizens of New Hampshire come to recognize that *everyone* is valuable and has something to contribute to the greater good. Likewise, all types of caregivers (including family members) are sufficient in number and are developed, trained, valued, and compensated appropriately.

**Choice & Access.** All efforts ultimately lead to maximized choice, independence, control and timely access to a full array of services and options by *all* individuals, regardless of age, payer source or personal ability to pay. Self-determined, individualized plans exist and are utilized. People are encouraged to make their own choices within a full range of possibilities (even as we are mindful of how *others, at times*, must make choices on behalf of individuals). Information, education, support and services become increasingly available on a 24/7 basis. All of these components (and the service system as a whole) are responsive to individuals as their needs arise and then change over time. All components of the health care system exist to help and support people. Thus they act in support of the people they are meant to serve.

**Personal Responsibility.** Personal responsibility is a lifelong ideal and commitment. It takes different forms for different people. It often varies significantly over the course of one's lifetime. Personal responsibility encompasses the lifestyle and health care options one has, the choices one makes, and the actions one takes. Not just for oneself, but often for members of one's extended family...even one's friends and neighbors. Such family supports are the backbone of the care most people receive at most stages of life. These range from regular communication and personal visits to ongoing education and proactive planning...from hands-on care to responsible, long-term financing. Yet we also recognize that there are some individuals, situations, or times when personal and family efforts need to be supplemented by appropriate community and governmental supports or structures.

**Ease.** Not only are services accessible, but the entire system is simple to use. We strive for a seamless system, capable of smooth transitions from one phase of living to another as time passes. As people age and lose capabilities, connectedness, and so forth, we do our best to keep people connected socially and involved in how their changing needs are met. Each older or disabled adult in New Hampshire comes to have a personal guide, one single individual with whom to deal within the larger system.

**Service.** An integral and essential part of being a citizen – *a human being!* – is the commitment to help one another. This belief infuses all that we do, all that we stand for, and all that we promote. Out of this value of care and connectedness emerges our ongoing efforts to collaborate – to work together for the good of all people in our communities and state.

**Integration.** Everything is well integrated, from systems and processes, to services and choices. All government-funded services are available as a single, unified pool to individuals. Such components as community and non-medical services, the home, family roles, and geographic realities are taken into consideration. All efforts are mindful of individual, family, and community desires, differences, and abilities in providing services, support and care. The system supports the existing inherent resources within each individual's life.

**Responsiveness.** We continually seek ways to enlarge society’s capacity to meet critical needs by providing the services and resources collectively needed and desired. Over time, we expect communities to become more comprehensively “livable,” playing a more significant role in supporting the varied needs of *all* their citizens. As times, needs and expectations change, the system of services will change as well. It is responsive and dynamic. The past and present influence, but do not control the future. Our culture, our attitudes, our communities, our neighborhoods, and our systems are all reinvented as needed. Nothing can stagnate, when change and responsiveness are required. We are continually alert to unintended consequences to actions and decisions – and we respond accordingly, so we are able to create what we truly desire.

**Wellness.** In the inevitable face of aging – with or without disabilities – we promote *wellness*. It is the foundation for everything we do. Out of wellness emerges the ability for all men and women to live to the maximum.

**Quality & Outcomes.** Quality infuses *everything* that is done, *everything* that is offered, *everything* that is provided. We pay attention to what does and does not happen. We measure and assess outcomes, and utilize that data in our ongoing *informed* decision-making and the modifications to our efforts that result. Thus, as we achieve quality – or fall short of it – we know it. We act accordingly.