

SLICE OF Life


NEW HAMPSHIRE
Local Government Center

FALL 2010

Steps to get healthy

New Hampshire Local Government Center Continues to Offer the *Get Healthy* PHA for 2011

Getting healthy helps you feel better, live longer, spend less money, fight off diseases and have a positive outlook on life. At New Hampshire Local Government Center (LGC), we're excited to continue partnering in 2011 with Gordian Health Solutions, an experienced wellness company that combines motivational health coaching with an online experience that is fun and user-friendly, in providing our *Slice of Life* program to help you live a healthier lifestyle.

Personal Health Assessment

One of the benefits of LGC's *Slice of Life* program is the *Get Healthy* Personal Health Assessment (PHA). Taking it results in a *Personal Wellness Report* with valuable information about any major health risks you may have. The PHA can conveniently be completed online.

Over the past four years, we've seen a steady increase in online PHA participation. In the first year, 86 percent (14,756) of LGC HealthTrust members who completed the PHA did so online. This number increased to 90 percent in the second year and 97 percent in the third year. This year, 98 percent (25,438 members) of our PHA completion took place online. That's over 10,000 more members who did so than during the first year the PHA was offered!

Setting Fitness Resolutions

Be sure to watch for your *Slice of Life* activation kit in the mail after the first of the year. It includes advice on how to get the most out of the *Slice of Life* program and getting started with the PHA.

Once you receive your PHA *Wellness Report*, which happens within minutes of taking the PHA online, you may want to set some health and fitness goals for the new year. As a PHA participant, you can reach out to the *Slice of Life* program's Dedicated Health Coaches to put together an exercise routine or meal plan to assist in meeting your goals. To learn more about our personalized health coaching options, visit www.nhlgc.org and click on HealthTrust—My Benefits > *Slice of Life* > Health Coaching or call 866.564.5237.

A Coaching Success

In the past year, more than 1,500 LGC HealthTrust members have taken advantage of

the *Slice of Life* program's chronic condition coaching, to effectively deal with obesity, high cholesterol and blood pressure as well as diabetes symptoms. And nearly 2,400 members have benefited from lifestyle coaching for help with stress management, getting fit and other non-chronic health conditions.

"This program is very encouraging, supportive and affirmative," writes Ben, one of our many *Slice of Life* health coaching success stories. "It has given me the tools and resources I need to help reassure myself that I am doing the right things to continue leading a healthy lifestyle."

We hope you'll take advantage of the *Slice of Life* program and take the PHA in 2011. Then e-mail us at riskandhealth@nhlgc.org about your own healthy successes in the new year. We'd love to hear from you!



Amazing Apples

Why this age-old favorite could be the next 'super fruit'

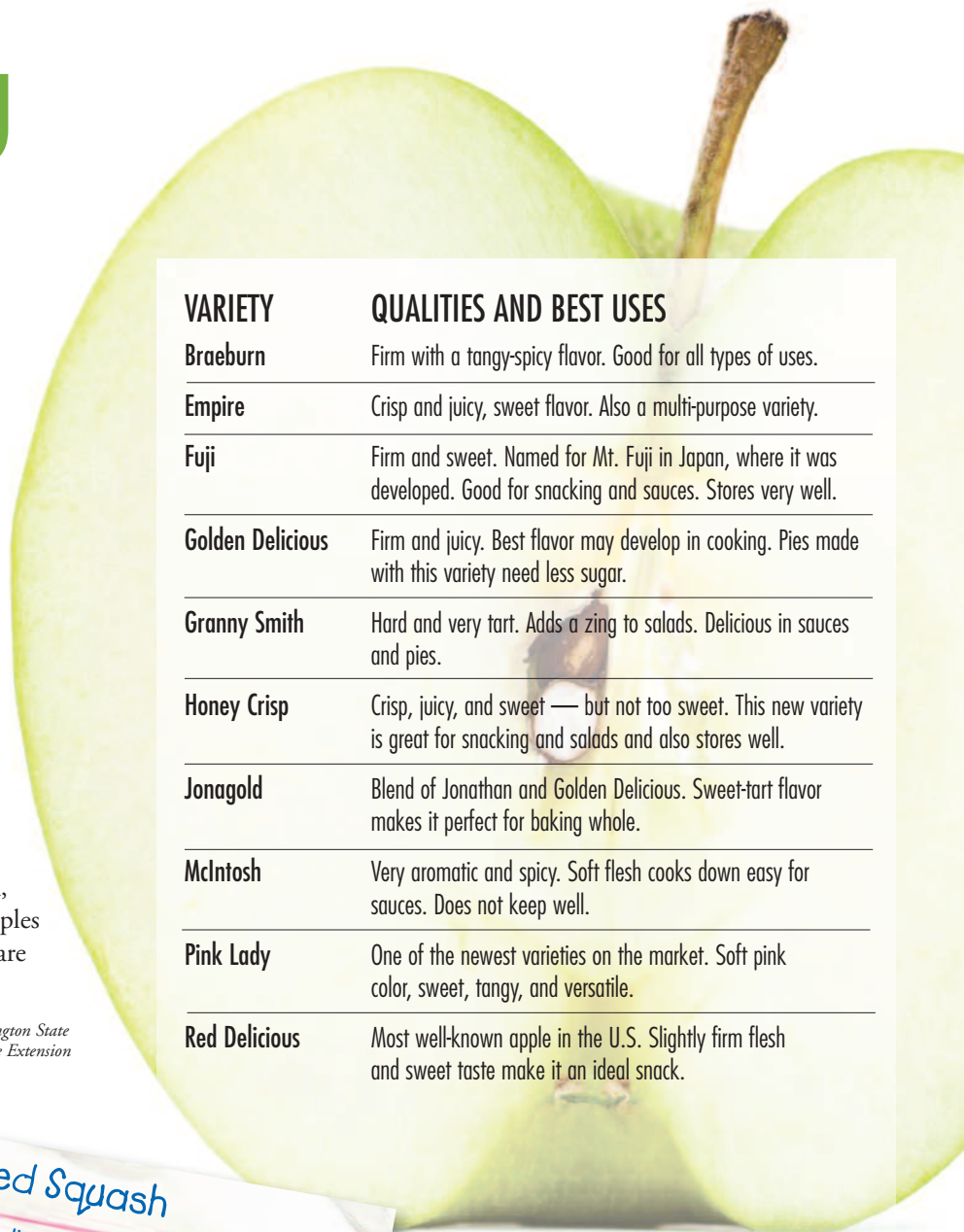
Move over blueberries and pomegranates. In addition to being the perfect portable snack (no refrigeration or peeling required) apples are:

- Sodium, fat, and cholesterol free
- A natural source of health-promoting antioxidants and other nutrients
- Packed with soluble fiber — the type that can lower “bad cholesterol” and help maintain steady blood sugar levels
- A budget-friendly food — both for calories and your pocketbook

Harvest Time

Most types of apples are now available year round, but fall is the peak time to enjoy locally grown apples in their myriad varieties — 2,500 different types are grown in the U.S.

Sources: U.S. Apple Association; Washington State University Cooperative Extension



VARIETY	QUALITIES AND BEST USES
Braeburn	Firm with a tangy-spicy flavor. Good for all types of uses.
Empire	Crisp and juicy, sweet flavor. Also a multi-purpose variety.
Fuji	Firm and sweet. Named for Mt. Fuji in Japan, where it was developed. Good for snacking and sauces. Stores very well.
Golden Delicious	Firm and juicy. Best flavor may develop in cooking. Pies made with this variety need less sugar.
Granny Smith	Hard and very tart. Adds a zing to salads. Delicious in sauces and pies.
Honey Crisp	Crisp, juicy, and sweet — but not too sweet. This new variety is great for snacking and salads and also stores well.
Jonagold	Blend of Jonathan and Golden Delicious. Sweet-tart flavor makes it perfect for baking whole.
McIntosh	Very aromatic and spicy. Soft flesh cooks down easy for sauces. Does not keep well.
Pink Lady	One of the newest varieties on the market. Soft pink color, sweet, tangy, and versatile.
Red Delicious	Most well-known apple in the U.S. Slightly firm flesh and sweet taste make it an ideal snack.

Spicy Apple-Filled Squash

- 1 acorn squash (about 1 lb.) • 1 Golden Delicious apple, peeled, cored, and sliced • 2 tsp. melted butter or margarine • 2 tsp. brown sugar • 1/8 tsp. cinnamon • 1/8 tsp. nutmeg • Dash ground cloves
- Directions:** Heat oven to 350°F. Grease a 1-quart baking dish. Halve squash and remove seeds; cut into quarters. Place quarters, skin side up, in dish and cover; bake 30 minutes. Meanwhile, in medium bowl, combine apple, butter, brown sugar, cinnamon, nutmeg, and cloves. Turn cut sides of acorn squash up; top with apple mixture. Cover and bake 30 minutes longer or until apples are tender.
- Serves 4:** Per serving: 88 calories • 1 g protein • 17 g carbohydrate • 3 g fiber • 3 g fat • 24 mg sodium

Source: Washington State Apple Commission

Snacking tip

Cut apples across the core to make round circles that can hold slices of cheese or a dollop of peanut butter, and you won't need crackers. For best flavor, eat apples at room temperature, but store them in the refrigerator — they'll last up to 10 times longer. To get the most fiber, choose an apple or applesauce instead of juice.

Get Moving

Muscles on the Move

Everyday activities that build strength and endurance

If you're a... You can...

New Mom Practice lifting an empty car seat so you can easily wrangle it in and out of a car. Use that stroller you got for a baby-shower gift to take your child for a walk as often as possible.

Garden Lover Hoist bags of soil and pots. Just remember to lift with your legs — not your back. Rake leaves and mow the lawn with a hand mower.

Office Worker Climb stairs to strengthen your leg muscles and improve your endurance.

Neat Freak Rev up the pace when you vacuum, dust, and wash windows.

Frequent Flyer Walk around the airport while you're waiting for a flight; lift your luggage while you're hailing a cab.

Car Buff Wash and wax your car to work your arms and stay flexible.

Animal Lover Walk dogs at a homeless-animal shelter.

Senior Citizen Strengthen your legs by getting in and out of a chair without using your arms. Improve your balance by standing on one foot at a time when you're waiting in line — but make sure to hold on to a wall or railing if you feel unsteady.

Bargain Hunter Cruise the entire shopping mall to check for sales before you make any purchases.

One minute office refreshers

Easy ways to tap into your hidden energy

- **Raise your arms** above your head and stretch in the opposite direction from which your body is in most of the day.
- **Stand and shake your hands** and arms, then each leg and foot, one at a time.
- **Roll your shoulders** up and back 6 to 10 times.
- **With your palms facing forward**, pull your arms back, squeeze your shoulder blades and then hold for 5 seconds.
- **Take your left wrist** with your right hand and gently stretch to the right. Switch sides and repeat.
- **Rest your eyes periodically** by focusing on a distant object at least every 30 minutes for 20 seconds.
- **Switch positions frequently** and stand while taking a phone call or talking to a co-worker.

Tip: frequent mini-breaks of 60 seconds every 20 to 30 minutes are better than one long break.

Sources: *Group Health Cooperative, Seattle; Office Yoga, Simple Stretches for Busy People, by Darrin Zeer, Chronicle Books*



Exercise regularly, but complete your workout at least three hours before bedtime to help prevent insomnia.

Welcome to the NH Hospital Cost and Quality Scorecard

People use cost and quality information all the time—when deciding what car or television to buy, what hotel to stay in or where to eat. People are aware of the quality of schools and the cost of taxes; however, getting good quality and cost information about medical care is typically difficult.

Despite the investment of more than ten billion dollars annually for health care in New Hampshire and more than two trillion dollars for the nation, the United States ranks last, or 19th out of 19, in terms of quality when compared to other industrialized nations such as Iceland, France, Japan and Italy.

The New Hampshire Purchasers Group on Health has created the New Hampshire Hospital Scorecard in response to the need for more information about the cost and quality of health care in New Hampshire. As four of the largest public entities in New Hampshire purchasing health care for more than 120,000 members, we felt it was our responsibility to not only highlight the quality and cost of care in our state, but that it was imperative that we do something to improve quality where lacking.

The New Hampshire Hospital Scorecard is our first effort at highlighting quality, both good and poor, and getting the public and the systems that provide medical care involved in a conversation about what we can collectively do to improve quality and cost.

Please take some time now, and again when you need to access medical care, to understand where hospitals stand in terms of quality and cost. Please also use the web site resources and tip sheets to understand what you can do to be actively involved in your medical care.



Monica Ciolfi
Administrator of Risk and Benefits



Wendy Parker
Assistant Executive Director for Risk Services



Sandi Marquis
Associate Director of Human Resources



Lisa Duquette
Program Administrator

Medical Editor: William Mayer, MD, MPH

Managing Editor: Kate Barton

Medical Advisory Board: Victor J. Barry, DDS • Renee Belfor, RD

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The information in this publication is meant to complement the advice of your health-care providers, not to replace it. Before making any major changes in your medications, diet, or exercise, talk to your doctor.

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• Phone: (269) 343-0770 • E-mail: info@HopeHealth.com • Website: HopeHealth.com

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New Hampshire Hospital Scorecard

None Worst → Better

Worst → Better

Lower → Higher

	Patient Experience	Patient Safety	Select Clinical Quality	Cost Index
CONCORD HOSPITAL 250 Pleasant Street, Concord 03301	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$
CATHOLIC MEDICAL CENTER 100 McGregor Street, Manchester 03102	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$ \$
WENTWORTH-DOUGLASS HOSPITAL 789 Central Avenue, Dover 03820	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$
MONADNOCK COMMUNITY HOSPITAL 452 Old Street Road, Peterborough 03458	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$
FRISBIE MEMORIAL HOSPITAL 11 Whitehall Road, Rochester 03867	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$ \$
SOUTHERN NH MEDICAL CENTER P.O. Box 2014, Nashua 03061	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$
SPEARE MEMORIAL HOSPITAL 16 Hospital Road, Plymouth 03264	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$
EXETER HOSPITAL INC. 5 Alumni Drive, Exeter 03833	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$ \$ \$ \$ \$
ELLIOT HOSPITAL One Elliot Way, Manchester 03103	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$
NEW LONDON HOSPITAL 273 Country Road, New London 03257	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$
PORTSMOUTH REGIONAL HOSPITAL 333 Borthwick Avenue, Portsmouth 03801	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$ \$
MARY HITCHCOCK MEMORIAL HOSPITAL One Medical Center Drive, Lebanon 03756	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$ \$
PARKLAND MEDICAL CENTER One Parkland Drive, Derry 03038	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$
CHESHIRE MEDICAL CENTER 580 Court Street, Keene 03431	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$
ST JOSEPH HOSPITAL 172 Kinsley Street, Nashua 03061	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$
LAKES REGION GENERAL HOSPITAL 80 Highland Street, Laconia 03246	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$
ANDROSCOGGIN VALLEY HOSPITAL 59 Page Hill Road, Berlin 03570	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$ \$ \$
ALICE PECK DAY MEMORIAL HOSPITAL 125 Mascoma Street, Lebanon 03766	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$
HUGGINS HOSPITAL 240 South Main Street, Wolfeboro 03894	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$
UPPER CONNECTICUT VALLEY HOSPITAL 181 Corliss Lane, Colebrook 03576	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$ \$
VALLEY REGIONAL HOSPITAL 243 Elm Street, Claremont 03743	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$ \$
COTTAGE HOSPITAL P.O. Box 2001, Woodsville 03785	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$
FRANKLIN REGIONAL HOSPITAL 15 Aiken Ave, Franklin 03235	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$
LITTLETON REGIONAL HOSPITAL 600 St. Johnsbury Road, Littleton 03561	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$ \$ \$
MEMORIAL HOSPITAL, THE P.O. Box 5001, North Conway 03860	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$ \$
WEEKS MEDICAL CENTER 173 Middle Street, Lancaster 03584	Overall Recommend	National Survey	Heart Attack Heart Failure Pneumonia Surgical Infection	\$ \$

The Whole You

A Friend in Deed... An action plan for sharing the work of caregiving

If you're a caregiver who needs help or a friend who wants to provide support, this checklist can help you develop an action plan. Be specific about what you need and what you can offer. Encourage as many family members and friends as possible to help out.

Caregiver needs...

Friends can offer to...

Help with household chores	Clean the house or hire a maid brigade; do the laundry once a week.
Yard work done	Mow the lawn, rake leaves, clean gutters, etc.
Meals prepared	Bring a home-cooked meal on preset days.
Grocery shopping	Go grocery shopping once a week.
Someone to do errands	Pick up prescriptions and other healthcare items; deliver and pick up dry cleaning; get the car repaired or serviced.
A night out with friends	Treat for dinner and a movie.
A sitter for my (<i>spouse, parent or child</i>) so I can have some time alone	Stay with the person needing care.
Someone to call in an emergency	Be available.
Transportation to doctor's appointments	Schedule rides at a preset time.
More information on available resources	Do some research.
A couple days off	Plan and arrange a weekend getaway.
Emotional support	Make regular phone calls just to find out how things are going.

Source: National Family Caregivers Association

“Faith is taking the first step even when you don't see the whole staircase.”

— Martin Luther King, Jr.

A 5-step strategy to find solutions

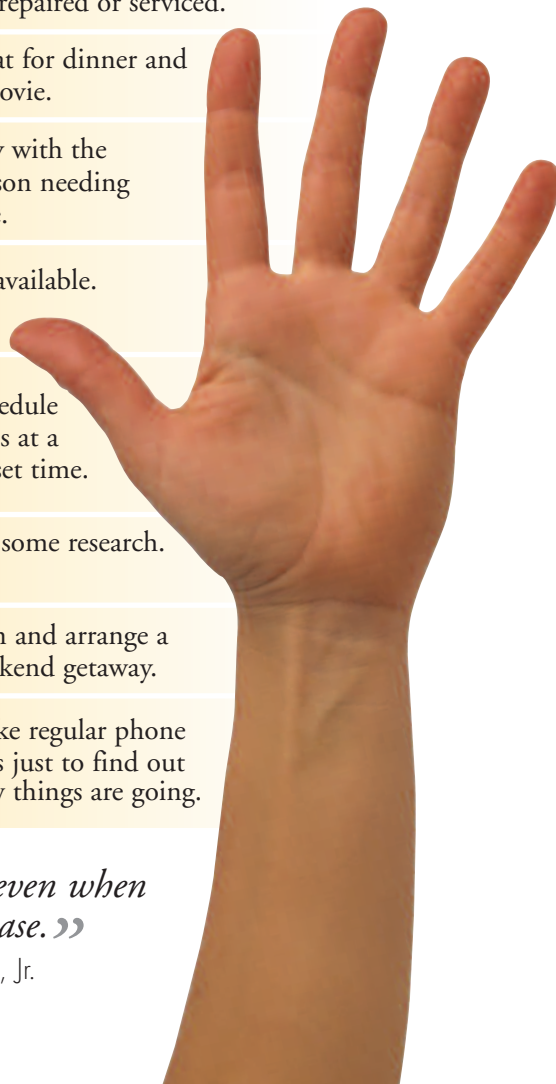
- 1. Define the problem** as specifically and concretely as possible.
- 2. Think of as many solutions** as possible without evaluating them or making judgments. With enough quantity, a certain amount of quality will be produced.
- 3. Evaluate the pros and cons** of each solution. Chances are that one will emerge as the best among the group.
- 4. Select the best solution** and try it out.
- 5. Evaluate how well the solution worked.** If you're not satisfied with the solution, go back to step three and try the second best solution. If that doesn't do the trick, redo step two and think of additional solutions. If you still haven't found a solution, return to step one and redefine the original problem.

Source: *The 60-second Shrink, 101 Strategies for Staying Sane in a Crazy World*, by Arnold A. Lazarus, PhD, ABPP, and Clifford N. Lazarus, PhD, Impact Publishers

Classic stress relief

Listening to any music you enjoy can lift your spirits and bring moments of peace to a stressful day. Here are some classical music favorites:

- Albinoni's Adagio for Violin, Strings, and Organ in G minor
- Bach's Suite for Orchestra No. 3 "Air on the G String" or Cantata No. 147
- Samuel Barber's Adagio for Strings
- Beethoven's "Moonlight" Sonata
- Debussy's "Clair de Lune" Suite for Piano
- Mozart's Piano Concerto No. 21 in C Major
- Pachelbel's Canon in D
- Puccini's "O Mio Babbino Caro"



Fiscal Fitness

Just Talk About It!

Keep the lines of communication open with your aging parents

If you have aging parents, you have issues that need discussion. You also have the decades-long parent-child dynamics to negotiate. Some parents may be very open to adult children's involvement, while others see it as interference or a sudden new "authority figure." Try to understand that your now senior-citizen parents may feel threatened, unsure of themselves, or just sad about discussing issues that bring home their own mortality. But it's important to talk — about their estate plan, financial outlook, and living situation as they age. Your goal, of course, is to let them know you have their interests in mind and gently but firmly offer practical solutions.

HaveTheTalkAmerica.com suggests you get the dialogue going using these tactics:

- **Focus on life — not death.** Remind them that getting estate plans in place can help them live well, not die well.
- **Stress that it's not about what happens to their "things."** It's about what may happen in the future to their health, well-being, and financial security.
- **Put it in writing.** While your parents certainly need legal documents from an attorney or financial professional, use your conversations to create a simple planning or "wishes" document to guide you.

Respect and honor their feelings and wishes. Share your own feelings. Most important, help your aging parents keep as much control as possible over their own decisions, including financial ones.



“One of the best ways to persuade others is with your ears — by listening to them.”

— Dean Rusk

Toolbox: Need some good tips for having any difficult conversation? Visit HaveTheTalkAmerica.com or the MetLife Mature Market Institute at metlife.com/mmi. For professional help with estate planning for your parents, visit the National Academy of Elder Law Attorneys, naela.org.

The real costs of caregiving

If your aging parents need help, there are numerous options, from in-home “homemaker services” to assisted living facilities. Here’s how the costs compare. All are national median rates.

- **Licensed homemaker services: \$18/hour**
- **Licensed home health aide services: \$19/hour**
- **Adult day health care: \$60/day**
- **Assisted living facility (one bedroom, single occupancy): \$3,185/month**
- **Nursing home (private room, skilled nursing care 24 hours a day): \$206/day**

Very often, adult children help with the care of elderly parents, especially if they're nearby and the goal is to keep the parents in their home. The hidden, but very real, cost for those adult children is the impact on work. Many caregivers take a leave of absence from work or quit working entirely.

Sources: Genworth Financial, 7th annual cost of care survey. Read more at genworth.com. “Caregiving in the U.S.,” MetLife Mature Market Institute, www.metlife.com/mmi

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HealthTrust
PO Box 617
Concord, NH 03302-0617

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LGC HealthTrust Contact Information

Toll free: 800.527.5001

Local: 603.226.2861

E-mail: memberservices@nhlgc.org

Website: www.nhlgc.org

LifeResources —

Member Assistance Program:

800.759.8122

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Be Ready to Access Care When Away from Home to Maximize Your Benefits

The LGC's available health maintenance (*Matthew Thornton Blue, HMO Blue New England*) and point-of-service (POS)* plans (*BlueChoice and BlueChoice New England*) provide in-network benefits if certain conditions are met when traveling or residing out of the plan's network area.

Emergency Room Care

Anytime care is received in an emergency room (ER), claims are processed at the medical plan's highest level of benefit. A referral from your Primary Care Provider (PCP) before or after an ER visit is not required. However, it's always good to follow up with your PCP so they know recent medical treatment was received.

Unexpected Non-emergent Care

If care is needed for an unexpected but non-emergent medical event, your PCP should be contacted first whenever possible. All PCPs are required to be available or have a covering physician 24 hours a day year round. Although their referral needn't be obtained prior to receiving care, the PCP or on-call physician can advise

you to seek immediate medical attention or try self-care methods first. If medical care is received from a non-ER setting, contact your PCP *by the next business day* for a referral to gain benefits at the in-network/PCP-referred level.

Ongoing/Expected Care

If you know medical treatment (e.g., on-going physical therapy for a child attending college out of state) will be needed while outside the network area, referrals must be arranged with the PCP *in advance* to gain benefits at the in-network/PCP-referred level.

No Referral Obtained?

If a referral for unexpected non-emergent care isn't obtained by the next business day or wasn't received in advance for on-going/expected care, resulting claims will process as follows:

- **For POS plans:** Out-of-network/self-referred benefit level applies, which has higher out-of-pocket costs than when a referral is obtained.
- **For HMO plans:** No services are covered.

Travel Outside of USA

Referral processes (previously described) apply. Also, BlueCard® Worldwide contracts with overseas providers in certain metropolitan areas who file claims. Non-participating providers usually expect payment in full at the time of service, so be sure to obtain detailed medical records and receipts. Then complete an *Anthem Subscriber Claim Form* (downloadable from www.nhlgc.org) and follow its instructions. For more details, visit www.bcbs.com and click on Healthcare Coverage > BlueCard. You can also call **800.810.2583** (in U.S.) or **804.673.1177** (collect call outside U.S.).

College Health Clinics/Infirmaries

Because college clinics and infirmaries are ineligible providers, their services are not covered under LGC's available medical plans.

Questions? Call **800.527.5001** or e-mail memberservices@nhlgc.org.

*To be eligible for in-network benefits on POS plans, a BlueChoice PCP must have already been selected.