



Public Health Council
of the Upper Valley



PHC Partner Meeting

March 20, 2026

Photo by [Abhi Verma](#) on [Unsplash](#)

UniteUs Rollout

- Barbara Farnsworth
 - Population Health at Dartmouth Health
- Moira Kenney
 - Head of Community Strategy, UniteUs





New Hampshire Care Connections / Unite Us

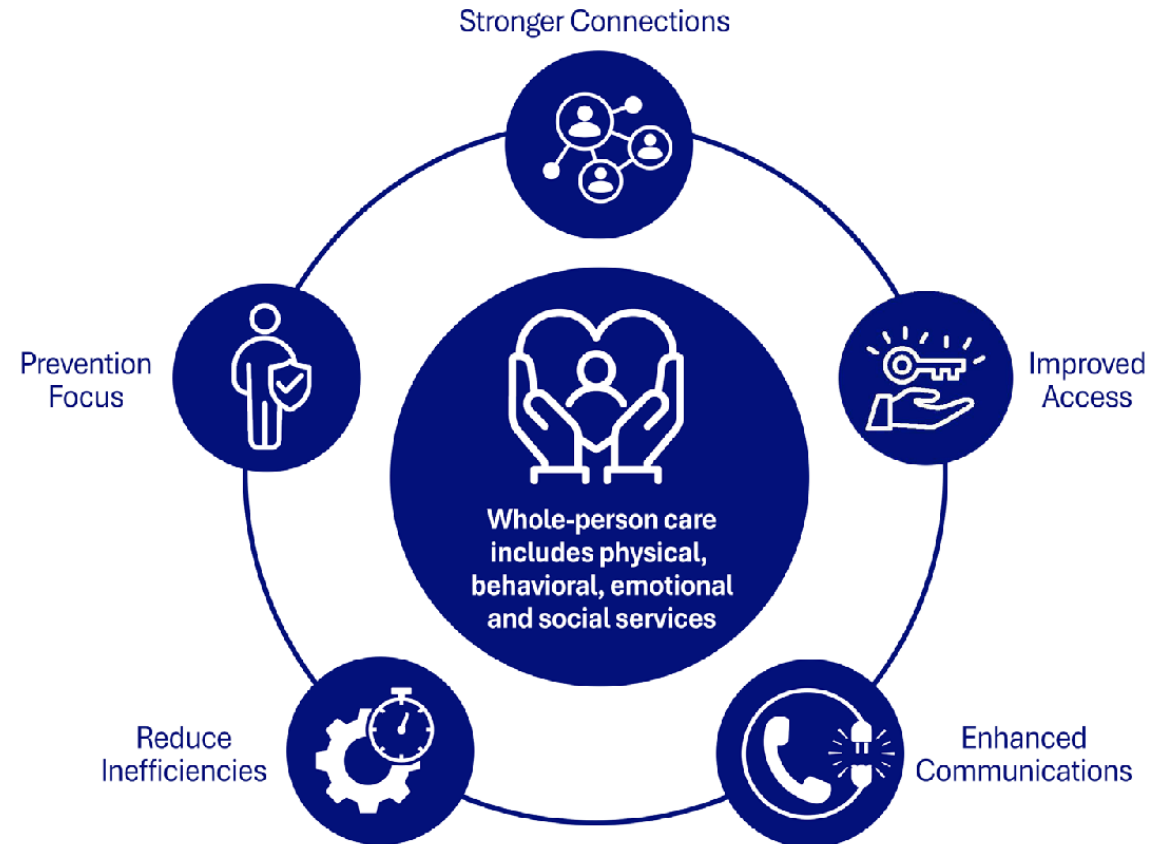
Public Health Council of the Upper Valley

03.20.26

Overview of NH Care Connections

NH Care Connections is a network of health care and human services providers and community-based organizations supporting individuals and families' needs in real-time by:

- Making it easier to connect people to the services they need.
- Protecting people's confidentiality and privacy as they navigate the healthcare system.
- Ensuring effective follow up care and best health outcomes.



Unite Us is the closed-loop referral technology powering the New Hampshire Care Connections project, uniting community-based organizations, government agencies, and healthcare organizations to improve care coordination and outcomes.

No Wrong Door Approach

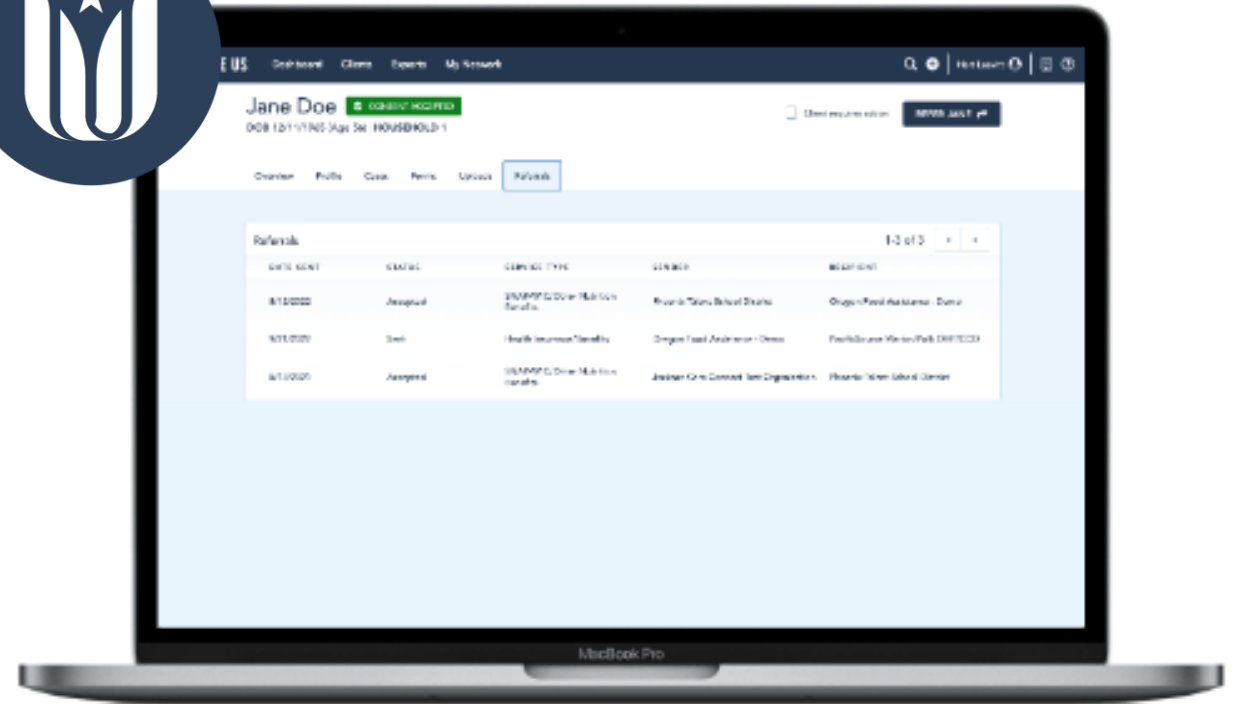
Electronic Referral Management with Outcome Tracking

Bidirectional Communication and Alerts

In-depth User Impact & Performance Analysis

Screening with Decision Support

Resource Matching and Sharing



Dartmouth Health / Upper Valley Community Pilot

Focus

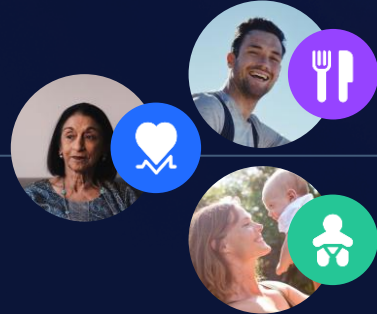
- **Targeted** onboarding in Upper Valley to ensure strong community connections and referrals from Dartmouth Health
- **40 Priority Community Partners** identified

Current Activities

- Dartmouth Health go-live on April 29
- Outreach to all Priority Community Partners
- Individual support for onboarding



Connecting People to Care



Tom shows up at Sue's organization.

Screening

While conversing with Tom, Sue finds out that Tom needs assistance with multiple issues.

Assistance Request for self-referral

Referral

Sue uses Unite Us to **gain digital consent** and **electronically refer Tom** to multiple community partners. Through the platform, she can seamlessly communicate with the other providers in real time and securely share Tom's information.

Resolution

The referrals made by Sue are **accepted** by in-network partners who provide services such as transportation, food assistance and healthcare.

Feedback

As Tom receives care, Sue receives real-time updates and tracks the outcomes and resolution of the referrals sent on Tom's behalf.

How to get started



Meet with the Unite Us team

To ask questions, assess readiness, and support your organization's onboarding.



Participating Provider Agreement

Review and sign the Network Participating Provider Agreement (NPPA).



Readiness Assessment

Complete the Readiness Assessment and return to Unite Us via email. This will help our team scope out your implementation needs and get you set up with next steps.



You're Live!

Start sending and/or receiving referrals

UniteUs Rollout

Public Facing Resource List

UniteUs Rollout

How can this resource help Upper Valley partner organizations address referral, coordination, and resource challenges?

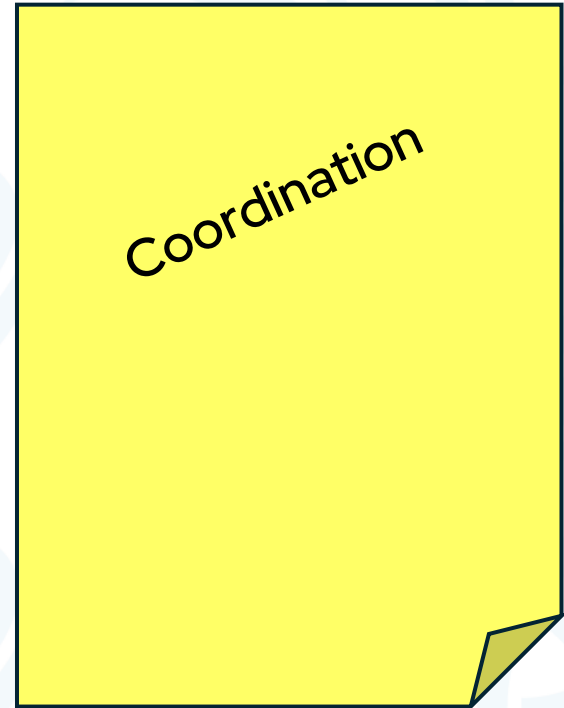
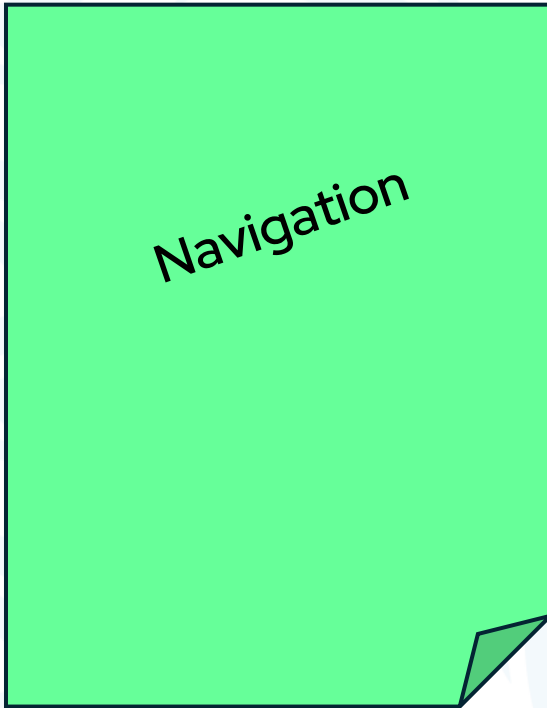
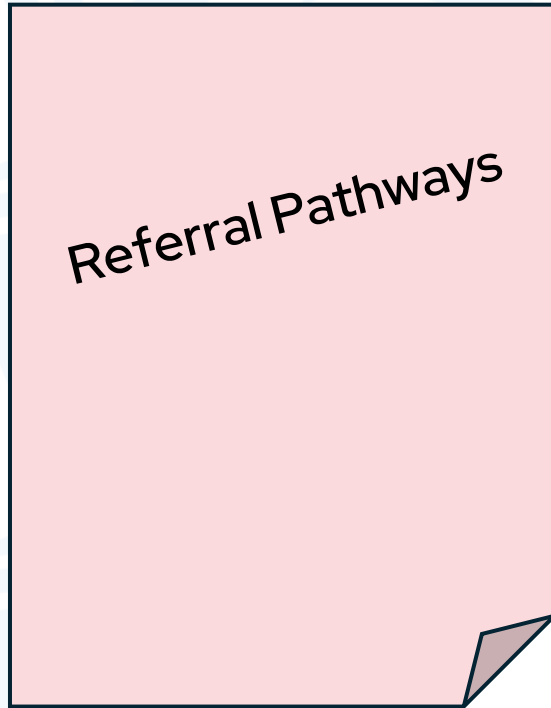


Facilitated Discussion: Exploring Challenges & Opportunities



- *Coordination*: Coordination & communication between organizations & staff.
- *Navigation*: How do our community members (clients/patients) find the services they need?
- *Referral Pathways*: As providers, how do we make referrals for the services our clients need & and “close the loop?”

Those Sticky Notes...



Facilitated Discussion: Topics & Questions



- *Referral Pathways:*
 - Assume UniteUs works as intended. Does this solve what you see as the resource list and referral challenge? What else needs to be addressed?
- *Navigation:*
 - What are the existing access points for community members getting help?
 - Who provides support to help people do this (e.g. roles & organizations)?
 - What does this look like for the people seeking help/services (i.e. stories)?
 - What barriers have you seen for people getting this support?
- *Coordination:*
 - What forums or approaches work well for building coordination? This includes relationship building at the front line and management levels.
 - Where do people effectively come together at the systems level?



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Questions?

Alice Ely

Alice.ely@uvpublichealth.org

603-523-7100

