

Progress Report to our Community

Fiscal Year
2023

Addressing community health needs.

Northern Light Mayo Hospital is committed to shaping health improvement efforts in our service area based on sound data, personal and professional experience, and community need. Through collaborative efforts, Mayo Hospital creates healthier communities through the provision of services, resources, and programs beyond our hospital's walls.

We used the results of the 2022 [Community Health Needs Assessment](#) along with community input to inform the development of our three-year [Community Health Strategy](#). As a member of Northern Light Health's Community Health Council, Mayo Hospital recognized the value, reach, and influence of aligned engagement efforts with a shared purpose. The following three priority areas were adopted as shared priorities where Northern Light Health member organizations would engage in common strategy to achieve greater statewide impact:

- Mental health
- Social determinants of health
- Substance use

This report is an update on Northern Light Mayo Hospital's progress on our community health strategy for fiscal year 2023 (October 2022 – September 2023), representing the first year of our three-year health improvement plan.



PRIORITY: Mental Health

Three-year approach (2023-2025)		
Goal	Strategy	Objective
Provide youth and families with the mental and behavioral health resources they need to thrive.	Partner with schools and other community organizations to ensure youth and their families have improved access to mental health prevention, early intervention, and treatment services.	Educate and empower others to recognize, support, and respond to mental and behavioral health needs of youth.

Shared objective:

Increase the number of individuals trained to support the mental health needs of youth.

Northern Light Mayo Hospital trained staff in Psychological First Aid (PFA), an evidence-informed approach to help anyone — children, adolescents, adults, and families — in the immediate aftermath of a traumatic experience and has proven to be effective when someone is experiencing a mental health crisis at any time. PFA shines a light on the impact of collective trauma, builds resiliency, and assists in self-care action plans by incorporating five evidence-based principles: safety, calming, connectedness, self and community reliance, and hope.

Certified Mayo Hospital staff then engaged schools and/or youth serving organizations to educate and empower individuals to respond to mental and behavioral health needs of youth using the PFA training model. Attendees received training in eight core elements: engagement, safety, stabilization, information gathering, practical assistance, connection to social supports, information on coping, and connecting with collaborative services. Systemwide collective impact of our shared objective resulted in 35 training sessions with 584 individuals trained.

Fiscal Year 2023 Partners and Community Impact

PARTNERS ENGAGED:

Bangor Daily News & Eastern Gazette	Northern Light Mayo Hospital's	Piscataquis Community Secondary
Community Health and Counseling Services	Community Outreach *	School
Dexter Regional High School	OutMaine	Piscataquis County Emergency
Maine Department of Education	PENQUIS	Management
Maine Youth Action Network	Penquis Valley High School	SeDoMoCha Middle School
Maine's Opioid Response	Penquis Valley Positive Action	State of Maine
Milo Police Department	Team Summit	Town of Milo
National Alliance on Mental Illness (NAMI)	Pine Tree Hospice*	Tradewinds
	Piscataquis Community High School	Yellow Tulip Project

- Two community organizations* trained in Psychological First Aid (PFA); 19 individuals trained in PFA.
- Co-hosted "Mental Health Dine & Discuss" event with Piscataquis Community High School
- Co-hosted presentation with National Alliance on Mental Illness (NAMI) for community members
- Hosted a Positive Action Team Summit at the Piscataquis Community Secondary School
- Hosted a Dine and Discuss event in Milo for the community to discuss Penquis Valley Schools Maine Integrated Youth Survey Data
- Engaged in the Overdose Prevention Through Intensive Outreach Naloxone and Safety (OPTIONS) initiative coordinated by the Maine Office of Behavioral Health (OBH) and CHCS

PRIORITY: Social Determinants of Health

Three-year approach (2023-2025)		
Goal	Strategy	Objective
Improve health outcomes for vulnerable populations.	Partner with community to improve equitable access to social supports, community resources, and healthcare services.	Connect individuals with community resources they need to improve their health and wellbeing.

Shared objective:

Increase community partner engagement with findhelp.org.

Findhelp.org is the nation's leading social care network, making it easier to connect patients and their families with free or reduced-cost programs from local partners and national support services with dignity and ease, and is one component of Northern Light Health's response to need in the communities we serve. Northern Light findhelp will continue to develop, allowing users to search and connect to community services.

Northern Light Mayo Hospital engaged in meaningful, trusted community partnerships to reach priority populations with equitable access to community resources and social supports and connect individuals with community resources they need to improve their health and well-being through the findhelp.org platform. Mayo Hospital participated in a monthly systemwide workgroup focused on engagement efforts to educate community partners on the availability and uses of findhelp.org. We assisted those community partners with adding their program information to the platform directory and with activating the ability to receive referrals or requests for information through the platform. Systemwide community engagement efforts resulted in 28 partners offering 89 programs that increased engagement with findhelp.

Fiscal Year 2023 Partners and Community Impact

PARTNERS ENGAGED:

Friends of Community Fitness Guilford*
Old Town/Orono YMCA*

- Two community partners* added two programs to the findhelp directory:
 - Friends of Community Fitness Guilford: Community Fitness
 - Old Town/Orono YMCA: Tax Aide
- Multiple outreach efforts to community based organizations to engage in the findhelp platform

PRIORITY: Substance Use

Three-year approach (2023-2025)		
Goal	Strategy	Objective
Reduce deaths, disability, and suffering associated with substance use disorder.	Leverage community partnerships to reduce barriers and improve access to and availability of substance use prevention, treatment, recovery, and harm reduction services. Optimize relationships with partners who can help us engage effectively with populations in need.	Improve pathways to prevention, treatment, and recovery for individuals with substance use disorder.

Shared objective:

Improve distribution and preventive access to state sponsored Naloxone kits.

In collaboration with other Northern Light Health member organizations and community-based organizations, trained Northern Light Mayo Hospital staff representing pharmacy and community health departments worked diligently to improve processes and partnerships to reduce barriers and provide equitable access to state-sponsored Naloxone (Narcan) kits for priority populations.

Northern Light Mayo Hospital participated in the Maine Naloxone Distribution Initiative¹, which provides state-purchased naloxone to community organizations, clinical sites, and end-users throughout Maine to distribute free of charge. Through a collaboration with Bangor Public Health & Community, Mayo Hospital worked in the community setting to provide education on the use of these naloxone kits to end-users to facilitate the reversal of private overdoses in the community. Systemwide collective impact of our shared objective resulted in 1,453 naloxone kits distributed throughout Northern Light Health's service area.

Fiscal Year 2023 Partners and Community Impact

PARTNERS ENGAGED:

Bangor Public Health	Pine Tree Hospice staff
Maine Center for Disease Control & Prevention	Piscataquis Community Secondary School
Community Health and Counseling Services (CHCS)	Piscataquis County Secondary School
Hardwood Products	Positive Action Team students
Maine Prevention Network	

- 183 state-sponsored naloxone kits distributed
- Engaged in the Overdose Prevention Through Intensive Outreach Naloxone and Safety (OPTIONS) initiative coordinated by the Maine Office of Behavioral Health (OBH) and CHCS, and Bangor Public Health
- Trained Mayo staff, Pine Tree Staff, and local first responders in Trauma Informed Care
- Trained Piscataquis Community Secondary School staff on the use of Naloxone and expanded the number of Naloxone placements in the school for easy access.

¹ [Distribute Naloxone – Maine Drug Data Hub](#)