

Community Health Strategy

Sebasticook Valley Hospital

Addressing Community Health Needs

Fiscal Year 2023-2025



Northern Light HealthSM

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Letter from the President and Board Chair

We believe in providing Mainers with what they truly deserve—the absolute best in healthcare. This means actively engaging in our communities and working with partners to reduce external barriers that may prevent our neighbors from living their healthiest life.

Every three years, through the Maine Shared Community Health Needs Assessment (CHNA), Northern Light Health collaborates with Central Maine Healthcare, MaineGeneral Health, MaineHealth, and the Maine Center for Disease Control and Prevention to work with local organizations to engage communities to help identify priority health needs through a statewide assessment of community health needs. The data collected informs our community health improvement strategy for the next three years, resulting in this Community Health Strategy report—our road map towards building healthier, thriving communities. Within, you will find our identified data-driven areas of priority, rationale for each selected area, and intended actions to address the need.

We hope that you will take a moment to review the content within and please reach out with any questions or ideas you may have at communitybenefits@northernlight.org. We believe Maine will become one of the healthiest states in the nation, but that starts with collaboration and a shared conviction that we can make a difference. By addressing priority areas of need, breaking down barriers, and promoting health equity for all Maine people, we are well on our way towards a brighter future.



Randy Clark, MBA
President, Northern Light Sebasticook Valley Hospital
Senior Vice President, Northern Light Health



Linda Woolley
Chair, Board of Trustees
Northern Light Sebasticook Valley Hospital

Introduction

Northern Light Health and our more than 12,000 employees care deeply about our neighbors and communities. Our member organizations work hard to understand and address priority needs. We meet regularly with community partners to plan and implement local solutions that make it possible for people in our communities to lead healthier lives. By working together, we promote a culture of stewardship and foster vibrant communities.

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

About Northern Light Health

At Northern Light Health, we're building a better approach to healthcare because we believe people deserve access to care that works for them. As an integrated health delivery system serving Maine, we're raising the bar with no-nonsense solutions that are leading the way to a healthier future for our state. Our more than 12,000 team members are committed to making healthcare work for you: our patients, communities, and employees.

We provide care to people from Portland to Presque Isle and from Blue Hill to Greenville. We are comprised of ten member hospitals and 585 long-term beds, a single physician-led medical group, eight nursing homes, six emergency transport members, and 41 primary care locations.

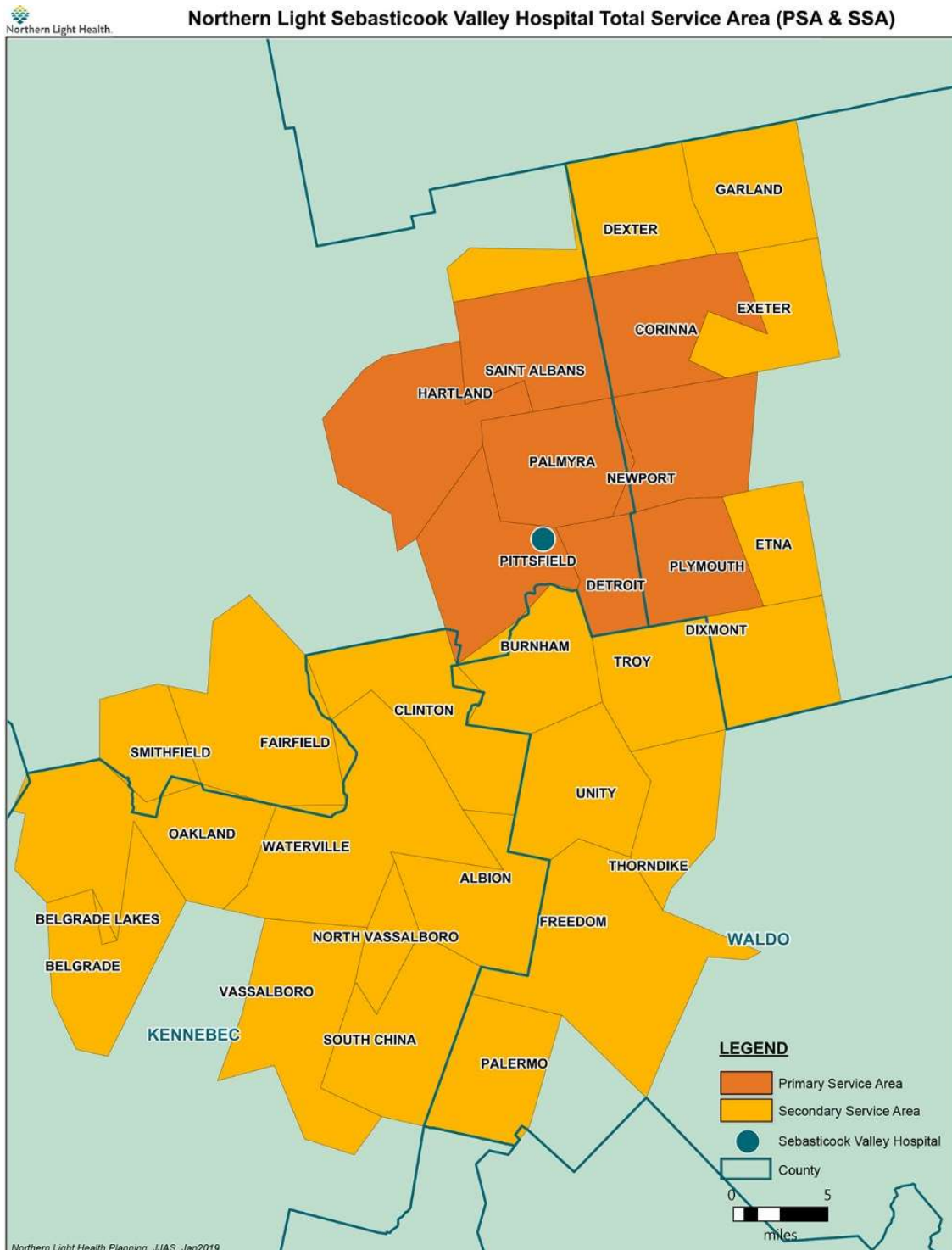
About Northern Light Sebasticook Valley Hospital

Northern Light Sebasticook Valley Hospital is a 25-bed critical access hospital in Pittsfield, Maine. Our hospital was created from community interest and need and continues to move ahead based on the needs of our region.

A group of community leaders established the hospital in 1963. Today, the hospital serves an area encompassing a population of approximately 40,000 people in central Maine and is accredited by The Joint Commission as a critical-access hospital and a laboratory.

Definition of Community Served

Located in Pittsfield, Maine, Northern Light Sebasticook Valley Hospital has a service area comprised of both primary and secondary service areas, together referred to as the total service area. Total service areas (TSA's) are developed by the Northern Light Health Planning department based on neighboring zip codes from which a majority of a hospital's inpatient admissions originate. TSA's can sometimes overlap due to hospital locations or because of the specialty services provided by the hospitals.



Demographic Data

SOMERSET COUNTY

	Percent	Number
American Indian/Alaskan Native	0.5%	244
Asian	0.4%	194
Black/African American	0.6%	313
Native Hawaiian or Pacific Islander	0.0%	0
White	96.5%	48,759
Some other race	0.1%	60
Two or more races	1.9%	950
Hispanic	1.1%	554
Non-Hispanic	98.9%	49,966
County population	50,520	
Veterans	10.6%	
Gay, lesbian, and bisexual (high school students)	13.1%	
Gay, lesbian, and bisexual (adults)	2.4%*	
Transgender youth (high school students)	1.5%	
Persons with a disability	21.7%	

Social Determinants of Health Data

SOMERSET COUNTY

Median household income	\$44,256
Unemployment rate	6.6%
Individuals living in poverty	20.4%
Children living in poverty	22.6%
65+ living alone	31.2%

Addressing Community Health Needs

Shared Community Health Needs Assessment

In 2022, Maine's four largest healthcare systems – Northern Light Health, Central Maine Healthcare, MaineGeneral Health, and MaineHealth – as well as the Maine Center for Disease Control and Prevention partnered to research and publish a shared Community Health Needs Assessment (Shared CHNA). The Shared CHNA provides a comprehensive review of health data and community perspective on a broad set of health issues in Maine.

The Shared CHNA data was made widely available to the public, as county-level community engagement forums were held across the state, gathering additional feedback on priority issues and opportunities for community health improvement. New this cycle was an expanded effort to reach those who may experience systemic disadvantages and therefore experience a greater rate of health disparities. Two types of outreach were piloted in this effort. One effort included nine community sponsored events hosted by organizations having statewide reach representing the following communities: Black or African Americans; people who are homeless or formerly homeless; older adults; people who are deaf or hard of hearing; people who define themselves or identify as lesbian, gay, bisexual, transgender, and queer and/or questioning (LGBTQ+); people with a disability; people with a mental health diagnosis; people with low income; and youth. In addition to these events, 1,000 oral surveys were conducted in collaboration with eight ethnic-based community organizations' community health workers to better reach Maine's immigrant population. These reports and the community input received are fundamental to achieving our goal of being a trusted and valued partner to improve the health of the people and communities we serve.

Results of the 2022 Shared CHNA along with community input were used to inform the development of this three-year Community Health Strategy by Northern Light Seabasticook Valley Hospital. The efforts identified within help demonstrate our commitment to our community, as we provide benefits reflective of our mission and tax-exempt status. These benefits include a focus on the clinical, social, and environmental factors that influence the ability of people to lead healthier lives.

Community Health Strategy

This Community Health Strategy was developed with input from community stakeholders including those who serve priority populations, district public health liaisons, business leaders, and community advocates.

Priorities were selected after weighing the severity of each priority area, availability of known and effective interventions, determination that the priority area was un-addressed or under-addressed, and community collaborations underway with Northern Light Sebasticook Valley Hospital.

Northern Light Sebasticook Valley Hospital reserves the right to amend this Community Health Strategy as circumstances warrant. For example, certain community health needs may become more pronounced and require enhancements or a refocus to the selected priorities of focus.

Process and Methods for Priority Selection

As a member of a partnering healthcare system in the Maine Shared Community Health Needs Assessment (Shared CHNA) effort, Northern Light Health's Community Health Council recognized the value, reach, and influence of aligned engagement efforts with a shared purpose. Review of the county CHNA forum priority voting revealed that mental health, social determinants of health, and substance use were among the top four priorities in almost every county CHNA forum. These three priority areas were adopted as shared priorities where Northern Light Health member organizations would engage in common strategy to achieve greater statewide effect.

Northern Light Sebasticook Valley Hospital's community health strategy was developed to include our systemwide shared priority areas of work reflecting upon the quantitative health profile indicators and qualitative prioritization derived from the Shared CHNA's community engagement process. We also considered local readiness and capacity to address these needs in partnership with our local communities. Our planning team included representatives with knowledge and insight of the communities we serve.

Members of Sebasticook Valley Hospital's Community Health Strategy team included individuals representing the following positions:

- Community members (2)
- Inland Hospital, Community Health Specialist
- Pittsfield Public Library, Librarian
- Sebasticook Valley Hospital, Community Health Coordinator
- Sebasticook Valley Hospital, Director of Community Health
- Sebasticook Valley Hospital, Director of Revenue
- Sebasticook Valley Hospital, Health and Wellness Education Coordinator
- Sebasticook Valley Hospital, Recovery Navigator
- Sebasticook Valley Hospital, Vice President Finance and Operations
- Sebasticook Valley Hospital, Vice President of Nursing and Patient Care
- Sebasticook Valley Hospital, Vice President Primary Care and Specialty Practices
- Sebasticook Valley Hospital, Vice President Senior Physician Executive

The following criteria were used for the health need selection process:

- Shared CHNA prioritization: How the health priority rank in the Shared CHNA
- Systemwide priority areas of work as determined by the Community Health Council
- Health equity: Which populations are disproportionately affected by the priority's area of focus; which populations may be experiencing unique barriers to resolve the issue; and what data or themes emerged from the CHNA Forums and County Health Profile that reinforce selecting one or more populations of focus
- Ability to leverage local community assets: Identification of potential community partnerships to engage in order to address the priority need, or to build on current programs, emerging opportunities, or other community assets

- Expertise: Northern Light Seabasticook Valley Hospital experts and local partnership experts in various priority areas
- Feasibility: Northern Light Seabasticook Valley Hospital has the ability to have an effect given the community benefit resources available

Annually, our internal team will convene to determine if changes need to be considered to best address the priority health needs of our community.

NOTE: There were no written comments received related to the most recently conducted Shared CHNA and Community Health Strategy for inclusion in this report.

Evaluation Efforts

Northern Light Seabasticook Valley Hospital will monitor and evaluate the strategies related to priority areas of work for the purpose of tracking the implementation of these strategies as well as to document the anticipated effect. Through internal quarterly reporting practices, we plan to document and track measures, approaches and resources used, partners engaged, and highlights related to these priority areas of work. These quarterly reports will inform our fiscal year-end Progress Report to Our Community that will be made publicly available on our community health strategy webpage.

Feedback Opportunity

Contact communitybenefits@northernlight.org with feedback on this report.

Approval from Governing Board

Northern Light Seabasticook Valley Hospital's Community Health Strategy and Community Health Needs Assessment (CHNA) were reviewed by the hospital's governing board and a resolution was made to approve and adopt both the Shared CHNA and the Community Health Strategy on May 23, 2022.

Selected Priorities of Focus

Priority 1: Mental Health (also referred to as Behavioral Health)

Rationale

Mental health conditions, including depression, are leading causes of injury, illness, and disability in the United States and around the world. These illnesses are common and are caused by a complex combination of biological, psychological, and environmental factors. Untreated mental illness can result in severe health problems, including but not limited to heart disease and other chronic conditions, weakened immunity, social isolation, legal and financial problems, self-harm and harm to others, poverty, and homelessness. Mental health can affect an individual's ability to practice good health behaviors and seek care or resources when needed. There is also a strong connection between mental illness and substance use, with more than one in four adults experiencing these co-occurring disorders. Limited healthcare options, lack of support, and fear of stigma may prevent individuals from seeking help, indicating an ongoing need to increase mental health awareness and address barriers to accessing mental healthcare.

Northern Light Seabasticook Valley Hospital's Community Health Strategy team recognizes that addressing mental health needs is a priority for our community with a focus on health equity especially for those who may be experiencing health disparities. There are substantial local community assets and Seabasticook Valley Hospital has

resources available to be leveraged in support of this need. Furthermore, there are many options for evidence-based mental health interventions and services that promote appropriate and effective prevention, identification, and treatment for mental illnesses.

Intended actions to address the need

Sebasticook Valley Hospital will partner with schools and other community organizations to ensure children and their families have improved access to mental health prevention, early intervention, and treatment services.

Anticipated impact of these actions/expected outcomes

Through collaborative partnerships such as with school departments and community organizations, Sebasticook Valley Hospital anticipates increasing the availability of educational efforts while empowering others to recognize, support and respond to mental and behavioral health needs of children.

Programs and resource allocation

Sebasticook Valley Hospital will provide staff time and engage Northern Light Acadia Hospital to help provide schools with the tools, resources, and training related to programs such as Acadia Hospitals RACES (Responding to Adverse Childhood Experiences Series), or Maine Youth Mental Health Awareness training to local community partners to increase awareness of mental health and support youth through mental health challenges. In addition, the Comprehensive Addiction and Recovery Act (CARA) Local Drug Crisis Grant will be used to help address this priority.

Planned collaborations

Sebasticook Valley Hospital will continue to collaborate with the HealthySV Coalition to implement community trainings, distribute resources, and educate local school partners on student based Mental Health Center Model.

Population of focus

Sebasticook Valley region youth and their families.

Priority: Social Determinants of Health

Rationale

A community's health can be determined in part by access to social and economic opportunities, the safety and cleanliness of environments, and the resources available in homes, neighborhoods, and communities. These social determinants of health are the conditions in which people are born, live, work, and play, and affect a wide range of health and quality of life outcomes. Examples of social determinants include socioeconomic status, availability of safe and affordable housing, reliable transportation, access to healthcare services, and food security. Over the past two decades, a large and compelling body of evidence has revealed that these factors play a powerful role in shaping health. This has resulted in a greater understanding that medical care is not the only influence on health and suggests that traditional healthcare models may not be enough to adequately improve health outcomes or reduce health disparities without also addressing a person's social and environmental factors.

Northern Light Sebasticook Valley Hospital's Community Health Strategy team has identified Social Determinants of Health as a priority need for our community with a focus on health equity, especially for those who may be experiencing health disparities. There are substantial local community assets and Sebasticook Valley Hospital has assets available to be leveraged in support of this need. Also, there are many evidence-based or promising approaches to address the need for interventions on the many facets of Social Determinants of Health. Finally, Social Determinants of Health rated as a high priority to the community and Northern Light Health.

Intended action to address the need

Sebasticook Valley Hospital plans to partner with multiple community-based organizations to secure, distribute, or otherwise connect resources to patients that have identified as being in need through screening efforts.

Anticipated impact of these actions/expected outcomes

Through improved partnerships, Seabasticook Valley Hospital anticipates being able to improve access and quality of care for underserved patients by connecting them to community resources they need to improve their health and well-being.

Programs and resource allocation

Staff time will be provided to ensure the identification of and the communication with community-based organizations is established and maintained at our Northern Light Primary Care locations in Clinton, Pittsfield, Newport Plaza, and Newport Triangle.

Planned collaborations

Seabasticook Valley Hospital will coordinate with community health staff and Northern Light Primary Care staff to implement community initiatives focused on improving access to care and referrals to social need services to community members.

Population of focus

Individuals disproportionately affected by various social determinants of health within Seabasticook Valley.

Priority: Substance Use

Rationale

Substance use, including opioids, alcohol, tobacco, and other drugs, have a major influence on individuals, children, other family members, and communities. Alcohol misuse, smoking, and tobacco use cause or increase risk of many diseases, such as cancer, heart disease, diabetes, and respiratory conditions. The effects of substance use often result in social, physical, mental, and public health problems, including domestic violence, child abuse, accidents, crime, and suicide. Substance use is now understood to be a complex disease of the brain and body, requiring long-term attention and treatment just like any other chronic illness. There are many effective evidence-based strategies that communities, including healthcare organizations and providers, may employ to prevent, identify, and treat substance use disorders.

Northern Light Seabasticook Valley Hospital's Community Health Strategy team determined it was feasible to address this need with a focus on health equity, especially for those who may be experiencing health disparities. There are substantial local community assets and Seabasticook Valley Hospital has assets available to be leveraged in support of this need. Also, there are many evidence-based or promising approaches to address the need for substance use interventions. Finally, substance use rated as a high priority to the community and Northern Light Health.

Intended action to address the need

Seabasticook Valley Hospital will leverage community partnerships to reduce barriers and improve access to and availability of substance use prevention, treatment, recovery, and harm reduction services. For example, strengthening community-clinical linkages between community partners and Northern Light Health's primary care and emergency department rapid induction treatment programs.

Anticipated impact of these actions/expected outcomes

Seabasticook Valley Hospital anticipates improving pathways to prevention, treatment, and recovery for individuals with substance use disorder.

Programs and resource allocation

Seabasticook Valley Hospital will provide staff time to participate on a number of initiatives such as CARA Local Drug Crisis grant, HealthySV Coalition, Rural Communities Opioid Response Program (RCORP) grant, and Seabasticook Valley Opioid Response Network (SVORN).

Planned collaborations

Sebasticook Valley Hospital will partner with community groups (recovery coaches, recovery hubs, Community Health Workers, harm reduction service providers) to help individuals find and navigate treatment and recovery services. In addition, we will collaborate with the HealthySV Coalition and SVORN to increase prevention efforts, reduce substance use among community members, and strengthen linkages between community partners. Partnerships with community consortiums, coalitions, and networks (e.g., CARA Local Drug Crisis Grant, RCORP) to support and strengthen collaboration for prevention and reduction of substance use among youth will be engaged.

Population of focus

Sebasticook Valley residents disproportionately affected by substance use disorders.

Health Priorities Not Addressed

Northern Light Sebasticook Valley Hospital considered all priorities identified in the Shared CHNA, as well as other sources, through an extensive review process. Priorities not selected, due to a variety of reasons are listed below:

- Access to care: Access to care was not selected as an independent priority of focus as many of our efforts identified in our strategy are connected to access issues. In addition, our hospital has current initiatives that are ongoing and part of our continual mission to improve access to care such as provider recruitment, engagement of navigators or the equivalent, and other efforts that support this priority.

Conclusion

Northern Light Sebasticook Valley Hospital is thankful for the participation and support of our community members and many area organizations in the Shared CHNA process and for contributing their knowledge of local community health needs. Through existing and future partnerships, collaborative efforts will be essential in addressing the identified community health strategies prioritized within.

Northern Light Sebasticook Valley Hospital will engage in another Shared CHNA in 2025 and looks forward to ongoing community participation in these important efforts.

Appendix

Evaluation of Impact

Progress report on selected priorities from Northern Light Sebasticook Valley Hospital's last (2019) Community Health Needs Assessment.

Northern Light Health and Northern Light Sebasticook Valley Hospital are committed to promoting a culture of community stewardship and partnering together with community stakeholders to address high priority health issues. To do so effectively, we regularly monitor the effect of our community health efforts and make this information widely available to our communities in the form of annual Community Benefit statements, and this triennial Community Health Strategy report. The following annual Progress Report to Our Community provides a summary evaluation of impact of the actions taken by Sebasticook Valley Hospital to address community health priorities adopted in 2019.

Measuring and reporting on progress is critical to making a difference in the communities we serve, and in the lives of those we care for. The following annual Progress Reports to Our Community are provided for:

- Progress Report to Our Community Fiscal Year 2020
- Progress Report to Our Community Fiscal Year 2021
- Progress Report to Our Community Fiscal Year 2022 (*will be included upon availability*)

For additional information, visit <https://northernlighthealth.org/2019-Community-Health-Strategy>.

Fiscal Year 2020

PROGRESS REPORT TO OUR COMMUNITY

Addressing community health needs




Northern Light
Sebasticook Valley Hospital

Progress report update

FY 2020 Progress Report

Priority #1: Social Determinants of Health – Social Needs

Objective: Increase the number of sites implementing screening and referral for health-related social needs from zero to three by 9/30/20.

Status: Foundational work completed

Strategy to achieve the objective (approaches taken, and resources used): In fiscal year 2020 (FY20), Northern Light Seabasticook Valley Hospital participated on a Northern Light Health systemwide Social Determinants of Health (SDOH) workgroup responsible for developing, implementing, and monitoring the effectiveness of a system approach to SDOH screening and intervention inclusive of food security and other social needs. To date, the workgroup's focus has been on the identification of the SDOH screening and referral process, local resource development, provider training and education requirements for the screening tool's implementation, quality review and management of these efforts. Northern Light defined SDOH screening and intervention as a strategic priority to improve the health of the patients it serves.

In addition, Seabasticook Valley Hospital utilized our patient navigator to meet patients' social needs by ensuring they had access to transportation, heat assistance, housing, employment, and reduce food insecurity through the physician food bag program.

Partners engaged: Northern Light Seabasticook Valley Hospital partnered with the following entities on this priority:

- Northern Light AR Gould Hospital
- Northern Light Beacon Health
- Northern Light Blue Hill Hospital
- Northern Light CA Dean Hospital
- Northern Light Eastern Maine Medical Center
- Northern Light Home Care & Hospice
- Northern Light Inland Hospital
- Northern Light Maine Coast Hospital
- Northern Light Mayo Hospital
- Northern Light Mercy Hospital
- Northern Light Primary Care, Clinton
- Northern Light Primary Care, Newport
- Northern Light Primary Care, Pittsfield
- Penquis Community Action Program
- Kennebec Valley Community Action Program
- Kohl's Grant
- Cross Road Case Management
- Hospice Volunteers of Somerset County

Highlights: In FY20, Northern Light Seabasticook Valley Hospital, as part of the Northern Light systemwide SDOH workgroup, engaged in literature reviews and outreach efforts to other healthcare system's efforts in

this realm to learn about the successes and challenges related to this type of screening effort that will ultimately help to inform how we will operationalize this effort throughout our system.

Outcome measure: Currently, SDOH screenings have been implemented at all three provider sites at Northern Light Sebasticook Valley Primary Care Practices in Clinton, Newport, and Pittsfield. We are also working within Northern Light as a system, to define a standard process for SDOH screening and intervention. The system goal has not been fully realized.

In addition, Sebasticook Valley Hospital provided 220 community members with referral services that support social needs. The Sebasticook Valley Hospital patient navigator referred 14 community members to either Penquis Community Action Program or Kennebec Valley Community Action Program for heating assistance. We referred six patients experiencing transportation barriers to both Kennebec Valley Community Action Program and Hospice Volunteers of Somerset County. Our patient navigator distributed 18 food bags to those experiencing food insecurity through the Good Shepherd Food Bank physician bag program. We partnered with Cross Roads Case Management to find housing accommodations for 12 patients. We also offered other social support services that included medication assistance to 24 patients, free healthcare services to 51 patients, and dental assistance to three patients.

Project lead: Paul Arsenault, vice president, Primary Care and Specialty Care; Trudy Richmond, RN, primary care nurse team coordinator

Next steps: In FY21, Northern Light Sebasticook Valley Hospital will continue participating in the SDOH workgroup through Northern Light Health. The group will proceed with identifying the specific social needs to be recommended for inclusion in the system screening process. The group will also continue discussions and planning for provider education efforts to increase understanding of SDOH and current development of Northern Light screening and intervention protocol. We anticipate roll-out implementation of the SDOH screening efforts to take place in the coming year. In addition, we'll also continue to consider COVID-related changes to primary care and how these may impact feasibility and provider/patient receptiveness of SDOH screening and referral.

Priority #2: Substance Use

Objective: Increase the number of partnerships with community-based substance use prevention efforts from 6 to 12 by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Sebasticook Valley Hospital partnered with Healthy SV Coalition to distribute prescription drug safety educational materials to local school departments, healthcare facilities and law enforcement agencies. Sebasticook Valley Hospital and Healthy SV Coalition organized and held a Prescription Drug Take Back Day initiative with the Pittsfield Police Department and Somerset County Sheriff Department. The Healthy SV Coalition also distributed prescription drug safety educational materials through Etna-Dixmont School, Pittsfield Public Library, Hartland Public Library, and the Newport Cultural Center through their summer grab and go programs. We also partnered with TownSquare Media to promote prescription drug safety through a digital media campaign. Sebasticook Valley Hospital also partnered with Pittsfield Police Department and

Northern Light Primary Care practices to create prescription drug safety educational videos that promote monitoring, securing, and safely disposing unwanted or expired prescription medications.

Partners engaged: Northern Light Sebasticook Valley Hospital partnered with the following entities on this priority:

- MSAD #53
- RSU #19
- Maine Central Institute
- Caravel Middle School
- Pittsfield Police Department
- Somerset County Sheriff Department
- Healthy SV Coalition
- Northern Light Primary Care, Clinton
- Northern Light Primary Care, Newport
- Northern Light Primary Care, Pittsfield
- Pittsfield Public Library
- Hartland Public Library
- Newport Cultural Center
- Etna-Dixmont School
- TownSquare Media

Highlights: In FY20, Northern Light Sebasticook Valley Hospital promoted prescription drug safety educational materials through various prevention partnerships to encourage monitoring, securing, and safely disposing of unwanted or expired prescription medications. We collaborated with Pittsfield Police Department and Northern Light Primary Care to produce short educational videos for community members with the purpose of creating community action to reduce prescription drug misuse within the home.

Outcome measure: In FY20, Northern Light Sebasticook Valley Hospital reached 6,276 community members through 13 community-based prevention partnerships. We partnered with Pittsfield Police Department and Somerset County Sheriff Department to conduct a Prescription Drug Take Back Day that collected over 113 pounds of unwanted or expired prescription drugs. Somerset County Sheriff Department conducted a mobile unit in coordination with Prescription Drug Take Back Day in order to aid those individuals within the greater Pittsfield area experiencing transportation barriers. Sebasticook Valley Hospital partnered with Healthy SV Coalition to distribute prescription drug safety educational materials to 140 parents, caregivers, and/or grandparents to ensure that they are safely monitoring, securing and disposing of unwanted or expired medications. We partnered with TownSquare Media to host a digital media campaign that reached over 180,000* community members (*doesn't mean unique individuals). This campaign highlighted the importance of reducing youth prescription drug misuse in the home during COVID-19, by ensuring families were monitoring and securing their prescription medications. We also partnered with Pittsfield Police Department and Northern Light Primary Care to create prescription drug safety educational videos to promote monitoring, securing, and safely disposing unwanted or expired prescription medications. These educational videos reached 4,721 community members. Finally, we partnered with RSU #19 and MSAD #53 to distribute 1,325 academic calendars to families and caregivers within the area to prepare families when addressing and reducing youth substance use.

Project lead: Jessica Ouellette, Drug Free Communities project coordinator

Next steps: In FY21, Northern Light Seabasticook Valley Hospital will partner with local community organizations and schools to secure grants and expand substance use prevention efforts. We will also provide community trainings to reduce stigma and bias surrounding substance use disorder.

Priority #3: Mental Health

Objective: Increase educational programs to raise awareness, readiness and access to mental health services from 8 to 12 by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Seabasticook Valley Hospital partnered with Healthy SV Coalition to coordinate and conduct the National Alliance of Mental Illness (NAMI) Maine presentations on “Ending the Silence” for Maine Central Institute staff and students. We also partnered with the Healthy SV Coalition to distribute activity boxes to students at MSAD #53 and Caravel Middle School. Seabasticook Valley Hospital distributed behavioral health guides; academic calendars that address youth mental health to families at two local school districts; and distributed mental health resource guides to caregivers through the school meal program. We also partnered with Pittsfield Public Library, Hartland Public Library, Newport Cultural Center, Etna-Dixmont School, and MSAD #53 to distribute weekly craft n’ go bags for youth in the area. Seabasticook Valley Hospital also partnered with Northern Light Acadia Hospital to promote suicide prevention and mental health awareness through the Acadia CARES program. Acadia CARES (Child-Adolescent Resource and Educational Series) highlights crucial youth mental health and wellness topics like anxiety, anti-bullying, sexual identity, substance use, eating-disorders, and resiliency. This resource gives parents and/or caregivers the tools and resources to navigate youth through these adolescent experiences.

Partners engaged: Northern Light Seabasticook Valley Hospital partnered with the following entities on this priority:

- National Alliance of Mental Illness (NAMI) Maine
- Maine Central Institute
- Healthy SV Coalition
- RSU #19
- Northern Light Acadia Hospital/Acadia CARES program
- MSAD #53
- Caravel Middle School
- Pittsfield Public Library
- Hartland Public Library
- Etna-Dixmont School
- Newport Cultural Center

Highlights: In FY20, Northern Light Seabasticook Valley Hospital reached community members in different ways despite the challenges of COVID-19. We recognized how detrimental COVID-19 had been to local community members and discovered creative ways to address mental health concerns by incorporating the mental health resource guide into the school meal program, creating socially distanced craft ‘n go bags for youth, and promoting Acadia CARES program on social media platforms..

Outcome measure: In FY20, Northern Light Sebasticook Valley Hospital reached 4,406 community members through 13 mental health awareness initiatives. We partnered with National Alliance of Mental Illness (NAMI) Maine to train 400 students on mental health awareness, coping skills, and reducing stigma through the “Ending the Silence” presentation at Maine Central Institute. Sebasticook Valley Hospital partnered with Healthy SV Coalition to distribute 60 behavioral health guides to local school departments, law enforcement officials, and healthcare facilities. Healthy SV Coalition collaborated with MSAD #53 and RSU #19, local school districts in the area, to distribute 1,325 academic calendars that address stress, anxiety and other youth mental health topics to families and caregivers. We also partnered with Healthy SV Coalition, MSAD #53, RSU #19, RSU #87, Pittsfield Public Library, Hartland Public Library, and Newport Cultural Center to address youth mental health through programs such as activity boxes, craft n’ go bags, virtual paint parties, and stress less kits reaching over 800 youth and their families. Sebasticook Valley Hospital also reached nearly 150 community members through the promotion of the Acadia CARES program on the Healthy SV Coalition social media page.

Project lead: Jessica Ouellette, Drug Free Communities project coordinator

Next steps: In FY21, Northern Light Sebasticook Valley Hospital will continue its partnership with National Alliance of Mental Illness (NAMI) Maine to host mental health first aid trainings, promote the Acadia CARES program, and will continue to distribute behavioral health resource guides to local school departments, healthcare facilities, local law enforcement agencies, and other local organizations.

Priority #4: Social Determinants of Health – Food Insecurity

Objective: Increase the number of patients screened for food insecurity and referred to community resources from 13,000 to 13,500 by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Sebasticook Valley Hospital exceeded our goal of 13,500 patients screened. Even with the COVID-19 crisis, when our offices were closed, we were able to provide for our patients. In addition, we added a primary care practice to our organization in FY20, which sparked an increase in patient screenings.

Partners engaged: Northern Light Sebasticook Valley Hospital partnered with the following entities on this priority:

- Northern Light Primary Care, Clinton
- Northern Light Primary Care, Newport
- Northern Light Primary Care, Pittsfield
- NLSVH Patient Navigator
- Good Shepherd Food Bank

Highlights: In FY20, Northern Light Sebasticook Valley Hospital was able to expand our patient numbers when a primary care practice in the area joined Northern Light Health. Though the COVID-19 pandemic was a challenge, and continues to affect our communities, Sebasticook Valley Hospital has been able to meet our goal and continue to increase our patient numbers.

Outcome measure: In FY20, Northern Light Seabasticook Valley Hospital exceeded our goal of 13,500 patients screened. We were able to screen 22,437 patients. We screened at four primary care offices. The number of patients increased as our access to care expanded with a new office.

Project lead: Sharon Kimball, community health specialist

Next steps: In FY21, Northern Light Seabasticook Valley Hospital will continue to screen patients for food insecurity by increasing our goal and maintaining a partnership with Good Shepherd Food Bank.

Priority #5: Older Adult Health/Healthy Aging

Objective: Increase initiatives to promote end-of-life and palliative care options from zero to one by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Seabasticook Valley Hospital worked with primary care providers to integrate advanced care planning directives into the patient electronic health record. Seabasticook Valley Hospital's palliative care team hosted an information table at the annual Community Health Fair to increase awareness and understanding of palliative and end-of-life care and options to community members. We invited the Newport Women's Club to hear topics related to advance healthcare planning and spoke with patients at the primary care practices about palliative care and end-of-life options. We partnered with Northern Light Eastern Maine Medical Center to have palliative care providers present at the Mid-Maine Regional Conference about end-of-life care and options.

Partners engaged: Northern Light Seabasticook Valley Hospital partnered with the following entities on this priority:

- Northern Light Seabasticook Valley Hospital primary care providers
- Northern Light Seabasticook Valley Hospital health and wellness educator
- Newport Women's Club
- Northern Light CA Dean Hospital
- Northern Light Eastern Maine Medical Center
- Northern Light Inland Hospital
- Northern Light Mayo Hospital

Highlights: In FY20, Northern Light Seabasticook Valley Hospital established an advance care planning team that met regularly to coordinate and organize end-of-life and palliative care and options. Our palliative care team hosted an information table at the Seabasticook Valley Hospital Community Health Fair to increase awareness and understanding of palliative and end-of-life care. During the health fair, the Seabasticook Valley Hospital palliative care team spoke with 20 community members and handed out 30 palliative care educational materials. Our palliative care team and our health and wellness educator hosted a lunch and learn for 15 members of the Newport Women's Club to increase awareness and understanding of advance directives, how to start the conversation about end-of-life care, to answer questions, and we were able to build relationships to better serve individuals in the future, if the need arises. Seabasticook Valley Hospital's palliative care team partnered with Northern Light Eastern Maine Medical Center to host an educational presentation about end-of-life care during the Mid-Maine Regional Conference in which 35 providers were present from Pittsfield, Waterville, Dover-Foxcroft, and Greenville.

Outcome measure: In FY20, Northern Light Sebasticook Valley Hospital reached 129 individuals within the community to increase awareness and understanding of palliative and/or end-of-life care and options. Our palliative care team reached 59 patients through the primary care practices to increase awareness and understanding of palliative and end-of-life care and options. We hosted two community events and reached 35 community members to discuss and increase understanding of palliative care options. Sebasticook Valley Hospital partnered with Northern Light Eastern Maine Medical Center to host an educational presentation on end-of-life care and options to train 35 local providers at the Mid-Maine Regional Conference.

Project lead: Sherry Tardy, director of community health

Next steps: In FY21, Northern Light Sebasticook Valley Hospital will continue to implement patient and community education to increase awareness and understanding of palliative and end-of-life care and options.

Conclusion

Northern Light Sebasticook Valley Hospital continues work on identified priorities through its Community Health Strategy and is thankful for the participation and support of our community members and many area organizations for contributing their knowledge of local community health needs related to our priorities of action. Through existing and future partnerships, collaborative efforts are essential in addressing the identified community health strategies prioritized within.

Fiscal Year 2021

PROGRESS REPORT TO OUR COMMUNITY

Addressing community health needs



Northern Light
Sebasticook Valley Hospital

Progress report update

FY 2021 Progress Report

Priority #1: Social Determinants of Health – Social Needs

Objective: Increase the number of sites implementing screening and referral for health-related social needs from three to four by 9/30/21.

Status: In progress

Strategy (approaches taken, and resources used) and highlights from this effort: In fiscal year 2021 (FY21), Northern Light Seabasticook Valley Hospital participated in the Northern Light Health Social Determinants of Health (SDOH) system workgroup, which met bi-weekly through November 2020. The workgroup suspended meetings after this date to accommodate new system-level SDOH efforts. In January 2021, Northern Light activated four critical path project teams to plan and operationalize a system approach to identifying patients with social health needs. These groups oversaw standardization of the Cerner Social History Tool in the medical record, which will ensure patient demographics and health history are documented in a consistent fashion across all Northern Light member hospitals. The existing “Food Insecurity” form in Cerner was then updated to include six additional evidence-based questions to assess patients’ housing status and safety, transportation, utilities, daily activities, and isolation. The updated screening form aligns with most of the recommendations developed by the SDOH workgroup members. Both the “SDOH Screening” form and the updated Social History Tool went live in Cerner on 5/18/21 and are now available for use. Additional efforts during this year included foundational work to operationalize the Social Vulnerability Index and developing recommendations for implementation of a social care network platform (called Aunt Bertha). These additional Cerner functions are slated to go live in fiscal year 2022 (FY22) and will provide Northern Light with enhanced ability to understand social needs by populations and geographic location and provide seamless patient referrals to community-based organizations for assistance with social needs. Moving forward, the SDOH workgroup will be re-established in FY22 as the “SDOH Team” and report to Northern Light’s Quality Council and will be responsible for developing, implementing, monitoring, and evaluating the effectiveness of the system’s implementation of SDOH screening and intervention.

In addition, the hospital utilized its patient navigator to refer patients to social needs services in the area to help connect patients to housing, transportation, heating assistance, and food resources. The hospital has an internal referral process to the patient navigator through Cerner, which helps patients to receive additional care beyond the medical facility to address social needs.

Partners engaged: Seabasticook Valley Hospital partnered with the following Northern Light members on this priority:

- Acadia Hospital
- AR Gould Hospital
- Beacon Health
- Blue Hill Hospital
- CA Dean Hospital
- Eastern Maine Medical Center
- Home Care & Hospice
- Inland Hospital
- Maine Coast Hospital

Outcome measure: In FY21, Seabasticook and other member hospitals were unable to initiate SDOH screening and meet the projected targets. This was an accepted outcome of the Northern Light system-led SDOH efforts, which were initiated after the FY20 community health improvement plan's activities and targets had been established. Ultimately, several key system outcomes were met during this period, including standardization of how and where SDOH information is documented within the electronic health record and adoption of a standard SDOH screening form. This provides a successful foundation for SDOH efforts moving forward. While screening has occurred, as a result of inclusion on standard patient rooming workflows, the reporting capability screening rates and/or results will be completed by Information Systems following additional auditing and mapping of appropriate Cerner concepts and data.

In addition, the hospital's patient navigator was able to refer 188 patients to social needs services. They referred 29 patients to heating assistance, 79 patients to food assistance, 35 patients to transportation resources, 28 patients to support for stable housing, and provided 38 food bags to patients who screened positive for food insecurity. The primary care offices referred seven patients to dental care services.

Project lead: Sherry Tardy, director of Business Development and director of Community Health

Next steps: In FY22, Seabasticook Valley Hospital will participate in SDOH system workgroup efforts to operationalize SDOH screening within practice locations, as well as contribute to development of the metrics that will be used to report and evaluate SDOH screening reach and effectiveness. Member hospitals will have a key role in supporting the implementation of Aunt Bertha, primarily through completing an inventory of existing community resources and referral partners and conducting a community resource gap analysis to identify potential weaknesses in their local community services networks. These activities are proposed Key Performance Indicators in the FY22 Annual System Goals and will inform the development of the resource directory within Aunt Bertha. Additionally, member hospitals will have an opportunity to participate in SDOH quality improvement initiatives as part of a recent award to Northern Light Health. This grant, provided through a collaboration between Pfizer, Inc., and the Institute for Healthcare Improvement, will support discrete quality improvement projects to understand and improve SDOH screening and referral workflows.

Priority #2: Substance Use

Objective: Maintain the number of partnerships with community-based substance use prevention efforts from 12 to 12 by 9/30/21.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Seabasticook Valley Hospital partnered with the Pittsfield Police Department and HealthySV Coalition to host bi-annual prescription Drug Take Back day events. The hospital also partnered with HealthySV Coalition, Palmyra Baptist Soup Kitchen, Pittsfield Fire Department, Pittsfield Police Department, Good Shepherd Food Bank, Kennebec Valley Community Action Program, Greater Pittsfield Area Kiwanis Club, Pittsfield Elks Lodge, St. Albans Community Center, and Pittsfield Summer Concert Series to distribute prescription drug safety

educational materials to community members in the Sebasticook Valley region. They also partnered with HealthySV Coalition, MSAD #53, Maine Central Institute, Pittsfield Police Department, local healthcare providers, local community action program, and RSU #19 to write and apply for a five-year Comprehensive Addiction and Recovery Act (CARA) Local Drug Crisis Grant to address and prevent youth opioid use and/or prescription drug misuse in the Sebasticook Valley region. The hospital and local community partners received the CARA Local Drug Crisis Grant funding to continue prevention work to address youth opioid use and/or prescription drug misuse. Sebasticook Valley Hospital coordinated a Drug Identification Training for local school staff members presented by Maine State Police Troop C. The hospital partnered with Northern Light Acadia Hospital to host virtual Stigma and Bias Training for providers and non-clinical staff at four primary care locations and one specialty care location to reduce stigma associated with treating patients with substance use disorder. Lastly, the hospital partnered with HealthySV Coalition to provide seven alternative activities for youth to promote drug-free living; provided rice socks to community members as an alternative to pain management; and hosted one puppet show for youth in the community to promote drug-free living.

Partners engaged: Sebasticook Valley Hospital partnered with the following entities on this priority:

- Annie-Bauchman, community member
- Good Shepherd Food Bank
- Greater Pittsfield Area Kiwanis Club
- HealthySV Coalition
- Kennebec Valley Community Action Program
- Maine Central Institute
- Maine State Police Troop C
- MSAD #53
- Newport Cultural Center
- Northern Light Acadia Hospital
- Northern Light Primary Care (Newport Triangle, Newport Plaza, Pittsfield, Clinton)
- Northern Light Specialty Care (Detroit)
- Palmyra Baptist Soup Kitchen
- Pittsfield Elks Lodge
- Pittsfield Fire Department
- Pittsfield Police Department
- Pittsfield Summer Concert Series
- RSU #19
- Somerset County Sheriff's Department
- St. Albans Community Center
- The Cool Bus

Outcome measure: In FY21, Sebasticook Valley Hospital utilized 17 community partnerships to promote substance use prevention efforts to reach 2,019 community members in the region. The hospital distributed 1,036 prescription drug educational materials to community members. They held two trainings for local school department staff and local healthcare providers, reaching 66 individuals and participated in a community event distributing rice socks for pain management and prescription drug safety educational materials, reaching 107 community members. The hospital utilized community partnerships to host seven alternative activities for youth and their families to promote drug-free living, reaching 770 community members and partnered with Pittsfield Police Department to host bi-annual prescription Drug Take Back day events that collected 86 pounds of unwanted or expired medications.

Project lead: Jessica Ouellette, community health coordinator

Next steps: In FY22, Seabasticook Valley Hospital will continue to participate in local Drug Free Communities, Rural Communities Opioid Response Coalition, or other coalitions to support and strengthen collaboration for prevention and reduction of substance use in the Seabasticook Valley region.

Priority #3: Social Determinants of Health – Food Insecurity

Objective: Increase the number of patients screened for food insecurity and referred to community resources from 13,500 to 14,000 by 9/30/21.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Seabasticook Valley Hospital doubled its goal of screening 14,000 patients with 28,422 patients screened. Part of the increase could be attributed to the continuing COVID-19 pandemic and growing social needs. Cerner, our medical record platform, now includes the food insecurity questions during patient intake. This likely had a positive impact in tracking the number of screenings conducted.

Partners engaged: Seabasticook Valley Hospital partnered with the following entities on this priority:

- Good Shepherd Food Bank
- Piscataquis Regional Food Pantry
- Northern Light Primary Care practices (Pittsfield, Newport Triangle, Clinton, Newport Plaza)
- Seabasticook Valley Hospital's patient navigator

Outcome measure: In FY21, Seabasticook Valley Hospital's four primary care practices utilized the two-question food insecurity screening tool. The number of patients screened was 28,422.

Project lead: Sharon Kimball, community health specialist

Next steps: In FY22, Seabasticook Valley Hospital will continue to screen patients for food insecurity by increasing our goal and working to identify an inventory of community resources and referral partners.

Priority #4: Mental Health

Objective: Increase educational programs to raise awareness, readiness, and access to mental health services from four to six by 9/30/21.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Seabasticook Valley Hospital partnered with Northern Light Acadia Hospital to present Acadia CARES (Child-Adolescent Resource and Education Series) to increase awareness of suicide prevention and mental health resources. Acadia Hospital also partnered with Seabasticook Valley Hospital and Cianbro to provide mental health awareness presentations to all Cianbro employees during their safety week. The Pittsfield hospital partnered with National Alliance of Mental Illness Maine to host mental health first aid training to community members and Maine Resilience Building Network to conduct two Adverse Childhood Experience trainings to local school department staff members. They partnered with HealthySV Coalition to distribute stress less kits to local school departments; promote mental health awareness through the distribution of academic

calendars; hosted quarterly book clubs with local school department staff to enhance skills around mental health awareness; and partnered with Etna-Dixmont School to hand out grab-and-go crafts to local youth to promote mental health. The hospital partnered with Mr. Sean Presents to host mental health presentations to local youth about how to express emotions and cope with negative feelings. Lastly, they partnered with Kohl's Grant and Maine Central Institute to host family game nights and develop talking points to increase awareness of mental health and improve familial bonds.

In FY21, Sebasticook Valley Hospital continued to experience challenges due to the COVID-19 pandemic. They recognized how detrimental COVID-19 has been to local community members and discovered creative ways to address mental health concerns by creating socially distanced craft-and-go bags for youth and utilized virtual platforms to host educational presentations to increase mental health awareness.

Partners engaged: Sebasticook Valley Hospital partnered with the following entities on this priority:

- Cianbro
- Etna-Dixmont School
- HealthySV Coalition
- Hometown Health Center
- Kennebec Valley Community Action Program
- Kohl's Grant
- Maine Central Institute
- Maine Resilience Building Network
- Mr. Sean Presents
- MSAD #53
- National Alliance of Mental Illness Maine
- Newport Cultural Center
- Northern Light Acadia Hospital
- Paul E. Bertrand Pool
- Palmyra Baptist Soup Kitchen
- Pittsfield Public Library
- RSU #19
- Somerset Public Health

Outcome measure: In FY21, Sebasticook Valley Hospital reached 1,685 community members by partnering on 17 mental health awareness initiatives. Included were four educational presentations with Acadia Hospital, Cianbro, Mr. Sean Presents, Kennebec Valley Community Action Program, and Somerset Public Health. These mental health educational presentations reached 154 community members. The hospital partnered with National Alliance on Mental Illness Maine to host one Mental Health First Aid Training for 14 local community members, and with Maine Resilience Building Network to host two Adverse Childhood Experience trainings for six local school department staff. They partnered with HealthySV Coalition to host quarterly book clubs with 12 local school department staffs to support mental health awareness efforts and distributed 69 academic calendars and 56 behavioral health guides to local community members to raise awareness and promote access to behavioral health services within the Sebasticook Valley region. HealthySV Coalition also distributed weekly grab-and-go craft bags during the summer, reaching 880 youth. Each week the bags were filled with crafts to reduce stress and increase mental health awareness through the distribution of resources. HealthySV Coalition distributed 200 stress less kits to youth at MSAD #53 and Maine Central Institute to promote healthy ways to manage stress and encourage youth to comfortably talk about their mental health.

Project lead: Jessica Ouellette, community health coordinator

Next steps: In FY22, Seabasticook Valley Hospital will continue to implement and/or support community efforts to increase suicide awareness and promote availability of appropriate health resources within the Seabasticook Valley region.

Priority #5: Older Adult Health/Healthy Aging

Objective: Maintain initiatives to promote end-of-life and palliative care options from one to one by 9/30/21.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Seabasticook Valley Hospital partnered with two primary care providers to increase patient education and raise awareness of palliative and end-of-life care. The primary care providers offered direct education to patients during visits and provided Advance Directives trainings for local registered nurses, care managers, physician assistants, and providers to increase their awareness of options and increase their comfort when talking to their patients about palliative care and end-of-life options.

Partners engaged: Seabasticook Valley Hospital partnered with the following entities on this priority:

Beacon Care Manager

Northern Light Primary Care (Pittsfield and Newport)

Outcome measure: In FY21, Seabasticook Valley Hospital raised awareness and promoted palliative care and/or end-of-life options through one initiative reaching 32 community members. The hospital has two primary care providers who offered education on palliative care and/or end-of-life options to patients during annual visits and by training other providers and care managers how to comfortably talk to their patients about Advance Directives.

Project lead: Sherry Tardy, director of Business Development and director of Community Health

Next steps: In fiscal year 2022, Seabasticook Valley Hospital will continue to implement patient education to increase awareness and understanding of palliative and/or end-of-life care and options. The hospital will also continue to implement provider education to increase awareness of palliative and/or end-of-life care options and increase skills with communicating options to patients.

Conclusion

Northern Light Seabasticook Valley Hospital continues work on identified priorities through the Community Health Strategy and is thankful for the participation and support of our community members and many area organizations for contributing their knowledge of local community health needs related to our priorities of action. Through existing and future partnerships, collaborative efforts are essential in addressing the identified community health strategies prioritized within.