

Fiscal Year 2019

# Progress report to our community

Addressing community health needs



**Northern Light**<sup>SM</sup>

Eastern Maine Medical Center

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Tim Dentry  
Interim President  
Eastern Maine Medical Center

Our new brand, Northern Light Health, is now in its second year of existence and the changes are evident at Northern Light Eastern Maine Medical Center. With increased clinical connections to our fellow Northern Light Health organizations, we are making strides to lead Maine on a path to better health.

In 2016, EMHS partnered with three other Maine healthcare systems and the Maine Center for Disease Control and Prevention to create a Community Health Needs Assessment (CHNA). We used that assessment along with public input to develop a three-year strategy to improve the health and well-being of the communities that we serve.

This report is an update on the progress of that community health improvement plan for fiscal year 2019, which is the final year of our three-year plan. Northern Light Eastern Maine Medical Center has its own unique set of priorities that we are addressing, including:

- Substance use disorder
- Obesity
- Health literacy

We are also working together with other Northern Light Health members throughout the state to prevent and treat opioid addiction and to improve access to healthy food for patients, families, and communities.

As Northern Light Eastern Maine Medical Center, we are inspired by the resiliency of the people we serve, and we look forward to helping them, and the community at large, become healthier and more productive in the year ahead. We will do that by constantly imagining new ways to provide care and continuing to engage our communities in health and wellness outreach.

Sincerely,

Tim Dentry  
SVP, Chief Operating Officer, Northern Light Health  
Interim President, Northern Light Eastern Maine Medical Center

# Progress report update

## FY 2019 Progress Report

### Priority #1: Substance use disorder

**Objective:** By September 30, 2019, 35% of in-patient prescriptions at discharge for acute pain will be 24 tablets or less in all Eastern Maine Medical Center service groups and 100% of all prescriptions for acute pain will be for seven days or less.

**Status:** Completed

**Approaches taken and resources used:** In fiscal year 2019 (FY19), Northern Light Eastern Maine Medical Center continued education of its providers and worked with the Maine Prescription Monitoring program to get provider-specific data available to the chief medical officer.

**Partners engaged:** Northern Light Eastern Maine Medical Center partnered with the following entities on this priority:

Maine Prescription Monitoring Program

**Highlights:** In FY19, Northern Light Eastern Maine Medical Center exceeded their target goal of 35%.

**Outcome Measure:** In FY19, the outcome measure for this priority's objective achieved by Northern Light Eastern Maine Medical Center was 81% at all nine service groups.

**Project Lead:** James Jarvis, MD, FAAFP, Senior Physician Executive

**Next Steps:** In fiscal year 2020 (FY20), Northern Light Eastern Maine Medical Center will continue this work outside of this specific priority reporting. During the next three years, we plan to focus on our chosen priority areas of work within our 2019 Community Health Strategy.

## FY 2019 Progress Report

### Priority #2: Obesity

**Objective:** Remove all beverages that have 40 or more calories per serving from all State Street hospital campus-based foodservice and retail environments on January 1, 2019 (includes The Maine Café, Riverview Café, Miller Drug, Lori's Gifts, and vending machines).

**Status:** Foundational work started

**Approaches taken and resources used:** In FY19, Northern Light Eastern Maine Medical Center performed the foundational work on this initiative, which is becoming a cornerstone for a larger healthcare system initiative under the "Real. Easy. Good." program.

**Partners engaged:** Northern Light Eastern Maine Medical Center partnered with the following entities on this priority:

Northern Light Health Home Office and other member organizations

**Highlights:** In FY19, Northern Light Eastern Maine Medical Center developed a process to remove all beverages that have 40 or more calories per serving. This fostered awareness across the healthcare system to focus on reducing sugary beverages for the better health and well-being of our staff.

**Outcome Measure:** In FY19, Northern Light Eastern Maine Medical Center focused on developing a future plan to align and educate staff and our community about the health risks of sugary beverages which will emphasize the "Real. Easy. Good." program that will be implemented in FY20.

**Project Lead:** Valerie Langbein, Director of Food and Nutrition Services

**Next Steps:** In FY20, Northern Light Eastern Maine Medical Center will focus on food insecurity to better meet the needs of our community and staff, as directed under our 2019 community health strategy.

## FY 2019 Progress Report

### Priority #3: Health literacy

**Objective:** Expand the health literacy program to two additional Northern Light Eastern Maine Medical services: Inpatient and Cancer Care of Maine (CCOM) care managers and social workers by offering health literacy services through their one-on-one patient interactions by the end of FY19.

**Status:** Completed

**Approaches taken and resources used:** In FY19, Northern Light Eastern Maine Medical Center partnered with Literacy Volunteers of Bangor to provide in-person education to our financial counselors, care management, and Northeast Cardiology's care managers. Brochures were distributed to 100% of inpatients in every "hospital to home" packet and the brochures are in every primary care practice. All materials, including hospital signage, have been updated to reflect the new brand.

**Partners engaged:** Northern Light Eastern Maine Medical Center partnered with the following entities on this priority:

Literacy Volunteers of Bangor

**Highlights:** In FY19, the financial counselors, care management, and Northeast Cardiology's care managers were trained in health literacy services. Brochures were distributed to 100% of inpatients in every "hospital to home" packet and the brochures are in every primary care practice. All materials, including hospital signage, have been updated to reflect the new brand. A secondary benefit to the in-person meetings was an opportunity on re-education for our interpreter services and available resources.

**Outcome Measure:** In FY19, Northern Light Eastern Maine Medical Center provided material to every inpatient admission through the Hospital to Home packet and educated key roles within the medical center on how to identify and refer patients with low literacy to Literacy Volunteers of Bangor. We plan to continue this through FY20 by focusing on these efforts within our emergency department, primary care, and our home health partners.

**Project Lead(s):** Tori Merry, Director of Patient Experience, Kris Currier, Specialist of Community Relations and Board President of Literacy Volunteers of Bangor, Care Manager Leaders and Social Worker Leaders for inpatient and Cancer Care of Maine.

**Next Steps:** In FY20, Northern Light Eastern Maine Medical Center plans to continue this effort by focusing on the emergency department, primary care, and our home health partners.

## FY 2019 Progress Report

### Systemwide priority: Opioid harm reduction – provider education

**Objective:** By September 30, 2019, Northern Light Eastern Maine Medical Center will maintain the number of provider sites providing patient education materials surrounding prescription drug safety.

**Status:** Completed

**Approaches taken and resources used:** In FY19, Northern Light Eastern Maine Medical Center continued to educate our patients who are on chronic opioid medication to be mindful of the complications and challenges with this medication. Primary Care providers have up to date CME requirements with the State of Maine and are focused on reducing the number of medications available to the community. All seven sites are on a single unified Electronic Health Record platform.

**Partners engaged:** Northern Light Eastern Maine Medical Center partnered with the following entities on this priority:

Patients, Acadia Behavioral Health Providers, and the Community Health Leadership Board

**Highlights:** In FY19, Northern Light Eastern Maine Medical Center focused on providing continued opioid education to all EMMC providers. Going forward, we will focus on providing more suboxone treatment for those who need it.

**Outcome Measure:** In FY19, Northern Light Eastern Maine Medical Center reached 1807 people at all seven primary care sites.

**Project Lead:** James Jarvis, MD, Senior Physician Executive

**Next Steps:** In FY20, Northern Light Eastern Maine Medical Center will continue this work outside of this specific priority reporting. During the next three years, we plan to focus on our chosen priority areas of work within our 2019 Community Health Strategy.

## FY 2019 Progress Report

### Systemwide priority: Healthy food access – healthy hospital food

**Objective:** Reformulate three recipes to improve the nutritional content of food options offered at foodservice venues (cafeteria, vending, catering), U.S. DHHS and CDC’s Health and Sustainability Guidelines for Federal Concessions and Vending Operations Guidelines by September 30, 2019.

**Status:** Completed

**Approaches taken and resources used:** In FY19, Northern Light Eastern Maine Medical Center focused on reformulating numerous recipes and improving the nutritional content of food options offered at foodservice venues.

**Partners engaged:** Northern Light Eastern Maine Medical Center partnered with the following entities on this priority:

Northern Light Eastern Maine Medical Center’s workplace diversity workgroup, and dietitians and Northern Light Mercy Hospital.

**Highlights:** In FY19, Northern Light Eastern Maine Medical Center created over 12 healthy recipes, which exceeded our initial goal of three recipes.

**Outcome Measure:** In FY19, Northern Light Eastern Maine Medical Center reformulated 12 healthy recipes while serving 10,000+ people weekly at four locations.

**Project Lead:** Valerie Langbein, RD, Director, Food and Nutrition

**Next Steps:** In FY20, Northern Light Eastern Maine Medical Center will focus on food insecurity to better meet the needs of our community and staff, as directed under our 2019 community health strategy. We will continue to create healthy recipes outside of this progress reporting.

## Conclusion

Northern Light Eastern Maine Medical Center 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.



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