

Fiscal Year 2021

PROGRESS REPORT TO OUR COMMUNITY

Addressing community health needs



Northern LightSM

Eastern Maine Medical Center

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Rand O'Leary, MSA, FACHE
President
Eastern Maine Medical Center

As 2021 nears an end, we approach 2022 with renewed hope, more resilience, and stronger community partnerships. Those partnerships have proven vital as the pandemic encumbered the gains we had made in Maine and nationally to address the opioid epidemic. Unemployment and food insecurity remain higher than pre-pandemic levels too.

The pandemic taught us to become even better at working together. We have renewed commitment to improving the social determinants of health, and we have better ways to reach people than ever before.

In 2019, Northern Light Health partnered with three healthcare systems and the Maine Center for Disease Control and Prevention to create a Community Health Needs Assessment (CHNA). We used that assessment and 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 our community health strategy for fiscal year 2021, representing the second year of our three-year health improvement plan. In addition to the extraordinary outreach and collaborative efforts during the coronavirus pandemic, Northern Light Eastern Maine Medical Center continues to engage in priority areas of work, including:

- Mental health
- Social determinants of health
- Substance use
- Access to care
- Physical activity, nutrition, weight

At the Medical Center, we know that our neighbors are looking for trusted places where they can go for personalized care that is exceptional—and we want them to choose us. We are determined to be the best option for them while continuing to collaborate with our community partners. I look forward to what we can accomplish in the months ahead.

Sincerely,

Rand O'Leary, MSA, FACHE
President, Northern Light Eastern Maine Medical Center

Progress report update

FY 2021 Progress Report

Priority #1: Mental Health

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

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In fiscal year 2021 (FY21), Northern Light Eastern Maine Medical Center scheduled training events with National Alliance on Mental Illness (NAMI) for employees. Training events were completed in May and June 2021 by NAMI.

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

- Northern Light Acadia Hospital
- National Alliance on Mental Illness

Outcome measure: In FY21, Northern Light Eastern Maine Medical Center tracked outcomes by the number of trained employees, 185 employees were trained across five primary care practices.

Project leads: Rick Redmond, AVP, Access and Service Line Development; Jesse Higgins, PMHNP, Director, NP-Psychiatry, IBH; Tammy Violette, RN, Director, Physician Practices/RN); Nicole Morse, RN, Manager, Family Medicine and Residency); Sarah Irving, MD, Medical Director, Family Medicine and Residency; Donna Ashe, Director, Primary Care; Lisa Billings-Lindsey, DO, Physician and Senior Lead, Primary Care.

Next steps: In fiscal year 2022 (FY22), Northern Light Eastern Maine Medical Center will maintain five educational programs to raise awareness, readiness, and access to mental health services through 9/30/2022.

Priority #2: Social Determinants of Health

Objective: Increase the number of patients screened for food insecurity and referred to community resources from 3,327 to 7,000 by 9/30/21.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Eastern Maine Medical Center took a multifactorial approach to this objective. The primary tactic in reducing food insecurity has been to focus on screening of patients, providing food bags in the moment, and connecting patients to resources. One location was added for active food insecurity screening, bringing the total number of practices screening patients for food insecurity to 23 practices. In addition, Eastern Maine Medical Center continued to grow the community garden at Northern Light Health Center, Union St. and set the produce on a table outside of the Family Medicine and Residency practice as openly available healthy and

fresh food. Leaders continued to volunteer at Good Shepherd Food Bank (GSFB). A total of 183.9 hours were donated by Northern Light Eastern Maine Medical Center staff to GSFB.

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

- Northern Light Health (IS support for screenings and reports)
- Good Shepherd Food Bank (providing food bags, training practices in partnership process)
- United Way of Eastern Maine (awarded \$2,500 toward food insecurity efforts with GSFB)

Outcome measure: In FY21, Northern Light Eastern Maine Medical Center tracked outcomes by the number of screenings conducted. 31,345 food insecurity screenings over 23 sites during quarter four, with 380 patients identified and 233 food bags distributed. For FY21, Northern Light Eastern Maine Medical Center far surpassed the goal of 7,000 screenings by conducting 125,130 total screenings and surpassed the goal of 13 sites by having a total of 23 sites screening patients and providing food bags provided by GSFB.

Project leads: Sarah Irving, MD, Medical Director, Family Medicine and Residency; Donna Ashe, Director, Physician Practices; Nicole Morse, RN, Manager, Family Medicine and Residency; Anne Marie Miller, LCSW, Social Worker, Cancer Care; Lisa Billings-Lindsey, DO, Physician Director, Primary Care; Carolyn Fetha, Director, Physician Practices.

Next steps: In FY22, Northern Light Eastern Maine Medical Center will increase the number of patients screened for food insecurity and referred to community resources by 7,000 and increase number of food bags given to patients who screen positive by 2%. In addition, Northern Light Eastern Maine Medical Center will continue to support alternative food options such as the community garden and Good Shepherd Food Bank.

Priority #3: Substance Use

Objective: Increase the number of Medication-Assisted Treatment options for opioid use readily available in local communities from three separate sites to four separate sites by 9/30/21.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Eastern Maine Medical Center increased from three to four sites offering medication-assisted treatment services. Eastern Maine Medical Center partnered with Northern Light Acadia Hospital and Bangor Area Recovery Network. A new physician at Northern Light Primary Care, Hampden, started in June, who completed a fellowship in addiction medicine and will begin providing MAT.

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

- Northern Light Acadia Hospital
- Bangor Area Recovery Network

Outcome measure: In FY21, Northern Light Eastern Maine Medical Center was able to provide Medication-Assisted Treatment (MAT) at four primary care sites throughout FY21 and provided a total of 170 referrals.

Project leads: Rick Redmond, AVP, Access and Service Line Development; Jesse Higgins, PNHNP, Director, NP-Psychiatry, IBH; Tammy Violette, RN, Director, Physician Practices/RN; Nicole Morse, RN Manager, Family Medicine and Residency; Sarah Irving, MD, Medical Director, Family Medicine and Residency; Donna Ashe, Director, Primary Care; Lisa Billings-Lindsey, DO, Senior Lead, Primary Care; Michael Melia, MD, Lead Physician, Emergency Medicine.

Next steps: In FY22, Northern Light Eastern Maine Medical Center will maintain five Medication-Assisted Treatment options for opioid use readily available in local communities through 9/30/2022.

Priority #4: Access to Care

Objective: To maintain the number of primary care locations accepting new patients at seven for the duration of FY21.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Eastern Maine Medical Center implemented more robust Telehealth, continued to remain open for patient care at all primary care and residency program sites, and continued rotation schedules for each practice taking new patients. This continues to work and has now become the standard of care for bringing in new patients.

Outcome measure: In FY21, Northern Light Eastern Maine Medical Center maintained all seven practices being open to new patients.

Project leads: Donna Ashe, Director, Physician Practices; Sarah Irving, MD, Medical Director, Family Medicine and Residency.

Next steps: In FY22, Northern Light Eastern Maine Medical Center will maintain the number of primary care locations accepting new patients (seven) through 9/30/2022.

Priority #5: Physical Activity, Nutrition, and Weight

Objective: Increase the number of evidence-based programs focused on increasing access to and availability of physical activity from three programs to four programs by 9/30/21.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Eastern Maine Medical Center prioritized outreach to school and communities virtually. In quarter four, two programs for school pre-season were conducted at Mattanawcook and Hampden Academies. A CPR/First Aid course was taught at Mattanawcook Academy for 10 individuals, and workout and educational sessions were conducted at Hampden Academy on 7/29/21 and 8/3/21 where 20 individuals participated. Northern Light

Eastern Maine Medical Center athletic trainers also attended the NCA Cheerleading Camp at Husson University and the MPA Lobster Bowl training camp over the summer.

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

- Bangor, Orono, Old Town, Lincoln, Corinth, Dexter, Pittsfield, Ellsworth, Hampden, Winterport, and Belfast school districts
- Colby College Track Coach Dave Cusano
- Husson NCA Cheerleading Camp
- Lobster Bowl training camp

Outcome measure: In FY21, Northern Light Eastern Maine Medical Center conducted a total of five programs over seven sites with a total of 1,382 participants.

Project leads: John P. Stowe, ATC, Program Manager, Sports Health; Monique Bolduc, Manager, Orthopedics

Next steps: In FY22, Northern Light Eastern Maine Medical Center will maintain five evidence-based programs focused on increasing access to and availability of physical activity through 9/30/2022.

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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