

Fiscal Year 2022

PROGRESS REPORT TO OUR COMMUNITY

Addressing community health needs



Northern LightSM

C.A. Dean Hospital

Table of Contents

Progress Report to Our Community

Introduction 2

Progress Report Update

Priority #1: Social Determinants of Health 4

Priority #2: Substance Use 5

Priority #3: Access to Care 6

Conclusion 6





Marie Vienneau, BSN, MHA, FACHE

President,
Northern Light CA Dean Hospital

Senior Vice President,
Northern Light Health

This past year, we not only continued our ongoing work to safeguard our communities from the COVID-19 pandemic, but we set our sights towards the future. We looked to build and improve upon the delivery of healthcare in Maine, and partnership is essential to this work; coming together to ensure our families, friends, and neighbors have access to the very best resources for generations to come.

While the pandemic still looms and may for quite a while, we will never stop looking forward and thinking strategically about addressing the most critical community health needs. 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 2022, representing the third year of our three-year health improvement plan. In addition to the extraordinary ongoing outreach and collaborative efforts during the coronavirus pandemic, Northern Light CA Dean Hospital continues to engage in priority areas of work, including:

- Social determinants of health
- Substance use
- Access to care

I hope you find the update contained in this report informative. If you ever have any questions, please don't hesitate to reach out to communitybenefits@northernlight.org. Lastly, we know our community trusts us to provide exceptional healthcare and resources that complement a healthy, enriched life, and we are dedicated to maintaining that trust through hard work and commitment to doing what's right for Maine. We look forward to our continued services in the months ahead.

Sincerely,

Marie Vienneau, FACHE
President, Northern Light CA Dean Hospital

Progress report update

FY 2022 Progress Report

Priority #1: Social Determinants of Health

Objective: Increase the number of sites implementing screening and referral for health-related social needs from zero to three by 9/30/22.

Status: In progress

Strategy (approaches taken, and resources used) and highlights from this effort: In fiscal year 2022 (FY22), Northern Light Health made significant progress in Social Determinants of Health (SDOH) screening and intervention. The Northern Light Health SDOH Team defined “completed” SDOH screening and established a system policy for minimum SDOH screening standards to provide consistency in screening guidelines. During the course of FY22, the SDOH Team worked with Information Systems to continually improve the SDOH Screening Tool based on user recommendations and will continue to manage user requests moving forward. SDOH team leaders worked with members of Northern Light Health Quality to develop an SDOH screening dashboard which provides real-time screening rates by member organization, practice, provider, and payor type, as well as prevalence of SDOH need from positive screening results. The dashboard is undergoing validation and is anticipated to be available in FY23. Northern Light Health achieved a significant milestone in responding to social health needs when the new Northern Light Health findhelp platform went live on September 13, 2022. Findhelp is a national social care network that will make it easier for patients and providers to find and connect with local resources. The platform is embedded within our electronic health record so that care teams can find and refer patients to resources and has a public portal that community members can access at any time.

Partners engaged: Northern Light CA Dean Hospital partnered with the following Northern Light members on this priority:

- Acadia Hospital
- AR Gould Hospital
- Beacon Health
- Blue Hill Hospital
- Eastern Maine Medical Center
- Home Care & Hospice
- Inland Hospital
- Maine Coast Hospital
- Mayo Hospital
- Mercy Hospital
- Sebasticook Valley Hospital

Outcome measure: System data for SDOH screening became available in December 2021 and revealed that 2.6% of patients had a completed SDOH screening within the past 12 months. By September 2022, this rate had increased to 8.2% with minimal education or promotion from the system. Among the five practices participating in the Institute for Healthcare Improvement/Pfizer, Inc. quality improvement project, average completed SDOH screenings among all five sites increased from 4.2% to 22.1%. This project demonstrated the

benefit of a quality improvement approach to increasing SDOH screening rates and lessons learned will inform best practices to be shared in fiscal year 2023.

Project lead: Megan Ryder, Director of Practice Management

Next steps: The Northern Light Health SDOH Team will continue to monitor and support improvements to SDOH screening and support efforts to increase availability of accurate and timely SDOH screening and results data. In fiscal year 2023 (FY23), Northern Light Health will focus on optimizing the Northern Light Health findhelp platform by increasing community partner awareness of and engagement with the platform. A Community Engagement Workgroup has been convened and will meet regularly to discuss and plan community outreach and engagement as part of the FY23 Community Health Improvement Plan goal of increasing community partner use of the platform.

Priority #2: Substance Use

Objective: Increase the number of partnerships with community-based substance use prevention efforts from zero to one by 9/30/22.

Status: In progress

Strategy (approaches taken, and resources used) and highlights from this effort: In FY22, Northern Light CA Dean Hospital continued to partner with Northern Light Mayo Hospital, the Piscataquis Youth Substance Use Prevention (PYSUP) Coalition and the Penquis District Coordinating Council on actions to reduce substance use among youth.

Partners engaged: Northern Light CA Dean Hospital partnered with the following entities on this priority:

- Northern Light Acadia Hospital
- Northern Light Mayo Hospital
- Penquis District Coordinating Council (DCC)
- Piscataquis Youth Substance Use Prevention (PYSUP) Coalition

Outcome measure: In FY22, Northern Light CA Dean Hospital in collaboration with Northern Light Mayo Hospital engaged in two activities aimed at reducing substance use among youth. The first activity, Parents Who Host Lose the Most, provided lawn signs distributed throughout Greenville and surrounding towns, stickers that were placed on cases of alcohol, and window clings that could be applied to beer coolers in and around Greenville. Additionally, Brittany Gould, RN has been working with Northern Light Mayo Community Outreach to reinvigorate the Positive Action Team in Greenville. Although we have not been able to achieve the re-start of this program, this work is continuing, and we anticipate will re-start in early winter.

Project lead: Brittany Gould, RN – Interim School Nurse

Next steps: In FY23, Northern Light CA Dean Hospital will continue to grow its relationship with others in the County focused on reducing substance use. We will have a designated member of our staff attend all PYSUP meetings and will potentially add two full time staff to work on prevention focused goals (in addition to other preventative work).

Priority #3: Access to Care

Objective: Northern Light CA Dean Hospital will increase the number of pharmacists with a consistent presence in primary care from zero to one by 9/30/22.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY22, Northern Light CA Dean Hospital fully integrated an ambulatory care pharmacist into the Greenville and Sangerville practices for the purposes of medication therapy management and disease state management. The position was created in collaboration with Northern Light Mayo Hospital physician practices as a means of increasing our patient's access to care in our rural practice areas.

Partners engaged: Northern Light CA Dean Hospital partnered with Northern Light Mayo Hospital on this priority.

Outcome measure: In FY22, Northern Light CA Dean Hospital was able to increase our pharmacist presence from zero to one in two out of three physician practices.

Project lead: Deidre Gilbert, Director of Pharmacy

Next steps: In FY23, Northern Light CA Dean Hospital will continue the program with the hiring of a new ambulatory care pharmacist with goals to grow the program and positively affect our patient's access to care.

Conclusion

Northern Light CA Dean 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.

Northern Light
CA Dean Hospital
364 Pritham Avenue
Greenville, ME 04441

[northernlighthouse.org](https://www.northernlighthouse.org)