

Fiscal Year 2022

PROGRESS REPORT TO OUR COMMUNITY

Addressing community health needs



Northern LightSM

SebastiCook Valley Hospital

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Randy Clark, MBA

President,
Northern Light
Sebasticook Valley Hospital

Senior Vice President,
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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 Sebasticook Valley Hospital continues to engage in priority areas of work, including:

- Social determinants of health - Social needs
- Substance use
- Social determinants of health – Food insecurity
- Mental health
- Older adult health/Healthy aging

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,

Randy Clark, MBA
President, Northern Light Sebasticook Valley Hospital

Progress report update

FY 2022 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 9/30/22.

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 in our primary care practices. 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 a 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.

In addition, Northern Light Sebecook Valley Hospital used the patient navigator and community partners to refer patients to implement screening and referral to health-related social services.

Partners engaged: Northern Light Sebecook Valley Hospital partnered with the following entities 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
- Mayo Hospital
- Mercy Hospital

Additional partners include:

- Breast and Cervical Foundation
- Catholic Charities of Maine

Eastern Area Agency on Aging (Meals on Wheels)
Kennebec Valley Community Action Program (KVCAP)
Masonic Hall (Newport)
Northern Light Sebecook Valley Hospital Courtesy Van
Penquis Community Action Program
Sebecook Dental

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, the 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. Sebecook Valley Hospital worked in tandem with Northern Light Health to build the foundational infrastructure to embed the screening and intervention at all of its primary care practices in some capacity in FY22 that will be continued into FY23

Northern Light Sebecook Valley Hospital referred patients to health-related social services through the patient navigation program and reached 137 community members. SVH referred two patients to heating resources, 12 patients to food insecurity resources, eight patients to housing services, 24 patients to transportation services, nine patients to dental care, 27 patients sign up for health insurance, eight patients to home healthcare, and 47 patients with miscellaneous services such as completing paperwork for primary care providers and other health-related social services.

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

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 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 12 to 14 by 9/30/22.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY22, Northern Light Sebecook Valley Hospital (SVH) used the partnerships and resources from the Rural Communities Opioid Response Program (RCORP) grant and the Comprehensive Addiction and Recovery Act (CARA) Local Drug Crisis grant to engage in community-based substance use prevention efforts. Through these partnerships with community organizations, SVH was able to increase substance use prevention efforts by distributing resources

for prevention, treatment, and recovery; hosting community events to raise awareness; enhancing skills among youth and their families through implementing evidence-based curriculum in local school departments; training community members on overdose prevention and naloxone administration; promoting substance use prevention efforts through social media platforms and digital media campaigns; and passing a policy to include community-based overdose prevention education and naloxone distribution.

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

- Annie Bachman, community member
- Bud's Shop-n-Save (now known as Danforth's Market)
- Centenary United Methodist Church
- Corinna Food Pantry
- Dunkin' Donuts
- Hartland Public Library
- HealthySV Coalition
- Hometown Health Center
- Kennebec Behavioral Health (KBH)
- Kennebec Valley Community Action Program (KVCAP)
- Kleinschmidt
- Maine Central Institute (MCI)
- Maine State Police Troop C
- MSAD #53
- Newport Cultural Center
- Newport Police Department
- Northern Light Acadia Hospital
- Northern Light Primary Care (Clinton, Newport Plaza, Newport Triangle, Pittsfield)
- Palmyra Soup Kitchen
- Pittsfield Police Department
- Pittsfield Public Library
- Pittsfield Recreation Department
- Pittsfield Summer Concert Series
- RSU #19
- Somerset Public Health (SPH)
- Sonoco
- St. Alban's Fire Department
- TownSquare Media

Outcome measure: Northern Light Sebecook Valley Hospital (SVH) used 30 community partnerships to promote substance use prevention efforts to reach 6,840 community members in the Sebecook Valley region. SVH distributed 705 community resource guides to community members to increase access to treatment and recovery resources. SVH also distributed 100 prescription drug educational materials and 40 medication lock bags to community members to increase safe storage and disposal of medications. SVH held 34 overdose prevention and naloxone administration training reaching 54 community members. SVH also trained 33 healthcare providers on co-prescribing best practices. SVH participated in 12 community events that included: Drug Take Back Day, Recovery Resource Center Open House, Paint Party, Awareness Day, Community Baby Shower, Concerts in the Park, Movies in the Park, Coffee with a Cop, and Recovery Resource Fair. This reached 399 community members. SVH used social media platforms to increase awareness and promote substance use prevention messages that highlights Maine's Good Samaritan Law, state of Maine

Overdose Prevention Through Intensive Outreach Naloxone and Safety (OPTIONS), the Maine Center for Disease Control Eyes Open for ME campaign and building resiliency through the Maine Resilience Building Network (MRBN). This effort reached 7,751 community members (not necessarily unique individuals).

Project lead: Jessica Ouellette, Community Health Coordinator

Next steps: In FY23, Northern Light Sebecook Valley Hospital will continue to improve distribution and access to state sponsored naloxone and increase the number of primary care practice teams trained on trauma informed care.

Priority #3: Social Determinants of Health – Food Insecurity

Objective: Increase the number of patients screened for food insecurity and referred to community resources from 28,422 to 29,000 by 9/30/22.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY22, Northern Light Sebecook Valley Hospital continued to conduct patient screenings in Cerner (our electronic medical records) as part of in-take information. Each of the five practices participated in the food insecurity screening. Additionally, all practices participated in the Good Shepherd Community Health and Hunger Program by giving pre-bagged food to patients in need.

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

- Good Shepherd Food Bank
- Piscataquis Regional Food Bank

Outcome measure: In FY22, Northern Light Sebecook Valley Hospital engaged five practices in the food insecurity screening program. We expanded our screening process to an additional site. Pittsfield Podiatry was added as a new site. We continued to reach additional patients and will continue to expand the program. We exceeded our goal with 29,055 patients screened among the five sites.

Project lead: Sharon Kimball, Community Health Specialist

Next steps: In FY23, Northern Light Sebecook Valley Hospital will not be continuing this work as a formal FY23 priority area of work. However, we will continue our work with food insecure patients through the continued use of the screening tool and partnerships mentioned above. The Community Health and Hunger Program through Good Shepherd will also continue to provide bags of food for the patients, and we will continue to connect patients with community resources.

Priority #4: Mental Health

Objective: Increase educational programs to raise awareness, readiness, and access to mental health services from six to eight by 9/30/22.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: Northern Light Seabasticook Valley Hospital (SVH) used community partnerships to increase educational programs to raise awareness, readiness, and access to mental health services. Through these partnerships, SVH was able to increase awareness through the distribution of behavioral health guides; develop social media posts to promote mental health awareness; conducted trainings for local school staff and community members; and lastly, enhance skills of youth and families through the distribution of stress less kits and tips.

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

- Bud's Shop-n-Save (now known as Danforth's Market)
- Hartland Public Library
- HealthySV Coalition
- Maine Central Institute (MCI)
- Maine Resilience Building Network (MRBN)
- Mr. Sean Presents
- MSAD #53
- National Alliance of Mental Illness (NAMI) Maine
- Northern Light Acadia Hospital
- Northern Light Primary Care (Clinton, Newport Plaza, Newport Triangle, Pittsfield)
- Pittsfield Public Library
- RSU #19

Outcome measure: Northern Light Seabasticook Valley Hospital (SVH) collaborated with 13 community organizations to increase educational programs to raise awareness and access to mental health services. SVH partnered with National Alliance of Mental Illness (NAMI) Maine to host youth first aid training to 11 community members to ensure they can address mental health challenges among adolescents. SVH partnered with Maine Resilience Network (MRBN) to train local school department staff on Adverse Childhood Experiences, trauma, and building resilience among educators after the pandemic. This training reached 30 local school department staff. SVH coordinated educational presentations to youth to raise awareness and understanding of mental health which reached 154 youth in the Seabasticook Valley region. SVH used the HealthySV Coalition social media platforms to highlight the Northern Light Acadia CARES program, mental health matters, and 'Be the 1' in order to increase awareness and access to mental health services across the Seabasticook Valley region. This effort reached 1,716 community members (not necessarily unique individuals). SVH hosted a book club at the local school department to increase awareness of youth mental health which reached 11 faculty members each quarter. Lastly, SVH distributed behavioral health guides and stress less kits and tips to youth and families. This effort reached 200 youth and their families.

Project lead: Jessica Ouellette, Community Health Coordinator

Next steps: In FY23, Northern Light Seabasticook Valley Hospital will continue to increase the number of individuals trained to support the mental health needs of youth in Seabasticook Valley region by training community members in youth mental health identification and referral.

Priority #5: Older Adult Health/Healthy Aging

Objective: Maintain initiatives to promote end-of-life and palliative care options at one by 9/30/22.

Status: In progress

Strategy (approaches taken, and resources used) and highlights from this effort: In FY22, Northern Light Seabasticook Valley Hospital partnered with the primary care providers to increase patient education and raise awareness of palliative and end-of-life care options. Patient education is occurring during visits via telehealth, in-patient care, or within the primary care setting. The primary care provider also attends the weekly Integrated Discharge Team meetings with palliative north group and has attended five Cerner (our electronic medical record) palliative care meetings.

Partners engaged: Northern Light Seabasticook Valley Hospital partnered Northern Light Primary Care Pittsfield on this priority.

Outcome measure: Northern Light Seabasticook Valley Hospital partnered with Northern Light Primary Care in Pittsfield to promote end-of-life and palliative care options. The SVH provider reached 29 community members to increase education and awareness of end-of-life and palliative care options. The provider reached these community members in the Pittsfield clinic, telehealth visits, and in-patient care. This provider was also part of the weekly Integrated Discharge Team meeting with the palliative north group and attended five Cerner palliative care meetings this year.

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

Next steps: In FY23, Northern Light Seabasticook Valley Hospital will continue to provide education and raise awareness of palliative care and end-of-life options to patients and community members. This will not be a continued as a formal priority area of work the Community Health Needs Assessment community forum in Somerset County did not identify this work as one of the top priority areas.

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.

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