

Fiscal Year 2020

PROGRESS REPORT TO OUR COMMUNITY

Addressing community health needs



Northern LightSM

Inland Hospital

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Terri Vieira, MHA, FACHE
President

Northern Light Inland Hospital

The emergence of COVID-19 has brought unique challenges to our community, but with these challenges have come new opportunities. The needs of our patients and communities have called on us to unite and respond with unprecedented levels of collaboration. Trust in one another's expertise and commitment has been evident week after week as we respond to both emergent and extended needs.

Our shared response has included a focus on the needs of our most vulnerable community members, including older adults and people of all ages experiencing hunger or homelessness. Together, we have provided food, housing, and transportation for those negatively affected by COVID-19; as well as childcare for essential workers.

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 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 our community health strategy for fiscal year 2020, representing the first year of our three-year health improvement plan. In addition to the extraordinary outreach and collaborative efforts during the coronavirus pandemic, Northern Light Inland Hospital continues to engage in priority areas of work, including:

- Physical activity, nutrition, and weight
- Mental health
- Substance use
- Social determinants of health

As Northern Light Inland Hospital, we know that our neighbors are looking for places where they can go for personalized care—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,

Terri Vieira
President, Northern Light Inland Hospital

Progress report update

FY 2020 Progress Report

Priority #1: Physical Activity, Nutrition, Weight

Objective: Active Communities: Northern Light Inland Hospital will focus on utilizing evidence-based programs that increase access to physical activity and healthy nutrition options by engaging 26 Let's Go! sites, including school, out-of-school, and childcare sites in Northern Kennebec County as of 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): Let's Go! is an evidence-based, multi-sectoral initiative designed to reduce childhood obesity, with an emphasis on physical activity and healthy nutrition education, policy and environmental change. In Fiscal Year 2020 (FY20), Northern Light Inland Hospital's Let's Go! coordinator met frequently in person with all of our Let's Go! site champions before COVID-19 resulted in the cancellation of schools, some childcare sites and out-of-school programs. At that point, we kept sites supported through e-mail and virtual mediums such as Skype or Zoom. A major key to our success in meeting our objective revolved around relationship building, with consistent and persistent communication and support. In addition, holding sites accountable for their action plans by following up and offering support was well appreciated by sites. Follow through by the Let's Go! coordinator with his responsibilities and commitments also served to enhance relationships.

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

- RSU 18 school district
- Waterville school district
- Winslow school district
- Vassalboro school district
- Maine Arts Academy
- Mount Merici Academy
- Alfond Youth Center
- Eight early care and education sites
- Four out-of-school program sites
- Nutrition program for Waterville, Winslow, Vassalboro
- Six Northern Light Inland Hospital healthcare sites
- Colby College
- Northern Light Acadia Hospital
- Northern Light Inland's Hospital's Community Health Navigator
- Healthy Communities of the Capital Area
- Healthy Northern Kennebec
- Somerset Public Health
- Let's Go! home office
- Local SNAP Educators

Highlights: In FY20, Northern Light Inland Hospital, despite COVID 19, was able to increase the number of Let's Go! sites from 26 to 28 over the course of the fiscal year. In addition, we had six more sites complete

action plans with specific goals during FY20 versus FY19. Our primary success revolved around relationship building. With the start of the 2020/2021 school year, Inland Hospital's Let's Go! coordinator has been successful engaging sites, despite the challenges associated with COVID-19. Other Let's Go! coordinators across Maine have not had similar success reaching sites. A budding partnership with Colby College and the Colby Cares mentors, who mentor students in our local schools, was developed. When the mentoring program is able to resume in local schools, our Let's Go! coordinator will provide training to approximately 400 Colby College student mentors around Let's Go! initiatives. This will enable them to support wellness with the youth that they work with. In addition, we supported Maine Arts Academy in developing a Department of Education compliant wellness policy. Support was provided to all Let's Go! sites during COVID-19. We provided information and support for students, staff and families in managing stress, increasing physical activity, eating healthy and limiting recreational screen time.

Outcome measure: In FY20, Northern Light Inland Hospital increased the number of registered Let's Go! sites from 26 in FY19 to 28. We reached approximately 14,600 people.

Project lead: Jim Fortunato, community health coordinator

Next steps: In fiscal year 2021 (FY21), Northern Light Inland Hospital will look to "maintain the number of evidence-based programs focused on increasing access to and availability of physical activity at one through 9/30/21." We will continue to support the Let's Go! program to schools, early care and education, out-of-school and healthcare provider sites.

Priority #2: Mental Health

Objective: Normalize Mental Health: Help normalize mental health by providing educational efforts to raise awareness and access to mental health services by maintaining two Mental Health First Aid classes offered in Northern Kennebec County by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Inland Hospital cancelled its Adult Mental Health First Aid training, planned for June 1, 2020 due to COVID-19. This training was to be provided by the National Alliance for Mental Illness (NAMI), allowing us to meet our mental health objective of offering the community two Adult Mental Health First Aid trainings during FY20. We were able to offer the community an Adult Mental Health First Aid training on October 9, 2019 at Educare that was attended by 17 individuals.

Despite the setback from COVID-19, we addressed our Mental Health objective by utilizing two alternative strategies to normalize mental health, help recognize signs and symptoms and provide strategies to support those needing support. First, nine Inland Hospital leaders were trained to recognize stress and other mental health challenges with staff and learned tips and tools for providing support. This training was provided through the "My Strength Healthy Life Resources" program.

In addition to the Adult Mental Health First Aid and My Strength Healthy Life Resources programs, we offered a third mental health training opportunity during FY20, helping us exceed our original objective of offering two mental health trainings. Inland Hospital's community wellness coordinator sent information about the live webinar and YouTube link for Northern Light Acadia Hospital's webinar titled "Supporting Youth and

Families-Managing Stress and Anxiety in the Age of COVID-19” to all of the 28 registered Let’s Go! sites in northern Kennebec County, including schools, childcare and out-of-school sites. Many of the sites forwarded the link to caregivers. The live webinar had an audience of 950 people and the YouTube offering added another 1,109 hits, resulting in a total audience of 2,059 participants in this program.

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

National Alliance of Mental Illness (NAMI)

Educare

Northern Light Acadia Hospital

Northern Light Inland Hospital leadership

Northern Light Human Resources

All 28 registered Let’s Go! sites including school, childcare and out-of-school program sites

Highlights: In FY20, Northern Light Inland Hospital had 17 individuals attend an Adult Mental Health First Aid training, nine Inland Hospital leaders attend a “My Strength Healthy Life Resources” program to support the mental health of staff, and 2,059 individuals attend the “Supporting Youth and Families-Managing Stress and Anxiety in the Age of COVID-19”.

Outcome measure: In FY20, Northern Light Inland Hospital helped normalize mental health by providing educational programming to raise awareness and access to mental health services by providing three mental health educational programs in northern Kennebec County by 9/30/2020. We exceeded our objective of offering two programs.

Project lead: Jim Fortunato, community health coordinator

Next steps: In FY21, Northern Light Inland Hospital will increase educational programs to raise awareness, readiness and access to mental health services that support middle and high school youth and their families from zero to one by 9/30/2021. Inland Hospital will partner with Northern Light Acadia Hospital and one local school district to offer a virtual forum around the content in the Acadia Cares kits, a youth behavioral health support resource for caregivers and school staff, designed to help identify signs and symptoms of behavioral health issues of middle and high school students and learn strategies to support them.

Priority #3: Substance Use

Objective: Increase the number of Medication Assisted Treatment (MAT) options for opioid use readily available in local communities from three to five by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Inland Hospital intended to make mandatory Medication Assisted Treatment (MAT) training a key performance indicator for all primary care providers by September 2020 and was looking to offer MAT in all five primary care practices by March 2020. COVID-19 impacted progress on this initiative. However, we persisted to encourage MAT, despite the pandemic. Though COVID-19 was a factor in not having all primary care providers MAT trained, our persistence paid off in that we met our objective of increasing the number of MAT options for opioid use from three to five sites by 9/30/20.

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

All Northern Light Inland Hospital primary care providers

All Northern Light Inland Hospital practice managers

Highlights: In FY20, Northern Light Inland Hospital met its Substance Use objective by increasing the number of primary care practices offering Medication Assisted Treatment (MAT) from three to five. In addition, we increased the number of primary care providers who are MAT trained from five to seven.

Outcome measure: In FY20, Northern Light Inland Hospital met its Substance Use objective by increasing the number of Medication Assisted Treatment options for opioid use readily available in local communities from three to five by 9/30/20.

Project leads: Gavin Ducker, MD, senior physician executive/vice president of medical affairs; Beth Held-Dobos, PA-C, medical director of primary care

Next steps: In FY21, Northern Light Inland Hospital will increase the number of Medication Assisted Treatment options for opioid use readily available in local communities from seven to 11 providers by 9/30/21.

Priority #4: Social Determinants of Health

Objective: Increase the number of sites screening for food insecurity and referring patients to community resources from six to eight by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Inland Hospital expanded the number of practices asking patients the two-question food insecurity screening due to conversation and collaboration amongst Northern Light Inland Hospital practice managers, providers, leadership, and Inland's Community Health Navigator. Clinical and support staff, both internally and throughout Northern Light Health, recognize food insecurity as a priority health challenge in our communities.

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

Five Northern Light Primary Care practices in Waterville, Oakland, Unity, Madison

Northern Light Women's Health

Northern Light Endocrinology and Diabetes Care

Northern Light Walk-In Care

Northern Light Rheumatology

Northern Light Orthopedics

Northern Light Podiatry

Northern Light Inland Hospital's community health navigator

Northern Light Inland Hospital's community wellness coordinator

Northern Light Community Health Council

Good Shepherd Food Bank

Local food banks

KVCAP

Highlights: In FY20, Northern Light Inland Hospital had 12 sites engage 34,715 individuals with the two-question food insecurity screening and referred them to community resources. 968 positive screenings were identified during FY20.

Outcome measure: In FY20, Northern Light Inland Hospital surpassed its outcome measure of increasing the number of sites screening for food insecurity and referring patients to community resources from six to eight by 9/30/20. We had a cumulative total of 12 sites participate during FY20.

Project lead: Beth Held-Dobos, PA-C, medical director of primary care

Next steps: In FY21, Northern Light Inland Hospital will look to maintain the number of patients screened for food insecurity and referred to community resources at 34,715 by 9/30/21.

Conclusion

Northern Light Inland 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.

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