

Fiscal Year 2020

PROGRESS REPORT TO OUR COMMUNITY

Addressing community health needs



Northern LightSM

Mayo Hospital

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Marie Vienneau, FACHE
President

Mayo Hospital

From the beginning, during the unique challenges of COVID-19, institutions have been responding to this crisis together. Partnerships have stronger relationships, initiated unprecedented levels of collaboration, and a shared sense of community. Trust in one another's expertise and commitment has been proven week after week during planning sessions and implementation of shared objectives including the response to the needs of vulnerable populations including the elderly and transient/homeless. We also planned for provision of food, housing, and transportation for those impacted by COVID-19; as well as childcare for essential workers.

In 2019, Northern Light Health 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 strategy for fiscal year 2020, representing the first year of our three-year plan. In addition to the extraordinary outreach and collaborative efforts during the Coronavirus outbreak this year, Northern Light Mayo Hospital to engage in its identified priority areas of work, including:

- Substance use
- Mental health
- Access to care
- Obesity
- Access to healthy food/food insecurity

As Northern Light Mayo 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,

Marie Vienneau
President, Northern Light Mayo Hospital

Progress report update

FY 2020 Progress Report

Priority #1: Substance use

Objective: Increase the number of educational and support opportunities specific to expectant mothers with substance use disorder and their substance exposed infants from one to two by September 30, 2020.

Status: Foundational work started

Strategy to achieve the objective (approaches taken, and resources used): In fiscal year 2020 (FY20), Northern Light Mayo Hospital began working to integrate Medication-Assisted Treatment (MAT) options for expectant mothers within our obstetrics program. In the last few years, we have seen an increase in substance exposed infants and felt that mitigating further exposure to substances was necessary. In addition to the increased medication options we also collaborated with PENQUIS to refer our patients to their parenting classes and started our own Mommy and Me groups that meet weekly at the hospital.

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

- Northern Light Eastern Maine Medical Center
- Statewide Substance Exposed Infant Task Force
- PENQUIS (parenting groups)
- Public Health Nursing

Highlights: In FY20, Northern Light Mayo Hospital had great success with our Mommy and Me groups that met weekly in the Mayo Hospital Schoodic Conference Room. This group was spearheaded and lead by obstetrics nurse, Jessica Thibodeau. It offers the opportunity for mothers and children to come together to enjoy each other's company, allow children to interact and to discuss milestones, breastfeeding, post-partum depression awareness, and gain overall support.

Outcome measure: In FY20, Northern Light Mayo Hospital held approximately 26 Mommy and Me group sessions. These sessions hosted between three and six moms at each session and the topics ranged from breastfeeding, bonding, and post-partum depression awareness. Due to COVID-19 we had to discontinue our weekly sessions in March of 2020.

Project leads: Denise Scuderi, vice president of patient care services; Daphyne Deane, director of inpatient nursing

Next steps: In fiscal year 2021, Northern Light Mayo Hospital will continue to focus on increasing educational opportunities to expectant mothers. We will offer more in-depth support through group work, continue and enhance our partnership with PENQUIS to offer parenting classes and continue to host mommy and me groups weekly as soon as we are able to resume in-person sessions (post COVID-19).

Priority #2: Mental health

Objective: Northern Light Mayo Hospital anticipates decreasing the overall rate of Emergency Department visits specific to mental health needs from 254 patients to 242 patients by September 30, 2020, a 5% reduction.

Status: Foundational work started

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Mayo Hospital began exploring the ability to increase mental health services in our psychiatry and counseling practices to alleviate the need for acute mental health needs to be seen in the Emergency Department regularly. Unfortunately, with the COVID-19 pandemic, mental health needs increased, and our capacity was largely decreased due to the inability to see patients in the office for a short period of time. We also engaged in social distancing within the office which further impacted our capacity once the stay at home order was lifted.

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

- Community Health and Counseling Services
- Northern Light Acadia Hospital

Highlights: In FY20, Northern Light Mayo Hospital was able to increase access to telehealth mental health services which allowed us to maintain our current capacity during the pandemic. This increase in our ability to see patients virtually will aid us in our future efforts to increase overall capacity.

Outcome measure: In FY20, Northern Light Mayo Hospital did not meet our goal to reduce mental health visits in our Emergency Department. We saw an increase in mental health needs across the system, which we attribute to COVID-19. The increase in mental health needs coupled with the decrease in availability due to office closures, and the need to down staff for social distancing actually increased our mental health visits to our Emergency Department.

Project lead: Billie-Jo Sickler, director of behavioral health; David McDermott, MD, vice president of medical affairs, senior physician executive

Next steps: In FY21, Northern Light Mayo Hospital will continue to work on increasing telehealth options to decrease the use of the Emergency Department for acute mental health needs.

Priority #3: Access to care

Objective: Northern Light Mayo Hospital will increase the number of available appointment hours with primary care providers to include early morning, evenings and weekends from 10 hours/week to 12 hours/week by September 30, 2020.

Status: Foundational work started

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Mayo Hospital worked to identify areas of improvement. These areas include better workflows within the practice

setting to allow for more patient access. Due to the COVID-19 pandemic and the limitation of the number of staff and patients permissible in our practices at one time, our efforts were set aside as we focused on the health and safety of our patients and staff. In the midst of the pandemic, leaders and staff continued to discuss ways to increase access by utilizing telehealth options when able.

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

- Patient Advisory Council
- Patients via surveys

Highlights: In FY20, Northern Light Mayo Hospital actively worked to increase access to patient care, while being mindful of enhanced safety protocols necessary to keep our patients and staff safe during the COVID-19 pandemic. Our approach to increased access has mainly been discussions on how to create better workflows within the practices that would allow increased capacity and ultimately better access for our patients.

Outcome measure: In FY20, Northern Light Mayo Hospital did not meet the anticipated goal of increasing appointment hours to include evenings and weekends. We attribute this to the COVID-19 pandemic coupled with our recent integration into the Northern Light Health system. During these changes and transitions we were unable to meet our anticipated goal and have set a more realistic and achievable goal for FY21, which we hope to accomplish despite barriers from the current pandemic.

Project leads: Nicole Chadwick, vice president of Quality and Education; Kari Clark, clinical manager of physician practices; Stephanie Koscielny, operations manager for physician practices

Next steps: In FY21, Northern Light Mayo Hospital will work with primary care sites to increase hours of operation for both morning and evening appointments. This additional time will allow better access for patients seeking earlier morning appointments and later evening appointments. It will also add additional openings each day for better same day access for patients. We will work with providers and staff to create a more comprehensive plan that will roll out over the course of FY21.

Priority #4: Obesity

Objective: Increase the number of evidence-based programs focused on increasing access to and availability of physical activity from one to two by September 30, 2020.

Status: In progress

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Mayo Hospital worked collaboratively with schools' partners and the Let's GO! 5-2-1-0 program to increase parents, students, and community members awareness of the importance of healthy eating and active living. Work with wellness teams to ensure policies were up to date, distribution of informational materials were sent home in backpacks, and school cafeterias were encouraged to try new, healthier options.

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

- Let's GO! 5-2-1-0
- MaineHealth
- Piscataquis Community Middle School

Piscataquis Community High School
SeDoMoCha Middle School
Penquis Valley Middle School
Penquis Valley High School
Dexter Regional High School
Ridgeview Community School
Greenville Consolidated School

Highlights: In FY20, Northern Light Mayo Hospital’s focus area was on increased water consumption and a decrease in sugar sweetened beverage consumption. To help achieve this, Northern Light Mayo Hospital purchased water bottle refill stations for Piscataquis Community Middle School, Piscataquis Community High School, and SeDoMoCha Middle School. In addition to the refill stations, clear water bottles were purchased for all students in SAD #4, SAD #68 and SAD #46.

Outcome measure: In FY20, Northern Light Mayo Hospital reached approximately 1,200 middle school and high school students in eight schools (five school districts) throughout Piscataquis and parts of Penobscot Counties. We were able to update three school wellness policies to include language about increased water consumption and provided those three schools with refillable, clear water bottles to use with their new water refill stations.

Project leads: Hillary Starbird, community outreach supervisor; Shannon Fowles, community outreach specialist, 5-2-1-0 coordinator.

Next steps: In FY21, Northern Light Mayo Hospital will shift our focus to programmatic goals in hopes to bring new programs that help reinforce healthy eating and active lifestyles. We will identify programs that align with our goals and bring them to our school partners for dissemination and teaching.

Priority #5: Access to healthy food/Food insecurity

Objective: Increase food insecurity screenings from 1,618 to 2,000 by September 30, 2020.

Status: In progress

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Mayo Hospital continued to implement the screen and intervene approach to identifying patients with food insecurity. We expanded from just primary care settings to include all inpatient settings. This expansion allowed us to further meet the needs of patients who were experiencing food insecurity and link them with long-term food access solutions.

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

- Good Shepherd Food Bank
- Piscataquis Regional Food Center
- Dover-Foxcroft Food Pantry
- Milo Meals Program for Students (during 2019-20 school year COVID-19 closure)
- Guilford Meals Program for Students (during 2019-20 school year COVID-19 closure)

Highlights: In FY20, Northern Light Mayo Hospital partnered with local food pantries, and distribution centers to further understand resources and opportunities for our patients who may experience food insecurity. We offered two free SNAP enrollment clinics at Mayo Hospital to help and encourage community members to enroll in benefits to help with food insecurity (this is also because we have no DHHS office in Piscataquis County). We also engaged in many community-based groups to stay up to date on upcoming opportunities patients can take advantage of such as the free food for all distributions in partnership with the Piscataquis Regional Food Center and Pineland Farms. Lastly, we continued to partner with Good Shepherd Food Bank to give shelf stable food bags to all patients who identify as food insecure to utilize while we work to identify a more robust plan to ensure food security concerns are addressed.

Outcome measure: In FY20, Northern Light Mayo Hospital was able to screen 1,541 patients for food insecurity. We attribute this drop in screening to the closure of our primary care sites during COVID-19 coupled with decreased primary care visits available due to the need for social distancing. We know that of the 1,541 positive screens, 1,366 patients were given the Good Shepherd bags of shelf stable food and the resource guide with information about sustainable options.

Project lead: Whitney Gould-Cookson, registered dietitian

Next steps: In FY21, Northern Light Mayo Hospital will focus on increasing our food insecurity screenings by ensuring all patients are screened at every visit. Historically we have screened at all visits with the exception of follow-ups within a two-week period. In 2021 we will begin screening at every visit to ensure that we are capturing this vital information incase circumstances have changed.

Conclusion

Northern Light Mayo 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.

**Northern Light
Mayo Hospital**
897 W Main Street
Dover-Foxcroft, ME 04426

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