

Fiscal Year 2020

PROGRESS REPORT TO OUR COMMUNITY

Addressing community health needs



Northern LightSM

Mercy Hospital

Table of Contents

Progress Report to Our Community

Introduction 3

Progress Report Update

Priority #1: Social Determinants of Health 4

Priority #2: Substance Use 5

Priority #3: Access to Care 6

Priority #4: Mental Health 7

Priority #5: Older Adult Health/Healthy Aging..... 7

Conclusion 8





Charlie Therrien, FACHE
President and CEO

**Northern Light
Mercy 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; many of which are people new to Maine, 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 Mercy Hospital continues to engage in priority areas of work, including:

- Social determinants of health
- Substance use
- Access to care
- Mental health
- Older adult health/healthy aging

As Northern Light Mercy 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,

Charlie Therrien, FACHE
President, Northern Light Mercy Hospital

Progress report update

FY 2020 Progress Report

Priority #1: Social Determinants of Health

Objective: Increase the number of sites implementing screening and referral for health-related social needs from 0 to 2 by 9/30/20.

Status: Foundational work started

Strategy to achieve the objective (approaches taken, and resources used): In fiscal year 2020 (FY20), Northern Light Mercy Hospital participated on a Northern Light Health (NLH) systemwide Social Determinants of Health (SDOH) workgroup responsible for developing, implementing, and monitoring the effectiveness of a system approach to SDOH screening and intervention inclusive of food security and other social needs. To date, the workgroup's focus has been on the identification of the SDOH screening and referral process, local resource development, provider training and education requirements for the screening tool's implementation, quality review and management of these efforts. NLH system defined SDOH screening and intervention as a strategic priority to improve the health of the patients it serves.

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

- 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
- Sebasticook Valley Hospital

Highlights: In FY20, Northern Light Mercy Hospital, as part of the NLH SDOH workgroup, engaged in literature reviews and outreach efforts to other healthcare system's efforts in this realm to learn about the successes and challenges related to this type of screening effort that will ultimately help to inform how we will operationalize this effort throughout our system.

Outcome measure: In FY20, Northern Light Mercy Hospital's identified individual targets were not met for this priority area of work due to the deliberate approach by Northern Light Health as a system, to define a standard process for SDOH screening and intervention. As a result, this year's efforts have primarily been foundational. To date, the efforts of this workgroup have resulted in increased support for this initiative and the development of a screening tool for identifying patients in need.

Project leads: Katie Kerr, Director of Mission Services; Melissa Skahan, Vice President of Mission Integration

Next steps: In FY21, Northern Light Mercy Hospital will continue participating in the SDOH workgroup through NLH. The group will proceed with identifying the specific social needs to be recommended for inclusion in the

system screening process. The group will also continue discussions and planning for provider education efforts to increase understanding of SDOH and current development of NLH screening and intervention protocol. We anticipate roll-out implementation of the SDOH screening efforts to take place in the coming year. In addition, we'll also continue to consider COVID-related changes to primary care and how these may impact feasibility and provider/patient receptiveness of SDOH screening and referral

Priority #2: Substance Use

Objective: Increase the number of Medication-Assisted Treatment options for opioid use readily available in local communities from 5 to 6 by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Mercy Hospital continues to partner with Cumberland County Jail through the Bridges to Community effort, which has launched MAT with suboxone at the jail and continues to broaden the scope of services. Currently, the jail's medical service provides Suboxone or Methadone to inmates with an existing prescription. The goal is to add nursing and counseling services to complement the existing services. Mercy Hospital allocates .5 FTE Recovery Coach to provide support and assist with navigation to maintenance care, counseling, housing, recovery-oriented supports, and employment.

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

- Cumberland County Jail
- Milestone Recovery
- City of Portland
- Portland Recovery Community Center
- Maine Pretrial Services
- Maine Probation and Parole
- Amistad

Highlights: In FY20, discussions are underway for Northern Light Mercy Hospital to provide virtual visits while patients are incarcerated, and a MAT Coordinator has been hired.

Outcome measure: In FY20, Northern Light Mercy Hospital participated in a group effort to launch MAT with suboxone in the local jail and participation in ongoing treatment and recovery-oriented services for persons with Substance Use Disorders, along with substance use treatment provider partners.

Project lead: Melissa Skahan, Vice President of Mission

Next steps: In FY21, Northern Light Mercy Hospital will be prepared continue with medication assisted treatment in primary care with virtual intakes occurring with incarcerated persons.

Priority #3: Access to Care

Objective: Increase the number of local housing authority developments that offer health promotion clinics to include health education, financial counseling, primary care access, and preventive screening from 0 to 1 by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Mercy Hospital provided health education, financial counseling, and outreach on October 17 to eight active participants, providing follow up outreach to residents and ongoing health care services. At the onset of COVID-19 community spread in Cumberland County, efforts to engage residents in Portland Public Housing increased markedly and Northern Light Mercy Hospital provided prevalence testing and education about infection prevention practices at three sites and provided universal testing at another location in response to an outbreak of COVID-19. Patients who tested positive for COVID-19 were followed by our Virtual COVID Clinic and the Nurse Triage Line to ensure they had continuous monitoring, access to care, and support. Northern Light Health's homecare nurses provided care in the home if patients required that level of support.

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

- Portland Housing Authority
- City of Portland
- Interpreters
- Maine's Center for Disease Control

Highlights: In FY20, Northern Light Mercy Hospital held three prevalence testing events in Portland Housing Authority's neighborhoods to ensure all communities had access to adequate testing and universal testing at another facility in response to an outbreak. Teams of providers and staff led by Francine Wilbur, NP, Lead Provider for Walk-In Care, provided testing for residents of Portland Housing Authority neighborhoods.

Outcome measure: In FY20, Northern Light Mercy Hospital provided health education, financial counseling, and outreach efforts on October 17 with eight active participants with follow up outreach. Northern Light Mercy Hospital held three prevalence testing events in Portland Housing Authority's neighborhoods to ensure all communities had access to adequate testing. Teams of providers and staff led by Francine Wilbur, NP, Lead Provider for Walk-In Care, provided testing for residents of Portland Housing Authority neighborhoods. Testing was provided to over 450 people, who may not have had other options for testing.

Project leads: Melissa Skahan, Vice President of Mission Integration; Katie Kerr, Director of Mission Services; Francine Wilbur, NP, Lead Provider for Walk-in Care; Robyn McDevitt, AVP of Ancillary Services; Wesley Sands, Manager of Laboratory

Next steps: In FY21, Northern Light Mercy Hospital will continue to seek opportunity for formal partnership with Portland Housing Authority to promote health and well-being for vulnerable persons

Priority #4: Mental Health

Objective: Increase educational programs to raise awareness, readiness, and access to mental health services from 0 to 1 by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Mercy Hospital's Behavioral Health Team delivered training for clinical teams to raise awareness and foster improved patient retention and engagement in healthcare services. An additional Recovery Coach, who is also a Certified Intentional Peer Support Specialist, was added to serve patients in both the acute and outpatient environments. An additional Licensed Clinical Social Worker was also hired to ensure timely access to counseling for our patients.

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

Amistad

Governor Mills and Gordon Smith's Conference

Senator Angus King

Highlights: In FY20, Northern Light Mercy Hospital was chosen as one of eight breakout sessions to highlight the work of McAuley Residence with approximately 1300 conference participants.

Outcome measure: In FY20, Northern Light Mercy Hospital's Melissa Fernald, LCSW/LDAC presented a workshop titled - *Addiction and Mental Health: the inside scoop* that was attended by 30 nurses and providers. Melissa Skahan, Vice President of Mission Integration and Kiely Foley, PMH-NP delivered a breakout session at the Governor's Opioid Summit around McAuley Residence's comprehensive two-generational approach for families affected by substance use disorder. This breakout session was attended by over 800 participants. Melissa Skahan participated in Senator Angus King's Podcast on Recovery on September 21st that was shared on WGAN NewsRadio's Inside Maine and promoted via a Press Release by Senator King's office.

Project leads: Melissa Skahan, Vice President of Mission Integration; Kiely Foley, PMH-NP, Integrated Behavioral Health; Kelly Cignoli, PMH-NP, Director of Behavioral Health Consult Service.

Next steps: In FY21, Northern Light Mercy Hospital will continue to expand training to include outpatient primary and specialty care practices.

Priority #5: Older Adult Health/Healthy Aging

Objective: Increase initiatives to promote end-of-life and palliative care options from 0 to 1 by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Health's Director of Palliative Care, Robin Hirsh-Wright and Dr. James Van Kirk, MD Medical Director of Palliative delivered an education session for clinical teams at Mercy Hospital. Handouts were distributed to all primary care practices.

Partners engaged: Northern Light Mercy Hospital partnered with the following entities on this priority:
Robin Hirsh-Wright, Director of Palliative Care
Dr. James Van Kirk, MD Medical Director of Palliative

Highlights: In FY20, Robin Hirsh-Wright, LCSW and Dr. Jim VanKirk are excellent presenters and a wonderful resource for our community.

Outcome measure: In FY20, Northern Light Mercy Hospital provided one education session for clinical teams to highlight the importance of critical conversations in both outpatient and inpatient areas.

Project leads: Melissa Skahan, Vice President of Mission; Dr. Mike Duffy, Senior Physician Executive

Next steps: In FY21, a follow up presentation will be delivered at a primary care leadership meeting to ensure this education and vital resource is well understood by all.

Conclusion

Northern Light Mercy 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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