

Mayo Regional Hospital used the data from the shared CHNA (Community Health Needs Assessment) and developed a plan to identify the significant health needs of our community that would include improvement and/or maintenance of the health status of our service area. We developed a team within Mayo Regional Hospital to work on the CHNA and plan. This team consisted of the Chief Executive Officer, the Vice President of Quality and Education, Emergency Medical Services Director, Nurse Navigators from the primary care practices, the Vice President of Patient Care Services, the Director of Mayo Community Outreach, our Registered Clinical Dietitian, and the Nurse Manager of our Medical Surgical Department. As the plan was in development, we took many opportunities to share this emerging plan with many different groups within the hospital and community. We were involved in many planning sessions for Piscataquis County, which included stakeholder surveys and community engagement forums (Spring 2017, Fall 2018) to discuss the most significant health needs in our community. During these sessions, we learned the needs and priorities of our community. The team prioritized the significant health needs by examining the data from the CHNA, evaluating the input from the community stakeholders, and considering the burden, scope, severity and urgency of the health need. We also considered the feasibility and effectiveness of possible interventions, any health disparities, and the importance the community placed on the need. With this information, the team voted on the priority listings.

Mayo Regional Hospital's CHNA team developed a plan and shared this plan and some of the activities in the plan with Mayo Regional Hospitals Patient Multidisciplinary Safety Team, the Committee of Quality Care and Professional Performance (a meeting of board members and medical staff), the Patient Advisory Council and then got final approval from the Hospital Administrative District #4 Board of Director's on March, 27<sup>th</sup> 2019.

The 2019-2021 health priorities identified within this plan for Piscataquis County are:

- 1.) Substance Abuse
- 2.) Mental Health
- 3.) Access to Care
- 4.) Obesity
- 5.) Limited Access to Healthy Food/Food Insecurity

**2019-2021 Community Health Needs Assessment, Plan and Action**

Unmet Needs	Measurability	Initiative	Target Population/ Barriers	Goal	Updates
<p>Priority #1 Substance Use</p>	<p>Data shows Piscataquis has a high rate of substance exposed infants per 1,000 live births</p> <p>Maine 7.7%  <b>Piscataquis 13.2%</b>            Penobscot 11.6%            Somerset 14.1%</p>	<p>Decreasing substance exposed infants</p> <p>Increase deliveries with mothers needing medication assisted therapy treatment</p> <p>Increasing alternative pain options in hospital and office practices</p> <p>Increase opportunities for expectant mothers with substance use disorder including childbirth classes and teen pregnancy prevention.</p>	<p>Adults Teenagers Infants</p> <p>*Rural Area *Low Income *Poverty *Treatment opportunities</p>	<p><b>Short term:</b> Teach 10 Substance Use Prevention/Education Classes Annually in Piscataquis County.</p> <p><b>Long term:</b> Decrease Piscataquis County's overall rate of substance exposed infants to 10% by 2021.</p>	
<p>Priority #2 Mental Health</p>	<p>Piscataquis has a high rate of Emergency Department use for Mental Health per 10,000 visits (almost double the state average.)</p> <p>Maine 165.9  <b>Piscataquis 353.8</b>            Penobscot 280.6            Somerset 298.1</p>	<p>Increase access to mental health providers and Telehealth resources.</p>	<p>Adults Children Elderly</p> <p>*Rural Area *Low income *Poverty *Uninsured *Transportation</p>	<p><b>Short term:</b> Increase access to mental health providers within our primary care practices and MPPC by 5%.</p> <p><b>Long term:</b> Decrease Piscataquis County's overall rate of ED visits for Mental Health to 300 (0.5%) per 10,000 visits by</p>	

				2021.	
<p>Priority #3 Access to care</p>	<p>Hospital level data reveals Mayo has a higher than desired rate of patients unable to get same day appointments and same day return phone calls.</p>	<p>Improve Primary Care Provider same day access</p> <p>Improve Hours of availability including evenings and possibly weekends.</p> <p>Maintain scheduled open access appointments daily.</p> <p>The offices will be developing plans to answer all calls during the business day</p>	<p>Adults Children Elderly</p> <p>*Rural Area *Poverty *Minimal industry *Transportation</p>	<p><b>Short term:</b> The patient survey score for the provider returns the call within the same day during office hours will be greater than 60%</p> <p><b>Long term:</b> Increase hours of available appointments with Primary Care Providers to include evenings and weekends by 2021.</p>	<p>Karen Nichols 2 days per week acute visits only.</p>
<p>Priority #4 Obesity</p>	<p>Piscataquis County has high obesity rates among high school students. Piscataquis County is 8% higher than the state average.</p> <p><b>Piscataquis – 23%</b> Penobscot – 18.7% State Average – 15%</p>	<p>Teach children ages 5-12 healthy eating and active lifestyle habits.</p> <p>Provide nutrition education and counseling for patients with obesity with our registered clinical dietitian.</p> <p>Continue to work with Piscataquis Healthy Food For All to enhance our patients knowledge of their options for healthy food.</p>	<p>Adults Children</p> <p>*Rural Area *Low Income *Poverty</p>	<p><b>Short term:</b> Enroll our 4 Primary Care offices, 5 additional childcare centers, 2 schools and 2 school lunch rooms in 5-2-1-0 initiatives to raise awareness of healthy eating and active lifestyle options for youth by 2021.</p> <p><b>Long term:</b> Decrease Piscataquis County's overall rate of obesity among high school students to 20% by 2021.</p>	

<p>Priority #5 Food Insecurity</p>	<p>Data shows Piscataquis has a high rate of food insecurity.</p> <p>Piscataquis County rates are 3.4% higher than the national average for food insecurity.</p> <p>Nation - 13.4% Maine - 15.1% Piscataquis County-16.8%</p>	<p>Expand Screen and Intervene food insecurity screenings to all primary care settings as well as, Emergency Department and Inpatient Settings.</p> <p>Continue to educate our patients and community on available food resources within our county.</p> <p>Offer a free summer meal site for children under 18 in the summer months.</p> <p>Continue partnering with Piscataquis Regional Food Center and Good Shepard Food Bank on ways to help our community with food related needs.</p>	<p>Adults Children Elderly</p> <p>*Rural Area *Poverty *Minimal industry *Transportation</p>	<p><b>Short term:</b> Expand Screen and Intervene to all 5 Primary Care Practices, Emergency Department and in Inpatient settings before 2021</p> <p><b>Long term:</b> Decrease food insecurity in Piscataquis County 2% by year 2021.</p>	
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