

Fiscal Year 2018

Progress report to our community

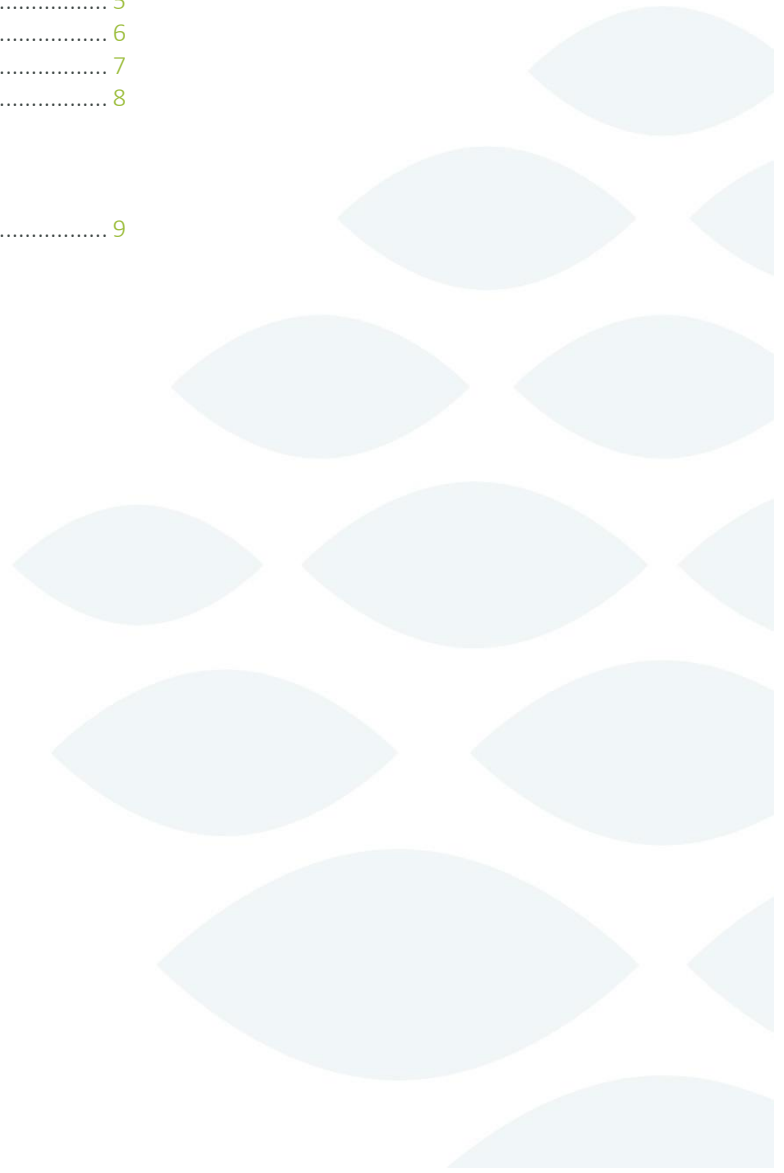
Addressing community health needs



Northern LightSM
Maine Coast Hospital

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John Ronan, MBA, FACHE
President

Northern Light
Maine Coast Hospital

We are proud to announce that EMHS has become Northern Light Health! As Northern Light Maine Coast Hospital, we're still the same passionate, hard-working folks our communities have come to trust for their healthcare needs. More than a name change, our new brand conveys our promise to lead Maine on a path to better health. We have come together to move healthcare in a new direction, creating a system that works for our patients, our people, and our communities.

In 2016, EMHS partnered with [three other Maine healthcare systems](#) and the Maine Center for Disease Control and Prevention to create a [Community Health Needs Assessment](#). 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.

The following is an update on the progress of that community health improvement plan for our fiscal year 2018. As a member organization of Northern Light Health, we at Northern Light Maine Coast Hospital have our own unique set of priorities that we are addressing:

- Substance use disorders
- Physical activity, nutrition, and obesity
- Mental health
- Health Literacy

We are also working together with other Northern Light Health members throughout the state to prevent and treat opioid addiction and to improve access to healthy food for patients, families and communities.

We are striving for better: better access to health services, better care for our patients, and better ways to address the health issues that affect our communities. With the strength of our system and the relationships built with our communities, we know that together we'll create a healthier Maine.

Sincerely,



John Ronan, FACHE
President, Northern Light Maine Coast Hospital

Progress report update

FY 2018 Progress Report

Priority #1: Substance use disorders; Systemwide priority: Opioid harm reduction – access to medication assisted treatment

Objective: By September 30, 2018, increase the number of qualified Medication Assisted Treatment (MAT) prescribers from one to four.

Status: In progress

Approaches taken and resources used: In fiscal year 2018 (FY18), Northern Light Maine Coast Hospital engaged in the following activities:

- The Hub and Spoke team came to our medical staff meeting in July to review how the process works. A 30-minute presentation was provided. This helped encourage people to become prescribers, but also helped them understand the referral process to the Hub.
- We had three providers who were qualified to prescribe suboxone; one person has left our employ, leaving two.
- Clinical directors are going to discuss the Hub and Spoke process with doctors in their clinic.
- Due to limited patient experience coming out of the Hub, it has been hard to recruit doctors to complete the training.

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

- Healthy Acadia
- Downeast Substance Treatment Network
- Ellsworth Police Department
- Hancock County Sheriff's office
- Northern Light Blue Hill Hospital
- Mount Desert Island Hospital

Highlights: A number of providers received education on the Hub and Spoke model inclusive of the infrastructure and processes for accepting referrals as developed by the initiative. Three providers were trained in MAT therapy. As the new Hub and Spoke model is implemented, patients will benefit.

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light Maine Coast Hospital was to increase the MAT trained providers from one to four. This is still in progress as three MAT providers were trained. Additional MAT candidates are being identified. Due to this foundational work, Northern Light Maine Coast Hospital is prepared to accept referrals from the Hub and Spoke model.

Project Lead: Sheena Whittaker, MD, Northern Light Maine Coast Hospital, vice president, senior physician executive

Next Steps: In fiscal year 2019 (FY19), Northern Light Maine Coast Hospital provider turnover prevented us from achieving the FY18 goal of having four trained MAT providers. New applicants are being recruited at this time. The opioid Hub and Spoke model will initiate patient referrals to the MAT program in FY19.

FY 2018 Progress Report

Priority #2: Physical activity, nutrition, and obesity

Objective: Host two physical activity events per quarter by September 30, 2018.

Status: Completed

Approaches taken and resources used: In FY18, Northern Light Maine Coast Hospital provided 23 events, at four sites, with more than 200 participants receiving services utilizing the staff of the Diabetes Self-Management and Training team.

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

- Eleanor Widener Dixon medical clinic
- Special Children's Friends

Highlights: In FY18, Northern Light Maine Coast Hospital:

1. 23 Events total held.
2. Four individual sites.
3. Greater than 200 participants.
4. Developing/initiating activities with Northern Light Blue Hill Hospital.

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light Maine Coast Hospital was exceeded the goal of two events per quarter, for a total of eight events. During the year 23 events were held at three different sites, with over 200 participants attending.

Project Lead: Doug Keith, director of Rehabilitation Services

Next Steps: In fiscal year 2019, Northern Light Maine Coast Hospital will host four physical activity events per quarter, at five different sites, and increase participation to 250.

FY 2018 Progress Report

Priority #3: Mental health

Objective: Adapt The Joint Commission's preferred, standardized, outcome tools for suicide prevention.

Status: Completed

Approaches taken and resources used: In FY18, Northern Light Maine Coast Hospital:

1. Organization-wide suicide prevention policy approved and in place
2. Unit specific suicide prevention guidelines in place
3. Screening tools in place and in use
4. Assessment tools for those identified by screening in place and in use
5. Intervention activity identified and in place, as indicated by assessment score

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

- The Columbia University Suicide Prevention Program
- All member organization (MCH) staff and providers
- Community Health & Counseling
- Northern Light Acadia Hospital telehealth

Highlights: In FY18, Northern Light Maine Coast Hospital:

1. Developed and adopted policies to support suicide assessment and prevention
2. Identified and adopted screening and assessment tools
3. Staff Education regarding the new policies and practices
4. Screening and assessment of all inpatients and outpatients is in place

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light Maine Coast Hospital was to adopt a Joint Commission approved, standardized, outcome based suicide assessment and prevention tool. This has been accomplished and the assessment and prevention tools are built into the electronic medical record.

Project Lead: Sheena Whittaker, MD, chief medical officer; and Terry Leahy, director, MCPA PCP

Next Steps: In fiscal year 2019, Northern Light Maine Coast Hospital will perform audits of a sample of inpatient and outpatient charts to ensure that suicide assessment and intervention practices follow policy and are effective.

FY 2018 Progress Report

Priority #4: Health literacy

Objective: Host four health literacy events per quarter by September 30, 2018.

Status: Completed

Approaches taken and resources used: In FY18, Northern Light Maine Coast Hospital developed presentations, identified subject expert presenters, and scheduled presentations.

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

- Downeast Public Health Council
- Healthy Acadia
- Eastern Area Agency on Aging
- Township of Sullivan

Highlights: In FY18, Northern Light Maine Coast Hospital:

1. Held monthly total joint camp orthopedic educational forums. Attendance – 96.
2. Held three pelvic health educational forums. Attendance – 60
4. Neck and back pain – two sessions on mechanical treatment program. Attendance 62
5. A-Fib Treatment Options – 16
6. Balance screenings – Sullivan – 2 sessions, Attendance 32
7. Matter of Balance classes – Ellsworth Northern Light Maine Coast Hospital, Tuesdays and Thursdays. Six classes held, Attendance total 72
8. Sepsis education – Displays and information at Northern Light Maine Coast Hospital. Attendance – variable.

Northern Light Maine Coast Hospital offered a total of eight different health literacy educational topics and presented education directly to 338 community members.

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light Maine Coast Hospital was to host four health literacy events per quarter. This was exceeded, hosting more than four events per quarter for a total of 18 events.

Project Lead: Doug Keith, director of Rehabilitation Services

Next Steps: In fiscal year 2019, Northern Light Maine Coast Hospital will build on the successes of FY18 by holding six events per quarter, with two events offsite at non-traditional healthcare venues.

FY 2018 Progress Report

Systemwide priority: Healthy food access – healthy hospital food

Objective: Northern Light Maine Coast Hospital will reformulate recipes to improve the nutritional content of food options offered at foodservice venues (cafeteria, vending, catering), United States Department of Health and Human Services and Centers for Disease Control and Prevention’s Health and Sustainability Guidelines for Federal Concessions and Vending Operations Guidelines by September 30, 2018.

Status: Completed

Approaches taken and resources used: In FY18, Northern Light Maine Coast Hospital completed uploading all Café/Patient menus to the Computrition system. Wherever possible all sauces have been replaced with a light sauce.

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

- Northern Light Health and all member organizations

Highlights: In FY18, Northern Light Maine Coast Hospital:

- Participated in organization wide planning for use of Computrition program
- Developed program materials
- Trained staff in program requirements
- Dietary Team Leader has been assigned to oversee development of program
- All café and patient menus are loaded into the Computrition program
- Production sheets completed
- All sauces have been upgraded to light wherever possible

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light Maine Coast Hospital was met. Applicable café items are now formulated for optimal nutritional content.

Project Lead: April Hartford, manager, Foodservice

Next Steps: In fiscal year 2019, Northern Light Maine Coast Hospital will define and then removing sugary beverages. Success will be measured by the decrease in the percentage of sugary beverages served. Assisting in a positive cultural change to accept and seek out healthy beverage alternatives.

Conclusion

Northern Light Maine Coast 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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