

Fiscal Year 2019

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

Our new brand, Northern Light Health, is now in its second year of existence and the changes are evident at Northern Light Maine Coast Hospital. With increased clinical connections to our fellow Northern Light Health organizations, we are making strides to lead Maine on a path to better health.

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 (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.

The following is an update on the progress of that community health improvement plan for fiscal year 2019, which is the final year of our three-year plan. Northern Light Maine Coast Hospital has its own unique set of priorities that we are addressing, including:

- 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.

As Northern Light Maine Coast Hospital, we are inspired by the resiliency of the people we serve, and we look forward to helping them, and the community at large, become healthier and more productive in the year ahead. We will do that by constantly imagining new ways to provide care and continuing to engage our communities in health and wellness outreach.

Sincerely,



John Ronan, MBA, FACHE
President, Northern Light Maine Coast Hospital

Progress report update

FY 2019 Progress Report

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

Objective: Northern Light Maine Coast Hospital will increase the number of referrals to the Downeast Treatment Center, a treatment hub where people dealing with opiate use disorder could get stabilized and then move out into the community for maintenance and counseling, by five per quarter (20 per year) by September 30, 2019.

Status: In progress

Approaches taken and resources used: In fiscal year 2019 (FY19) Northern Light Maine Coast Hospital implemented a referral template to facilitate referrals of individuals with substance use disorders to the Downeast Treatment Center. In addition, Maine Coast Hospital worked to establish a mechanism to track and report referrals by providers quarterly and established a procedure to examine trends identified in referral patterns to address issues as identified.

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

Healthy Acadia, Downeast Substance Treatment Network, Hancock County Sherriff's Office, Northern Light Blue Hill Hospital, Mount Desert Island Hospital, and Maine Coast Hospital Primary Care Providers

Highlights: In FY19, Northern Light Maine Coast Hospital was successful in creating a referral template, and engaging providers in opioid best practices. However, efforts to develop an accurate referral tracking system to the Downeast Treatment Center experienced unexpected challenges related to our patient's episodic nature of care. Many of these patients do not have a primary care provider or the ability to follow-up on referrals. Recognizing these challenges will help our team identify alternative referral patterns in the future.

Outcome Measure: In FY19, the outcome measure for this priority work by Northern Light Maine Coast Hospital was ultimately determined to be unmeasurable due to technical factors.

Project Lead: Dr. Sheena Whittaker, VP Senior Medical Executive and Dr. Kathryn Rensenbrink, Primary Care Medical Director

Next Steps: In fiscal year 2020 (FY20), Northern Light Maine Coast Hospital plans to continue efforts to identify alternative referral patterns for patients in need of accessing the Downeast Treatment Center and other appropriate treatment providers and partnering with other organizations to address substance use outside of this reporting. During the next three-years, Maine Coast Hospital plans to focus on our chosen priority areas of work within our [2019 Community Health Strategy](#).

FY 2019 Progress Report

Priority #2: Physical activity, nutrition, and obesity

Objective: Northern Light Maine Coast Hospital will offer three nutrition and activity classes (six sessions each, one each trimester, at two different sites) by September 30, 2019.

Status: Completed

Approaches taken and resources used: In FY19, Northern Light Maine Coast Hospital provided education and support to attendees in our diabetes prevention classes, obesity prevention classes, and balance improvement classes.

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

Healthy Acadia, Downeast YMCA, Northern Light Bone Health Program, Special Children's Friends, and Northern Light Blue Hill Hospital

Highlights: In FY19, Northern Light Maine Coast Hospital expanded the number of programs, sites, and participants taking part in obesity improvement activities. In addition, we were successful in integrating the programs and staff of Maine Coast Hospital and Northern Light Blue Hill Hospital medical nutrition and diabetes services.

Outcome Measure: In FY19, the outcome measures for this priority work achieved by Northern Light Maine Coast Hospital exceeded our goals. We finished the year with a total of 60 courses offered at four sites, engaging over 575 community members.

Project Lead: Amy Henderson, Clinical Supervisor of Medical Nutrition Therapy.

Next Steps: In FY19, Northern Light Maine Coast Hospital operationalized our obesity awareness and intervention efforts. This program will continue outside of this priority reporting. During the next three-years, we plan to focus on our chosen priority areas of work within our [2019 Community Health Strategy](#).

FY 2019 Progress Report

Priority #3: Mental health

Objective: Northern Light Maine Coast Hospital will establish one full time onsite mental health clinician by September 30, 2019.

Status: Completed

Approaches taken and resources used: In FY19, Northern Light Maine Coast Hospital committed to adding staff and providing mental health services to patients at all Maine Coast Hospital sites, in person at Ellsworth, Internal Medicine and via Telemedicine at other sites.

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

Northern Light Acadia Hospital, The Downeast Treatment Center, Northern Light Blue Hill Hospital, Mount Desert Island Hospital, Bucksport Regional, Health Center, Healthy Acadia

Highlights: In FY19, Northern Light Maine Coast Hospital successfully recruited and hired a full-time mental health professional. Services are now available to patients from all Maine Coast Hospital clinics. This service is available on site at the Ellsworth Internal Medicine clinic and via telehealth from other sites. Provider and patient satisfaction as measured by surveys and comments to staff site and manager are positive. An accurate, efficient electronic report is now in place.

Outcome Measure: In FY19, the outcome measure for this priority work was achieved by Northern Light Maine Coast Hospital with a total of four sites, 223 total patients, and 1,188 community members consisting of patient family members and friends were engaged in this service offering.

Project Lead: Terry Leahy Director of Physician Practices

Next Steps: In FY19, Northern Light Maine Coast Hospital completed the establishment of this program. We will continue this work on this priority outside this reporting. During the next three-years, we plan to focus on our chosen priority areas of work within our [2019 Community Health Strategy](#).

FY 2019 Progress Report

Priority #4: Health literacy

Objective: Northern Light Maine Coast Hospital will host five health literacy events per quarter for a total of 20 events held by September 30, 2019.

Status: Completed

Approaches taken and resources used: In FY19, Northern Light Maine Coast Hospital held a variety of health literacy events including:

- Patient Portal Workshops
- Breast Cancer Awareness
- Congestive Heart Failure education
- New Mother education
- Breastfeeding workshops
- Pelvic Health workshop
- Cancer Rehabilitation Awareness
- Staffed the Northern Light Blue Hill Hospital wellness fair

During these events subject matter experts discussed the topics and language used and handed out printed brochures and materials to assist community members.

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

- Patient Advisory council, Healthy Acadia, WABI TV, Southwest Harbor Library, Northern Light Blue Hill Hospital, Beth C Wright Cancer Center

Highlights: In FY19, Northern Light Maine Coast Hospital expanded the number of topics, partners, sites and participants in our health literacy efforts.

Outcome Measure: In FY19, Northern Light Maine Coast Hospital was able to exceed our goals increasing our programs offered to 22 events, partners to six, and participants to 240.

Project Lead: Terry Leahy, Director of Physician Practices

Next Steps: In FY20, Northern Light Maine Coast Hospital has operationalized this work and will continue efforts related to this priority outside of this reporting. During the next three-years, we plan to focus on our chosen priority areas of work within our [2019 Community Health Strategy](#).

FY 2019 Progress Report

Systemwide priority: Healthy food access – healthy hospital food

Objective: Improve the nutritional content our hospital’s food offerings.

Status: In progress

Approaches taken and resources used: In FY19, Northern Light Maine Coast Hospital uploaded all menus to the Computrition software program aimed at increasing efficiency and productivity efforts with a focus on customer satisfaction. Maine Coast Hospital also prepared the groundwork for the rollout of the “real.easy.good.” program to help our consumers understand which foods are most consistent with eating a balanced diet based on the Dietary Guidelines for Americans.

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

Northern Light Health-Food Service committee consisting of all Northern Light Health Member Organization Dietary Departments

Highlights: In FY19, Northern Light Maine Coast Hospital improved dietary options, reduced costs, prepared for the roll out of the “real.easy.good.” program, and implemented a full-time dietician, to improve services to our patients and employees.

Outcome Measure: Computrition – all diets uploaded into the software and prepared for the rollout of the “real.easy.good.” program.

Project Lead: April Hartford, Food Service Director

Next Steps: In FY20, Northern Light Maine Coast Hospital, having set the foundation and culture for improvement in organization nutrition, will continue this work outside of this priority reporting. During the next three-years, we plan to focus on our chosen priority areas of work within our [2019 Community Health Strategy](#).

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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