

Fiscal Year 2018

Progress report to our community

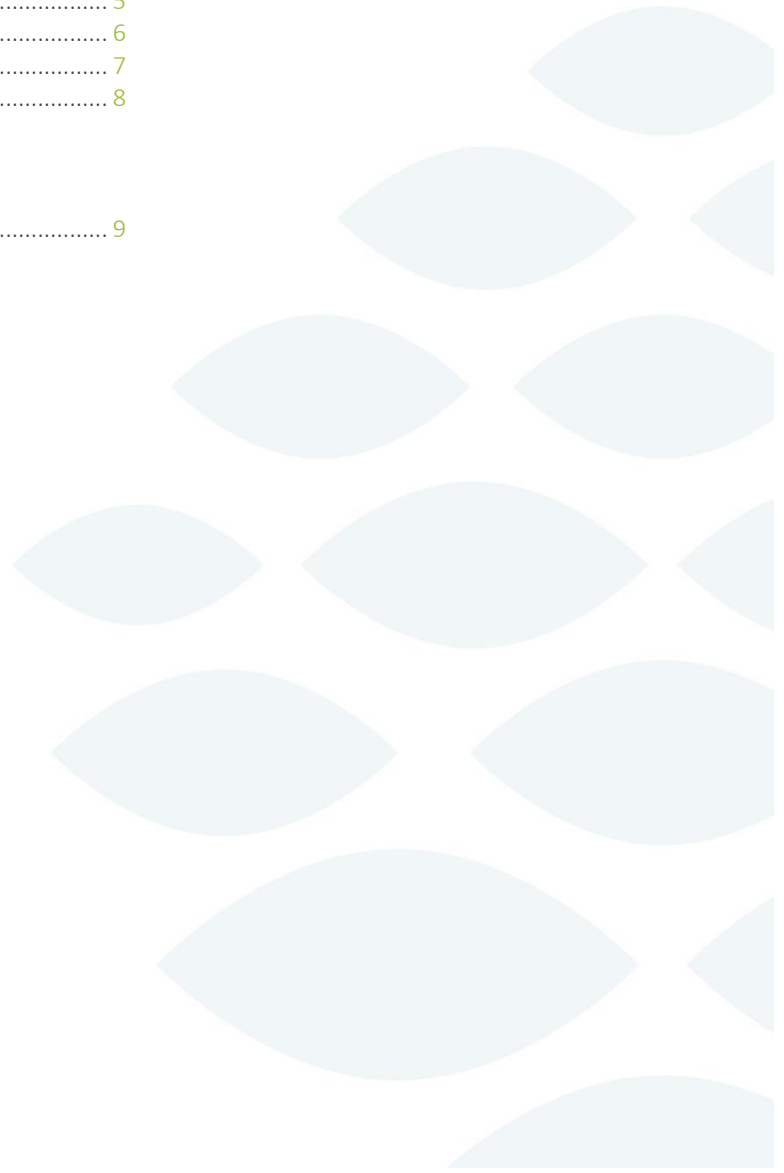
Addressing community health needs



Northern LightSM
Eastern Maine Medical Center

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Donna Russell-Cook, FACHE
President

Eastern Maine Medical Center

We are proud to announce that EMHS has become Northern Light Health! As Northern Light Eastern Maine Medical Center, we are 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 Eastern Maine Medical Center have our own unique set of priorities that we are addressing including:

- Substance use disorder
- Obesity
- 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 will create a healthier Maine.

Sincerely,



Donna Russell-Cook, FACHE
President, Northern Light Eastern Maine Medical Center

Progress report update

FY 2018 Progress Report

Priority #1: Substance use disorder

Objective: By October 1, 2018, 35% of post-procedure prescriptions for acute pain will be 24 tablets or less in all Northern Light Eastern Maine Medical Center service groups and 100% of all prescriptions for acute pain will be for seven days or less.

Status: In progress

Approaches taken and resources used: In fiscal year 2018 (FY18), Northern Light Eastern Maine Medical Center achieved the goals stated through education both formal and informal. Metrics were presented to services on a monthly basis.

Partners engaged: Northern Light Eastern Maine Medical Center partnered with the following entities on this priority:

Chiefs of service, hospital leadership, and performance improvement

Highlights: In FY18, Northern Light Eastern Maine Medical Center achieved success however this was a very labor intense process to find where our baseline was and then to continue to monitor. We hope to partner with the Maine Prescription Monitoring Program to assist in more accurate and timely data collection.

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light Eastern Maine Medical Center was 35% of post-admission prescriptions for acute pain was 24 tablets or less in all EMMC service groups and 100% of all prescriptions for acute pain was for seven days or less.

Project Lead: James Jarvis, MD, FAAFP

Next Steps: In fiscal year 2019 (FY19), Northern Light Eastern Maine Medical Center hopes to bring this same metric to the provider level in an accurate and timely fashion. We will continue to monitor and educate providers.

FY 2018 Progress Report

Priority #2: Obesity

Objective: Remove all beverages that have 40 or more calories per serving from all Northern Light Eastern Maine Medical Center State Street campus-based foodservice and retail environments on January 1, 2018 (includes our café, Northern Light Pharmacy, Lori's Gifts, and vending machines).

Status: Foundational work started

Approaches taken and resources used: In FY18, Northern Light Eastern Maine Medical Center:

- Inventoried the locations sugary beverages are available on the State Street campus
- Reached agreements with Lori's Gifts and Northern Light Pharmacy, Riverside to participate in the project to eliminate sugary beverages from the State Street Campus
- Worked with vendors to determine appropriate substitutes for sugary beverages

Partners engaged: Northern Light Eastern Maine Medical Center partnered with the following entities on this priority:

- Lori's Gifts
- Miller Drug Riverside
- Pepsi Corp
- Casco Bay Vending
- Northern Light Eastern Maine Medical Center's employee wellness committee

Highlights: In FY18, Northern Light Eastern Maine Medical Center created the action plan necessary to implement the plan to remove sugary beverages from the State St campus.

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light Eastern Maine Medical Center was creating the action plan necessary to achieve the outcome.

Project Lead: Valerie Langbein, director of Food and Nutrition Services

Next Steps: In FY19, Northern Light Eastern Maine Medical Center will implement the action plan to remove all beverages that have 40 or more calories per serving from all of its State Street campus-based foodservice and retail environments.

FY 2018 Progress Report

Priority #3: Health literacy

Objective: Increase the number of referrals from Northern Light Eastern Maine Medical Center to Literacy Volunteers of Bangor from 11 total referrals in FY17 to 15 referrals in FY18.

Status: Completed

Approaches taken and resources used: In FY18, Northern Light Eastern Maine Medical Center expanded our communication regarding Literacy Volunteers to the Emergency Department; Northern Light Cardiology, Bangor; internal employee referrals; human resources; and our employee assistance program partner. We highlighted our efforts on the news and through online outlets.

Partners engaged: Northern Light Eastern Maine Medical Center partnered with the following entities on this priority:

- Literacy Volunteers of Bangor
- Fox News Bangor
- WorkForce Performance Solutions
- Northern Light Eastern Maine Medical Center's Community Relations team

Highlights: In FY18, Northern Light Eastern Maine Medical Center supported Literacy Volunteers in achieving more than 50 additional referrals than the previous year.

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light Eastern Maine Medical Center was more than 50 additional referrals to Literacy Volunteers of Bangor.

Project Leads: Donna Ashe, director, Medical Group; Victoria Merry, director, Patient Experience; Kris Currier, Community Relations; and Medical Group practice managers and directors

Next Steps: In FY19, Northern Light Eastern Maine Medical Center will continue to partner and look for ways to better quantify referrals directly from our medical center. We will spread our communication efforts across Northern Light Health and strengthen our partnership with our care management resources.

FY 2018 Progress Report

Systemwide Priority: Opioid harm reduction – provider education

Objective: By December 31, 2018, increase to 100% the number of hospital-employed providers that prescribe opioids who receive education required by Maine’s opioid prescribing law (LD 1646, An Act to Prevent Opiate Abuse by Strengthening the Controlled Substances Prescription Monitoring Program). (Note that in FY17, EMMC’s goal was to ensure this was complete in the primary care setting. In FY18, this CHIP expands to include all prescribers)

Status: In progress

Approaches taken and resources used: In FY18, Northern Light Eastern Maine Medical Center provided free education to all providers regarding pain management and opioid prescribing. This was done through various venues.

Partners engaged: Northern Light Eastern Maine Medical Center partnered with the following entities on this priority:

- Maine Medical Association

Highlights: In FY18, all providers employed by Northern Light Eastern Maine Medical Center who were required by law completed this training.

Outcome Measure: In FY18, the outcome measure for this objective was achieved by Northern Light Eastern Maine Medical Center.

Project Lead: James Jarvis, MD, FAAFP

Next Steps: In FY19, Northern Light Eastern Maine Medical Center will maintain the number of provider sites providing patient education materials surrounding prescription drug safety.

FY 2018 Progress Report

Systemwide Priority: Healthy food access – healthier hospital foodservice

Objective: Reformulate three recipes to improve the nutritional content of food options offered at foodservice venues (cafeteria, vending, catering), U.S. DHHS and CDC’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 Eastern Maine Medical Center tested new recipes featuring healthy ingredients and sold them in the Maine Café throughout the summer.

Partners engaged: Northern Light Eastern Maine Medical Center partnered with the following entities on this priority:

- PFG Northcenter

Highlights: Customer feedback was very positive and the new items were offered on multiple occasions.

Outcome Measure: In FY18, the healthy, new items were offered at one site (Maine Café) and approximately 1800 customers purchased the items.

Project Lead: Valerie Langbein, director of Food and Nutrition Services

Next Steps: In FY19, Northern Light Eastern Maine Medical Center will continue to offer healthier food choices in the Maine Café.

Conclusion

Northern Light Eastern Maine Medical Center 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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