

Fiscal Year 2018

Progress report to our community

Addressing community health needs

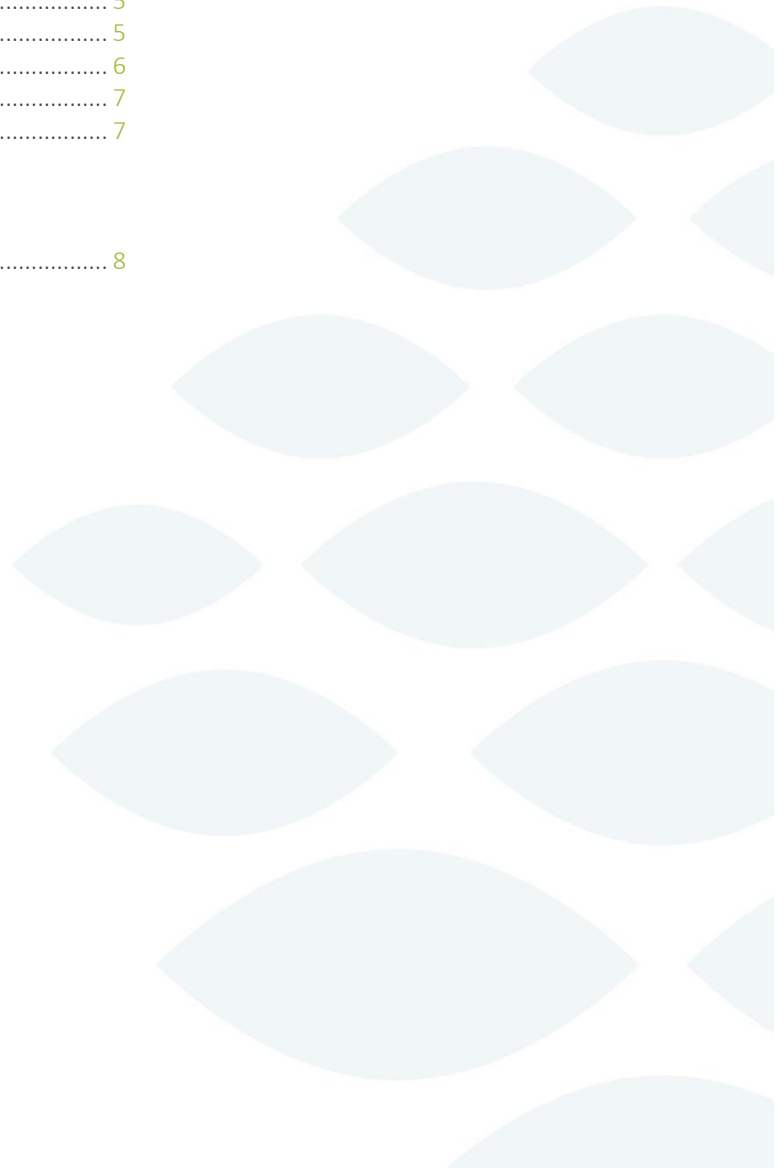


Northern LightSM

C.A. Dean Hospital

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Teresa Vieira, MHA, FACHE
President

**Northern Light C.A. Dean
Hospital and Northern Light
Sebasticook Valley Hospital**

We are proud to announce that EMHS has become Northern Light Health! As Northern Light CA Dean 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.

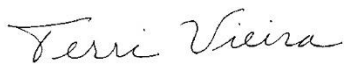
The following is an update on the progress of that community health improvement plan for our fiscal year 2018. As a member organization of Northern Light Health, we at Northern Light CA Dean Hospital have our own unique set of priorities that we are addressing including:

- Obesity
- Drug and alcohol abuse
- Depression

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 access to health services, care for our patients, and 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,



Terri Vieira, FACHE
President, Northern Light CA Dean Hospital

Progress report update

FY 2018 Progress Report

Priority #1: Obesity

Objective: By September 30, 2018, Northern Light CA Dean Hospital will increase by 60 its registered users of the Community Fitness program via marketing and community relations tactics.

Status: Completed

Approaches taken and resources used: In fiscal year 2018 (FY18), Northern Light CA Dean Hospital successfully increased our Community Fitness program membership with over 60 new registrations. Internal provider referrals and in house marketing on patient area monitors increased awareness of the resource and availability of the service.

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

- Northern Light CA Dean Hospital departments

Highlights: In FY18, Northern Light CA Dean Hospital used internal marketing and provider referrals to encourage healthy lifestyle changes in our patient population. Though resources are limited in the community, Northern Light CA Dean Hospital worked to offer an option for our patients to improve health outcomes through exercise.

Outcome Measure: In FY18, the outcome measure for this CHIP achieved by Northern Light CA Dean Hospital was an increase of over 60 registrations for our Community Fitness program.

Project Lead: Angie Madore, manager of Rehabilitation Services and Bre Graffam, manager of Communications

Next Steps: Northern Light CA Dean Hospital will not continue this priority in fiscal year 2019. Northern Light CA Dean Hospital successfully increased the enrollment and registration in our Community Fitness Program by 60 members in FY 2018, but due to the size of the community we feel that continuation of this particular venture will not represent meaningful community benefit at this time. Northern Light CA Dean Hospital will revisit this health priority in the future and hopes to partner with community projects to represent our commitment to the health and wellbeing of our community.

FY 2018 Progress Report

Priority #2: Drug and alcohol abuse

Objective: By September 2018, increase the number of students at School Union 60 engaged in substance abuse education from 0 to 40.

Status: Completed

Approaches taken and resources used: In fiscal year 2018 (FY18), Northern Light CA Dean Hospital partnered with Hillary Starbird from Mayo Regional Hospital to offer drug and alcohol abuse education to 10th and 11th grade students at Greenville Consolidated School system through the “Prime for Life” program.

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

- Mayo Regional Hospital
- Greenville Consolidated School system

Highlights: In FY18, Northern Light CA Dean Hospital’s school nurse, Jen Caiazzo, partnered with Hillary Starbird from Mayo Regional Hospital to coordinate classroom time for the offering of the “Prime for Life” substance abuse education program. By the end of the school year, 50 students in the tenth and eleventh grades completed the program. Jen Caiazzo’s efforts to engage teachers and coordinate classroom time as well as being present to help facilitate teaching of the program have led to a partnership that will continue to educate incoming freshmen on the dangers of substance abuse.

Outcome Measure: In FY18, Northern Light CA Dean Hospital engaged and provided substance abuse education to 50 students in the Greenville Consolidated School system.

Project Lead: Jenn Caiazzo, RN

Next Steps: In fiscal year 2019, Northern Light CA Dean Hospital is planning to continue the “Prime for Life” program for incoming ninth graders as well as tenth graders with a goal of offering the program to incoming freshman each school year.

FY 2018 Progress Report

Priority #3: Employment

FY18 Objective Status: In response to our Community Health Strategy priority related to employment, Northern Light CA Dean Hospital will not continue this priority in FY18. Northern Light CA Dean Hospital successfully offered a Certified Nursing Assistant (CNA) course to interested community members in FY17 that resulted in the education and completion of the course for two individuals who subsequently found employment in the area. Due to low interest in the course coupled with the lack of positions available in the area for CNAs, Northern Light CA Dean Hospital has chosen to not pursue this priority in FY18 with plans to revisit it in FY19.

Next Steps: In FY19, Northern Light CA Dean Hospital will partner with Eastern Maine Community College’s “Grow Your Own” program to offer a satellite site for employees interested in furthering their career in the nursing field. Though on-site training and an ITV classroom set-up, students will be able to complete their associate’s degree in nursing here at the hospital, eliminating the extensive travel previously required to obtain this degree.

FY 2018 Progress Report

Priority #4: Depression

Objective: By September 2018, increase the number of referrals to behavioral medicine (via telepsych) from zero to 200.

Status: Completed

Approaches taken and resources used: In FY18, Northern Light CA Dean Hospital secured a working relationship with Acadia and initiated an integrated behavioral health program. This started in April, 2018.

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

- Northern Light Acadia Hospital. They provide this service one day a week in our practices.

Highlights: In FY18, Northern Light CA Dean Hospital has an integrated behavioral health practitioner assisting with medication management. This service has allowed the primary care physicians to hand off their patients to someone with much more experience in the behavioral health realm, making them feel more secure in the treatment of their patients and getting patients the care they need.

Outcome Measure: In FY18, the outcome measure for this CHIP achieved by Northern Light CA Dean Hospital was securing a working relationship with Northern Light Acadia Hospital and building an integrated behavioral health model in our primary care practices. In FY18, we were able to refer 41 patients for telepsych and have many more referrals waiting to be scheduled.

Project Lead: Megan Ryder, director of Practice Management

Next Steps: In FY19, Northern Light CA Dean Hospital will continue to work with Northern Light Acadia Hospital on enhancing their integrated model and hope to secure an LCSW specifically for the practices to assist in the treatment of our behavioral health patients.

FY 2018 Progress Report

Systemwide priority: Opioid harm reduction – patient education

Objective: By September 30, 2018, increase by one the number of provider sites providing patient education materials surrounding prescription drug safety.

Status: Completed

Approaches taken and resources used: In FY18, Northern Light CA Dean Hospital began using the Choosing Wisely campaign's opioid pain management rack card and flat sheet at Northern Light Health Primary Care Greenville, Sangerville, and Monson. These Choosing Wisely materials were displayed in the various waiting rooms and exam rooms for patients to access in order to learn about additional services offered for those in need of additional opioid medication education. Northern Light CA Dean Hospital also maintained/established medication contracts and informed consents for patients who receive any controlled substance prescribing as embedded into the electronic health records.

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

- Choosing Wisely, an initiative of the ABIM Foundation

Highlights: In FY18, educating patients on the appropriate use of controlled substances as well as finding alternatives for patients in pain.

Outcome Measure: In FY18, successfully worked with one provider site to implement patient education materials.

Project Lead: Megan Ryder, director of Practice Management

Next Steps: In FY19, Northern Light CA Dean Hospital plans to continue to look at ways to inform our patients on the effects of controlled substances.

FY 2018 Progress Report

Systemwide priority: Healthy food access – screen and intervene

Objective: Increase the number of sites screening for food insecurity from 0 to 1 by 9/30/2018.

Status: Completed

Approaches taken and resources used: In FY18, Northern Light CA Dean Hospital partnered with the Good Shepard Food Bank and were able to provide food our patients. This partnership gave us the comfort level to start screening patients for food insecurity in all three of our clinics.

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

- Good Shepard Food Bank

Highlights: In FY18, Northern Light CA Dean Hospital was able to partner with the Good Shepard Food Bank to provide food to those patients who screened positive for food insecurity.

Outcome Measure: In FY18, Northern Light CA Dean Hospital was able to screen patients for food insecurity and was able to provide food for those patients who screen positive in all three of our clinics. We were able to provide patients with food bags since May 17.

Project Lead: Megan Ryder, director of Practice Management

Next Steps: In fiscal year 2019, Northern Light CA Dean Hospital will work toward continuing this program in order to provide food to our patients identified as food insecure while continuing screening protocols in all our practices.

Conclusion

Northern Light CA Dean 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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