

Fiscal Year 2019

Progress report to our community

Addressing community health needs



Northern LightSM
Inland Hospital

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John Dalton
President

**Northern Light
Inland Hospital**

Our new brand, Northern Light Health, is now in its second year of existence and the changes are evident at Northern Light Inland 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.

This report 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 Inland Hospital has its own unique set of priorities that we are addressing, including:

- Obesity (physical activity and nutrition)
- Substance abuse
- Mental health and depression
- Poverty

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 Inland 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 Dalton
President, Northern Light Inland Hospital

Progress report update

FY 2019 Progress Report

Priority #1: Obesity (Physical Activity and Nutrition)

Objective: Maintain 26 registered Let's Go! school, out-of-school, and child care sites in Northern Kennebec County as of September 30, 2019. Let's Go! is an evidence-based physical activity and healthy nutrition initiative.

Status: Completed

Approaches taken and resources used: In fiscal year 2019 (FY19), Northern Light Inland Hospital was able to exceed its objective by working with 29 registered Let's Go! school, out-of-school and child care sites in Northern Kennebec County. We built relationships by establishing a regular communication process with all Let's Go! site champions. We worked with our site champions and their individual Let's Go! teams to assess their environments, which helped to inform individual action plans developed by each site. Action plans targeted youth, families and staff and resulted in changes to environment and policies around the 5210 messages (5 or more fruits and veggies, 2 hours or less screen time, 1 hour or more of physical activity, and 0 sugary drinks). We developed a monthly "To Do List" tracking system that highlighted the action steps of each site as well as our coordinators role in the action plan, allowing for accountability and follow through by all parties. We also provided technical support to school districts for the Department of Education's mandated Wellness policies, further helping to support wellness initiatives for our sites and to continue to build relationships. We provided learning opportunities and technical support for all of our sites and recognized them for their efforts.

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

Local K – 12 schools, including their before and after school programs, school nutrition programs, child care sites, provider offices, and the Let's Go! home office.

Highlights: In the Spring of FY19, Northern Light Inland Hospital added the school nutrition programs for the Waterville, Winslow and Vassalboro school districts as Let's Go! registered sites impacting 10 schools in the three school districts, supporting healthy nutrition for students and staff. We added two new child care sites during FY19. There is also a burgeoning staff wellness interest in several of the Let's Go! sites that our Let's Go! coordinator is providing support for. Also, four of our school districts had their new Wellness policies approved by the Department of Education. Seven of our 29 schools and child care sites were recognized at the Gold recognition level (highest engagement) by the Let's Go! home office, while five sites were recognized as Bronze. Three of Northern Light Inland Hospital's practices were recognized by the Let's Go! home office for Advanced recognition (highest engagement), while another site was recognized as a Site of Distinction for addressing most, but not all of the criteria needed to achieve Advanced recognition.

Outcome Measure: In FY19, the outcome measure for this priority work achieved by Northern Light Inland Hospital was 29 registered Let's Go! sites, exceeding our objective of 26.

Project Lead: James Fortunato, TTS-C, Community Health Coordinator

Next Steps: Northern Light Inland Hospital will focus on utilizing evidence-based programs that increase access to physical activity and healthy nutrition options by engaging 26 Let's Go! sites, including school, out-of-school, and child care sites in Northern Kennebec County as of 9/30/20.

FY 2019 Progress Report

Priority #2: Substance Abuse

Objective: Complete integration of behavioral health services in primary care settings by adding service to Northern Light Primary Care, 246 Kennedy Memorial Drive, Waterville by September 30, 2019.

Status: Completed

Approaches taken and resources used: In FY19, Northern Light Inland Hospital expanded the Psychiatric Mental Health Nurse Practitioner's scope to provide services in all primary care settings through additional marketing and increased awareness among providers.

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

Practice Manager at Northern Light Primary Care, 246 Kennedy Memorial Drive.

Highlights: In FY19, Northern Light Inland Hospital completed the integration of behavioral health services in primary care settings by adding service to Northern Light Primary Care, 246 Kennedy Memorial Drive.

Outcome Measure: In FY19, the outcome measure for this priority work achieved by Northern Light Inland Hospital was to complete the integration of behavioral health services into five Northern Light Inland Hospital primary care practices.

Project Lead: Dr. Gavin Ducker, Senior Physician Executive/VP of Medical Affairs

Next Steps: We will not pursue this priority work in fiscal year 2020 (FY20), as we have operationalized this work at Northern Light Inland Hospital in our primary care settings and will continue the work outside of this priority reporting. In FY20, Northern Light Inland Hospital will increase the number of Medication-Assisted Treatment options for opioid use readily available in local communities from three to five.

FY 2019 Progress Report

Priority #3: Mental Health/Depression

Objective: Increase by one the number of Mental Health First Aid classes offered in Greater Waterville by September 30, 2019.

Status: Completed

Approaches taken and resources used: In FY19, Northern Light Inland Hospital collaborated with National Alliance on Mental Illness (NAMI) to hold two Mental Health First Aid trainings. This training is a national best practice, evidence-based certification course that teaches participants how to help someone who has a mental health challenge or is experiencing a mental health crisis. The training helps people identify, understand, and respond to signs of addiction and mental illness, as well as where to turn for help – professional, peer, and self-help resources. Mental Health First Aid teaches about recovery and resiliency – the belief that individuals experiencing these challenges can and do get better and use their strengths to stay well.

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

National Alliance on Mental Illness

Highlights: In FY19, Northern Light Inland Hospital offered two Mental Health First Aid trainings reaching 27 individuals.

Outcome Measure: In FY19, the outcome measure for this priority achieved by Northern Light Inland Hospital was offering two Mental Health First Aid classes, exceeding our objective by one class.

Project Lead: James Fortunato, Community Health Coordinator

Next Steps: In FY20, Northern Light Inland Hospital will offer two Mental Health First Aid trainings.

FY 2019 Progress Report

Priority #4: Poverty

Objective: Increase Community Benefit funding to Kennebec Valley Community Action Program (KVCAP) to support public transportation in Inland's service area by September 30, 2019.

Status: Completed

Approaches taken and resources used: With transportation identified as a priority need, we earmarked funds through our Community Benefit Grant Program for KVCAP. The Community Benefit Advisory Committee reviewed KVCAP's transportation ride data and plans. KVCAP received funds in February, 2019.

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

Northern Light Inland Hospital's Community Benefit Advisory Committee and KVCAP

Highlights: In FY19, Northern Light Inland Hospital paid KVCAP \$3,000 for transportation support for the community as part of its Community Benefit grant funding plan to enhance local ride service for low income and other residents.

Outcome Measure: In FY19, Northern Light Inland Hospital contributed \$3,000, an increase from FY18, Community Benefit funds designated for public transportation.

Project Lead: Sara Barry, Director, Community Relations

Next Steps: In FY20, Northern Light Inland Hospital plans to shift its focus from transportation to other social needs, specifically food insecurity where we will increase the number of medical offices screening for food insecurity and referring patients to community resources from six to eight by September 30, 2020. For individuals with food insecurity challenges who are unable to find transportation, we have some funding available for transportation to and from local food banks as a result of a grant obtained by our Community Health Navigator.

FY 2019 Progress Report

Systemwide priority: Opioid harm reduction – patient education

Objective: Increase from 0 to 5 the number of provider sites offering patient education materials on prescription drug safety that are embedded in the electronic health record (EHR) to be available for patient clinical visit summary by September 30, 2019.

Status: Completed

Approaches taken and resources used: In FY19, Northern Light Inland Hospital continued with its multi-year implementation of a new electronic health record (EHR). As we learned about the educational resources that were already available in the new EHR, it became clear that adding more materials that could be duplicative would not be productive.

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

Northern Light Ambulatory medicine administrators, providers and information officer

Highlights: In FY19, Northern Light Inland Hospital wanted to continue its work to provide patients with valuable information regarding substance use disorder (specifically, opioid use and abuse) and treatment alternatives. Our goal was to embed educational information into the new EHR that would be easily accessible for providers and staff to include with the patient's clinical visit summary. In our research, we learned that the new EHR already provides a wide variety of opioid educational material.

Outcome Measure: In FY19, the objective for this priority was achieved by Northern Light Inland Hospital. Opioid educational material is now available to five primary care practices through the EHR.

Project Leads: Beth Held-Dobos, PA-C - Lead Provider-Primary Care and Jim Fortunato, Community Health Coordinator

Next Steps: In FY20, Northern Light Inland Hospital plans to engage in the prevention and management of opiate addiction with a focus on provider training in Medically-Assisted Treatment.

FY 2019 Progress Report

Systemwide priority: Healthy food access – healthy hospital food

Objective: Reformulate three recipes to improve the nutritional content of food options offered at Inland's foodservice venues (cafeteria, vending, catering) according to U.S. DHHS and CDC's Health and Sustainability Guidelines for Federal Concessions and Vending Operations Guidelines by September 30, 2019.

Status: Completed

Approaches taken and resources used: In FY19, Northern Light Inland Hospital's Food Services Committee reformulated four recipes. All of these recipes are offered on patient menus, sold in the cafeteria, and offered through catering requests.

- Mashed potatoes: We switched our mash potatoes to a lower sodium brand, reducing sodium from 170 mg. per serving to 90 mg. per serving.
- Basic muffin mix: We changed our basic muffin mix to a lower fat and sodium mix. We reduced the sodium from 450 mg. to 270 mg. and the total fat from 14 grams to 2 grams per muffin.
- White sliced bread: We reduced sodium per slice on white bread from 110 mg. to 95 mg.
- Wraps: We changed our wraps to a lower sodium version, reducing sodium from 800 mg. to 650 mg. per wrap.

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

Northern Light Inland Hospital's Food and Nutrition Department, Northern Light Food Services Committee and Northern Light Mercy Hospital

Highlights: In FY19, Northern Light Inland Hospital reformulated four recipes to reduce sodium on mashed potatoes, basic muffin mix, white sliced bread and wraps.

Outcome Measure: In FY19, Northern Light Inland Hospital reformulated four recipes, reducing sodium for these recipes offered on patient menus, sold in the cafeteria and offered through catering requests. We exceeded our objective of three reformulated recipes.

Project Lead: Scott Pearl, Food & Nutrition Services Director

Next Steps: In FY20, Northern Light Inland Hospital's dietitian and food service department will implement a new food initiative called "real. easy. good." It will help patients, staff and other community members identify the healthier menu options.

Conclusion

Northern Light Inland 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.

**Northern Light
Inland Hospital**
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