

Fiscal Year 2019

Progress report to our community

Addressing community health needs



Northern LightSM

Mercy Hospital

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Charlie Therrien, FACHE
President and CEO

**Northern Light
Mercy Hospital**

Our new brand, Northern Light Health, is now in its second year of existence and the changes are evident at Northern Light Mercy 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 Mercy Hospital has its own unique set of priorities that we are addressing, including:

- Substance use disorder
- Affordable housing and homelessness
- Medical neighborhood
- Preventive screenings and immunizations
- Enrollment activities and coverage counseling
- Health education

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 Mercy 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,



Charlie Therrien
President, Northern Light Mercy Hospital

Progress report update

FY 2019 Progress Report

Priority #1: Substance abuse treatment

Objective: By September 30, 2019, Greater Portland Addiction Collaborative (GPAC) will execute a data sharing agreement, serve 12 women in the new recovery residence, and purchase a minimum of one additional residence.

Status: Completed

Approaches taken and resources used: In fiscal year 2019 (FY19), Northern Light Mercy Hospital works collaboratively with State leaders and partner organizations to advance a highly coordinated approach to care delivery with housing for persons with opioid use disorder.

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

Milestone Recovery, Greater Portland Health, Catholic Charities of Maine, Portland Recovery Community Center, The Opportunity Alliance, Preble Street, Maine Health, City of Portland, Portland Police, and Amistad

Highlights: In FY19, Northern Light Mercy Hospital facilitated the work of Greater Portland Addiction Collaborative that commits to advance seamless access to treatment, housing, and shared data. Community Housing of Maine purchased a second property and renovated to meet the needs of women seeking recovery. Amistad agreed to serve as program manager for this second property expected to open in early December 2019. Acknowledging the prevalence of fatal overdoses associated with release from jail, Amistad leader, Meredith Pesce has engaged Cumberland County Jail staff to hardwire a workflow from jail to housing and treatment. Both GPAC Recovery Residences secure MARR certification, which sets the stage for high quality housing and potential operational funds from the State. Melissa Skahan and Cullen Ryan, CEO of Community Housing of Maine testified before the Legislature in support of state funding for Recovery Residences.

Outcome Measure: In FY19, the outcome measure for this priority achieved by Northern Light Mercy Hospital was an additional 18 women were served in recovery housing with wrap around services.

Project Lead: Melissa Skahan, Vice President of Mission Integration

Next Steps: In fiscal year 2020 (FY20), Northern Light Mercy Hospital will continue to expand access to high quality treatment and housing.

FY 2019 Progress Report

Priority #2: Affordable housing and homelessness

Objective: By the end of FY19, McAuley Residence will serve 15 previously homeless women and 25 children.

Status: Completed

Approaches taken and resources used: In FY19, Northern Light Mercy Hospital's McAuley Residence continually refined the model to adapt to the dynamic impact of the opioid crisis and poly-substance use in Maine. Beyond creating a safe space for women to embrace recovery, the program has recognized and responded to the emerging complexity of children, who have endured exposure to opioids, trauma, and multiple medications in utero. Additional groups and services were added in FY19 to foster attachment and build capacity for both mother and child.

McAuley Residence is a comprehensive, two generational program with supportive housing for families affected by substance use disorder. The program allows women to engage in offsite mental health services, primary and specialty care services, and substance use disorder treatment without surrendering their children. Families are afforded intensive wrap around services, access to quality child care, parenting coaching, and capacity-building groups to ensure that family stabilization, employment, and education goals are met.

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

McAuley Residence partners with several area primary care and mental health providers, hosts Alcoholics and Narcotics Anonymous meetings, and welcomes community volunteers as both sponsors and mentors. The Opportunity Alliance provides parenting coaches for families; and local colleges, universities, and Portland Adult Education services provide educational opportunities and counseling services. Key Bank provides individualized financial mentoring for the women to ensure financial literacy and self-sufficiency. Community Housing of Maine (CHOM) owns the property and provides apartments, office space, community kitchen and playroom space. CHOM, our housing partner, is a non-profit charitable organization that as its core mission provides advocacy, supportive housing, community inclusion, and stability for homeless and special needs populations across the state. Catherine Morrill provides reduced child care services for the children at McAuley Residence. Weekly seminars around women's health issues, yoga, art lessons, and nutrition provide another venue for local artists, professionals, and chefs to volunteer at McAuley Residence.

Highlights: In FY19, Northern Light Mercy Hospital's McAuley Residence provided a comprehensive two-generational program for 22 families affected by substance use disorder. In FY19, we added a social group led by a Licensed Clinical Social Worker that coordinates with other mental health providers of the children. This has proven to be impactful.

Outcome Measure: In FY19, the outcome measure for this priority achieved by Northern Light Mercy Hospital was providing a comprehensive two-generational program for 22 families affected by substance use disorder.

Project Lead: Melissa Skahan, Vice President of Mission Integration

Next Steps: In FY20, Northern Light Mercy Hospital will seek to open a second McAuley Residence in Bangor with the intent of serving an additional 10 families per year.

FY 2019 Progress Report

Priority #3: Medical neighborhood

Objective: By the September 30, 2019, Northern Light Mercy Hospital will secure health insurance coverage and avoid unnecessary cost for 200 persons.

Status: Completed

Approaches taken and resources used: In FY19, Northern Light Mercy Hospital's Director of Mission facilitates the work of the medical neighborhood. The weekly meetings of the neighborhood team discuss the needs of individual high users, system issues, and trends across the care delivery system. Mercy's Emergency Department, Primary Care Manager, and Financial Counselors play a critical role in developing a rapport with uninsured patients in the acute setting and engaging the necessary neighborhood resources such as peers, street outreach, or CHOWs to begin the desired transition to a medical home. Financial Counselors routinely meet patients in community to complete a comprehensive screen for resources. The Utilization Review Team reviews all requests for care for uninsured persons to determine if the request meets medical necessity and to ensure that care is coordinated with community resources and providers.

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

Amistad, City of Portland, and Greater Portland Health

Highlights: In FY19, Northern Light Mercy Hospital's neighborhood team ensures that all uninsured persons have access to a comprehensive evaluation for coverage options. This requires staff and partner organizations to meet patients where they are, which may include traveling to a local shelter, a patient's home, or public library to complete the screening process.

Outcome Measure: In FY19, the outcome measure for this priority achieved by Northern Light Mercy Hospital was 870 people were afforded health insurance coverage.

Project Leads: Katie Kerr, Director of Mission Services, Melissa Skahan, Vice President of Mission Integration, and Kelly Addor, Lead Financial Counselor

Next Steps: In FY20, Northern Light Mercy Hospital will include the new Emergency Department social worker and Recovery Coaches in the neighborhood meetings to ensure that vulnerable and uninsured patients seeking help with opioid use disorder can attain coverage.

FY 2019 Progress Report

Priority #4: Preventive screenings and immunizations

Objective: By September 30, 2019, Northern Light Mercy Hospital will provide health education around HPV vaccination and collect baseline data for current vaccinations.

Status: Completed

Approaches taken and resources used: In FY19, Northern Light Mercy Hospital delivered a health screening event and partnered on a flu clinic with Northern Light Home Care and Hospice.

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

Maine Access Immigrant Network (MAIN), a non-profit organization bridges access to health and social services for immigrants and refugees in Portland Maine. The organization works to build a stronger multicultural community in Portland, and to address refugee health literacy, health care enrollment, and coordination of health care benefits and non-clinical care. MAIN provided resource and referral information that is culturally and linguistically appropriate in English, Arabic, Somali, and French to ensure equal access to programs and services for new Mainers from Africa and Middle East.

The Town of Cumberland EMS and Northern Light Health offered a flu clinic for the general population that overlapped with an election.

Highlights: In FY19, Northern Light Mercy Hospital developed a new partnership with the Town of Cumberland's EMS and Aging in Place committee to develop health screening and education.

Outcome Measure: In FY19, the outcome measure for this priority achieved by Northern Light Mercy Hospital was approximately 197 adults and four children participated in these screening events.

Project Leads: Melissa Skahan, Vice President of Mission Integration, Ed Gilman, Director of Communication, Government Affairs, and Business Development, and Katie Kerr, Director of Mission Services.

Next Steps: In FY20, Northern Light Mercy Hospital will deliver monthly sessions in Cumberland and Yarmouth as well as events at local housing authorities and churches.

FY 2019 Progress Report

Priority #5: Enrollment activities and coverage counseling

Objective: By September 30, 2019, Northern Light Mercy Hospital will secure coverage for 100 persons, who were previously uninsured.

Status: Completed

Approaches taken and resources used: In FY19, Northern Light Mercy Hospital remains committed to having a team of Financial Counselors that work collaboratively with local agencies and clinical teams to uncover health insurance coverage options for uninsured or underinsured persons in Greater Portland. Mercy Hospital added a financial counselor in the Emergency Department.

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

City of Portland, Amistad, and Greater Portland Health to secure coverage for uninsured persons

Highlights: In FY19, Northern Light Mercy Hospital Financial Counselors secured coverage for 870 people and effectively engaged patients through letters, phone calls, and face to face meetings.

Outcome Measure: In FY19, Northern Light Mercy Hospital secured health insurance coverage for 870 people.

Project Leads: Melissa Skahan, Vice President of Mission Integration and Kelly Addor, Lead Financial Counselor

Next Steps: In FY20, Northern Light Mercy Hospital will continue to seek to identify coverage options for uninsured persons.

FY 2019 Progress Report

Priority #6: Health education

Objective: By September 30, 2019, Northern Light Mercy Hospital will provide a minimum of four health education sessions around nutrition and preventive care.

Status: Completed

Approaches taken and resources used: In FY19, Northern Light Mercy Hospital provided four health education sessions for Maine Access Immigrant Network and Portland Housing Authority.

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

Maine Access Immigrant Network and Portland Housing Authority

Highlights: In FY19, Northern Light Mercy Hospital Dana Greer, RN, BSN, OCN delivered two presentations in partnership with the CDC and Maine Access Immigrant Network (MAIN) with five interpreters to diverse communities. The presentations were highly interactive and focused on nutrition, health behaviors influence on health, and preventive screenings.

Breast and Cervical Cancer Education: We had 32 female participants and three translators that spoke French, Somali and Arabic that assisted with translating information provided. We utilized slides with multiple pictures and breast models to convey the information. It was a very interactive presentation with numerous questions throughout and after the presentation. Each participant was given an orange sheet of paper that stated they attended the presentation and would like to discuss the information in more detail with their physician. At the end of the session participants were asked if anyone plans on changing their habits and follow the guidelines for prevention. By show of hands all participants agreed with this statement.

Colorectal and Lung Cancer Education: We had 35 men and one female participant and three translators that spoke French, Somali and Arabic that assisted with translating information provided. We utilized slides with multiple pictures to convey the information to the participants. We had multiple questions throughout and after the presentation. At the completion of the presentation by a show of hands all participants stated they plan to change their habits based on information provided.

Outcome Measure: In FY19, Northern Light Mercy Hospital delivered four health education sessions and reached an estimated 77 people.

Project Leads: Melissa Skahan, Vice President of Mission Integration, Katie Kerr, Director of Mission Services, and the Oncology Staff

Next Steps: In FY20, Northern Light Mercy Hospital will expand its partnership with Portland Housing Authority and deliver monthly health screenings and education sessions with Cumberland EMS.

FY 2019 Progress Report

Systemwide priority: Opioid harm reduction- MAT prescribers

Objective: By September 30, 2019, increase the number of qualified Medication Assisted Treatment (MAT) prescribers from 3 to 5.

Status: Completed

Approaches taken and resources used: In FY19, Northern Light Mercy Hospital provided rapid access medication assisted treatment to 97 people and kept 73% of the patients engaged in ongoing treatment at Portland Internal Medicine. Mercy also added four new providers with DEA X waiver allowing them to prescribe buprenorphine.

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

Amistad, Office of Substance Abuse and Mental Health Services

Highlights: In FY19, Northern Light Mercy Hospital provided rapid access medication assisted treatment to 97 people and kept 73% of the patients engaged in ongoing treatment at Portland Internal Medicine. Mercy also added four new providers with DEA X waiver allowing them to prescribe buprenorphine.

Outcome Measure: In FY19, the outcome measure for this priority achieved by Northern Light Mercy Hospital served 97 people and kept 73% of the patients engaged in ongoing treatment at Portland Internal Medicine. Mercy also added four new providers with DEA X waiver allowing them to prescribe buprenorphine and employed two recovery coaches.

Project Leads: Melissa Skahan, Vice President of Mission Integration, and Sadie Knott, PMHNP-BC, Psychiatric Mental Health Nurse Practitioner

Next Steps: In FY20, Northern Light Mercy Hospital will continue to expand services for persons with Opioid Use Disorder in Primary Care and the Emergency Department.

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 foodservice venues (cafeteria, vending, catering) by September 30, 2019.

Status: Completed

Approaches taken and resources used: In FY19, the Northern Light Health Nutrition Affinity Group, which is composed of the clinical nutrition dietitian leads at all member hospitals, has been developing a systemwide healthy food labeling program for the cafeteria. The program is called “real.easy.good” and will be rolled out in September. The program will be a system-wide replacement for the former Guiding Stars program.

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

Northern Light Health Member Organizations

Highlights: In FY19, we removed, with the exception of ginger ale, all other sodas from the inpatient Room Service menus and offered new healthier beverage products in the cafeteria.

Outcome Measure: In FY19, the outcome measure for this priority achieved by Northern Light Mercy Hospital was that each week a minimum of three healthier recipes are offered to staff, patients, and visitors reaching approximately 1500 people.

Project Lead: Bruce Turner, Director of Food and Nutrition Services, and Stephanie Homon, Manager of Clinical Nutrition.

Next Steps: In FY20, Northern Light Mercy Hospital will continue to promote healthy food to all stakeholders.

FY 2019 Progress Report

Systemwide priority: Healthy food access – food insecurity, screen and intervene

Objective: Increase the number of screenings for food insecurity from 1617 to 1800 by September 30, 2019.

Status: Completed

Approaches taken and resources used: In FY19, Northern Light Mercy Hospital's patients in Oncology and Pediatrics are screened during each visit to assess food insecurity. Two questions are asked by the clinical staff to determine if patients worried that they would run out of food or food that they bought did not last for the month.

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

Local food pantries and food resources

Highlights: In FY19, Northern Light Mercy Hospital assisted 27 people, who reported being food insecure and were connected to resources for ongoing assistance.

Outcome Measure: In FY19, Northern Light Mercy Hospital screened 4,715 patients, and 27 people were identified as food insecure and were connected to resources.

Project Lead: Melissa Skahan, Vice President of Mission Integration

Next Steps: In FY20, Northern Light Mercy Hospital will expand screening to include social determinants of health such as housing and transportation.

Conclusion

Northern Light Mercy 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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