

Fiscal Year 2021

PROGRESS REPORT TO OUR COMMUNITY

Addressing community health needs



Northern LightSM
Sebasticook Valley Hospital

Table of Contents

Progress Report to Our Community

Introduction 3

Progress Report Update

Priority #1: Social Determinants of Health – Social Needs 4

Priority #2: Substance Use 5

Priority #3: Social Determinants of Health – Food Insecurity 7

Priority #4: Mental Health 7

Priority #5: Older Adult Health/Healthy Aging..... 9

Conclusion 9





Terri Vieira, MHA, FACHE
President

Northern Light
Sebasticook Valley Hospital

As 2021 nears an end, we approach 2022 with renewed hope, more resilience, and stronger community partnerships. Those partnerships have proven vital as the pandemic impacted the gains we had made in Maine and nationally to address the opioid epidemic. Unemployment and food insecurity remain higher than pre-pandemic levels too.

The pandemic taught us to become even better at working together. We have renewed commitment to improving the social determinants of health, and we have better ways to reach people than ever before.

In 2019, Northern Light Health partnered with three 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.

This report is an update on the progress of our community health strategy for fiscal year 2021, representing the second year of our three-year health improvement plan. In addition to the extraordinary outreach and collaborative efforts during the coronavirus pandemic, Northern Light Sebasticook Valley Hospital continues to engage in priority areas of work, including:

- Social determinants of health - Social needs
- Substance use
- Social determinants of health - Food insecurity
- Mental health
- Older adult health/Healthy aging

At Sebasticook Valley Hospital, we know that our neighbors are looking for trusted places where they can go for personalized care that is exceptional—and we want them to choose us. We are determined to be the best option for them while continuing to collaborate with our community partners. I look forward to what we can accomplish in the months ahead.

Sincerely,

Terri Vieira, MHA, FACHE
President, Northern Light Sebasticook Valley Hospital

Progress report update

FY 2021 Progress Report

Priority #1: Social Determinants of Health – Social Needs

Objective: Increase the number of sites implementing screening and referral for health-related social needs from three to four by 9/30/21.

Status: In progress

Strategy (approaches taken, and resources used) and highlights from this effort: In fiscal year 2021 (FY21), Northern Light Sebecook Valley Hospital participated in the Northern Light Health Social Determinants of Health (SDOH) system workgroup, which met bi-weekly through November 2020. The workgroup suspended meetings after this date to accommodate new system-level SDOH efforts. In January 2021, Northern Light activated four critical path project teams to plan and operationalize a system approach to identifying patients with social health needs. These groups oversaw standardization of the Cerner Social History Tool in the medical record, which will ensure patient demographics and health history are documented in a consistent fashion across all Northern Light member hospitals. The existing “Food Insecurity” form in Cerner was then updated to include six additional evidence-based questions to assess patients’ housing status and safety, transportation, utilities, daily activities, and isolation. The updated screening form aligns with most of the recommendations developed by the SDOH workgroup members. Both the “SDOH Screening” form and the updated Social History Tool went live in Cerner on 5/18/21 and are now available for use. Additional efforts during this year included foundational work to operationalize the Social Vulnerability Index and developing recommendations for implementation of a social care network platform (called Aunt Bertha). These additional Cerner functions are slated to go live in fiscal year 2022 (FY22) and will provide Northern Light with enhanced ability to understand social needs by populations and geographic location and provide seamless patient referrals to community-based organizations for assistance with social needs. Moving forward, the SDOH workgroup will be re-established in FY22 as the “SDOH Team” and report to Northern Light’s Quality Council and will be responsible for developing, implementing, monitoring, and evaluating the effectiveness of the system’s implementation of SDOH screening and intervention.

In addition, the hospital utilized its patient navigator to refer patients to social needs services in the area to help connect patients to housing, transportation, heating assistance, and food resources. The hospital has an internal referral process to the patient navigator through Cerner, which helps patients to receive additional care beyond the medical facility to address social needs.

Partners engaged: Sebecook Valley Hospital partnered with the following Northern Light members on this priority:

- Acadia Hospital
- AR Gould Hospital
- Beacon Health
- Blue Hill Hospital
- CA Dean Hospital
- Eastern Maine Medical Center
- Home Care & Hospice
- Inland Hospital
- Maine Coast Hospital

Mayo Hospital
Mercy Hospital
Information Systems
Clinical Informatics
Clinical Standards Group

Outcome measure: In FY21, Seabrook and other member hospitals were unable to initiate SDOH screening and meet the projected targets. This was an accepted outcome of the Northern Light system-led SDOH efforts, which were initiated after the FY20 community health improvement plan's activities and targets had been established. Ultimately, several key system outcomes were met during this period, including standardization of how and where SDOH information is documented within the electronic health record and adoption of a standard SDOH screening form. This provides a successful foundation for SDOH efforts moving forward. While screening has occurred, as a result of inclusion on standard patient rooming workflows, the reporting capability screening rates and/or results will be completed by Information Systems following additional auditing and mapping of appropriate Cerner concepts and data.

In addition, the hospital's patient navigator was able to refer 188 patients to social needs services. They referred 29 patients to heating assistance, 79 patients to food assistance, 35 patients to transportation resources, 28 patients to support for stable housing, and provided 38 food bags to patients who screened positive for food insecurity. The primary care offices referred seven patients to dental care services.

Project lead: Sherry Tardy, director of Business Development and director of Community Health

Next steps: In FY22, Seabrook Valley Hospital will participate in SDOH system workgroup efforts to operationalize SDOH screening within practice locations, as well as contribute to development of the metrics that will be used to report and evaluate SDOH screening reach and effectiveness. Member hospitals will have a key role in supporting the implementation of Aunt Bertha, primarily through completing an inventory of existing community resources and referral partners and conducting a community resource gap analysis to identify potential weaknesses in their local community services networks. These activities are proposed Key Performance Indicators in the FY22 Annual System Goals and will inform the development of the resource directory within Aunt Bertha. Additionally, member hospitals will have an opportunity to participate in SDOH quality improvement initiatives as part of a recent award to Northern Light Health. This grant, provided through a collaboration between Pfizer, Inc., and the Institute for Healthcare Improvement, will support discrete quality improvement projects to understand and improve SDOH screening and referral workflows.

Priority #2: Substance Use

Objective: Maintain the number of partnerships with community-based substance use prevention efforts from 12 to 12 by 9/30/21.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Seabrook Valley Hospital partnered with the Pittsfield Police Department and HealthySV Coalition to host bi-annual prescription Drug Take Back day events. The hospital also partnered with HealthySV Coalition, Palmyra Baptist Soup Kitchen, Pittsfield Fire Department, Pittsfield Police Department, Good Shepherd Food Bank, Kennebec Valley Community Action Program, Greater Pittsfield Area Kiwanis Club, Pittsfield Elks Lodge, St. Albans Community Center, and Pittsfield Summer Concert Series to distribute prescription drug safety

educational materials to community members in the Sebasticook Valley region. They also partnered with HealthySV Coalition, MSAD #53, Maine Central Institute, Pittsfield Police Department, local healthcare providers, local community action program, and RSU #19 to write and apply for a five-year Comprehensive Addiction and Recovery Act (CARA) Local Drug Crisis Grant to address and prevent youth opioid use and/or prescription drug misuse in the Sebasticook Valley region. The hospital and local community partners received the CARA Local Drug Crisis Grant funding to continue prevention work to address youth opioid use and/or prescription drug misuse. Sebasticook Valley Hospital coordinated a Drug Identification Training for local school staff members presented by Maine State Police Troop C. The hospital partnered with Northern Light Acadia Hospital to host virtual Stigma and Bias Training for providers and non-clinical staff at four primary care locations and one specialty care location to reduce stigma associated with treating patients with substance use disorder. Lastly, the hospital partnered with HealthySV Coalition to provide seven alternative activities for youth to promote drug-free living; provided rice socks to community members as an alternative to pain management; and hosted one puppet show for youth in the community to promote drug-free living.

Partners engaged: Sebasticook Valley Hospital partnered with the following entities on this priority:

- Annie-Bauchman, community member
- Good Shepherd Food Bank
- Greater Pittsfield Area Kiwanis Club
- HealthySV Coalition
- Kennebec Valley Community Action Program
- Maine Central Institute
- Maine State Police Troop C
- MSAD #53
- Newport Cultural Center
- Northern Light Acadia Hospital
- Northern Light Primary Care (Newport Triangle, Newport Plaza, Pittsfield, Clinton)
- Northern Light Specialty Care (Detroit)
- Palmyra Baptist Soup Kitchen
- Pittsfield Elks Lodge
- Pittsfield Fire Department
- Pittsfield Police Department
- Pittsfield Summer Concert Series
- RSU #19
- Somerset County Sheriff's Department
- St. Albans Community Center
- The Cool Bus

Outcome measure: In FY21, Sebasticook Valley Hospital utilized 17 community partnerships to promote substance use prevention efforts to reach 2,019 community members in the region. The hospital distributed 1,036 prescription drug educational materials to community members. They held two trainings for local school department staff and local healthcare providers, reaching 66 individuals and participated in a community event distributing rice socks for pain management and prescription drug safety educational materials, reaching 107 community members. The hospital utilized community partnerships to host seven alternative activities for youth and their families to promote drug-free living, reaching 770 community members and partnered with Pittsfield Police Department to host bi-annual prescription Drug Take Back day events that collected 86 pounds of unwanted or expired medications.

Project lead: Jessica Ouellette, community health coordinator

Next steps: In FY22, Seabasticook Valley Hospital will continue to participate in local Drug Free Communities, Rural Communities Opioid Response Coalition, or other coalitions to support and strengthen collaboration for prevention and reduction of substance use in the Seabasticook Valley region.

Priority #3: Social Determinants of Health – Food Insecurity

Objective: Increase the number of patients screened for food insecurity and referred to community resources from 13,500 to 14,000 by 9/30/21.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Seabasticook Valley Hospital doubled its goal of screening 14,000 patients with 28,422 patients screened. Part of the increase could be attributed to the continuing COVID-19 pandemic and growing social needs. Cerner, our medical record platform, now includes the food insecurity questions during patient intake. This likely had a positive impact in tracking the number of screenings conducted.

Partners engaged: Seabasticook Valley Hospital partnered with the following entities on this priority:

- Good Shepherd Food Bank
- Piscataquis Regional Food Pantry
- Northern Light Primary Care practices (Pittsfield, Newport Triangle, Clinton, Newport Plaza)
- Seabasticook Valley Hospital's patient navigator

Outcome measure: In FY21, Seabasticook Valley Hospital's four primary care practices utilized the two-question food insecurity screening tool. The number of patients screened was 28,422.

Project lead: Sharon Kimball, community health specialist

Next steps: In FY22, Seabasticook Valley Hospital will continue to screen patients for food insecurity by increasing our goal and working to identify an inventory of community resources and referral partners.

Priority #4: Mental Health

Objective: Increase educational programs to raise awareness, readiness, and access to mental health services from four to six by 9/30/21.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Seabasticook Valley Hospital partnered with Northern Light Acadia Hospital to present Acadia CARES (Child-Adolescent Resource and Education Series) to increase awareness of suicide prevention and mental health resources. Acadia Hospital also partnered with Seabasticook Valley Hospital and Cianbro to provide mental health awareness presentations to all Cianbro employees during their safety week. The Pittsfield hospital partnered with National Alliance of Mental Illness Maine to host mental health first aid training to community members and Maine Resilience Building Network to conduct two Adverse Childhood Experience trainings to local school department staff members. They partnered with HealthySV Coalition to distribute stress less kits to local school departments; promote mental health awareness through the distribution of academic

calendars; hosted quarterly book clubs with local school department staff to enhance skills around mental health awareness; and partnered with Etna-Dixmont School to hand out grab-and-go crafts to local youth to promote mental health. The hospital partnered with Mr. Sean Presents to host mental health presentations to local youth about how to express emotions and cope with negative feelings. Lastly, they partnered with Kohl's Grant and Maine Central Institute to host family game nights and develop talking points to increase awareness of mental health and improve familial bonds.

In FY21, Sebasticook Valley Hospital continued to experience challenges due to the COVID-19 pandemic. They recognized how detrimental COVID-19 has been to local community members and discovered creative ways to address mental health concerns by creating socially distanced craft-and-go bags for youth and utilized virtual platforms to host educational presentations to increase mental health awareness.

Partners engaged: Sebasticook Valley Hospital partnered with the following entities on this priority:

- Cianbro
- Etna-Dixmont School
- HealthySV Coalition
- Hometown Health Center
- Kennebec Valley Community Action Program
- Kohl's Grant
- Maine Central Institute
- Maine Resilience Building Network
- Mr. Sean Presents
- MSAD #53
- National Alliance of Mental Illness Maine
- Newport Cultural Center
- Northern Light Acadia Hospital
- Paul E. Bertrand Pool
- Palmyra Baptist Soup Kitchen
- Pittsfield Public Library
- RSU #19
- Somerset Public Health

Outcome measure: In FY21, Sebasticook Valley Hospital reached 1,685 community members by partnering on 17 mental health awareness initiatives. Included were four educational presentations with Acadia Hospital, Cianbro, Mr. Sean Presents, Kennebec Valley Community Action Program, and Somerset Public Health. These mental health educational presentations reached 154 community members. The hospital partnered with National Alliance on Mental Illness Maine to host one Mental Health First Aid Training for 14 local community members, and with Maine Resilience Building Network to host two Adverse Childhood Experience trainings for six local school department staff. They partnered with HealthySV Coalition to host quarterly book clubs with 12 local school department staffs to support mental health awareness efforts and distributed 69 academic calendars and 56 behavioral health guides to local community members to raise awareness and promote access to behavioral health services within the Sebasticook Valley region. HealthySV Coalition also distributed weekly grab-and-go craft bags during the summer, reaching 880 youth. Each week the bags were filled with crafts to reduce stress and increase mental health awareness through the distribution of resources. HealthySV Coalition distributed 200 stress less kits to youth at MSAD #53 and Maine Central Institute to promote healthy ways to manage stress and encourage youth to comfortably talk about their mental health.

Project lead: Jessica Ouellette, community health coordinator

Next steps: In FY22, Seabasticook Valley Hospital will continue to implement and/or support community efforts to increase suicide awareness and promote availability of appropriate health resources within the Seabasticook Valley region.

Priority #5: Older Adult Health/Healthy Aging

Objective: Maintain initiatives to promote end-of-life and palliative care options from one to one by 9/30/21.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Seabasticook Valley Hospital partnered with two primary care providers to increase patient education and raise awareness of palliative and end-of-life care. The primary care providers offered direct education to patients during visits and provided Advance Directives trainings for local registered nurses, care managers, physician assistants, and providers to increase their awareness of options and increase their comfort when talking to their patients about palliative care and end-of-life options.

Partners engaged: Seabasticook Valley Hospital partnered with the following entities on this priority:

Beacon Care Manager

Northern Light Primary Care (Pittsfield and Newport)

Outcome measure: In FY21, Seabasticook Valley Hospital raised awareness and promoted palliative care and/or end-of-life options through one initiative reaching 32 community members. The hospital has two primary care providers who offered education on palliative care and/or end-of-life options to patients during annual visits and by training other providers and care managers how to comfortably talk to their patients about Advance Directives.

Project lead: Sherry Tardy, director of Business Development and director of Community Health

Next steps: In fiscal year 2022, Seabasticook Valley Hospital will continue to implement patient education to increase awareness and understanding of palliative and/or end-of-life care and options. The hospital will also continue to implement provider education to increase awareness of palliative and/or end-of-life care options and increase skills with communicating options to patients.

Conclusion

Northern Light Seabasticook Valley 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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