

Fiscal Year 2021

PROGRESS REPORT TO OUR COMMUNITY

Addressing community health needs



Northern LightSM

Mayo Hospital

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Marie Vienneau, FACHE
President and CEO

Mayo 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 encumbered 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 (CHNA). 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 Mayo Hospital continues to engage in priority areas of work, including:

- Substance use
- Mental health
- Access to care
- Obesity
- Access to healthy food/food insecurity

At Mayo, 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,

Marie Vienneau, FACHE
President, Northern Light Mayo Hospital

Progress report update

FY 2021 Progress Report

Priority #1: Substance Use

Objective: Increase the number of educational opportunities specific to expectant mothers with substance use disorder and their substance exposed infants from two to three by September 30, 2021.

Status: Foundational work started

Strategy (approaches taken, and resources used) and highlights from this effort: In fiscal year 2021 (FY21), Northern Light Mayo Hospital struggled to gain traction in this particular area. In person meetings were significantly affected due to COVID-19 restrictions. The internal Mayo Hospital team met to discuss alternative delivery options such as using ZOOM as a platform to deliver education, however the team felt it would be difficult to get the word out and gain momentum. We decided to pause progress on this measure until in person meetings could resume. In September of 2021 we discussed the possibility of hiring a childbirth educator who would work with expectant mothers with substance use disorders in addition to the regular childbirth education classes. We are hopeful to have this position in place by Spring of 2022.

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

- Penquis
- Helping Hands with Heart Collaborative
- Northern Light Mayo Hospital's Obstetrics Department

Outcome measure: In FY21, Northern Light Mayo Hospital was not able to achieve the goal of expanding the number of programs offered to expectant mothers.

Project leads: Kristen Wagner, DO; Jessica Thibodeau, RN Obstetrics

Next steps: In fiscal year 2022 (FY22), Northern Light Mayo Hospital plans to hire a designated Childbirth Educator who will offer educational opportunities specifically for expectant mothers with substance use disorder.

Priority #2: Mental Health

Objective: Northern Light Mayo Hospital anticipates decreasing the overall rate of emergency department visits specific to mental health needs from 254 patients to 242 patients by September 30, 2021.

Status: Foundational work started

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Mayo Hospital was unable to decrease the number of patients utilizing the Emergency Department for mental health needs. A barrier to this seems to be an increase in mental health patients amidst a pandemic we are still working to get under control. We have had positive, engaging conversations with leaders and plan to continue this work when the Emergency Department is not so overwhelmed with the Pandemic.

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

- Northern Light Mayo Primary Care Practices
- Northern Light Acadia Hospital

Outcome measure: In FY21, Northern Light Mayo Hospital moved to integrate our Behavioral Health practices into our Primary Care Practices 100%. We were able to achieve this goal in September of 2021. The goal of this move is to better accommodate patients' needs in a comfortable and easy to access setting. Patients can see their primary care provider and also have a counseling session the same day. This service enhances access to care and also decreases barriers such as difficulty accessing rides to various appointments. We are hopeful with this transition a natural decrease in Emergency Department mental health visits occurs.

Project leads: Megan Ryder, Director of Physician Practices; Ashley Vincent, RN

Next steps: In FY22, Northern Light Mayo Hospital plans to continue to work on enhancing access to in office mental health visits and also work with partners such as Northern Light Acadia Hospital to meet the needs of our patients in a timely manner that decreasing the likelihood of them utilizing the Emergency Department for their needs.

Priority #3: Access to Care

Objective: Northern Light Mayo Hospital will increase the number of available appointment hours with primary care providers to include early morning, evenings, and weekends from ten hours/week to 12 hours/week by September 30, 2021.

Status: Foundational work started

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Mayo Hospital worked to increase access to same-day visits in our Primary Care offices. When this plan was developed in the fall of 2020, we had a false sense of hope the Pandemic would not plague our efforts. Due to continued COVID-19 related factors we were unable to increase access to same-day visits. We have continued to have open dialogue about how we will achieve this goal in the future once we can resume to normal operating practices within Primary Care and elsewhere.

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

- Northern Light CA Dean Hospital
- Northern Light Primary Care Offices

Outcome measure: In FY21, Northern Light Mayo Hospital did not meet its goal of increasing access to same-day primary care visits. This was in large part due to the ongoing global pandemic.

Project leads: Megan Ryder, Director of Physician Practices; Stephanie Koscielny, Operation Manager of Physician Practices

Next steps: In FY22, Northern Light Mayo Hospital will not select this as a goal. Due to the continued factors COVID-19 presents, we will be focusing our efforts on alternative directions.

Priority #4: Obesity

Objective: Increase the number of evidence-based programs focused on increasing access to and availability of physical activity from one to two by September 30, 2021.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Mayo Hospital, in collaboration with Let's GO 5-2-1-0, brought programming and activities to schools and childcare centers across Piscataquis County. The FY21 school year posed challenges due to the local schools not allowing visitors inside the building. During the summer of 2021, our 5-2-1-0 coordinator, delivered cooking matters training, sugary drink demonstrations, and physical activities training to local recreation departments and childcare sites. This work helped us achieve our goals to deliver healthy eating and active living programming in our region.

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

- Dexter Head Start/Preschool, Dexter
- Guilford Recreation Department, Guilford
- Hitchborn Middle School, Howland
- Home Away From Home Childcare, Dover-Foxcroft
- Kiddie Cape, Dover-Foxcroft
- Little Peoples Nursery School, Milo
- MaineHealth 5-2-1-0 Program
- Milo Elementary, Milo
- Milo Recreation Department, Milo
- Missy Hall's Childcare, Dover-Foxcroft
- Morton Early Head Start, Dover-Foxcroft
- Morton Head Start, Dover-Foxcroft
- MSAD 41 Pre-K, Milo
- Penquis Valley Middle & High Schools, Milo
- Piscataquis Community Elementary, Middle and High Schools, Guilford
- Piscataquis Regional YMCA, Dover-Foxcroft
- Ridgeview Elementary (K-8), Dexter
- SeDoMoCha Elementary and Middle Schools, Dover-Foxcroft
- SEEDS, Dover-Foxcroft

Outcome measure: In FY21, Northern Light Mayo Hospital was able to engage 19 local sites to deliver healthy eating and active living programming. Due to COVID -19 limiting in person activities, 5-2-1-0 healthy eating, active living literature was sent home with students who attended schools and childcare centers in Piscataquis County reaching approximately 6,500 residents. Healthy Eating, Active Living programming was also done in person during the summer months with the Guilford and Milo Recreation Departments.

Project lead: Shannon Fowles, Let's GO Coordinator

Next steps: In FY22, Northern Light Mayo Hospital will continue to increase engagement of local partners to deliver healthy eating and active living programming. Youth obesity rates in Piscataquis County continue to be a concern. We feel this programming is important to support families in achieving a better understanding of a healthy lifestyle.

Priority #5: Access to Healthy Food/Food Insecurity

Objective: Increase food insecurity screenings from 1618 to 2000 by September 30, 2021.

Status: Completed

Strategy (approaches taken, and resources used) and highlights from this effort: In FY21, Northern Light Mayo Hospital was successful in screening patients for food insecurity and tracking the data. We expanded to eight sites participating in the two-question validated screening. We have received wonderful feedback and have been able to directly help many families. In addition to the work with Good Shepherd Food Bank, we have partnered with the Christine B. Foundation to provide oncology patients with healthy nutritious foods, weekly, at no cost. This partnership has enhanced our ability to meet the food needs of our patients.

Partners engaged: Northern Light Mayo Hospital partnered with the following entities on this priority: Good Shepard Food Bank
Christine B. Foundation
Piscataquis Heathy Food For All

Outcome measure: In FY21, Northern Light Mayo Hospital engaged eight sites in screening patients for food insecurity. Through these efforts we have been able to reach 2,404 patients and provide 190 with emergency food bags. We have also provided hundreds of food bags to our oncology patients weekly through our partnership with the Christine B. Foundation. Our efforts have helped ensure our patients are able to access the food resources they need.

Project lead: Whitney Gould-Cookson, Clinical Dietician

Next steps: In FY22, Northern Light Mayo Hospital plans to continue to enhance the work we do in food insecurity and further expand the sites which participate in the two-question validation screening. We also plan to continue to grow our work with Christine B. in the oncology department and work to incorporate food insecurity screening in the oncology department to ensure our patients in all areas are taken care of appropriately.

Conclusion

Northern Light Mayo 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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