

Fiscal Year 2022

# PROGRESS REPORT TO OUR COMMUNITY

Addressing community health needs



**Northern Light**<sup>SM</sup>

Eastern Maine Medical Center

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**Rand J. O'Leary, FACHE**  
President,  
Northern Light  
Eastern Maine Medical Center

Senior Vice President,  
Northern Light Health

This past year, we continue the ongoing work to safeguard our communities from the COVID-19 pandemic, and we set our sights towards the future. We looked to build and improve upon the delivery of healthcare in Maine, and partnership is essential to this work; coming together to ensure our families, friends, and neighbors have access to the very best resources for generations to come.

While the pandemic still looms and may for quite a while, we will never stop looking forward and thinking strategically about addressing the most critical community health needs. 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 activities for fiscal year 2022, representing the third year of our three-year health improvement plan. In addition to the extraordinary ongoing outreach and collaborative efforts during the pandemic, Northern Light Eastern Maine Medical Center continues to engage in priority areas of work, including:

- Mental health
- Social determinants of health
- Substance use
- Access to care
- Physical activity, nutrition, and weight

I hope you find the update contained in this report informative. If you have any questions, please don't hesitate to reach out to [communitybenefits@northernlight.org](mailto:communitybenefits@northernlight.org). Lastly, we know our community trusts us to provide exceptional healthcare and resources that complement a healthy, enriched life, and we are dedicated to maintaining that trust through hard work and commitment to doing what's right for Maine. We look forward to our continued services in the months ahead.

Sincerely,

Rand J. O'Leary, FACHE  
President, Northern Light Eastern Maine Medical Center

# Progress report update

## FY 2022 Progress Report

### Priority #1: Mental Health

**Objective:** Maintain five educational programs to raise awareness, readiness, and access to mental health services by 9/30/22.

**Status:** Completed

**Strategy:** In fiscal year 2022 (FY22), Northern Light Eastern Maine Medical Center provided the “Navigating a Care Pathway to Diagnose and Treat Depression” education to providers in all seven primary care sites in quarter three and left open through quarter four.

**Partners engaged:** Northern Light Eastern Maine Medical Center partnered with Northern Light Acadia Hospital on this priority.

**Outcome measure:** In FY22, Northern Light Eastern Maine Medical Center had 75 providers complete the education on Promise Point.

**Project leads:** Rick Redmond, AVP, Access and Service Line Development; Jesse Higgins, PHNP, Director, NP-Psychiatry, IBH; Tammy Violette, RN, Director, Physician Practices; Nicole Morse, Manager, Family Medicine, and Residency ; Sarah Irving, MD, Director, Family Medicine, and Residency; Jennifer Modery, Director, Physician Practices

**Next steps:** In fiscal year 2023 (FY23), Northern Light Eastern Maine Medical Center will continue to reinforce education and provide clinical/technical education as practices start using Depression Care Pathway. Planning for trauma-informed care training is underway. Lisa Billings-Lindsey, DO, plans to review a few of the care pathways, including the Depression Care Pathway, at all the steering committees to reach more providers. In addition, the Medical Center will work collaboratively to increase the number of individuals trained to support the mental health needs of youth in our service area by training community members in youth mental health identification and referral.

### Priority #2: Social Determinants of Health

**Objective:** Increase the number of patients screened for food insecurity and referred to community resources from 125,000 to 132,000 by 9/30/22. Also, increase the number of food bags given out to patients who screen positive for food insecurity.

**Status:** Completed

**Strategy:** In FY22, Northern Light Eastern Maine Medical Center practices and inpatient units continued to discuss screenings with staff to support and remind them of the process.

**Partners engaged:** Northern Light Eastern Maine Medical Center partnered with Good Shepherd Food Bank on this priority.

**Outcome measure:** In FY22, Northern Light Eastern Maine Medical Center conducted 144,142 food insecurity screenings. 1,707 of those screenings were positive for food insecurity (1.18%). 346 food bags were distributed to patients and 502 referrals were made during quarter four. A total of 1,291 food bags were distributed to patients and 1,616 referrals were made for FY22.

**Project leads:** Sarah Irving, MD, Director, Family Medicine, and Residency; Jen Modery, Director, Physician Practices; Nicole Morse, RN, Nurse Manager, Family Medicine, and Residency; Anne Marie Miller, LCSW; Lisa Billings-Lindsey, DO, Physician Director, Primary Care; Carolyn Fetha, VP, Medical Group;

**Next steps:** In FY23, Northern Light Eastern Maine Medical Center will continue the partnership with Good Shepherd Food Bank (GSFB) and will continue to screen for food insecurity in the practices/units currently participating. We also plan to onboard more practices and inpatient units to this program. Beginning in October 2022, a new volunteer program named Supporting Nutrition Around Communities (SNAC) will be launched through Northern Light Eastern Maine Medical Center Volunteer Services to aid practices in transporting their ordered food bags from GSFB to their practice. Further discussion with GSFB is planned to possibly provide more food choices and also produce to patients.

### Priority #3: Substance Use

**Objective:** Maintain five Medication-Assisted Treatment options for opioid use readily available in local communities by 9/30/22.

**Status:** Completed

**Strategy:** In FY22, Northern Light Eastern Maine Medical Center continued to have six sites open for Medication-Assisted Treatment (MAT) referrals.

**Partners engaged:** Northern Light Eastern Maine Medical Center partnered with the following entities on this priority:

- ECHO
- Community Health Leadership Board
- Maine Maternal Opioid Management (MOM) Grant
- Bangor Area Recovery Network (BARN)
- Wellspring
- Northern Light Acadia Hospital

**Outcome measure:** In FY22, Northern Light Eastern Maine Medical Center referred 34 unique individuals to MAT during the fourth quarter and reached a total of 135 individuals for FY22.

**Project leads:** Rick Redmond, AVP, Access and Service Line Development; Jesse Higgins, PHNP, Director, NP-Psychiatry, IBH; Tammy Violette, RN, Director, Physician Practices; Nicole Morse, RN, Manager, Family Medicine, and Residency; Sarah Irving, MD, Director, Family Medicine, and Residency; Jennifer Modery, Director, Physician Practices;



**Next steps:** In FY23, Northern Light Eastern Maine Medical Center will continue to offer MAT at six sites and is partnering with Northern Light Acadia Hospital to provide e-consults for substance use disorders. Also, they are currently building an Alcohol Use Disorder care pathway for support and assistance to providers.

#### Priority #4: Access to Care

**Objective:** Maintain seven primary care locations accepting new patients by 9/30/22.

**Status:** Completed

**Strategy:** In FY22, Northern Light Eastern Maine Medical Center maintained primary care access for all seven primary care facilities open for new patients for the first two quarters, with five open in the third quarter, and six open in the fourth quarter. They started foundational work for implementation of direct book appointments (patient's ability to self-schedule appointments within primary care) which went live on October 19, 2022.

**Partners engaged:** Northern Light Eastern Maine Medical Center partnered with the Primary Care and Family Medicine and Residency on this priority.

**Outcome measure:** In FY22, Northern Light Eastern Maine Medical Center reached 745 unique individuals throughout the seven primary care practices during quarter four, with a total of 3,295 new patients seen in FY22.

**Project leads:** Jen Modery, Director Physician Practices; Sarah Irving, MD, Director Family Medicine, and Residency

**Next steps:** In FY23, Northern Light Eastern Maine Medical Center will actively recruit for a physician position at our Hampden location, as well as recruiting providers for Orono and Brewer. Will continue running a quality report to identify patients who haven't been seen in the last year and reaching out to them to see if they have transferred care or would like to schedule an appointment.

#### Priority #5: Physical Activity, Nutrition, and Weight

**Objective:** Maintain five evidence-based programs focused on increasing access to and availability of physical activity by 9/30/22.

**Status:** Completed

**Strategy:** In FY22, Northern Light Eastern Maine Medical Center conducted two speaking engagements focused on nutrition, hydration, and self-care at Bangor Christian School (25 attendees) and Hampden Academy (30 attendees). Athletic trainers also met with parents/athletes in August at Hampden Academy (150 attendees), Orono High School (70 attendees), Ellsworth High School (100 attendees), and Old Town High School (125 attendees) about proper self-care, hydration, nutrition, and other health related topics

before the sports seasons began. Lastly, a workout flyer was created for Northern Light Eastern Maine Medical Center employees and distributed in the fourth quarter.

**Partners engaged:** Northern Light Eastern Maine Medical Center partnered with the following entities on this priority:

Contracted School Districts (Bangor Christian School, Hampden Academy)

**Outcome measure:** In FY22, Northern Light Eastern Maine Medical Center conducted four trainings at six sites and reached 500 people.

**Project leads:** Lucas Bartlett, Program Manager; Monique Bolduc, Manager, Orthopedics

**Next steps:** In FY23, Northern Light Eastern Maine Medical Center will continue to work with contracted schools to provide support and education around nutrition, hydration, and other health topics through our athletic training department at our orthopedic office.

## Conclusion

Northern Light Eastern Maine Medical Center continues to 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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