

Fiscal Year 2020

PROGRESS REPORT TO OUR COMMUNITY

Addressing community health needs



Northern LightSM

C.A. Dean Hospital

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Marie Vienneau, FACHE
President

CA Dean Hospital

The emergence of COVID-19 has brought unique challenges to our community, but with these challenges have come new opportunities. The needs of our patients and communities have called on us to unite and respond with unprecedented levels of collaboration. Trust in one another's expertise and commitment has been evident week after week as we respond to both emergent and extended needs.

Our shared response has included a focus on the needs of our most vulnerable community members, including older adults and people of all ages experiencing hunger or homelessness. Together, we have provided food, housing, and transportation for those negatively affected by COVID-19; as well as childcare for essential workers.

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 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 our community health strategy for fiscal year 2020, representing the first year of our three-year health improvement plan. In addition to the extraordinary outreach and collaborative efforts during the coronavirus pandemic, Northern Light CA Dean Hospital continues to engage in priority areas of work, including:

- Social determinants of health
- Substance use
- Access to care

As Northern Light CA Dean Hospital, we know that our neighbors are looking for places where they can go for personalized care—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
President, Northern Light CA Dean Hospital

Progress report update

FY 2020 Progress Report

Priority #1: Social Determinants of Health

Objective: Increase the number of sites implementing screening and referral for health-related social needs from zero to three by 9/30/20.

Status: Foundational work started

Strategy to achieve the objective (approaches taken, and resources used): In fiscal year 2020 (FY20), Northern Light CA Dean Hospital participated on a Northern Light Health systemwide Social Determinants of Health (SDOH) workgroup responsible for developing, implementing, and monitoring the effectiveness of a system approach to SDOH screening and intervention inclusive of food security and other social needs. To date, the workgroup's focus has been on the identification of the SDOH screening and referral process, local resource development, provider training and education requirements for the screening tool's implementation, quality review and management of these efforts. Northern Light Health defined SDOH screening and intervention as a strategic priority to improve the health of the patients it serves.

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

- Northern Light AR Gould Hospital
- Northern Light Beacon Health
- Northern Light Blue Hill Hospital
- Northern Light Eastern Maine Medical Center
- Northern Light Home Care & Hospice
- Northern Light Inland Hospital
- Northern Light Maine Coast Hospital
- Northern Light Mayo Hospital
- Northern Light Mercy Hospital
- Northern Light Sebec Valley Hospital

Highlights: In FY20, Northern Light CA Dean Hospital, as part of the Northern Light Health Social Determinants of Health workgroup, engaged in literature reviews and outreach efforts to other healthcare system's efforts in this realm to learn about the successes and challenges related to this type of screening effort that will ultimately help to inform how we will operationalize this effort throughout our system.

Outcome measure: In FY20, Northern Light CA Dean Hospital's identified individual targets were not met for this priority area of work due to the deliberate approach by Northern Light Health as a system, to define a standard process for SDOH screening and intervention. As a result, this year's efforts have primarily been foundational. To date, the efforts of this workgroup has resulted in increased support for this initiative and the development of a screening tool for identifying patients in need.

Project lead: Megan Ryder, director of practice management

Next steps: In fiscal year 2021 (FY21), Northern Light CA Dean Hospital will continue participating in the SDOH workgroup through Northern Light Health. The group will proceed with identifying the specific social needs to

be recommended for inclusion in the system screening process. The group will also continue discussions and planning for provider education efforts to increase understanding of social determinants of health (SDOH) and current development of Northern Light Health screening and intervention protocol. We anticipate roll-out implementation of the SDOH screening efforts to take place in the coming year. In addition, we'll also continue to consider COVID-related changes to primary care and how these may impact feasibility and provider/patient receptiveness of SDOH screening and referral.

Priority #2: Substance Use

Objective: Increase the number of partnerships with community-based substance use prevention efforts from zero to two by 9/30/20.

Status: Foundational work started

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light CA Dean Hospital began planning and logistical work for participating in National Prescription Takeback Days. Due to the COVID-19 pandemic, the Drug Enforcement Administration cancelled the April Prescription Takeback events across the country.

Partners engaged: Northern Light CA Dean Hospital partnered with the following entities on this priority:
Greenville Police Department
Piscataquis Sheriff's Department

Highlights: In FY20, Northern Light CA Dean Hospital organized and prepared for the National Prescription Takeback Days through advertising and event planning. Cancellation of the event due to COVID-19 forced the organization to delay to the next fiscal year.

Outcome measure: In FY20, Northern Light CA Dean Hospital built advertising and the foundation for National Prescription Takeback Days.

Project leads: Megan Ryder, director of practice management; Deidre Gilbert, director of pharmacy.

Next steps: In FY21, Northern Light CA Dean Hospital will conduct two events, on October 24th, 2020 and in April of 2021. Efforts will be made capture the number of participants and the weight of returned medication for reports in the next fiscal year.

Priority #3: Access to Care

Objective: Increase the number of sites tracking the Time to Third (TTT) available appointment and Time to First appointment measures as it applies to mental health services for our existing and new patients from zero provider sites to three provider sites by 9/30/20.

Status: In progress

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light CA Dean Hospital was able to look monthly and track patients' access to both medication management appointments and counseling appointments.

Partners engaged: Northern Light CA Dean Hospital partnered with the following entities on this priority:
Northern Light Acadia Hospital

Highlights: In FY20, Northern Light CA Dean Hospital was able to secure another day of psychiatric-mental health nurse practitioner (PMHNP) time and, in addition, keep time to next appointment under two days for the majority of the year. We have also received positive feedback from patients taking advantage of the service and accessing treatment closer to home.

Outcome measure: In FY20, Northern Light CA Dean Hospital was able to secure consistent mental health provider coverage (licensed clinical social worker and PMHNP) to begin seeing patients in all three of our primary care clinics in Greenville, Sangerville, and Monson.

Project lead: Megan Ryder, director of practice management

Next steps: In FY21, Northern Light CA Dean Hospital will continue to monitor access to care with regard to mental health services, keeping this care to within two days. As an extension of our efforts to increase access to care in our service area, Northern Light CA Dean Hospital will be working to improve access for discharged inpatients who would benefit from early follow up with their primary care providers in FY21. Our hope is to increase the number of sites working with inpatient case management from zero to all three primary care sites.

Conclusion

Northern Light CA Dean Hospital continues work on identified priorities through its 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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