

Fiscal Year 2020

PROGRESS REPORT TO OUR COMMUNITY

Addressing community health needs



Northern LightSM

Maine Coast Hospital

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John Ronan, MBA, FACHE
President

Northern Light
Maine Coast 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 Maine Coast Hospital continues to engage in priority areas of work, including:

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

As Northern Light Maine Coast 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,

John Ronan
President, Northern Light Maine Coast Hospital

Progress report update

FY 2020 Progress Report

Priority #1: Social determinants of health

Objective: Increase the number of patients screened for food insecurity and referred to community resources from 3,622 to 5,000 by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In fiscal year 2020 (FY20), Northern Light Maine Coast Hospital exceeded their target for patients screened for food insecurity. Patients and families who screened positive were offered community resources, such as offering food boxes and other educational resources by partnering with Good Shepherd Food Bank and Loaves and Fishes.

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

- Good Shepherd Food Bank
- Loaves and Fishes
- Northern Light Pediatric Care in Ellsworth
- Healthy Acadia

Highlights: In FY20, Northern Light Maine Coast Hospital achieved the target by providing office and telehealth screening assessments for food insecurity. Boxes containing three days' worth of shelf-stable food were distributed to patients and families at the office. In response to the pandemic, curbside delivery was implemented to overcome any potential barriers related to access to food resources. The food boxes also included recipes, additional community resources, and related education for participants. Northern Light Pediatric Care's strong partnership with Good Shepherd Food Bank (GSFB) led to GSFB identifying grant funding for the continuation of this critical program. Loaves and Fishes has graciously received and stored food.

Outcome measure: In FY20, Northern Light Maine Coast Pediatric Office screened a total of 7,297 patients, which identified 251 opportunities to offer and assist with food insecurity resources.

Project lead: Cindy Vandegrift, Northern Light Pediatric Care Practice Manager, Ellsworth

Next steps: In fiscal year 2021 (FY21), Northern Light Maine Coast Hospital will continue partnerships with Good Shepherd Food Bank and Loaves and Fishes. Northern Light Pediatric Care is collaborating with Good Shepherd to further assess and identify specific demographics in need to enhance access to food and nutrition assistance in Hancock County. Plans also include increasing food insecurity assessments and needs during telehealth visits.

Priority #2: Substance use

Objective: Increase the number of Medication-Assisted Treatment patient referrals for opioid use readily available in local communities from 0 to 25 by 9/30/20.

Status: Foundational work started

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Maine Coast Hospital trained three providers in Medication-Assisted Treatment (MAT) to treat and refer patients identified in our service area for programmatic assistance for opioid use. Education was provided to the Medical Staff surrounding the use of Hub and Spoke care model for patients with Substance Use Disorders. This strategy will help to enhance the MAT referral process, access to treatment, and coordination of follow up care with primary health care providers.

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

- Northern Light Primary Care Medical Staff
- Northern Light Primary Care Walk-in services in Ellsworth
- Northern Light Emergency Care at Maine Coast and Blue Hill Hospitals
- Northern Light Beacon Care Management
- TEAMHealth Medical Staff
- DownEast Treatment Center

Highlights: In FY20, three providers received MAT training and education. Hospital leadership identified key opportunities to increase MAT providers and implement an enhanced MAT referral process for FY21.

Outcome measure: In FY20, Northern Light Maine Coast Hospital was unable to engage in the patient referral process for MAT due to reduced staff capacity, leadership oversight changes, and operational resource reallocation due to the pandemic.

Project lead: Sheena Whittaker, MD Senior Physician Executive

Next steps: In FY21, Northern Light Maine Coast Hospital will provide new and existing providers MAT training and solidify a process to engage in the MAT referral and data collection processes.

Priority #3: Access to care

Objective: Northern Light Maine Coast Hospital will increase the number of service area residents identified as having no primary care provider and referred to healthcare coverage options from 0 to 1000 by 9/30/20.

Status: Foundational work started

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Maine Coast Hospital began operational planning which included hiring three additional primary care providers (PCP) to assist with increasing access for patients without an assigned PCP. Utilization of our engaged partners to identify patients with an unassigned PCP to facilitate referral for continued primary care services at Maine Coast Hospital.

Partners engaged: Northern Light Maine Coast Hospital partnered with the following entities on this priority:
Northern Light Primary Care in Ellsworth (including Walk-In services), Gouldsboro, and Southwest Harbor
Northern Light Maine Coast Emergency Department
Northern Light Maine Coast Hospital and Care Management
The Jackson Laboratory
Northern Light Beacon Care Management

Highlights: In FY20, Northern Light Maine Coast Hospital received referrals from various internal and external partners. Despite the pandemic, Maine Coast increased opportunities for primary care services through our implementation of Maine Coast COVID testing sites, curbside Influenza clinics, and with collaboration from Walk-In primary care services. This also allowed external referrals from The Jackson Laboratory and other surrounding community members who did not have an assigned PCP.

Outcome measure: In FY20, Northern Light Maine Coast Hospital received referrals from various internal and external partners. Despite the pandemic, Maine Coast increased opportunities for primary care services through our implementation of Maine Coast COVID testing sites, curbside Influenza clinics, and with collaboration from Walk-In primary care services. Increased capacity, enhanced services, and promotion resulted in external referrals from The Jackson Laboratory and improved ability to meet primary care needs of community.

Project lead: Sheena Whittaker, MD, Senior Physician Executive (SPE)

Next steps: In FY21, Northern Light Maine Coast Hospital will establish a process to capture the number of patients with no PCP referred to one of the three primary care locations for Maine Coast.

Conclusion

Northern Light Maine Coast 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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