

Fiscal Year 2020

PROGRESS REPORT TO OUR COMMUNITY

Addressing community health needs



Northern LightSM
Seabasticook Valley Hospital

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Terri Vieira, MHA, FACHE
President

Northern Light
Sebasticook Valley 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 Sebasticook Valley Hospital continues to engage in priority areas of work, including:

- Social determinants of health – social needs
- Substance use
- Mental health
- Social determinants of health – food insecurity
- Older adult health/Healthy aging

As Northern Light Sebasticook Valley 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,

Terri Vieira
President, Northern Light Sebasticook Valley Hospital

Progress report update

FY 2020 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 zero to three by 9/30/20.

Status: Foundational work completed

Strategy to achieve the objective (approaches taken, and resources used): In fiscal year 2020 (FY20), Northern Light Sebasticook Valley 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 defined SDOH screening and intervention as a strategic priority to improve the health of the patients it serves.

In addition, Sebasticook Valley Hospital utilized our patient navigator to meet patients' social needs by ensuring they had access to transportation, heat assistance, housing, employment, and reduce food insecurity through the physician food bag program.

Partners engaged: Northern Light Sebasticook Valley 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 CA Dean 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 Primary Care, Clinton
- Northern Light Primary Care, Newport
- Northern Light Primary Care, Pittsfield
- Penquis Community Action Program
- Kennebec Valley Community Action Program
- Kohl's Grant
- Cross Road Case Management
- Hospice Volunteers of Somerset County

Highlights: In FY20, Northern Light Sebasticook Valley Hospital, as part of the Northern Light systemwide SDOH 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: Currently, SDOH screenings have been implemented at all three provider sites at Northern Light Seabasticook Valley Primary Care Practices in Clinton, Newport, and Pittsfield. We are also working within Northern Light as a system, to define a standard process for SDOH screening and intervention. The system goal has not been fully realized.

In addition, Seabasticook Valley Hospital provided 220 community members with referral services that support social needs. The Seabasticook Valley Hospital patient navigator referred 14 community members to either Penquis Community Action Program or Kennebec Valley Community Action Program for heating assistance. We referred six patients experiencing transportation barriers to both Kennebec Valley Community Action Program and Hospice Volunteers of Somerset County. Our patient navigator distributed 18 food bags to those experiencing food insecurity through the Good Shepherd Food Bank physician bag program. We partnered with Cross Roads Case Management to find housing accommodations for 12 patients. We also offered other social support services that included medication assistance to 24 patients, free healthcare services to 51 patients, and dental assistance to three patients.

Project lead: Paul Arsenault, vice president, Primary Care and Specialty Care; Trudy Richmond, RN, primary care nurse team coordinator

Next steps: In FY21, Northern Light Seabasticook Valley 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 SDOH and current development of Northern Light 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 6 to 12 by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Seabasticook Valley Hospital partnered with Healthy SV Coalition to distribute prescription drug safety educational materials to local school departments, healthcare facilities and law enforcement agencies. Seabasticook Valley Hospital and Healthy SV Coalition organized and held a Prescription Drug Take Back Day initiative with the Pittsfield Police Department and Somerset County Sheriff Department. The Healthy SV Coalition also distributed prescription drug safety educational materials through Etna-Dixmont School, Pittsfield Public Library, Hartland Public Library, and the Newport Cultural Center through their summer grab and go programs. We also partnered with TownSquare Media to promote prescription drug safety through a digital media campaign. Seabasticook Valley Hospital also partnered with Pittsfield Police Department and

Northern Light Primary Care practices to create prescription drug safety educational videos that promote monitoring, securing, and safely disposing unwanted or expired prescription medications.

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

- MSAD #53
- RSU #19
- Maine Central Institute
- Caravel Middle School
- Pittsfield Police Department
- Somerset County Sheriff Department
- Healthy SV Coalition
- Northern Light Primary Care, Clinton
- Northern Light Primary Care, Newport
- Northern Light Primary Care, Pittsfield
- Pittsfield Public Library
- Hartland Public Library
- Newport Cultural Center
- Etna-Dixmont School
- TownSquare Media

Highlights: In FY20, Northern Light Sebecook Valley Hospital promoted prescription drug safety educational materials through various prevention partnerships to encourage monitoring, securing, and safely disposing of unwanted or expired prescription medications. We collaborated with Pittsfield Police Department and Northern Light Primary Care to produce short educational videos for community members with the purpose of creating community action to reduce prescription drug misuse within the home.

Outcome measure: In FY20, Northern Light Sebecook Valley Hospital reached 6,276 community members through 13 community-based prevention partnerships. We partnered with Pittsfield Police Department and Somerset County Sheriff Department to conduct a Prescription Drug Take Back Day that collected over 113 pounds of unwanted or expired prescription drugs. Somerset County Sheriff Department conducted a mobile unit in coordination with Prescription Drug Take Back Day in order to aid those individuals within the greater Pittsfield area experiencing transportation barriers. Sebecook Valley Hospital partnered with Healthy SV Coalition to distribute prescription drug safety educational materials to 140 parents, caregivers, and/or grandparents to ensure that they are safely monitoring, securing and disposing of unwanted or expired medications. We partnered with TownSquare Media to host a digital media campaign that reached over 180,000* community members (*doesn't mean unique individuals). This campaign highlighted the importance of reducing youth prescription drug misuse in the home during COVID-19, by ensuring families were monitoring and securing their prescription medications. We also partnered with Pittsfield Police Department and Northern Light Primary Care to create prescription drug safety educational videos to promote monitoring, securing, and safely disposing unwanted or expired prescription medications. These educational videos reached 4,721 community members. Finally, we partnered with RSU #19 and MSAD #53 to distribute 1,325 academic calendars to families and caregivers within the area to prepare families when addressing and reducing youth substance use.

Project lead: Jessica Ouellette, Drug Free Communities project coordinator

Next steps: In FY21, Northern Light Sebecook Valley Hospital will partner with local community organizations and schools to secure grants and expand substance use prevention efforts. We will also provide community trainings to reduce stigma and bias surrounding substance use disorder.

Priority #3: Mental Health

Objective: Increase educational programs to raise awareness, readiness and access to mental health services from 8 to 12 by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Sebecook Valley Hospital partnered with Healthy SV Coalition to coordinate and conduct the National Alliance of Mental Illness (NAMI) Maine presentations on “Ending the Silence” for Maine Central Institute staff and students. We also partnered with the Healthy SV Coalition to distribute activity boxes to students at MSAD #53 and Caravel Middle School. Sebecook Valley Hospital distributed behavioral health guides; academic calendars that address youth mental health to families at two local school districts; and distributed mental health resource guides to caregivers through the school meal program. We also partnered with Pittsfield Public Library, Hartland Public Library, Newport Cultural Center, Etna-Dixmont School, and MSAD #53 to distribute weekly craft n’ go bags for youth in the area. Sebecook Valley Hospital also partnered with Northern Light Acadia Hospital to promote suicide prevention and mental health awareness through the Acadia CARES program. Acadia CARES (Child-Adolescent Resource and Educational Series) highlights crucial youth mental health and wellness topics like anxiety, anti-bullying, sexual identity, substance use, eating-disorders, and resiliency. This resource gives parents and/or caregivers the tools and resources to navigate youth through these adolescent experiences.

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

- National Alliance of Mental Illness (NAMI) Maine
- Maine Central Institute
- Healthy SV Coalition
- RSU #19
- Northern Light Acadia Hospital/Acadia CARES program
- MSAD #53
- Caravel Middle School
- Pittsfield Public Library
- Hartland Public Library
- Etna-Dixmont School
- Newport Cultural Center

Highlights: In FY20, Northern Light Sebecook Valley Hospital reached community members in different ways despite the challenges of COVID-19. We recognized how detrimental COVID-19 had been to local community members and discovered creative ways to address mental health concerns by incorporating the mental health resource guide into the school meal program, creating socially distanced craft ‘n go bags for youth, and promoting Acadia CARES program on social media platforms..

Outcome measure: In FY20, Northern Light Sebecook Valley Hospital reached 4,406 community members through 13 mental health awareness initiatives. We partnered with National Alliance of Mental Illness (NAMI) Maine to train 400 students on mental health awareness, coping skills, and reducing stigma through the “Ending the Silence” presentation at Maine Central Institute. Sebecook Valley Hospital partnered with Healthy SV Coalition to distribute 60 behavioral health guides to local school departments, law enforcement officials, and healthcare facilities. Healthy SV Coalition collaborated with MSAD #53 and RSU #19, local school districts in the area, to distribute 1,325 academic calendars that address stress, anxiety and other youth mental health topics to families and caregivers. We also partnered with Healthy SV Coalition, MSAD #53, RSU #19, RSU #87, Pittsfield Public Library, Hartland Public Library, and Newport Cultural Center to address youth mental health through programs such as activity boxes, craft n’ go bags, virtual paint parties, and stress less kits reaching over 800 youth and their families. Sebecook Valley Hospital also reached nearly 150 community members through the promotion of the Acadia CARES program on the Healthy SV Coalition social media page.

Project lead: Jessica Ouellette, Drug Free Communities project coordinator

Next steps: In FY21, Northern Light Sebecook Valley Hospital will continue its partnership with National Alliance of Mental Illness (NAMI) Maine to host mental health first aid trainings, promote the Acadia CARES program, and will continue to distribute behavioral health resource guides to local school departments, healthcare facilities, local law enforcement agencies, and other local organizations.

Priority #4: Social Determinants of Health – Food Insecurity

Objective: Increase the number of patients screened for food insecurity and referred to community resources from 13,000 to 13,500 by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Sebecook Valley Hospital exceeded our goal of 13,500 patients screened. Even with the COVID-19 crisis, when our offices were closed, we were able to provide for our patients. In addition, we added a primary care practice to our organization in FY20, which sparked an increase in patient screenings.

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

- Northern Light Primary Care, Clinton
- Northern Light Primary Care, Newport
- Northern Light Primary Care, Pittsfield
- NLSVH Patient Navigator
- Good Shepherd Food Bank

Highlights: In FY20, Northern Light Sebecook Valley Hospital was able to expand our patient numbers when a primary care practice in the area joined Northern Light Health. Though the COVID-19 pandemic was a challenge, and continues to affect our communities, Sebecook Valley Hospital has been able to meet our goal and continue to increase our patient numbers.

Outcome measure: In FY20, Northern Light Sebasticook Valley Hospital exceeded our goal of 13,500 patients screened. We were able to screen 22,437 patients. We screened at four primary care offices. The number of patients increased as our access to care expanded with a new office.

Project lead: Sharon Kimball, community health specialist

Next steps: In FY21, Northern Light Sebasticook Valley Hospital will continue to screen patients for food insecurity by increasing our goal and maintaining a partnership with Good Shepherd Food Bank.

Priority #5: Older Adult Health/Healthy Aging

Objective: Increase initiatives to promote end-of-life and palliative care options from zero to one by 9/30/20.

Status: Completed

Strategy to achieve the objective (approaches taken, and resources used): In FY20, Northern Light Sebasticook Valley Hospital worked with primary care providers to integrate advanced care planning directives into the patient electronic health record. Sebasticook Valley Hospital's palliative care team hosted an information table at the annual Community Health Fair to increase awareness and understanding of palliative and end-of-life care and options to community members. We invited the Newport Women's Club to hear topics related to advance healthcare planning and spoke with patients at the primary care practices about palliative care and end-of-life options. We partnered with Northern Light Eastern Maine Medical Center to have palliative care providers present at the Mid-Maine Regional Conference about end-of-life care and options.

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

- Northern Light Sebasticook Valley Hospital primary care providers
- Northern Light Sebasticook Valley Hospital health and wellness educator
- Newport Women's Club
- Northern Light CA Dean Hospital
- Northern Light Eastern Maine Medical Center
- Northern Light Inland Hospital
- Northern Light Mayo Hospital

Highlights: In FY20, Northern Light Sebasticook Valley Hospital established an advance care planning team that met regularly to coordinate and organize end-of-life and palliative care and options. Our palliative care team hosted an information table at the Sebasticook Valley Hospital Community Health Fair to increase awareness and understanding of palliative and end-of-life care. During the health fair, the Sebasticook Valley Hospital palliative care team spoke with 20 community members and handed out 30 palliative care educational materials. Our palliative care team and our health and wellness educator hosted a lunch and learn for 15 members of the Newport Women's Club to increase awareness and understanding of advance directives, how to start the conversation about end-of-life care, to answer questions, and we were able to build relationships to better serve individuals in the future, if the need arises. Sebasticook Valley Hospital's palliative care team partnered with Northern Light Eastern Maine Medical Center to host an educational

presentation about end-of-life care during the Mid-Maine Regional Conference in which 35 providers were present from Pittsfield, Waterville, Dover-Foxcroft, and Greenville.

Outcome measure: In FY20, Northern Light Sebecook Valley Hospital reached 129 individuals within the community to increase awareness and understanding of palliative and/or end-of-life care and options. Our palliative care team reached 59 patients through the primary care practices to increase awareness and understanding of palliative and end-of-life care and options. We hosted two community events and reached 35 community members to discuss and increase understanding of palliative care options. Sebecook Valley Hospital partnered with Northern Light Eastern Maine Medical Center to host an educational presentation on end-of-life care and options to train 35 local providers at the Mid-Maine Regional Conference.

Project lead: Sherry Tardy, director of community health

Next steps: In FY21, Northern Light Sebecook Valley Hospital will continue to implement patient and community education to increase awareness and understanding of palliative and end-of-life care and options.

Conclusion

Northern Light Sebecook Valley 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.

Northern Light
Sebasticook Valley Hospital
447 N Main Street
Pittsfield, ME 04967

[northernlighthouse.org](https://www.northernlighthouse.org)