

Community Health Strategy

Addressing Community Health Needs Fiscal Year 2020-2022

**Northern Light
AR Gould Hospital**



**Northern Light
HealthSM**

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Introduction

Northern Light Health and our more than 12,000 employees care deeply about our neighbors and communities. Northern Light Health member organizations work hard to understand and address priority needs. We meet regularly with community partners to plan and implement local solutions that make it possible for people in our communities to lead healthier lives. By working together, we promote a culture of stewardship and foster vibrant communities.

Northern Light AR Gould Hospital is committed to shaping health improvement efforts in its service area based on sound data, personal and professional experience, and community need. Through collaborative efforts, Northern Light AR Gould Hospital creates healthier communities through the provision of services, resources, and programs within and beyond the walls of the hospital.

About Northern Light Health

At Northern Light Health, we're building a better approach to healthcare because we believe people deserve access to care that works for them. As an integrated health delivery system serving Maine, we're raising the bar with no-nonsense solutions that are leading the way to a healthier future for our state.

A statewide integrated healthcare system serving Maine. We provide care to people from Portland to Presque Isle and from Blue Hill to Greenville. We are comprised of nine member hospitals with 584 long-term beds, a single physician-led medical group, eight nursing homes, five emergency transport members, 37 primary care locations, and we employ more than 12,000 people in Maine.

About Northern Light AR Gould Hospital

Northern Light AR Gould Hospital, a leading provider of healthcare services in Northern Maine, is an acute care hospital located in Presque Isle.

We are governed by a local volunteer board of trustees, so you can be sure that your needs are being addressed by those who know them best—your friends, family, and neighbors.

Our employees choose Aroostook County as their home for the same reasons you do: the beautiful scenery, strong family networks, and safe communities.

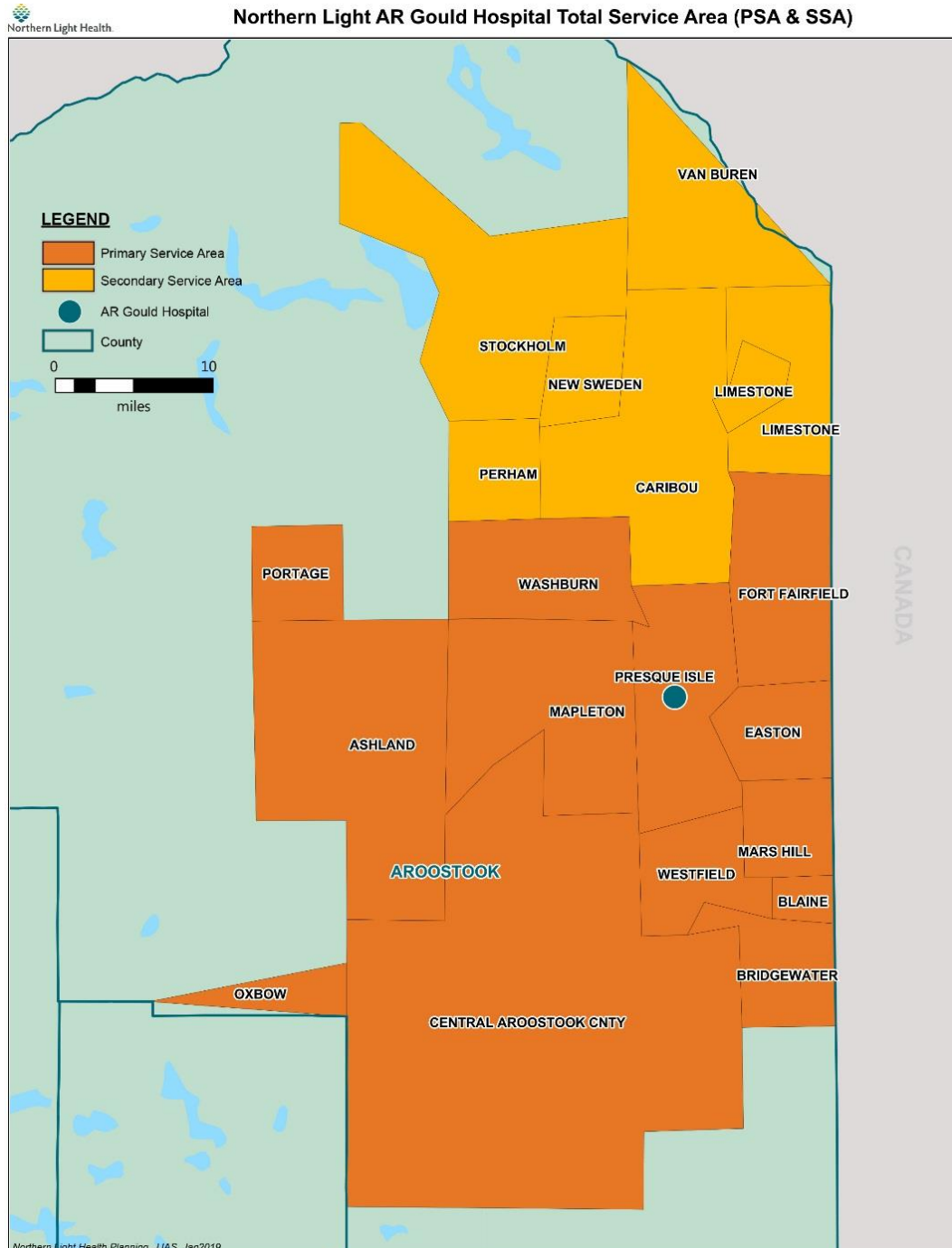
Our connection with Northern Light Health allows us to offer a wide range of healthcare services not typically available in rural communities. We have more than 60 physicians on our active medical staff and a team of more than 1,000 employees. We believe that the people of Aroostook County should have access to the very best healthcare. That's why we're bringing high quality healthcare services and advanced technologies and treatments to you.

Turn to us when it's time to bring a new life into the world, recover from an illness or injury, and discover the best ways to stay healthy and well. We're working hard to bring advanced medical specialties and the most up-to-date technology to the people of Northern Maine through services including advanced cancer care, cardiology, dialysis,

sleep medicine, imaging, emergency response, and orthopedic services. We are the largest and most comprehensive provider of medical care in Aroostook County.

Definition of Community Served

Located in Aroostook County, Presque Isle, Maine, Northern Light AR Gould Hospital has a service area comprised of both primary and secondary service areas, together referred to as the total service area. Total service areas (TSA's) are developed by the Northern Light Health Planning department based on neighboring zip codes from which a majority of a hospital's inpatient admissions originate. TSA's can sometimes overlap due to hospital locations or because of the specialty services provided by the hospitals.



Demographic Data		
AROOSTOOK COUNTY		
	Percent	Number
American Indian/Alaskan Native	1.6%	1,144
Asian	0.5%	320
Black/African American	0.9%	597
Hispanic	1.1%	736
Some other race	0.2%	161
Two or more races	1.6%	1,122
White	95.2%	66,055
County population	69,405	

Social Determinants of Health Data	
AROOSTOOK COUNTY	
Median household income	\$38,087
Unemployment rate	5.5%
Individuals living in poverty	17.7%
Children living in poverty	23.6%
65+ living alone	47.7%
People living in rural areas	80.3%
Food insecurity	16.9%

Addressing Community Health Needs

Shared Community Health Needs Assessment

In 2019, Maine’s four largest healthcare systems – Northern Light Health, Central Maine Health Care, MaineGeneral Health, and MaineHealth – as well as the Maine Center for Disease Control and Prevention, an office of the Maine Department of Health and Human Services (DHHS) partnered to research and publish a shared Community Health Needs Assessment (Shared CHNA). The Shared CHNA provides a comprehensive review of health data and community stakeholder input on a broad set of health issues in Maine. The Shared CHNA data were made widely available to the public, as community engagement forums were held across the state, gathering additional feedback on priority issues and opportunities for community health improvement. These reports and the community input received are fundamental to achieving our goal of partnering with community, public health entities, and accountable care networks to improve the health and well-being of the communities we serve.

Results of the 2019 Shared CHNA along with community input were used to inform the development of this three-year Community Health Strategy by Northern Light AR Gould Hospital. The efforts identified within help demonstrate our commitment to our community, as we provide benefits reflective of our mission and tax-exempt status. These benefits include a focus on the clinical, social, and environmental factors that influence the ability of people to lead healthier lives.

Community Health Strategy

This Community Health Strategy was developed with input from community stakeholders including those who serve priority populations, local Public Health District Liaisons, local business leaders, and community advocates.

Priorities were selected after weighing the severity of each priority area, availability of known and effective interventions, determination that the priority area was un-addressed or under-addressed, and community collaborations underway with Northern Light AR Gould Hospital.

Northern Light AR Gould Hospital reserves the right to amend this Community Health Strategy as circumstances warrant. For example, certain community health needs may become more pronounced and require enhancements or a refocus to the selected priorities of focus.

Process and Methods for Priority Selection

The community health strategy was developed by a planning team consisting of members both internal and external to our organization. The planning team included representatives with knowledge and insight of the communities served. Northern Light AR Gould Hospital selected key priorities and strategies based on the county CHNA report, which includes quantitative health profile indicators and qualitative prioritization of need derived from a community engagement process. In addition, shared system-wide priorities were identified in the areas of Substance Use and Social Determinants of Health for all Northern Light Health members. These priorities were identified as shared priorities based on a selection process which considered a review of county level priorities across the state as well as local readiness and capacity to address these needs in partnership with local communities.

Members of Northern Light AR Gould Hospital's Community Health Strategy team included individuals representing the following positions:

- Aroostook County Action Program, Community Educator
- Maine Center for Disease Control and Prevention (CDC), Division of Public Health Systems, Aroostook District Liaison
- Northern Light AR Gould CME and Library Coordinator/Chair of Total Health Team
- Northern Light AR Gould Community Health Specialist
- Northern Light AR Gould Director of Community Outreach
- Northern Light AR Gould Sleep Medicine Services Director /Medical Director Population Health and Quality/President Medical Staff
- Northern Light AR Gould, Manager of Inpatient Care Coordination

The following criteria were used for the health need selection process:

- Shared CHNA prioritization: How the health priority rank in the Shared CHNA
- System-wide priority areas of work as determined by the Community Health Council
- Ability to leverage local community assets: Identification of potential community partnerships to engage in order to address the priority need, or to build on current programs, emerging opportunities, or other community assets
- Expertise: Northern Light AR Gould Hospital experts and local partnership experts in various priority areas
- Feasibility: Northern Light AR Gould Hospital has the ability to have an impact given the community benefit resources available

Annually, our internal team will convene to determine if changes need to be considered in order to best address the priority health needs of our community.

NOTE: There were no written comments received related to the most recently conducted CHNA and Community Health Strategy for inclusion in this report.

Evaluation Efforts

Northern Light AR Gould Hospital will monitor and evaluate the strategies related to this priority area of work for the purpose of tracking the implementation of those strategies as well as to document the anticipated impact. Through internal quarterly reporting practices we plan to document and track measures, approaches and resources used, partners engaged, and highlights related to this priority area of work. These quarterly reports will inform our

fiscal year-end Progress Report to Our Community that will be made publicly available on our community health strategy web page.

Feedback Opportunity

Contact communitybenefits@northernlight.org with feedback on this report.

Approval from Governing Board

Northern Light AR Gould Hospital's Community Health Strategy and Community Health Needs Assessment (CHNA) were reviewed by the hospital's governing board and a resolution was made to approve and adopt both the Shared CHNA and the Community Health Strategy on May 2, 2019.

Selected Priorities of Focus

Priority #1: Social Determinants of Health

Rationale

A community's health can be determined in part by access to social and economic opportunities, the safety and cleanliness of environments, and the resources available in homes, neighborhoods, and communities. These social determinants of health are the conditions in which people are born, live, work, and play, and affect a wide range of health and quality of life outcomes. Examples of social determinants include socioeconomic status, availability of safe housing, education, access to healthcare services, and food insecurity. Over the past two decades, a large and compelling body of evidence has revealed that these factors play a powerful role in shaping health. This has resulted in a greater understanding that medical care is not the only influence on health and suggests that traditional healthcare models may not be enough to adequately improve health outcomes or reduce health disparities without also addressing how people live.

Northern Light Health identified Social Determinants of Health as a priority need for our state and our local community health strategy team reviewed possible needs for our area in detail. There are substantial local community assets and Northern Light AR Gould Hospital has assets available to be leveraged in support of this need. Also, there are many evidence-based or promising approaches to address the need for interventions on the many facets of Social Determinants of Health. Finally, factors of the Social Determinants of Health rated as a high priority to the community and our Northern Light Health system.

Intended action to address the need

Northern Light AR Gould Hospital will develop a "Screen and Intervene" program to assess patients' social needs and a mechanism to address identified needs.

Anticipated impact of these actions/expected outcomes

Northern Light AR Gould Hospital anticipates that patients who enter our primary care setting will have an opportunity to get connected to needed services through a follow up case management program. Our volume of patients leads to a higher identification rate of community members with unmet social needs that may be referred to community agencies. We hope to assist these individuals meet their identified needs to positively impact their quality of life and overall health. Our goal is long term improvement for our community.

Programs and resource allocation

Northern Light AR Gould Hospital will use a widely accepted screening tool (The Accountable Health Communities Screening Tool) in the primary care settings which will involve staff time during the initial patient intake. We will also commit other resources for the implementation and evaluation of this effort.

Planned collaborations

Northern Light AR Gould Hospital will engage strategic community partnerships with other facilities or organizations to address this priority. Northern Light AR Gould will work in collaboration with the Aroostook County Action program (ACAP) who will provide case management resources for patients with a positive screen. Other partnerships may evolve during this three-year cycle, and if so, will be identified in our annual Progress Report to Our Community.

Plan for measuring impact

Northern Light AR Gould Hospital will monitor and evaluate the strategies related to this priority area of work for the purpose of tracking the implementation of those strategies as well as to document the anticipated impact. Through internal quarterly reporting practices, we plan to document and track measures, approaches and resources used, partners engaged, and highlights related to this priority area of work. These quarterly reports will inform our fiscal year-end Progress Report to Our Community that will be made publicly available on our community health strategy webpage.

By measuring the number of patients screened and referred to case management services, we will be able to assess potential impact.

Population of focus

Primary care patients, all ages

Priority #2: Substance Use

Rationale

Substance use, including alcohol, tobacco (to include vaping), and other drugs, have a major effect on individuals, families, and communities. Alcohol misuse, smoking and tobacco use cause or increase risk of many diseases, such as cancer, heart disease, diabetes, and respiratory conditions. The effects of substance use often result in social, physical, mental, and public health problems, including domestic violence, child abuse, accidents, crime and suicide. Substance use is now understood to be a complex disease of the brain and body, requiring long-term attention and treatment just like any other chronic illness. There are many effective evidence-based strategies that communities, including healthcare organizations and providers, may employ to prevent, identify, and treat substance use disorders.

The Northern Light AR Gould Hospital's Community Health Strategy team determined it was feasible to address this need. There are substantial local community assets and Northern Light AR Gould Hospital has assets available to be leveraged in support of this need. Also, there are many evidence-based or promising approaches to address the need for substance use interventions. Finally, substance use rated as a high priority to the community and our Northern Light Health system.

Intended action to address the need

Northern Light AR Gould Hospital will work in collaboration with other agencies to engage the community through educational efforts focused on reducing stigma around substance use disorders and treatment, as well as prevention of substance use disorders.

Anticipated impact of these actions/expected outcomes

Through our prevention partnerships, Northern Light AR Gould Hospital anticipates expanding substance use prevention efforts throughout our region to positively affect the lives of our community members. Through the provision of educational opportunities around substance use, we hope to improve health outcomes while reducing the stigma associated with substance use disorders.

Programs and resource allocation

Northern Light AR Gould Hospital will engage local providers to share their knowledge and expertise at various community education offerings as well as within their practices through the provision of patient education materials on substance use.

Planned collaborations

Northern Light AR Gould Hospital plans to work closely with the Aroostook County Action Program and their designated team members to bring the issue of substance use to our community. In addition, we see opportunity to work with Aroostook Mental Health Center and Northern Light Acadia Hospital.

Plan for measuring impact

Northern Light AR Gould Hospital will monitor and evaluate the strategies related to this priority area of work for the purpose of tracking the implementation of those strategies as well as to document the anticipated impact. Through internal quarterly reporting practices, we plan to document and track measures, approaches and resources used, partners engaged, and highlights related to this priority area of work. These quarterly reports will inform our fiscal year-end Progress Report to Our Community that will be made publicly available on our community health strategy web page.

Impact will be measured by number of partnerships engaged to produce educational events, tracking of the number of events, and by collateral materials provided when appropriate. Population reach will be captured through attendance rates.

Population of focus

All ages

Priority #3: Access to Care

Rationale

Access to appropriate, affordable, quality healthcare is important to physical, social, and mental health. Lack of health insurance, cost of care, lack of sufficient providers to meet patient needs, and transportation challenges all present significant barriers to the ability to access care when and where it is needed. While health insurance can remove some barriers to care, it does not guarantee access on its own. Individuals and families facing such barriers often delay or go without care, resulting in poorer health outcomes and reduced quality of life. There are many effective approaches that healthcare systems may use to reduce or eliminate barriers to care in the communities that they serve.

The AR Gould Hospital Community Health Strategy team has identified access to care as a priority need that we are well-positioned to address. In addition to a robust network of community partners, AR Gould has resources available to be leveraged in support of this need. There are many options for evidence-based policy and environmental strategies that may be employed to reduce barriers to care in both our community and organization. Specifically, AR Gould has identified access/ awareness of colorectal screenings as a particular issue for our community.

- Aroostook has 20 colon cancers/100,000 population*

- Maine has 16.1 colon cancers/100,000 population*
- Nationally there are 15.1 colon cancers/100,000 population*

*Screen Aroostook PowerPoint Presentation at Cary Medical Center January 15, 2019

Intended action to address the need

Northern Light AR Gould Hospital plans to increase access to and education around colorectal screenings in partnership with local programs.

Anticipated impact of these actions/expected outcomes

Northern Light AR Gould Hospital anticipates increasing the public's awareness about the benefits of and the different types of colorectal screenings, their availability, and demystifying the fears that may surround this test. By increasing colorectal screening rates for our patients, we anticipate improving health outcomes for our community members.

Programs and resource allocation

Northern Light AR Gould Hospital plans to support this initiative with staff time that may include provider education at events, educational material, and staff involvement with Screen Aroostook, a Maine Cancer Foundation challenge to improve colon cancer screening in Aroostook County. It is based on grant funding procured by a partner hospital; however, we see opportunity for this effort to extend well beyond the grant cycle. In addition, the resources from our Beacon program would be able to sustain the project.

Planned collaborations

Northern Light AR Gould plans to collaborate with the Screen Aroostook grant project led by Cary Medical Center but includes all local hospitals and federally qualified health centers in Aroostook County. We will also look to partner with other community organizations as we identify other opportunities. While this grant will last just two years, we anticipate that it will serve as a foundation for ongoing work well into the future and may translate into a template for other cancer screening efforts.

Plan for measuring impact

Northern Light AR Gould Hospital will monitor and evaluate the strategies related to this priority area of work for the purpose of tracking the implementation of those strategies as well as to document the anticipated impact. Through internal quarterly reporting practices, we plan to document, and track measures, approaches and resources used, partners engaged, and highlights related to this priority area of work. These quarterly reports will inform our fiscal year-end Progress Report to Our Community that will be made publicly available on our community health strategy webpage.

We will measure rates of colorectal screenings and cancer incidence for our organization as provided by Northern Light Beacon Health and for the County through Screen Aroostook.

Population of focus

Adults over 50

Priority #4: Physical Activity, Nutrition, Weight

Rationale

Being physically active, eating a balanced diet, and maintaining a healthy weight are all essential for promoting good health and well-being. Good nutrition and regular physical activity can reduce the risk of developing serious health conditions such as diabetes, cancer, stroke, heart disease, high cholesterol, high blood pressure. These and other obesity-related chronic diseases result in significantly higher rates of healthcare utilization and costs and cause poorer health outcomes and decreased quality of life. A comprehensive approach to improving physical

activity and nutrition, including environmental approaches, healthcare system interventions, and community programs, can support healthy choices and behaviors, and improve access to healthier options within communities.

Physical activity and nutrition have been identified by the Northern Light AR Gould Hospital's Community Health Strategy team as a priority need for our region. Northern Light AR Gould has resources available to be leveraged in support of this need, as well as the ability to use support and assets of our community partners. There are numerous opportunities for implementing effective evidence-based strategies in a variety of settings that will improve physical activity and nutrition options and behaviors for our community members.

Intended action to address the need

Northern Light AR Gould Hospital plans to offer a variety of physical activity opportunities through our Fit and Fun series to engage families. Fit and Fun will be promoted on social media, radio, paper and other opportunities to get the word out. Fit and Fun will also provide a special series for those over the age of 50. These activities will focus on the needs of our senior population for physical and educational opportunities.

Anticipated impact of these actions/expected outcomes

In an attempt to decrease youth obesity, the goal is to get kids moving, which tends to be more successful when the whole family is engaged, Northern Light AR Gould expects to encourage families and children to become more active and make healthy choices through its Fit and Fun series. Fit and Fun Over 50 will provide a special group of activities for physical and educational opportunities with a variety of partners for our senior population. Some activities will be the same for both groups while some will be specific to various needs.

Programs and resource allocation

Fit and Fun will create stand-alone activities as well as enhance other community events that support physical and educational activity opportunities for all ages.

Planned collaborations

Northern Light AR Gould Hospital will work with other agencies to promote community events that are free/low cost throughout the year. This is often broken down into seasonal challenges. Fit and Fun information is then shared through the schools, recreation, and other community events. We anticipated collaborating with the following organizations: Aroostook County Action Program, the Boys and Girls Club, The Presque Isle Recreation Department, The Presque Isle Housing Authority, Northern Maine Community College, University of Maine at Presque Isle, Big Rock Mountain, The Nordic Heritage Center, Quoggy Jo Mountain, The Northern Lighthouse, Northern Light AR Gould Hospital Total Health team, local recreation departments, and schools. Other collaboration opportunities may arise during the three-year cycle that will be identified in our annual Progress Report to Our Community. Activities for seniors will also work with a variety of partners including the Aroostook Area on Aging and other agencies to meet needs specific to our aging population.

Plan for measuring impact

Northern Light AR Gould Hospital will monitor and evaluate the strategies related to this priority area of work for the purpose of tracking the implementation of those strategies as well as to document the anticipated impact. Through internal quarterly reporting practices, we plan to document and track measures, approaches and resources used, partners engaged, and highlights related to this priority area of work. These quarterly reports will inform our fiscal year-end Progress Report to Our Community that will be made publicly available on our community health strategy webpage.

Northern Light AR Gould will measure the number of partnerships engaged throughout the year to promote physical activity.

Population of focus

Youth and families, as well as seniors over the age of 50

Health Priorities Not Addressed

Northern Light AR Gould Hospital considered all priorities identified in the Shared CHNA, as well as other sources, through an extensive review process. While the full spectrum of needs is important, Northern Light AR Gould Hospital is currently poised to focus only on the highest priorities at this time. Priorities not selected, due to a variety of reasons are listed below:

- Mental Health - The Aroostook Mental Health Center takes the lead on mental health services in Aroostook County and therefore, Northern Light AR Gould Hospital will continue to collaborate with them in the future as needed. In addition, we have developed a formal service line for behavioral health including two psychiatric nurse practitioners, a licensed clinical social worker, and psychiatrist who are embedded in primary care offices.
- Cardiovascular Disease - While we anticipate our Physical Activity, Nutrition, Weight/Healthy Aging priorities will have significant crossover into cardiovascular health, we also have a formalized service line through our Heart and Lung service which includes cardiac rehab and a congestive heart failure clinic. Due to these crossover efforts, Northern Light AR Gould Hospital will not be selecting cardiovascular disease as a priority during this Community Health Needs Assessment cycle.
- Older Adult Health/Healthy Aging - While not specifically a priority area that was chosen, both access to care and physical activity, nutrition, weight priority areas will incorporate older adult health. There will be an “over 50” category for our Fit and Fun series and we plan to continue our Healthy Aging lunch and learn series. In addition, we will continue to partner with The Agency on Aging to promote older adult health.

Conclusion

Northern Light AR Gould Hospital is thankful for the participation and support of our community members and many area organizations in the Shared Community Health Needs Assessment process and for contributing their knowledge of local community health needs. Through existing and future partnerships, collaborative efforts will be essential in addressing the identified community health strategies prioritized within.

Northern Light AR Gould Hospital will engage in another Shared CHNA in 2022 and looks forward to ongoing community participation in these important efforts.

Appendix

Evaluation of Impact

Progress report on selected priorities from Northern Light AR Gould Hospital's last (2016) Community Health Needs Assessment.

Northern Light Health and Northern Light AR Gould Hospital are committed to promoting a culture of community stewardship, and partnering together with community stakeholders to address high priority health issues. In order to do so effectively, we regularly monitor the impact of our community health efforts, and make this information widely available to our communities in the form of annual Community Benefit statements, and this triennial Community Health Strategy report. The following annual Progress Report to Our Community provides a summary evaluation of impact of the actions taken by Northern Light AR Gould Hospital to address community health priorities adopted in 2016.

Measuring and reporting on progress is critical to making a difference in the communities we serve, and in the lives of those we care for. The following annual Progress Reports to Our Community are provided for:

- Progress Report to Our Community FY17
- Progress Report to Our Community FY18
- Progress Report to Our Community FY19

For additional information, visit <https://northernlighthealth.org/Community-Health-Needs-Assessment/2016-CHNA-Reports/Community-Health-Strategy>

Progress Report to Our Community

Addressing Community Health Needs

Fiscal Year 2017



2019



2018



2017



TAMC

FY 2017 Progress Report Priority 1: Decrease prevalence of sedentary lifestyles in youth through family engagement - Fit and Fun series	
Objective	Fit and Fun Series - Increase the number of Aroostook Pediatric patients reporting at least 60 minutes per day of physical activity on five of the last seven days.
Status	In Progress
Approaches taken and resources used	In fiscal year 2017 (FY17), Fit and Fun provided free/low cost physical activity events for families to experience who may not otherwise be able to afford these endeavors. Activities were offered in a variety of locations throughout the TAMC service area in order to reach different populations throughout the year. Venues included low income housing complexes, the Aroostook Band of Micmacs reservation, schools, and local festivals and community events. Offerings included snowshoeing, hiking, skating, swimming, obstacle courses and more. TAMC paid most of the costs associated with these events to keep them low or no cost to participants. In addition to events put on by TAMC, the hospital partnered with numerous local organizations and event organizers, including the City of Presque Isle and the recreation department, to provide physical activities (such as inflatables, music, and hula hoops) that might not otherwise be offered at certain events, such as community movie nights and Rocking on Riverside, giving youth the opportunity to get moving. TAMC hosted larger scale, stand-alone events such as the Youth Triathlon and Colors of Courage 5K/Kids Fun Run, while partnering with other community physical activities such as Color PI, the Aroostook River Fun run and more. TAMC also sponsored local ski schools at Bigrock Mountain, Quoggy Jo and Nordic Heritage Sports Center, as well as family fun days at Aroostook State Park and Quoggy Jo.
Partners engaged	TAMC partnered with the following entities on this priority: <ul style="list-style-type: none"> • The Aroostook Band of Micmacs • Local Schools (MSAD #1- Presque Isle and Mapleton, Washburn schools, MSAD #42- Mars Hill and Easton) • University of Maine at Presque Isle • City of Presque Isle • Quoggy Jo, Bigrock, and the Nordic Heritage Center • Presque Isle Housing Authority <ul style="list-style-type: none"> • The most impactful partnership was our relationship with the Presque Isle Housing. TAMC was able to coordinate many events at the PIHA throughout the summer including Fitness Fridays, physical activities to their movie nights
Highlights	Hundreds of children participated in events throughout the year. Many of the children became repeat participants at a number of different Fit and Fun events. Through Fit and Fun, TAMC established itself in the community as reputable source to engage with and offer physical activities as a supplemental option at a variety of community events and continues to be invited to participate in these efforts. The low/no cost model with a focus on less competition for these events was well respected and appreciated in the

FY 2017 Progress Report Priority 1: Decrease prevalence of sedentary lifestyles in youth through family engagement - Fit and Fun series <i>continued</i>	
Highlights	community. Family involvement was another highlight to Fit and Fun; though children were the primary focus, families often engaged in these activities with their children which certainly enhanced the desired efforts of the program.
Outcome Measure	Not available. It was difficult capturing the participation rates of children. The goal of 2018 will be to better capture how many children are participating.
Project lead	Jamie Guerrette, Community Health Specialist
Next Steps	In fiscal year 2018 (FY18), plans for this priority include better tracking of events that have kids moving. TAMC will continue to provide free/low cost physical activity events for children throughout the year. TAMC values our partnerships and will continue to work with others to enhance established events. TAMC will continue to educate the community on the need for physical fitness in their families while providing exposure to new events.

FY 2017 Progress Report Priority 2: Decrease number of adults age 20-65 with cardiovascular disease risk factors - Patient Smoking	
Objective	Patient smoking reduction - Decrease the number of TAMC primary care patients smoking using education and available resources by October 2017.
Status	In Progress
Approaches taken and resources used	In FY17, TAMC worked collaboratively with Aroostook County Action Program (ACAP) to identify educational materials needed to assist patients interested in quitting smoking. TAMC connected with The Quit Link, the Maine community of online support to quit smoking, to provide telephone support as needed when patients want to quit. Educational materials on smoking cessation needs were made available at discharge and throughout the hospital on television messaging monitors as well as paper copies.
Partners engaged	TAMC partnered with the following entities on this priority: <ul style="list-style-type: none"> • Aroostook County Action Program
Highlights	TAMC was awarded Gold Status from the Breathe Easy Coalition of the Maine Tobacco Free Hospital Network for their tobacco efforts in FY17. This award was presented to TAMC from ACAP who continues to provide a great valuable assistance and guidance.
Outcome Measure	Not available. TAMC struggled to identify a metric for this priority as a way to measure the success of patients that asked for smoking cessation materials.
Project lead	Members of the TAMC Total Health Team, lead by Linda Menard.
Next Steps	In FY18, TAMC plans to continue working on this priority. TAMC's goal will be to decrease the number of TAMC primary care patients who smoke through the provision of education and available resources through the Maine Tobacco Helpline.

FY 2017 Progress Report Priority 2: Decrease number of adults age 20-65 with cardiovascular disease risk factors - Staff Smoking	
Objective	Staff smoking reduction - Decrease the number of TAMC staff smoking using education and available resources by 4% by October 2017.
Status	In Progress
Approaches taken and resources used	In FY17, TAMC provided employees with a variety of resources to quit smoking. Information was placed on all the television messaging monitors throughout the hospital and at our North Street offices. Paper copies of the messages were also provided at a number of employee locations. At employee orientations, smoking cessation materials were provided to all as a general resource. Though TAMC did not offer smoking cessation classes on campus it directed employees interested in quitting to the Tobacco Hotline.
Partners engaged	TAMC partnered with the following entities on this priority: <ul style="list-style-type: none"> • Aroostook County Action Program
Highlights	TAMC received the Gold Star hospital rating from the Breathe Easy Coalition of the Maine Tobacco Free Hospital Network based on their excellence in addressing tobacco use and smoke exposure by implementing best practices. TAMC presented smoking cessation materials on television messaging monitors throughout the hospital as well as providing paper copies to those interested in quitting.
Outcome Measure	Not available. TAMC struggled to identify a metric for this priority as a way to measure the success of patients that asked for smoking cessation materials.
Project lead	Member of Total Health Team
Next Steps	In FY18, TAMC plans to continue working on this priority. TAMC's goal will be to decrease the number of TAMC staff who smoke through the provision of education and available resources through the Maine Tobacco Helpline.

FY 2017 Progress Report Priority 3: Improve health status of adults over 65 with 3 or more chronic conditions - Chronic Disease Management Education	
Objective	Chronic Disease Mgmt Education - Increase the number of patients receiving Chronic Disease Management Education (Stanford Model).
Status	In Progress
Approaches taken and resources used	In FY17, two staff members from TAMC staff received training in the Stanford Model of Chronic Disease Management that enabled them to create an educational program opportunity for patients with chronic diseases, identified by referral and admissions. The six week class was supported by our communications department who supplied the materials needed for the class. Through outreach efforts, the first class was offered in August and engaged 12 participants. Participants shared positive feedback on the program and subsequently shared what they learned in the class with others, hence broadening the knowledge base around the topic of chronic disease management. TAMC also provided a series of lunch and learns on topics relevant to health of our community's senior population.
Partners engaged	TAMC partnered with the following entities on this priority: <ul style="list-style-type: none"> • TAMC preventive care and inpatient care coordination staff • TAMC volunteer coordinator • Aroostook Area Agency On Aging (assisted with programming and marketing) • City of Presque Isle • Spectrum (assisted with marketing)
Highlights	The recent partnership with AAAA broadened the exposure of the program to seniors who may be interested in attending the program's future offerings.
Outcome Measure	Two instructors certified in the Stanford Model's Chronic Disease Management Education. One class offered and completed with 12 attendees.
Project lead	Karen Enman, Lead Inpatient Care Coordinator
Next Steps	In FY18, TAMC plans to continue offering the Stanford Model's Chronic Disease Management Education class to patients who were referred as well as community members interested (through external marketing efforts) in the program. TAMC will continue to offer their Healthy Aging lunch and learn series that seeks to educate seniors in the community on a variety of health related/chronic disease topics.

FY 2017 Progress Report Priority 4: Improve access to mental health/substance abuse services and early intervention - Opioid Harm Reduction	
Objective	Opioid Harm Reduction - Reduce patients prescribed opioid meds over 100 MMEs (Morphine Milligram Equivalents)
Status	Completed
Approaches taken and resources used	In FY17, TAMC prescribing providers worked on obtaining their three CMEs (continuing medical education) as required by law. Through the provision of educational opportunities related to prescribing practices based on regulatory changes, and reminders related to compliance, providers were tasked to receive the necessary training and education to meet the requirement of the law.
Partners engaged	TAMC partnered with the following entities on this priority: <ul style="list-style-type: none"> • Clinical informatics • Maine Hospital Association (for educational opportunities)
Highlights	Providers tapered patients doses as appropriate.
Outcome Measure	All providers were sent communications related to education opportunities
Project lead	Dr. David Weed, Medical Director of Population Health and Quality Dottie Wheeler, Director of Primary Care and Population Health (now retired)
Next Steps	In FY18, TAMC will shift focus on this priority to patient/community education related to opioid harm reduction.

FY 2017 Progress Report	
Systemwide Priority: Opioid Harm Reduction - Patient Education	
Objective	By 9/30/2017, increase the number of TAMC primary care providers providing patient education materials surrounding opiate prescription drug safety to patients with a substance abuse contract.
Status	In Progress
Approaches taken and resources used	In FY17, TAMC successfully implemented the following for this priority: <ol style="list-style-type: none"> 1. Choosing Wisely handouts were provided at all primary care offices with the exception of Aroostook Pediatrics. 2. The Choosing Wisely handout was made available in our electronic medical records (Centricity) to enable provider's access to these materials. 3. Although not originally identified as a goal, a number of public events were held that gave a forum for our providers to participate in panels regarding opiate education, most notably the TAMC Women's Health Conference. In addition, our providers were featured in news outlets discussing law changes and education around opiates.
Partners engaged	TAMC partnered with the following entities on this priority: <ul style="list-style-type: none"> • EMHS Grants office (to determine any opportunities to tap into grant funds) • Aroostook County Action Program (collaboration on Moving Forward campaign) • Law enforcement and Aroostook Mental Health Center to assist in panel presentation efforts
Highlights	The adoption of the Choosing Wisely handout in TAMC's electronic medical record represents a built in opportunity for use for specialists and inpatient providers throughout the system. The rack card for Choosing Wisely patient information was a good system effort and the TAMC Women's Health Conference panel gave an excellent template for future opportunities. TAMC became a "go to" for WAGM news as experts on the topic and this gave us a large forum for education.
Outcome Measure	All primary care offices at TAMC with the exception of pediatrics 17 providers offering patient education materials
Project lead	Laura Turner, Community Liaison
Next Steps	In FY18, TAMC will work with a number of provider sites to increase the provision of patient education materials surrounding prescription drug safety to patients in need. TAMC plans to develop and offer community forums focused on opioid abuse in order to educate our community and patient population as well as continuing the use of the Choosing Wisely rack cards in our provider offices.

FY 2017 Progress Report Systemwide Priority: Healthy Food Access - Food Insecurity Screen and Intervene	
Objective	Increase the number of patients screened for food insecurity from 3406 of patients screened 5/1/16 to 1/1/17 by number of patients receiving a physical
Status	Completed
Approaches taken and resources used	In FY17, TAMC worked collaboratively with the Aroostook County Action Program (ACAP) to identify a process for screening patients, through the implementation of a two question food insecurity screening process that enabled providers the ability to know which patients may need additional resources for themselves or their family. Initially piloted in Aroostook Pediatrics, positive screens were provided with a packet of information and connected to ACAP who helped these patients link to local resources in the community. Additionally, TAMC worked to secure the Good Shepard Food Bank grant that gave us access to food bags for positively screened patients at our pilot Family Practice Internal Medicine Practice. Due to the success of this program and the need in our community, TAMC choose to implement this screening process into all of our primary care sites including Medicare well visits.
Partners engaged	TAMC partnered with the following entities on this priority: <ul style="list-style-type: none"> • ACAP played a critical role in this initiative by: • Good Shepard Food Bank • United Way of Aroostook • Presque Isle Housing project • Town of Fort Fairfield
Highlights	TAMC continues to work closely with ACAP through this program and the increased interaction with ACAP has led to better outcomes for patients, including significant long term outcomes. We were successful in securing the Good Shepard Food Bank grant that will give us access to food bags for positively screened patients at our pilot Family Practice Internal Medicine Practice. As the Partnerships to Improve Community Health (PICH) grant project ended, we are now recording our own statistics. We had a successful Summer Gap Feeding program which provided 3000 meals over 28 days in cooperation with the United Way of Aroostook and many local businesses that fed children for three weeks who would not have had access to lunch. We are thrilled that despite the end of the PICH grant our efforts with ACAP are continuing and self sufficient. This marks a real milestone in the program.
Outcome Measure	11,764, number of patients screened for food insecurity
Project lead	Laura Turner, Community Liaison and Jamie Guerrette, Community Health Specialist
Next Steps	In FY18, TAMC looks to increase the number of screenings for food insecurity. The implementation of the Good Shepard Food Bank food bag pilot will continue and we plan to increase compliance with the food insecurity screenings at primary care sites.

Fiscal Year 2018

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Northern LightSM
A.R. Gould Hospital

Progress report update

FY 2018 Progress Report

Priority #1: Decrease prevalence of sedentary lifestyles in youth through family engagement

Objective: By September 2018, increase by 50 the number of Northern Light AR Gould pediatric patients reporting at least 60 minutes of physical activities based on their participation in the Fit and Fun Passport Challenge.

Status: In progress

Approaches taken and resources used: In fiscal year 2018 (FY18), Northern Light AR Gould hosted and enhanced many community events that helped to get kids active and families involved. Fit and Fun Challenges were held quarterly featuring activities appropriate for the corresponding season. Passport cards encouraged ongoing involvement of participants, offering prizes at different levels of engagement. By grouping activities together in a challenge, it helped us to better promote events through print materials, radio advertising and social media. Many first-time participants and several repeat participants joined all year. Several first-time events took place as well.

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

University of Maine Presque Isle; Aroostook County Action Program; School Administrative District 1; local recreational departments from the towns of Mapleton, Mars Hill, Presque Isle, and Fort Fairfield; the Presque Isle Housing Authority; the Northern Lighthouse; the city of Presque Isle; Wintergreen Arts Center; the Aroostook State Park; the Nordic Heritage Center; Bigrock; the Presque Isle Historical Society; and many others

Highlights: In FY18, Northern Light AR Gould used the Fit and Fun Passport Challenge to engage many families in a wide variety of activities. This not only got the children active, but also got the families involved. Many new events were added while continuing with other successful events.

Outcome Measure: In FY18, Northern Light AR Gould was successful by the large number of participants that engaged in an activity. We had 12 children participate in almost all activities. They earned a variety of prizes for different accomplishments they achieved.

Project Lead: Jamie Guerrette, Northern Light AR Gould Community Health

Next Steps: In fiscal year 2019 (FY19), Northern Light AR Gould will continue to offer activities through Fit and Fun Passport Challenge with the goal of getting children active and families engaged in physical fitness.

FY 2018 Progress Report

Priority #2: Decrease number of adults ages 20-65 with cardiovascular disease risk factors – patients

Objective: Decrease to 10% the number of Northern Light AR Gould Hospital primary care patients smoking through the provision of education and available resources by September 2018.

Status: In progress

Approaches taken and resources used: In FY18, Northern Light AR Gould Hospital continues to provide educational information and resources to patients upon discharge.

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

- Aroostook County Action Program; The Quit Link; Northern Light AR Gould Hospital’s clinical informatics

Highlights: In FY18, Northern Light AR Gould Hospital sent staff to the Tobacco Conference. The information presented confirmed that Northern Light AR Gould was on track with appropriate resources and information shared with patients. Northern Light AR Gould will continue to support patients as needed.

Outcome Measure: In FY18, measurable data for this objective is under review.

Project Lead: Members of Total Health team and staff trained in community interventions; Linda Menard CME and Conference Room Coordinator; Becky Stepp, office of Clinical Information

Next Steps: In FY19, Northern Light AR Gould Hospital will continue to provide information and resources to patients in the hopes of decreasing smoking rates by 10% as reported to their primary care providers.

Priority #2: Decrease number of adults ages 20-65 with cardiovascular disease risk factors – staff

Objective: Decrease the number of Northern Light AR Gould Hospital staff smoking, using education and available resources by 4% by October, 2018.

Status: In progress

Approaches taken and resources used: In FY18, Northern Light AR Gould Hospital continued to provide staff with resources and opportunities to quit. Resources are provided to staff on the first day, as part of their new staff orientation. Staff is aware of our non-tobacco policies on campus during this time. We have had very few new employees identify as smokers. Quit line resources are available throughout campus for quick, private assistance as needed. Northern Light AR Gould continues to be a Gold Level hospital, with policies and procedures in place to ensure we meet the needs of our staff.

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

- Aroostook County Action Program, the Quit Help Line, Northern Light AR Gould Hospital’s Total Health Team

Highlights: In FY18, Northern Light AR Gould Hospital continued to provide education to new staff and current employees. New signage has also been approved for placement around all campus locations. Signage will go up in 2019.

Outcome Measure: In FY18, the outcome measure for this CHIP achieved by Northern Light AR Gould is unknown as many resources are provided privately to employees. We are aware of at least one staff member that has quit smoking and made many life style changes as a result. This was highlighted in our employee newsletter. We also have a Sleep Medicine provider who offers additional resources that patients have accessed. We continue to support the Great American Smokeout campus-wide as well.

Project Lead: Linda Menard, CME and Conference Room Coordinator.

Next Steps: In FY19, Northern Light AR Gould Hospital will continue with our mission to provide resources to employees that want to quit smoking. We will continue to provide resources to them as well beginning with their first day and continuing through a variety of opportunities. Northern Light AR Gould will continue to work with other agencies to remain current and up to date on resources. Updated signage will also be placed campus-wide in 2019.

FY 2018 Progress Report

Priority #3: Improve health status of adults over 65 with three or more chronic conditions

Objective: By September 2018, 10 patients will complete the Chronic Disease Management Education (Stanford Model) class.

Status: In progress

Approaches taken and resources used: In FY18, Northern Light AR Gould Hospital provided two trainers to teach two Living Well for Better Health classes on campus. The classes were well attended and, as a result, the classes will continue into 2019.

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

- Aroostook Area Agency on Aging

Highlights: In FY18, Northern Light AR Gould Hospital held two classes on campus. Both were well attended and the participants stated they were beneficial. Additional informational sessions were held throughout the year at a variety of venues.

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light AR Gould Hospital was successful completion of the program by participants. Two classes were held with more classes being planned now. Instructors were Karen Enman and Ruth Hanson.

Project Lead: Karen Enman, MSN, RN; Ruth Hanson, RN

Next Steps: In FY19, Northern Light AR Gould Hospital will continue to provide Living Well for Better Health. There are plans underway to provide a train the trainer course in November. The instructors will also take advantage of opportunities that arise to promote the class at different venues. A variety of educational opportunities in addition to Living Well for Better Health will be provided as the opportunities arise with seniors; this is most often done at our Healthy Aging luncheons.

FY 2018 Progress Report

Priority #4: Improve access to mental health/substance abuse services and early intervention (Systemwide priority)

Objective: By September 30, 2018, increase by three the number of provider sites providing patient education materials surrounding prescription drug safety. Provide educational events for the public.

Status: In progress

Approaches taken and resources used: In FY18, Northern Light AR Gould used a multidisciplinary approach to creating this education card and utilized the resources of our print shop to facilitate the distribution. We created forums for discussion on opioid misuse as well as provided speakers for other groups planning similar events.

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

- WAGM-TV, Aroostook County Action Program, Presque Isle Library, Maine AgriWomen, Presque Isle Police Department, AMHC

Highlights: In FY18, Northern Light AR Gould created a patient information card regarding the risk of use of opioids. This was targeted for both primary care and specialty services where short term opioids may be prescribed. We considered this a public health message and requested that the information be given to all departing patients, regardless of their medication list. We had good adoption in most sites and gave out 14,924 opioid harm patient education cards. We served as a community leader in having conversations about the issues around opioid use. This included a Healthy Aging panel discussion and speakers at our Women's Health Conference. In addition, we assisted the media in creating a pain management alternative series. Also, we assisted with distribution of a health care providers' toolkit for opioid prescribing designed by the Aroostook County Action Program.

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light AR Gould Hospital was that 14,924 opioid patient education cards were distributed to patients and multiple community members learned about opioid harm reduction from experts at live events and a television series. The opioid card distribution was not established until the third quarter of FY18.

Project Leads: David Weed, DO, FAASM, FCCP; medical director of Northern Light Sleep Medicine Services; medical director Population Health/Quality AR Gould Hospital; president Medical Staff AR Gould Hospital; Laura Turner, LSW, AR Gould Hospital community liaison

Next Steps: In FY19, Northern Light AR Gould Hospital has decided that we need to continue to share this important public health message regarding the use of opioids. We will continue to hardwire its use in the current settings and an interdisciplinary team is working to update and revise the current language. We are also committed to continue being a leader in the area of outreach on this important topic.

FY 2018 Progress Report

Systemwide priority: Healthy food access – screen and intervene

Objective: Increase the number of screenings for food insecurity from 58.5% (baseline of June 2017) to 80% by 9/30/2018.

Status: In progress

Approaches taken and resources used: In fiscal year 2018 (FY18), Northern Light AR Gould Hospital used the Centricity record to prompt the screening questions and document responses. In the event of a positive response, staff would provide food resource guides and an Aroostook County Action Program case management referral if the patient was willing. Regular feedback was provided to primary care practice leadership in terms of compliance by the project lead.

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

- Aroostook County Action Program
- Good Shepard Food Bank
- United Way of Aroostook

Highlights: In FY18, Northern Light AR Gould Hospital piloted a grant funded project to provide food bags at Family Practice Internal Medicine to those patients who wanted one. The pilot lasted six months. Northern Light AR Gould Hospital also partnered with the United Way of Aroostook to organize the Summer Gap feeding program that helped feed children who did not get USDA lunches during the gap created by harvest break in SAD 1. 26,682 patients were screened for food insecurity in FY18

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light AR Gould Hospital was 64% of patients seen in primary care were screened for food insecurity. Our goal of 80% was achieved in quarter 3.

Project Lead: Laura Turner, community liaison

Next Steps: In fiscal year 2019, Northern Light AR Gould Hospital Hopes to continue this screening process and have it implemented with the new electronic record (Cerner) and will continue to post the resource and maintain the relationship with Aroostook County Action Program. With the end of harvest recess in the school district, the Summer Gap program has been sunsetted.

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A.R. Gould Hospital

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FY 2019 Progress Report

Priority #1: Decrease prevalence of sedentary lifestyles in youth through family engagement

Objective: By September 2018, increase by 50 number of Aroostook Pediatric patients reporting at least 60 minutes of physical activities based on their participation in the Fit and Fun Passport Challenge.

Status: In progress

Approaches taken and resources used: In fiscal year 2019 (FY19), Northern Light AR Gould Hospital partnered with multiple community agencies to provide low cost or no cost activities for families as well as additional activities for adults through our Fit and Fun programming.

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

University of Maine at Presque Isle, local recreation departments, local housing departments, multiple ski facilities, local school departments, a local Native American tribe, Rotary and Kiwanis clubs, and the Aroostook County Action program (ACAP)

Highlights: In FY19, Northern Light AR Gould Hospital had hundreds of students attend our events this year. Although we had hoped to measure participation by using “passport cards” that children could check off for events, we did not find they were used with regularity. However, we had some particularly well attended events that exceeded our expectations including but not limited to: 50 children having ski lessons supported by our efforts, over 200 community members participating in free skating, 125 participants in low cost swimming event, and 400 seventh graders attending the ACAP youth prevention day for which we provided speakers and other in-kind support. We also launched Fit and Fun Over 50 activities this year and included times for those children to participate in activities who may be overstimulated by the larger crowds in order to be more inclusive.

Outcome Measure: In FY19, Northern Light AR Gould Hospital had difficulty measuring the intended pediatric population to identify engagement in regular bouts of physical activity throughout the year. However, though the measure was difficult to ascertain, the Fit and Fun series was able to engage youth in a number of physical activity efforts with the intent to educate and encourage regular physical activity.

Project Lead: Transitioned to Laura Turner, Director of Community Outreach, midway through the fiscal year due to staffing changes.

Next Steps: In fiscal year 2020 (FY20), Northern Light AR Gould Hospital will continue with the Fit and Fun programming as physical activity, nutrition, and weight will continue to be a community health priority area of focus. We look to reach new populations and increase our nutritional based activities.

FY 2019 Progress Report

Priority #2: Decrease the number of adults ages 20-65 with cardiovascular disease risk factors - patients

Objective: Decrease to 10% the number of Northern Light AR Gould Hospital primary care patients smoking through the provision of education and available resources by September 30, 2019.

Status: In progress

Approaches taken and resources used: In FY19, Northern Light AR Gould Hospital provided smoking cessation information to patients through signage, educational materials, discharge instructions, and a stop smoking event. We also wrote a letter of support for Aroostook County Action Program (ACAP) to receive a grant for tobacco cessation staff.

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

Aroostook County Action Program

Highlights: In FY19, Northern Light AR Gould Hospital held a smoking cessation event for staff and patients in the hospital in conjunction with ACAP and Go Red Day. Although we were challenged to get the primary care data, we were able to provide quit link information on inpatient discharge forms and on other patient material as well as providing smoking cessation support and medication for inpatients. Smoking status is regularly discussed with patients at five of our adult primary care outpatient sites and embedded in the electronic health record.

Outcome Measure: In FY19, Northern Light AR Gould Hospital provided smoking cessation educational materials to our patients, however, we were unable to measure any decrease in smoking rates.

Project Lead: Transitioned to Laura Turner, Director of Community Outreach, midway through the fiscal year due to staffing changes.

Next Steps: In FY20, Northern Light AR Gould Hospital will include tobacco cessation activities into our substance misuse harm reduction goal. We have hired a new Community Health Specialist who is a Certified Tobacco Treatment Specialist and has extensive experience in tobacco prevention efforts. This will aid both patients and staff. We hope to partner with ACAP to provide individual patient smoking cessation as a result of a new grant. We also look to including vaping cessation and smoking cessation at venues such as our health fair and lunch and learn programming.

FY 2019 Progress Report

Priority #2: Decrease the number of adults ages 20-65 with cardiovascular disease risk factors - staff

Objective: Decrease the number of AR Gould Hospital staff smoking, using education and available resources by 4% by September 30, 2019.

Status: Completed

Approaches taken and resources used: In FY19, Northern Light AR Gould Hospital provided tobacco cessation information to new employees at new staff orientation. Information was placed throughout the campus about quitting resources. Our system benefits include tobacco cessation aids and support.

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

Aroostook County Action Program

Highlights: In FY19, Northern Light AR Gould Hospital provided smoking cessation for all new hires as part of their orientation and although we were challenged to get particular data on our employees, we were able to provide quit link resources throughout the hospital, our system benefits include tobacco cessation resources, and we held an event in conjunction with the Aroostook County Action Program that encouraged tobacco cessation and provided bags to assist with that process. We highlighted a staff member who quit smoking through internal communication.

Outcome Measure: In FY19, this objective was not measurable by employee actions but rather by measuring orientation efforts regarding smoking cessation for new employees that was provided every two weeks along with one hospital wide event.

Project Lead: Transitioned to Laura Turner, Director of Community Outreach, midway through the fiscal year due to staffing changes.

Next Steps: In FY20, Northern Light AR Gould Hospital will include tobacco cessation activities into our substance misuse harm reduction goal. We have hired a new Community Health Specialist who is a Certified Tobacco Treatment Specialist and has extensive experience in tobacco prevention efforts. This will aid both patients and staff.

FY 2019 Progress Report

Priority #3: Improve health status of adults over 65 with three or more chronic conditions

Objective: By September 2019, 10 patients will complete the Chronic Disease Management Education (Stanford Model) class

Status: Completed

Approaches taken and resources used: In FY19, Northern Light AR Gould Hospital facilitated a train the trainer class for the Stanford Model Living Well class and held multiple community education sessions.

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

Aroostook Agency on Aging

Highlights: In FY19, Northern Light AR Gould Hospital held regular lunch and learns for seniors on multiple health topics designed to assist them to manage chronic diseases, to be proactive about their health, and live independently. We held a Women's Health Conference focused on sleep issues. We transitioned our chronic disease Stanford program to the larger community by training seven program facilitators and now there are many opportunities for people to access these classes in our community. We began a new community conversation program where doctors speak on multiple health topics with the general public. We provided speakers and exhibitors for the Aroostook Agency on Aging's Senior Expo. We also started a Parkinson's Support Group.

Outcome Measure: In FY19, Northern Light AR Gould Hospital trained new trainers and made the chronic disease Stanford model program self-sustainable.

Project Lead: Transitioned to Laura Turner, Director of Community Outreach, midway through the fiscal year due to staffing changes.

Next Steps: In FY20, Northern Light AR Gould Hospital will not offer the Stanford program's chronic disease management classes due to the program's sustainability efforts established in our community. AR Gould will continue to offer Healthy Aging Lunch and Learns, participate in the Agency in Aging's Senior Expo, continue our Parkinson's support group, and Community Conversations with our providers.

FY 2019 Progress Report

Priority #4: Improve access to mental health/substance abuse services and early intervention (Systemwide priority)

Objective: By 9/30/2019, increase the number of patients receiving patient education materials surrounding prescription drug safety

Status: Completed

Approaches taken and resources used: In FY19, Northern Light AR Gould Hospital provided education cards related to opioid use to primary care patients and in key service lines of emergency department, general surgery and orthopedics.

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

Our local TV station, WAGM, did a series on our pain treatment clinic which we see as an alternative to opioid use

Highlights: In FY19, Northern Light AR Gould Hospital, recognizing the need to provide alternative pain management options to our patients and community members, continued to grow the pain interventionalist service offering pain management options as an alternative avenue to opioid use. In addition, our director of community outreach attended Maine's first Opioid Summit and gained valuable knowledge for future efforts as well as participated on a local task force organized by Maine's Center for Disease Control and Prevention. We hardwired the practice of patient information card distribution in many of our practices who gave them to 100% of their patients. Each quarter we saw a steady rise in distribution efforts. The educational cards were updated in FY19.

Outcome Measure: In FY19, Northern Light AR Gould Hospital distributed over 20,000 patient opioid information cards at five primary sites, our emergency department, surgical services, and our orthopedics services.

Project Lead: Laura Turner, Director of Community Outreach

Next Steps: In FY20, Northern Light AR Gould Hospital will continue offering patient prescription cards to our practices who wish to use them. We plan to collaborate with other agencies in our service area to reduce opioid harm by providing educational opportunities to our community with a focus to reduce stigma around substance use disorders and treatment and prevention efforts.

FY 2019 Progress Report

Systemwide priority: Healthy food access – screen and intervene

Objective: Increase the number of screenings for food insecurity from 80% (baseline of June 2018) to 85% by September 30, 2019.

Status: In progress

Approaches taken and resources used: In FY19, Northern Light AR Gould Hospital continued to screen primary care patients for food insecurity using the established two question screen and intervene protocol. Patients who screened positively were given food resource guides and given contact information to Aroostook County Action Program's (ACAP) case management services.

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

ACAP Case management services created food guides and provided case management services to those patients referred to the program or to patients who used tear off sheets available throughout practices

Highlights: In FY19, Northern Light AR Gould Hospital screened 12,593 patients for food insecurity, trained new staff in the process, and adjusted our new electronic system to allow us to track the data. Additionally, some of our specialty services incorporated the questionnaire and referrals to ACAP into their intake process.

Outcome Measure: In FY19, Northern Light AR Gould Hospital screened 12,593 patients in primary care for food insecurity. With the implementation of our new electronic health records we were a bit challenged with getting data and could not isolate pediatric wellness visits and could therefore not count them in our data. 42% of primary care adult patients were screened for food insecurity. We saw a decline in our screening numbers but showed improvement in the fourth quarter after retraining staff.

Project Lead: Laura Turner, Director of Community Outreach

Next Steps: In FY20, Northern Light AR Gould Hospital will continue food insecurity screening as part of a more comprehensive social determinants of health screening effort. We plan to continue collaborating with ACAP as our case management partner in these efforts.

Conclusion

Northern Light AR Gould 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.