

Community Benefit

Report 2018



Northern Light
HealthSM

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There are few joys in life that quite match being a grandparent. As you watch your own children grow into their parental identities, instantly this new child becomes the center of everyone’s world. Without the daily bustle of parenthood and having the wisdom that time and experience affords, grandparents have the luxury of musing about all this child can be and what kind of world we want to leave them.

Maine’s young people deserve every opportunity to develop to their fullest potential. So, we rolled up our sleeves and focused much of our community work in 2018 on planting the seeds of a healthy life (literally, in some cases) to give the upcoming generations the tools needed to live their best life—that means teaching them about healthy eating and active lifestyles, along with supporting their mental and behavioral health. As you read our Northern Light Health 2018 Community Benefit Report, you will see stories of our organizations engaging their communities—meeting folks where they are—to learn from and access the best our system has to offer.

Northern Light Acadia Hospital has received tremendous feedback about their Child-Adolescent Resource and Educational Series, a video series starring local youth that highlights crucial youth mental health and wellness issues. Farther north in Presque Isle, Northern Light AR Gould Hospital partnered with local community organizations to offer the popular summertime, “Splash & Dash” program. This fast-growing event for youth ages eight to 12 combines running and swimming with a focus on goal setting and participation rather than competition. Northern Light Inland Hospital inspired middle and high school students to forgo their digital for a disc—disc golf, that is! The hospital was able to develop a disc golf course at a local school to encourage more physical activity as a way to reduce childhood obesity.

In 2018, we also addressed the prevalent need for food security, provided simplified access to mental and behavioral health services, leveraged the power of technology to identify early signs of health concerns in our seniors, and more.

Read on to see how collaborations within our system and with our community partners allows us to bring services beyond our hospitals’ walls, directly to our neighbors, friends, and families. As we look ahead to 2019, we remain committed to creating a bright future for Maine people by investing in healthy habits early in life and continuing to address the health needs of our patients and the communities in which they live.

Sincerely,

M. Michelle Hood, FACHE
Northern Light Health President and CEO

Barry McCrum
Northern Light Health Board Chair

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. Our more than 12,000 team members—in our hospitals, primary and specialty care practices, long-term and home healthcare, and ground and air medical transport and emergency care—are committed to making healthcare work for you.

2018 Community Benefit

What is Community Benefit?

Northern Light Health hospitals provide a wide range of free or reduced-cost programs and services to those who are sick, injured, or disabled. In addition, a vital role of Northern Light Health member organizations is to assess community needs and improve population health through prevention efforts.

Community benefits are provided via a broad range of community health improvement efforts. They are programs, services, and investments designed to improve the health of our communities and increase access to healthcare in response to identified community health needs. These benefits are designed to:

- Improve access to healthcare services
- Enhance the health of the community
- Advance medical or healthcare knowledge
- Relieve or reduce the burden of government or other community efforts

Community benefit activities are integral to the mission of Northern Light Health and are the basis of tax exemption. While often unnoticed, Northern Light Health contributions improve population health and promote wellness for all who live, play, learn, and work in our communities. This Community Benefit Report highlights the Northern Light Health commitment to community improvement by quantifying the value of programs, services, and charitable care provided.

Reportable Benefits:

As supported by national models, such as those developed by the Catholic Health Association and the Internal Revenue Service guidelines, the following categories represent the benefits Northern Light Health provided to the community in 2018:

- Traditional Charity Care
- Unrecoverable Interest Costs
- Unpaid Cost of Medicaid
- Unpaid Cost of Medicare
- Community Health Improvement Services
- Health Professions Education
- Research
- Cash and In-Kind Contributions
- Community Building Activities
- Community Benefit Operations



Definitions of Reportable Benefits

Traditional Charity Care \$28,010,885

Northern Light Health is committed to treating all patients who need our care regardless of their health insurance or financial status. Traditional charity care is the amount of free or discounted health services provided to persons who cannot afford to pay for services and meet Northern Light Health's criteria for financial assistance. To promote the health and wellbeing of the communities served, uninsured or under-insured individuals with limited financial resources, who do not qualify for various entitlement programs, are eligible to receive free or discounted healthcare through our organization.

Northern Light Health's financial assistance policy provides two levels of support:

- 100 percent free care to patients for medically necessary services if their family income is 150 percent or less of the Federal Poverty Level
- Gross family income between 151 percent and 250 percent of the federal poverty level may qualify for a discount of the patient's responsibility of either 50 percent or the Northern Light Health hospital's amounts generally billed percentage, whichever is greater.

Northern Light Health ensures the public is aware of our financial policy in accordance with the 501 (r) statute through on-site financial counselors, policy availability and visibility, specifically at patient intake areas, and on our organization's website northernlighthealth.org/billing-help. We also send our financial assistance notifications to community based organizations across our system so we reach the population that is most in need. Financial counselors also help patients find other sources of health coverage for which they may be eligible. In 2018, Northern Light Health provided \$28,010,885 in traditional charity care.

Unrecoverable Interest Cost \$1,872,236 on \$40.2 million

Unrecoverable interests costs are the unpaid cost (shortfall) of public programs for low-income families and individuals, and vulnerable persons. The Unrecoverable Interest Costs are on funds used to subsidize underpayments for cost of care provided to individuals on state Medicaid receiving services through Northern Light Health. In 2018, Northern Light Health subsidized \$1,872,236 of Medicaid underpayments on \$40.2 million for unrecoverable interest costs.

System Community Benefit Total

\$221,179,200

Community Health Improvement Services

\$2,134,289

Health Professions Education

\$1,426,701

Research

\$2,066,673

Cash and In-Kind Contributions

\$383,451

Community Building Activities

\$724,553

Community Benefit Operations

\$1,998,925

Traditional Charity Care

\$28,010,885

Unrecoverable Interest Costs

\$1,872,236 on \$40.2M

Unpaid Cost of Medicaid

\$53,041,009

Unpaid Cost of Medicare

\$129,520,478

Unpaid Cost of Medicaid: \$53,041,009

Unpaid Cost of Medicare: \$129,520,478

Northern Light Health members, who provide care to patients with insurance coverage through Medicaid and Medicare, are often not reimbursed fully by the government for the cost to provide care. In 2018, Northern Light Health was underfunded \$182,561,487 by these insurance programs.

Community Health Improvement Services: \$2,134,289

Community health improvement services respond to documented health needs in our communities and include:

- Community health education efforts are provided to the community in the form of presentations, lectures, programs, and activities on wellness initiatives such as nutrition improvement, physical activity, and substance use provided to schools, community groups, support groups, and others.
- Community-based clinical services such as screenings (blood pressure, health-risk appraisals, cholesterol, immunization clinics, skin cancer, etc.) provided in the community.
- Healthcare support services focused on increasing access and quality of healthcare services, especially to those living in poverty and other vulnerable populations through such activities as community support referral services, transportation, and assistance with public program enrollment.
- Social and environmental improvement activities address the social, economic, and physical environment such as improving availability of healthy food options, violence prevention, and economic development activities.

In 2018, Northern Light Health provided \$2,134,289 in community health improvement services.



Health Professions Education: \$1,426,701

Training and education of physicians, interns and residents, medical students, nurses and nursing students, and other health professionals is vital to providing the highest standard of care to our community members. In 2018, Northern Light Health provided \$1,426,701 in health professions education.

Research: \$2,066,673

Research to support the development of medical advances for our patients through the adoption of new techniques and treatment protocols has long been considered an investment in the health of our community members. From a community benefit perspective, such research includes clinical and community health research as well as studies on healthcare delivery that can be generalized and shared with the public for the purpose of improving healthcare. In 2018, Northern Light Health provided \$2,066,673 in research.

Cash and In-Kind Contributions: \$383,451

To address certain identified needs of our community, our member organizations recognize that partnering with other organizations may be the best way to address community needs and improvement efforts. Through the donation of restricted funds and in-kind contributions to these organizations, we are working in partnership to advance the health of the communities we serve. In 2018, Northern Light Health provided \$383,451 in cash and in-kind contributions.

Community Building Activities: \$724,553

These activities address the root causes of health problems, often related to poverty, homelessness, and environmental hazards. Northern Light Health is proud to be part of a number of community boards and committees such as those focused on regional economic development, housing opportunities, and early care and education. In 2018, Northern Light Health provided \$724,553 in community building activities.

Community Benefit Operations: \$1,998,925

Addressing community needs takes a team approach. Northern Light Health regularly conducts research to assess community health needs and plans appropriate intervention strategies. By implementing and evaluating community benefit activities, we ensure our collective efforts are meaningful, effective, and accountable to those we serve. In 2018, Northern Light Health provided \$1,998,925 in community benefit operations.

References:

Catholic Health Association of the United States; A Guide for Planning and Reporting Community Benefit: Categories and Definitions, 2015. Available from <https://www.chausa.org/docs/default-source/community-benefit-guide-2015/2015-cb-guide-categories-definitions.pdf?sfvrsn=4>. Accessed March, 2018.

See how each Northern Light Health organization is raising the bar and actively addressing strategic health priorities in our Maine communities.





Northern LightSM

Acadia Hospital

Total: \$14,477,179

Community Health Improvement Services

\$16,989

Health Professions Education

\$111,431

Cash and In-Kind Contributions

\$1,369

Community Building Activities

\$5,481

Community Benefit Operations

\$71,855

Traditional Charity Care

\$7,952,817

Unrecoverable Interest Costs

\$148,309 on \$3.2M

Unpaid Cost of Medicare

\$6,168,928

Looking ahead in 2019,

Northern Light Acadia Hospital is working to address drug and alcohol abuse, mental health, and access to behavioral care/mental healthcare as priority areas of focus.

Priority #1: Drug and Alcohol Abuse

Rationale:

The anticipated result of this action is to increase the number of providers qualified to offer Suboxone therapy to individuals living with opioid dependence in Penobscot County. This expanded access will enable more people to obtain the appropriate and most effective level of treatment for their condition.

Priority #2: Mental Health, and Access to Behavioral Care/Mental Healthcare

Rationale:

This priority was identified in the Northern Light Community Health Needs Assessment. The anticipated effect of this action is to increase/enhance access to mental and behavioral healthcare as Maine is a rural state with many underserved areas. It will also provide more comprehensive services to a specific subset of the population, which will result in fewer emergency room visits.



Acadia CARES

The Northern Light Acadia Hospital Child-Adolescent Resource and Educational Series (CARES) highlights crucial youth mental health and wellness issues via a series of professionally produced short videos featuring Northern Light Acadia Hospital experts on topics including youth suicide, eating disorders, bullying, anxiety, sexual and gender identity, substance abuse, and resiliency.

The goal of this series is to provide adults (parents, healthcare providers, and educators) and youth with important, expert information that can be used to keep children and teens safe.

The videos, that feature area youth, create opportunities for learning and dialogue. They enable us to work with the community to help young people, and the adults in their lives, navigate the sometimes treacherous waters of childhood and adolescence.

The campaign has received very positive reviews and the videos are featured on [https://northernlighthealth.org/Locations/Acadia-Hospital/About-Us/Acadia-CARES-\(1\)](https://northernlighthealth.org/Locations/Acadia-Hospital/About-Us/Acadia-CARES-(1)) and on our YouTube channel. They have also been widely distributed via social media and local news outlets. Funding for the video series was made possible through the Northern Light Eastern Maine Medical Center Children's Miracle Network Hospital and Northern Light Health Foundation.

View Northern Light Acadia Hospital's full Community Health Strategy online

[https://northernlighthealth.org/NLH/media/CHNA/2016/Community Health Strategy/Acadia-Community-Health-Strategy_Web-Document_FINAL.pdf](https://northernlighthealth.org/NLH/media/CHNA/2016/Community%20Health%20Strategy/Acadia-Community-Health-Strategy_Web-Document_FINAL.pdf)



Northern LightSM

A.R. Gould Hospital

Total: \$26,532,224

Community Health Improvement Services

\$177,068

Health Professions Education

\$512,411

Cash and In-Kind Contributions

\$78,650

Community Building Activities

\$73,989

Community Benefit Operations

\$19,557

Traditional Charity Care

\$1,378,365

Unrecoverable Interest Costs

\$227,396 on \$4.9M

Unpaid Cost of Medicaid

\$3,043,370

Unpaid Cost of Medicare

\$21,021,418

Looking ahead in 2019,

Northern Light AR Gould Hospital is working to decrease prevalence of sedentary lifestyles in youth through family engagement, decrease number of adults ages 20-65 with cardiovascular disease risk factors, improve health status of adults over 65 with three or more chronic conditions, and improve access to mental health and substance abuse services along with early intervention as priority areas of focus.

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

Rationale:

Childhood obesity was identified as a significant family health issue in Aroostook County. Through collaboration and educational efforts, we will work to improve health conditions of our youth related to obesity.

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

Rationale:

According to the Shared Community Health Needs Assessment (CHNA) 2016, heart disease is the leading cause of death in Aroostook County, with rates for various forms of cardiovascular disease higher than the state average. Through collaboration and educational efforts, we will work to improve health outcomes related to cardiovascular disease.

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

Rationale:

According to the Shared CHNA 2016, Aroostook County has higher rates of adults reporting three or more chronic conditions compared to the state. Aroostook County also has a higher percentage of adults over 65 compared to the state average. Through collaboration and educational efforts, we will work to improve the health status of adults over 65 with three or more chronic conditions.

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

Rationale:

According to the Shared CHNA 2016, access to behavioral care/mental healthcare was prioritized by stakeholders as a significant health issue having a great influence on health in Aroostook County, resulting in poor health outcomes for residents. Through collaboration and educational efforts, we will work to improve access to mental health and substance abuse services and early intervention services.

Splash & Dash

We know the best path to health and wellbeing for many kids (and their grownups) is to keep active. This year, Northern Light AR Gould Hospital partnered with SAD 1 Adult and Community Education, the University of Maine at Presque Isle, and University Credit Union and created an engaging program to ignite a passion for healthy activity.

The partners came together and held a “Splash & Dash” in June, which is a fun and fast-growing sport that combines running and swimming with the focus on participation rather than competition. The young participants ages 8-12 prepared for the event through the Star City Splash & Dash Club that met on Friday after school for six weeks. Running and swimming coaches trained nearly 50 kids for two hours each week. Public response to this event was so positive, Northern Light AR Gould Hospital also offered a Splash & Dash event in the neighboring towns of Mapleton and Fort Fairfield.

Children at each of the three Splash & Dash events earned a t-shirt and medal. Those who opted to take part in all three events earned the Triple Crown title and awarded a special trophy for their commitment. Through events like these, we showcase the work we do together with our community partners to get kids excited about physical activity and healthy lifestyles.



View Northern Light AR Gould Hospital’s full Community Health Strategy online

https://northernlighthealth.org/NLH/media/CHNA/2016/Community%20Health%20Strategy/TAMC-Community-Health-Strategy_Web-Document_FINAL.pdf



Northern LightSM

Blue Hill Hospital

Total: \$2,350,241

Community Health Improvement Services

\$36,352

Health Professions Education

\$37,975

Cash and In-Kind Contributions

\$24,600

Community Building Activities

\$77,280

Community Benefit Operations

\$204,912

Traditional Charity Care

\$777,492

Unrecoverable Interest Costs

\$16,441 on \$0.4M

Unpaid Cost of Medicare

\$1,175,189

Looking ahead in 2019,

Northern Light Blue Hill Hospital is working to address obesity (physical activity and nutrition), drug and alcohol abuse, and transportation as priority areas of focus.

**Priority #1: Obesity
(Physical Activity/Nutrition)**

Rationale:

To increase the screening in our care delivery model of the overweight and obese population and provide the opportunity for education in the clinical setting. Improve the health condition of this population in our community by collaborating with community resources for weight loss and physical activity.

**Priority #2: Drug and
Alcohol Abuse**

Rationale:

To develop a consistent screening and referral process for both outpatient clinics and the emergency department, including counseling resources in an effort to improve the identification of those in need and increase referrals to the appropriate support services.

Priority #3: Transportation

Rationale:

Transportation is a major barrier for many in our community and has a negative consequence on their health. We hope to identify those patients specifically in need and connect them with transportation resources to improve health outcomes for residents.



Cooking with Seniors

The wonderful thing about cooking and nutrition is that there is always something new to learn! To open doors to better health in our community, Northern Light Blue Hill Hospital joined forces with Healthy Peninsula's Cooking with Seniors Program to offer a fresh take on cooking to residents of Harborview Apartments—housing for low and moderate—income families, elderly persons, and persons with disabilities.

Northern Light Blue Hill Hospital dietitian, Martha Cole, joined the seniors for a luncheon to cook and demonstrate how to use fresh and dried herbs in a healthy bean soup. Martha also shared nutritional tips and advice, discussed the nutritional value of beans, where to find good produce, ideas about homegrown herbs, and information around dietary salt. In addition to sharing Martha's expertise, Northern Light Blue Hill Hospital also offset the food costs of this popular learning opportunity.

In partnership with a healthy diet, we know wellness is best achieved with regular physical exercise. Northern Light Blue Hill Hospital provided another opportunity for these same residents through our physical therapist, Meghan Hashey, and occupational therapist, Emily Stinchfield. The two visited the residents of Harborview Apartments and offered a lesson on movements to help retain mobility. The lunch group's conversations often focus on health and how they manage personal physical challenges and recommending ideas to their neighbors.

View Northern Light Blue Hill Hospital's full Community Health Strategy online

https://northernlighthealth.org/NLH/media/CHNA/2016/Community%20Health%20Strategy/Blue-Hill-Community-Health-Strategy_Web-Document_FINAL.pdf



Northern LightSM

C.A. Dean Hospital

Total: \$1,357,421

Community Health Improvement Services

\$6,339

Cash and In-Kind Contributions

\$1,426

Community Building Activities

\$14,626

Community Benefit Operations

\$58,358

Traditional Charity Care

\$395,964

Unrecoverable Interest Costs

\$7,666 on \$0.2M

Unpaid Cost of Medicaid

\$51,333

Unpaid Cost of Medicare

\$821,709

Looking ahead in 2019,

Northern Light CA Dean Hospital is working to address drug and alcohol abuse, employment, and depression as priority areas of focus.

Priority #1: Drug and Alcohol Abuse

Rationale:

The anticipated result of this action is to increase the awareness of the negative effects of substance abuse in our youth population to mitigate a potential cycle of misuse.

Priority #2: Employment

Rationale:

We anticipate that an associate's degree in nursing training will increase employment opportunities for our local community members.

Priority #3: Depression

Rationale:

Through improved screenings, we anticipate improving referral mechanisms to various counselors and community partners specializing in mental health to provide continued services to those identified as in need.



Greenville Gives

Food insecurity continues to be a growing epidemic throughout our state. The staff at Northern Light CA Dean Hospital and Northern Light Primary Care came together to work on a community health improvement plan to address this crisis. With the help of Good Shepherd Food Bank and our Jeans Fridays fundraiser—in which our team members donate three dollars to wear jeans to work—we’ve been able to implement a plan to address food insecurity.

In January of 2018, Northern Light CA Dean Hospital and Northern Light Primary Care implemented food insecurity screenings for their patients. For every patient at every office visit, providers ask, “Within the last 12 months, have you worried whether your food would run out before you got money to buy more, and, the food we bought just didn’t last, and we didn’t have money to get more.” If the patient answers “yes” to either, we are prepared to offer them a grocery bag of food as well as a food pantry guide and a listing of community dinners that may be scheduled.

As of June 20, 2018, we have provided 14 food kits to patients and all were incredibly appreciative of the generosity of our staff. For the patients, it provides a sense of comfort and relief that they will not have to worry about their next meal. “For me, it made me feel good that I could reach out to these people and help them through a tough time,” said Jaci Gaudet, certified medical assistant at Northern Light Primary Care, Greenville.

This initiative will continue as long as the need remains. We’re proud to do what we do and are humbled by those who we help.

View Northern Light CA Dean Hospital’s full Community Health Strategy online

https://northernlighthealth.org/NLH/media/CHNA/2016/Community%20Health%20Strategy/CA-Dean-Community-Health-Strategy_Web-Document_FINAL.pdf



Northern LightSM
Eastern Maine Medical Center

Total: \$102,215,938

Community Health Improvement Services

\$284,593

Health Professions Education

\$610,568

Research

\$2,066,673

Cash and In-Kind Contributions

\$7,165

Community Building Activities

\$63,092

Community Benefit Operations

\$791,616

Traditional Charity Care

\$10,234,680

Unrecoverable Interest Costs

\$1,063,196 on \$22.8M

Unpaid Cost of Medicaid

\$39,881,308

Unpaid Cost of Medicare

\$47,213,047

Looking ahead in 2019,

Northern Light Eastern Maine Medical Center is working to address substance use disorder, obesity, and health literacy as priority areas of focus.

Priority #1: Substance Use Disorder

Rationale:

Substance use disorder continues to be the most significant health issue in Penobscot County, and partners from throughout the community are engaged in a focused effort to decrease its effect.

Priority #2: Obesity

Rationale:

Obesity continues to be one of the most significant public health problems in our region.

Priority #3: Health Literacy

Rationale:

Health literacy is one of the greatest determinants of health status and play a critical role in health outcomes.



Heart of the Matter

Each year, Northern Light Eastern Maine Medical Center participates in National Heart Month. It's an important effort that provides helpful tips and information to raise awareness and promote heart-healthy activities and behaviors that reduce the risk of heart disease. Information includes healthy recipes, exercise tips, identifying the signs of a heart attack, and more. The Medical Center turns red on February 1 of each year as part of Go Red for Women Day to further bring awareness to the unique warning signs women experience when having a heart attack.

To expand our reach beyond our hospital walls, Northern Light Eastern Maine Medical Center's Facebook page was populated with a wealth of information that offered heart healthy recipes and other useful tips. The hospital café supplied special heart healthy meals to visitors and employees volunteered to hand out information to visitors and staff, all with one simple goal in mind: to inspire change for a healthier Maine and perhaps even save a life by being a Heart Health Hero!

Learn more about this community outreach effort at northernlighthealth.org/heart-health

View Northern Light Eastern Maine Medical Center's full Community Health Strategy online

[https://northernlighthealth.org/NLH/media/CHNA/2016/Community Health Strategy/EMMC-Community-Health-Strategy_Web-Document_FINAL.pdf](https://northernlighthealth.org/NLH/media/CHNA/2016/Community%20Health%20Strategy/EMMC-Community-Health-Strategy_Web-Document_FINAL.pdf)



Northern LightSM
Home Care & Hospice

Total: \$790,116

Community Health Improvement Services

\$188,598

Health Professions Education

\$9,690

Community Building Activities

\$64

Community Benefit Operations

\$223,623

Traditional Charity Care

\$127,939

Unpaid Cost of Medicaid

\$240,202

Looking ahead in 2019,

Northern Light Home Care & Hospice is working to address preventive care, senior health, and tobacco use, in addition to obesity and diabetes as priority areas of focus.

Priority #1: Preventive Care

Rationale:

Providing school-based immunization provides easy equal access for all children, prevents the flu, prevents death from complications, and protects seniors who come in contact with children from possible flu exposure.

Priority #2: Senior Health

Rationale:

Seniors living in senior sites will have access to blood pressure screening clinics. The desired action will be to help identify those with heart disease early and assist in connecting them with needed resources in the community.

Priority #3: Tobacco Use

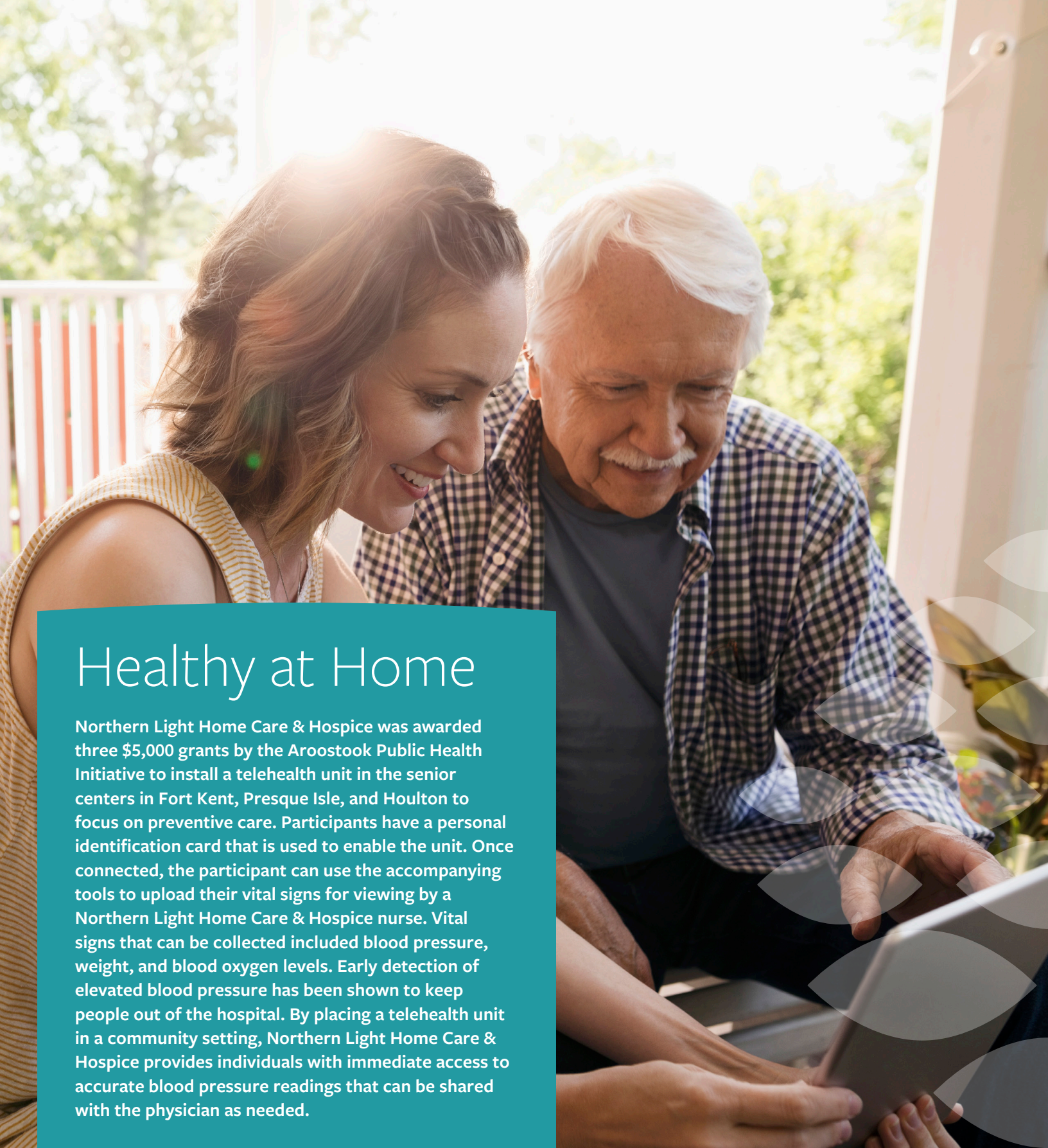
Rationale:

Many of the patients served by Northern Light Home Care & Hospice struggle with nicotine addiction. Providing staff with the much-needed education and certification will be essential to help patients work through their addiction. The final desired outcome being that patients will have a lowered risk of disease and hospitalization which will result in a positive effect on their health.

Priority #4: Obesity/Diabetes

Rationale:

Targeted staff education will help to improve the quality of life for patients with obesity and diabetes. These trained staff members will work to develop evidenced based homecare practices and education. Reducing obesity rates will also decrease incidences of diabetes and affect quality outcomes such as hospitalizations and emergency department visits.



Healthy at Home

Northern Light Home Care & Hospice was awarded three \$5,000 grants by the Aroostook Public Health Initiative to install a telehealth unit in the senior centers in Fort Kent, Presque Isle, and Houlton to focus on preventive care. Participants have a personal identification card that is used to enable the unit. Once connected, the participant can use the accompanying tools to upload their vital signs for viewing by a Northern Light Home Care & Hospice nurse. Vital signs that can be collected included blood pressure, weight, and blood oxygen levels. Early detection of elevated blood pressure has been shown to keep people out of the hospital. By placing a telehealth unit in a community setting, Northern Light Home Care & Hospice provides individuals with immediate access to accurate blood pressure readings that can be shared with the physician as needed.

View Northern Light Home Care & Hospice’s full Community Health Strategy online

https://northernlighthealth.org/NLH/media/CHNA/2016/Community%20Health%20Strategy/VNA-Community-Health-Strategy_Web-Document_FINAL.pdf



Northern LightSM
Inland Hospital

Total: \$10,256,586

Community Health Improvement Services

\$128,227

Health Professions Education

\$103,092

Cash and In-Kind Contributions

\$99,528

Community Building Activities

\$15,550

Community Benefit Operations

\$50,608

Traditional Charity Care

\$1,192,497

Unrecoverable Interest Costs

\$163,313 on \$3.5M

Unpaid Cost of Medicaid

\$2,867,351

Unpaid Cost of Medicare

\$5,636,420

Looking ahead in 2019,

Northern Light Inland Hospital is working to address obesity (physical activity and nutrition), substance abuse, mental health and depression, and poverty as priority areas of focus.

**Priority #1: Obesity
(Physical Activity/Nutrition)**

Rationale:

Collaborative efforts are intended to help lead to a leveling off of increasing obesity rates and ultimate decline in the rates over time.

Priority #2: Substance Abuse

Rationale:

Reduce opioid misuse and diversion

**Priority #3: Mental Health
and Depression**

Rationale:

Enhance access and patient care

Priority #4: Poverty

Rationale:

Strengthen local economy and address social issues linked to poverty



Active Students

Disc golf, it's the hottest new craze with kids and families! Northern Light Inland Hospital is pleased to support this movement as another way to entice students to put down their electronics and get active.

It's also why the Northern Light Inland Hospital awarded Winslow Junior and Senior High School a \$2,000 grant from its Community Benefit program to develop a disc golf course on school property—a perfect way to extend our Let's Go! 5-2-1-0 efforts to reduce childhood obesity.

Peter Bolduc, Winslow High School physical education teacher, was instrumental in designing the course and implementing the disc golf program. He said, "What is great about this activity is it's inclusive of all abilities, ages, and special needs. It gets students outside and moving while strategizing and having fun."

By June of 2018, 250 students in grades nine through 12 had already played the disc golf course which was expected to increase to 1,000 students in the fall of 2018 when the Winslow Elementary School started using the program too. The goal is to increase the course to nine permanent baskets, with one or two on the Winslow trail system, and make it available to the wider community.

View Northern Light Inland Hospital's full Community Health Strategy online

https://northernlighthealth.org/NLH/media/CHNA/2016/Community%20Health%20Strategy/Inland-Hospital-Community-Health-Strategy_Web-Document_FINAL.pdf



Northern LightSM

Maine Coast Hospital

Total: \$12,957,883

Community Health Improvement Services

\$59,420

Health Professions Education

\$11,982

Cash and In-Kind Contributions

\$397

Community Building Activities

\$19,846

Community Benefit Operations

\$126,726

Traditional Charity Care

\$1,181,044

Unrecoverable Interest Costs

\$131,304 on \$2.8M

Unpaid Cost of Medicaid

\$1,828,407

Unpaid Cost of Medicare

\$9,598,757

Looking ahead in 2019,

Northern Light Maine Coast Hospital is working to address substance use disorder, physical activity, nutrition, obesity, mental health, and health literacy as priority areas of focus.

Priority #1: Substance Use Disorder

Rationale:

These combined efforts seek to reduce the number of people struggling with substance use disorder in our community.

Priority #2: Physical Activity, Nutrition, and Obesity

Rationale:

Reduce the rate of obesity in our service area and incidence of health conditions resulting from obesity and inactivity, as well as increase physical fitness in our patients.

Priority #3: Mental Health

Rationale:

The intent of these services and education is to remove stigma around the treatment of mental health, increase awareness of mental health needs, and provide care for patients who may otherwise go without treatment.

Priority #4: Health Literacy

Rationale:

All of these measures will ensure that patients not only understand their healthcare needs and conditions but why they are being prescribed specific treatments and medications, and how to use them to best improve their quality of life.



Feeding Families

Over the past few years, the team members of Northern Light Maine Coast Hospital have been bringing food into our places of work and handing it out to patients and their families. They noticed that more parents were disclosing to our team members that they were having trouble providing healthy food for their families. While this generous effort made by our employees was incredibly kind, it was not sustainable.

Northern Light Health Pediatric Care, Ellsworth practice manager, Cindy Vandegrift, reached out for help. Northern Light Maine Coast Hospital was able to partner with Good Shepherd Food Bank to provide shelf-stable food lasting two to three days for families in need. Cindy and a staff member drive to a local food bank to pick up the bags each month. Cindy's practice asks patients about food security to screen and identify those who might be struggling. Now, in addition to sharing local information, emergency food resources, and federal nutrition programs, staff is able to send home a bag of food and have a positive influence and make a difference for that family in the moment.

View Northern Light Maine Coast Hospital's full Community Health Strategy online

https://northernlighthealth.org/NLH/media/CHNA/2016/Community%20Health%20Strategy/Maine-Coast-Community-Health-Strategy_Web-Document_FINAL.pdf



Northern LightSM

Mercy Hospital

Total: \$46,554,919

Community Health Improvement Services

\$555,374

Health Professions Education

\$2,710

Cash and In-Kind Contributions

\$68,805

Community Building Activities

\$249,639

Community Benefit Operations

\$100,291

Traditional Charity Care

\$3,671,029

Unrecoverable Interest Costs

\$67,404 on \$1.4M

Unpaid Cost of Medicaid

\$5,129,038

Unpaid Cost of Medicare

\$36,710,629

Looking ahead in 2019,

Northern Light Mercy Hospital is working to address substance abuse treatment, affordable housing and homelessness, medical neighborhood, preventive screenings and immunizations, enrollment activities and coverage counseling, and health education as priority areas of focus.

Priority #1: Substance Abuse Treatment

Rationale:

The goal is to create a successful integrated and comprehensive substance abuse treatment model for the Greater Portland community.

Priority #2: Affordable Housing and Homelessness

Rationale:

McAuley Residence serves homeless women who are battling substance use disorder with or without their children. The majority of women are addicted to opiates with ten or more years of active use and significant trauma, including rape, sex trafficking, and domestic violence. The program provides housing, access to comprehensive care, and promotes healthy lifestyles and self-sufficiency.

Priority #3: Medical Neighborhood: Affordable options for people who are uninsured or under-insured

Rationale:

The intent of this model is to provide access to care, leverage sustainable community assets, and promote rational utilization of all services.

Priority #4: Preventive Screenings and Immunizations

Rationale:

Preventive screenings and immunizations help identify hidden disease risks for improved health and provide protection against infection.

Priority #5: Enrollment Activities and Coverage Counseling

Rationale:

Raise awareness of affordable coverage options and promote its enrollment and financial counseling services to the community at large.

Priority #6: Health Education

Rationale:

Health education motivates patients to improve and maintain their health, prevent disease, and reduce risky behaviors.

Community Care

Northern Light Mercy Hospital's Medical Neighborhood provides access to quality healthcare for all uninsured patients in the Greater Portland community through the expansion of our flexible care delivery system. Through a formal partnership that brings together financial counseling, community health outreach workers, street outreach, peer support workers, and mission integration, we promote healthy relationships and rational utilization of high cost services. In 2018, we enrolled 439 individuals into health insurance plans, secured a primary care provider, and connected patients with concrete supports such as housing, food, transportation, and community.



View Northern Light Mercy Hospital's full Community Health Strategy online

https://northernlighthealth.org/NLH/media/CHNA/2016/Community%20Health%20Strategy/Mercy-Community-Health-Strategy_Web-Document_FINAL.pdf



**Northern Light
Health**SM

Total: \$994,665

Reflects Home Office community benefit amounts only

Community Health Improvement Services

\$359,987

Cash and In-Kind Contributions

\$101,183

Community Building Activities

\$189,240

Community Benefit Operations

\$344,255

Looking ahead in 2019,

Northern Light Health is addressing opioid harm reduction and healthy food access as priority areas of focus for all organizations to work on together to effect change across the state.

Priority #1: Opioid Harm Reduction

Rationale:

- Increase the number of qualified Medication Assisted Treatment (MAT) prescribers
- Increase the number of Northern Light Health provider offices providing patient education materials surrounding prescription drug safety

Priority #2: Healthy Food Access

Rationale:

- Increase the number of screenings for food insecurity
- Increase the number of organizations with improved availability of healthy foods through new or improved policies, environments, and systems

Improving Health Together

Across the state, folks representing dozens of state and local agencies along with healthcare organizations gathered to talk about issues affecting the health of our communities and how we can work together to improve the lives of all Mainers.

We believe in making healthcare work better for every patient, which requires us to understand our communities and the factors that contribute to our health and wellbeing. The Maine Shared Community Health Needs Assessment (CHNA) provides up-to-date health information at the state, county, urban, and sub-population levels with the intent to turn that data into actions that improve the health of all Maine people.

Doug Michael, Northern Light Health chief community health and grants officer said, “We want to share these data and get our neighbors’ input about what they see as our biggest health issues. This is an exciting opportunity to discuss how we can improve the health of our community.”

At Northern Light Health, our hospitals will use the Maine Shared CHNA information to set health priorities and action plans for their patients and communities. Community engagement efforts took place in both fiscal year 2018 and 2019 to inform our upcoming 2019 Shared CHNA reports.



To learn more about the CHNA Reports online, visit:

<https://northernlighthealth.org/Community-Health-Needs-Assessment/About-the-CHNA-Reports>



Northern LightSM
SebastiCook Valley Hospital

Total: \$2,692,028

Community Health Improvement Services

\$321,342

Health Professions Education

\$26,842

Cash and In-Kind Contributions

\$328

Community Building Activities

\$15,746

Community Benefit Operations

\$7,124

Traditional Charity Care

\$1,099,058

Unrecoverable Interest Costs

\$47,207 on \$1.0M

Unpaid Cost of Medicare

\$1,174,381

Looking ahead in 2019,

Northern Light SebastiCook Valley Hospital is working to address hunger and food insecurity, substance abuse, and mental health as priority areas of focus.

Priority #1: Hunger/Food Insecurity

Rationale:

Increase access to and consumption of fruits and vegetables

Priority #2: Substance Abuse

Rationale:

Reduce prescription drug abuse and misuse

Priority #3: Mental Health

Rationale:

Increase community awareness, communication, and utilization of resources for local mental health services



Tackling Hunger

At Northern Light Seabasticook Valley Hospital, we recognize that good nutrition is necessary for good health. We have been working diligently to address the food insecurity crisis in the region.

With the help from a grant from Kohl's Cares, food pantries were established at three schools: Warsaw Middle School, Seabasticook Middle School, and Nokomis High School. In addition to the food pantries, a backpack program was established where students in need can pick up backpacks that are prefilled with nutritious food items. Last year 400 backpacks were delivered to these schools as well as Somerset Middle School prior to each holiday recess. School and community gardens, also funded through Kohl's, continue to grow and donate produce for the food insecure.

Partnerships have also been formed with local community partners: Palmyra Baptist Worship Center Food Pantry, Tri-Town Food Cupboard, and River Run Church of the Nazarene Watershed Project. Volunteers from these partners have attended monthly meetings aimed at tackling hunger in our area.

View Northern Light Seabasticook Valley Hospital's full Community Health Strategy online

https://northernlighthealth.org/NLH/media/CHNA/2016/Community%20Health%20Strategy/SVH-Community-Health-Strategy_Web-Documen_FINAL.pdf

Beacon Health is a Maine provider-led accountable care organization. As the population health member of Northern Light Health, Beacon Health's responsibility is to support proactive personalized care across Maine. Its mission is to transform the way we pay for healthcare by ensuring consistency and flexibility follows people as we guide them to the appropriate levels of care, keeping it care personal, affordable, and accessible. By applying data analytics to claims and electronic health records, Beacon Health can keep an eye on where patients get their care and ensure its offers the right care where it's needed most.

Looking ahead in 2019

Priority #1: Transportation

Rationale:

Optimizing Community Care teams to bring services to our patients and improve patient experience

Anticipated effect – Improved patient engagement and self-management

Anticipated effect – Improved identification, diagnosis, and treatment

Develop infrastructure to promote the delivery of post-discharge home visits

Anticipated effect – Reduced emergency department visits and hospital admissions

Anticipated effect – Improved follow-up visit occurrence by reducing transportation barriers

Develop infrastructure to promote the delivery of telehealth services

Anticipated effect – Improved access to services in rural health settings

Anticipated effect – Minimized delay in diagnosis and treatment

Resource coordination to facilitate patient access to community transportation

Anticipated effect – Increased utilization of available transportation resources

Anticipated effect – Improvement patient experience and engagement with service provider

Priority #2: Mental Health/Depression

Rationale:

Develop statewide, multi-stakeholder high-value network of mental health providers

Anticipated effect - Improved coordination and measurement of quality outcomes for mental healthcare

Optimize ongoing utilization of Community Care Team

Anticipated effect – Continued connection of patients with available services in the community

Anticipated effect – Improved identification and integration of comorbid mental and chronic medical conditions
(whole-person care)

Improved support of mental health in primary care settings

Anticipated effect – Improved integration of mental health services in primary care settings currently accessed by patients

Anticipated effect – Improved patient experience and quality of life by reducing barriers in utilization of mental health services

Anticipated effect – Enhanced-based mental health knowledge and support to the primary care provider

Anticipated effect – Improved provider experience

Priority #3: Obesity

Rationale:

Through educational opportunities specific to prediabetic population, we aim to decrease the number of individuals who suffer from negative health conditions related to obesity.



It's About Trust

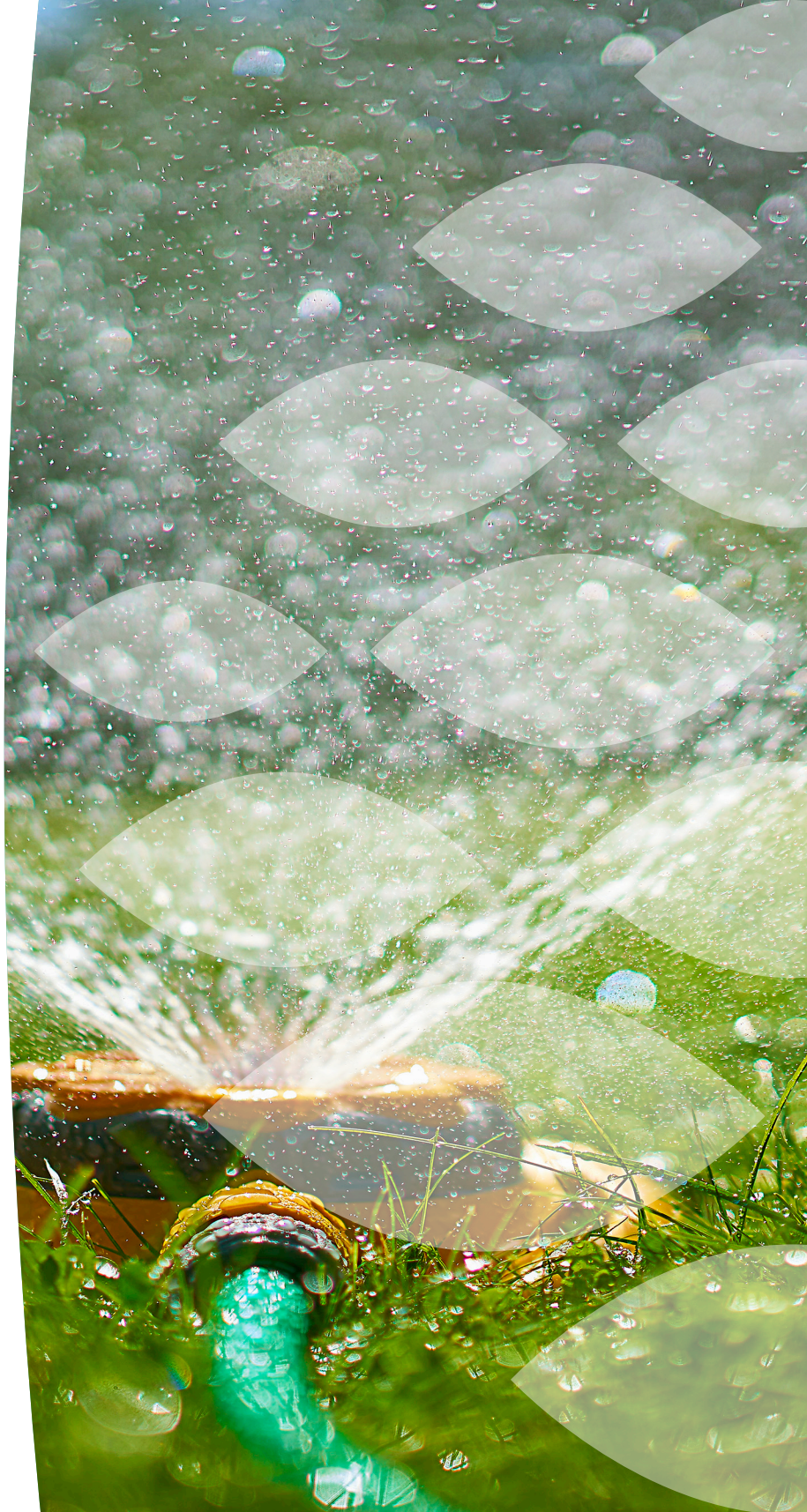
Getting the care patients need from the people they know and trust—that was the concept behind our initiative at Beacon Health to connect patients with mental and behavioral health experts right within their primary care practice.

The patient care that we offer throughout Northern Light Health primary care locations is unique. Our care teams are becoming more integrated every day. We are developing more skills in order to offer our patients services they need to help their physical, mental, and behavioral needs—all under one roof. When primary care is done right, we can help people live their healthiest lives—it's all about working together.

Our model of care is built on our strong connections to our communities. Please meet Roy Maynard, Anita Kincaid, and Lisa Decker along with their care teams and see how accessing help changed their lives, by visiting beaconhealth.me/Inspiring-Videos/Integrating-mental-and-behavioral-health-into-prim.aspx.

View Northern Light Beacon Health's full Community Health Strategy online

https://northernlighthealth.org/NLH/media/CHNA/2016/Community%20Health%20Strategy/Beacon-Community-Health-Strategy_Web-Document_FINAL.pdf



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