

Community Benefit Report 2020



Northern Light
HealthSM

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All over Maine, people rely on our hospitals to address socioeconomic issues of the communities we serve. During the COVID-19 pandemic, our patience and sense of hope is constantly being challenged, but we are strong and resilient—never losing touch with our spirit of determination and commitment to our communities. One thing we find to be true about Mainers is our altruistic nature and desire to lend a hand to our neighbors and lift those in need. You will see many instances of that in this publication.

Our patients benefit when we work together as a team, whether it's in Ellsworth at Northern Light Maine Coast Hospital or in Dover Foxcroft at Northern Light Mayo Hospital, we are committed to delivering care focused on the needs of each person, all while guiding families and individuals through the care experience. As you read our 2020 Community Benefit Report, you will see stories of all our organizations engaging with their communities and making healthcare as accessible and straightforward as possible.

In 2020, we addressed issues in our communities including food insecurity and health education, all while providing resources to ensure public health was a priority. You'll see many inspiring stories of collaboration between our communities and hospitals. While combating these important issues and the pandemic head on, we also know that our friends and neighbors are looking where to turn for their healthcare needs, and we are determined to be the best and safest option for them.

Read on to see how collaborations within Northern Light Health and our community partners allows us to serve our friends, families, and neighbors while remaining committed to providing the best care for the people of Maine.

Sincerely,

Timothy J. Dentry, MBA
President & CEO | Northern Light Health

Kathy Corey
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.

2020 Community Benefit

What is Community Benefit?

Northern Light Health provides a wide range of free or reduced-cost programs and services to those who are sick, injured, or disabled. In addition, every Northern Light Health member organization plays a vital community role working in partnership with others to assess community health needs and improve population health through prevention and intervention efforts.

Community benefits are provided via a broad range of community health improvement activities. 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. While at times unnoticed, Northern Light Health community investments improve health and promote wellness for all who work, play, learn, and make Maine their home. 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 2020:

- Traditional Charity Care
- 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



Community Benefit Total:

\$260,022,627

Community Health Improvement Services

\$1,562,034

Health Professions Education

\$2,200,329

Research

\$1,098,267

Cash and In-Kind Contributions

\$234,171

Community Building Activities

\$495,897

Community Benefit Operations

\$1,654,476

Traditional Charity Care

\$14,777,400

Unpaid Cost of Medicaid

\$90,049,060

Unpaid Cost of Medicare

\$147,950,993

Definitions of Reportable Benefits

Traditional Charity Care: \$14,777,400

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% free care to patients for medically necessary services if their family income is less than 150% of the Federal Poverty Level (FPL).
- Gross family income between 150% and 250% of the Federal Poverty Level may qualify for a significantly discounted care.

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 2020, Northern Light Health provided \$14,777,400 in traditional charity care.

Unpaid Cost of Medicaid: \$90,049,060

Unpaid Cost of Medicare: \$147,950,993

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 2020, Northern Light Health was underfunded \$238,000,053 by these insurance programs.



Community Health Improvement Services: \$1,562,034

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

- Community health education efforts provided to the community in the form of presentations, lectures, programs, and wellness initiatives such as nutrition improvement, physical activity, and substance use prevention 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.).
- Healthcare support services focused on increasing access and quality of healthcare services, especially to those living in poverty and other vulnerable populations. These include 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 2020, Northern Light Health provided \$1,562,034 in community health improvement services.

Health Professions Education: \$2,200,329

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 2020, Northern Light Health provided \$2,200,329 in health professions education.

Research: \$1,098,267

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 2020, Northern Light Health provided \$1,098,267 in research.

Cash and In-Kind Contributions: \$234,171

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 2020, Northern Light Health provided \$234,171 in cash and in-kind contributions.

Community Building Activities: \$495,897

These activities address the root causes of health problems, often related to poverty, homelessness, and environmental hazards. Northern Light Health is proud to partner with several community building initiatives such as those focused on regional economic development, housing opportunities, and early care and education. In 2020, Northern Light Health provided \$495,897 in community building activities.

Community Benefit Operations: \$1,654,476

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 2020, Northern Light Health provided \$1,654,476 in community benefit operations.

References:

Catholic Health Association of the United States; A Guide for Planning and Reporting Community Benefit: Categories and Definitions, 2020. Available from <https://www.chausa.org/communitybenefit/what-counts>. Accessed December, 2020. Department of the Treasury, Internal Revenue Service; 2019 Instructions for Schedule H (Form 990)

Total: \$12,821,666

Community Health Improvement Services

\$79,501

Health Professions Education

\$803,396

Cash and In-Kind Contributions

\$500

Community Benefit Operations

\$114,910

Traditional Charity Care

\$8,570,140

Unpaid Cost of Medicare

\$3,253,219



PARTNERING TO FIGHT OPIOID USE

Opioid use disorders and overdose deaths have been on the rise nationally in 2020. The COVID-19 pandemic has worsened the opioid crisis in Maine through increased social isolation, economic hardship, and in some cases, limited access to healthcare resources.

Northern Light Acadia Hospital's outpatient substance use disorder treatment clinic has a healthy-family program which was developed in 2018 to help pregnant mothers in recovery, and their partners, through all stages of pregnancy right through the child's adolescence. Patients receive the full range of substance use disorders treatment services including medicated-assisted treatment, counseling, and elective support groups. Patients can also be referred to Acadia Hospital's medication management and case management services.

"Many of the parents we see are looking to break free from the pattern of addiction, to be healthy in recovery, and to raise their children differently than they may have been raised," explains Courtney Evans, M.Ed, LCPC, CCS, NCC, clinical counselor and coordinator of the program. These support groups specifically help parents face common parental challenges within the context of their recovery with topics such as their child's social, emotion, and physical development; discipline; and even potty training.

The elective Parents in Recovery group reaches an average of 8 – 12 patients weekly and is now offered through telehealth—the first program to be offered in this format once the pandemic began.

Acadia Hospital also partners with organizations to help this unique patient population. Those organizations include Northern Light Eastern Maine Medical Center's Neonatal Intensive Care Unit, the Department of Health and Human Services, Maine Families, Bangor Area Visiting Nurses, and Penquis. Patients are introduced and referred to these community services and supports early on to help aid recovery.

"The patients I work with truly want their children to live a happy, healthy, substance-free life," says Courtney. "By encouraging healthy connections and supports, and increasing opportunities for early intervention and education, we are helping our patients to break free from the cycle of addiction and successfully achieve their goals."

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

northernlighthealth.org/2019-Community-Health-Strategy

Total: \$19,798,471

Community Health Improvement Services

\$132,792

Health Professions Education

\$974,065

Cash and In-Kind Contributions

\$55,822

Community Building Activities

\$6,416

Community Benefit Operations

\$90,460

Traditional Charity Care

\$484,857

Unpaid Cost of Medicaid

\$4,464,622

Unpaid Cost of Medicare

\$13,589,437



TEACHING YOUTH ABOUT NUTRITION WITH HANDS ON ACTIVITIES

With the challenges of face to face programming for youth during COVID-19, Northern Light AR Gould Hospital found other creative ways to engage the community to improve their health. One popular activity was a free garden kit, offered in collaboration with Let's Go 5-2-1-0! and the Supplemental Nutrition Assistance Program (SNAP), both programs of the Aroostook County Action Program (ACAP).

Garden kits were promoted through the hospital Facebook page and the response was very positive. AR Gould focused on providing kits to the community, while ACAP focused on head start students. Each kit contained four packs of seeds, four cups of potting soil, popsicle sticks to mark the plants, and an instruction sheet to grow their gardens. The kits were mailed to people upon request. A total of 276 garden kits were supplied to households all over Aroostook County thanks to this collaboration!

Garden projects offer opportunities for youth to experience the excitement of gardening, opening their minds to the possibilities of growing their own food and trying something new. With the increase in obesity, one of the benefits of a youth garden project is to teach young people to grow crops and then enjoy their harvest. Kids may try new foods because they participated in the creation of the food from the beginning. With a garden project, students are putting their hands in the dirt, planting the seeds, and creating a connection to the food they are growing.

AR Gould Hospital is proud to provide these community health education efforts as part of our community benefit strategy to enhance the health and wellness of our youth population.

[View Northern Light AR Gould Hospital's full Community Health Strategy](#)

northernlighthealth.org/2019-Community-Health-Strategy

Total: \$1,798,623

Community Health Improvement Services

\$770

Cash and In-Kind Contributions

\$1,473

Community Building Activities

\$57,876

Community Benefit Operations

\$202,941

Traditional Charity Care

\$102,561

Unpaid Cost of Medicare

\$1,433,002



ACCESS TO OPIOID TREATMENT IN BLUE HILL

Northern Light Emergency Care nurse, Desirae Haines, RN, serves as the local medication-assisted treatment (MAT) program champion. After completing an abundance of research and education to understand the challenges and potential solutions for the treatment of substance use disorder, Desirae worked with one of Blue Hill’s Emergency Department physicians, Steve Mishkind, MD, to implement a comprehensive process. “The program allows for patients who are in the Emergency Department, to get rapid access into treatment for substance use disorder,” explains Desirae. “The treatment includes first doses of Suboxone and a scheduled appointment for local treatment at the Downeast Treatment Center.” This combination of treatments quadruples the chances of participants initiating and staying in treatment.

Efforts to address the rising need for substance misuse treatment has been a priority for Northern Light Blue Hill Hospital. While several primary care providers were the first to qualify and offer medication-assisted treatment, expanding the focus to include the Emergency Department enables the organization to reach more of those who need the help.

“This supports our efforts to have no wrong door for a patient to enter into treatment,” explains senior physician executive Mike Murnik, MD. “It also supports our efforts to remove barriers to providers offering treatment as part of their practices, a goal we strive to meet as the needs for services in our community continues to grow.”

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

northernlighthealth.org/2019-Community-Health-Strategy

Total: \$371,100

Community Health Improvement Services

\$4,988

Health Professions Education

\$39,072

Cash and In-Kind Contributions

\$557

Community Building Activities

\$4,387

Community Benefit Operations

\$12,683

Traditional Charity Care

\$99,476

Unpaid Cost of Medicare

\$209,937



WHEN TIME MATTERS

Making care timely and accessible is crucial to patients who need mental health services. CA Dean Hospital has partnered with Northern Light Acadia Hospital with an objective to increase the number of practices with available appointments from one site to three sites by September 2020. To date, CA Dean Hospital has successfully increased from one site to two sites, with a third site not far behind.

An added success has been the ability to schedule patients and get them in within seven days for either counseling or medication management and in many cases, sooner than seven days. There has also been a decrease in the no-show rates now that our telemedicine behavioral health service line has expanded to reach patients in their homes. Patients can attend their visits via a secure Zoom meeting with the provider, so we are seeing that obstacles such as transportation no longer a problem for patients.

Because of this collaboration and incorporating telehealth patients can get care close the home, or even at home!

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

northernlighthealth.org/2019-Community-Health-Strategy

Total: \$152,848,962

Community Health Improvement Services

\$24,138

Health Professions Education

\$1,908

Research

\$1,098,267

Cash and In-Kind Contributions

\$6,464

Community Benefit Operations

\$390,733

Traditional Charity Care

\$3,314,632

Unpaid Cost of Medicaid

\$68,853,765

Unpaid Cost of Medicare

\$79,159,055



PARTNERING TO FEED THOSE IN NEED

The team at Northern Light Eastern Maine Medical Center understands that lack of food can have a damaging effect on public health. Food insecurity prevents far too many people from consuming a balanced diet, which in turn increases their risk for chronic disease and mental illness. Lack of food and malnutrition can increase the risk of hypertension, asthma, tooth decay, anemia, infection, and birth defects.

To combat food insecurity in our region, the medical center has implemented early interventions and teamed up with local partners such as Good Shepherd Food Bank to make food more readily available to those who need it. These include screening patients at specific locations for food insecurity during their medical appointments, including Family Medicine and Residency, Northern Light Cancer Care, and at all primary care offices; establishing an onsite garden at the Northern Light Health Center on Union Street in Bangor to provide fresh produce to patients in need; offering food bags to patients with enough shelf-ready food for two or three days; and partnering with other community agencies to identify additional food insecurity resources.

“As a healthcare leader in our state, we have a responsibility to identify factors to health that extend beyond our walls, and do what we can to break down barriers for our patients and their families,” says Rand O’Leary, MSA, FACHE, senior vice president, Northern Light Health and president, Northern Light Eastern Maine Medical Center. “No one should wake up each day wondering where their next meal will come from, and we are proud to help the people we serve live a healthier life through our Neighbors Feeding Neighbors program.”

Learn more about the Neighbors Feeding Neighbors at northernlighthealth.org/emmcfood.

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

northernlighthealth.org/2019-Community-Health-Strategy

Total: \$582,575

Community Health Improvement Services

\$95,006

Health Professions Education

\$28,897

Community Benefit Operations

\$159,794

Traditional Charity Care

\$20,752

Unpaid Cost of Medicaid

\$278,126



BACK TO THEIR ROOTS

The COVID-19 pandemic has brought Northern Light Home Care & Hospice, back to its roots in public health nursing. More than 100 years ago, visiting nurse organizations began with the idea of taking care of those in need in their respective communities.

Today's public health emergency is COVID-19 and Home Care & Hospice is at the forefront helping to manage this challenge. Cathy Bean, RN, manager of clinical and community health services, is also the chair of the Cumberland District Public Health Council. Cathy, along with other clinical leaders at Home Care & Hospice, set the standard for rapid response and testing protocols in congregate living facilities and area businesses. In her roles, she works closely with the Maine CDC and has become the primary contact when needed to assist with symptom surveillance and testing. To date, she and her team have tested more than 3,000 people for COVID-19. She has also been working with teams across the state to prepare them for testing when called upon.

As the chair of the Cumberland District Public Health Council, Cathy also works to address racial disparities. Not only does she manage the care of folks living in the shelters in Portland, she advocates for them as well. Sometimes it is to connect them to a physician via video conference and other times it is for simple things like translation tools.

"We respond quickly to requests for assistance, often within hours but always within days. We embody the mission by quickly developing new programs to meet the ever-changing needs in public health," explains Cathy.

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

northernlighthealth.org/2019-Community-Health-Strategy

Total: \$11,827,026

Community Health Improvement Services
\$106,828

Health Professions Education
\$227,138

Cash and In-Kind Contributions
\$41,271

Community Building Activities
\$6,467

Community Benefit Operations
\$49,575

Traditional Charity Care
\$219,052

Unpaid Cost of Medicaid
\$3,449,929

Unpaid Cost of Medicare
\$7,726,766



PLANTING THE SEEDS OF GOOD HEALTH

As part of the Let's Go! childhood obesity prevention program, Northern Light Inland Hospital partnered with Educare, one of their Let's Go! early care and education sites, to foster a gardening initiative for youngsters this past year. Educare is a comprehensive early learning and development center in Waterville. It provides childcare and preschool options to families who are facing barriers to accessing high quality, early learning.

With funding support from Maine Prevention Services, Inland Hospital provided Educare with a grant to purchase stackable garden planters for their classrooms and lobby area. Through this project, both children and caregivers received education and information on gardening and growing healthy food. Families learned about local and seasonal foods, with easy to follow recipes and instructions on home gardening.

Gardening is also a great way to be physically active and serves as a sensory area for children with most kids enjoying being outdoors, digging in the soil, getting dirty, creating things, and watching plants grow. It's also something that families can do together to support their health and well-being.

The kids embrace gardening as a fun, lifelong activity and it's proven to help families increase healthy food consumption at home. One parent commented, "My child would never eat cauliflower, but after planting it, and having it for lunch at the Educare School, he is eating it now. And, so am I!"

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

northernlighthealth.org/2019-Community-Health-Strategy

Total: \$12,771,047

Community Health Improvement Services

\$16,896

Health Professions Education

\$9,940

Cash and In-Kind Contributions

\$7,617

Community Building Activities

\$50,736

Community Benefit Operations

\$131,312

Traditional Charity Care

\$425,296

Unpaid Cost of Medicaid

\$950,504

Unpaid Cost of Medicare

\$11,178,746



IT ALL STARTS WITH THE RESPONSE TO A SIMPLE SURVEY...

Northern Light Pediatric Care in Ellsworth is making sure their patients and families are cared for in many ways. Treating their patients like family, it's just "what we do," shares practice manager Cindy Vandegrift. "We have known many of these families for years and it's so difficult to see them struggle." Especially during the COVID-19 pandemic, the providers and staff saw an increased need for extra help and services in their patient population. "Parents have lost their jobs, families have been challenged with [non-COVID-related] hospitalizations," adds Cindy.

With the teamwork of a dedicated staff, the practice ensures they connect families with helpful community resources. Through a grant-funded Good Shepherd Food Bank program, staff can provide food to help get them by. For transportation related financial difficulties for parents of children who need to see a specialist far away and those who just need the help to travel across town to an appointment, the Children's Miracle Network provides gas cards to be distributed.

Everyone in the practice agrees that the extra work to manage and implement these programs is well worth it. "I have witnessed a family expressing pure gratitude, appreciating that we all care for their overall health and wellness – that we look out for them," explains Sheena Whittaker, MD. "I am proud to take part in this effort, to serve our neighbors who find themselves in need."

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

northernlighthealth.org/2019-Community-Health-Strategy

Northern LightSM Mayo Hospital

Total: \$2,216,040

Community Health Improvement Services

\$4,872

Health Professions Education

\$56,668

Community Benefit Operations

\$928

Traditional Charity Care

\$430,018

Unpaid Cost of Medicaid

\$894,335

Unpaid Cost of Medicare

\$829,219



FILLING BELLIES AND HEARTS

At Northern Light Mayo Hospital, we recognize food insecurity as a top concern in our region. We have made it our mission to ensure our patients get the care and attention they need in all areas of overall health. That is why we have designed our patient assessments to include questions about food insecurity and partnered with Good Shepherd Food Bank to provide our patients with emergency food bags, if they are in need. We further our commitment by partnering with the Summer Meals Program to offer a free summer meal site for children to come and enjoy a nutritious lunch free of charge. Mayo Hospital is also proud to collaborate with our local grocery stores and community partners to provide a free “Monday night meal” to anyone who wishes to attend twice per calendar year. In fiscal year 2020, seven staff from Mayo Hospital served more than 100 community members at the Dover-Foxcroft Congregational Church and even provided to go meals for those that couldn’t attend. We enjoy giving back to the people we love and care for in the communities we serve.

View Northern Light Mayo Hospital’s full Community Health Strategy online

northernlighthealth.org/2019-Community-Health-Strategy

Total: \$42,578,647

Community Health Improvement Services

\$990,833

Cash and In-Kind Contributions

\$12,384

Community Building Activities

\$366,195

Community Benefit Operations

\$59,901

Traditional Charity Care

\$926,261

Unpaid Cost of Medicaid

\$11,157,779

Unpaid Cost of Medicare

\$29,065,294



CARING FOR OUR COMMUNITY

Founded in 1918 as a response to the Spanish Flu pandemic, Northern Light Mercy Hospital remains steadfast in its commitment to answering the call and providing care to the communities it serves.

At the onset of the COVID-19 pandemic in Portland, Mercy Hospital quickly responded to help the community by partnering with Northern Light Home Care & Hospice to administer COVID-19 testing in homeless shelters throughout the city. Since May 2020, teams of providers and staff have tested hundreds of shelter guests at Florence House, Oxford Street Shelter, Portland Expo shelter, Milestone Foundation shelter, and the temporary shelter at the University of Southern Maine.

Because of that quick and effective response, Mercy Hospital was looked to first when additional needs were identified in public housing and local schools. It became clear that communities of color and communities of new Mainers were suffering from disproportionately high rates of COVID-19 infection. Mercy Hospital once again answered the call, partnering with Portland Housing Authority and diverse leaders to collaborate on developing culturally competent testing events at some of the biggest Portland Housing neighborhoods. The initial focus on testing has since shifted to include COVID-19 prevention education.

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

northernlighthealth.org/2019-Community-Health-Strategy

Total: \$1,871,924

Community Health Improvement Services

\$80,467

Health Professions Education

\$59,245

Cash and In-Kind Contributions

\$516

Community Building Activities

\$3,820

Community Benefit Operations

\$37,203

Traditional Charity Care

\$184,355

Unpaid Cost of Medicare

\$1,506,318



CONNECTING TO OUR COMMUNITY DURING THE PANDEMIC

When COVID-19 hit Maine in March and in-person activities were cancelled, Northern Light Sebasticook Valley Hospital's community health team got creative! Families needed support more than ever to navigate healthcare during a pandemic, how to access healthy food, and much more. Thanks to community partnerships with Healthy SV and others, the hospital was able to make a difference to those in need during an unprecedented and challenging time.

While face-to-face contact was very limited during the first months of COVID-19, patient navigators and community health staff at the hospital went above and beyond to make human connections—spending countless hours on the phone and online to help patients. It wasn't just about helping people get the right medical care, it was also about linking them to support and resources for their everyday living needs. From connections to food, housing, utilities, and more, the hospital was a lifeline for our community. In addition, partnering with the local police department to drop off food to patients, offered a valuable opportunity to do wellness checks on those who needed extra attention and care.

Improving the health of a community always starts with accessible and useful information that can help people make healthy choices. Some folks needed help in ways they had never needed before due to the isolation and work suspension caused by the pandemic. To help, the hospital and Healthy SV created a list of local resources that included food pantries, mental health resources, tobacco cessation, and 211.

With schools, daycares, and businesses closed, it was clear that families with children and working parents would need an extra hand to get through tough times and stay as healthy as possible. With the help of a grant from Kohl's, 250 back packs were filled with nutritious food and distributed to students for safe pick up in local school districts. Kohl's and Drug Free Communities grants also helped fund school supplies for 350 kids who spent the spring learning from home. Parents shared their gratitude, some noting that it was heartwarming to feel the support of a community around them.

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

northernlighthealth.org/2019-Community-Health-Strategy



COVID-19 ENCOURAGES REIMAGINING WELLNESS ENGAGEMENT

We know healthier people are happier employees. Northern Light Health offers a meaningful and comprehensive wellness program to ensure we have more productive and loyal employees. Our Wellness Programs are designed with employees in mind by bringing together data, insight, and actions in order to personalize a wellness plan tailored to best support employees.

COVID-19 understandably shifted the way we offer wellness coaching for our health plan members, and despite having to reimagine how we engage them, our numbers jumped from 150 in 2019 to 244 people signed up for wellness coaching in just nine months! We have also:

- Provided 580 health coaching sessions to plan members.
- Hosted 140 Zoom classes (March – September) with dozens more scheduled through the year!

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

northernlighthealth.org/2019-Community-Health-Strategy

Total: \$536,546

Reflects Home Office community benefit activity only

Community Health Improvement Services
\$24,943

Community Benefit Operations
\$404,036

Cash and In-Kind Contributions
\$107,567



CARING FOR OUR CHILDREN’S HEALTH THROUGH DENTAL CARE

As COVID-19 effectively shut-down a variety of programmatic efforts statewide, many groups convened to consider alternative ways to deliver these services to those in need. One such effort was led by the Partnerships for Children’s Oral Health (PCOH) who supports the Maine Oral Health School Program that goes into schools to screen children, clean teeth, and apply sealants amongst other needs. Due to school closures, this outreach aimed to ensure that children who receive free lunch had oral health supplies to help prevent dental disease while they couldn’t get other preventive services in school. Through determination and ingenuity, members of PCOH identified a way to acquire supplies and coordinate efforts throughout the state. On May 28, members of the Northern Light Health Community Health and Grants department convened two small groups of volunteers to assist with assembling dental hygiene kits for students in Penobscot county, while similar efforts though this collaboration were taking place statewide. Thousands of kits were assembled by this group at the University of Maine at Augusta’s Bangor branch with special permission from the dean and program director of Dental Hygiene Programs. Once assembled, the kits were picked up by school representatives such as superintendents, school counselors, and school nurses who would then deliver the kits to children through their school lunch distribution programs.

Leftover supplies were assembled into additional dental hygiene kits by Northern Light Health staff who distributed over 1,300 kits to support promotion of children’s oral health in primary care practices, the McAuley Residences in both Bangor and Portland, and inpatient pediatrics at Northern Light Acadia Hospital. We’re proud to be part of this collaborative effort. Making a difference for the dental health of our children is one of many ways we partner with others to improve the health and wellness of our communities.

To learn more about our Community Health Needs Assessment process and strategies online, visit:

northernlighthealth.org/Community-Health-Needs-Assessment/About-the-CHNA-Reports

FY20 Priority

Progress

Throughout every county in Maine, social determinants of health (SDOH) and substance use were identified as two key areas of significant need through our most recent [Community Health Needs Assessment](#). Northern Light Health members responded to these needs, among other priority areas, in a local organization specific [Community Health Strategy](#) to guide implementation efforts during the three year cycle (FY20-FY22).

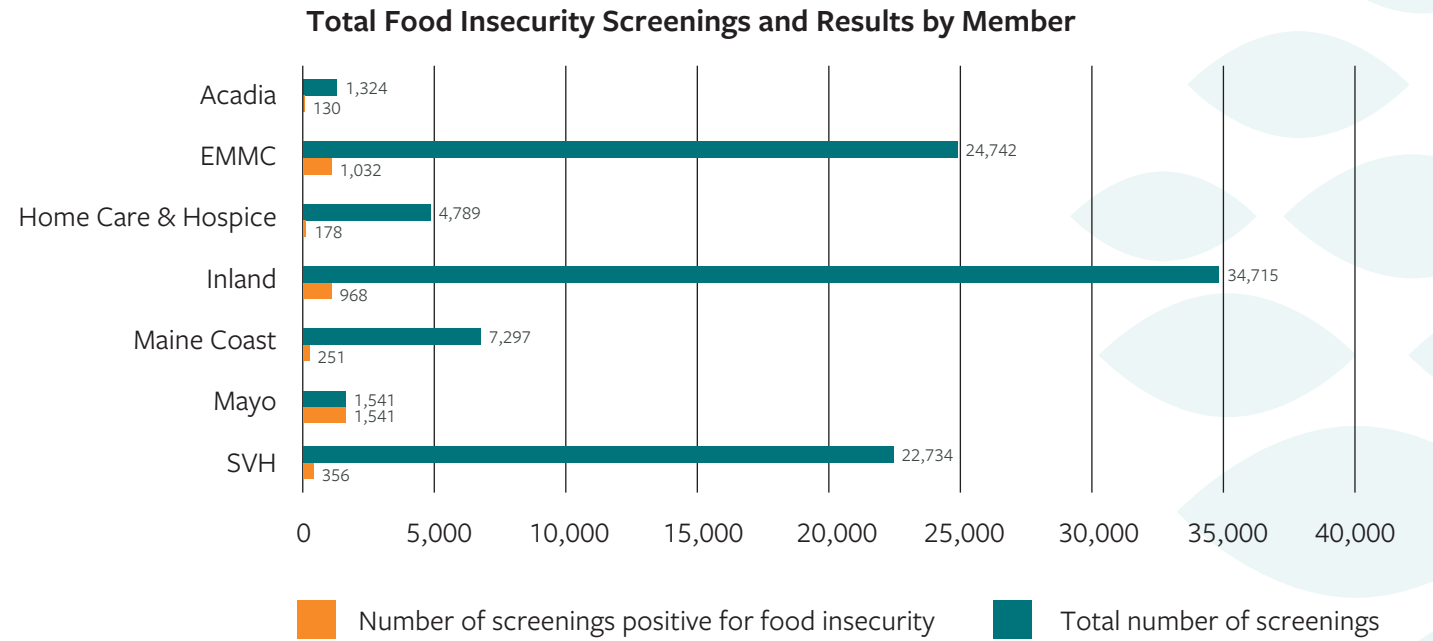
As a system, we collectively identified impactful approaches for addressing SDOH and substance use that could be implemented at each of Northern Light Health member organization. Following is an overview of member activity based on their chosen objective work.

Social Determinants of Health

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. Northern Light Health choose to focus its efforts on food insecurity and health-related social needs by implementing the following objectives for year one:

Food Insecurity

Objective: Increase the number of Northern Light Health patients screened for food insecurity and referred to community resources by 16% by September 30, 2020.



Baseline: 26,390 total screenings
Target: 30,534 total screenings

96,845

total screenings for food insecurity

4.6%

of screenings positive for food insecurity

Social Needs

Objective: Implement screening and referral for health-related social needs in 22 new sites.

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

FY20 Priority Progress

continued

Substance Use

Substance use, including alcohol, tobacco, and other drugs, have a major effect on individuals, families, and communities. There are many effective evidence-based strategies that could be implemented to prevent, identify, and treat substance use disorders. Northern Light Health chose to focus its efforts on access to treatment and prevention partnerships by implementing the following strategies that included but not limited to:

- Increase provider competence and confidence with Medication Assisted Treatment (MAT)
- Partner with community agencies to establish or expand local treatment programs and prevention efforts
- Increase provider and patient awareness of opioid use disorder, reducing stigma, and increasing readiness for treatment

Access to Care

Objective: Increase availability of Medication Assisted Treatment within Northern Light Health sites by 38% by September 30, 2020.

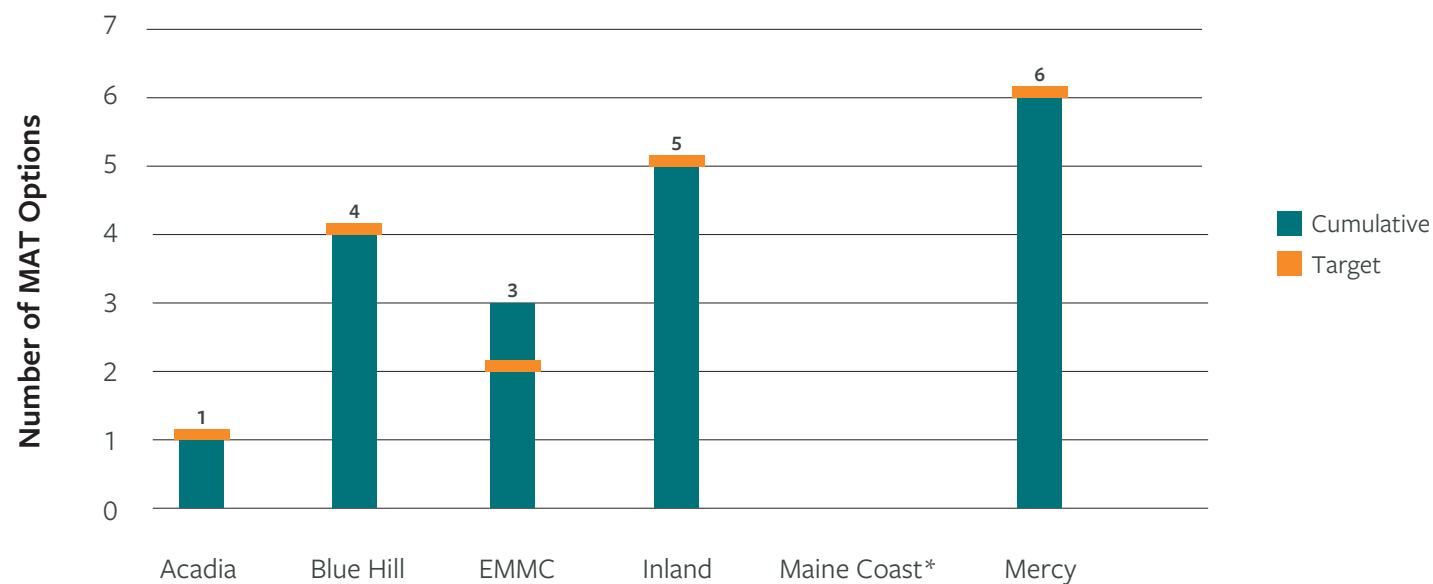
Baseline: 13 sites offering MAT

Target: 18 sites offering MAT

19

total sites offering MAT reported

Total MAT Sites Reported by Member



*Maine Coast Hospital FY20 effort were foundational with screening slated to start FY21

Prevention Partnerships

Objective: Establish 18 community partnerships to prevent substance use by September 30, 2020.

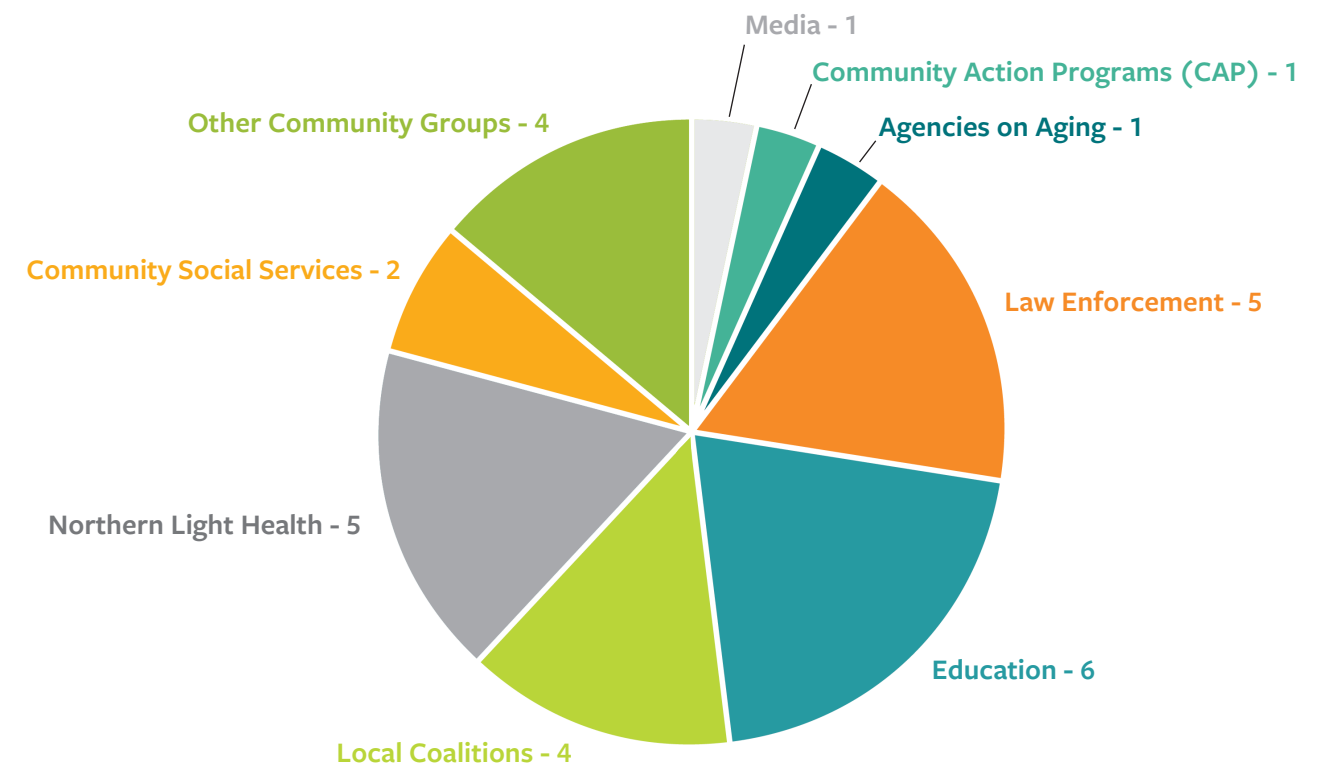
Baseline: 3 partnerships

Target: 21 partnerships

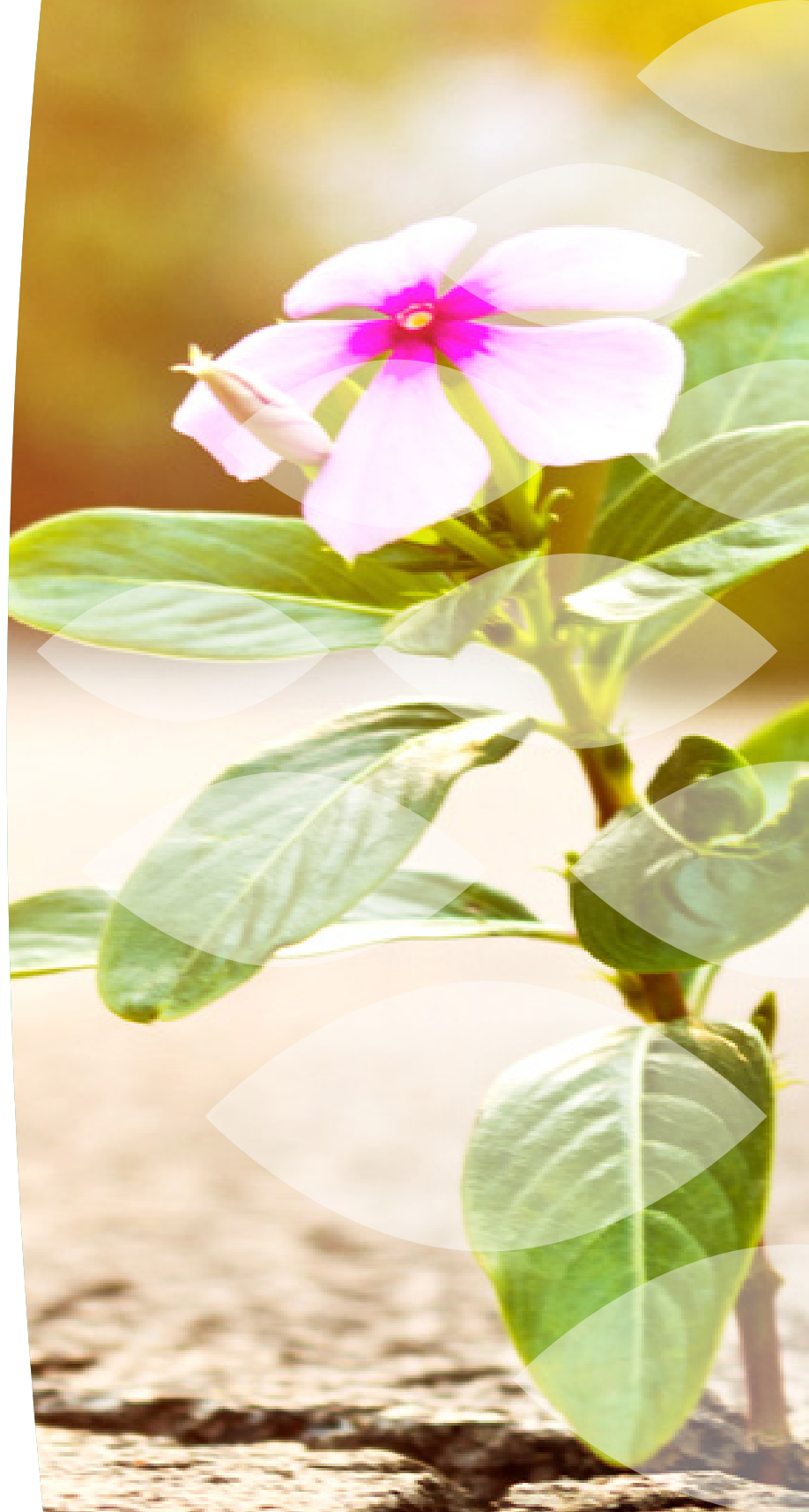
29

total prevention partnerships established

Number of Systems Substance Use Partnerships in Each Sector



As Northern Light Health members continue to embark on this vital work in 2021, we look forward to partnering with community and public health agencies and providing annual updates to our community on the progress of these important initiatives.



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