

Fiscal Year 2018

Progress report to our community

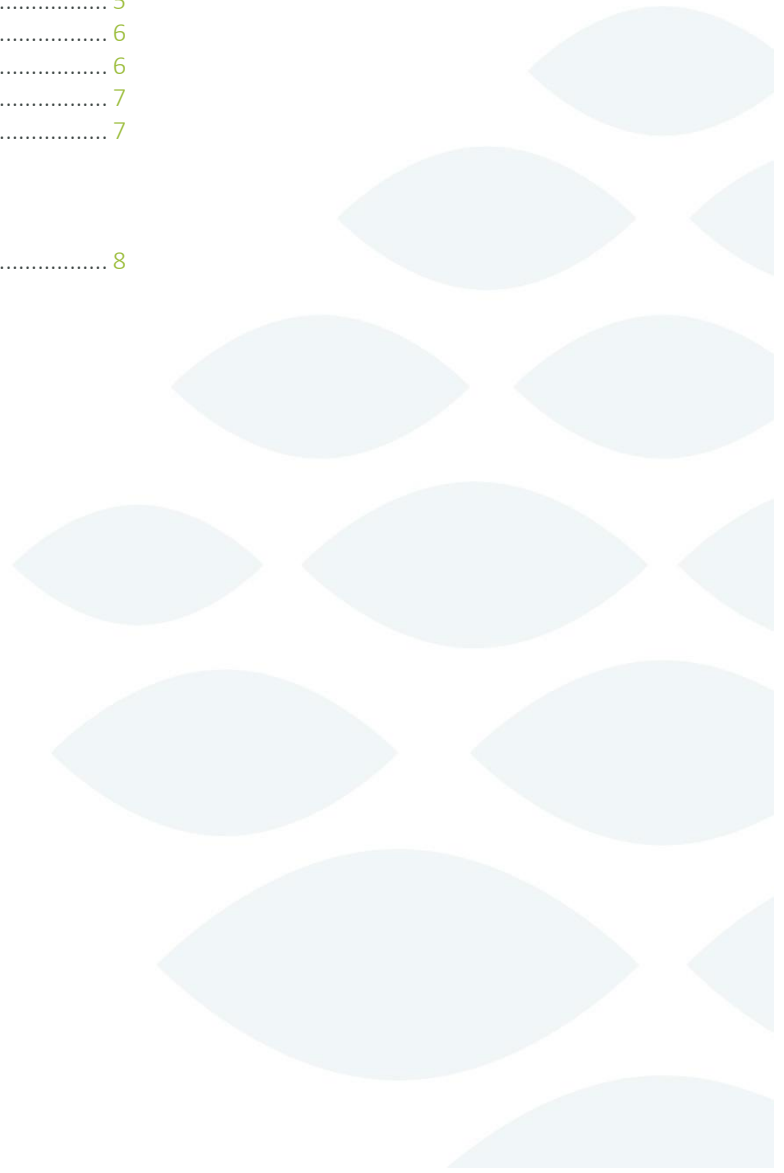
Addressing community health needs



Northern LightSM
Home Care & Hospice

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Colleen Hilton, RN
President

Home Care & Hospice

We are proud to announce that EMHS has become Northern Light Health! As Northern Light Home Care & Hospice, we're still the same passionate, hard-working folks our communities have come to trust for their healthcare needs. More than a name change, our new brand conveys our promise to lead Maine on a path to better health. We have come together to move healthcare in a new direction, creating a system that works for our patients, our people, and our communities.

In 2016, EMHS partnered with [three other Maine healthcare systems](#) and the Maine Center for Disease Control and Prevention to create a [Community Health Needs Assessment](#). We used that assessment and public input to develop a three-year strategy to improve the health and well-being of the communities that we serve.

The following is an update on the progress of that community health improvement plan for our fiscal year 2018. As a member organization of Northern Light Health, we at Northern Light Home Care & Hospice have our own unique set of priorities that we have been addressing including:

- Preventive care
- Senior health
- Tobacco use
- Obesity/diabetes

We are also working together with other Northern Light Health members throughout the state to prevent and treat opioid addiction and to improve access to healthy food for patients, families and communities.

We are striving for better: better access to health services, better care for our patients, and better ways to address the health issues that affect our communities. With the strength of our system and the relationships built with our communities, we know that together we'll create a healthier Maine.

Sincerely,



Colleen Hilton
President, Northern Light Home Care & Hospice

Progress report update

FY 2018 Progress Report

Priority #1: Preventive care

Objective: Meet with Penquis District Public Health Liaison to discuss flu immunizations in Penquis district.

Status: Completed

Approaches taken and resources used: In fiscal year 2018 (FY18), Northern Light Home Care & Hospice met with Penquis District's Public Health Liaison, covering Penobscot and Piscataquis Counties (Penquis District) to discuss needs in that district.

Partners engaged: Northern Light Home Care & Hospice partnered with the following entities on this priority:

- Maine Public Health District 6

Highlights: In FY18, Northern Light Home Care & Hospice worked with the Penquis Public Health District to expand access to vaccination programs. The greatest need was in administration of Hepatitis Vaccine, which proved difficult to obtain. Unfortunately, no Hepatitis A clinics were able to be held. There were several flu clinics held in the district, however, including:

- Corinth Schools
- Freightliner
- Gross Minsky
- Country Villa
- Miller on the Square
- Ellen Leach Home
- Porvair
- New England Kenworth

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light Home Care & Hospice was meeting with the Penquis District Health Liaison and establishing several flu clinics for the region.

Project Lead: LeighAnn Howard, RN, MSN, CHFN-K, director of Home Health and Specialty Services; and Cathy Bean, RN, community wellness coordinator

Next Steps: In fiscal year 2019, Northern Light Home Care & Hospice will increase the total number of flu vaccines administered state wide from the 2017-2018 baseline of 7,050.

FY 2018 Progress Report

Priority #2: Senior health

Objective: Implement telehealth remote blood pressure monitoring in one senior site in Aroostook County.

Status: Completed

Approaches taken and resources used: In FY18, Northern Light Home Care & Hospice deployed two telehealth remote blood pressure monitoring systems in Aroostook County. This uses Honeywell Telehealth Monitoring equipment similar to that which is used in patient homes. Patients voluntarily participate in the program which tracks and trends their blood pressures.

Partners engaged: Northern Light Home Care & Hospice partnered with the following entities on this priority:

- Fort Kent Senior Center
- Sargent Family Community Center

Highlights: In FY18, Northern Light Home Care & Hospice was able to deploy telehealth monitoring equipment in two senior centers in Aroostook County. Monitoring has begun and patients are able to voluntarily participate in the program which tracks and trends their vital signs.

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light Home Care & Hospice was deploying two telehealth monitoring stations.

Project Lead: LeighAnn Howard, RN, MSN, CHFN-K, director of Home Health; Jessica St. Peter, manager of Clinical Services

Next Steps: Additionally, we intend to embark on a new target, which is increasing the percentage of patients with advanced directives or Professional Orders for Life-Sustaining Treatment or POLST documents, which are reviewed within 30 days of initiation of palliative care. The increase will be based on a baseline of 89%.

FY 2018 Progress Report

Priority #3: Tobacco use

Objective: Hold one Tobacco Education Session for employees sponsored by the Tobacco Free Maine program.

Status: Completed

Approaches taken and resources used: In FY18, Northern Light Home Care & Hospice hosted an in-service with the educator from the Tobacco Free Maine program. Clinicians and leadership from all offices attended the meeting. Many materials were also supplied to all offices. These materials will be used by visiting staff.

Partners engaged: Northern Light Home Care & Hospice partnered with the following entities on this priority:

- Maine Tobacco Helpline and our tobacco educator

Highlights: In FY18, Northern Light Home Care & Hospice now has great tools and access to other resources to help our patients who have tobacco dependence.

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light Home Care & Hospice was 30 or more employees attended the tobacco education session sponsored by the Tobacco Free Maine program.

Project Lead: LeighAnn Howard, RN, MSN, CHFN-K, director of Home Health and Specialty Programs; Kathy Cropley, RN, Home Health

Next Steps: In fiscal year 2019, Northern Light Home Care & Hospice will continue to partner with Tobacco Free Maine to identify resources for patients for smoking cessation. The suggested resources will be incorporated in to the admission books for patients.

Furthermore, we will survey staff to assist in identification of specific needs for focused patient cessation programs.

FY 2018 Progress Report

Priority #4: Obesity/diabetes

Objective: Increase by one, the development of a diabetes resource guide to be used by staff by September 2018.

Status: Completed

Approaches taken and resources used: In FY18, Northern Light Home Care & Hospice worked with new-graduate resident nurses to create a diabetes resource guide to help both patients and staff identify resources to assist with managing their disease. The two “resident” RNs spent 120 hours working on this project.

Partners engaged: Northern Light Home Care & Hospice partnered with the following entities on this priority:

- University of Southern Maine new-graduate residents

Highlights: In FY18, Northern Light Home Care & Hospice created a diabetes resource guide to be used to assist patients in getting connected to the best resources possible to assist with managing their disease and improve quality of life.

Outcome Measure: In FY18, the outcome measure for this objective achieved by VNA was the creation of the resource guide.

Project Lead: LeighAnn Howard, RN, MSN, CHFN-K, Director of Home Health and Specialty Programs; Kristine E. Rogers, Manager of Clinical Education.

Next Steps: In fiscal year 2019, Northern Light Home Care & Hospice will work to make this guide available across all of the regions that we serve, including (but not limited to) Aroostook, Penobscot, Kennebec, Waldo, Cumberland, Sagadahoc, and York counties. In addition, this work will be shared externally through Kris Rogers’ MSN teaching at the University of Southern Maine.

FY 2018 Progress Report

Systemwide priority: Opioid harm reduction – provider education

Objective: By September 30, 2018, increase by two the number of provider sites providing patient education materials surrounding prescription drug safety.

Status: Completed

Approaches taken and resources used: In FY18, Northern Light Home Care & Hospice worked with staff to increase access to opioid education for patients.

Partners engaged: Northern Light Home Care & Hospice partnered with the following entities on this priority:

- ABIM Foundation

Highlights: In FY18, Northern Light Home Care & Hospice exceeded the goal of two sites providing opioid education. All four Northern Light Home Care & Hospice primary offices are offering the education materials.

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light Home Care & Hospice was implementing patient education at all sites for opioid use.

Project Lead: Leah Wright, vice president of Quality, Compliance and Informatics; LeighAnn Howard, RN, MSN, CHFN-K, director of Home Health and Specialty Programs

Next Steps: In fiscal year 2019, Northern Light Home Care and Hospice will establish a baseline measurement for providing opioid education to patients. In 2018, the education material was made available – now we will measure its use with patients.

FY 2018 Progress Report

Systemwide priority: Healthy food access – food insecurity - screen and intervene

Objective: Increase the number of screenings for food insecurity from zero to 500 by September 30, 2018

Status: Completed

Approaches taken and resources used: In FY18, Northern Light Home Care & Hospice educated staff members and implemented food insecurity screening questions.

Partners engaged: Northern Light Home Care & Hospice partnered with the following entities on this priority:

- Internal staff

Highlights: In FY18, Northern Light Home Care & Hospice had a 15% screening rate in the first four months of the fiscal year with eight people (0.02%) identified as potentially food insecure. For the next eight fiscal periods, more targeted efforts were implemented as well as an improved data collection mechanism. In the last eight months, 87% of admissions were screened for food insecurity. 5% of those admissions (221 patients) were identified as food insecure. 4% of the total was referred to local food banks, and 3.5% were referred to social work.

Outcome Measure: In FY18, the outcome measure for this objective achieved by Northern Light Home Care & Hospice was exceeded. The goal was to document 500 food insecurity screenings. In fact, 4,962 food insecurity screenings were completed, with referrals to resources completed where appropriate.

Project Lead: LeighAnn Howard, RN, MSN, CHFN-K, director of Home Health and Specialty Programs

Next Steps: In fiscal year 2019, Northern Light Home Care and Hospice will strive to increase to 90% the number of patients with food insecurity screenings, and additionally will increase the number of referrals to either food banks or social work. Furthermore, staff will receive education on ways to enhance referrals and capture documentation.

Conclusion

Northern Light Home Care & Hospice 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.

Northern Light
Home Care & Hospice
50 Foden Road
South Portland, ME 04106

Regional sites by County:

Aroostook
18 Green Hill Drive
Presque Isle, ME 04769

Cumberland/York
50 Foden Road
South Portland, ME 04106

Hancock
441 Maine Street, Suite 2
Ellsworth, ME 04605

Kennebec/Somerset
325-C Kennedy Memorial Drive
Waterville, ME 04901

Penobscot
885 Union Street, Suite 220
Bangor, ME 04401

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