

Fiscal Year
2017-2019

Community Health Strategy

Addressing Community Health Needs



Charles A. Dean Memorial Hospital



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Introduction

EMHS and our more than 11,000 employees care deeply about our neighbors and communities. EMHS member organizations work hard to understand and address priority needs. We meet regularly with community partners to plan and implement local solutions that make it possible for people in our communities to lead healthier lives. By working together, we promote a culture of stewardship and foster vibrant communities.

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

About EMHS

EMHS is an integrated health delivery system serving the state of Maine. EMHS offers a broad range of health delivery services and providers, including: acute care, medical-surgical hospitals, a free-standing acute psychiatric hospital, primary care and specialty physician practices, long-term care and home health agencies, ground and air emergency transport services, community and population health.



About Charles A. Dean Memorial Hospital

Charles A. Dean Memorial Hospital immediately serves Greenville and the surrounding Moosehead Lake area. This area is completely rural. We have patients all throughout Piscataquis county.



The population in the county is 17,124. Of that population, 18.5 percent are living in poverty with 28.9 percent of children living in poverty. The median household income is \$36,646. The overall mortality rate per 100,000 population is 847.4. 14.4 percent are uninsured.

Addressing Community Health Needs

Shared Community Health Needs Assessment

In 2016, Maine's four largest healthcare systems – EMHS, Central Maine Health Care, MaineGeneral Health, and MaineHealth – as well as the Maine Center for Disease Control and Prevention, an office of the Maine Department of Health and Human Services (DHHS) partnered to research and publish a shared Community Health Needs Assessment (Shared CHNA). The Shared CHNA provides a comprehensive review of health data and community stakeholder input on a broad set of health issues in Maine. The Shared CHNA data were made widely available to the public, as community engagement forums were held across the state, gathering additional feedback on priority issues and opportunities for community health improvement. These reports and the community input received are fundamental to achieving our goal of partnering with community, public health entities and accountable care networks to improve the health and well-being of the communities we serve.



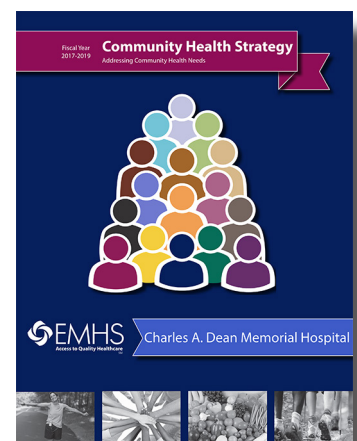
Results of the 2016 Shared CHNA along with community input were used to inform the development of this three-year Community Health Strategy by Charles A. Dean Memorial Hospital. The efforts identified within help demonstrate our commitment to our community, as we provide benefits reflective of our mission and tax-exempt status. These benefits include a focus on the clinical, social, and environmental factors that influence the ability of people to lead healthier lives.

Community Health Strategy

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

Priorities were selected after weighing the severity of each priority area, availability of known and effective interventions, determination that the priority area was un-addressed or under-addressed, and community collaborations underway with Charles A. Dean Memorial Hospital.

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



Feedback Opportunity

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

Addressing Community Health Needs

Evaluation Efforts

The priorities identified in the next section will guide the development of a community health improvement plan. This annual plan defines the operational approach to be taken to address the goals and strategies articulated within. By using SMART Objectives (Specific, Measurable, Achievable, Realistic, and Time-Bound) to guide the intervention approach deployed, Charles A. Dean Memorial Hospital (CA Dean) will be able to monitor and evaluate progress over time.

Approval from Governing Board

Charles A. Dean Memorial Hospital's Community Health Strategy was reviewed by the hospital's governing board and a resolution was made to approve and adopt both the Shared CHNA and the Implementation Strategy on June 30, 2016.

Selected Priorities of Focus

Priority #1: Obesity

Rationale:

Through educational opportunities specific to healthy eating, we aim to decrease the number of individuals who suffer from negative health conditions related to poor eating habits, including obesity.

Intended action to address the need:

Charles A. Dean Memorial Hospital's dietitian will offer public forums focused on community health topics related to nutrition (i.e. special cooking for community members who may have diabetes or high blood pressure). These will be offered quarterly and available to all community members.

Programs and resource allocation:

Staff time to coordinate all aspects of the forums will be provided. Committed time from our dietitian will be allocated to the functions related to the forums. Potential time allocated from a provider and nurse may also be included.

Planned collaborations:

We will use our resources that CA Dean has in collaboration with Seabrook Valley Hospital with the dietitian to ensure that there are offerings in both the Greenville and Sangerville areas.

Population of focus:

All community members

Selected Priorities of Focus

Priority #2: Drug and Alcohol Abuse

Rationale:

The anticipated impact 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.

Intended action to address the need:

A nurse from Charles A. Dean Memorial Hospital will be paired with local police officers to work collaboratively in schools (grades 6-12) to educate and engage students and staff about drug and alcohol abuse (with a focus on opioids) and how lives can be negatively impacted through usage.

Programs and resource allocation:

Charles A. Dean Memorial Hospital will commit the time of our School Nurse to prepare and engage in all aspects of this initiative.

Planned collaborations:

We plan to work collaboratively with local law enforcement to offer educational sessions.

Population of focus:

Grades 6 -12 within School Union 60

Priority #3: Employment

Rationale:

We anticipate that the training will increase employment opportunities to our local community members.

Intended action to address the need:

Charles A. Dean Memorial Hospital in collaboration with a partner in Piscataquis County will offer a Certified Nursing Assistant (CNA) course as a way to provide potential employment opportunities to our community members through training and educational offerings. Upon completion of all aspects of the course, community members will be guided through an application processes.

Programs and resource allocation:

Brittany Gould, RN will provide her time and expertise to instruct a CNA course.

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Selected Priorities of Focus

Priority #3: Employment *continued*

Planned collaborations:

We plan to work collaboratively with a Piscataquis County Partner in order to widen the pool of opportunity for employment for CNA positions within our service area.

Population of focus:

Ages 18-30

Priority #4: 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.

Intended action to address the need:

Family practice and Emergency Department providers will increase the use of depression screenings at office visits and upon intake.

Programs and resource allocation:

Telepsych services
Crisis Intervention Counseling

Planned collaborations:

Through established relationships, Charles A. Dean Memorial Hospital plans to continue working collaboratively with the Charlotte White Center, Community Health and Counseling, and Acadia Hospital.

Population of focus:

All ages of our population

Health Priorities Not Addressed

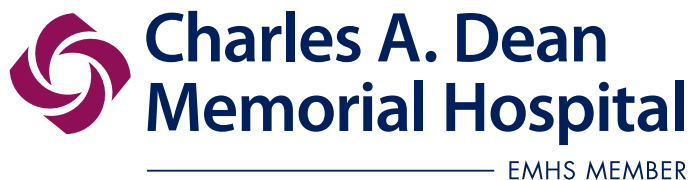
Charles A. Dean Memorial Hospital considered all priorities identified in the Shared CHNA, as well as other sources, through an extensive review process. While the full spectrum of needs is important, Charles A. Dean Memorial Hospital is currently poised to focus only on the highest priorities at this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

1. Respiratory Diseases were not selected by Charles A. Dean Memorial Hospital this cycle as it ranked lower in priority relative to the four selected priorities of focus.
2. Mental Health was not selected by Charles A. Dean Memorial Hospital as local community health and social services agency focused on behavioral/mental health challenges (Charlotte White Center) is well-positioned to address this issue. Continued partnership will be pursued as needed.
3. Poverty was not selected by Charles A. Dean Memorial Hospital. As an organization that provides healthcare services, and charity care for those in need, the hospital lacks additional resources and expertise to directly address this need.
4. Housing Stability was not selected by Charles A. Dean Memorial Hospital as other local agencies are addressing this need. We felt this was out of the scope of a Critical Access Hospital.
5. Transportation was not selected by Charles A. Dean Memorial Hospital this cycle. We continue to offer a courtesy transportation van that is used to pick up/drop off patients free of charge. In addition we utilize other transportation modes such as Lynx, offering a variety of services within Piscataquis County. There are a number of existing organizations currently addressing transportation needs, such as Lynx that is used as a resource at Charles. A. Dean Memorial Hospital.

Conclusion

Charles A. Dean Memorial Hospital is thankful for the participation and support of our community members and many area organizations in the Shared CHNA process and for contributing their knowledge of local community health needs. Through existing and future partnerships, collaborative efforts will be essential in addressing the identified community health strategies prioritized within.

Charles A. Dean Memorial Hospital will engage in another Shared CHNA in 2019 and looks forward to ongoing community participation in these important efforts.

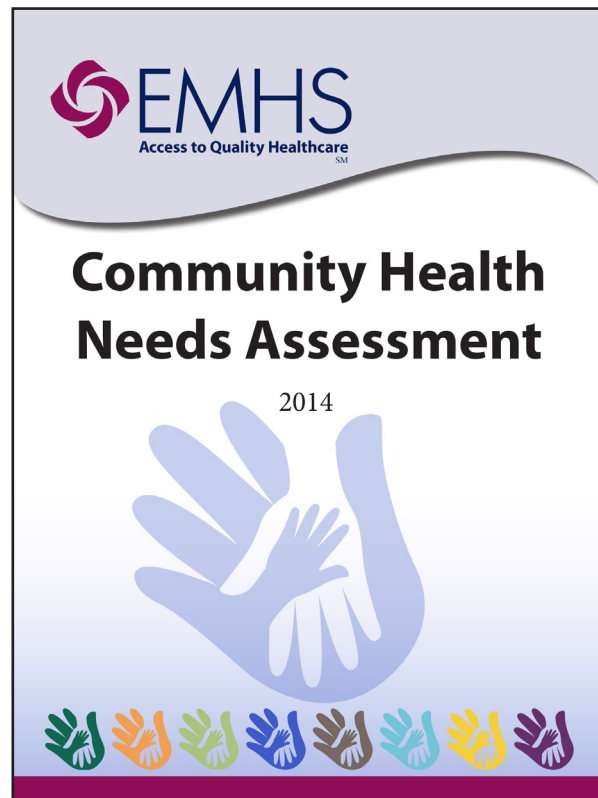


Appendix - Evaluation of Impact

Progress report on selected priorities from Charles A. Dean Memorial Hospital's last (2014) Community Health Needs Assessment.

EMHS and Charles A. Dean Memorial Hospital are committed to promoting a culture of community stewardship, and partnering together with community stakeholders to address high priority health issues. In order to do so effectively, we regularly monitor the impact of our community health efforts, and make this information widely available to our communities in the form of annual Community Benefit statements, and this triennial Community Health Strategy report. The following table provides a summary evaluation of impact of the actions taken by Charles A. Dean Memorial Hospital to address community health priorities adopted in 2014.

Measuring and reporting on progress is critical to making a difference in the communities we serve, and in the lives of those we care for.



Appendix - Evaluation of Impact *continued*

Community Health Strategy - Evaluation of Impact Since 2014

Evaluation of impact of actions taken by the organization to address selected health priorities identified in the 2014 Community Health Needs Assessment (CHNA) Report is an important part of the community health improvement cycle. The following progress on activities to address priority areas identified in the 2014 CHNA are as follows:

White Cells: description of actions the hospital intends to take to address the health need.
Grey Cells: identified programs/resources the hospital plans to commit to address the health need.
Green Cells: planned collaborations between the hospital and other organizations to address the health need.

EMHS Member Organization: Charles A. Dean Memorial Hospital
Date: July 15, 2016

2014 CHNA Priority of Focus	2014 Implementation Strategy Planned Actions (Impact Initiatives) to Address Priority of Focus	Was the Action Implemented (Yes/No)	If YES - Describe actions taken; Results from those actions; Progress made based on those actions If NO -Provide a reason why no action was taken
Domestic Violence	Charles A. Dean Memorial Hospital (CA Dean) will partner with local community leaders, local law enforcement and the school to bring more awareness to the community.	Yes	Womancare continues to come to CA Dean twice a month and is a well attended program. We advertise this service in the local papers under the calendar section as well as keep posters and cards throughout the facility. We were not able to set up the specific talks with local law enforcement at the schools but plan for future opportunities as presented. Mental health services were discussed at both schools during career fairs.
	Womancare, Local Law Enforcement, Public Civic Groups, Church, Social and Mental Health Services, School	Yes	With the exception of local law enforcement and Church's, we have been able to address domestic violence through the indicated avenues.
	Womancare comes to CA Dean twice a month	Yes	Womancare continues to come twice a month.
	Greenville Police Department	No	We have not yet coordinated specific public outreaches with the Greenville Police Department. However, if plans or opportunities present themselves, we would be open to future engagements.

Appendix - Evaluation of Impact *continued*

2014 CHNA Priority of Focus	2014 Implementation Strategy Planned Actions (Impact Initiatives) to Address Priority of Focus	Was the Action Implemented (Yes/No)	If YES - Describe actions taken; Results from those actions; Progress made based on those actions If NO -Provide a reason why no action was taken
Domestic Violence	Greenville and Guilford School Presentations	No	Though we have attended career fairs at both schools and briefly touched on which career paths may address domestic violence, a specific agenda around this topic was not presented. However, if plans or opportunities present themselves, we would be open to future engagements.
Obesity	We will partner with the local school to promote healthy eating and physical activity.	Yes	CA Dean successfully wrote a grant on behalf of the backpack program for Greenville School.
	Promote areas of activity to open up the gym at certain times.	No	We were not able to pursue this activity. However, Greenville Recreation has opened the community gym for public use.
	Collaborate with TV turn off week to provide healthy lifestyle activities.	No	We were not able to pursue this activity. However, if plans or opportunities present themselves, we would be open to future engagements.
	TV Turn off Week- Collaborate with the school to provide healthy activities	No	We were not able to pursue this activity. However, if plans or opportunities present themselves, we would be open to future engagements.
	Work with the school to establish Open Gym times	No	We were not able to pursue this activity. However, if plans or opportunities present themselves, we would be open to future engagements.
	CA Dean plans to work with the school to help target the younger generations to help improve lifestyles and eating habits	Yes	CA Dean hosted "Steps until Christmas" for the school. Students were provided a pedometer and recorded their steps until the Holiday vacation. The winners received new bicycles and safety gear.
Prescription Drug Abuse	Public awareness- remind the community of our drug take back program.	Yes	Posters were hung throughout the organization as well as bulletin boards around town to remind the community of this offering.
	Market the Program.	Yes	Posters, newspaper ads, channel 19 (local classifieds channel).

Appendix - Evaluation of Impact *continued*

2014 CHNA Priority of Focus	2014 Implementation Strategy Planned Actions (Impact Initiatives) to Address Priority of Focus	Was the Action Implemented (Yes/No)	If YES - Describe actions taken; Results from those actions; Progress made based on those actions If NO -Provide a reason why no action was taken
Prescription Drug Abuse	We participate in the diversion initiative	Yes	CA Dean continues to participate in the diversion initiative.
	Drug Take Back box at local police department	Yes	CA Dean purchased and placed a drug take back receptacle at the police department.
	Partner with Acadia to do an awareness campaign for the public	No	We were not able to pursue this activity. However, if plans or opportunities present themselves, we would be open to future engagements.
	Provide another take back day for Sangerville	Yes	We worked with Piscataquis County Sheriff's department as well as our pharmacist and hosted an additional take back day in Sangerville.
Aging Related Screening	CA Dean is partnering with Charlotte White Center, regional healthcare providers, and local public health agencies on the Thriving in Place partnership program to assess the needs of our elderly populations and find solutions.	Yes	CA Dean continues to have an active presence on the Thriving in Place Board. Lorraine Rodgerson, Vice President and Chief Nursing Officer, and Tom Murray, Social Worker both serve on this board.
	Community Paramedicine Program- Home assessments	Yes	Home assessments are being conducted and the program is very well received by the community.
	Thriving in Place grant money	Yes	We are coming into the last year of the grant. There are still funds available to utilize and the Thriving in Place team is planning for usage of those funds.
	Healthcare Exchange- Certified Application Specialist on site to help with insurances	Yes	CA Dean sent an employee to become a certified application specialist which was successful. She now utilizes some of her time as a patient financial counselor which is being utilized by our community and patients.
	Eastern Agency on Aging- Tom Murray	Yes	Tom Murray, social worker works with the Eastern Agency on Aging. He is currently facilitating Alzheimer's Support Groups on campus.
	LiveSAFE	Yes	CA Dean has LiveSAFE available and the social worker on site aids patients through the process. Posters and educational materials are located throughout the organization.

Appendix - Evaluation of Impact *continued*

2014 CHNA Priority of Focus	2014 Implementation Strategy Planned Actions (Impact Initiatives) to Address Priority of Focus	Was the Action Implemented (Yes/No)	If YES - Describe actions taken; Results from those actions; Progress made based on those actions If NO -Provide a reason why no action was taken
Aging Related Screening	Thriving in Place	Yes	We have two employees serving on this Board who continue to work toward the program's goals.
	Community Paramedicine	Yes	Home assessments are being conducted and the program is very well received by the community.
Behavioral and mental health services for children and adults	CA Dean will continue to develop mental health services through collaboration with Charlotte White Center to meet the mental health needs of our community. CA Dean intends to raise awareness of this new service.	Yes	Mental health services have been successful at CA Dean. Two Charlotte White Counselors were available each week. We don't currently have a counselor available but are discussing additional resources.
	Continuing the collaboration with Charlotte White Center	Yes	We continue to work with Charlotte White Center.
	Telemedicine with Acadia in the Emergency Department	Yes	Telemedicine in the ER has been fully implemented and is being utilized.
	CA Dean will continue the collaboration with Charlotte White Center	Yes	We continue to collaborate with the Charlotte White Center.