



### **Summary of Significant Needs**

This Community Health Needs Assessment was developed to support our member organizations' and community partners' work to develop strategies that will improve the health of the people we serve.

The report used findings from three data sources in order to provide a more rounded look at the assets, issues, and opportunities in each county region we serve. The data sources include 1) the EMHS *Qualitative Stakeholder Survey*; 2) The University of Wisconsin Population Health Institute's *County Health Rankings*; and 3) OneMaine Health's *Community Health Needs Assessment*.

The data gathered from these sources allowed us to identify areas of significant need that include priority concerns, gaps in healthcare services, and barriers to care for each county. This information, in conjunction with the template that follows, is meant to act as a guideline for our organization to focus on a number of the identified priorities and further adopt an implementation strategy to address these concerns. If our organization has identified other priorities of significant need, please feel free to incorporate these into the template as part of the improvement plan with a brief explanation of their importance.

### **Hancock County Areas of Significant Need:**

1. **Social concerns** that include
  - Substance abuse
  - Unemployment/economic opportunity
  - Affordable housing
  - Hunger/food insecurity
  - Physical and social isolation
2. **Preventive screenings and immunizations** that survey respondents did not feel were very accessible. Those include:
  - Drug misuse screening
  - Alcohol misuse screening
  - Oral health
  - Aging related screening
  - Depression screening
  - Tobacco use screening
  - Obesity screening
  - Cardiovascular screening
3. **Gaps in Healthcare Services:**
  - Behavioral/mental health services for children and adults
  - Substance abuse treatment & detoxification
  - Dental Care
4. **Issues Preventing Access to Care:**
  - Lack of insurance/unable to pay for the care
  - Transportation
  - Out of pocket costs associated with insurance plans
  - Don't understand or value the importance of seeking healthcare
  - Inconvenience

**Next Steps:** Please use this summary list of significant needs along with the CHNA report to complete the Implementation Strategy Template providing your preliminary answers to the questions that follow. Please note this is our hospital's first high level pass at determining your priorities and implementation strategy based on the CHNA. If



**Implementation Strategy Template**

**Hancock County**

Designated Hospital Body: Maine Coast Memorial Hospital

Date Priorities were adopted: June 23, 2015

<b><u>Selected Priorities of Focus</u></b>	<b><u>Non-selected Priorities</u></b>	<b><u>Brief Explanation why you are not choosing priorities listed in column 2</u></b>
<ul style="list-style-type: none"> <li>• <b><u>Social Concerns:</u></b> Substance Abuse, Hunger/Food Insecurity, Physical and Social Isolation</li> <li>• <b><u>Preventive Screenings and Immunizations:</u></b> Drug misuse screening, alcohol misuse screening, oral health, aging related screening, depression screening, tobacco use screening, obesity screening, and cardiovascular screening</li> <li>• <b><u>Gaps in Healthcare Services:</u></b> behavioral/mental health services for children and adults, dental care, substance abuse treatment and detoxification</li> <li>• <b><u>Issues Preventing Access to Care:</u></b> lack of insurance/inability to pay for care, out of pocket costs associated with insurance plans, transportation, understanding the value and important of seeing healthcare, inconvenience</li> </ul>	<p><b><u>Social Concerns:</u></b> unemployment/ economic opportunity, affordable housing</p>	<p>Unemployment/economic opportunity and affordable housing are outside of our facilities range of services. While we may be able to guide patients to assistive programs and services we are unable to provide the services from within.</p>



**Selected Priorities of Focus:**

*Priority #1: Social Concerns: Substance Abuse*

A. Briefly describe actions the hospital intends to take to address the health need:

- Maine Coast Memorial Hospital is in the process of identifying a suboxone prescriber, either internal or external, to work with patients who are undergoing drug detox.
- Maine Coast Memorial Hospital plans to continue to refer patients to Open Door and Crisis Response and work closely with these groups to ensure that patients with substance abuse issues have appropriate treatment and access to care.

B. Identify programs/resources the hospital plans to commit to address the health need:

CEO and CMO attend monthly meetings with Downeast Substance Treatment Network.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- Healthy Acadia – Downeast Substance Treatment Network: MCMH representatives will work with the DSTN to discuss local substance abuse issues and work together to find solutions.
- Open Door: MCMH providers will continue to refer patients to Open Door for resources, and will promote their services to patients in need.
- Crisis Response: MCMH and Crisis Response will continue to work together for those patients in need of the resources and services provided by Crisis Response.



*Priority #2: Social Concerns: Hunger/Food Insecurity*

A. Briefly describe actions the hospital intends to take to address the health need:

- Ensuring that patients are aware of local resources. (eg: loaves and fishes, meals on wheels programs, WIC benefits when applicable. See B for additional information.)
- Ensuring that patients are aware of programs facilitated by the hospital for patients. (eg: meals on wheels assessment, meal supplies for discharged patients over 60. See B for additional information.)

B. Identify programs/resources the hospital plans to commit to address the health need:

- Hospital and Medical Office departments volunteer to provide a meal monthly for the Emmaus shelter.
- Maine Coast Pediatrics assists with patient referrals to WIC.
- MCMH Disease Management Group has been trained to do meals on wheels assessment, on Tuesdays the Eastern Area Agency on Aging distributes meals from the freezer/supplies in the Hurley House.
- MCMH Disease Management Group provides Pantry Boxes for patients in need.
- All patients 60 and over being released from the hospital are eligible to receive 10 freezer meals worth of food.
- MCMH Disease Management Group assists patients 60 and over in CSA registration.
- MCMH Disease Management Group, in conjunction with the Elks Club, assist patients to register with the food commodity program to obtain 30lbs of food a month, including produce.
- Seniors in need can receive pet food assistance, in collaboration with Walmart.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- Elks Club, please see B.
- Emmaus Shelter, please see B.
- Eastern Area Agency on Aging, please see B.
- Walmart, please see B.



*Priority #3: Social Concerns: Physical and Social Isolation*

A. Briefly describe actions the hospital intends to take to address the health need:

- Promotion of Lifeline with our patients and scholarship assistance for the service.
- Connecting people with case managers to help with behavioral issues and isolation.
- Continued referrals to the YMCA and Friends in Action as local support networks offering activities and community engagement.

B. Identify programs/resources the hospital plans to commit to address the health need:

- Continued development and use of the “Patient Centered Medical Home” model of care.
- The Rehabilitation Services Department offers an extended after care program for their physical, occupational, and speech therapy patients for a nominal, out of pocket fee that allows for exercise and social bridge building for those unable to utilize community resources.
- The Diabetes Management Group offers free Pre-Diabetes Support classes and Diabetes Support Group services. These classes build support networks between patients.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- The Coastal Care Team will continue to play a role in the Patient Centered Medical Home Model.
- MCMH will continue to refer patients to Friends in Action for socialization, support groups, and other outreach programs, as well as participating in FIA’s Senior Resource Fairs to keep their members informed of local healthcare resources.
- MCMH and EMHS continue to ensure that elderly patients in Hancock County receive the right care in the right place, at the right time. MCMH will continue to collaborate with EMHS and promote the LifeLine program.
- MCMH Ethics committee sponsors bi-annual meetings with agency staff from WHCA, Friends in Action, EMHS Outreach Home Health Care, DHHS Adult Protection, Bucksport Bay Healthy Communities, Healthy Acadia, and Coastal Care Team looking at concerns and discussing isolation of our frail elderly.
- MCMH works closely with Next Step Domestic Violence Project to ensure that isolated victims can obtain the help they need.



*Priority #4: Preventive Screenings and Immunizations: Drug Misuse Screening*

A. Briefly describe actions the hospital intends to take to address the health need:

- Drug misuse screenings are completed as a part of the patient/primary care provider appointment.
- Opioids screenings are completed as part of pain management treatment.
- ADHD Meds contract are signed for all patients on ADHD medications, and include urine testing as indicated.

B. Identify programs/resources the hospital plans to commit to address the health need:

Space is provided in the medical office building for AA meetings.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- Healthy Acadia – Downeast Substance Treatment Network: MCMH representatives will work with the DSTN to discuss local substance abuse issues and work together to find solutions.
- Open Door: MCMH providers will continue to refer patients to Open Door for resources, and will promote their services to patients in need.
- Crisis Response: MCMH and Crisis Response will continue to work together for those patients in need of the resources and services provided by Crisis Response.
- MCMH will continue to provide space for Alcoholics Anonymous/AI-Anon resources to meet.



*Priority #5: Preventive Screenings and Immunizations: Alcohol Misuse Screening*

A. Briefly describe actions the hospital intends to take to address the health need:

Alcohol misuse screenings are completed as a part of the patient/primary care provider appointment.

B. Identify programs/resources the hospital plans to commit to address the health need:

Space is provided in the medical office building for AA meetings.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- Healthy Acadia – Downeast Substance Treatment Network: MCMH representatives will work with the DSTN to discuss local substance abuse issues and work together to find solutions.
- Open Door: MCMH providers will continue to refer patients to Open Door for resources, and will promote their services to patients in need.
- Crisis Response: MCMH and Crisis Response will continue to work together for those patients in need of the resources and services provided by Crisis Response.
- MCMH will continue to provide space for Alcoholics Anonymous/Al-Anon resources to meet.



*Priority #6: Preventive Screenings and Immunizations: Oral Health*

A. Briefly describe actions the hospital intends to take to address the health need:

- Maine Coast Memorial Hospital has partnered with Mount Desert Island Hospital in order to ensure the availability of low cost, quality dental care in our communities. MaineCare and sliding scale fees.
- From the First Tooth visits are done in the Maine Coast Pediatrics office including: fluoride varnishes on baby's teeth, exams, and referrals to dentist as early as possible
- MCMH has secured grant funding specifically for elderly patients for dental services.

B. Identify programs/resources the hospital plans to commit to address the health need:

- The Give Kids a Smile program provides a day of free dental care for children at the Maine Coast Dental Center.
- The Maine Coast Dental Center "pop up" dental center program goes into schools to educate children about dental health and provide free screenings, sealants, and referrals to dentist for restorative needs.
- The Maine Coast Dental Center provides Adult Free Dental Day for free dental exams.
- Maine Coast Memorial Hospital has applied for and provides grant funding for dental care for those over 60.
- From the First Tooth visits are done in the Maine Coast Pediatrics clinic exam rooms.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

MCMH and MDI Hospital will continue to work together to ensure that dental needs are met in our communities.  
MCMH will continue to work with EMHS to support the From the First Tooth program.



*Priority #7: Preventive Screenings and Immunizations: Aging Related Screening*

A. Briefly describe actions the hospital intends to take to address the health need:

- Age related screenings are completed as part of annual physicals.
- Continuing outreach as part of the ACO program to get people to come in for screenings and ensuring that people are making their appointments.
- Launch of new inpatient “catch a falling star” program to educate patients about fall prevention and safety.
- The PT/Rehab group will continue to educate the public about their falls program, as well as their dementia/Alzheimer’s program, this will also facilitate older patients staying in their homes longer which can lead to a better quality of life/longer life expectancy.
- Know Your Numbers Screenings will continue to be held multiple times a year in multiple locations to maximize reach.
- True Health Screenings will be held annually for internal for employees, as well as local business partners.
- Grant funding and services aimed at dental health for the elderly.

B. Identify programs/resources the hospital plans to commit to address the health need:

- PT/Rehab personnel will continue to participate in public health events, health fairs, and health forums to educate the public.
- Patient Rounding will include patient education about falls and the “To Catch a Falling Star” fall prevention program.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- MCMH will partner with Maine Public Health Counsel to complete additional Know Your Numbers Screenings at additional locations.
- MCMH will continue to include Healthy Acadia in Know Your Numbers events, and educate patients about H.A. programs for the elderly.
- MCMH will continue to partner with EMHS through the BeaconHealth ACO.



*Priority #8: Preventive Screenings and Immunizations: Depression Screening*

A. Briefly describe actions the hospital intends to take to address the health need:

- Depression Screenings are completed as a part of the patient/primary care provider appointment.
- Maine Coast Memorial Hospital continues to employ a staff psychiatrist and providers make referrals to appropriate resources for those patients who need additional assistance.
- MCMH has partnered with Open Door in order to provide resources for Dual Diagnosis patients.
- For inpatient care, the nursing intake form screens for depression.

B. Identify programs/resources the hospital plans to commit to address the health need:

- MCMH continues to employ a staff psychiatrist.
- MCMH staff devotes time to securing grant funding with CHCS to increase access to counseling programs for those who cannot afford it.
- MCMH is currently in negotiations with CHCS to provide space at the Resort Way facility is CHCS staff to meet with patients.
- CHCS currently has space to meet with patients at the EWD facility in Gouldsboro.
- Space is provided in the primary care clinics for patients to meet with members of the Coastal Care Team there, if they are not comfortable with the team coming into their home.
- The Coastal Care Team has access to the MCMH EMR system in order to ensure better collaborative care of patients.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- MCMH works closely with Community Health and Counseling Services, often on site, to ensure that patients have access to services.
- MCMH works closely with the Coastal Care Team as part of the Patient Centered Medical Home program to ensure that patients receive well rounded care. This is part of the “team” approach to patient care, for patients with underlying factors that may create health issues/make chronic conditions more difficult to manage.
- Open Door: MCMH providers will continue to refer patients to Open Door for resources, and will promote their services to patients in need.



*Priority #9: Tobacco Use Screening*

A. Briefly describe actions the hospital intends to take to address the health need:

- Tobacco Use Screenings are completed as a part of the patient/primary care provider appointment.
- All MCMH health fair events have tobacco resistance information available.
- Learn more about the TAMC “Beat the Pack” program, in order to see if it would be feasible for MCMH to adopt.
- Development of Youth Health Fair with YMCA in order to continue tobacco resistance and education for minors.

B. Identify programs/resources the hospital plans to commit to address the health need:

- Both inpatients and out-patients are given smoking cessation information post screening.
- At least one booth at each health fair will have information on smoking cessation and personnel available to discuss quitting/resistance.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- MCMH refers patients to Tobacco Free Maine tools and resources to help with smoking cessation.
- Healthy Acadia partners with MCMH at health fair events to supply information and education about smoking cessation.



*Priority #10: Preventive Screenings and Immunizations: Obesity Screening*

A. Briefly describe actions the hospital intends to take to address the health need:

- Obesity Screenings are completed as a part of the patient/primary care provider appointment.
- BMI/Body Composition screenings and counseling are made available at all community health fairs.
- Continuation of the True Health Program, offering guidance for MCMH employees as well as local business partners.
- Hannaford Healthy Shopping Basket program/booth is held every Monday evening to offer nutrition education and teach food label reading.
- Supermarket Tours will be given at least twice a year to educate the public about healthy eating and label reading.

B. Identify programs/resources the hospital plans to commit to address the health need:

- Our diabetes and nutrition department offers one on one nutrition counseling, as well as free group sessions to help people manage diet. This department also offers supermarket tours throughout the year, and spends time each week in the local grocery store educating people about healthy food and food labelling.
- At a minimum two free, monthly health forums each year are dedicated to healthy nutrition and/or movement.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- Maine Coast Pediatrics regularly refers patients to the WOW program in Bangor.
- MCMH has partnered with Healthy Acadia to assess food sourcing and waste in our cafeteria, to encourage healthy habits with our staff and patients, as well as visitors.



*Priority #11: Preventive Screenings and Immunizations: Cardiovascular Screening*

A. Briefly describe actions the hospital intends to take to address the health need:

- Risk factor screenings are completed as a part of annual physicals.
- Screenings related to blood pressure and cholesterol are offered at all health fair events.
- True Health screenings for blood pressure and cholesterol for MCMH employees and employees of participation local business partners.
- Education about the impact of diet on heart health at during Heart Health Month (February) as part of the Free Community Health Forum series.

B. Identify programs/resources the hospital plans to commit to address the health need:

- MCMH will continue to hold health fairs to provide free blood pressure and cholesterol screenings to communities in Hancock County.
- The Diabetes and Nutrition group will continue to provide public education events, and resources to educate patients about the impact of diet on heart health.
- At least one free, community Health Forum each year will focus on heart health and cardiovascular risk prevention.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- MCMH works closely with North East Cardiology to ensure that Cardiology patients can receive services in Ellsworth, minimizing travel and increasing access to cardiology services and screenings.
- MCMH has partnered with Down East Family YMCA to provide Phase III Cardiac Rehab in their facility.



*Priority #12: Gaps in Healthcare Services: Behavioral/mental health services for children and adults*

A. Briefly describe actions the hospital intends to take to address the health need:

- MCMH is currently negotiating with Community Health and Counseling to have a counselor at their Resort Way for outpatient services. These services would include pediatric patients, adolescent patients, and adult patients.
- CHCS sees patients on site at the EWD clinic in Gouldsboro.
- MCMH is an active participant in the Infant Mental Health Coalition.

B. Identify programs/resources the hospital plans to commit to address the health need:

- MCMH will provide space and funding to incorporate the CHCS services in our Resort Way facility, and continue to provide space in the EWD clinic for these services.
- Dr. Whittaker serves on the board of the Infant Mental Health Coalition.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- MCMH works closely with Community Health and Counseling Services, often on site, to ensure that patients have access to services.
- MCMH works closely with the Coastal Care Team as part of the Patient Centered Medical Home program to ensure that patients receive well rounded care. This is part of the “team” approach to patient care, and includes working to ensure that patients have access to mental health services they need.



*Priority #13: Gaps in Healthcare Services: Dental Care*

A. Briefly describe actions the hospital intends to take to address the health need:

- Maine Coast Memorial Hospital has partnered with Mount Desert Island Hospital in order to ensure the availability of low cost, quality dental care in our communities. MaineCare and sliding scale fees.
- From the First Tooth visits are done in the Maine Coast Pediatrics office including: fluoride varnishes on baby's teeth, exams, and referrals to dentist as early as possible

B. Identify programs/resources the hospital plans to commit to address the health need:

- The Give Kids a Smile program provides a day of free dental care for children at the Maine Coast Dental Center.
- The Maine Coast Dental Center "pop up" dental center program goes into schools to educate children about dental health and provide free screenings, sealants, and referrals to dentist for restorative needs.
- The Maine Coast Dental Center provides Adult Free Dental Day for free dental exams.
- Maine Coast Memorial Hospital has applied for and provides grant funding for dental care for those over 60.
- From the First Tooth visits are done in the Maine Coast Pediatrics clinic exam rooms.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- MCMH and MDI Hospital will continue to work together to ensure that dental needs are met in our communities.
- MCMH will continue to work with EMHS to support the From the First Tooth program.



*Priority #14: Gaps in Healthcare Services: Substance Abuse Treatment and Detoxification*

A. Briefly describe actions the hospital intends to take to address the health need:

- Maine Coast Memorial Hospital is in the process of identifying a suboxone prescriber, either internal or external, to work with patients who are undergoing drug detox.
- Maine Coast Memorial Hospital plans to continue to refer patients to Open Door and Crisis Response and work closely with these groups to ensure that patients with substance abuse issues have appropriate treatment and access to care.
- PT/Rehab Services provides an Alternative Pain Control Program consisting of six sessions.

B. Identify programs/resources the hospital plans to commit to address the health need:

CEO and CMO attend monthly meetings with Downeast Substance Treatment Network.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- Healthy Acadia – Downeast Substance Treatment Network: MCMH representatives will work with the DSTN to discuss local substance abuse issues and work together to find solutions.
- Open Door: MCMH providers will continue to refer patients to Open Door for resources, and will promote their services to patients in need.
- Crisis Response: MCMH and Crisis Response will continue to work together for those patients in need of the resources and services provided by Crisis Response.
- Aroostook Mental Health provides services and support for patients with dual diagnoses, MCMH works closely with AMH for patient referrals and treatment options.



*Priority #15: Issues Preventing Access to Care: Lack of Insurance/Inability to Pay for Care*

A. Briefly describe actions the hospital intends to take to address the health need:

- Maine Coast Memorial Hospital has a free care program, as well as payment plan options, and assistance for patients looking to enroll in ACO affiliated insurance programs.
- MCMH will continue to support their Prescription Assistance Program/Bridge the Gap program.

B. Identify programs/resources the hospital plans to commit to address the health need:

- Patient Billing and Accounting assists with Free Care enrollment and payment plans.
- The Disease Management Group has been trained to assist patients in ACO program enrollment.
- The Disease Management Group operates the Prescription Assistance Program.
- The Development Department will continue the grant writing process and Town Meeting lobbying for funding for the Bridge the Gap program.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- Members of the Patient Billing and Accounting Group are working with the local VFW to educate veterans and their families about tools available to them to receive affordable care.
- Various Townships provide Bridge the Gap funding for Prescription Assistance.
- WHCA



*Priority #16: Issues Preventing Access to Care: Transportation*

A. Briefly describe actions the hospital intends to take to address the health need:

- MCMH must maintain and develop relationships with local resources (Logisticare, Friends in Action, Island Care) to help patients find transportation options.
- Alternative patient appointment options should be researched when possible.
- Ongoing assessment of specialty services lacking in Hancock County that could be provided at MCMH, either by adding services or bringing in specialists from a partner agency.

B. Identify programs/resources the hospital plans to commit to address the health need:

- Pediatric patients are seen in the least restrictive environment possible – at Daycare etc
- Some primary care physicians do in home visits and assessments.
- MCMH provides gas cards for patients in need with collaboration from Eastern Area Agency on Aging, Beth C. Wright Cancer Center, and generous donors.
- MCMH Development Group has obtained the Elizabeth Jones Grant which provides a .23 per mile reimbursement for patients in need.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- Logisticare, Coastal Care Team, Eastern Area Agency on Aging, Beth C. Wright Cancer Center, Susan G. Komen of Maine and MCMH all work together to find and secure resources for patients with transportation challenges.
- MCMH partners with North East Cardiology Associates and Cancer Care of Maine to provide enhanced Cardiology and Oncology services, respectively, on site to limit travel required by patients.



*Priority #17: Issues Preventing Access to Care: Understanding the Value and Importance of Healthcare*

A. Briefly describe actions the hospital intends to take to address the health need:

Increase education and awareness around preventive care and chronic disease management.

B. Identify programs/resources the hospital plans to commit to address the health need:

- Continuation of Community Health Forums and Community Health Fairs.
- Continuation of Nutrition and Diabetes education programs including meetings and grocery shopping out reach.
- Education during annual exams regarding the importance of vaccinations and herd immunity.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- Healthy Acadia participates in all MCMH Health Fairs to assist in health care education. Two members of MCMH staff sit on the Healthy Acadia Advisory Council, and one has a seat on their board.
- MCMH works with several local businesses to provide preventive care screening and offer health guidance to their employees.



*Priority #18: Issues Preventing Access to Care: Inconvenience*

A. Briefly describe actions the hospital intends to take to address the health need:

- Increased access to healthcare facilities and services.
- Continued provision of practitioner home visits.
- Ped PT/Rehab visits in the least restrictive space possible.
- Continued development of the Patient Portal.

B. Identify programs/resources the hospital plans to commit to address the health need:

- Extended clinic hours – including evening and weekend services.
- Increased physical presence, expanding services into North Ellsworth.
- Recruitment and employment of additional physicians – both primary care and specialists.
- Health Fairs and other Health Screening events available in a variety of towns and venues.

C. Describe any planned collaboration between the hospital and other organizations to address the need:

- MCMH will partner with the Public Health Counsel for Know Your Numbers health fair events starting in 2015.
- MCMH works closely with the Coastal Care Team as part of the Patient Centered Medical Home program to ensure that patients receive well rounded care. This is part of the “team” approach to patient care, and includes working to ensure that patients have access to mental health services they need. The Coastal Care team will frequently visit patients in home to do assessments and facilitate access to tertiary services.