

# Progress Report to Our Community

Addressing Community Health Needs

Fiscal Year 2017



2019



2018



2017



Charles A. Dean Memorial Hospital

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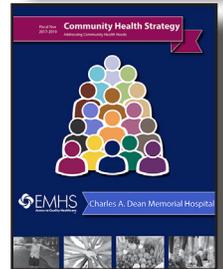
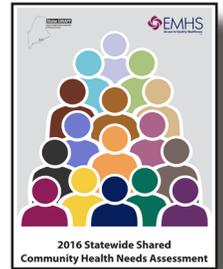
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# Progress Report to Our Community



Teresa Vieira, MHA, FACHE  
President, Charles A. Dean Memorial Hospital



Making our communities healthier - It may sound like a simple goal, but doing it right, involves hard work, commitment, and collaboration. Many factors can influence the health of people in our communities including income, poverty, employment, education, and household environment.

In 2016, EMHS partnered with three other large healthcare systems and the Maine Center for Disease Control and Prevention, an office of the Maine Department of Health and Human Services, 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 a progress report for our community health improvement plan for fiscal year 2017. As a member organization of EMHS, we at Charles A. Dean Memorial Hospital have our own unique set of priorities that we are addressing including:

- Obesity
- Drug and Alcohol Abuse
- Employment
- Depression

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

The information contained in the following pages demonstrates our commitment to our communities and show the steps we have taken to reach our benchmarks. Thank you for taking the time to review these materials. We appreciate and value your partnership in this endeavor. Together we are achieving success and supporting vibrant and healthy communities across the regions where we work and serve.

Sincerely,

Teresa Vieira, MHA, FACHE

President, Charles A. Dean Memorial Hospital



## 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

<b>FY 2017 Progress Report Priority 1: Obesity</b>	
<b>Objective</b>	Provide meaningful and useful education to members of the community on effective ways to weight loss.
<b>Status</b>	In Progress
<b>Approaches taken and resources used</b>	Charles A. Dean Memorial Hospital worked collaboratively with Greenville Adult Education to host community classes focused on healthy cooking options that was open to anyone in the community to attend. Meaghan Geroux, MS, RDN, LD, clinical dietitian, provided her knowledge and expertise to lead the classes. In addition, she wrote weekly blog posts that included information on healthy eating, portion sizes and recipes that were posted in our community newspapers and social media.
<b>Partners engaged</b>	Charles A. Dean Memorial Hospital partnered with the following entities on this priority: <ul style="list-style-type: none"> <li>• Meaghan Geroux, MS, RDN, LD, Clinical Dietitian</li> <li>• Greenville Adult Education</li> <li>• Moosehead Matters, local newspaper</li> <li>• Diane Bartley, DKB Catering</li> </ul>
<b>Highlights</b>	Community feedback related to the weekly blogs has been positive.
<b>Outcome Measure</b>	Nine blog posts appeared in the local newspaper, Moosehead Matters and in social media between July and October 2017. Classes were not offered due to capacity issues.
<b>Project lead</b>	Sheri Kreider, Manager of Dietary Services
<b>Next Steps</b>	In FY18, Charles A. Dean Memorial Hospital will continue submitting recurring nutrition blogs in Moosehead Matters (local newspaper) to provide educational information about nutrition to the community. As school convenes this Fall, cooking classes will be organized and offered to the community. Charles A. Dean Memorial Hospital will also work with the community to encourage use of the Community Fitness program targeting physical activity as a way to address the obesity priority.

## 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

<b>FY 2017 Progress Report Priority 2: Drug and Alcohol Abuse</b>	
<b>Objective</b>	Increase substance abuse awareness through education and engagement of the children in attendance at School Union 60.
<b>Status</b>	In Progress
<b>Approaches taken and resources used</b>	Charles A. Dean Memorial Hospital's Jenn Caiazzo, registered nurse and School Union 60 school nurse worked collaboratively with School Union 60's health teacher to offer high school students monthly classes focused on specific substance abuse topics covering the risks and abuse outcomes. In addition, Jenn worked with the Piscataquis Sheriff's Office and Greenville Police Department to develop a Safety Awareness Day offered at the Piscataquis Community High School in June of 2017. During the day, students met with the Sheriff's, learned about the negative effects of drugs and alcohol as well as many other safety related.
<b>Partners engaged</b>	Charles A. Dean Memorial Hospital partnered with the following entities on this priority: <ul style="list-style-type: none"> <li>• Union 60</li> <li>• Piscataquis Sheriff Office</li> <li>• Greenville Police Department</li> <li>• Piscataquis Community High School</li> </ul>
<b>Highlights</b>	Students from Piscataquis Community High School were exposed to the following educational offerings related to substance abuse: <ul style="list-style-type: none"> <li>• Trailer simulator 3-5mph impact</li> <li>• Distracted Driving (texting etc.) simulator</li> <li>• Alcohol goggles simulator</li> <li>• "TipSoft" software behind anonymous text/call line – demo</li> <li>• Hillary Starbird from Mayo Region Hospital to discuss Prime for Life program</li> </ul>
<b>Outcome Measure</b>	One safety day presented at Piscataquis Community High School. Approximately 60 students in attendance
<b>Project lead</b>	Jenn Caiazzo, registered nurse at Charles A. Dean Memorial Hospital
<b>Next Steps</b>	In FY18 Charles A. Dean Memorial Hospital plans to continue its collaborative work with School Union 60's high school students to offer substance abuse education in health classes focused on drugs and alcohol abuse. In addition, another safety retreat will planned for the students in collaboration with local police officials.

## 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.

### 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

<b>FY 2017 Progress Report</b> <b>Priority 3: Employment</b>	
<b>Objective</b>	Offer formal certified nursing assistant (CNA) education to interested community members to increase the number of residents with this certification who may be employed in the area.
<b>Status</b>	Completed
<b>Approaches taken and resources used</b>	Charles A. Dean Memorial Hospital worked collaboratively with the Greenville Adult Education to establish and advertise a CNA course to local community members. The time and talent of CA Deans nurse manager of inpatient nursing and emergency department were offered to conduct this ten week course held at Charles A. Dean Memorial Hospital.
<b>Partners engaged</b>	Charles A. Dean Memorial Hospital partnered with the following entities on this priority: <ul style="list-style-type: none"> <li>• Greenville Adult Education</li> <li>• Lakewood Continuing Care Center, Waterville, Maine</li> </ul>
<b>Highlights</b>	The class attracted two participants who both successfully attended and completed the CNA course. One graduate is currently employed at Charles A. Dean Memorial Hospital full time. The second graduate is employed at a health center in Jackman, Maine.
<b>Outcome Measure</b>	Two CNA graduates
<b>Project lead</b>	Brittany Gould, Registered Nurse
<b>Next Steps</b>	In response to our Community Health Strategy priority related to employment, Charles A. Dean Memorial Hospital (CA Dean) will not continue this priority in FY 2018. CA Dean successfully offered a Certified Nursing Assistant (CNA) course to interested community members in FY 2017 that resulted in the education and completion of the course for two individuals who subsequently found employment in the area. Due to low interest in the course coupled with the lack of positions available in the area for CNA's, CA Dean has chosen to not pursue this priority in FY 2018 with plans to revisit it in FY 2019.

## 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

## FY 2017 Progress Report Priority 4: Depression

<b>Objective</b>	Provide depression screening for individuals seen at Northwoods Healthcare and the Charles A. Dean Memorial Hospital's emergency department.
<b>Status</b>	Completed
<b>Approaches taken and resources used</b>	Northwoods Healthcare implemented the Patient Health Questionnaire – 2 (PHQ2) tool as an initial screening for depression as a “first step” approach. Patients over the age of 18 were screened with the PHQ2. If positive, the PHQ9 (more comprehensive assessment) was performed. As a result, Northwoods Healthcare integrated behavioral health into its practices has entered into an agreement with Acadia Hospital to provide additional support with this endeavor.
<b>Partners engaged</b>	Charles A. Dean Memorial Hospital partnered with the following entities on this priority: <ul style="list-style-type: none"> <li>• Northwoods Healthcare</li> <li>• Acadia Hospital</li> </ul>
<b>Highlights</b>	Charles A. Dean exceeded the target goal to screen 50% of the Northwoods patients over the age of 18.
<b>Outcome Measure</b>	64% (1,755) of patients 18 years of age and older were screened using the PHQ2.
<b>Project lead</b>	Megan Ryder, Director of Practice Management and Brittany Gould, Nurse Manager
<b>Next Steps</b>	In FY18, Charles A. Dean Memorial Hospital aims to fully integrate behavioral health in all its Northwood practices with a focus on increasing referrals to behavioral medicine (via telepsych).

## Priority: Opioid Harm Reduction - Patient Education

### Rationale:

The opioid epidemic is a significant public health threat impacting all Maine communities. Primary prevention efforts such as patient education on medication safety, pain management alternatives to opioids, and safe disposal of unused medications are proven strategies to reduce opioid misuse.

### Intended action to address the need:

- Assess areas of need
- Develop an action plan
- Establish patient education protocol and time-line
- Track activity

### Programs and resource allocation:

- Staff time
- Educational materials – AHA, Caring for ME, Choosing Wisely, AWARxE prescription drug safety

### Planned collaborations:

- EMHS Community Health Council

### Population of focus:

- Patient population in need of chronic pain management

FY 2017 Progress Report Systemwide Priority: Opioid Harm Reduction - Patient Education	
<b>Objective</b>	By 9/30/2017, increase the number of Charles A. Dean provider offices providing patient education materials surrounding prescription drug safety.
<b>Status</b>	Completed
<b>Approaches taken and resources used</b>	After an extensive review of narcotic contracts and informed consents signed by patients it was determined to use Choosing Wisely's "Medicine to relieve chronic pain" brochures containing information about when you need opioids (narcotics) – and when you don't. These patient education brochures and handouts from Choosing Wisely along materials from consumer health choices were placed in two locations (Northwoods Healthcare in Greenville and Northwoods Healthcare in Sangerville).
<b>Partners engaged</b>	Charles A. Dean Memorial Hospital partnered with the following entities on this priority: <ul style="list-style-type: none"> <li>• EMHS Community Health Council</li> </ul>
<b>Highlights</b>	Patient education materials secured from Choosing Wisely.
<b>Outcome Measure</b>	Two providers offices using handouts, 473 people reached.
<b>Project lead</b>	Megan Ryder, Director of Practice Management
<b>Next Steps</b>	In FY18, Charles A. Dean plans to continue focusing on opioid harm reduction, patient education as a priority by increasing the availability of patient education materials at an additional site.

## Priority: Healthy Food Access - Food Insecurity Screen and Intervene

### Rationale:

According to the USDA, Maine ranks fourth in the nation and first in New England for very low food insecurity. Lack of access to nutritious foods greatly increases a number of health risks such as those associated with chronic disease and developmental issues among youth. Screening patients for food insecurity and connecting them with reliable food assistance resources can remove a barrier to good health, improving health outcomes for children, families and older adults who are at greatest risk.

### Intended action to address the need:

Initial meeting with school nurse and school administration at Union 60 in Greenville  
 Estimated Need  
 Backpack Program  
 Address needs during extended days away from school (i.e. Vacation)

### Programs and resource allocation:

Staff time

### Planned collaborations:

Union 60 School District

### Population of focus:

Number of families screened using the two question screen

FY 2017 Progress Report Systemwide Priority: Food Insecurity - Screen and Intervene	
<b>Objective</b>	Increase the number of patients screened for food insecurity from X to Y by 9/30/2017.
<b>Status</b>	In Progress
<b>Approaches taken and resources used</b>	Charles A. Dean Memorial Hospital engaged in initial discussions with family practice clinics, local food pantries regarding processes to engage in as well as with the Auxiliary to discuss creative funding options for this initiative.
<b>Partners engaged</b>	Charles A. Dean Memorial Hospital partnered with the following entities on this priority: <ul style="list-style-type: none"> <li>• Thriving in Place</li> <li>• Backpack program at Union 60</li> <li>• Jean's Day funds to the Partnership Food Pantry (serves Piscataquis County)</li> <li>• CA Dean Auxiliary engaged to help sustain initiative</li> </ul>
<b>Highlights</b>	Continued discussion and planning to begin this initiative.
<b>Outcome Measure</b>	Not available
<b>Project lead</b>	Lorraine Rodgerson, VP & CNO and Tom Murray, LCSW Manager of Social Work
<b>Next Steps</b>	In FY18, Charles A. Dean Memorial Hospital plans to initiate the two question screen and intervene at Northwoods Healthcare in Greenville. Funding for the project will be discussed with EMHS's grant team and the Auxiliary.

## Conclusion

Charles A. Dean Memorial Hospital 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.

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