

# Progress report on *Community Health Needs Assessment Implementation Strategy*

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fiscal year

2019

2020

2021

(October 1, 2020 – September 30, 2021)

**Southern Maine Health Care**



Southern Maine Health Care  
MaineHealth



## **CHNA Implementation Plan 2019-2021**

### **Southern Maine Health Care**

The following report outlines progress on the Southern Maine Health Care Implementation Strategy on key health priorities identified in the **2018 Maine Shared Community Health Needs Assessment**.

The vision of the Maine Shared Community Health Needs Assessment is to help to turn data into action so that Maine will become the healthiest state in the United States. Its mission is a dynamic public/private partnership that creates Shared Community Health Needs Assessment Reports, engages and activates communities and supports data-driven health improvements for Maine people. To access the MaineHealth 2019 Community Needs Assessment reports, visit: <https://www.mainehealth.org/Healthy-Communities/Community-Health-Needs-Assessment>.

A member of the MaineHealth system, Southern Maine Health Care has a set of health priorities including:

- Social Determinants of Health
- Substance Use Disorder
- Healthy Aging
- Obesity Prevention

### **About Southern Maine Health Care**

Southern Maine Health Care (SMHC) is a nationally-accredited, award-winning, not-for-profit health care system. We deliver a wide range of high-quality medical services including:

- Biddeford Medical Center: Full-service medical center with a 24/7 Emergency Department.
- Sanford Medical Center: York County's only inpatient behavioral health units with a 24/7 Emergency Department.
- More than 20 offices in Biddeford, Kennebunk, Saco, and Sanford with primary care, specialty care, diagnostic and rehabilitation services.
- Walk-In care centers in Kennebunk, Saco, Sanford and Waterboro.
- Integrated behavioral health services.

SMHC is Joint Commission accredited, state-licensed, and is part of the MaineHealth family.

### **MaineHealth System Overview**

MaineHealth is a not-for-profit integrated health system consisting of nine local hospital systems, a comprehensive behavioral healthcare network, diagnostic services, home health agencies, and more than 1,700 employed and independent physicians working together through an Accountable Care Organization. With more than 22,000 employees, MaineHealth is the largest health system in northern New England and provides preventive care, diagnosis and treatment to 1.1 million residents in Maine and New Hampshire.

In keeping with the health system's vision and mission, MaineHealth organizations work together to offer a wide range of community programs focused on disease management, prevention and population health, free of charge, and no one is ever denied care because of inability to pay. In 2020, the MaineHealth system provided over \$662 million in community health programs or services without reimbursement or other compensation.

# Community Health Needs Assessment 2019-2021 Annual Implementation Plan Update FY21

Please highlight progress made from **October 1, 2020 - September 30, 2021** for strategies and actions taken to address the priority areas your organization selected as part of the 2016 Community Health Needs Assessment (CHNA) process. The strategies that your organization recorded in the 3-year Implementation Strategy section of your CHNA report are listed below. In addition, you are encouraged to include progress made for any additional strategies you implemented.

**MaineHealth Member Organization:** Southern Maine Health Care

**Date:** October 1, 2020- September 30, 2021

2019 CHNA Priority Selected	2019 Implementation Strategy / Planned Actions to Address Priority of Focus	If Action Implemented - Describe actions taken, impact from those actions, and collaborating partners If NO - Provide a reason why no action was taken
<b>Healthy Eating Active Living (HEAL)/ Obesity Prevention</b>	<b>Meet annual Let's Go! 5210 implementation targets</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Continuing in FY22? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Met program goals.</li> <li>Increased childcare sites.</li> <li>Paused some schools sites due to COVID and</li> <li>Worked with schools on providing free lunch program</li> </ul>
	<b>Decrease Percent of Patients with HbA1c &gt;9.0%</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Continuing in FY22? <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<ul style="list-style-type: none"> <li>Provider offices worked to increase patients who were screened. <ul style="list-style-type: none"> <li>Screenings decreased from 20.2% in FY20 to 17% in FY21.</li> </ul> </li> </ul>
	<b>Implement Let's Go! Small Steps Program in the Family and Internal Medicine Practices</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No Continuing in FY22? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<ul style="list-style-type: none"> <li>4 Family and Internal Medicine practices implemented Small Steps.</li> </ul>
	<b>Increase Access to Pre-Diabetes Counseling and/or Classes</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Continuing in FY22? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Of the 47 referrals to the NDPP classes, 27 Patients enrolled.</li> </ul>
	<b>Increase Patients Screened for Food Insecurity and ACES</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Continuing in FY22? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Screening rate for food insecurity at 82% with 3.2% positive; a total of 8,994 patients who are food insecure from pediatric, family and internal medicine practices.</li> </ul>
<b>Older Adult Health/ Healthy Aging</b>	<b>Increase the Number of Patients with Documented Advanced Directives</b> Action Implemented? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Continuing in FY22? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<ul style="list-style-type: none"> <li>Achieved this goal in FY 20 reaching 40%</li> </ul>
	<b>Ensure Awareness of and Increase Appropriate Referrals to Alzheimers Care Resources</b> Action Implemented? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Continuing in FY22? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<ul style="list-style-type: none"> <li>This project was put on hold due to COVID</li> </ul>

# Community Health Needs Assessment 2019-2021 Annual Implementation Plan Update FY21

2019 CHNA Priority Selected	2019 Implementation Strategy / Planned Actions to Address Priority of Focus	If Action Implemented - Describe actions taken, impact from those actions, and collaborating partners If NO - Provide a reason why no action was taken
<b>Older Adult Health/ Healthy Aging</b>	<b>Create an Age Friendly Health System at SMHC</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Continuing in FY22? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>SMHC and Sanford Family Medicine are designated as an Age Friendly System and an Age Friendly Practice through the Institute for Healthcare Improvement.</li> </ul>
	<b>Fall Risk Identification and Referral to Physical Therapy and Matter of Balance Programs (Balance Clinic)</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Continuing in FY22? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Continue to address increase in falls for older adult population .</li> </ul>
	<b>Introduce Respecting Choices Conversation (Patient-centered Advanced Care Planning)</b> Action Implemented? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Continuing in FY22? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<ul style="list-style-type: none"> <li>This project was put on hold due to COVID.</li> </ul>
<b>Social Determinants of Health (including access to care)</b>	<b>Complete Patient Transportation Plan</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No Continuing in FY22? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Completed work with York County Community Action to have a bus that route from Sanford to Biddeford Saco area dropping and picking up at the hospital and provider practices.</li> </ul>
	<b>Increase # of community resources entered in the community resource tool</b> Action Implemented? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Continuing in FY22? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Will focus on Provider office training in the next three-year plan. It was not as successful as prior year, due to COVID.</li> </ul>
	<b>Increase Awareness of all Financial Assistance Programs in our Local Communities</b> Action Implemented? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Continuing in FY22? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<ul style="list-style-type: none"> <li>Due to COVID and limited access to the office, this was put on hold.</li> </ul>
	<b>Increase The Number of Patients who are Screened and Enrolled in the MaineCare Program</b> Action Implemented? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Continuing in FY22? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Due to COVID and limited access to the office, this was put on hold.</li> </ul>
	<b>Increase the Number of Psychiatric Beds Serving Patients in York County</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Continuing in FY22? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<ul style="list-style-type: none"> <li>Achieved in FY20</li> </ul>
<b>Substance Use Disorder</b>	<b>Implement Opioid HRSA Grant Per Requirements upon Federal Approval</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Continuing in FY22? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>HRSA grant objective completed, and applied for a new HRSA grant.</li> </ul>

# Community Health Needs Assessment 2019-2021 Annual Implementation Plan Update FY21

2019 CHNA Priority Selected	2019 Implementation Strategy / Planned Actions to Address Priority of Focus	If Action Implemented - Describe actions taken, impact from those actions, and collaborating partners If NO - Provide a reason why no action was taken
<b>Substance Use Disorder</b>	<b>Develop an Opioid Health Home in the SMHC Service Area</b> Action Implemented? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Continuing in FY22? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<ul style="list-style-type: none"> <li>All MBH SUD treatment hubs are now offering Opioid Health Home services successfully to both MaineCare and uninsured clients.</li> </ul>
	<b>Develop SMHC's Emergency Departments Roles Through the Rapid Access Program and Dispensing Narcan Kits</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Continuing in FY22? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>After temporarily closing, the Rapid Access Program in the ED has been fully functional. The program has become more robust by mandating that all ED providers become x-waivered. Order sets have also been created to streamline care.</li> <li>Narcan, provided by the State has been readily available to providers to dispense from our EDs with support from pharmacy director.</li> <li>We have also helped other consortium members to gain access to the state supply, such as Nasson Health Center.</li> <li>We volunteered at York County Maine Jail and dispensed 250 Narcan to recently released residents. This was a collaboration with REACH Grant, OPTIONS, MAP, and others to offer Narcan and other harm reduction strategies.</li> </ul>
	<b>Increase Community Awareness of Nicotine Risks by Offering Community Education Forums on Tobacco/Vaping</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Continuing in FY22? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Offered 9 community and school forums reaching 1,282 students.</li> </ul>
	<b>Increase the Number of Local Organizations with Policies Related to Nicotine Use</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Continuing in FY22? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Passed 43 policies.</li> </ul>
	<b>Increase Access to IMAT by Increasing the Number of Waivered Providers</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Continuing in FY22? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<ul style="list-style-type: none"> <li>Offered free waiver training to providers interested in CMEs and becoming prescribers.</li> <li>Continuing to discuss other incentives to increase prescribers.</li> </ul>
	<b>Increase Access to Treatment through Medical Assisted Treatment (IMAT) Via the Hub/Spoke Model</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No Continuing in FY22? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>The MBH SUD treatment hubs developed a performance dashboard and monitored access to treatment and made process improvements to ensure timely and smooth access to care.</li> </ul>
	<b>Increase the Percent of Patients Screened and Referred to the Quitline for Tobacco</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Continuing in FY22? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<ul style="list-style-type: none"> <li>SMHC had a positive movement - increased the number of referrals per 100 active smokers from 13.6 to 17.7 over the past year.</li> </ul>

# Community Health Needs Assessment 2019-2021 Annual Implementation Plan Update FY21

2019 CHNA Priority Selected	2019 Implementation Strategy / Planned Actions to Address Priority of Focus	If Action Implemented - Describe actions taken, impact from those actions, and collaborating partners If NO - Provide a reason why no action was taken
Substance Use Disorder	<b>Offer Substance Abuse Prevention Education in the Local Community and Schools</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Continuing in FY22? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>Grant work objectives: Education through two schools and Sanford Community.</li> <li>Will be applying for additional funding in the next year.</li> </ul>
	<b>Increase Maine Families use of the Behavioral Health Screening Tool with all Prenatal and New Mothers within 90 days of Enrollment in the Maine Families Program</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Continuing in FY22? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<ul style="list-style-type: none"> <li>Maine Families ended at a 92% rate of screening for families in the program. Although it was not an increase over the past year it remained steady even during COVID</li> </ul>