



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

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fiscal year

2019

2020

2021

(October 1, 2020 – September 30, 2021)

**Western Maine Health/  
Stephens Memorial Hospital**



Stephens Memorial Hospital  
MaineHealth



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

### **Western Maine Health**

The following report outlines progress on the Western Maine Health 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, Western Maine Health has a set of health priorities including:

- Mental Health
- Substance Use Disorder
- Healthy Eating Active Living (HEAL) and Obesity Prevention
- Social Determinants of Health
- Health Literacy

### **About Western Maine Health**

Western Maine Health is committed to providing health care services and education to the communities we serve. Stephens Memorial Hospital is a 25-bed critical access hospital that has been recognized by the Leapfrog Group as one of the Top Rural Hospitals in the nation four times in the last seven years - 2009, 2013, 2014 and 2016. We are proud to be a part of MaineHealth, Maine's largest integrated health system of leading high-quality providers and other healthcare organizations, working together to make our communities the healthiest in America.

### **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 2018 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:** Western Maine Health/Stephens Memorial

**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>Continue to implement 5210 Let's Go! in Early Childhood Education, School, Out of School and Healthcare settings</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>• Healthy Oxford Hills continues to implement the Let's Go! Program through Coordinator staff position supported by the Maine Prevention Services grant.</li> </ul>
	<b>Continue to implement 5210 Let's Go! in school district nutrition programs</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>• Coordinator continued to facilitate Oxford Androscoggin School Nutrition Directors' Workgroup remotely through the pandemic.</li> </ul>
	<b>Continue to implement 5210 Let's Go! in school district wellness committees</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>• No District Wellness Committee meetings held during the pandemic.</li> </ul>
	<b>Continue to implement Let's Go! Small Steps program in Western Maine Health primary care practices</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>• Implemented at annual check-ups.</li> </ul>
	<b>Continue to implement National Diabetes Prevention Program</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>• 118 referrals and 64 enrollments.</li> </ul>
	<b>Continue to implement SNAP Nutrition Education</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>• 3 Healthy Oxford Hills SNAP Nutrition Educators continued to work with schools remotely utilizing Zoom and videos.</li> </ul>
	<b>Decrease % 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 type="checkbox"/> No	<ul style="list-style-type: none"> <li>• Finished the fiscal year with DM HbA1c&gt;9 at 16.9%, below the 17% target.</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
Mental Health	<b>Continue to partner with Maine Behavioral Health to provide outpatient services. Increase from 0.2 FTE LCSWs to 1.2 FTEs and increase psychiatry from 0.7 FTEs to 1.2 FTEs.</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>• We continue to partner with Maine Behavioral Health to provide outpatient services.</li> <li>• Increased from 0.2 FTE LCSWs to 1.2 FTEs, and increase psychiatry from 0.7 FTEs to 1.2 FTEs.</li> </ul>
	<b>Continue to administer the SAD17 School Based Health Center (also SDOH)</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>• The SAD17 School Based Health Center was active and continued seeing middle and high schools students.</li> </ul>
	<b>Continue to expand integrated LCSWs in primary care as needed</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>• Maintained 1.2 FTE in Western Maine Partners, 0.2 FTE in Western Maine ObGYN, 2 FTE in Western Maine Primary Care and increased from 0.6 to 0.8 FTE in the School Based Health Center.</li> </ul>
	<b>Continue to expand integrated LCSWs in primary care as needed</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>• Maintained 1.2 FTE in Western Maine Partners, 0.2 FTE in Western Maine ObGYN, 2 FTE in Western Maine Primary Care and increased from 0.6 to 0.8 FTE in the School Based Health Center.</li> </ul>
	<b>Continue to partner with community behavioral health partners to provide local services</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>• We continue to partner and refer to several community behavioral health services including Oxford County Mental Health Services, Tri-County Mental Health Services, and Crooked River Counseling.</li> </ul>
	<b>Continue to utilize tele-psych access in the ED</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>• Tele-psych service provided through a contract with St Mary's Hospital.</li> </ul>
	<b>Create and Implement a comprehensive model for approaching behavioral health concerns in children that present in the primary care setting</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>• Model has been implemented across the system and the state.</li> <li>• WMP has also established a partnership with MMC Psychiatry</li> </ul>
	<b>Partner with National Alliance on Mental Illness (NAMI) to provide annual training on suicide prevention to school staff and the public</b> Action Implemented? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<ul style="list-style-type: none"> <li>• Unable to conduct trainings due to pandemic.</li> </ul>
	<b>Promote parent trainings for families of children with mental health challenges</b> Action Implemented? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<ul style="list-style-type: none"> <li>• Unable to conduct trainings due to pandemic.</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
Social Determinants of Health (including access to care and ACEs)	<b>Expand capacity to provide mental health services to pediatric patients who are screened positive for trauma</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>Part of our comprehensive approach to behavioral health.</li> </ul>
	<b>Build community capacity including schools to address ACES/trauma</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>Some of work with schools was interrupted due to COVID.</li> </ul>
	<b>Community education, including WMH non-clinical staff, to raise awareness of ACEs and Resiliency</b> 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>This was put on hold during the pandemic. Plans to develop a "marketing" campaign to educate non-clinical staff and the greater community on ACEs and resilience. expected in FY 22.</li> </ul>
	<b>Continue to provide MedAccess Program</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>We continue to provide services through the MedAccess program.</li> </ul>
	<b>Continue to utilize and expand tele-health access to specialty services</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>The pandemic has shown us all the value of telehealth access. We will continue to take advantage of it to increase access to care.</li> </ul>
	<b>Integrate screening on ACEs and Food Insecurity in pediatric practices</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>Implementing in all primary care practices.</li> </ul>
	<b>Screen patients 0-17 with 2 question trauma screener at well child visits*</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>Continuation of earlier work.</li> </ul>
	<b>Support integration of primary care practices and community assets through CERP, including Aunt Bertha platform</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>We continue to support integration of primary care practices and community assets, including Aunt Bertha platform.</li> </ul>
	<b>Continue to administer the SAD17 School Based Health Center (also SDOH)</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>See Implementation Strategy under Mental Health.</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>Continue to provide access to treatment through Integrated Medication Assisted Treatment (IMAT) in primary care using Hub/Spoke model</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>• Access to IMAT through Hub/Spoke model.</li> </ul>
	<b>Develop capacity to deliver most Ob SUD patients at SMH</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>• 7 SUD patients delivered at Stephens Memorial Hospital.</li> </ul>
	<b>Implement substance use disorder prevention strategies in conjunction with Maine Prevention Services funding</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>• Met program goals for Maine Prevention Services Substance Disorder Prevention funding. Program will continue if new funds are awarded.</li> </ul>
	<b>Implement tobacco prevention strategies in conjunction with Maine Prevention Services funding</b> Action Implemented? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>• Met program goals for Maine Prevention Services Substance Disorder Prevention funding. Program will continue if new funds are awarded.</li> </ul>
	<b>Participate in Western Maine Addiction Recovery Initiative, a group of county stakeholders helping to getting people into recovery through Project Save Me, train recovery coaches</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>• We continue to participate in Western Maine Addiction Recovery Initiative, a group of county stakeholders helping to getting people into recovery through Project Save Me, train recovery coaches and reduce stigma associated with addiction.</li> </ul>
	<b>Provide coordinated Perinatal Substance Use Disorder (SUD) care with support from WMFM IMAT providers</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>• 2 SUD patients participated at Western Maine Family Medicine; 1 at Memorial Hospital; 1 at Bethel Family Health Center.</li> </ul>