Progress report on
Community Health
Needs Assessment
Implementation Strategy

fiscal year

2016  2017  2018

(October 1, 2016 – September 30, 2017)

Western Maine Health/
Stephens Memorial Hospital
Annual update of progress: Fiscal Year 2017
Western Maine Health

The following report outlines progress on the Western Maine Health Implementation Strategy on key health priorities identified in the 2016 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 2016 Community Needs Assessment reports, visit: https://mainehealth.org/healthy-communities/community-health-needs-assessment.

A member of the MaineHealth system, Western Maine Health has a set of health priorities including:
- Tobacco Cessation
- Substance Use and Treatment of Opioid Use Disorder
- Obesity Prevention
- Mental Health
- Health Literacy

About Western Maine Health
Western Maine Health is committed to providing healthcare services and education to the communities it serves. As one of the largest employers in the community, Western Maine Health offers a range of inpatient and outpatient services through Stephens Memorial Hospital, a 25-bed critical access hospital, Western Maine Multi Medical Specialists, school-based health clinics and community educational programs. Western Maine Health’s dedicated team of physicians, employees and volunteers provide exceptional high-quality care that is close to home.

MaineHealth System Overview
MaineHealth is a not-for-profit integrated health system consisting of eight local hospital systems, a comprehensive behavioral healthcare network, diagnostic services, home health agencies, and more than 1,500 employed and independent physicians working together through an Accountable Care Organization. With close to 19,000 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 its vision and mission, MaineHealth and its member 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 2016, the MaineHealth system provided more than $403 million in community health programs or services without reimbursement or other compensation, including over $41 million in uncompensated care.
Please highlight progress made from **October 1, 2016 - September 30, 2017** 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.

<table>
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| Decrease Obesity            | Continue and Track Let’s Go! Action Implemented? Yes No Continuing in FY18? Yes No | • Our Let’s Go! Obesity Prevention Program is in its 7th year  
  o Its capacity has been augmented through state prevention services funding to Healthy Oxford Hills, adding another FTE to focus on early childhood education and school district wellness policy  
  • We now serve 56 sites from all sectors (Early Childhood, School, Out-of-School, Healthcare) around the county  
  o The work also includes all school nutrition programs in the county  
 FY18:  
  • The program will continue | |
|                             | Continue Let’s Go! in healthcare and hospital practices Action Implemented? Yes No Continuing in FY18? Yes No | • Our Let’s Go! Healthcare Program is also in its 7th year with 7 county practices continuing to utilize the pediatric Let’s Go! approach  
  • This past spring we implemented the adult Let’s Go! Small Steps Program as an Oxford County pilot in two primary care practices in Western Maine Health  
 FY18:  
  • We hope to expand the Small Steps program to the other primary care practices | |
|                             | Support Oxford County Wellness Collaborative Healthy Food Workgroup Action Implemented? Yes No Continuing in FY18? Yes No | • The Healthy Food Workgroup of the Oxford County Wellness Collaborative consists of individuals and organizations working on some aspect of improving the food system in Oxford County  
  o Monthly meetings were held, and included representatives from two Community Food Councils; one in the Oxford Hills region and one in the Bethel region  
  • The goal of the workgroup is to network, share successes and challenges, align strategies and collaborate  
 FY18:  
  • We will rethink how best to provide value for this work | |
|                             | Programming in Learning Center Action Implemented? Yes No Continuing in FY18? Yes No | • 20 programs, focused on obesity prevention, were run through Stephen Memorial Hospital’s Learning Resource Center | |

**MaineHealth Member Organization:** Western Maine Health/Stephens Memorial  

**Date:** October 1, 2016 - September 30, 2017
| 2016 CHNA Priority Selected | 2016 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 |
|-----------------------------|--------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Decrease Obesity            | **Support Oxford County Wellness Collaborative Active Living Workgroup strategies**  Action Implemented? Yes No  Continuing in FY18? Yes No | • The Active Living workgroup of the Oxford County Wellness Collaborative consists of individuals and organizations working on some aspect of improving the environment to support an active lifestyle in Oxford County  o Quarterly meetings were held and included representatives from the Oxford Hills and the Bethel regions  o The goal of the workgroup is to network, share successes and challenges, align strategies and collaborate  o The work focused predominantly on a collaboration with a similar collective called Maine West and created the Second Nature Challenge, a digital platform designed to encourage community members to get out and explore underutilized area trails  o The group also utilized and promoted the two Great Maine Outdoor Weekends, a collaboration of the Maine Outdoor Coalition  

FY18:  
• We will rethink how best to provide value for this work |
|                            | **Support SNAP Education**  Action Implemented? Yes No  Continuing in FY18? Yes No | • The Healthy Oxford Hills SNAP-Education nutrition educators continued to meet targets for reach for children (827 participants in a total of 1195 sessions) and had fair success with recruiting adults for Cooking Matters and other curricula (25 participants in 12 sessions)  

FY18:  
• The program is funded for FY18 and the USDA grant is out for applications for the FY19 year at the time of this report |
|                            | **Support New Balance SparkStart youth program**  Action Implemented? Yes No  Continuing in FY18? Yes No | • Funded through a grant from the New Balance Foundation to Healthy Oxford Hills, the Spark Start program in SAD17 schools is in its sixth year  o Approximately 450 children were served from all over the SAD17 district  o Classes included Yoga classes, Spark sessions (team building large group games), Snowshoeing, cross country skiing, nutrition classes, walking clubs etc.  o On a given day, the Healthy Oxford Hills SparkStart Coordinator typically works with about 40 children before school and 20–50 different youths after school  

FY18:  
• We expect the Spark Start program to be funded again |
| Improve Health Literacy     | **Expand community education**  Action Implemented? Yes No  Continuing in FY18? Yes No | • 35 programs were run through Stephen Memorial Hospital’s Learning Resource Center  

FY18:  
• We are planning to bring health literacy training to our primary care providers |
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| Decrease RX Drug Use & Addiction | Expand Treatment Services (IMAT)  
Action Implemented? Yes ☐ No ☑  
Continuing in FY18? Yes ☑ No ☐ | • Four primary care providers have been trained on, and are providing integrated medication assisted treatment | |
| Participation in Western Maine Addictions Task Force  
Action Implemented? Yes ☑ No ☐  
Continuing in FY18? Yes ☑ No ☐ | • The Western Maine Addiction Recovery Initiative (changed from Task Force) of the Oxford County Wellness Collaborative consists of individuals and organizations working to address the crisis of substance use disorder in Oxford County  
• The group, which meets on a monthly basis, is primarily focused on the heroin/opioid epidemic but is committed to addressing all substances  
• A how-to binder for community events was created based on the success of the 2016 inaugural Western Maine Recovery Rally  
  ○ More than 100 people attended the 2016 event, which raised awareness of the issue and showed support for people in recovery from substance use disorders  
  ○ A second event was held in September 2017, but participation was approximately half that of the first year, despite vastly expanded outreach efforts  
• A website for Western Maine Addiction Recovery Initiative and Project Save Me, the group’s flagship initiative, was launched in 2017  
  ○ Project Save Me is a police-assisted addiction recovery initiative which takes a non-punitive, pro-treatment approach to people needing help with substance use disorders. It utilizes trained Recovery Coaches to assist people seeking recovery in navigating available treatment options and facilitating entry into treatment.  
  ▪ Since the 2015 Recovery Coach training, a handful of Coaches have fielded many calls and assisted approximately 10 people seeking recovery with finding a path forward | |
| Support Maine Center for Disease Control/Substance Abuse and Mental Health Services Administration programming via Healthy Oxford Hills  
Action Implemented? Yes ☑ No ☐  
Continuing in FY18? Yes ☑ No ☐ | • Healthy Oxford Hills was awarded two sub-recipient Maine Prevention Services grants with the Maine Center for Disease Control/Substance Abuse and Mental Health Services Administration and one contractor grant  
• A total of 3.5 full time employees provided services in tobacco prevention and cessation, obesity prevention and reduction (via Healthy Oxford Hills 5210 Let’s Go!) and substance use prevention  
• Community work focused on education for youth and adults, policy development, environmental modifications to promote healthy choices, community capacity development and working with partners toward system change  
FY18:  
• Healthy Oxford Hills has been awarded full sub-recipient awards in all three domains | |

*MaineHealth*
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| Decrease RX Drug Use & Addiction | Support Oxford County Wellness Collaborative Behavioral Health Workgroup strategies | • The Behavioral Health Workgroup of the Oxford County Wellness Collaborative consists of individuals and organizations working on some aspect of behavioral health (including mental health and substance use) across the county  
  o Monthly meetings were held  
  • In late 2016 group members coordinated and delivered a 40-hour Crisis Intervention Team training to 12 law enforcement officers from local police departments and a state police unit  
  o This training allows first responders to better serve individuals in a mental health crisis that results in police presence  
  • In early 2017 the focus of the group shifted to work addressing adverse child experiences and resiliency  
  o Through the summer and fall of 2017 group members, organized under the Oxford County Resilience Project, worked with 5 of the county’s 7 school districts to offer staff trainings on adverse childhood experiences, community film showings and discussions on adverse childhood experiences and resilience FY18:  
  • The workgroup is considering next phases of its work and how best to support schools in supporting children | |
| Decrease Tobacco (also Lung Health and Behavioral Health) | Implement tobacco strategies in conjunction with Maine Prevention Services funding (Center for Tobacco Independence) | • See section on Maine Center for Disease Control/Substance Abuse and Mental Health Services Administration collaboration  
  • Tobacco prevention programming focused on promoting the adoption of best-practice policy for smoke-free environments in multiple settings:  
  o Homes, hospitals, schools, municipal offices/properties (such as town offices, parks, public spaces, etc.), other youth serving entities (other than schools), behavioral health settings, non-clinical social services settings, multi-unit housing, lodging businesses, veterinarians and pet shelters FY18:  
  • These remain the priorities | |
<p>|                         | Patient screening | • According to data provided by cardiopulmonary services, 100% of patients were screened | |
|                         | Patient referrals to Maine Tobacco Helpline | • According to data provided by cardiopulmonary services, 19% of patients were referred | |</p>
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<td><strong>Decrease Tobacco</strong> (also Lung Health and Behavioral Health)</td>
<td><strong>Expand prevention of tobacco products targeting youth</strong>&lt;br&gt;Action Implemented? Yes No&lt;br&gt;Continuing in FY18? Yes No</td>
<td>• Tobacco prevention education and policy technical assistance addressed all forms of tobacco, including vaping, e-cigarettes, etc.&lt;br&gt;• Healthy Oxford Hills expanded the reach of this work to include the entire county&lt;br&gt;- 32 town offices have been contacted and 7 have passed an updated policy&lt;br&gt;- Over 35+ Youth Serving Entities, such as town libraries, childcare and churches have been reached with 3 facilities adopting a policy and with 11 more in the process of adopting a policy&lt;br&gt;- SAD17 has received technical assistance in regards to updating the schools tobacco policy and is in the process of making the changes to meet model policy&lt;br&gt;- A number of Non-Clinical Outreach has been made through reaching out to head start facilities, the Norway, Fryeburg, and Rumford WIC programs as well as the Norway Maine Families&lt;br&gt;- Both the Rumford and Stephens Memorial Hospitals have received the Gold Star award and continue to be tobacco-free facilities&lt;br&gt;- Recently technical assistance and prevention education has reached the local veterinarians such as Fryeburg Veterinary&lt;br&gt;- Lodging facilities have been contacted and as of right now Bethel Inn Resort is in the process of adopting a tobacco policy for their facility&lt;br&gt;<strong>FY18:</strong>&lt;br&gt;- This work continues&lt;br&gt;- Restricting the smoking of marijuana in public spaces is routinely suggested to all entities adopting and/or updating their policies</td>
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<p>| Mental Health Integration | <strong>Support Oxford County Wellness Collaborative Behavioral Health Workgroup strategies</strong>&lt;br&gt;Action Implemented? Yes No&lt;br&gt;Continuing in FY18? Yes No | • See section on Oxford County Wellness Collaborative Behavioral Health Workgroup under Decrease RX Drug Use &amp; Addiction | |
| | <strong>Expand tele-health resources</strong>&lt;br&gt;Action Implemented? Yes No&lt;br&gt;Continuing in FY18? Yes No | • A Telepsychiatry program with Maine Behavioral Health was begun in the emergency department&lt;br&gt;<strong>FY18:</strong>&lt;br&gt;- We hope to expand this program | |
| | <strong>Continue to integrate LCSWs into primary care</strong>&lt;br&gt;Action Implemented? Yes No&lt;br&gt;Continuing in FY18? Yes No | • We have 2.5 full time licensed clinical social workers supporting four practices (Western Maine Family Practice, Western Maine Internal Medicine, Western Maine Pediatrics and Western Maine OB/GYN) | |</p>
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| Mental Health Integration | Support Oxford County Wellness Collaborative Safety Workgroup strategies | • The Safety Workgroup of the Oxford County Wellness Collaborative concentrated on building public awareness of adverse childhood experiences as a root cause of multiple poor health outcomes in Oxford County, including mental health  
• Laying the foundation for their work, this committee and its partners sponsored community showings of the film Paper Tigers in four communities; Rumford, Bethel, Oxford Hills, Fryeburg and Sacopee Valley  
  ○ More than 200 total individuals attended the showings  
  ○ Discussions were held after each showing  
• The workgroup is partnering with the Rumford/Mexico school district to develop and implement tools to create a trauma-informed school system focused on building resilience in youth  
• Given how closely this work complements that of the Behavioral Health workgroup, the two began meeting together in 2017 and may continue to function as one workgroup in 2018  
• See Oxford County Wellness Collaborative Engagement Workgroup strategy on adverse childhood experiences education expansion | |
|                          | Support Oxford County Wellness Collaborative Engagement Workgroup strategies | • The Community Engagement Workgroup of the Oxford County Wellness Collaborative is responsible for assisting partners in engaging all sectors of the county in health-promoting and chronic-disease prevention initiatives  
  ○ Meetings were held twice monthly on average  
• Specific activities include facilitating Restorative Community Trainings and planning/coordinating the semi-annual gatherings of the Wellness Collaborative  
  ○ 3 trainings were held, reaching 40 people  
  ○ 2 semi-annual gatherings reached a total of 67 participants  
FY18:  
• Plans are in development with Community Concepts, Inc. to incorporate the Restorative Community Trainings into new employee orientation for the agency  
  ○ This is a model the Community Engagement workgroup will be promoting to other partners in 2018 | |
| Expand education of Adverse childhood experiences | Action Implemented? Yes No | • See Oxford County Wellness Collaborative Safety Workgroup strategies  
• Western Maine Pediatrics continued to screen for adverse childhood experiences  
FY18:  
• Adverse childhood experiences screening will be implemented in all other Stephens Memorial Hospital primary care practices | |