

Central Maine Healthcare Corporation
Fiscal Year 2023 Community Benefit Report
May, 2024

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Definition of Acronyms

Accountable Care Organization	ACO
Adverse Childhood Experiences	ACEs
Central Maine Healthcare	CMHC
Central Maine Medical Center	CMMC
Central Maine Medical Group	CMMG
Community Health Implementation Plan	CHIP
Community Health Needs Assessment	CHNA
Community Health Committee	CHC
Diversity, Equity, Inclusion & Belonging	DEIB
Emergency Department	ED
Fiscal Year	FY
Health Promotion Coordinator	HPC
Healthy Androscoggin	HA
Hunger Vital Signs	HVS
Intentional Peer Support	IPS
Maine Centers for Disease Control and Prevention	ME CDC
Maine Shared Community Health Needs Assessment	MSCHNA
Overdose Prevention Through Intensive Outreach Naloxone and Safety	OPTIONS
River Valley Healthy Communities Coalition	RVHCC

Introduction

Supporting the residents of Maine in becoming healthy, vibrant community members is the responsibility of many organizations and individuals. Central Maine Healthcare (CMHC) takes this responsibility seriously by providing exceptional healthcare services in a safe and trusting environment through the expertise, commitment, and compassion of our team of caregivers. In addition to providing direct healthcare services, CMHC recognizes that our responsibility also includes connecting with our community and supporting them in improving their own health and the health of others. This means stepping outside of our hospitals and practices to listen, collaborate, and plan with a diverse set of patients, local businesses, municipal leaders, youth, and other populations not typically engaged in healthcare.

The CMHC system includes Central Maine Medical Center (CMMC) in Lewiston (Androscoggin County), Bridgton Hospital in Bridgton (Cumberland County), and Rumford Hospital in Rumford (Oxford County). This report details Community Benefit activities that CMHC implemented in Fiscal Year (FY) 2023 from July 1, 2022 through June 30, 2023. The report also fulfills the IRS 990 reporting requirements for non-profit healthcare systems.

Expansion of the Community Benefit Team

CMHC leadership continued to support a full-time Health Promotion Coordinator (HPC) at Healthy Androscoggin (HA), who works directly with Rumford and Bridgton Hospitals to execute the Community Health Implementation Plans (CHIP) and engage in the Community Health Needs Assessment (CHNA) process by creating and maintaining a strong network of community partners that guide and support the work in each community. During FY 2023, another HPC position was added. In addition to facilitating the CMMC CHIP and actively participating in the CHNA, this position works with CMMC and focuses on developing community connections in the Lewiston/Auburn area and the CMMC service area as a whole.

The 2021 Community Health Needs Assessment

The CHIP process at CMHC was informed by work done by the Maine Shared Community Health Needs Assessment (MSCHNA), which is a statewide collaboration between the Maine Center for Disease Control and Prevention (ME CDC), MaineGeneral Health, MaineHealth and Northern Light Health. Maine is the only state to engage in a statewide Community Health Needs Assessment among the four major non-profit healthcare systems and ME CDC. The MSCHNA provided detailed data profiles for each county that informed local leaders and community members about the assessed health needs in their communities.

The CHNA activities within CMHC included:

- Obtaining input from the community, including providers and communities served, on leading health issues and unmet needs
- Evaluating actions taken to address needs identified in previous assessments
- Choosing, with justification, which health needs should be addressed
- Creating an informed implementation plan designed to address the identified needs and build on community strengths for each hospital

Community Health Needs Assessment Forums

The forums for the 2021 MSCHNA process took place between September and December, 2021. In addition to county-wide forums held in each county, there were also locally-sponsored events, community-sponsored events and oral surveys. Community-sponsored events were

utilized to capture the voices and experiences of those within under-represented groups who may not be present at county forums, such as people who are members of the LGBTQ communities, people who are unhoused or formerly unhoused, people with a mental health diagnosis, youth, older adults aged 65+, Black and African Americans, Federally Qualified Health Centers, people with disabilities, and people who are deaf or hard of hearing. Oral surveys were utilized to include immigrant, refugee, and New Mainer voices.

The table below reflects the results of the voting that forum participants did to identify the top health priorities.

Table 1: Top 4 Health Priorities Identified from the 2021 CHNA Forums

<u>Androscoggin County</u> Central Maine Medical Center		<u>Cumberland County</u> Bridgton Hospital		<u>Oxford County</u> Rumford Hospital	
Priority Area	% of Votes	Priority Area	% of Votes	Priority Area	% of Votes
Mental Health	97%	Mental Health	51%	Mental Health	58%
Social Determinants of Health	62%	Social Determinants of Health	42%	Access to Care	49%
Substance & Alcohol Use	51%	Access to Care	41%	Substance & Alcohol Use	42%
Access to Care	45%	Substance & Alcohol Use	34%	Social Determinants of Health	38%

For more details about the 2021 MSCHNA process and results can be found in the FY 2022 Community Benefit Report, see: <https://www.cmhc.org/cmmc/about-cmmc/central-maine-community-benefits/>
For final CHNA reports, see: <https://www.maine.gov/dhhs/mecdc/phdata/MaineCHNA/final-CHNA-reports.shtml>

The Role of the Community Health Committees

Central Maine Medical Center, Bridgton Hospital, and Rumford Hospital all had their own Community Health Committee (CHC). These committees focused on community health and advocacy by identifying and implementing strategies that improve the health of our communities. Healthy Androscoggin, a branch of CMHC with experience in public health, worked in collaboration with the CMMC CHC.

The hospital CHCs and hospital leadership felt that it was important to focus on priorities that already had a strong network of supporting organizations and that would have significant community reach. The results of the community forums - as well as identified community barriers, strengths, and resources to target various health priorities - are presented to each respective CHC. Each CHC voted to select two of the four priorities that were identified during each community forum that could build on current collaborations and successful programs. The resulting plans are the Community Health Implementation Plans for each community.

Community Health Implementation Plans for 2022-2025

Health priorities for each county were identified through community participation and voting at the forums held during the Fall of 2021. The forums were an opportunity for community

members to review the County Health Profiles, discuss community needs, and prioritize perceived community needs in small break-out sessions, followed with a vote by participants.

Once the two priorities are chosen for each hospital, the HPC held conversations internally with hospital team members and externally with community partners to create tangible and realistic goals, strategies, and activities to address each priority. The health priorities chosen by each hospital CHC are as follows:

Table 2: Health Priorities for each CMHC Hospital for the 2022-2025 Cycle

<u>Androscoggin County</u> Central Maine Medical Center	<u>Cumberland County</u> Bridgton Hospital	<u>Oxford County</u> Rumford Hospital
Priority Area	Priority Area	Priority Area
Mental Health	Mental Health	Social Determinants of Health (Food Insecurity and Adverse Childhood Experiences)
Substance & Alcohol Use	Substance & Alcohol Use	Substance & Alcohol Use

For the CMMC Implementation Plan, see: <https://www.cmhc.org/cmmc/about-cmmc/central-maine-community-benefits/>

For the Rumford Hospital Implementation Plan, see: <https://www.cmhc.org/rumford-hospital/about-rumford-hospital/community-benefits/>

For the Bridgton Hospital Implementation Plan, see: <https://www.cmhc.org/bridgton-hospital/about-bridgton-hospital/community-benefits/>

Implementation Strategies and Completed Activities

The implementation strategies for each hospital are not intended to be a comprehensive catalog of the many ways the needs of the community are addressed by each hospital, but rather a representation of specific actions that the respective hospital commits to undertake and monitor as they relate to the specific identified needs. In comparison to last cycle where each CHIP had a third priority around sustainability and capacity building, the plans this cycle have woven that goal into the strategies and activities under each priority to be more integrated within the three hospitals. Following further discussion with hospital leadership regarding overall system goals, a third system-wide priority was identified to address Diversity, Equity, Inclusion and Belonging (DEIB) in all three hospital regions and service areas.

With the addition of the newly hired HPC for Bridgton and Rumford Hospitals, there was a shift among staff working on the CHIPs. This brought on some foundation building within all three hospitals that occurred for both the CMMC HPC and the Bridgton and Rumford HPC. The new Bridgton and Rumford Coordinator spent a great deal of time becoming familiar with team members and leadership at both hospitals, as well as the various existing community connections, while also creating and building new connections in those regions. Unlike with Bridgton and Rumford, there was not yet a similar structure in place to support the CHIP work at CMMC. Before any work could be done on the plan, connections within leadership and the hospital and local practices had to be sought out and made. These two transitions had an impact on how quickly both HPCs were able to dive into the plans once they were approved.

Bridgton Hospital

Priority 1: Substance Use Disorder

Goal 1: Increase awareness and education of Substance Use Disorder treatment in the Bridgton Hospital Service area

Strategy 1: Assess team members' attitudes about substance use disorder and harm reduction

- Met with Bridgton Hospital Vice President of Patient and Nursing Services, Emergency Department (ED) Nurse Manager and Lakes Region Recovery Center to discuss current workflow in the ED and any challenges. It was decided that the workflow is effective and will be monitored for future opportunities for improvement.
- Met with the CMHC Behavioral Health Council to discuss how to construct and administer a survey assessing team member attitudes.

Strategy 2: Increase education of substance use disorder

- Worked with the CMMC HPC and a HA team member to develop region-specific resource guides with community and substance use resources to be included in the Naloxone Take Home Kits, which also include a reusable bag and intranasal Naloxone.
- The ED distributed 12 Naloxone Take Home Kits between January and June, for a total of 24 doses of Intranasal Naloxone.
- Began editing an existing Naloxone iCare PowerPoint to include information about stigma and emergency carts in Central Maine Medical Group (CMMG) settings to use for annual team member education.

Goal 2: Improve access and resources for substance use disorder

Strategy 1: Improve accessibility of harm reduction and treatment of substance use disorder

- Worked with the CMMC HPC to utilize an existing statewide website to serve as a resource to educate team members, patients, and their families on where to find Naloxone locally in the Bridgton area.

Strategy 2: Support existing community partners providing education, resources, and prevention related to substance use disorder

- Worked with the Bridgton Community Resilience Builder from The Opportunity Alliance to create the Bridgton Community Calendar. The webpage launched in February 2023 and now includes events from 11 Bridgton-area organizations, and is linked on the CMHC Classes and Events website (<https://www.cmhc.org/classes-and-events/>).
- Connected the Cumberland County Public Health Department with a hospital team member to discuss substance use disorder work in the community and potential collaborations.
- Supported Medication Take Back Day on April 22, 2023.
- Participated in the Cumberland County Opioid Overdose Prevention workgroup.
- There were 6 posts on the Bridgton Hospital Facebook page on substance use disorder, for a total reach of 1,715. Topics posted included local recovery rallies, the relocation of the local recovery center, and Black Balloon Day to raise awareness of those lost to overdose.
- Continued to support community coalitions and groups including:
 - Lakes Region Collective Action Network (7 meetings attended)
 - Bridgton Area Non-Profit Collaborative (2 meetings attended)

Priority 2: Mental Health

Goal 1: Increase awareness of mental health challenges in the Bridgton Hospital service area

Strategy 1: Increase team member education and awareness of mental health

- Met with the CMHC Behavioral Health Council to discuss how to construct and administer a survey assessing team member attitudes.

Strategy 2: Increase education and awareness on mental health

- Connected with Healthy Communities Coalition of Greater Franklin County and the National Alliance on Mental Illness Maine about bringing mental health trainings to the Bridgton community.
- There were 10 posts on the Bridgton Hospital Facebook page on mental health, for a total reach of 2,911. Topics posted included the new 988 crisis hotline number, Winter wellness tips, a local Mental Health Awareness Walk, and a local Earth Day poetry event.
- 8 OnPoint (weekly newsletter for CMHC team members) features on mental health, including advertising and highlighting the Mental Health Awareness Walk in 4 OnPoint editions.

Goal 2: Improve access to resources of mental health services, support, and resiliency activities in the Bridgton Hospital service area

Strategy 1: Expand capacity for Bridgton Hospital to meet mental health needs of the community

- 26 team members received crisis intervention training over 5 training dates on August 10, 2022, September 28, 2022, October 11, 2022, November 18, 2022, and December 16, 2022.
- Initiated discussions with Bridgton Hospital leadership about identifying a community member to add to patient advisory council.

Strategy 2: Support existing community partners providing education, resources, and prevention of mental health

- Supported and attended the Bridgton Non-Profit Collaboration Forum on March 7, 2023.
- Acted as a liaison between Bridgton and Greater Lakes Region organizations and coalitions by connecting partners to hospital staff and programs. Examples include connecting the Bridgton Public Library Director to Bridgton Hospital leadership to assist with data collection for the library's Digital Equity Inclusion Plan, and connecting The Opportunity Alliance staff to the CMHC System Manager of Volunteer Services and CMHC Chief Experience Officer for work on a volunteer project.
- Connected with a Cumberland County Public Health Department team member to discuss mental health work in the community and potential collaborations.
- Facilitated effort to have postcards advertising local Summer Community Art Walks placed in the lobby of the hospital in order to promote this community event that fosters connection and mental wellbeing.
- Supported the Mental Health Awareness Walk through downtown Bridgton on May 18, 2023 with Bridgton Hospital and CMHC team members.

Central Maine Medical Center

Priority 1: Mental Health

Goal: Expand capacity to address mental health needs

Strategy 1: Develop a vision and strategic plan that addresses gaps and opportunities with a focus on marginalized communities (racial and ethnic minorities, veterans, LGBTQ, low income, rural, etc.)

- CMHC Behavioral Health Committee Chair identified.

- Committee members identified and added; membership consists of 23 CMHC team members from 19 departments.
- CMHC Behavioral Health Committee vision and plan drafted.
- 4 CMHC Behavioral Health Committee meetings held in Year 1.

Strategy 2: Increase awareness of the importance of mental health and the disproportionate impact on marginalized communities (racial and ethnic minorities, veterans, LGBTQ, low income, rural, etc.)

- Researched best practices for educating hospital team members on mental health, substance use disorder, and the stigma associated with both.
- Met with the System Director of Behavioral Health to discuss possible avenues to utilize for educating team members and increasing their awareness of mental health challenges, substance use disorder, and the stigma of both.
- Continued to support and attend community coalitions and groups including:
 - Androscoggin Community Health Stakeholder Coalition (6 meetings attended)
 - Tri-County Mental Health Services Planning Committee for their Annual Gala and stigma-busting event, Inspired Voices (10 meetings attended)
 - Bridges out of Poverty Steering Committee (5 meetings attended)
 - Androscoggin Resiliency Collaborative (3 meetings attended)
- 9 features in OnPoint on mental health.
- There were 4 posts on the CMMC Facebook page on mental health, for a total reach of 2,530. Posts included topics such as the suicide and crisis lifeline, local supports available, and boosting your mood during winter blues.
- There were 19 posts on the Healthy Androscoggin Facebook page on mental health, for a total reach of 1,324. Posts included topics such as the suicide and crisis lifeline, National Suicide Prevention Week, and Mental Health Awareness Month.

Strategy 3: Increase the use of Peer Support Specialists in the Emergency Department focused on supports for members of populations disproportionately impacted by mental health issues

- Researched different methods of Intentional Peer Support (IPS) program embedding at various other hospitals across the country.
- Attended and presented at 3 team member meetings (a morning ED Huddle, evening ED Huddle, and a monthly Charge Nurse meeting) to explore current work flow, challenges and barriers, and discussed possible solutions.
- Facilitated a series of meetings between Sweetser, who contracts the IPS program, and the CMMC ED and Behavioral Health Director to discuss challenges, barriers, opportunities for improvement, and methods of education and awareness tactics for CMMC team members.
- Created training and awareness materials for CMMC team members on the IPS program and the IPS Specialist within CMMC ED, including a flow chart and “All About IPS” flyer to be included in orientation folders for new ED team members.
- Began identifying regularly occurring meetings among ED clinical and non-clinical team members, front desk team members, and security personnel for program education and awareness raising.

Priority 2: Substance Use

Goal: Improve access to resources for substance use disorder services

Strategy 1: Assess the use of and education about screening tools

- Researched other screening tools to implement into the Electronic Medical Record.

- Initiated discussions with behavioral health hospital team members about current screening tools.

Strategy 2: Increase awareness of and education about the availability of Naloxone in all CMMG practices

- Worked with Bridgton and Rumford HPC and a HA team member to develop region-specific resource guides with community and substance use resources to be included in the Naloxone Take Home Kits, which also include a reusable bag and intranasal Naloxone. These kits are to be given to patients who come into the CMMC ED and have a history of substance use disorder.
- Worked alongside the Bridgton and Rumford HPC to edit an existing Intranasal Naloxone iCare to include information about stigma, prevention and the Emergency Cart and Emergency Plan in all CMMG Practices for use as annual team member education.
- Assisted the System Director of Emergency Services to work with the Tier I Naloxone Distributor, MaineGeneral, to develop a Memorandum of Understanding for CMHC to distribute Naloxone to patients easily.

Strategy 3: Support community partners providing education, resources, and prevention of substance use disorder

- Facilitated a series of meetings between Androscoggin County Overdose Prevention Through Intensive Outreach Naloxone and Safety (OPTIONS) Liaison, ED and CMHC System Director of Behavioral Health to explore current barriers, challenges, opportunities for improvement, and team member education.
- Developed training documents for ED team members, including program flow chart and “All About OPTIONS” flyer to be included in new ED team member orientation folder.
- There were 3 posts on the CMMC Facebook page on substance use disorder, for a total reach of 2,385. Topics posted included local support, access to care, and Black Balloon Day.
- There were 32 posts on the Healthy Androscoggin Facebook page on substance use disorder for a total reach of 4,696.
- Participated in and supported planning of the Medication Take Back Days at both the Lewiston and Auburn locations on October 29, 2022, where 27 boxes and 959 pounds of medication was collected, and on April 22, 2023, where 24 boxes and 600.5 pounds of medication was collected.
- Continued to support and attend community coalitions and groups including:
 - An Angel’s Wing Annual Gala Planning Committee (2 meetings attended)
- Participated in the planning of, or supported the following community events:
 - Lewiston Rally for Recovery on September 17, 2022
 - Black Balloon Day on March 6, 2023

Rumford Hospital

Priority 1: Social Determinants of Health

Goal 1: Improve the integration of Adverse Childhood Experiences (ACEs) supports in the Rumford Hospital service area

Strategy 1: Embed ACEs screening tool into Primary Care and the Emergency Department

- Held an initial meeting with ACEs Steering Committee members, and discussed how the primary roadblock holding back embedding ACEs screening was not having the availability of community resources to connect positive screened patients with.

Strategy 2: Educate patients and community on ACEs, resiliency, protective and risk factors

- Worked to add an existing Rumford Community Calendar to the CMHC Classes and Events Website in January 2023.
- Rumford Hospital team members attended the Meroby Elementary School Ice Cream Social on August 29, 2022.
- Met with Resilience Matters to Me campaigners about expanding work within the River Valley.
- Rumford Hospital team members attended the Pumpkin Festival to give flu shots and car seat safety demos on October 15, 2022.
- Supported and attended the Oxford County Wellness Collaborative's Spring Gathering on June 13, 2023 to learn about local programs supporting the resiliency of young people.
- There were 10 posts on the Rumford Hospital Facebook page on social determinants of health, for a total reach of 11,373. Topics posted included a yellow tulip "Hope Garden" at the hospital, a free ski night for youth at a local mountain, and Rumford Hospital team members attending a Science, Technology, Engineering, Arts, and Mathematics night at a local elementary school.
- Continued to support community coalitions and groups focused on ACEs and resiliency including:
 - Oxford County Wellness Collaborative Steering Committee (attended 3 meetings and 2 events)

Goal 2: Improve the integration of food insecurity supports within the Rumford Hospital service area

Strategy 1: Increase the number of food insecure patients served through the Hunger Vital Signs (HVS) program at Rumford Hospital and Primary Care Practices

- Connected with the coordinator of Hunger Vital Signs, and have met periodically to discuss program expansion in Rumford Hospital service area and how to support the work.

Strategy 2: Support existing community organizations providing education, resources, and prevention related to food insecurity

- Attended 7 Foothills Food Forum meetings with local food pantries and others working on food security efforts.
- Hosted a Peanut Butter and Jelly Food Drive for the Old School Food Pantry within the hospital in January 2023, and collected a total of 52 items of food, and donated 147 CMHC tote bags to be used to distribute food.
- Met with the Food Pantry Program Manager at River Valley Healthy Communities Coalition (RVHCC) and the Old School Food Pantry to discuss a food drive in next fiscal year.
- 7 OnPoint features on social determinants of health. Topics posted included highlighting the successful planting of the Yellow Tulip Hope Garden, and hospital support and involvement at the Annual Pumpkin Festival.

Priority 2: Substance Use Disorder

Goal 1: Increase awareness and education of substance use disorder treatment in the Rumford Hospital service area

Strategy 1: Assess team members' attitudes around substance use disorder and harm reduction

- Met with the CMHC Behavioral Health Council to discuss how to construct and administer a survey assessing team member attitudes.

Strategy 2: Increase education and prevention of substance use disorder

- Began editing an existing Naloxone iCare PowerPoint to include information about stigma and emergency carts in CMMG settings to use for annual team member education.

Goal 2: Improve access and resources for substance use disorder

Strategy 1: Improve accessibility of harm reduction and treatment of substance use disorder

- Worked with CMMC HPC and a HA team member to develop region-specific resource guides with community and substance use resources to be included in the Naloxone Take Home Kits, which also include a reusable bag and intranasal Naloxone.
- Worked with CMMC HPC to utilize an existing statewide website to serve as a resource to educate team members, patients, and their families on where to find Naloxone locally in the Rumford area.
- Connected with RVHCC about a current project to create a map of Naloxone access in the Rumford community.

Strategy 2: Support existing community partners providing education, resources, and prevention related to substance use disorder

- Met with the Oxford County OPTIONS Liaison to discuss Rumford Hospital ED workflow, current challenges, and opportunities for improvement.
- Acted as a liaison between Rumford Hospital and River Valley organizations and partners, including connecting RVHCC to Rumford Hospital leadership for opioid use data collection, and participating in the Western Maine Community Engaged Research Group Project about researching substance use disorder stigma in rural Western Maine communities and how this affects the perception of harm reduction and recovery services in these communities.
- Helped with planning, and later attended and assisted day-of at the Western Maine Addiction Recovery Initiative Recovery Rally on September 18, 2022
- Continued to support community coalitions and groups focused around substance use disorder including:
 - River Valley Rising Coalition (attended 8 meetings)
 - Western Maine Addition Recovery Initiative community meeting (attended 6 meetings)
 - Planning Committee for the Western Maine Recovery Rally (attended 6 meetings)
- 50 pounds of medications collected at Medication Take Back Day on April 22, 2023.
- There were 6 posts on the Rumford Hospital Facebook page on substance use disorder, for a total reach of 2,396. Topics posted included outdoor events for those in recovery, Black Balloon Day to raise awareness of those lost to overdose, and a local 5K to raise money to support those in recovery in the local area.

System-wide Priority: Diversity, Equity, Inclusion, & Belonging

Goal: Improve the health outcomes for populations experiencing health disparities

Strategy 1: Convene a team to develop a plan to address diversity, equity, inclusion, and belonging

- Vice President Chief Patient Experience Officer identified as the DEIB Advisory Committee lead.
- Advisory Committee formed on March 21, 2023.
- DEIB charter and action plan developed.

- Hired a System Manager of Language Services. This position will focus on improving processes and procedures for accessing language services for patients.
- Strategy 2: Solidify partnerships with community allies to support the DEIB action plan
- Established partnerships with Inclusion Maine, Diversity Hiring Coalition, Strengthen LA, AK Collaborative, State Refugee Advisory Committee, and ME CDC Office of Population Health Equity.
 - Two DEIB-centered trainings held in Spring and Summer 2023, with 92 team member participants.
 - CMHC team members participated in numerous community-held trainings and conferences focused on health inequities, networking, and a workforce pipeline.
- Strategy 3: Increase awareness of DEIB activities and progress
- DEIB articles included in 2 editions of OnPoint.

Supporting Community Engagement

Central Maine Healthcare continues to be devoted to creating and maintaining various partnerships and collaborations across their vast service area. As a system, CMHC is focused on highlighting and sharing community events hosted by partner organizations and groups in each region, and becoming more involved in various events when possible. CMHC continues to sponsor the annual Dempsey Challenge, which supports the cancer care and support center. In FY23, the Dempsey Challenge was held on two days: September 24, 2022 for the 5K and 10K walks and runs, and September 25, 2022 for the bike rides. Team CMHC was made up of close to 200 team members, and surpassed the previous year's goal by raising \$60,000.

Local events were supported in a variety of ways, including creating a team to participate in a run, walk, or bike race, raising money, sponsoring specific partner events, attending in support, and promoting events on social media pages and through other outlets (OnPoint newsletter, monitor screensavers, and posters and flyers on campus). During FY23, CMHC supported 45 events and programs throughout all three service areas and beyond. Total financial support for these events surpassed \$60,000. Some of these included the Bridgton Four on the Fourth Race, Great Falls Balloon Festival, Walk to End Alzheimer's, Free Ski Night at Black Mountain of Maine, Touch-A-Truck, and the Annual Downtown Rumford Pumpkin Festival.

Addressing the Social Determinants of Health

"Health starts in our homes, schools, workplaces, neighborhoods, and communities. We know that taking care of ourselves by eating well and staying active, not smoking, getting the recommended immunizations and screening tests, and seeing a doctor when we are sick all influence our health. Our health is also determined in part by access to social and economic opportunities; the resources and supports available in our homes, neighborhoods, and communities; the quality of our schooling; the safety of our workplaces; the cleanliness of our water, food, and air; and the nature of our social interactions and relationships. The conditions in which we live explain in part why some Americans are healthier than others and why Americans more generally are not as healthy as they could be" [Healthy People 2020](#).

CMHC understands the importance of addressing the social determinants of health in our communities if we are to truly become a place where everyone has a chance to thrive. CMHC implemented an innovative evidence-based model for addressing food insecurity called Hunger Vital Signs. This program was piloted at the Bridgton Hospital Emergency Department and has since expanded to seven additional sites throughout the system.

Hunger Vital Signs

In collaboration with Good Shepherd Food Bank, CMHC implemented the Hunger Vital Signs tool to improve the health of food insecure Mainers. The Hunger Vital Signs™ is a nationally validated two-question screening tool, developed by Children’s Health Watch, which identifies individuals as food insecure if they respond positively to either of the following statements:

1. “Within the past 12 months, we were worried whether our food would run out before we got money to buy more” (often true, sometimes true, never true, don’t know or refused.)
2. “Within the past 12 months, the food we bought just didn’t last and we didn’t have money to get more” (often true, sometimes true, never true, don’t know or refused.)

If a patient answers “sometimes true” or “often true” to one or both of the questions, they are considered food insecure and are offered a food bag consisting of 10 pounds of non-perishable foods and a community resource guide containing information about food pantries and other resources that address social determinants of health in their area.

Since the program management for Hunger Vital Signs transitioned from Healthy Androscoggin to the CMHC Accountable Care Organization (ACO) in the previous fiscal year, two additional sites have been onboarded: Central Maine Bariatrics and Central Maine Inpatient Department, bringing the total number of sites (hospital departments and practices) implementing the program to 10. In the regions, there are four sites: Elsmore-Dixfield Family Medicine, Swift River Family Medicine, Rumford Hospital Inpatient Department, and the Bridgton Hospital Inpatient Department. In addition to the two newly onboarded sites in the Lewiston/Auburn area, Central Maine Family Medicine Residency, Central Maine Pediatrics, Minot Ave Family Medicine, and Poland Community Health Center also implement the program. More pantry lists and food bags have been distributed to food insecure patients in FY23 than in FY22. The program saw an 84% increase of food pantry lists distributed and a 91% increase in food bags distributed from FY22 to FY23.

Table 3: Fiscal Year 2023 Hunger Vital Signs Program Usage

# Food Insecurity Screenings Performed	# Food Insecure Patients (# Positive Screens)	# Community Food Pantry Lists Provided	# Food Bags Distributed
4,680	410	275	314

Summary

The reach and impact of the Community Benefit work within the entire Central Maine Healthcare system greatly improved due to the expansion of the Community Benefit Team in FY 2023. It was the first year where an enhanced system-wide approach could be taken with each of the Community Health Implementation Plans. This year saw more cross-over between activities, strategies, and priorities across all three plans.

Both Health Promotion Coordinators are able to engage more fully in various public health issues in their communities, resulting in greater awareness and knowledge of best practices in public health. They are also able to be better representatives and liaisons between the hospitals and the surrounding communities in their respective regions, and offer unique regional perspectives when working together on common projects.

Shifting focus to a set of well-defined priorities and objectives has made the resulting work deeper and more effective in addressing community health needs. Additionally, an improved understanding of and attention paid to the social determinants of health has provided a context for creating impactful, sustainable public health improvements in our communities.