



Mayo Regional Hospital is a 25-bed, critical access hospital located in Dover-Foxcroft, Maine. Dover-Foxcroft is located 37 miles northwest of Bangor and is the county seat for Piscataquis County, an area the size of the State of Connecticut with a population of just over 17,000. Hospital Administrative District #4, doing business as Mayo Regional Hospital has a service area that covers most of Piscataquis County and parts of both Somerset and Penobscot Counties in Maine. As the majority of our service area is Piscataquis and Mayo Regional Hospital is the largest healthcare supplier in this county, that county will remain the area of focus.

The Mayo Regional Hospital facility provides what most would describe as "core critical access" services, including emergency care, inpatient care, obstetrics, swing bed services, special care, inpatient and outpatient rehabilitation, diagnostic radiology and laboratory, inpatient and outpatient surgery, and ancillary support services. Also on the main campus are several specialty practices, including Mayo Orthopedics, Mayo Women's Health, Mayo Surgical Associates, Mayo ENT, Mayo Urology, and Mayo Oncology. The main base of Mayo's EMS service is also located adjacent to the main campus with satellite locations in Dexter and Corinth.

Mayo Regional Hospital also operates five rural health clinics throughout our region located in Dover-Foxcroft, Milo, Guilford, Dexter, and Corinth. They employ 17 primary care providers and see about 85,000 primary care visits per year. In addition, the hospital operates a Psychiatry and Counseling Center in Dover-Foxcroft which provides adult psychiatry, child psychiatry, substance abuse, and counseling services.

Mayo Regional Hospital is legally known as Hospital Administrative District No. 4 (H.A.D. #4). H.A.D. #4 was legally organized and formed by and through a Private and Special Act of the Maine Legislature in 1973 (Chapter 76 of the Private & Special Laws of 1973) and is owned by 13 towns and plantations located in Penobscot and Piscataquis Counties. These include Abbot, Atkinson, Bradford, Cambridge, Dexter, Dover-Foxcroft, Guilford, Milo, Monson, Parkman, Sangerville, Sebec, and Willimantic. Each community elects members to the Governing Board who serve 3-year terms. The Governing Board usually consists of between 16 and 19 members.

Our Community Health Needs Assessment (CHNA) is part of the statewide collaborative that produces the Maine Shared CHNA. We are actively involved in this process by committee involvement, sharing information, and by providing community engagement support into the community events. We will first review our CHNA plan that was developed based on the data from the reports with a focus on Piscataquis County, but including both Penobscot and Somerset Counties, which are both in our service area.

Mayo Regional Hospital used the data from the shared CHNA (Community Health Needs Assessment) and developed a plan to identify the significant health needs of our community that would include improvement and/or maintenance of the health status of our service area. We developed a team within Mayo Regional Hospital to work on the CHNA and plan. This team consisted of the Chief Executive Office, the Vice President of Quality and Education, the lead paramedic in the Community Paramedicine project, nurse navigators from the primary care practices, the Vice President of Patient Care Services, the Director of Mayo Community Outreach, our Dietician, an Occupational Health Nurse, and the Nurse Manager of our Medical Surgical Department. As the plan was in development, we took many opportunities to share this emerging plan with many different groups within the hospital and community. We were involved in many planning sessions for Piscataquis County, which included stakeholder surveys (summer 2015) and community engagement forums (November 2015, Spring 2016, Spring 2017) to discuss our most significant health needs in our community. During these sessions, we learned the needs and priorities of our community. The team prioritized the significant health needs by examining the data from the CHNA, evaluating the input from the community stakeholders, considering the burden, scope, severity and urgency of the health need. We also considered the feasibility and effectiveness of possible interventions, any health disparities, and the importance the community placed on the need. The team analyzed stakeholder data from the CHNA and the multiple stakeholder meetings. With this information, the team voted on the priority listings.

Mayo Regional Hospital's CHNA team developed a plan and shared this plan and some of the activities in the plan with Mayo Regional Hospitals Patient Multidisciplinary Safety Team, the Committee of Quality Care and Professional Performance (a meeting of board members and medical staff), the Patient Advisory Board and then got approval from the Mayo Regional Hospital Board of Director's Quality of Care and Professional Performance on March, 27th 2017.

The health priorities identified within this plan for Piscataquis County are:

- 1.) Substance Abuse
- 2.) Mental Health
- 3.) Access to Care
- 4.) Preventable Hospital Stays
- 5.) Limited Access to Healthy Food
- 6.) Obesity
- 7.) Immunizations

Community Health Needs Assessment and Plan

Unmet Needs	Measurability	Initiative	Target Population/ Barriers	Goal
<p>Priority #1 Substance Abuse</p>	<p>Data shows Piscataquis had a high rate for drug effected babies as a percentage of all live births</p> <p>Maine 7.8% Piscataquis 11.9% Penobscot 16% Somerset 12.2%</p> <p>Data shows Piscataquis County has a high rate of Opiate Poisoning Hospitalization per 100,000 population</p> <p>Maine 25.1 Piscataquis 29.8 Penobscot 25.7 Somerset 22.7</p>	<p>Decreasing Opioid poisoning rate</p> <p>Drug affected babies</p> <p>Medication assisted therapy</p> <p>Increasing alternative pain options.</p> <p>PMP Use/Policy</p> <p>Controlled Substance Agreements</p>	<p>Adults Teenagers Infants</p> <p>*Rural Area *Low Median Income</p>	<p>Decrease Piscataquis County's overall rate of drug effected babies to 8% Decrease Piscataquis County's Opiate poisoning hospitalization rate to 13%</p>
<p>Priority #2 Mental Health</p>	<p>Piscataquis has a high rate of Emergency Department use for Mental Health per 100,000</p> <p>Maine 1972.1 Piscataquis 2238.8 Penobscot 1830.4 Somerset 2073.6</p>	<p>Increasing access to providers/ Telehealth.</p>	<p>Adults Children Elderly</p> <p>*Rural Area *Low income median *Transportation</p>	<p>Decrease Piscataquis County's overall rate of ED visits for Mental Health to 1900 per 100,000 population</p>
<p>Priority #3 Access to care</p>	<p>Data shows Piscataquis has a high percentage of residents with no usual source of primary care.</p> <p>Primary Care Providers</p> <p>Maine 910:1 Piscataquis 1,010:1 Penobscot 790:1 Somerset 1290:1</p>	<p>Conduct forums</p> <p>Continue to improve access.</p> <p>Improve PCP availability</p> <p>Improve Hours of availability – later hours.</p> <p>Open Access – Maintain.</p> <p>C-CAPS score improvement</p> <p>Increase blood draws</p>	<p>ALL</p> <p>*Rural Area *Low income median *Transportation</p>	<p>Decrease overall Rating for Access to Care 1:1000</p>

		<p>from CMH</p> <p>Decrease ER visits</p> <p>% of 4's and 5's coming to the ER</p>		
<p>Priority #4 Preventable Hospital Stays</p>	<p>Data shows Piscataquis is close, however, still behind Maine in Preventable Hospital Stays</p> <p>Maine 50 Piscataquis 67 Penobscot 72 Somerset 63</p>	<p>Redevelop the inpatient assessment for readmissions.</p> <p>New nurse navigator primarily focusing on just hospital discharges.</p> <p>Work on UC calling practices to notify of readmission.</p> <p>Meet with social services to discuss</p>	<p>Adults</p> <p>*Rural Area *Low income median *Transportation *Patient/Family Participation</p>	<p>Decrease Piscataquis County's overall rate to 58.</p> <p>Decrease all cause readmission rates to 7% or less.</p>
<p>Priority #5 Limited Access to healthy foods</p>	<p>Data shows Piscataquis has an index rate for access to healthy foods and healthy food environment (10 is best)</p> <p>Maine 7.4 Piscataquis 7.1 Penobscot 6.9 Somerset 7.1</p> <p>(Measures distance to grocery stores, poverty and food insecurity)</p>	<p>We will keep this.</p> <p>Farmers Market on site once a month. June-Sept.</p> <p>Mayo food cupboard collection.</p> <p>Discuss CPSI and Allscripts screening integration with Information Technology.</p> <p>Check on WIC applications in practices for positive screens.</p> <p>Continue local food buying.</p>	<p>ALL</p> <p>*Rural Area *Attendance to educational training *Low income median *Transportation</p>	<p>Maintain a 2% rate for Piscataquis County</p>
<p>Priority #6 Obesity</p>	<p>Data shows Piscataquis County's rate of Obese adults being considerably higher than Maine</p> <p>Maine 28.9% Piscataquis 30.2% Penobscot 32.4% Somerset 33.8%</p>	<p>IDEAS DISCUSSED:</p> <p>Evaluate Core Educational Resources</p> <p>Employee based physical activities MRH based (Wellness Committee)</p> <p>Work on community piece</p> <p>Dietary consults for children/adults regardless of ability to pay.</p> <p>Obesity screening in the</p>	<p>Adults Children</p> <p>*Rural Area *Attendance to educational training *Low income median *Transportation</p>	<p>Decrease overall Piscataquis Obesity Rate to below 30%</p>

		<p>offices.</p> <p>In school classes</p> <p>Evaluate wellness credit incentive and fitness center direct withdrawal</p> <p>Kitchen portions (PICH) Roasted Veggies, measure portions, etc.</p> <p>Posting nutritional facts for food in the cafeteria – WW points.</p> <p>Weight Watchers (with incentives)</p>		
<p>Priority #7 Immunizations</p>	<p>Data shows Piscataquis had a low recipient rate for influenza vaccinations.</p> <p>Maine 43.3% Piscataquis 34% Penobscot 44.2% Somerset 37.6%</p>	<p>Offer more in outpatient setting.</p> <p>TdAP for dads in households. (Look into reimbursement issue)</p> <p>Improve employee and inpatient vaccinations</p> <p>Develop and offer vaccinations to adults in households of newborns and young children</p> <p>Offer flu to outpatient</p> <p>Evaluate drive thru flu clinic.</p> <p>Increase Flu and Pneumonia vaccine in PCP offices</p>	<p>Adults Children</p> <p>*Rural Area *Low income median *Transportation</p>	<p>Short term: TBD</p> <p>Long term: Increase Piscataquis County's overall rate to 37%</p>