

Calais Regional Hospital 2019 Community Health Needs Assessment Implementation Plan

Calais Regional Hospital (CRH) has developed an Implementation Plan to address the significant health needs prioritized through the Maine Community Health Needs Assessment & Planning Process (Maine CHNA). This plan will help the Hospital outline and organize how to meet the significant health needs, and fulfill federal requirements.

To review the process, data, and survey results, go to <https://www.maine.gov/dhhs/mecdc/phdata/MaineCHNA/final-CHNA-reports.shtml> and select the report for Washington County.

The Hospital has developed implementation strategies for 4 of the top 5 needs identified for Washington County including activities to continue/pursue, and community partners to work alongside.

Health Issue	Efforts to Address	Resources Required	Anticipated Impact	Implementation Date	Collaborating Organizations	Notes/ Comments
Mental Health	Mental Health Screenings are conducted during yearly??? physicals at CRMS	Staff time	Identify issues at early onset	In place		
	Provide access to tele psychiatry services in the Emergency Department and IPCU.	Tele psych service Staff time	Provide access for emergency intervention	In place	Acadia	
	Saferooms available in the ED for patients until placed in a mental health facility.	Facility space	Keep patients safe	In place		
	Sitter program to provide observation and one-on-one support for mental health patients in the ED.	Staff	Keep patients safe	In place		
	Behavioral Health guidelines used by ED staff.	Staff time	Use best practices for treating patients	In place		
	Provide 4 education sessions in 2020 for staff on caring for patients with mental health issues, with continuing updates in 2021 & 2022	Staff time	Gain tools and skills to use for patient care			
	Train IPCU and ED clinical staff in MOAB (Management of Aggressive Behavior).	Staff time Funds for training	Gain tools and skills to use for patient care		MOAB Trainer	
Substance Use (drug, alcohol & tobacco)	Provide space and support for Chronic Pain Intervention Services to continue.	Reserved surgical day, Surgery staff, Office staff for pre & post care	Provide an alternative to narcotics for patient to manage their pain.	In place	Dr. Herland	
	Train CRMS staff member to conduct office assessments for pain clinic prior to retirement of program PA.	Training time for staff.	Assist with ensuring continuation of current program.			
	Allow community support groups to meet on campus in classroom rent free.	Facility space	Educate on the risks of drug/alcohol abuse & provide support for those in recovery.	In place	AA NA	

	Provide initial outpatient detox services for alcohol through the ED.	Staff time and supplies	Provide support and resources for patients looking for recovery	In place	AMHC	
	CRMS offices use narcotics contracts to manage prescription drug use.	Paper contracts and staff time.	Use best practices for treating patients	In place		
	Explore community education session opportunities including health fairs, local school events and Healthy Maine Partnerships.	Staff time for coordination and event. Funding support. Facility space.	Educate on the dangers of substance use		Healthy Maine Partnership	
	Explore ability of new ED Providers becoming certified to provide initial doses of suboxone treatment combined with a transition plan to local organization for continued treatment.	Staff time	Provide support and resources for patients looking for recovery		Envision Physician Services Groups of Calais	
	Provide a minimum of 6 public service announcements/press releases on substance use topics, events or national observances.	Staff time	Educate on the dangers of substance use		Various national organizations	
	Patients presenting to the hospital and CRMS offices are asked about tobacco use and provided tobacco cessation materials and info.	Staff time	Provide support, education and resources for patients	In place	Healthy Maine Partnership	
	Support evidence based tobacco treatment training for staff.	Staff time Funds for training	Gain tools and skills to use for patient care	In place	Ctr for Tob Independence Healthy Maine Partnership	
Access to Care	Provide staff for visits at off campus locations (school based health clinic and CRMS Baileyville)	Provider/staff time	Easier access to many patients in our service area	In place	Blue Devil Hlth Ctr	
	Recruit additional primary care and specialty providers.	Staff time Funds for Recruiting	Increased access to providers in our service area			
	Collaborate with other healthcare providers to share coverage and services locally. Explore other possibilities to additional services (ex: podiatry surgery, oral surgery)	Staff time Facility space	Increased access to providers in our service area		Dr. Herland Vision Care of Maine	Dr. Simmons - (podiatry surgery) Dr. Delaney (oral surgery)
	Increase awareness of primary care services.	Staff time Funds for marketing	Increased awareness to providers in our service area			
	Evaluate process for ED/ICU patient follow up visits and new patient access at CRMS offices.	Staff time	Increased access to providers in our service area			Ad Hoc Discharge Process Committee formed 11/2019
	Provide enrollment support for patients with Health Insurance Marketplace and Medicaid	Staff time Facility space	Increased access to healthcare in our service area	In place	St Croix Reg Fam Hlth Ctr	

	via outreach/education and existing financial assistance programs.				Eastport Hlth Ctr	
Older Adult Health/Healthy Aging	Provide referrals to support services available in Washington County.	Social Worker Case Manager Providers	Increased access to healthcare in our service area	In place	Various regional organizations Eastern Area Agency on Aging Community Caring Collaborative, etc	
	Provide home visits to high need homebound patients.	Providers	Easier access to many patients in our service area	In place		
	Provide advance directive guidance, support and promotion for patients and community members.	Social Worker Providers	More community members making planned choices about their future care	In place		
	Provide Swing Bed Program	Staff Facility space	Increased access to healthcare services locally	In place		
	Promote rehab services available for seniors such as: balance, strengthening, gait assessments, home assessments, etc.	Staff time Marketing funds	More awareness and utilization of services that can benefit aging patients		Area Providers	
	Complete Fall Prevention Education program for staff, patients and families. Policy revised, assigned to clinical staff, additional trainings to be held during staff meetings.	Staff time Brochure/print funds	Decreased patient falls			
	Share/Promote info a minimum of 4 times per year to the public on senior health offerings or information.	Social Worker Comm Rel Staff	More awareness and utilization of services that can benefit aging patients		Various regional organizations Eastern Area Agency on Aging Community Caring Collaborative, etc	
	Investigate sponsoring a local partner to provide senior life/health offerings education on site or locally in community.	Comm Rel Staff	More awareness and utilization of services that can benefit aging patients		Various regional organizations Eastern Area Agency on Aging Community Caring Collaborative, etc	
	Research project to target patients with an early diagnosis of onset of dementia to have completed Advanced Directive on file.	Staff time	More community members making planned choices about their future care			
Top 5 Health Priority CRH is <u>Not</u> Planning to Address - Social Determinants of Health			This health priority is not within our scope or practice as a Critical Access Hospital and requires resources beyond our capacity.			