

Hospital: Central Maine Medical Center

Health Priority: Mental Health

Goal: Expand capacity to address mental health needs

Outcome Measure: Mental Health Vision and Strategic Plan Developed

Strategies	Description	Measures	Partners
<p>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.)</p>	<ul style="list-style-type: none"> • Identify Behavioral Health Committee chair (Y1) • Identify/invite members (Y1) • Complete an assessment of staff beliefs and attitudes on patients with behavioral health challenges and substance use disorder (Y2) • Complete an assessment on patient experience to understand needs of individuals at greater risk for experiencing behavioral health disparities (Y2) • Draft Vision and Plan (Y1-3) 	<ul style="list-style-type: none"> • Committee chair identified • Meetings convened • Assessment completed (2) • Tracking metrics determined 	<p>Senior Leadership Team, HR, Data Analysts, Behavioral Health Steering Committee, Community Experts TBD, Human Resources, Data Analysts, IS Department, Patient Experience Department</p>
<p>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.)</p>	<ul style="list-style-type: none"> • Develop training plan for CMMC staff, including a plan for train the trainers (Attention to staff mental health, stigma, and trauma informed care training) (Y1-2) • Support other community partners providing education, resources, and prevention such as Take Back the Night, Suicide Prevention Awareness Month, OutRight L/A, Inspiring Voices, National Night out, Safe Voices 5k (Y1-3) 	<ul style="list-style-type: none"> • Plan completed • # Staff trained • # Community resources shared by type 	<p>Education Coordinator/CMH Professional Development Department, CMMC Department Managers, Human Resources Department, Community Partners, Ending Hunger Organizations, Shelters, Libraries, L/A Public Health Committee, Tri-County Mental Health, Police/EMS</p>
<p>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.</p>	<ul style="list-style-type: none"> • Explore opportunities and barriers for utilizing the peer support specialist (Y1) • Identify and train CMMC ED personnel on requirements/policies for using peer support specialists. (Y2-3) • Educate and promote the availability of a peer support specialist within CMMC and the community (Y3) 	<ul style="list-style-type: none"> • # Opportunities and policies identified • # ED personnel identified and trained • # of educational/promotion activities conducted 	<p>Health Promotion Coordinator, Sweetser, TriCounty Mental Health, Recovery Connections, Health Affiliates of Maine, Ethnic Community Based Organizations, CMH Human Resources, Quality Value and Community Health Committee, VP Clinical Integration</p>

Health Priority: Substance Use**Goal:** Improve access to resources for substance use disorder services**Outcome Measure:** Develop trainings for SUD screening and Naloxone availability

Strategies	Description	Measures	Partners
Strategy 1: Assess the use of and education about screening tools	<ul style="list-style-type: none"> Assess current use and provider perception of existing screening tools (Y1) Evaluate the need for additional/alternative screening tools (Y1-2) Create policies and protocols for using the screening tool. Identify resources for referrals (Y2) Develop training materials, guidelines to educate providers on SUD, treatment options and supports (Y3) 	<ul style="list-style-type: none"> Assessment completed Protocols created # Patients screened # Providers using screening tool Provider training plan created # Providers trained 	System Director of Behavioral Health, Behavioral Health Steering Committee, IS Department, VP of Clinical Integration, Education Coordinator/CMH Professional Development Department
Strategy 2: Increase awareness of and education about the availability of Naloxone in all CMMG practices	<ul style="list-style-type: none"> Develop training materials on the emergency cart and emergency plan for all CMMG employees (Y1-3) Support all non-clinical staff in completing the iCare Intranasal Naloxone training yearly (Y1-3) Create materials for staff, patients, and families on local resources to access Naloxone in the community (Y1-2) 	<ul style="list-style-type: none"> Training materials developed # Staff trained Materials distributed Materials created 	CMMG Practice Managers, VP of CMMG, Education Coordinator/CMH Professional Development Department, CMH Education Coordinator, System Director of Behavioral Health, Practice Managers, Community Partners
Strategy 3: Support community partners providing education, resources, and prevention of substance use disorder	<ul style="list-style-type: none"> Maintain and expand connection to community by supporting local municipal and organization efforts by participating in or planning Free Drug Take Back Days, Black Balloon Day, and Annual Rally for Recovery (Y1-3) Work with OPTIONS liaison to create workflow for connecting ED patients with SUD liaison for Naloxone and recovery supports (Y2-3) 	<ul style="list-style-type: none"> # Partners supported # Events promoted Workflow created Staff training created # of staff trained on new workflow 	Ending hunger organizations, Shelters, Libraries, L/A Public Health Committee, REST Center and other recovery community partners, Tri-County Mental Health, Police/EMS, Chief of Emergency Department, Chief Medical Officer, OPTIONS Liaison

Health Priority: Diversity, Equity, Inclusion, and Belonging (DEIB)

Goal: Improve the health outcomes for populations experiencing health disparities

Outcome Measure: Develop a Diversity, Equity, and Inclusion Vision and Action Plan

Strategies	Description	Measures	Partners
<p>Strategy 1: Convene a team to develop a plan to address diversity, equity, inclusion and belonging</p>	<ul style="list-style-type: none"> • Identify an organizational leader to convene a DEIB committee -members including people from the LGBTQ, ECBO, veterans, low income, and rural communities (Y1-3) • Create a timeline for the development of the action plan (Y2) 	<ul style="list-style-type: none"> • Leader Identified • Committee formed • Timeline developed • Plan developed 	<p>Senior Leadership Team, Human Resources, Marketing, Community Partners Representing marginalized populations (LGBTQ, ECBO, Homeless, Poverty, Veterans etc.), Residency DEIB Committee</p>
<p>Strategy 2: Solidify partnerships with community allies to support the DEIB action plan</p>	<ul style="list-style-type: none"> • Identify partners representing marginalized groups (Y1) • Conduct interviews/focus groups to understand needs/gaps and opportunities for engaging in a planning process (Y1) • Conduct internal survey of staff to better understand how they experience and recognize DEIB in their roles to identify opportunities for support and education (Y1) 	<ul style="list-style-type: none"> • Partners identified • Interviews/focus groups completed • Needs prioritized and implementation plan developed • Staff survey completed 	<p>Senior Leadership Team, Human Resources, Marketing, Community Partners Representing marginalized populations (LGBTQ, ECBO, Homeless, Poverty, Veterans etc.), Residency DEIB Committee</p>
<p>Strategy 3: Increase awareness of DEIB activities and progress</p>	<ul style="list-style-type: none"> • Create an annual report outlining activities and progress on action plan goals to be disseminated to all CMMC staff (Y1-3) • Highlight activities of DEIB committee through OnPoint newsletter quarterly (Y1-3) 	<ul style="list-style-type: none"> • Annual report created • Quarterly highlight disseminated 	<p>Senior Leadership Team, Human Resources, Marketing, Community Partners Representing marginalized populations (LGBTQ, ECBO, Homeless, Poverty, Veterans etc.), Residency DEIB Committee</p>

Central Maine Healthcare/Affiliate Hospital:	Central Maine Medical Center
County:	Androscoggin
Health Priority:	PRIORITIES NOT SELECTED
Goal of Health Priority:	N/A

Priority	Why We Did Not Choose This Priority	Organizations That Are Addressing This Strategy
Priority: Access to Care	Community stakeholders voted on the top health priorities for their communities. The Community Health Coalition (CHC) then chose two priorities to pursue. The CHC did not choose Access to Care as there are a variety of other organizations in the area addressing this need. The CHC felt Substance Use and Mental Health were more tangible health priorities to address given the scope and limited resources of the project.	<ul style="list-style-type: none"> • Life Flight • St Mary’s Behavioral Health Emergency Department • Telehealth • Central Maine Medical Center Family Medicine Residents providing walk-in at New Beginnings • Local hospitals
Priority: Social Determinants of Health	Community stakeholders voted on the top health priorities for their communities. The Community Health Coalition (CHC) then chose two priorities to pursue. The CHC did not choose Social Determinants of Health as there are a variety of other organizations in the area addressing this need. The CHC felt Substance Use and Mental Health were more tangible health priorities to address given the scope and limited resources of the project.	<ul style="list-style-type: none"> • St. Mary’s Nutrition Center Programming • Good Food us • Federal CHOICE Grant to provide improved housing and additional social supports for downtown Lewiston residents • Lewiston Housing Committee • Auburn Performing Arts Center and Student Resource Officers • Maine Resiliency Building Network • Women, Infants, and Children