

The Bangor Beacon Community (BBC), comprised of 12 Partners and led by EMHS, is working to improve the health of chronically ill people in the Bangor region through sustainable care coordination that is facilitated by health information technology (HIT). More than a dozen additional statewide collaborators are working to ensure that the improved outcomes brought about through BBC learning and health information exchange, are extended throughout the State of Maine. The BBC is supported through a three year, \$12.75 million grant from the Office of the National Coordinator (ONC) for HIT.

### **Collaborative Highlights**

Maine Quality Counts is recognizing the Bangor Beacon Community as this year's organizational winner of the Quality Improvement Leadership Award. The award acknowledges one organization that has made an outstanding effort to advance the quality of healthcare for the people of Maine. We received the award during the Quality Counts conference on April 4 in Augusta.

The next meeting for the Statewide Advisory Committee is scheduled for Monday, April 30 at 9 am. We will have a Beacon 2<sup>nd</sup> Birthday Celebration during the meeting.

The first meeting of the Bangor Beacon Patient Advisory group is scheduled for Wednesday, April 25 at 5:30 – 7 pm. There are currently 20 members of the group identified.

### **Patient Centered Strategy**

*Performance Improvement* - A new progress report will be distributed to each organization which breaks down performance on particular measures by provider, a specificity that was not available before. Our community has seen great improvements in patients' HbA1c (control of blood sugar), hospital admissions, emergency department visits, and walk in care visits after six months of care management.

*Care Management* – The Clinical Research Center began interviewing primary care providers for feedback on care management models, including impact on provider's workflow, patient care, and ideas for improving the models Beacon has implemented. Care managers continue to enroll new patients and track patients. Patient assistance supplies are being delivered to practices, and will be distributed to patients with an identified need funded by each individual provider. Supplies include glucose meters, test strips, scales, blood pressure cuffs, etc. Practices will track supplies given to patients and information will be reported to the evaluation team, along with the information which is tracked by the care managers through their visits.

*Health Information Technology & Meaningful Use* –The Care Manager View project within HealthInfoNet (HIN) was successfully evaluated by care manager supervisors from Eastern Maine Medical Center (EMMC), St. Joseph Hospital, and Penobscot Community Health Care (PCHC). The addition provides a view within HIN for easy access to the specific information a care manager they needs during a patient visit.

*Immunizations* – The Immunization Committee continues to focus on health information technology to improve the number of immunizations reported to primary care providers from outside sources, including community clinics and pharmacies.

*HomeCare Transition of Care Project* – EMMC's Clinical Research Center began screening and enrollment at EMMC for the 30-day post discharge transition of care project.

*Mental Health* – A Mental Health Forum is planned for April 11 at the Black Bear Inn in Orono. The session will be held from 8 to 11:30 am. Participants will engage in dialogue about strengthening community care – the practice and practicality of sharing health information between mental health and primary care. To attend the session, RSVP to Samantha Haynes at 207-973-5644 or shaynes@emh.org.

### **Challenges/Opportunities**

*Sustainability* – We are in the process of developing a final year workplan that will identify current and future sources of funding to sustain Bangor Beacon Community projects.

*Submitted by Catherine Bruno, Executive Sponsor*

### **Bangor Beacon Community Partners**

EMHS

The Acadia Hospital

Community Health  
and Counseling

Eastern Maine  
Community College

Eastern Maine  
HomeCare

Eastern Maine  
Medical Center

HealthInfoNet

Maine Primary  
Care Association

Penobscot  
Community  
Health Care

Ross Manor

St. Joseph  
Healthcare

Stillwater Healthcare

