

MaineHealth Community Education

2017 Annual Report

Providing Education Patients Can Use

- Using the CDC Clear Communication Index, readability scores were successfully improved on 86 patient documents from an average score of 49 to a score of 99. The aim is to have a score of 90 or above to ensure patient understanding.
- Dedicated 200 hours reviewing patient education materials from across the system.

“Your team turned challenging topics into easily approachable material that our patients will be able to understand, giving them the knowledge and confidence they need for their procedure and years thereafter.”



“I am a nurse but the info I learned today will help me support patients who are caring for a family member with dementia.”



Engaging our Communities

- Provided 57 health education courses to 658 registered individuals.
- Collaborated with LincolnHealth to deliver the first “Mindfulness: An Integrated Approach to Care” conference. Over 160 people from various professional backgrounds attended.
- Partnered with MMP Neurology to provide Parkinson’s Awareness Conference to over 200 community members.

Training for Effective Communication

- Developed evidence-based train-the-trainer modules for SBAR communication built on work done in member organizations.
- Developed and implemented a provider coaching program to improve provider and patient experience resulting in 100 percent satisfaction from the participating providers.
- Trained 239 clinicians in teach-back and health literacy.



“Community Education’s presentation is relevant to the work being performed by practice-based care managers. They equip them with tools to better teach and assess their patients’ understanding. Participant comments include, ‘Content made me think more about how patients interpret information.’”

Enriching the Healthcare Experience

- Loaned 1,339 health books and DVDs to patrons of the Falmouth and Scarborough Learning Resource Centers.
- Received and responded to 736 requests for information.



“I discovered your library two years ago, before I had hip replacement surgery with Dr. Rana. This library is a treasure! I'm grateful for your services and personal assistance! Instead of futility in asking 'where can I go for information about X?' I know that I can come here for personalized assistance.”



Expanding Digital Strategy

- Wrote 42 care topic pages for the MaineHealth website, equaling 78 hours of staff time.
- Increased the number of member and department CourseStorm class registration sites from 3 to 42; trained 73 users on the CourseStorm class registration system.
- Launched *Ask a Health Educator* Live Chat on the MaineHealth website.



Responding to Crisis

Co-led the establishment and advancement of the Opioid Education and Communication workgroup for the MaineHealth system:

- Assessed and researched educational gaps for patients and providers.
- Began moving forward on recommendations which include creation of multiple documents, hosting a conference and trainings and developing new webpages.



“On my end, I have fallen in love with this online pre-registration system. It is helping me easily manage our safe sitter classes regarding openings and to better plan when I need to promote to encourage “selling out”.

PATIENT
CENTERED

RESPECT

INTEGRITY

EXCELLENCE

OWNERSHIP

INNOVATION