

# MaineHealth Education and Training 2018 Annual Report

## Providing Education Patients Can Use

- Standardized patient education: 20 documents completed, including a surgical booklet and system wide cancer documents.
- Reviewed over 200 documents for health literacy - devoting 409 staff hours.
- In collaboration with Creative Services, designed patient education templates available to MaineHealth members at no cost.

“Working with this team was a wonderful experience. They made the process easy and continually productive and I am thrilled with the results.”

- Sara Schrock,  
CNRN-Supervisor



## Supporting Staff Resiliency

- Delivered Mindfulness workshops for staff to learn tools that will help them deal with stress and reduce burnout. Close to 100 people trained across the system.
- Trained staff at LCHC to deliver the evidence based National Wellness Institute Stress and Resiliency Program. This training helps individuals identify and practice their personal coping style and strengths.

“This course or a similar version should be part of orientation. Mindfulness is carried over into patient care and into our communities.”  
- MaineHealth employee



## Enriching the Healthcare Experience

- Provided 63 health education courses to 1,186 individuals.
- Responded to 2,693 requests for information.
- Launched eBooks and audiobooks offered online through OverDrive, providing better access to patients living in our rural communities.

“Your services are an excellent resource for info on cancer, depression, and other health problems.” - Patron



## Training for Effective Communication

- Held two SBAR trainings.
- Completed Provider Coaching program with 10 MMC and MMP physicians.
- Developed and conducted a Motivational Interviewing training for Pharmacy Enterprise.
- Trained 13 MaineHealth employees as health coaches in an evidence-based program.

“Thank you for the great report and for taking the time to shadow and coach me on my clinical interactions. This was a great experience.”

- M. Robert Chamberlin, MD, Medical Director of Primary Care, MMP



## Provider Training for Increased Knowledge

- Produced 4 virtual education modules related to oral health and ACEs.
- Completed education modules on operational excellence, tobacco medications, and iPace methodology.
- Provided support for 14 tobacco cessation training sessions, 5 Let's Go! motivational interviewing training sessions, and 6 immunization skills lab trainings.
- Produced and delivered 135 educational opportunities to 30,235 members of our healthcare community.

“MHES is raising the bar. They produce reliably well-designed educational experiences that broaden horizons, increase retention, and inspire clinicians.”

- Lisa Almeder, MD, Hospitalist, MMP



## Responding to Crisis

- Co-lead the Opioid Education Committee, which created 5 original patient education materials, a quarterly newsletter, web pages for patients and providers and facilitated 3 patient focus groups.
- Hosted day-long opioid conference for over 125 providers.
- Coordinated and hosted online panel presentation on e-cigarettes for 180 registrants. Also produced two vaping education documents for pediatric patients and their parents.

“The work of the Opioid Committee has been an invaluable contribution to MaineHealth's efforts. The work has made a difference in the lives of our patients and providers.” -Kristen Silvia, MD, MH IMAT Primary Care Lead

