

## Update on Selected Priorities and Activities since the 2016 Community Health Needs Assessment - Piscataquis County

In response to the 2016 Community Health Need Assessment (CHNA) along with community input, hospitals and local districts developed their own three-year strategies and plans. Below are these organization’s updates on their selected priorities and activities since the 2016 Community Health Needs Assessment. One full year of implementation has taken place to date in 2017, 2018 implementation work is currently underway with 2019 work on the horizon for implementation activity on these identified priorities.

For a number of organizations listed in this document priority work spans across multiple counties throughout Maine though their physical location may be in one county.

Priority	Activities	Partners	Key Accomplishments
<b>Organization – Penquis District Public Health Improvement Plan</b>			
Drug & Alcohol Abuse, Tobacco Use	In 2017, no applications were received for work in this area	Not applicable	Not applicable
	In 2018, no funding for this goal in 2018	Not applicable	Not applicable
Food Security, Obesity, Physical Activity, & Nutrition	In 2017, 1. Collaborated with established school, community, and worksite garden partners to construct modular greenhouses and integrate an evidence-based gardening curriculum within Penobscot county. The project focused on food insecure population. 2. Constructed three raised vegetable gardens in strategic partner locations where the population is low-income and food insecure; support committees of affected community members to lead and tend to each garden; organize workshops to teach skills associated with gardening, cooking/preserving, and shopping for healthy food on a fixed budget; develop leadership at each garden site so that each garden can sustainably continue and be more autonomous. 3. Sustained the Giving Hope Garden, a 15-raised bed organic garden in Bangor, Maine. This project will provide nutritious produce and food security to vulnerable populations in the broader Bangor community	1. Sebasticook Valley Health, Bangor Public Health and Community Services, Penquis DCC 2. Food AND Medicine, Bangor Public Health and Community Services, Penquis DCC 3. PCHC, Food AND Medicine, Bangor Public Health and Community Services, Penquis DCC	1. Constructed six modular greenhouses and integrated the Edible School Yard curricula at school and community locations. 2. Constructed and planted three raised vegetable gardens; Supported committees of 3-8 to lead each garden project. 3. Developed a sustainable garden plan at the Hope House.
	In 2018, funding was not available for this goal in 2018. The District Coordinating Council worked with an intern to develop an eco-map that demonstrated the connections of all the food work going on in five distinct regions in Penobscot and Piscataquis county.	City of Bangor Public and Community Services and the Penquis District Coordinating Council	Completed eco-map for food related work including names, locations, connections.
Poverty	In 2017, this goal was integrated into the work of the other goals as there was no funding to address the topic.	Not applicable	Not applicable
	In 2018, this goal was integrated into the work of the other goals as there was no funding to address the topic.	Not applicable	Not applicable

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Access to Behavioral Health/Mental Healthcare	<p>In 2017</p> <p>1. Increased education and access to behavioral health resources by creating a behavioral health resource guide for the Sebecook Valley region.</p> <p>2. Offered Mental Health First Aid Trainings to increase awareness and deliver concrete skill-building opportunities to the residents of Penobscot and Piscataquis Counties. The project aimed to certify residents in this national, evidence-based training and includes the provision of both the Adult and Youth models.</p>	<p>1. Sebecook Valley Health, Bangor Public Health and Community Services, Penquis DCC</p> <p>2. NAMI, Bangor Public Health and Community Service, Penobscot Nation, Penquis DCC</p>	<p>1. Inventory existing behavioral health resources. Created local resource guide; printed and distributed guide. The Guide distributed at the following locations: Schools, Civic organizations, Primary Care and specialty provider offices, and behavioral health providers</p> <p>2. Conducted eight Adult and/or Youth Mental Health First Aid Trainings in Piscataquis and Penobscot Counties. One training occurred at the Penobscot Nation.</p>
	In 2018, no funding for this goal was available	Not applicable	Not applicable
<p><b>Additional information on the Penquis District Public Health Improvement Plan priority activity can be found at:</b>  <a href="http://www.maine.gov/dhhs/mecdc/public-health-systems/lphd/district6/district-public-health-improvement-plan.shtml">http://www.maine.gov/dhhs/mecdc/public-health-systems/lphd/district6/district-public-health-improvement-plan.shtml</a>                      Contact: Jessica Fogg, Penquis District Public Health Liaison 207-561-4421 or Jessica.Fogg@maine.gov</p>			
<b>Organization - Acadia Hospital</b>			
Drug and Alcohol Abuse	In fiscal year 2017 (FY17), Acadia Hospital prepared and trained two to four primary care providers to start delivering Suboxone to patients in their practices.	City of Bangor ,Eastern Maine Medical Center, St. Joseph Hospital	Upon completion of the Suboxone certification, providers started treating patients.
	In fiscal year 2018 (FY18), Acadia Hospital will focus on increasing the number of patients served in Suboxone Daily Dosing Program.	Outreach at this time has not been needed as there is a steady stream of referrals for this program.	Results will be available at the end of the fiscal year and posted on our Progress Report to Our Community.
Mental Health, and Access to Behavioral Care/Mental Healthcare	In FY17, Acadia Hospital engaged in ongoing emergency department tele-psychiatry evaluations, integrated care encounters and tele-psychiatry to home through Acadia's Restorative Health practice	Eastern Maine Medical Center's Internal Medicine & Family Medicine, Pediatrics and Cancer Care of Maine , Blue Hill Memorial Hospital, Sebecook Valley Health Family Care, Mercy Hospital, Charles A. Dean Memorial Hospital, Inland Hospital, Maine Coast Memorial Hospital, Down East Community Hospital, Bucksport Regional Health Center, Katahdin Valley	During FY17, Acadia Hospital was able to bring more integrated sites and emergency departments on board for this initiative.

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Mental Health, and Access to Behavioral Care/Mental Healthcare	In FY18, Acadia Hospital is working to increase the number of people who receive behavioral health and substance abuse services in Maine through tele-psychiatry appointments and behavioral health integrated encounters and telemental health encounters.	15 rural hospital emergency departments, 21 primary care practices from eight organizations.	Results will be available at the end of the fiscal year and posted on our Progress Report to Our Community.
<p><b>Additional information on Acadia Hospital's priority activity can be found at:</b>  <a href="http://www.emhs.org/Community-Benefit/CHNA/2016-EMHS-Community-Health-Strategies.aspx">http://www.emhs.org/Community-Benefit/CHNA/2016-EMHS-Community-Health-Strategies.aspx</a>                      Contact: Rick Redmond, Associate Vice President of Access and Service Development, Acadia Hospital 207-973-6811 or rredmond@emhs.org</p>			
<b>Organization - Bangor Public Health and Community Services</b>			
<p><b>Additional information on Bangor Public Health and Community Service's priority activity can be found at:</b>  <a href="http://www.bangorpublichealth.org/">http://www.bangorpublichealth.org/</a> and <a href="http://www.bangormaine.gov/">http://www.bangormaine.gov/</a>                      Contact: Patricia Hamilton, Public Health &amp; Community Services Director, 207-992-4550 or patty.hamilton@bangormaine.gov                      Jamie Comstock, Health Program Manager, 207-992-4466 or jamie.comstock@bangormaine.gov</p>			
<b>Organization - Beacon Health</b>			
<p><b>Information on Beacon Health's priority activity can be found at:</b>  <a href="http://www.emhs.org/Community-Benefit/CHNA/2016-EMHS-Community-Health-Strategies.aspx">http://www.emhs.org/Community-Benefit/CHNA/2016-EMHS-Community-Health-Strategies.aspx</a>                      Contact: Jaime Rogers, Director of Community Care Services and Behavioral Health, Beacon Health 207-973-6491 or jbrogers@emhs.org</p>			
<b>Organizations - Charles A. Dean Memorial Hospital</b>			
Obesity	In FY17, Charles A. Dean Memorial Hospital worked collaboratively with Greenville Adult Education to host community classes focused on healthy cooking options that was open to anyone in the community to attend. Our clinical dietitian, provided knowledge and expertise to lead the classes and write weekly blog posts that included information on healthy eating, portion sizes and recipes that were posted in our community newspapers and social media.	Meaghan Geroux, MS, RDN, LD, Clinical Dietitian, Greenville Adult Education, Moosehead Matters, local newspaper, Diane Bartley, DKB Catering	Community feedback related to the weekly blogs has been positive.
	In FY18, Charles A. Dean Memorial Hospital continues to submit recurring nutrition blogs in Moosehead Matters (local newspaper) to provide nutrition education to the community. Cooking classes have been offered to the community. We have also been working with the community to encourage use of the Community Fitness program targeting physical activity as a way to address the obesity.	Results will be available at the end of the fiscal year and posted on our Progress Report to Our Community.	Results will be available at the end of the fiscal year and posted on our Progress Report to Our Community.

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Drug and Alcohol Abuse	In FY17, Charles A. Dean Memorial Hospital's registered nurse and School Union 60 school nurse worked collaboratively with School Union 60's health teacher to offer high school students monthly classes focused on specific substance abuse topics covering the risks and abuse outcomes. In addition, our registered nurse worked with the Piscataquis Sheriff 's Office and Greenville Police Department to develop a Safety Awareness Day at the Piscataquis Community High School focused on negative effects of drugs and alcohol as well as many other safety related.	School Union 60, Piscataquis Sheriff Office, Greenville Police Department, Piscataquis Community High School	Students from Piscataquis Community High School were exposed to the following educational offerings. Trailer simulator 3-5mph impact; Distracted Driving (texting etc.) simulator; Alcohol goggles simulator; "TipSoft" software behind anonymous text/call line – demo; Hillary Starbird from Mayo Region Hospital to discuss Prime for Life program
	In FY18, Charles A. Dean Memorial Hospital plans to continue its collaborative work with School Union 60's high school students to offer substance abuse education in health classes focused on drugs and alcohol abuse. In addition, another safety retreat will planned for the students in collaboration with local police officials.	To date, Hillary Starbird, Community Outreach from Mayo Regional Hospital has agreed to work in School Union 60 on the Prime for Life Program focused on substance abuse prevention.	Results will be available at the end of the fiscal year and posted on our Progress Report to Our Community.
Employment	In FY17, Charles A. Dean Memorial Hospital worked collaboratively with the Greenville Adult Education to establish and advertise a Certified Nursing Assistant course to local community members. The time and talent of CA Dean's nurse manager of inpatient nursing and emergency department were offered to conduct this ten week course .	Greenville Adult Education, Lakewood Continuing Care Center, Waterville, Maine	The class attracted two participants who both successfully attended and completed the Certified Nursing Assistant course. One graduate is currently employed at Charles A. Dean Memorial Hospital full time. The second graduate is employed at a health center in Jackman, Maine.
	In response to our Community Health Strategy priority related to employment, Charles A. Dean Memorial Hospital (CA Dean) choose not continue this priority in FY 2018. CA Dean successfully offered a Certified Nursing Assistant (CNA) course to interested community members in FY 2017 that resulted in the education and completion of the course for two individuals who subsequently found employment in the area. Due to low interest in the course coupled with the lack of positions available in the area for CNA's, CA Dean has chosen to not pursue this priority in FY 2018 with plans to revisit it in FY 2019.		
Depression	In FY17, Northwoods Healthcare implemented the Patient Health Questionnaire – 2 (PHQ2) tool as an initial screening for depression as a "first step" approach. Patients over the age of 18 were screened with the PHQ2. If positive, the PHQ9 (more comprehensive assessment) was performed.	Northwoods Healthcare and Acadia Hospital	As a result, Northwoods Healthcare integrated behavioral health into its practices has entered into an agreement with Acadia Hospital to provide additional support with this endeavor. CA Dean exceeded the target goal to screen 50% of the Northwoods patients over the age of 18.

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Depression	In FY18, Charles A. Dean Memorial Hospital aims to fully integrate behavioral health in all its Northwood practices with a focus on increasing referrals to behavioral medicine (via telepsych).	Acadia Hospital	Results will be available at the end of the fiscal year and posted on our Progress Report to Our Community.
<b>Additional information on Charles A. Dean Memorial Hospital's priority activity can be found at:</b> <a href="http://www.emhs.org/Community-Benefit/CHNA/2016-EMHS-Community-Health-Strategies.aspx">http://www.emhs.org/Community-Benefit/CHNA/2016-EMHS-Community-Health-Strategies.aspx</a> Contact: Deidre Gilbert, Director of Pharmacy, 207-695-5270 or dmgilbert@emhs.or			
<b>Organization - Eastern Maine Medical Center</b>			
Substance Use Disorder	In FY17 , Eastern Maine Medical Center (EMMC) looked to increase the number of primary care practices that have fully implemented prescribing protocols	EMMC shared ideas with Community Health Leadership Board members as the project rolled out.	EMMC ensured all providers were educated and enrolled in the prescription monitoring program database.
	In FY17 , EMMC to complete full evaluation of post-procedure prescription practices in specialty practices and identify improvement tactics to implement in FY17 and FY18.	EMMC partnered with the Community Health Leadership Board (idea sharing) for this priority.	Discussions have occurred between the chief medical officer and service chiefs. Together, they have developed a better understanding of current state. Chiefs have had discussions with their surgeons, and they have brainstormed ideas.
	In FY18, EMMC will develop specific, measurable, realistic goals for tracking that will be put into place to ensure continued compliance.	Community Health Leadership Board (idea sharing)	Results will be available at the end of the fiscal year and posted on our Progress Report to Our Community.
Obesity	In FY17 EMMC revamped their cafeteria menu to emphasize the Mediterranean diet characterized by high consumption of plant-based foods, whole grains, nuts, and legumes	EMMC enhanced partnerships with local foodservice vendors.	Successful completion of project to implement new menu.
	In FY18, EMMC is working to remove all beverages that have 40 or more calories per serving from all State Street hospital campus-based foodservice and retail environments.	Pepsi, Lori's Gifts, Miller Drug, Casco Bay Vending	Results will be available at the end of the fiscal year and posted on our Progress Report to Our Community.
Health Literacy	In FY17, EMMC worked to increase the number of referrals from EMMC primary care practices, Beacon Health care managers, and EMMC Diabetes, Endocrine, and Nutrition practice to Literacy Volunteers of Bangor	Eastern Maine Medical Center partnered with Literacy Volunteers of Bangor.	Information was distributed to key points of service for patients and visitors and to primary care staff. Eastern Maine Medical Center accepted Literacy Volunteers of Bangor's 2017 Champion for Literacy Award for its efforts.

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Health Literacy	In FY18, EMMC continues to work to increase referrals to Literacy Volunteers of Bangor	Literacy Volunteers of Bangor, Fox News and our practices	Results will be available at the end of the fiscal year and posted on our Progress Report to Our Community.
<p><b>Additional information on Eastern Maine Medical Center's priority activity can be found at:</b>  <a href="http://www.emhs.org/Community-Benefit/CHNA/2016-EMHS-Community-Health-Strategies.aspx">http://www.emhs.org/Community-Benefit/CHNA/2016-EMHS-Community-Health-Strategies.aspx</a>            Contact: Helen McKinnon, Vice President, Support Services, Eastern Maine Medical Center 207-973-7842 or hmckinnon@emhs.org</p>			
<b>Organization - Helping Hands with Heart</b>			
<p><b>Additional information on Helping Hands with Heart's priority activity can be found by contacting:</b>            Sue Mackey Andrews, Helping Hands with Heart 207-408-8040 or sdmandrews@gmail.com</p>			
<b>Organization - Mayo Regional Hospital</b>			
Substance Use Disorder	In FY17 Mayo Regional Hospital focused on youth substance use prevention in many areas. We taught a substance use prevention curriculum, Prime for Life, to 4 schools within Piscataquis County. We organized and held a community health fair at PCHS that focused on youth substance use prevention and empowerment (Greenville Consolidated school was also invited to attend). 2017 was the start of Piscataquis Positive Action – a youth based, student driven group that focuses on many topics surrounding substance use prevention and peer to peer learning and support.	Mayo Community Outreach, Maine Prevention Services, University of New England, Greenville Consolidated School, Dexter Regional High School, Piscataquis Community High School, Penquis Valley High School, Piscataquis County Sheriff's Department	We were able to make strong connections within the schools and reach over 300 students with Prime for Life. We are linked with 4 High Schools in our community. We have received praise from multiple teachers, community members and students on our work within schools and the community.
	In FY18, Mayo Regional Hospital worked to expand our medication assisted therapy (MAT) options to our primary care settings. Mayo Psychiatry and Counseling offers MAT and we were able to expand this program to our Family Practice in Milo in Jan 2018.	Mayo Psychiatry and Counseling, Chronic Pain Collaborative 2 (CPC2), Patient Advisory Council, Maine Health Access Foundation (MeHAF)	Trained and educated several primary care providers on MAT. Joined/took part in a pain collaborative. Screened and assessed 30 patients for the new Primary Care integrated MAT program, currently we have 14 active MAT patients at Milo Family Practice.
Obesity	In FY17, during our annual Wellness week at Mayo Regional Hospital, we promoted healthy recipes and our local walking trails. Participation was encouraged by the use of incentives. We also participated in the EMHS Move in May Challenge, in which 103 staff participated.	Mayo Regional Hospital, EMHS, Workwise, Wellness Committee, Mayo Community Outreach	These initiatives were well received by the Mayo Regional employees and we got to involve the visitors and local community.

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Obesity	In FY18, we started working with Let's GO!, to promote healthy eating and active life style in 2 schools and 8 childcare centers.	Let's Go!, SAD #4 (Guilford), SAD #41 (Milo), Kiddie Cape, PRYMCA Childcare Program, Ready, Set, Grow Childcare & Preschool, Dover Early Head Start, Dexter Head Start, Mrs. Hall's Preschool & Childcare, Little Peoples Nursery School	Increased awareness of healthy eating and active lifestyle in local schools and childcare centers.
Mental Health Services	In FY17, Mayo stated a Telemedicine contract with Acadia hospital to help patients with long term emergency room stays as well as patients admitted to our facility. We also started a contract with Community Health and Counseling Services to address inpatient and outpatient counseling needs weekly.	Mayo Regional Hospital, Acadia Hospital, Community Health and Counseling Services (CHCS), EMHS	Inpatients and outpatients get the benefit of psychiatric care from telemedicine services. Providers feel that they have resources to help provide the most effective mental health care. We are actively using utilizing CHCS 3 hours per week, Mon, Wed and Friday.
	In FY18, Mayo Psychiatry and Counseling introduced a new care model to help accommodate a larger number of patients seeking medication assisted therapy options (MAT).	Mayo Psychiatry and Counseling	Mayo Psychiatry and Counseling's new model can accommodate up to 30 MAT patients. Additional work is being done to alleviate any wait times for patients who would like to enroll in the program.
Access to Care	In FY17, Mayo Regional Hospital conducted a County wide needs assessment to assess the communities' perspective on needed change. These were held in 5 towns across the county and garnered participation from over 300 individuals. Access to care was the top priority and therefore was the area we chose to focus our efforts on in the last remaining months of FY17. Provider retention was also a noted concern.	Mayo Community Outreach, Maine Health Access Foundation, Charles A. Dean Memorial Hospital, Northwoods Healthcare, HomeTOWN Health Center, Community Health and Counseling, Charlotte White Center, Piscataquis Regional Food Center, Patient Advisory Council	Data collected from these forums provided us with a clear cut direction for improvement in Healthcare access. This collaboration also developed a tighter network between healthcare entities in our community. The overwhelming support of the community led to the development of "Healthcare Champions" a community driven healthcare advocacy group. This also lead to the development of the Rural Health Collaborative, a collaborative made up of several healthcare entities in Piscataquis County that work across sectors to increase access to quality care.

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Access to Care	In FY18, we worked to continually expand our access to primary care. Additional same day access slots were opened, we lengthened our days to include evening hours, and have recently hired a new PA who will see same day acute patients during high volume times.	Milo Family Practice, Dexter Internal Medicine, Guilford Medical Associates, Corinth Medical Associates, Dover-Foxcroft Family Medicine, Patient Advisory Council, Healthcare Champions, Rural Health Collaborative	More access in primary care has help to decrease the non-emergent use of the Emergency Department. The community is pleased with increased access.
Hunger/Food Security	In FY17, we worked on healthier hospital nutrition. At Mayo Regional, we started sourcing produce and beef products from local farms and highlighting ways to prepare healthy fresh options. At CA Dean, we assessed their vending machine options and purchased a new vending system that allowed them to stock healthy and locally prepared items. This change made healthy choices much easier for staff and visitors.	Mayo Regional Hospital, Good Sheppard Food Bank, Whitney Gould, RD at Mayo Regional Hospital, CA Dean, EMHS, PICH Project	These changes stimulated healthier eating for the staff and visitors at both hospitals in Piscataquis County. The hospital staff had positive feedback about these initiatives.
	In FY18, we began a food insecurity screening pilot in Milo Family Practice. This process screened all patients for food insecurity and helped refer them to the proper resources if food was needed. We also offered patients who screened positive an emergency food box full of shelf stable foods until they could utilize the new resources they were given. We then further expanded our food insecurity screening to include the Emergency Department and Dover-Foxcroft Family Medicine. This expansion allows us to reach more patients who potentially suffer from food insecurity and intervene properly.	Good Sheppard Food Bank, Whitney Gould, RD at Mayo Regional Hospital, EMHS, PICH Project, Milo Family Practice, Dover-Foxcroft Family Medicine, Piscataquis Regional Food Center, Piscataquis Healthy Food For All, Mayo Community Outreach	We have identified many patients and families who are food insecure in our communities. For proper health and wellness, nutrition is essential. We have delivered over 150 emergency food boxes to date. Our community is better connected to resources.
Immunization	In FY 17, We developed a program to give immunizations (like influenza and Tdap) to parents and family members of expecting families. We expanded this program to include other high risk out patients as well.	Mayo Hospital Obstetrics Program, Mayo Women's Health	We were able to reach families and make them safer. We immunized the families around newborns to better protect them from communicable diseases and protect their health.
	In FY 18, We developed a new policy to mandate influenza vaccines for all new employees. Mayo Regional Hospital team and the Infection Control Committee was able to incentivize flu vaccinations and track and trend through education and encouragement.	Workwise, Mayo Regional Patient Safety Committee, Mayo Regional Infection Control Committee	Mayo Regional Hospital was able to increase the employee vaccination rate to greater than 90%. With increases in vaccination, we provide a safer healthcare facility and community.
Preventable Hospitalizations	In FY17, our community paramedicine service provided by Mayo Emergency Medical Services reached out in conjunction with our primary care offices to patients who needed home services. Our emergency medical technicians completed medication reconciliations, home safety assessments, vital signs, laboratory draws, wound care and wellness checks.	Mayo Regional Emergency Medical Services, Milo Family Practice, Dexter Internal Medicine, Guilford Medical Associates, Corinth Medical Associates, Dover-Foxcroft Family Medicine	This service gives many primary care providers the ability to get eyes in the home and to get feedback on the home environment. It also allows patients with poor access to transportation or limited mobility get the healthcare they need in their homes.

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Preventable Hospitalizations	In FY18, Our Care Transitions team that worked together to improve communications between the hospital and the primary care settings. Our goal was to decrease hospital re-admissions. We were able to bring our rates from greater than 10% to under 6%. We have been able to develop better healthcare relationships with the high-risk patients that most likely could be readmitted.	Mayo Regional Hospital, Milo Family Practice, Dexter Internal Medicine, Guilford Medical Associates, Corinth Medical Associates, Dover-Foxcroft Family Medicine	Through this initiative we have decreased our re-admission rate. We have helped patients stay in their homes and helped them to remain healthy and active. Communication is improved between the hospital and the practices and better working relationships have developed.
<p><b>Additional information on Mayo Regional Hospital's priority activity can be found at:</b>  <a href="http://www.mayohospital.com/about/community-health-needs/">http://www.mayohospital.com/about/community-health-needs/</a>                      Contact: Hillary Starbird, Community Outreach Coordinator, 207-564-4184 or hstarbird@mayohospital.com</p>			
<b>Organization - Piscataquis Regional Food Center</b>			
<p><b>Information related to Piscataquis Regional Food Center's priority activity can be found by contacting:</b>                      Erin Callaway, Executive Director, Piscataquis Regional Food Center 207-343-0171 or erin@prfoodcenter.org</p>			
<b>Organization - United Way of Eastern Maine</b>			
<p><b>Information related to United Way of Eastern Maine's priority activity can be found at:</b>  <a href="https://www.unitedwayem.org/">https://www.unitedwayem.org/</a>                      Contact: Meredith Alexander, Community Initiatives Manager, 207-941-2800 or mereditha@unitedwayem.org</p>			
<b>Organization - VNA Home Health Hospice</b>			
<p><b>Information on VNA Home Health Hospice's priority activity can be found at:</b>  <a href="http://www.emhs.org/Community-Benefit/CHNA/2016-EMHS-Community-Health-Strategies.aspx">http://www.emhs.org/Community-Benefit/CHNA/2016-EMHS-Community-Health-Strategies.aspx</a>                      Contact: Joe Kellner, VP, Emergency Services and Community Programs, VNA Home Health Hospice 207-973-4702 or jkellner@emhs.org</p>			