

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

We just received our report from ONC's site visit. Bangor Beacon Community received a very favorable review and the ONC summary will be available through our SharePoint website on April 14. Key impressions included:

- History of effective leadership engagement is strengthened by the Beacon designation. Bangor Beacon Community partners co-lead every program area.
- 65% of all primary care providers are already engaged in the work and have a history of collaborating on improvement. No scaling is needed—all patients touched by the programs are represented now.
- Communications strategies are well-developed and innovative, incorporating creative use of social media and bringing the patient voice forward through video vignettes.
- A well-developed method for clinical improvement exists centered on transparent sharing of practice level and physician level performance data, development of performance goals, reliance on practices to figure out how to improve.
- Their HIE is tied to HealthInfoNet which is also the REC and has been operational since 2009. Maine is already leading the country in REC primary care physician sign-up.

ONC also had some suggestions for improvement around community engagement and refinement of our measurement processes for which we are developing plans to address.

Sustainability Retreat was held on March 9 with Aaron McKethan, PhD, director of the Beacon Community program at ONC, facilitating our group discussions. We have growing agreement about priorities for sustainability which include improvements in care transitions with an effective care management model; chronic disease management, evaluation, and improvement; and will continue dialogue regarding payment reform.

The Bangor Beacon Community is sharing what they learn from social media with the national Beacon Community by helping create and launch a BeaconNation Facebook page. Please consider "liking" this page (<http://www.facebook.com/pages/BeaconNation/161203370603637>) as well as the Bangor Beacon Community Facebook page (<http://www.facebook.com/#!/pages/Bangor-Beacon-Community/132153326834441>)

Patient Centered Strategy

Mental Health –Acadia Hospital has developed a pilot program to enhance traditional care management with text messages, the project was sent to the Internal Review Board for approval. Acadia's new care manager started and will begin seeing patients soon.

Clinical Transformation –A very active group of physicians now meets monthly to discuss practice improvements to meet the Bangor Beacon Community quality measures. Ninety day action plans are created during each session to address ways to improve patient care.

Challenges/Opportunities

Enrollment – Beacon Care managers have enrolled 542 patients toward the goal of 1,500. Research coordinators have enrolled 39 control group patients to date toward a goal of 750. More than 5,300 patients have been screened. We are actively recruiting patients for the study. Prospective patients should call 973-9070 for eligibility.

Staff is giving many presentations on the great work from the Bangor Beacon Community during the next month. Cathy Bruno will present to the Maine Health and Human Services Committee and during the anniversary summit at Brookings Institute in Washington, DC. A panel of Bangor Beacon Community partners will discuss our collaboration at the Maine Primary Care Association meeting on April 29. Frank Bragg, MD, is presenting at the National Health IT and Delivery System Transformation Summit on June 24-26 in Washington, DC.

Thank you all for your continued support and enthusiasm!

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