

# The Value of an Integrated Health System

MaineHealth's integrated network of care includes hospital systems, outpatient centers, home health agencies, outpatient surgery centers, laboratories, behavioral health services and 19,000 dedicated providers and employees working together to support care delivery. As a closely networked system, we share best practices and offer numerous programs, training and resources to improve the health status of our communities. Together, we invest in clinical and community programs and advocate for local, state and national policies that support the health and well-being of the people and communities we serve.

## PHARMACY AND MEDICATION MANAGEMENT

We develop and promote the use of consistent policies, protocols and procedures across our system for medication management and safety.

## EDUCATION, RESEARCH AND TRAINING

We are dedicated to training the next generation of physicians, nurses and health care professionals. Maine Medical Center is northern New England's premier teaching hospital and Maine's only academic medical center; it conducts leading-edge biomedical research through the MMC Research Institute. Educational and leadership development opportunities across our health system assist providers and care teams in achieving patient-centered health care goals. MaineHealth Education & Training is building a systems-approach to patient education that will ensure clinicians and patients have access to consistent, high-quality education across all points of care.

## PERFORMANCE IMPROVEMENT

Our Center for Performance Improvement works collaboratively across the MaineHealth system to improve the efficiency of clinical care delivery and to keep health care affordable.

## HOME HEALTH CARE

High-quality, home-based health services are delivered by local teams of nurses, physical and occupational therapists, speech language pathologists, home health aides, nutritional counselors and social workers who help patients regain strength after surgery, manage chronic illness and achieve a higher quality of life.



## ACCESS TO CARE

We help to educate and enroll people in various state, federal and private health insurance programs and benefits. Donated health care services, as well as free or low-cost medications, are provided to low-income, uninsured patients through our CarePartners and MedAccess programs.

## TELEHEALTH

Our Telehealth Program works to improve the health status of our communities by integrating, advancing and optimizing the use of telehealth technologies to provide access to specific services, like stroke neurologists, to remote areas.

## DATA REPORTING AND EVALUATION

Our annual Health Index Report monitors seven health indicators to inform our strategic actions for improving the health of the populations we serve. The Community Health Needs Assessment examines health status, use of health services, and access and barriers to health care.

## HOSPITAL CARE

We aim to provide the highest-quality care and experience for patients staying in our hospitals. This includes, but is not limited to, best practices around heart care, surgical care, emergency care, and antibiotic usage.

## TRANSITION OF CARE

We work to ensure patients receive excellent coordination of care across the continuum, from home to hospital to community-based provider or skilled nursing facility.

## CHRONIC DISEASE

Our evidence-based programs improve care and outcomes for people living with chronic diseases such as diabetes, asthma, chronic obstructive pulmonary disease, behavioral health issues and tobacco dependence.

## BEHAVIORAL HEALTH

We're committed to creating a seamless system of behavioral health services that coordinates hospital psychiatric care with community-based treatment services, and integrates access to behavioral health care with primary care services.

## PREVENTION AND WELLNESS

Our broad range of systemwide community health improvement and prevention programs support health and wellness at all stages of life — from making sure our children are up to date on immunizations, to supporting healthy eating and active living, to supporting our older adults in falls prevention.