



*Health Education is
Powerful Medicine*

ANNUAL REPORT 2012-2013



LUNDER • DINEEN

Health Education Alliance of Maine

In collaboration with [Massachusetts General Hospital](#)



From the Co-Chairs

Dear Friends,

It was more than two years ago that the Lunder Foundation and the Lunder family initiated the \$5 million grant that established the Lunder-Dineen Health Education Alliance of Maine, which was matched by Massachusetts General Hospital. 2013 was our second full year of operations and we've worked hard to live up to our promise to provide high-quality, evidence-based continuing health education to Maine health care professionals and the communities they serve. We are excited to share with you our second annual report, which reviews our goals and the progress we are making. Our unique alliance collaborates with experts from Massachusetts General Hospital and from within Maine to develop Maine-tailored educational programs that are free, easily accessible, on-demand, and cutting edge. These programs are designed to meet the interprofessional needs of the clinicians Maine communities depend on. Lunder-Dineen is committed to working hand in hand with these





professionals to better address unmet health education needs. We are close to reaching our goal of meeting with all 41 hospitals in Maine – as of this letter we have only four hospitals remaining.

We are extremely grateful to Peter and Paula Lunder; without their vision and support this innovative program would not be possible. We are proud of Lunder-Dineen's efforts to improve the health of Maine residents through health education and we deeply value the many partnerships we have developed within the state. We look forward to continuing to advance the skills and expertise of Maine's health care community and the people it serves.

James J. Dineen, MD
Jeanette Ives Erickson, RN, DNP
Robert Birnbaum, MD, PhD

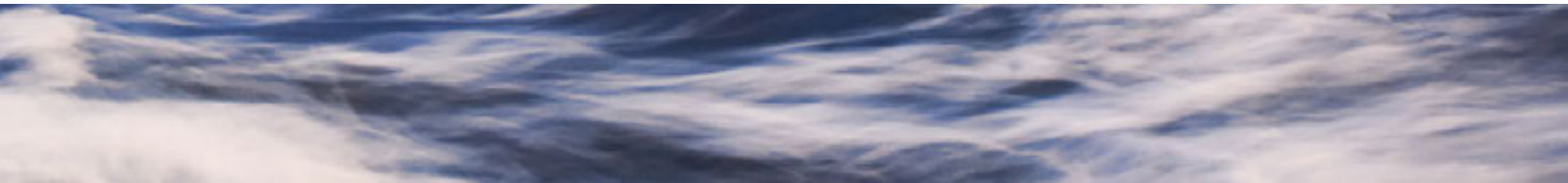


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*Health Education is
Powerful Medicine*



Our Story

The Lunder-Dineen Health Education Alliance of Maine was founded in 2011. This innovative program is the only one of its kind nationwide between a large academic medical center and a neighboring state. Creation of Lunder-Dineen was spearheaded by the Lunder Foundation and the Lunder family in honor of the exemplary care Peter Lunder received at Mass General under James J. Dineen, MD, a Gardiner, Maine native. Dr. Dineen serves as Lunder-Dineen co-chair along with fellow Maine native Jeanette Ives Erickson, RN, DNP, chief nurse and senior vice president for patient care at Mass General, and Robert J. Birnbaum, MD, PhD, director of continuing professional development at Partners HealthCare.

We firmly believe that health education is powerful medicine and can improve the overall health of Maine residents. For this reason, Lunder-Dineen offers free, on-demand and locally-focused education to Maine health care professionals and the communities they serve via the website www.lunderdineen.org. In our 2012 white paper *The State of Health Care Education in Maine: An In-Depth Report on Preferences, Trends & Needs in Clinician Learning* – a product of our formal needs assessment of physicians and nurses in Maine – we highlight that nearly two-thirds of Maine nurses have an annual budget of \$500 or less for ongoing education.

Our educational programs are available at no cost and customized based on Maine's changing health care needs and the specific needs of individual regions across the state. Educational opportunities are tailored to address Maine's most critical health issues – many are available for Continuing Medical Education/Continuing Education credit. This is a valuable benefit for smaller hospitals and health care practices, particularly in rural areas, that may not have the funding to send their staff for continuing health education, as well as for busy practitioners who cannot take time away from patient care to attend conferences and workshops.

Lunder-Dineen works directly with Maine's health care community, from front-line caregivers to hospital executive staff, to identify health education needs at the grassroots level and create educational interventions designed to bridge those gaps. Collaboration and innovation make up the foundation of this homegrown, locally-focused initiative. Linking to and increasing access to existing resources, rather than duplicating them, is a guiding principle of our approach. Lunder-Dineen is continually building its network of experts and collaborators from within the Maine health care community, thus enabling us to become even more effective in identifying and quickly addressing new health education concerns and gaps as they arise.

Mass General, the original and largest teaching hospital of Harvard Medical School, is fully invested in the endeavor and provides access to its world-class Massachusetts General Hospital Academy, Norman Knight Nursing Center for Clinical and Professional Development, and Maxwell & Eleanor Blum Patient and Family Learning Center. Lunder-Dineen also collaborates with the Red Sox Foundation and Massachusetts General Hospital Home Base Program, which serve veterans and their family members who are impacted by combat stress and traumatic brain injuries. By leveraging this state-of-the-art educational infrastructure that is driven by innovative technology, Lunder-Dineen is able to partner with Maine experts to bring Mass General's educational resources and the expertise of its staff – many of whom are at the top of their fields – home to Maine.

Vision

To improve the health of Maine residents by advancing the skills and expertise of Maine's health professionals.

Mission

The Lunder-Dineen Health Education Alliance of Maine strives to improve the health and well-being of Maine residents by providing high-quality health education in collaboration with Massachusetts General Hospital. Lunder-Dineen educational programs are designed to help meet the unique needs of Maine health professionals, their patients and the community.

Guiding Principles

- To collaborate with Maine and Massachusetts General Hospital experts to develop Maine-tailored programs
- To provide innovative solutions for interprofessional health care education
- To build upon existing educational materials and programs in Maine
- To maximize use of online learning that is available 24 hours a day, whenever a learner chooses to access it
- To evaluate program effectiveness based on desired outcome levels



Meet the Lunder-Dineen Team

In addition to a small team of dedicated experts in education and the health care landscape in Maine, we benefit greatly from in-kind support given by interdisciplinary executives from across Mass General who lend their time regularly to advance our mission. This collective team, the Lunder-Dineen Operations Committee, convenes monthly to review overarching areas such as education, outreach, operations and sustainability.



Gino Chisari, RN, DNP
Chief Learning Officer,
Nursing



Tristan Gorrindo, MD
Chief Learning Officer,
Physicians



Labrini Nelligan, MS
Executive Director



**Denise O'Connell,
LCSW, CCM, CCP**
Senior Program Manager



Jeanette Ives Erickson, RN, DNP
Co-chair



James J. Dineen, MD
Co-chair



Robert Birnbaum, MD, PhD
Co-chair



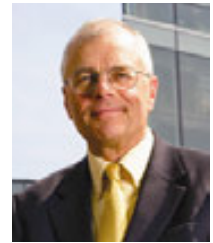
Carole MacKenzie, RN
Curriculum Coordinator



Glenn L. Laudenslager IV, MBA
Community Outreach Coordinator



Andy Bergner
Web/AV Coordinator



James E. Thompson
Sustainability Advisor

Carole MacKenzie, RN – *Our newest team member*

Carole MacKenzie, RN, is the curriculum coordinator for the Lunder-Dineen Health Education Alliance of Maine. In her short time with Lunder-Dineen, she has developed relationships with many of Maine's nursing leaders. She brings to her role knowledge and skill sets from leadership positions across the continuum of care in academic medical center, community hospital, school health and public health settings. Prior to her appointment, she was the director of nursing professional and practice development at Brigham and Women's Faulkner Hospital and the director of school health services for the Needham Public Schools.

Carole has broad experience in creating and implementing professional development programs for nursing and interdisciplinary staff, continuous quality improvement processes, and academic and community-based partnerships to advance health and educational initiatives. Patient- and family-centered care and interprofessional collaborative practice are two of her areas of study and focus. Carole is the recipient of the Needham Public Schools' William Powers Award for Administrative Excellence and has also received numerous Partners in Excellence awards for individual outcomes as well as for team-led initiatives. She is a member of the Association for Nursing Professional Development and serves on the advisory board for Curry College School of Nursing. Carole holds a nursing diploma, bachelor's degree in nursing and master's degree in education.

Carole is an invaluable member of the Lunder-Dineen team. With Carole's broad experience in developing and implementing professional development programs for nursing and interdisciplinary staff, we are able to better analyze Maine health education needs and develop plans and curricula to address gaps. Carole's leadership experience across the continuum of care and her excellent communication skills are assets to Lunder-Dineen as we review needs and identify possible collaborative solutions to bringing curriculum to fruition.

Our recently expanded Advisory Committee as of December 2013 includes:



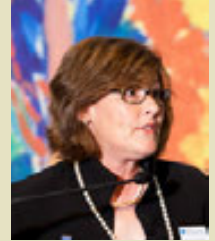
Jack Emory
President
The Lunder Foundation



Paul S. Goodof
Consultant to Non-Profits
and Private Trustee



Admiral Gregory G. Johnson
USN-Ret.



Marjorie Lunder Goldy
The Lunder Foundation



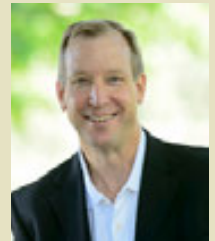
Robert McAfee, MD
former President, American
Medical Association, retired
Maine Medical Center surgeon



Noah Nesin, MD, FAFP
Chief Quality Officer,
Penobscot Community
Health Center



Larry Pugh
Trustee, Colby College



Mark Vogelzang
President & CEO,
Maine Public Broadcasting
Network (MPBN)



The Lunder-Dineen website is the most important tool for disseminating our health education.

In 2013, our website underwent an engaging redesign. The new site now seamlessly adapts, optimizes and customizes itself to any device instantly, including all browsers, mobile phones, tablets and PCs. Given that 55% of all Web traffic originates from mobile phones, the new site allows visitors to have an enhanced viewing experience regardless of the device used.

Responding to Maine's Health Care Community Needs

Our goals are to build a portfolio of interprofessional continuing health education programs custom tailored to the needs of Maine health care professionals and to provide the content in multiple formats such as webinars, posters, and white papers, among others. We are accomplishing these goals and receive very positive feedback from the health care professionals who work with us. Our team ensures that our new website aligns with our guiding principles, which is evident through our interdisciplinary course catalogue that features more than 70 hours of educational programs in the areas of consumer health, veterans health, mental health, and older adult health.

In the past year, we have embarked on several exciting and worthwhile collaborative partnerships and educational activities. We are making great strides in advancing first-rate continuing health education programs. For a full listing of our interprofessional continuing health education courses, please visit www.lunderdineen.org.

Evidence-Based Educational Priorities

In 2012, Lunder-Dineen conducted a thorough market research study of physicians and nurses from across the entire state of Maine. The results are available in a white paper on the Lunder-Dineen website entitled *The State of Health Care Education in Maine*. The research defines many aspects of how providers in Maine currently utilize and access education, as well as their educational needs when it comes to meaningful CME/CE-certified education. In this report, we provide recommendations for the delivery of health education to providers and health care systems. By sharing this knowledge, our goal is to empower all health care stakeholders in Maine to create education that meets those needs, and in return, improves the health of Maine residents.

Currently, Lunder-Dineen has three areas of educational priority:

1

**Mental and
behavioral health**

2

**Older adult
health**

3

**Veterans
health**

1. Mental and Behavioral Health

Mental and behavioral health is an overarching area of health care that encompasses a broad spectrum of practices and educational topics and is identified by many professionals as an area of high educational interest. In addition, recent state budget cuts include funding reductions for mental health programs, and research shows that mental health conditions are commonly associated with other serious medical illnesses.

We are addressing this critical health education area through collaboration with Maine-based experts to create and disseminate innovative, relevant educational content on mental health, tailored to unique needs in Maine. For example, Lunder-Dineen was a proud sponsor of a community symposium in October

2013 presented by Communities in Action that focused on improving children's mental health and well-being. We filmed the keynote sessions from the event to make them available online and on-demand for those who were unable to attend the event in person. The free, easy access to this education



is valuable for smaller hospitals and health care practices, particularly in rural areas, that may not have the funding to send their staff to training off site, as well as busy practitioners who cannot take time away from patient care to attend conferences and workshops.

Please visit www.lunderdineen.org/mentalhealth for more information about our education programs in mental and behavioral health.

2. Older Adult Health

The health of older adults in Maine is an area of critical educational need since Maine is home to the oldest population in the country. Our website will have fourteen new educational programs added to our course catalog during the coming year. To accomplish this task, we worked collaboratively with health care leaders at six geriatric conferences across Maine to record their keynote presentations, and convert those presentations into on-demand webinars accessible at no cost to every health care professional in the state. To provide additional support, Lunder-Dineen sponsored and exhibited at several of these conferences.

Under the direction of Robert Birnbaum, MD, PhD, Lunder-Dineen co-chair, and Tristan Gorrindo, MD, Lunder-Dineen chief learning officer for physicians, the webinars are in the process of being certified for continuing education credits across several professional disciplines. The e-learning format enables clinicians that were unable to attend these conferences to access the presentations and benefit from a wide variety of valuable patient- and family-centered older adult health content.

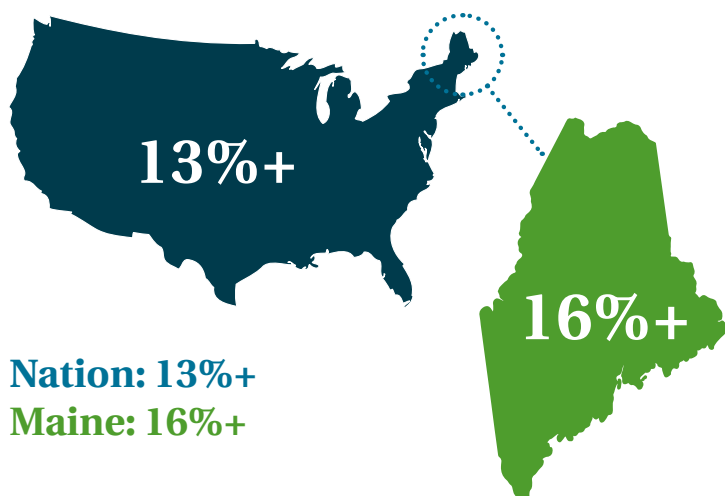


Looking ahead, we are working on a new educational initiative in collaboration with the University of New England. This initiative is designed to expand the interprofessional education (IPE) knowledge base of health care professionals across disciplines and to introduce skill sets and strategies for implementing collaborative team-based, patient-centered care. Shelley Cohen Konrad, PhD, LCSW, the director for the Interprofessional Education Collaborative at the University of New England and a leader in the field, has developed the content for this timely and informative initiative. Her presentation will be recorded as an educational webinar for posting on our website during spring 2014.

To complement Dr. Cohen Konrad's presentation, a second webinar focused on interprofessional practice (IPP) models and best practices in the area of older adult health will be posted in the future. We believe these two informative webinars add value to learners across disciplines and practice settings, particularly those that care for older adults in the state.

Please visit www.lunderdineen.org/olderadults for more information about all of our work in older adult health.

Percentage of residents over the age of 65



Older adult health education is identified by many professionals as an area of high educational interest; Maine is home to the oldest population in the nation (16%+, compared to 13%+ national average) and it is forecast to grow 75%+ over the next 12 years.

3. Veterans Health

Not only is Maine home to the oldest population in the U.S., but it also has a large number of older veterans. Nearly one third of the population in Maine are veterans and active-duty service members. Lunder-Dineen, in collaboration with the Red Sox Foundation and Massachusetts General Hospital Home Base Program, places a special focus on veterans health care and works to provide health education for veterans, military families and health professionals who care for service men and women. We also work to raise awareness of post-traumatic stress and other challenges veterans and their families face as they re-integrate into society after serving their country.

Our approach to veterans health education is primarily through two community outreach initiatives: *Theater of War* and *Matter of Duty*. These community health education projects allow us to raise awareness of the challenges faced by service

November 7 performance of *Theater of War*



Shown left to right: Jack Emory, president of The Lunder Foundation (at podium); Bryan Doerries, founder and director of *Theater of War*; The Good Wife's Zach Grenier; and Emmy Award-winner Mare Winningham



members and veterans, their families, caregivers, and communities regarding the unspoken psychological impacts of war. As part of our ongoing efforts to deliver community health education, we use post-event evaluation tools to give audience members a voice to help uncover unmet educational needs. To learn more about these two initiatives, please visit our website at www.lunderdineen/veterans.

In addition to our community outreach efforts, our website includes more than 20 hours of free education on veterans health including a Home Base Program series entitled *From the War Zone to the Home Front*. This series is designed to assist clinicians in the diagnosis and treatment of the silent wounds of war in returning veterans and their families, and sessions are led by nationally recognized faculty with expertise in diagnosing and treating post-traumatic stress disorder (PTSD) and traumatic brain injury (TBI).

Please visit www.lunderdineen.org/veterans for more information on our education and community outreach in veterans health.

.....ACCOLADES FROM THE COMMUNITY.....

“ I would suggest anyone who works with Lunder-Dineen to expect a very positive experience. They’ll go the extra mile to make sure that their programs are the highest quality, are professionally delivered and meet the needs of the audience we serve. There were several strengths that Lunder-Dineen brought to the table that I found particularly attractive. First of all, it was clear that they were highly professional and very much committed to the issues that both Lunder-Dineen and my organization are working to address in Maine. They brought a powerful network of professionals that they could use to identify speakers and experts who could address topics such as the best practices in serving older veterans. ”

—Lenard Kaye, MD
Director of Center for Aging
University of Maine



Lunder-Dineen is proud to sponsor the Matter of Duty and Theater of War programs. We believe these two exceptional programs bring value to all by raising awareness among health care professionals and the community, and by giving a voice to veterans, their families, their friends, and caregivers. To help us understand the impact these programs have upon audience members, we survey them through the use of post-event evaluations. Evaluating the courses and programs we offer is an essential step in our continuous quality-improvement process.

Audience Feedback:

- *Very honest*
- *Very important not to overlook the dependents, spouses, significant others, children*
- *I thank you for the caring interest behind the production of and participation in this program*
- *The visual impact and honesty were helpful in clarifying issues*
- *Fleshed out issues in a very human and real way, articulate panelists*
- *All members of active duty and guard reserve units should have access to help*
- *More programs available, brand new programs—veterans court, veterans block—such a sensible solution*

LUNDER-DINEEN
Health Education Alliance of Maine
In collaboration with Massachusetts General Hospital

A MATTER OF DUTY

Theater of WAR

Thank you for attending this reading of Sophocles' Ajax. While the experience is still fresh in your mind, we would like to take this opportunity to ask for your feedback about the performance and your reaction to it. Please complete this card and return it to the collection boxes provided. Thank you.

Thank you for we would like Please complete

1. What is your gender?
 Male Female
2. What is your age? _____
3. What is your military status?
 Active Duty Veteran
 Family Member Non-Military/Civilian
 Other _____
4. Where do you currently go for health-related resources?
 Community Health Center Church
 VA Hospital Physician
 Other _____
5. How do you prefer to find out about health-related information?
 Email Mail
 Phone Website
 Other _____
6. Did the performance increase your understanding of the impact of war on service members, veterans, their families, and the community?
 Yes No

Additional comments _____

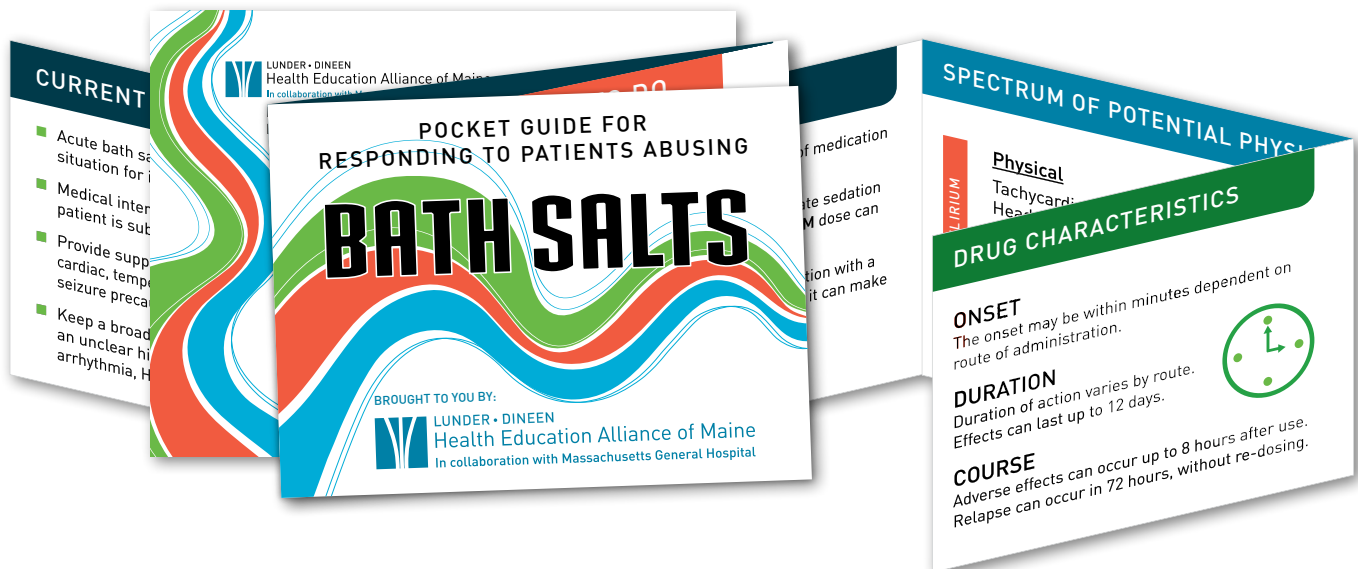
Please see other side for additional questions.

- *How can we as citizens help to proliferate and extend these programs?*
- *I was astounded at the veterans court and veterans cell block, a very enlightened approach*
- *The special provisions made for KCo inmates who are veterans is outstanding*
- *A voice and face were connected, vulnerable people were given a voice*
- *Brought focus on family which is often neglected*
- *I was amazed by what I didn't know*
- *I always associated PTSD with fear or panic and learned that anger and violence are major effects*
- *Veterans court is extraordinary*

Featured Educational Opportunities

Bath Salts

In response to increasing public health concerns and feedback from health care professionals across Maine, Lunder-Dineen is the driving force behind a collaboration with Maine-based experts to produce a comprehensive educational webinar titled *Responding to Patients Abusing Bath Salts*. This webinar addresses an unmet health education need about the current “bath salt” epidemic in Maine and throughout the country, offers CME/CEU credits, and is accessible on demand at any time on our website. To date, more than 320 interdisciplinary providers have participated in the webinar.



The Pocket Guide for Responding to Patients Abusing Bath Salts is intended to be a handy and valuable resource for health care professionals. To request a pocket guide, please email Labrini Nelligan at labrini@lunderdineen.org.

As a complement to the webinar, Lunder-Dineen developed and distributed a *Pocket Guide for Responding to Patients Abusing Bath Salts* to more than 5,000 EMTs, paramedics, and emergency medicine clinicians across Maine in October 2013, so they have an easily accessible educational tool on bath salts. Following the initial distribution, we fulfilled enthusiastic requests for additional pocket guides from health care professionals in various regions of the state. We also simultaneously launched a *consumer-focused infographic* that highlights statistics, background information and other health-related guidance about bath salts abuse.

All three components of this educational program are available and accessible at www.lunderdineen.org/bathsalts.



Lunder-Dineen Health Education Alliance of Maine shared a link.
July 17 near Augusta, ME · 16

Did you know that bath salts have been proven to be more addictive than methamphetamine?

Learn more about bath salts abuse and the programs we offer by visiting, <http://bit.ly/1bvMDPp>.

Synthetic Drug 'Bath Salts' Trumps Methamphetamine In Addictiveness, Study Finds
www.forbes.com

The synthetic drugs "bath salts" are many more times addictive than even methamphetamine. The trick is to figure out how the drugs are going to evolve next.

Like · Comment · Share 2



Lunder-Dineen (@LunderDineen) 15 Nov
Here is our handy Bath Salts Pocket Guide for a quick reference on this nationwide epidemic. cdn.lunderdineen.org/public/190/doc...
Expand Reply Retweet Favorite More

Lunder-Dineen (@LunderDineen) 11 Oct
New educational materials about responding to patients abusing #bathsalts are now available for viewing/download at lunderdineen.org/bathsalts
Expand Reply Retweet Favorite More

Nursing Education

Since Maine is home to more than 20,000 nurses, a special focus of Lunder-Dineen is to promote nursing excellence through scholarly presentations and to provide a forum to share expertise focused on the art and science of nursing. Leading this focus is Gino Chisari, RN, DNP, Lunder-Dineen chief learning officer for nursing. He is director of the Norman Knight Nursing Center for Clinical & Professional Development, a center within Mass General's Institute for Patient Care. This collaboration has been an invaluable asset to our mission. Here are some of our nursing education highlights:

- Lunder-Dineen offers nursing professionals in Maine free access to the Knight Nursing Center's ongoing live, monthly Nursing Grand Rounds sessions. Participation has grown steadily, and currently 30 sites in Maine have requested to participate via mobile access each month. In October 2013, we distributed detailed posters for the Nursing Grand Rounds sessions to health care facilities statewide to help raise awareness of this educational opportunity and further increase participation.



LUNDER · DINEEN
Health Education Alliance of Maine
In collaboration with Massachusetts General Hospital

Online Nursing Grand Rounds

From the Massachusetts General Hospital Norman Knight Nursing Center for Clinical and Professional Development



This is a complimentary educational opportunity for all Maine nurses to focus on excellence in nursing through scholarly presentations and discussions. It's a monthly forum to share expertise and knowledge in a learning environment focused on the art and science of nursing.

- More than 20 sites in Maine participate each month
- One-hour, live grand rounds
- Usually held the third Thursday of the month at 1:30pm (may occasionally change based on speaker availability)

To register your facility or practice and participate:

1. Email Julie Goldman, RN at jgoldman2@partners.org to receive an email update each month with upcoming topics and faculty
2. Login and participate using the video conferencing info that Julie provides
3. Submit an attendance sheet by fax to reflect all attendees, regardless if CEs are provided - fax to (617) 724-3754

www.mainehealtheducation.org

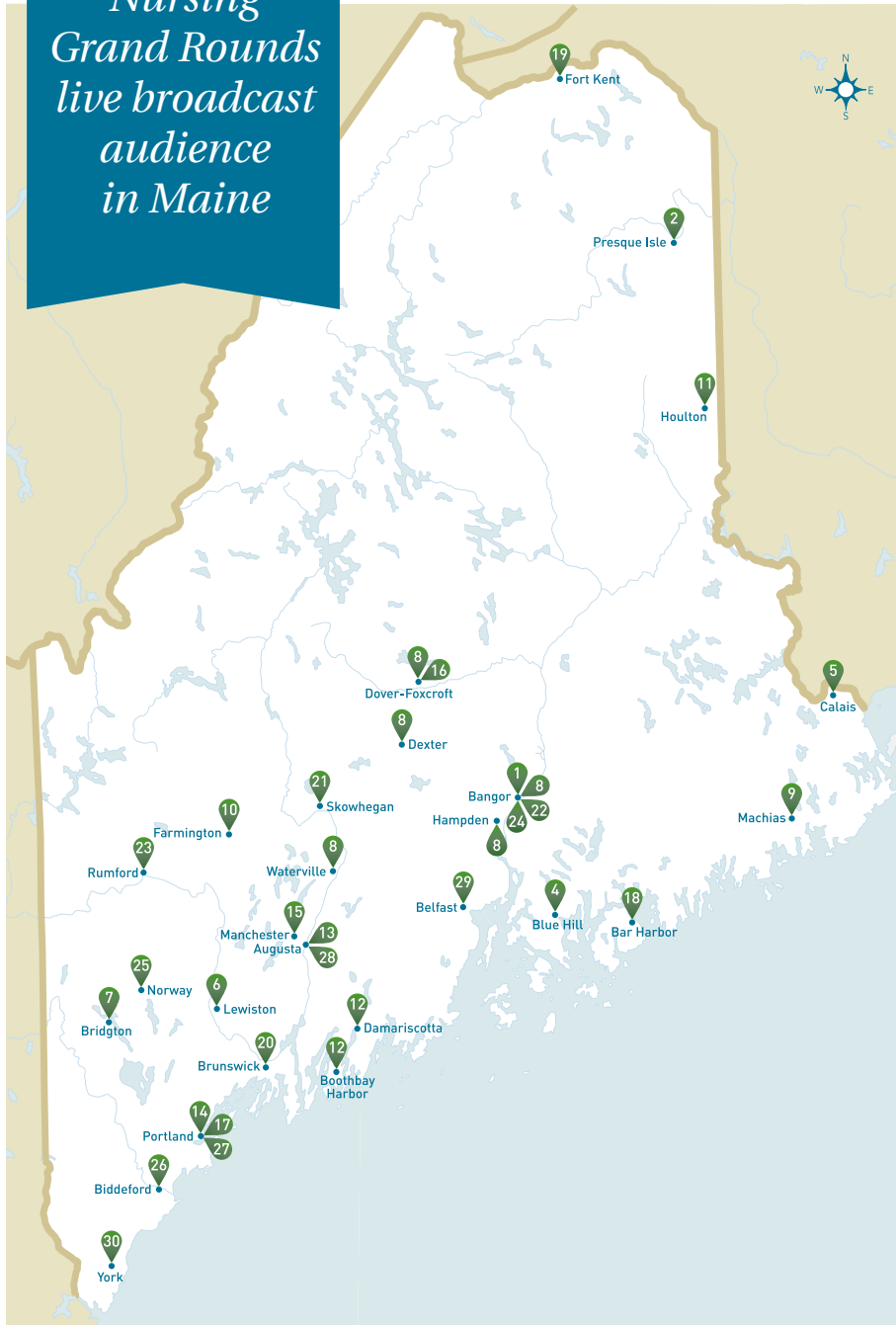
- Through Lunder-Dineen's support and our partnership with Organization of Maine Nurse Executives, we invited three Maine Nurse Leader partners to be our guests for the two-day international nursing symposium at Mass General titled *Innovation in Care Delivery* and we recorded the keynote speakers. Four educational webinars from the event will be available on-demand at no cost on our website at www.lunderdineen.org.
- In order to continually provide educational content that is relevant for nurses in Maine, we began an analysis of the Norman Knight Center's extensive nursing education courses to identify existing educational content in areas of unmet needs that we can make available at no cost through our website.
- In December 2013, Lunder-Dineen Co-Chair Jeanette Ives Erickson, RN, DNP, spent the day as a guest lecturer at the University of New England's Biddeford and Portland campuses, leading two sessions on nursing leadership and interprofessional education for community-based nurse leaders, UNE students, and faculty.

“UNE is delighted with the partnership potential that Lunder-Dineen offers in the areas of education, training and services.”

— Jennifer L. Morton, DNP, MPH, APHN
UNE Director of Nursing



*Current
Nursing
Grand Rounds
live broadcast
audience
in Maine*



1. Acadia Hospital
2. Aroostook Medical Center
3. Bridgton Hospital
4. Blue Hill Memorial Hospital
5. Calais Regional Hospital
6. Central Maine Medical Center
7. Central Maine Medical Group
8. Charlotte White Center*
9. Down East Community Hospital
10. Franklin Memorial Hospital
11. Houlton Regional Hospital
12. Lincoln County Healthcare*
13. MaineGeneral Medical Center
14. Maine Medical Center
15. Maine Quality Counts
16. Mayo Regional Hospital
17. Mercy Hospital
18. Mount Desert Island Hospital
19. Northern Maine Medical Center
20. Parkview Adventist Medical Center
21. Redington-Fairview General Hospital
22. Rosscare
23. Rumford Hospital
24. Saint Joseph Hospital
25. Stephens Memorial Hospital
26. Southern Maine Medical Center
27. Spurwink Services
28. VA Maine Healthcare Systems
29. Waldo County General Hospital
30. York Hospital

*Multiple locations

..... ACCOLADES FROM THE COMMUNITY

“ I would encourage other nurses to take advantage of this wonderful opportunity. We’re in a very rural area so it makes it very difficult for us to attend some of the conferences. Lunder-Dineen has been truly valuable in that we are able to utilize the teleconferences for live presentations as well as archived sessions. The knowledge that we’ve gained, and the feasibility and variety of courses were very beneficial for our facility. ”

—Reggie Murray, RN
Staff and Patient Educator
Northern Maine Medical Center

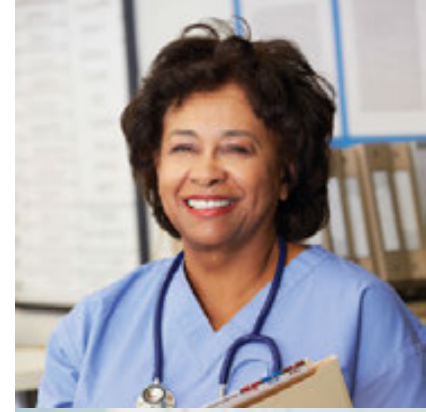


Nursing Preceptors

Lunder-Dineen has received requests for preceptor professional development education from several Maine health care organizations. In keeping with our guiding principles to avoid duplication of existing efforts, Lunder-Dineen is discussing various options to meet this need since preceptors are vital in preparing new nurses as they enter health care settings.

We recently conducted a needs assessment on this issue and learned that Maine Partners in Nursing Education and Practice (MPNEP) fielded a survey in 2011 about preceptors that demonstrated a gap in the education of registered nurse preceptors in the state of Maine. Our team learned of a successful Preceptor Training Pilot Program developed and presented by MPNEP. With the current funding for this program ending, their Preceptor Program Committee discussed with Lunder-Dineen the possibility of helping to sustain the program.

As this is an identified and important leadership education need for Maine nurses, we are exploring a collaboration to extend the benefit of this program to a wider base of Maine nurses and to support the program pilot for the remainder of 2014.



Education in Action

Melissa Stoliker is a registered nurse at the Northern Maine Medical Center in Fort Kent. She says, *"Education is the greatest resource we have to bring quality care to our patients and with our hospital being so rural, we have a hard time getting these programs and live functions to our area."* She has taken part in several of Lunder-Dineen's online courses. *"We're very thankful to have the archived sessions and the live Web sessions that we can view from home or work in order to get those skills so that we can continue to bring great care to our patients."*

Tyler Stoliker, an emergency nurse at the Northern Maine Medical Center, took part in Lunder-Dineen's online educational activity entitled *Responding to Patients Abusing Bath Salts*. Use of bath salts in Maine has increased dramatically over the past two years, first in the Penobscot County region, then spreading to the east and south of the state. Because of the significant medical morbidity and collateral damage inflicted by impaired bath salt users, it's critical to provide emergency first responders, law enforcement, health care professionals, and clergy with the latest evidence-based information on bath salts use, emergency management best practices, and prevention strategies. Tyler says the course helped to better prepare him for the rising incidences of bath salts use. *"The medical field is a changing atmosphere. It is absolutely important for health care professionals to continue their education to be able to provide the level of care that is needed to take care of each and every one of our patients on a daily basis."*



*Melissa and Tyler Stoliker,
nurses at Northern Maine
Medical Center in Fort Kent*



*A mural on the side of a barn in
Fort Kent, Maine, that depicts
the rural roots of the area*

..... ACCOLADES FROM THE COMMUNITY

“ In our work at Maine Quality Counts, we try hard to align improvement efforts in the state. Lunder-Dineen understands the need to provide high-quality, accessible, no-cost educational resources to a wide range of Maine health care providers, focusing on topics of high interest. We look forward to ongoing opportunities to partner with them to advance the quality of health care in Maine. ”

—Lisa M. Letourneau MD, MPH
Executive Director
Maine Quality Counts



Featured Collaboration

Maine Quality Counts

In late 2012, Lunder-Dineen began a collaboration with Maine Quality Counts (MQC), which is an organization committed to improving health and health care by aligning improvement efforts. Our goal is to help MQC with the expansion of their Patient Centered Medical Home (PCMH) work with Maine's primary care practices.

The first component of the collaboration is the development of a motivational interviewing interactive learning module. Motivational interviewing is the most requested topic of interest by primary care practices. The goal is to address a currently unmet need in the state to train providers on a collaborative, person-centered technique to elicit and strengthen a patient's motivation for change. Entitled *Basic Skills and Clinical Applications of Motivational Interviewing*, the activity offers CME/CEU credits and is accessible on-demand at any time. To date, the webinar has been completed by more than 170 interdisciplinary participants. The majority of participants are nursing professionals, social workers, and counselors. We receive a great deal of positive feedback regarding this education, especially among clinicians working in rural areas.

The second component of the collaboration is for Lunder-Dineen to provide the practices with free access to an existing online resource from the American College of Physicians (ACP) called Practice Advisor. This program has rich resources and tools that help primary care practices learn how to transform their practices to provide patient-centered care. This collaboration will continue into 2014.

..... ACCOLADES FROM THE COMMUNITY

“ The online resources and training available to us from the Lunder-Dineen Health Education Alliance have proven to be invaluable to us in our work here at Sacopee Valley Health Center in Porter, Maine. In particular, the motivational interviewing interactive learning model has provided us with a useful, timely and fun way to provide training for all staff at our health center. We have shown the video vignettes demonstrating the “old” way and the “new” way at our All Staff meeting. Staff have enthusiastically appreciated and enjoyed this training for its brevity and ease of understanding. As the executive director, I am always looking for educational resources that I can incorporate into staff meetings and Lunder-Dineen Health Education Alliance is terrific. ”

—Maryagnes Gillman
Executive Director
Sacopee Valley Health Center





A Glimpse at 2014

We plan to continue to emphasize our current areas of educational focus in mental and behavioral health, older adult health, and veterans health. We also plan to add additional educational priorities in areas of high educational interest and need, such as oral health and substance abuse. Finally, we continue to evaluate collaborations with organizations across the state to explore developing unique health education programs custom tailored to the unique needs of Maine.

Community Outreach

Adding to our existing community outreach efforts, we plan to begin distributing a quarterly e-newsletter to highlight our recent accomplishments, news and events, as well as feature health care professionals that benefit from education developed and disseminated by Lunder-Dineen. We also plan to conduct an awareness survey to assess our education and community outreach efforts. This inaugural survey will serve as a benchmark and the survey process will repeat every other year. As in the past, we remain committed to conducting face-to-face visits and having meaningful conversations with health care professionals across disciplines and across the continuum of care to ensure that our education is driven entirely by our stakeholders themselves.

Partners in Maine are helping us spread the word about our initiative and awareness of Lunder-Dineen is steadily increasing.

From left to right: Erin Bellaire, RN, Manager of Nursing Education; Teri Young-Hise, MSB, RN-BC, Director of Nursing; and Kent Clark, MD, Director of Medical Affairs; Waldo County General Hospital



Social Media

We are focused on establishing a solid presence for Lunder-Dineen in the major social media communities of **Facebook**, **Twitter**, **Instagram** and **YouTube**. Our social media efforts are important to driving awareness for our educational programs, as social media continues to grow as an important source of health information for both consumers and clinicians. These communities allow us to reach all of our key stakeholders, post and share content about our mission and our education, and serve as an additional touchpoint to build relationships with like-minded organizations across Maine.



.....ACCOLADES FROM THE COMMUNITY.....

“ We expressed an educational need, and were delighted with the educational offering! We appreciate the support and collaboration between Acadia and Lunder-Dineen Health Education Alliance of Maine. ”

—Dan Johnson, PhD, LCPC, CCS
Director of Educational Services
Acadia Hospital







Current Educational Activities







Online Series








On-Demand Learning

Veterans Health












-  From the War Zone to the Home Front: Supporting the Mental Health of Veterans and Families
-  From the War Zone to the Home Front II
-  Aging Veterans: The Challenges, Some Solutions, and Some Remaining Challenges
-  The Joys and Sorrows of Older Veterans: Thoughts from a Geriatric Psychiatrist

Mental Health






-  Basic Skills and Clinical Applications of Motivational Interviewing
-  Responding to Patients Abusing Bath Salts
-  Continuity of Care for Down Syndrome
-  Virtual Grand Rounds: Spring 2012 Series
-  Addressing Unmet Needs in the Treatment of Psychiatric Disorders

Older Adult Health





Some sessions will become available in early 2014.

-  Shared Decision Making: Implications for Policy and Practice
-  Aging Veterans: The Challenges, Some Solutions, and Some Remaining Challenges
-  The Joys and Sorrows of Older Veterans: Thoughts from a Geriatric Psychiatrist
-  Using Social Media to Improve the Care of the Elderly
-  The Role of Prognostication in the Care of the Elderly
-  Stroke Review: Primary and Secondary Stroke Prevention
-  Surgical vs Nonsurgical Management of Back Pain in the Elderly
-  Oral Health Impact on Systemic Disease in Older Adults
-  DHHS Services and Programs
-  From Dietary to Dining in Long-Term Care
-  Notes from the Field: Avoiding Common Errors






All on-demand educational activities are free and many qualify for CME/CE credit.
Visit www.lunderdineen.org and select "Take a Course" to participate now.

-  Where Policy Meets Practice
-  The Triple Aim/the Future
-  Dementia and Primary Care Review
-  Dementia Guidelines
-  Advances in the Diagnosis and Treatment of Parkinson's Disease



Chronic Pain

-  An Overview of Pain
-  Opioid Addiction: Take-home Points for the Practicing Physician
-  Prescription Opioid Abuse
-  Advances in Treating Chronic Pain



Practice Improvement

-  Bringing Health Information to Life
-  Health Care Reform and the Future of Primary Care
-  How Physicians Can Improve Care for Patients with Serious and Life-threatening Illness
-  Managing Patients with Cirrhosis: Opportunities for Improvement
-  Translational Therapeutics Development at NIH



Diabetes

-  Riding the Genomic Wave in Type 2 Diabetes
-  Update in Inpatient Diabetes Management: Research, Teaching, and Practice



Nursing

-  Featured Grand Rounds from Massachusetts General Hospital Norman Knight Nursing Center
-  Strategies for Creating and Sustaining a Professional Practice Environment


Physical Medicine and Rehab

-  Spaulding Rehabilitation Network Virtual Grand Rounds Series
-  Spaulding Virtual Grand Rounds 2013-2014: Preventing Injury and Enhancing Recovery

Palliative Care

-  Making the Case for Integrated Palliative and Oncology Care in Metastatic NSCLC Patients
-  The Role of Palliative Care for Patients with Serious and Life-threatening Illness

Special Content

-  Lunder-Dineen White Paper: The State of Health Care Education in Maine



Health education designed to meet the unique needs of Maine health care professionals, their patients and the community.

The Lunder family and members of the Lunder-Dineen Health Education Alliance of Maine



From left to right, standing: Glenn Laudenslager, Lunder-Dineen Community Outreach Coordinator; Jack Emory, Chair, Lunder-Dineen Advisory Committee; Denise O'Connell, LCSW, Lunder-Dineen Sr. Program Manager; Labrini Nelligan, Lunder-Dineen Executive Director; Dr. James J. Dineen, MD, Lunder-Dineen Co-Chair; Carole MacKenzie, RN, Lunder-Dineen Education Curriculum Coordinator; Peter Lunder, Founder/Philanthropist; Marjorie Lunder Goldy, Chair, Lunder-Dineen Advisory Committee; Tristan Gorrindo, MD, Lunder-Dineen Chief Learning Officer, Physician Education. Sitting: Jeanette Ives Erickson, RN, DNP, Lunder-Dineen Co-Chair; Paula Lunder, Founder/Philanthropist



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Health Education Alliance of Maine

In collaboration with Massachusetts General Hospital

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