



Flexibility Helps Nutrition Center Meet Most Pressing Community Needs

In 2021, St. Mary's Health System received a grant of \$100,000 from Harvard Pilgrim HealthCare Foundation, now Point32Health for an innovative health and nutrition project. This grant was a collaboration between St. Mary's Nutrition Center and

Community Clinical Services (CCS) B-Street Health Center to address the social determinants of health and provide a continuum of care for patients with chronic illness facing multiple social barriers by providing culturally appropriate food.

During the initial stage of the project, our community's needs suddenly changed. Lewiston-Auburn saw a considerable increase in asylum seekers arriving, largely from Afghanistan, without any coordinated support structures in place. This exacerbated a food scarcity crisis. With the support of the Harvard Pilgrim Health Foundation and our partners, we quickly pivoted to meet these new, urgent needs.

Throughout 2022, a new program was implemented that focused on coordinating an emergency food response that provided culturally preferred foods; supporting families in learning to navigate access to health care, food access resources, and public transportation; and addressing related barriers such as the kitchen equipment needed to be able to prepare foods. This provided support to extremely vulnerable

families as they navigated a challenging transition window in their first six to 10 months in the United States. Simultaneously, the Nutrition Center, CCS, and other community partners identified the collective work that needed to be done to create a sustained, coordinated response plan as more refugees and asylum seekers arrived each week.

Flexible partnerships and, when possible, unrestricted support, help St. Mary's respond quickly to emerging needs in our community. **To learn more about the Nutrition Center or to make a gift, visit our website at stmarysmaine.com.**



Your Feedback Helps Us Improve Your Patient Experience

Do you remember receiving a survey by email after your last visit to St. Mary's? We hope so because we take your response to our patient experience survey very seriously. In fact, we focus on implementing meaningful improvements to your care based on your input.

One of the things we've heard was that it's important for nurses to listen carefully to you. We made sure to address that by launching a trial initiative called "Commit to Sit" at our inpatient Joint Center, located on the third floor of the C building in the hospital. The program asks nurses to sit at the bedside of their patients during every shift. They can take this time to review a patient's records, talk about the patient's care plan, and ask them what's on their mind and listen. Since the launch of the initiative, survey results in this area have been extremely positive!

"This initiative is an important part of our work toward meeting the needs of our patients," says Jenny Ogden, Orthopedics RN, Inpatient Unit C3. "We commit to sitting with each patient for at least five minutes to give them the opportunity to communicate their concerns. We are happy to discuss whatever is on their mind. Sometimes this means answering questions about their care, but sometimes they just want to talk about family or their interests. These talks inform us about their needs, but being heard also provides comfort to our patients."



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Meet Dr. Ramirez, Urologist

Michelle Ramirez, DO, is a practicing Maine urologist that newly joined St. Mary's through our partnership with Maine Health. The Maine Health Joint Venture has helped bring medical specialists to our part of the state. The need for urology care is growing given that Maine's population is aging. The St. Mary's team is very grateful to have Dr. Ramirez helping to care for our community.

"One of the reasons I love urology is because of patient continuity," remarks Dr. Ramirez. "It's not just a surgical field. It is a specialty where you often follow your patients for life. I get to build long-term relationships with many of my patients. Plus, in this technical day and age, we have an extensive toolbox of medication, therapy, and procedures which can offer relief--not just a scalpel." For instance, Dr. Ramirez has brought two new minimally-invasive procedures to the practice: Urolift, which treats urinary symptoms related to an enlarged prostate, and Bulkamid, for stress-related urinary incontinence in females. She also offers Botox for urge incontinence and treats a range of urological conditions including stones, prostate and bladder cancer.

Not only does our community benefit from the Maine Health Joint Venture, but Dr. Ramirez tells us that the participating staff do as well. "St Mary's is truly centered around and focused on patient care. I appreciate being part of a hard-working team and collaborating with colleagues that love where they work. It is a community hospital, with a community culture. And access to care is essential to be able to truly help that community."

For more information, visit [urology at stmarysmaine.com/services/urology](http://urology.stmarysmaine.com/services/urology).



The Power of the Loyal Donor: Meet Diane Champoux

Diane Champoux likes to say she “grew up with the nuns” who are an important part of St. Mary’s heritage. She is the president of Champoux Insurance which was started by her parents in 1954 and has grown from two employees to more than 35 in the past 10 years. Today, the family-owned agency is one of the largest in Maine.

Diane and her husband, Richard ‘Dick’ Albert, have been supporting St. Mary’s for 18 consecutive years through their own personal giving, and giving through their company. They have a passion for supporting mental healthcare. Each year, their renewed gift reaffirms their dedication to keeping this important resource available to their neighbors and friends.

“We continue to support St. Mary’s because it has always been a big part of our community, providing comprehensive care by offering healing for both the body and mind,” says Diane. “Their mental health department is so important to our community. It is fairly easy to find help to treat physical issues; however, St. Mary’s can also help heal those suffering from addiction and mental illness. St. Mary’s doctors, nurses and staff are dedicated and always look to ensure patients are comfortable and well. Our community is a better place because of St. Mary’s and its continued dedication to providing excellent care with genuine compassion.”

“We continue to support St. Mary’s because it has always been a big part of our community,”

– Diane Champoux

Ashley Goodwin: Inspired by Compassion, Empathy and Support



Ashley Goodwin has been a St. Mary's Health System employee for almost 19 years. For the last four, she's served as practice manager at Auburn Medical Associates' primary care practice. Ashley is also a member of St. Mary's Mission Advisory Committee, a past winner of the Marguerite d'Youville Award for Compassion and helped launch an emergency food kit program for patients who are facing food insecurity.

When she was asked to do an interview she replied, "Attention is out of my comfort zone. I enjoy collaborating with others, as I believe it takes a village to do wonderful things. Happily, I'm surrounded by incredible people who continually extend themselves to help those in need."

In December 2021, the Auburn Medical Associates team formed a work group and began collaborating with St. Mary's Nutrition Center, Metz Culinary Management and Mission Integration, to examine how they could help address food insecurity within the practice. Before long, patients were being screened and if they were identified as food insecure, they were offered:

- An emergency food kit including a protein, grain, fruit and vegetable
- An Androscoggin County Community Food Resources Guide with information for how to access nutrition assistance, meals for kids, pantries and soups kitchens

In the span of just over a year, 74 emergency food kits and hundreds of food resources guides have been distributed to help 115 adults and 33 children in the area.

The best part of getting involved in Mission activities is the team collaborating to do good things and making an impact in the community," shares Ashley. "The compassion, empathy and support I see every day is inspiring. Honestly, it's what has kept me at St. Mary's for so many years."


2023
ST. MARY'S
COMMIT TO
get FIT
5K & Harvest Walk
KIDS OBSTACLE COURSE

10TH ANNUAL!
Sunday, October 15
Simard Payne Memorial Park
Lewiston



What's Your Why To Commit to Get Fit?

Dr. Rosemarie Sheline, DDS, believes strongly in the connection between oral health and overall health, which is why she recommends that her patients:

- Eat nutritious foods.
- Exercise regularly.
- Drink plenty of water.
- Sit in the sunshine for a few minutes each day.
- Enjoy some fresh air daily.
- Get the appropriate amount of rest.



WALK | RUN | CHEER! or VOLUNTEER

Dr. Rose and her staff at Maple Way Dental use various activities to keep moving, including participating in St. Mary's Commit to Get Fit 5K, which supports the St. Mary's Nutrition Center.

“I’m happy to sponsor and participate in the event because it encourages everyone to be happy and healthy — and the best version of themselves,”
 — *Dr. Rose*



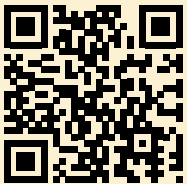
MAPLE WAY
DENTAL CARE



Join Dr. Rose and her team at this year's Commit to Get Fit 5K/
Harvest Walk/Kids Obstacle Course on October 15th at Simard
Payne Park. stmarysmaine.org/commit

Registration is open now at
stmarysmaine.com/commit

Don't delay putting your health first.



*St. Mary's is grateful to the City of Lewiston as well as our business
sponsors, community partners and volunteers for collaborating with
us to present Commit to Get Fit 2023.*

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