



# HEALTH EDUCATION IS POWERFUL MEDICINE



# 2021 ANNUAL REPORT



LUNDER • DINEEN

Health Education Alliance of Maine

In collaboration with [Massachusetts General Hospital](#)





Dear Colleagues, Friends & Neighbors in Maine,

One word summarizes the spirit of our eleventh annual report.

**Gratitude.**

A deep sense of gratitude permeates our work right now, from discussions at Massachusetts General Hospital to meetings with colleagues in all corners of Maine.

This emotion is fitting given the challenges that all of health care faced over the last 24 months. During this pandemic, health care professionals stare down deadly risks every day yet continue to show up to help those in need. When they run into challenges in care delivery, they create new systems to make sure people can access care.

At Lunder-Dineen, we see our colleagues in Maine display a sense of commitment and passion that affirms their deep love for the state.

Despite their many, significant roles as health care leaders, members of our Advisory Teams continue to volunteer their time to guide our programs. In fact, they helped reinvent how we deliver our education in virtual formats. The practice sites for our MOTIVATE and Time to Ask programs all remain engaged with Lunder-Dineen and our work. And organizations across Maine continue to embrace our Maine Nursing Preceptor Education Program. This steadfast commitment to our programs shows that even during the most difficult times, health care organizations in Maine invest in their staff and the residents they serve.

Two years ago, no one imagined that we would have to make a complete pivot and reshape our work. Today, I am proud to say that it worked well. Data show that the impact of our education is equal to what it was in its prior, pre-pandemic form. We are grateful to everyone who played a role in this success.

In fact, this success inspired other changes. Our annual report is now a fully digital format. And we are proud to present a new, reimagined website at [lunderdineen.org](http://lunderdineen.org). Our new website has the technology to evolve alongside our programs and help us meet the learning needs of the health care workforce.

Through all this change, we are mindful of one key fact. The traits that people and organizations now need to be successful have always been a big part of the culture here in Maine. Collaboration. Courage. Strength. Adaptation. Resiliency. And last but not least, gratitude.

After all, gratitude is what led to our entire initiative. In 2010, it is what inspired the Lunder family, Lunder Foundation, and Mass General to create a shared vision to improve the health of Maine residents by advancing the skills and expertise of Maine's health professionals.

I dare say that qualities such as adaptive, resilient, and successful are what the Lunder family envisioned for Lunder-Dineen more than eleven years ago. There are no words to measure the thanks that Maine has for them. We are forever grateful for their vision, passion, and support.

Thank you for your interest in Lunder-Dineen. I invite you to learn more and join us in our work.

**Labrini Nelligan, MS**  
Executive Director  
Lunder-Dineen Health Education Alliance of Maine







# OUR TEAM

## Co-Chairs and Chief Learning Officer



James J. Dineen, MD



Jeanette Ives Erickson, RN, DNP, NEA-BC, FAAN



Robert Birnbaum, MD, PhD



Gino Chisari, RN, NPD-BC, DNP

## Lunder-Dineen Staff



Labrini Nelligan, MS  
Executive Director



Denise O'Connell, MSW, LCSW, CCM, CCP  
Associate Director



Samantha Nock, BA  
Program Manager

## Advisory Committee

The Lunder-Dineen Advisory Committee consists of leaders in Maine across health care, business, philanthropy, and more. These volunteers provide key input on areas such as strategy, development, and education.



George Campbell  
President, Sewall



Jack Emory  
The Lunder Foundation  
Board of Directors



Kevin Gillis  
President, The Lunder  
Foundation



Paul S. Goodof  
Consultant to Nonprofits  
and Private Trustee



Admiral Gregory Johnson  
USN-Ret.



Marjorie Lunder  
The Lunder Foundation



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



Noah Nesin, MD, FAAFP  
Innovation Advisor,  
Penobscot Community  
Health Center



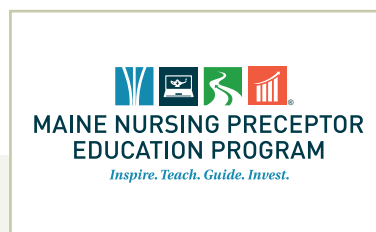
Mark Vogelzang  
Former President & CEO,  
Maine Public

[VIEW BIOS](#)

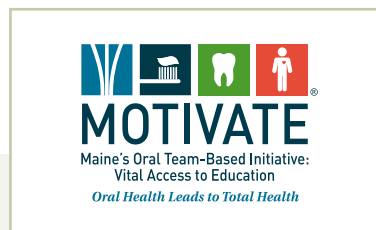


# OUR EDUCATION

Our three signature education programs focus on public health and workforce challenges in Maine that need strategic, sustainable solutions.



This statewide program launched in 2015. It helps health care organizations across the continuum of care train and retain confident, skilled nurse preceptors. In turn, these preceptors support and cultivate excellence in the nursing workforce at all levels, from individual teams and units all the way up to system-wide initiatives in hospitals and health systems.



MOTIVATE transforms oral health in nursing homes and long-term care settings. The curriculum transfers knowledge and skills in good oral health directly to interprofessional care teams. Since residents in these settings are among the most vulnerable individuals, good oral health can have a significant impact on total health. MOTIVATE helps improve much more than just the health of their mouth, gums, and teeth. It improves their overall wellness, dignity, and quality of life.



Alcohol is the number one substance of misuse in Maine. In fact, alcohol-related deaths in Maine increased 28% in 2020. Despite that, most health care professionals receive very little education on alcohol use. Time to Ask provides hands-on training to primary care teams that changes their knowledge, skills, and attitudes around alcohol. This enables them to effectively identify, assess, and recommend treatment for patients who may be at risk from unhealthy alcohol use.





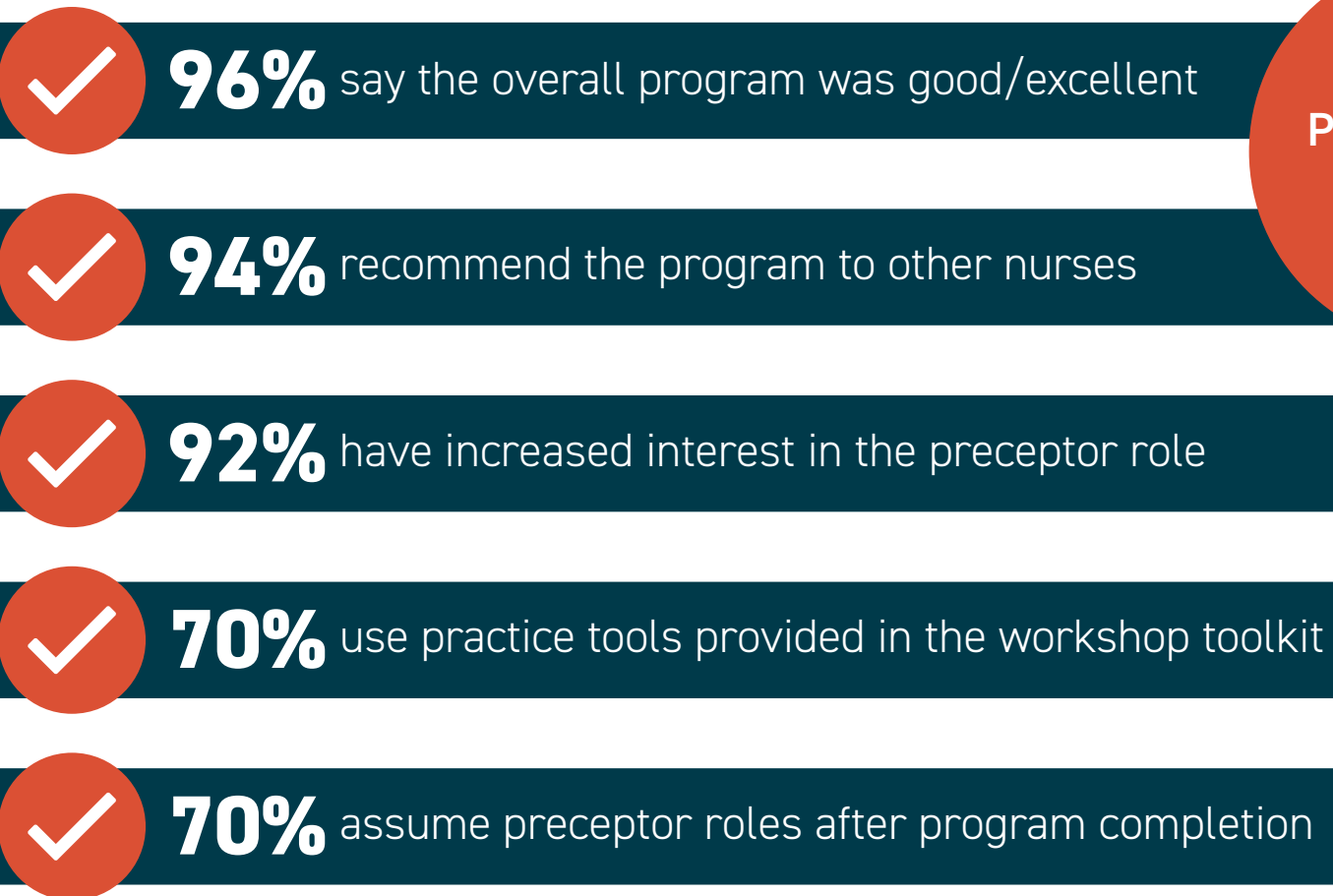
[Learn More About This Program](#)

## EXPANDING OUR IMPACT



## High-Quality, Sustainable, Valued Education

Data from our 2019 and 2020 programs highlight the impact of the curriculum.



[See More  
Program Data](#)

## Innovative Partnership to Educate Rural Nurses

Lunder-Dineen collaborated with ANA-Maine to educate nurses in rural areas of northern Maine. Informed by a needs assessment of nurses in northern Maine, our team developed webinars that were piloted with nurses at Northern Maine Medical Center and Northern Light AR Gould. We plan to survey these participants and disseminate the education widely in the coming months.



### In Memoriam – Donna DeBlois, RN, BSW, MSB, MBA, AHCA

On behalf of everyone who is part of Lunder-Dineen and our programs, we express our gratitude and mourn the loss of a valued and respected member of our Maine Nursing Preceptor Education Program Advisory Team.

Donna served on our Advisory Team for many years and held many leadership and volunteer roles in the nursing community. She was president of Maine Health Care at Home and was recently voted into the National Hospice Hall of Fame.

[Read Donna's Bio](#)



### Welcome to New Advisory Team Member

Lunder-Dineen welcomes Candace Davis, MSN, FNP-BC, to its Maine Nursing Preceptor Education Program Advisory Team. She is director of the Nurse Practitioner Residency Program at Penobscot Community Health Care in Bangor.



*"I see the daily sacrifice and effort that frontline nurses give during this pandemic. Their resiliency speaks volumes about the impact of quality health education. It's an honor for Lunder-Dineen to offer our free programs as a gift to our nursing heroes. We want to help you re-energize, re-engage, and re-commit. You deserve it after all you've done for Maine."*

Jeanette Ives Erickson, RN, DNP, NEA-BC, FAAN  
Lunder-Dineen Co-Chair

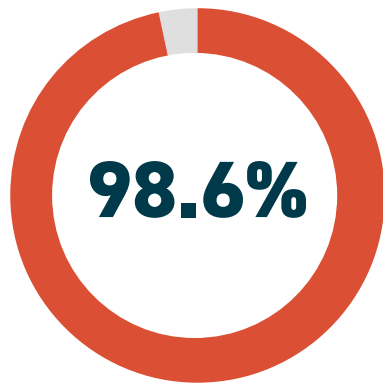
[Learn More About MOTIVATE](#)

## EXPANDING OUR IMPACT

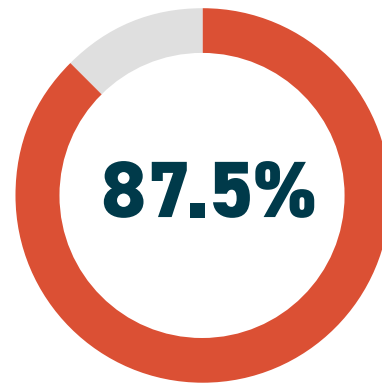


### A Focus on Practical, Real-World Skills

Data from Phase 2 of MOTIVATE highlights the impact of the program.



of participants say that MOTIVATE helped them identify the warning signs of an oral health problem



have been able to successfully implement what they have learned from the MOTIVATE program

### Successful Launch at New Practice Site

MOTIVATE launched in July 2021 and is now part of standard care at Northern Light Health Continuing Care Mars Hill in Mars Hill, ME.

Watch a hands-on training session in a MOTIVATE workshop.

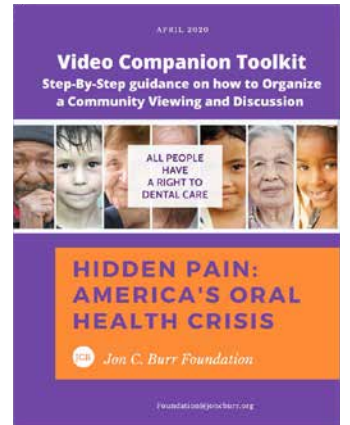


[Watch Video](#)

### Webinar and Toolkit on America's Oral Health Crisis

Lunder-Dineen partnered with The Jon C. Burr Foundation to educate the public and encourage action around access to good oral health care. Our work included a multistate webinar and online toolkit.

[Access the Toolkit and Video](#)



### New Educational Tool for MOTIVATE Workshops

Our live workshops now involve hands-on practice using an oral health mannequin. This helps participants learn techniques and improve care delivery.

### MOTIVATE Featured in National Report

*Oral Health in America: Advances and Challenges*, a report released in 2021, mentions MOTIVATE as an example program that improves oral health for the frail elderly.

[See the Report](#)



### Welcome to New Advisory Team Member

Lunder-Dineen welcomes our first student advisory member, Shyanne Barnes, to its MOTIVATE Advisory Team. She is a graduate of the University of Maine in Orono and a third-year dental student at the University of New England (UNE) College of Dental Medicine. She is from northern Maine and President of Special Care Dentistry Association, UNE chapter.



"Since March 2020, health care has changed so much. How we deliver care, the technology tools we use, and more. The MOTIVATE program has moved in lock step with all of it. That's why it's on the national radar. I look forward to where this program goes next."

Gino Chisari, RN, NPD-BC, DNP  
Lunder-Dineen Chief Learning Officer



Learn More About Time to Ask

## EXPANDING OUR IMPACT



**7**

counties  
in Maine



**15**

participating  
practice sites



**39100+**

patients served by  
practices that use  
Time to Ask



**330+**

health care  
professionals  
trained

## Skills That Enhance and Improve Practice

Data from Phase 2 of Time to Ask highlights the impact of the program.

**↑ 152%**

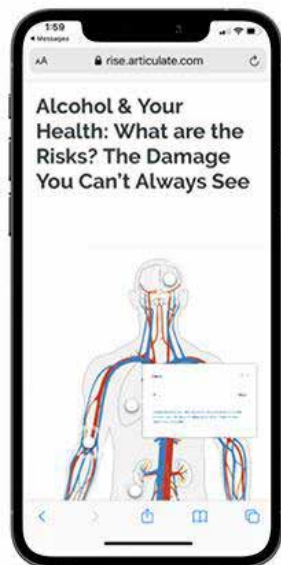
increase in the number of  
providers who say that  
they know how to counsel  
individuals about alcohol  
use over the long term

**81%**

of clinical staff learned  
new information they  
could implement  
within the same month

**80%**

have a working  
knowledge of alcohol  
and related problems



## Interactive Poster: Alcohol's Effect on the Body

Lunder-Dineen developed this tool for providers and individuals alike. It offers an engaging, educational journey through all the short- and long-term health impacts associated with alcohol use. It is available in five languages (English, Spanish, French, Arabic, and Portuguese) and as a printable poster.

Learn About Alcohol Right Now

## New Practice Site in Portland

In 2021, Time to Ask successfully launched and is now part of daily practice at Greater Portland Health. For this Federally Qualified Health Center, which serves a diverse population, we developed cultural competency in screenings for alcohol use and translated our materials into multiple languages.



**VIRTUAL MOTIVATIONAL INTERVIEWING PRACTICE OPPORTUNITY**  
A TIME TO ASK EDUCATION BOOSTER

We heard your Time to Ask (TTA) program graduates asked us for additional training and opportunities to practice how to hold efficient, effective and compassionate conversations with patients about alcohol so that they can make informed decisions.

Motivational Interviewing (MI) is a collaborative conversational style for strengthening a person's motivation to deal with the struggle of managing health and risk factors while facing their own strength, hope and readiness. MI springs out of the substance use treatment field and has become widely used by many health professionals as an effective tool and approach for discussing difficult chronic health challenges with patients. MI is the most widely researched and disseminated motivational counseling approach to SUD treatment.

This training opportunity centers on advancing MI skills for primary care health professionals with a focus on enhancing a patient's motivation to change by exploring and resolving ambivalence around alcohol use.

We are offering this unique pilot as an opportunity to learn and practice virtually with others in Maine who completed the TTA program or are about to. This MI practice program will be specifically tailored to the TTA audience but will also help you as you hold other difficult conversations with patients. Welcome into the MI content will be shared decision making, diversity, equity and inclusion and recovery conversations.

By completing the program, you'll join your colleagues across the state by becoming Time to Ask MI champions at your organizations.

We've enlisted the help of a highly regarded Maine-based expert MI trainer, Douglas Andrew, LICMHC, CCS, CIP and his faculty who have extensive experience working with interprofessional health care teams. <https://www.humanities.org/education>

This opportunity has been made possible by a three-way collaboration: the Health Education & Training Institute (HETI), Lunder-Dineen and the Addiction Technology Transfer Center Network (ATTC) with additional funding provided by a grant of the Welch Charitable Fund.

**PROGRAM DETAILS**

A 5-month program that meets every other week during lunch\* beginning September 22, 12-2pm (a full schedule of dates can be found on the website: <https://lunderdineen.com/education-at-atcc-at-lunderdineen-het>).

\*Participants will receive a gift card to purchase lunch.

**The program consists of three virtual components:**

- Basic Training
- Practice and Reflection
- Coaching, coding and master class

**Who can participate?**

- 2 slots are available per practice site.
- The program is open to patient-facing licensed and unlicensed staff who are involved in screening and/or brief intervention and referral to treatment including medical assistants.

**More info?**  
[atcc@lunderdineen.com](mailto:atcc@lunderdineen.com)

## New Booster Program for Time to Ask Graduates

Time to Ask program graduates asked for more opportunities to refine their skills. That's why Lunder-Dineen now offers a five-month educational booster program for all graduates. It focuses on motivational interviewing practice, which is a widely researched and evidence-based approach for discussing chronic health challenges with patients.

This booster program was made possible through collaboration with the Health Education & Training Institute (HETI) and the Addiction Technology Transfer Center Network (ATTC), with additional funding provided by a grant from the Welch Charitable Fund.

See Program Details

## New Pilot Program at Penobscot Community Health Care

Lunder-Dineen is proud to partner with the only Nurse Practitioner Residency Program in Maine. The program is using our Time to Ask learning modules, virtual medication treatment workshop for alcohol use disorder, and other educational resources with its incoming cohort.





# OUR ONGOING WORK



## Pilot Project with iPads at Practice Sites

In 2022, Lunder-Dineen will pilot the use of iPads for self-directed alcohol screenings and educational tools. This will take place at Time to Ask practice sites Greater Portland Health Care and St. Croix Regional Family Health Center.

Patients will complete pre-screening surveys that are available in multiple languages and can access Time to Ask educational materials on alcohol. There are also other interactive tools in development.

Lunder-Dineen is partnering with individuals and organizations across the state to break down barriers and make health care more inclusive.

## Expanding Our Work with Dental Hygiene Students

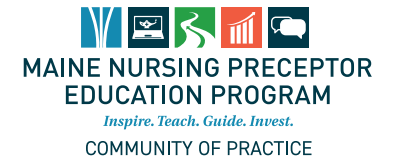
In 2021, Lunder-Dineen began a collaboration with the next generation of oral health leaders in the University of Maine at Augusta (UMA) Dental Hygiene Program.

Students in a Community Dentistry course adopted our MOTIVATE program. They created teaching videos that will be used as educational boosters for MOTIVATE graduates.

Continued collaborations with the UMA Dental Hygiene Program and future leaders are a growing area of focus for Lunder-Dineen in 2022 and beyond.

## Expanding Our Nursing Community of Practice

Many graduates of the Maine Nursing Preceptor Education Program expressed an interest in connecting with each other after the workshop sessions were completed. That is why we created the Community of Practice, an online community where graduates can network, share, ask questions, and help each other continue to learn and grow.



In the coming months, Lunder-Dineen plans to develop new content for the Community of Practice. This will include unique research, podcasts, shareable resources, and more.

[Visit the Community Now](#)

## Generous Gift Establishes MOTIVATE At Home

Lunder-Dineen is the recipient of a \$100,000 grant from the CareQuest Institute of Oral Health. Over the coming months, our team will modify our MOTIVATE curriculum and establish a new program called MOTIVATE At Home. It will provide tools and education on oral health for family members and caregivers of older adults who live in the community at large. This will significantly expand the overall reach of MOTIVATE.



The expansion will start in southern Maine, where Lunder-Dineen plans to partner with the University of Maine Center on Aging and the Southern Maine Agency on Aging. These organizations will help us conduct a statewide needs assessment and reach caregivers of older adults across the state. Eventually the program will expand to cover all of Maine.

[Learn More About CareQuest](#)

## New Practice Sites

Several new practice sites joined our flagship programs over the last few months. In 2022, Lunder-Dineen will focus on rolling out our programs at these sites.

**MOTIVATE**  
St. Andre Health Care,  
Biddeford

[Learn More](#)

**TIME TO ASK**  
St. Croix Regional Family  
Health Center,  
Princeton

[Learn More](#)



*"Lunder-Dineen's growth is a powerful story. We have so many lessons learned on the journey through the past eleven years – but especially during the last 24 months. How to transform curricula to virtual formats, how to sustain program fidelity, how to connect education to impact. We want to share this evidence-based approach with organizations all across Maine and beyond."*

James J. Dineen, MD  
Lunder-Dineen Co-Chair



## Health Education is Powerful Medicine

Our vision is to improve the health of Maine residents by expanding their health knowledge and by advancing the skills and expertise of Maine health professionals. During the last two years, these noble goals have become more important than ever. Clinicians and patients alike need reliable information and support to weather the ongoing turns of the pandemic. Health systems are busy helping care for those in need, which includes a workforce that faces overload and burnout.

That's where Lunder-Dineen steps in to help. All of our programs are offered at no cost to participants. And our team provides hands-on support to ensure the benefits of our education are sustainable. This offsets costs and time that practices and health systems often cannot afford to invest in during the current times.

## Better Education = Better Care = Better Health

Lunder-Dineen has a blueprint that meets the needs of today's health care organizations. We have a history of developing and cultivating education that transforms practice on a statewide level. It demonstrates that health education and ongoing professional development are effective tools.

- Health professionals who complete our education are better equipped to deliver enhanced care.
- Practices and health systems that participate in our education can train, retain, and support a skilled workforce.

## SUPPORT OUR WORK

[Learn How to Make a Gift](#)



[Learn How to Get Involved](#)



The Lunder family's vision and passion for Maine were the catalysts for Lunder-Dineen.

## How You Can Help

Help us create a legacy of health education in Maine. Make a gift that expands our work and makes our programs a permanent part of the health care landscape here.

Join a growing list of lifelong Mainers, business leaders, philanthropists, and national organizations who see the value and support the success of our programs.



*"Lunder-Dineen is working to solve major public health challenges in Maine through education. These are not quick fixes. We want to get this job done right and see a healthier Maine for generations to come. If you have a passion for Maine as we do, consider joining us to help support Lunder-Dineen programs."*

Marjorie Lunder  
The Lunder family and Lunder Foundation





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**Health Education Alliance of Maine**  
In collaboration with Massachusetts General Hospital

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