



Regions Hospital<sup>®</sup>

HealthPartners<sup>®</sup>

# Community Health Needs Assessment Implementation Plan

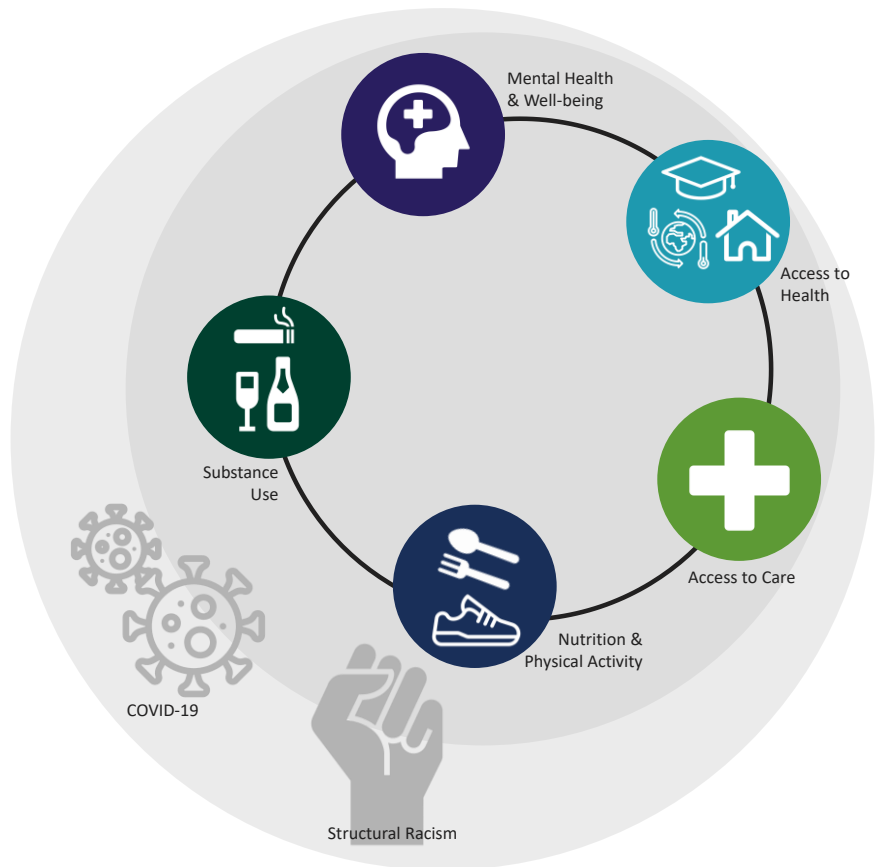
May 3, 2022



# HealthPartners 2022 CHNA Implementation Plan

The purpose of this Community Health Needs Assessment (CHNA) Implementation Plan is to describe how Regions Hospital plans to address each of the 5 needs areas identified through the 2021 CHNA process. The needs areas identified in the most recent CHNA are shown on the graphic to the right, and include the following:

- Mental Health and Well-being
- Access to Health
- Access to Care
- Nutrition and Physical Activity
- Substance Use



Woven throughout each of these Needs Areas are two cross-cutting contextual factors: structural racism and the COVID-19 pandemic.

Over the next three years (2022-2024), our hospital intends to address all five top significant health needs areas in some way. Below we outline strategies and actions set by Regions Hospital to address each needs area, hospital resources that will be committed, partners and anticipated impact towards each goal.



## Goal: Improve Mental Health & Well-being

Mental Health and Well-being is the interconnection between mental illness and the associated stigma, social connectedness, resiliency, and overall mental, social, and emotional well-being.

Strategies/action	Anticipated Impact	Hospital Resources	Partners
<p><b>Make It OK</b> Community campaign to reduce the stigma of mental health and illness through:</p> <ul style="list-style-type: none"> <li>• Website and social media</li> <li>• Toolkits and resources</li> <li>• Community outreach and Ambassador Training</li> <li>• Community collaborations</li> </ul>	<ul style="list-style-type: none"> <li>• Increased awareness and knowledge of mental health and illness stigma in communities, schools, employers, community agencies, faith communities and through other partners.</li> <li>• Expanded engagement and reach in those more reluctant to seek care, vulnerable communities and communities of color</li> <li>• Reduction in stigmatized attitudes and actions, to create more caring communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff for program support and subject matter expertise, steering committee participation, program evaluation and partnership development</li> <li>• HealthPartners supports makeitok.org development and maintenance</li> <li>• Support from the Regions Hospital Foundation</li> </ul>	<p>The Make It Ok initiative collaborates and partners with more than 30 Steering Committee members and partners including the National Alliance for Mental Illness (NAMI), hospitals and health care, East Metro Mental Health Roundtable, Teen Leadership Council, local public health, community agencies, mental health providers and employers. The ongoing partner list can be found at <a href="http://www.makeitok.org">www.makeitok.org</a></p>
<p><b>Little Moments Count –</b> A statewide movement to help parents and the community understand the importance of talking, playing, reading and singing early and often with children</p>	<p>Help parents and the community understand the importance of talking, playing, reading and singing early and often with children</p>	<ul style="list-style-type: none"> <li>• Staffed by Community Health Engagement team</li> <li>• Convene steering committee meetings</li> <li>• Littlemomentscount.org website development and maintenance</li> </ul>	<p>LMC is a collaborative of 57 organizations working to help increase parent and community interaction with babies and children. See partner list at <a href="http://www.littlemomentscount.org/about-us">www.littlemomentscount.org/about-us</a></p>
<p>System-level Behavioral Health Plans</p>	<ul style="list-style-type: none"> <li>• Simplify and align triage, intake, and scheduling across the care group to improve experiences and eliminate barriers for patients</li> </ul>		

	<ul style="list-style-type: none"> <li>Expand access to mental health services through integration with Primary Care and use of brief assessment and intervention models</li> </ul>		
Improve access to mental health service for patients in crisis	Create more awareness via an educational campaign for providers and the public on how to access crisis services	Lead by Mental Health leadership team	n/a
Improve access to mental health services for patients experiencing postpartum depression	Design a DayBridge postpartum depression track	Collaboration between Mental Health Daybridge and Regions Family Birth Center teams	n/a
Provide staff with Caring for the Caregiver peer support services; roll out program to additional service lines	Expand access to peer support	Lead by Quality	n/a



## Goal: Improve Access to Health

Access to Health refers to the social and environmental conditions and unmet social needs that directly and indirectly affect people’s health and well-being such as housing, income, food security, transportation, employment, education, clean and sustainable environment, and more.

Strategies/action	Anticipated Impact	Hospital Resources	Partners
<b>SDOH Screening and Referral</b> Develop and implement a system-wide approach to addressing social determinants of health	<ul style="list-style-type: none"> <li>Members, patients and communities</li> <li>Patients’ social needs are supported through connection with resources that address these needs.</li> <li>Build strong partnerships with community-based organizations to address both patient and community social needs.</li> </ul>	Lead by Medical Directors & Community Relations leaders	<ul style="list-style-type: none"> <li>NowPow</li> <li>Local Public Health</li> <li>Community-based nonprofits addressing basic needs</li> </ul>
<b>SuperShelf</b> Collaborative initiative to transform food shelves by making healthy, culturally	<ul style="list-style-type: none"> <li>Increased nutritional quality of food available to clients</li> <li>Increased availability of culturally specific foods</li> </ul>	<ul style="list-style-type: none"> <li>Participate in and support collective efforts</li> <li>Resources for food shelf transformation</li> </ul>	<ul style="list-style-type: none"> <li>Valley Outreach</li> <li>The Food Group</li> <li>University of Minnesota</li> <li>Hunger Solutions Minnesota</li> </ul>

specific foods accessible and appealing	<ul style="list-style-type: none"> <li>• Equitable and client-focused atmosphere at food shelves</li> </ul>		<ul style="list-style-type: none"> <li>• Other partners and participating food shelves at <a href="http://www.supershelfmn.org">www.supershelfmn.org</a></li> </ul>
<p><b>Sustainability</b></p> <p>HealthPartners views sustainability through the lens of the triple bottom-line of people, planet, and prosperity. Environmental health is in balance with both human and economic health and well-being for all members of our community.</p>	<ul style="list-style-type: none"> <li>• Communities, particularly those at risk</li> <li>• Impacts will include improved air and water quality, more predictable temperatures, and improved quality of life.</li> </ul>	Lead by our Sustainability team	<ul style="list-style-type: none"> <li>• Local agencies</li> <li>• Grassroots organizations</li> <li>• Farmers and food producers</li> </ul>
<b>St. Paul Anchor Strategy</b>	Deepen and expand our relationships with the St. Paul community by building more trust, employing more people and doing more business in St. Paul	Lead by St. Paul Anchor Strategy Cornerstone team	<ul style="list-style-type: none"> <li>• Bridging</li> <li>• Keystone Community Services</li> <li>• Neighborhood Development Center</li> <li>• Premier</li> <li>• St. Paul Chamber of Commerce</li> </ul>
<b>Food insecurity screening and referral</b>	Screen patients for food insecurity and partner with Hunger Solutions to improve patient access to food	Lead by Nutrition Services	Hunger Solutions
<b>Clothing Shelf</b>	Provide patients in need with clothing and shoes	Lead by Security	Special Teams Charities
<b>Strengthen partnerships with community organizations in our efforts to eliminate health and health care disparities</b>	Continue Enhanced Tuition Assistance Program partnerships	Lead by HR	<ul style="list-style-type: none"> <li>• Lutheran Social Services</li> <li>• East Side Financial Services</li> </ul>
	Strengthen partnerships with Catholic Charities, East Metro Mental Health Roundtable, and Mental Health Crisis Alliance	Lead by Mental Health	<ul style="list-style-type: none"> <li>• Catholic Charities</li> <li>• East Metro Mental Health Roundtable</li> <li>• Mental Health Crisis Alliance</li> </ul>
	Provide education to help prevent strokes in the Hmong and Somali communities	Lead by Neuroscience stroke program	Hmong and Somali community contacts
	Continue C3 Fellows program to assist diverse students enrolled in health care programs with internships and job placement	HR partnering with local schools	Partner schools include MCTC, St. Paul College, Metro State, Augsburg, & St. Thomas Dougherty Family College



## Goal: Improve Access to Care

Access to Care means having equitable access to appropriate, convenient, affordable and culturally responsive, trauma informed health care. This includes factors such as proximity to care, diversity training for staff, diverse backgrounds of providers, cost of care, insurance coverage, medical transportation, and care coordination within the health care system.

Strategies/action	Anticipated Impact	Hospital Resources	Partners
<p><b>Children’s Health Initiative</b> HealthPartners is working to improve the health and well-being of children and their families by concentrating on: Promoting early brain development, providing family centered care and strengthening our communities. Areas of focus include:</p> <ul style="list-style-type: none"> <li>• Healthy Beginnings: Promote drug, alcohol and tobacco-free pregnancies by universally screening all pregnant women and offering non-judgmental support; identify other needs (socioeconomic, etc)</li> <li>• Little Moments Count</li> <li>• Breastfeeding promotion and support</li> <li>• Postpartum depression screening</li> </ul>	<ul style="list-style-type: none"> <li>• Improve the health of children in early childhood</li> <li>• Improve the health of mothers during and after pregnancy and delivery</li> </ul>	Staff, systems and support	<ul style="list-style-type: none"> <li>• ICHRP</li> <li>• Ramsey County WIC and SNAP</li> <li>• Minnesota Breastfeeding Coalition</li> <li>• Reach Out and Read</li> <li>• Little Moments Count</li> <li>• CollegeBound St. Paul</li> <li>• Heart of the Customer</li> <li>• Teen Leadership Council</li> <li>• Local county public health and community services</li> </ul>
Build an anti-racist culture	Deepen our workforce’s collective understanding of cultural humility, we build trust with community.	Lead by HP D&I	<ul style="list-style-type: none"> <li>• Penumbra Theater</li> <li>• YWCA</li> <li>• Center for Economic Inclusion</li> <li>• Rainbow Health</li> </ul>
Continue to serve all, regardless of income or insurance status	<ul style="list-style-type: none"> <li>• Financial counseling</li> <li>• Charity care</li> </ul>	Lead by Patient Financial Services	n/a
Expand the Community Paramedicine program	<ul style="list-style-type: none"> <li>• Help keep patients at home and prevent readmissions</li> <li>• Provide telemedicine support</li> </ul>	Lead by Community Paramedicine leadership	Hospital@Home

Provide meaningful language access to patients and families with limited English proficiency	<ul style="list-style-type: none"> <li>• Provide access to quality interpreter services and language resources</li> <li>• Provide communications and patient education in multiple languages</li> </ul>	Lead by Interpreter Services	n/a
Build a diverse recruitment, development and retention strategy	<ul style="list-style-type: none"> <li>• Increase diverse representation at professional, supervisor, and manager roles</li> <li>• Close retention gap of diverse colleagues</li> <li>• Partner with senior leadership to define systems for accountability for all leaders on the composition of their teams</li> </ul>	Lead by HR	n/a
<b>Hospital@Home</b> to provide hospital-level care for acutely ill patients in their home in lieu of emergency room transfer or hospitalization	Enroll select patients with specific conditions in Hospital@Home in lieu of admission to an inpatient bed	Community Paramedicine leadership	n/a



## Goal: Improve Nutrition & Physical Activity

Nutrition & Physical Activity means equitable access to nutrition, physical activity and healthy supportive environments for families and communities.

Strategies/action	Anticipated Impact	Hospital Resources	Partners
<b>PowerUp</b> Community-wide initiative to support eating better, moving more and feeling good. Resources include: <ul style="list-style-type: none"> <li>• School Challenge and teacher resources</li> <li>• Classes for cooking and sports nutrition</li> <li>• Community options for physical activity</li> <li>• Family magazines, online resources and recipes</li> </ul>	<ul style="list-style-type: none"> <li>• Increased awareness about resources for eating better, moving more and feeling good</li> <li>• Improved attitudes and behaviors around eating, physical activity and mental well-being</li> </ul>	Staff for promotion and partnership	<ul style="list-style-type: none"> <li>• School districts</li> <li>• Teachers and youth leaders</li> <li>• School Age Care programs</li> <li>• Community agencies and food pantries</li> <li>• Local public health</li> <li>• Faith communities</li> </ul>
Host annual food drive for local community food shelf partner	Provide food resources to those in need in our community	Co-lead by Health Equity & Patient Experience	Merrick Community Services
Improve staff physical health and well-being	Provide well-being information and fitness opportunities to staff	Lead by Wellness Program Manager	Local farmers for on-site summer farmer's market



## Goal: Reduce Substance Use

Substance Use covers substance abuse and addiction, which are the use of substances including alcohol, tobacco and e-cigarettes, prescription drugs, opioids and other drugs in a manner that is harmful to health and well-being and causes problems or distress that affect daily life.

Strategies/action	Anticipated Impact	Hospital Resources	Partners
<b>Make It Ok</b> (Substance Use Disorder version) - Expanded version of Make It Ok training to make connection between the stigma of mental health, illness and SUD.	Reduce stigma and misperceptions of substance use disorders	Staff for program support and subject matter expertise, steering committee participation, program evaluation and partnership development	Partner list at <a href="http://www.makeitok.org">www.makeitok.org</a>



Evaluate the effectiveness of a comprehensive consult service for substance use problems and disorders	<ul style="list-style-type: none"> <li>• MD provides medication assisted treatment services to inpatients</li> <li>• Licensed Alcohol and Drug Counselor provides Screening, Brief Intervention, and Referral to Treatment (SBIRT) screening, begins interventions and refers to treatment as needed</li> </ul>	Collaboration between Mental Health and Social Work team	n/a
Improve care for patients requiring the use of IV antibiotics	Reduce infections and unnecessary inpatient stays for patients by using emerging treatment options	Infectious Disease Physicians	n/a
Launch a substance use disorder intensive outpatient program at the Regions Hospital Outpatient Behavioral Health Clinic in Woodbury	Support adults seeking substance use disorder care whose needs cannot be adequately addressed in a typical outpatient care setting, but do not require inpatient or residential treatment. Care model is individual and group-based.	Outpatient Addiction Medicine/Behavioral Health clinicians & leaders	n/a

## Contact Information

For more information or questions about this report, please contact Regions Hospital via email at [RegionsCommunityHealth@HealthPartners.com](mailto:RegionsCommunityHealth@HealthPartners.com) or mail comments to:

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