



**Regions Hospital<sup>®</sup>**

**HealthPartners<sup>®</sup>**

Community Health Implementation Plan

March 5, 2019

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# About HealthPartners

HealthPartners is the largest consumer-governed, non-profit health care organization in the nation with a mission to improve health and well-being in partnership with members, patients and the community. For more information, visit [healthpartners.com](http://healthpartners.com).

## Mission, Vision and Values

Our mission – to improve the health and well-being of those we serve – is the foundation of our work. And that work is guided by our vision and values, creating a culture of Head + Heart, Together.

### **Mission**

To improve health and well-being in partnership with our members, patients and community

### **Vision**

Health as it could be, affordability as it must be, through relationships built on trust

### **Values**

Excellence, compassion, partnership, integrity

## About Regions Hospital

Regions Hospital is part of HealthPartners, the largest consumer-governed, non-profit health care organization in the nation with a mission to improve health and well-being in partnership with members, patients and the community. Regions Hospital is a Level I Trauma Center serving adults and children in Minnesota and western Wisconsin for more than 140 years. As a private, non-profit teaching hospital, Regions Hospital provides outstanding care in neurosciences, heart surgery, cardiology, oncology, emergency care, burn care, orthopedic care, mental illness and more. For more information, visit [regionshospital.com](http://regionshospital.com).

## Community Served

Regions Hospital is located in the city of St. Paul in Ramsey County, Minnesota. While Regions Hospital serves patients from everywhere, over 75 percent of our patients live in Dakota, Hennepin, Ramsey and Washington Counties. These four counties have a total population of 2.4 million people. In 2017, Regions Hospital reported about 23,000 inpatient admissions from these four counties.

# Summary of the Community Health Needs Assessment (CHNA) process

HealthPartners collaborated across six hospitals within its family of care for the CHNA:

- Amery Hospital & Clinic (Amery, WI)
- Hudson Hospital & Clinic (Hudson, WI)
- Lakeview Hospital (Stillwater, MN)
- Park Nicollet Health Services including Methodist Hospital (St. Louis Park, MN)
- Regions Hospital (St. Paul, MN)
- Westfields Hospital & Clinic (New Richmond, WI)

Each hospital engaged with local public health partners, local health organizations and community members for input on community assets and resources as well as primary and secondary data.

## HealthPartners Approach to Equity

At HealthPartners, a top priority is to make sure everyone has equal access to excellent and reliable health care and services, to work toward a day where every person, regardless of their social circumstances, has the chance to reach their best health. This requires us to identify and work towards eliminating health disparities, defined by the CDC as “preventable differences in the burden of disease, injury, violence or in opportunities to achieve optimal health experienced by socially disadvantaged racial, ethnic, and other population groups and communities.”

Our commitment to health equity shaped our approach to our CHNA and will continue to as we develop an implementation plan to address community health needs in partnership with our community. This includes considering factors such as race, ethnicity, age, gender identity, socioeconomic status and education levels when setting priorities and developing implementation plans.

## CHNA Prioritization Process

HealthPartners collectively prioritized community health needs using a process informed by a modified Hanlon method and other commonly used prioritization methods. Each hospital shared its 4-5 priority topic areas and rationale for each topic area based on:

- Size: Number of persons affected, taking into account variance from benchmark data and targets;
- Seriousness: The degree to which the problem leads to death, disability and impairment of one’s quality of life (mortality and morbidity);
- Equity: Degree to which specific groups are affected by the problem;
- Value: The importance of the problem to the community; and
- Change: What is the same and what is different from your previous CHNA?

HealthPartners hospitals used a thorough, facilitated large and small group process to reach consensus on top priorities. The CHNA Team considered the criteria described above as well as community input data in these discussions. The five priorities are of equal importance and are presented in alphabetical order:

## **Key Priority Areas**

### **Access to care**

Access to care refers to having equitable access to appropriate, convenient and affordable health care. This includes factors such as proximity to care, access to providers, cost, insurance coverage, medical transportation, care coordination within the health care system and cultural sensitivity and responsiveness.

### **Access to health**

Access to health refers to the social and environmental conditions that directly and indirectly affect people's health, such as housing, income, employment, education and more. These factors, also referred to as social determinants of health, disproportionately impact low income communities and communities of color.

### **Mental health and well-being**

Mental health and well-being refers to the interconnection between mental illness, mental health, mental well-being and the associated stigma. Poor mental health is associated with poor quality of life, higher rates of chronic disease and a shorter lifespan.

### **Nutrition and physical activity**

Nutrition and physical activity refers to equitable access to nutrition, physical activity and food and feeding choices. Poor nutrition and physical inactivity are major contributors to obesity and chronic diseases such as diabetes, heart disease and stroke, which disproportionately impact low income communities and communities of color.

### **Substance abuse**

Substance abuse and addiction are the excessive use of substances including alcohol, tobacco, prescription drugs, opioids and other drugs in a manner that is harmful to health and well-being.

## **Other Priorities Not Selected**

HealthPartners discussed and considered additional or alternative priorities during the prioritization process, including culturally competent care and sensitivity and coordination of services. These needs were not selected as one of the top five priorities but will be considered in the implementation plans for the selected priority areas.

# Community Health Implementation Plan FY 2019-2021

## Priority: Access to care

**Definition:** Access to care refers to having equitable access to appropriate, convenient and affordable health care. This includes factors such as proximity to care, access to providers, cost, insurance coverage, and medical transportation, care coordination within the health care system and cultural sensitivity and responsiveness.

**Goal:** Help our organization achieve its full potential by ensuring that every person who touches our organization feels welcomed, included, and valued.

<p><b>Strategies:</b></p> <ul style="list-style-type: none"> <li>• Develop the equity and inclusion acumen of our people.</li> <li>• Build a diverse recruitment, development and retention strategy.</li> </ul>	<p><b>Anticipated Impact:</b></p> <ul style="list-style-type: none"> <li>• An inclusive culture where every person including those we serve and our workforce is welcomed, included, and valued</li> <li>• An employee base that better reflects and interacts with the diversity of patients and community we serve</li> </ul>
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**Goal:** Improve access to care that is appropriate, affordable, and convenient.

<p><b>Strategies:</b></p> <ul style="list-style-type: none"> <li>• Continue the commitment to serve all, regardless of income or insurance status.</li> <li>• Expand the Community Paramedic program.</li> </ul>	<p><b>Anticipated Impact:</b></p> <ul style="list-style-type: none"> <li>• Patients in need will receive financial counseling and continue to receive the care they need.</li> <li>• Improve patient outcomes and reduce return visits to the Emergency Department and readmissions.</li> </ul>
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# Priority: Access to health

**Definition:** Access to health refers to the social and environmental conditions that directly and indirectly affect people’s health, such as housing, income, employment, education and more. These factors, also referred to as social determinants of health, disproportionately impact low income communities and communities of color.

**Goal:** Promote sustainable operations to positively impact the community.

**Strategies:**

- Implement practices that utilize resources efficiently, minimize waste and engage stakeholders.
- Engage community to leverage strength and build relationships.

**Anticipated Impact:**

- Improve community health and well-being due to improved air and water quality.
- Enhance standing in community.
- Create positive financial impact.

**Goal:** Strengthen existing and explore new community partnerships to address social determinants of health.

**Strategies:**

- Standardize hunger screening and referral process with community partners.
- Improve financial literacy and access to education for our employees.
- Support access to stable housing and increase services for individuals experiencing homelessness.
- Explore new community partnerships to address social determinants contributing to disparities in readmission rates.
- Strengthen partnerships with community organizations in our efforts to eliminate health and health care disparities.

**Anticipated Impact:**

- Reduce the number of patients that face food insecurity in our community.
- Increase financial and career success for families living in targeted low income neighborhoods.
- Support services for patients experiencing homelessness and access to transitional housing for patients who need it.
- Reduce avoidable readmissions
- Create stronger community partnerships and progress towards the elimination of health care disparities.

# Priority: Mental health and well-being

**Definition:** Mental health and well-being refers to the interconnection between mental illness, mental health, mental well-being and the associated stigma. Poor mental health is associated with poor quality of life, higher rates of chronic disease and a shorter lifespan.

**Goal:** Reduce stigma surrounding mental illness.

**Strategies:**

- Expand and deepen Make It Ok anti-stigma campaign.

**Anticipated Impact:**

- Reduce stigma surrounding mental illness.

**Goal:** Increase access to education and resources around mental health and well-being.

**Strategies:**

- Offer HealthPartners online program for employees.

**Anticipated Impact:**

- Help patients reduce stress to remove these barriers to better health.

**Goal:** Improve access to mental health services.

**Strategies:**

- Evaluate the timing of bringing additional mental health beds online
- Improve access to mental health services for patients in crisis and experiencing post-partum depression.

**Anticipated Impact:**

- Increase capacity for mental health patients in crisis.
- Improve screening for post-partum depression and standardize approach for deploying resources for mothers with post-partum depression.
- Improve access, decrease hospitalizations, reduce restraint use, and improve patient experience.



# Priority: Nutrition and physical activity

**Definition:** Nutrition and physical activity refers to equitable access to nutrition, physical activity and food and feeding choices. Poor nutrition and physical inactivity are major contributors to obesity and chronic diseases such as diabetes, heart disease and stroke, which disproportionately impact low income communities and communities of color.

**Goal:** Explore community partnership opportunities to improve community knowledge and environment.

**Strategies:**

- Contact multiple organizations and individuals to determine community nutritional education needs/requests.

**Anticipated Impact:**

- Improve relationships with community.
- Increase community knowledge regarding nutrition.

**Goal:** Increase patient and staff access to nutritional knowledge.

**Strategies:**

- Provide, clear, concise communication delivered through huddles, The Beat, e-messaging and Lunch & Learns.
- Promote breastfeeding with Best Fed Beginnings program.

**Anticipated Impact:**

- Improve patient and staff nutritional knowledge.

**Goal:** Increase patient and staff access to healthy food.

**Strategies:**

- Partner with Hunger Solutions to reduce food insecurity.
- Use cafeteria sales to drive healthy food options.
- Hold on-campus Farmer’s Market throughout summer months/on-site CSA pick up for staff.
- Continually evaluate and improve our inpatient food offerings.
- Increase offerings of whole foods while minimizing processed food offerings.
- Follow evidence-based guidelines that make the healthiest choice the easiest choice in all food displays.
- Use price discrepancies and value initiatives when able to drive healthiest choice.

**Anticipated Impact:**

- Reduce patient and staff food insecurity.
- Improve healthy food options on site.

<b>Goal:</b> Improve staff physical health and well-being.	
<b>Strategies:</b>	<b>Anticipated Impact:</b>
<ul style="list-style-type: none"> <li>• Provide well-being information and fitness opportunities to staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Improve staff sense of physical health and well-being.</li> </ul>

## Priority: Substance Abuse

**Definition:** Substance abuse and addiction are the excessive use of substances including alcohol, tobacco, prescription drugs, opioids and other drugs in a manner that is harmful to health and well-being.

<b>Goal:</b> Reduce opioid prescriptions, doses, and patients meeting chronic opioid use criteria.	
<b>Strategies:</b>	<b>Anticipated Impact:</b>
<ul style="list-style-type: none"> <li>• Reduce the supply of opioids.</li> <li>• Treat pain differently.</li> <li>• Address addiction.</li> <li>• Educate patients, families and members.</li> </ul>	<p>50% reduction in:</p> <ul style="list-style-type: none"> <li>• The number of new patients prescribed an opioid</li> <li>• The number of pills and morphine equivalent doses prescribed.</li> <li>• The number of patients meeting chronic opioid use criteria.</li> </ul>

<b>Goal:</b> Create a comprehensive and responsive program to identify and serve inpatients with substance use problems and disorders.	
<b>Strategies:</b>	<b>Anticipated Impact:</b>
<ul style="list-style-type: none"> <li>• Evaluate the effectiveness of a comprehensive consult service for substance use problems and disorders.</li> </ul>	<ul style="list-style-type: none"> <li>• Seamless screening, treatment, counseling, and referral to outpatient services for individuals with substance use problems and disorders.</li> </ul>

<b>Goal:</b> Provide a broad range of outpatient services to improve care and outcomes for those with substance use problems and disorders.	
<b>Strategies:</b>	<b>Anticipated Impact:</b>
<ul style="list-style-type: none"> <li>• Expand mental health services, medical management, and care coordination services for those seeking treatment.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide comprehensive treatment services that improve outcomes.</li> </ul>

## 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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