



2023-2025 Community Health Needs Implementation Plan/ Health Services Plan

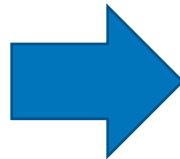
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Executive Summary

Community Health Needs Assessment

Identifies priority health needs of the community

- IRS requirement for all non-profit hospitals.
- Occurs every three years.
- Fulfills part of a unique requirement for HHS—the Health Services Plan.
- The Community Health Needs Assessment was approved by the HHS Board of Directors on Nov. 18, 2022, and the Hennepin County Board of Directors on Nov. 22, 2022.



Community Health Needs Implementation Plan/ Health Services Plan

Outlines actions to be taken by HHS over the next three years to address the identified priority health needs.

- Developed through internal and community input.
- Guided by a community and staff steering committee.

Seeking Hennepin County Board of Director approval on June 6, 2023

Three Top Priority Health Needs Identified

1) Access to Health and Safety as a Human Right

- a. Improve access to affordable care.
- b. Demonstrate commitment to women's reproductive and comprehensive health care.
- c. Address health and wellness issues related to people feeling chronically unsafe.

2) Comprehensive, Equitable Education

- a. Address impacts of trauma and systemic racism in health care.
- b. Provide more culturally tailored community health education (based locally with topics determined by community).
- c. Engage in more two-way communication between Hennepin Healthcare and the community.

3) Advocacy and Cultural Sensitivity

- a. Hire more multi-lingual providers.
- b. Have community, cultural elders on staff.
- c. Improve navigation and coordination of care and access to information and resources.
- d. Hire cultural navigators to help patients navigate the system and help advocate for individual needs.

Addressing the Needs Identified

Actions in 2023-2025 include:

- Current or planned activities within HHS
- Expansion of existing pilots or programs
- Opportunities to partner or amplify community based work
- Alignment with Hennepin County priorities and projects

Needs are prioritized, so top need has the most action tactics identified

Need 1: Access to Health and Safety as a Human Right

Access to affordable care, particularly for populations with frequent use of medical care.	Commitment to reproductive and comprehensive health care for everyone regardless of age.	Partner with others to address health and well-being impacts of chronically fearing for one's safety.
<p><u>Collaborate with county, city, and community entities to improve access to financial resources:</u></p> <p>Explore and implement approaches that increase access and connection to information and financial resources. Ongoing approaches include:</p> <ul style="list-style-type: none"> • Developing easily accessible written and web-based multilingual resource guides to help people access insurance options and other financial support programs. • Expanding access to financial advocates. • Partnering with community entities to create community resource hubs. • Creating a single point of contact to help individuals navigate to the care they need. <p><u>Transportation:</u></p> <ul style="list-style-type: none"> • Study transportation barriers that impact health access for seniors, families with special needs, pregnant individuals, and other populations serviced by Hennepin Healthcare. • Share study findings and recommendations for reducing transportation barriers with government, payors, and other entities that determine coverage and policies. 	<p><u>Advocacy:</u></p> <ul style="list-style-type: none"> • Advocate at all governmental levels to support legislation and policy that ensures the right to reproductive health. <p><u>Transparency:</u></p> <ul style="list-style-type: none"> • Be transparent about HHS's support of and actions for preserving the right to access full reproductive health care, including abortions for our patients. <p><u>Community education:</u></p> <ul style="list-style-type: none"> • In collaboration with county, city, and other community entities, support community education opportunities regarding reproductive health for individuals and families of all ages. 	<p><u>Advocacy and partnerships:</u></p> <ul style="list-style-type: none"> • Advocate for laws that target gun and other violence reduction efforts. • Partner with and support county, city, and community entities focused on reducing all forms of violence, including domestic violence and police brutality. <p><u>Community education and support:</u></p> <ul style="list-style-type: none"> • Partner with community entities to support community-based education regarding: <ul style="list-style-type: none"> ○ Impacts of fear-based stress on health and well-being. ○ Approaches to reducing negative impacts of stress. <p><u>Internal trainings:</u></p> <ul style="list-style-type: none"> • Review, revise, and expand training for front line staff in de-escalation skills. • Support competency training for medical professionals and staff caring for patients identifying as LGBTQ. <p><u>Campus re-design:</u></p> <ul style="list-style-type: none"> • Throughout the campus and in individual clinics include signage, posters, and artwork that explicitly welcomes all people inclusive of race, culture, language, sexual orientation, gender identity, and age.

Need 2: Comprehensive, Equitable Education

<p>Address impact of trauma and systemic racism through training, coaching/mentorship, and accountability.</p>	<p>Provide more culturally tailored, community-driven education in community settings.</p>
<p><u>Training:</u></p> <p>Trauma-responsive care:</p> <ul style="list-style-type: none"> • Continue and expand focus of existing trauma-informed care trainings to include applying concepts to policies and practices. <p>Systemic Racism:</p> <ul style="list-style-type: none"> • Complete and extend full implementation of The Compass Program (a year-long+ anti-racist training initiative) to equip all Hennepin Healthcare employees with knowledge and tools needed to address systemic racism and reduce health inequities. <p><u>Coaching/Mentorship:</u></p> <ul style="list-style-type: none"> • Continue Diversity, Equity, and Inclusion (DEI) Executive Coaching to support Hennepin Healthcare's goal of becoming an anti-racist organization. 	<p><u>Engage with diverse communities to understand and respond to community-defined education needs/wishes:</u></p> <ul style="list-style-type: none"> • Establish community groups led by cultural navigators, in part, to better understand community definitions of "health" and "being healthy". • Partner with community entities to support existing and/or co-create new health educational opportunities in <u>community settings</u> that address requested topics such as culturally responsive approaches to: <ul style="list-style-type: none"> ○ Healthy nutrition. ○ Active lifestyles. ○ Health literacy and self-advocacy. • Partner with community entities to address stigma about mental/emotional health especially among men. <ul style="list-style-type: none"> ○ Work in partnership with community, providers, and health systems to develop approaches that improve ease of access to culturally responsive mental health supports and services.

Need 3: Advocacy and Cultural Sensitivity

Prioritize cultural responsiveness within Hennepin Healthcare's approach to providing care and supporting the health of our community.

- To increase greater access to culturally responsive provider/patient communication, hire more providers and front-line staff who are culturally and linguistically representative of the communities Hennepin Healthcare serves.
- Support and grow the cultural navigator program to help patients navigate the system and advocate for individual needs.
- Prioritize engaging community, cultural elders (through possible employment and/or contracts) to better meet the needs of patients.