

**Park Nicollet Methodist Hospital
2013-2015 Implementation Strategy
Community Health Needs Assessment**

Overview

Park Nicollet Methodist Hospital initiated its first Community Health Needs Assessment (CHNA) beginning in 2011 and continuing into 2012. The CHNA is designed to reach broadly into the community to identify needs, gaps and barriers to health and health services. Through a process of primary research, data analysis, validation and prioritization, the assessment process identified the following seven key themes of need:

- Mental Health
- Obesity
- Seniors
- Connecting Community Resources
- Access and Affordability
- Wellness
- Culturally Sensitive Care

Three additional areas of need were also identified:

- Teen and Young Adult Drug and Alcohol Abuse
- Teen Pregnancy and Teen Parenting
- Smoking Cessation

These identified areas of community health need will be addressed in Park Nicollet Health Services' Implementation Strategy for years 2013 through 2015, after which, the next Community Health Needs Assessment will be performed.

As Park Nicollet strategically moves toward a pay for value philosophy that promotes health and wellness, our communities benefit. We focus on wellness and prevention rather than just on sickness. We invest in tools and education that helps us better partner with patients to achieve their health goals rather than only treating acute and episodic problems. Park Nicollet is a leader in advocating for this payment model change and as it becomes more the standard than the exception, our patients will notice and our communities will be healthier. Park Nicollet Health Services will continue to highlight Population Health as a key strategy in our Community Health Needs Assessment implementation strategy as a benefit to the community in our key finding's areas.

Also, the Park Nicollet Foundation will incorporate and support the seven key themes by seeking out nonprofit organizations to partner in creating impactful outcomes through the foundation's annual Healthy Community fund for 2013-2015. The Park Nicollet Foundation and its grant committee monitors and supervises the distribution of the funds, and reports back to the community on annual basis through face to face visits, special events, small group events and reports.

The Implementation Strategy, where applicable, will describe the PNHS Population Health response and the Park Nicollet Foundation strategies that will identify programs and resources to address and respond to the health needs over a three year period. The implementation plan will also describe why an identified health need will not be addressed.

A. Access and Affordability to Healthcare:

Need: To provide access and affordability to health care due to limited lack of insurance, higher deductibles and several barriers such as transportation and language.

Initiatives: Engage Population Health strategy with our adults and continue the productive upstream work of the four (free) youth community clinics located in three school district buildings and one Park Nicollet clinic, to prevent downstream challenges and burden in our emergency room and urgent care sites.

1. Population Health Response:

One area of focus for our population health strategy is to take a proactive approach to avoid unnecessary costs for our patients across our system. To do this, Park Nicollet is identifying patients who are at high risk of incurring adverse health events (such as admissions, readmissions, ER visits) and high costs and taking action to intervene. Some examples of this include:

- Ambulatory care conferences with a multi-disciplinary clinical care team (including physicians, nurses, pharmacist, care coordinators, social workers, patient education and other support staff) who review the high risk patient population and customize patient specific care plans
- Identifying currently admitted patients who are most likely to be readmitted to the hospital for additional care coordination resources
- Following protocols which focus on discharge planning (such as follow-up appointment scheduling, case manager/hospitalist rounding, post discharge follow-up calls)
- Medication reconciliation ensuring safe and thoughtful use of medications

2. Park Nicollet Health Services and Foundation Response:

Park Nicollet Health Services has a long history of providing access to healthcare to disadvantaged people. Examples of this care include:

Park Nicollet Health Services is a St. Mary's clinic provider. In 2011 Park Nicollet supported \$1.1 million of services.

Finally, the total cost of charity care for PNHS in 2011 was \$12.6 million, this includes St. Mary's patients.

The total cost of "community benefit" (includes losses incurred caring for Medicare/Medicaid patients) for all of PNHS in 2011 was \$144 million.

The 2012 Park Nicollet Foundation Healthy Community fund will support 2 local nonprofits and 4 Park Nicollet community initiatives related to Access and Affordability. Park Nicollet Foundation Healthy Community grants totalling \$397,069 will fund the following programs: .

- 4 Community Clinics for youth (St. Louis Park, Burnsville, Brooklyn Center and Wayzata)
- Pharmacy support for Community Clinics
- Children's Dental Service
- No Shots No School (immunizations)
- West Suburban Teen Clinic
- PNHS Stroke Inspire

In addition to Healthy Community funds, there are several temporarily restricted funds that support access and affordability with internal Park Nicollet Service lines:

Home Care provides uninsured homecare patients with resources, trainings, and services to help them remain home safely. \$9,357.58

Hospice Special Needs supports services for hospice patients and their families that are not covered by insurance or the expense is beyond the scope of the family. \$25,000.00

Heart and Vascular Center provides home scales for congestive heart patients that are in financial hardship. \$1,000.00

Melrose Eating Disorder Institute provides housing assistance to support patient families that would not be able to attend program. This fund provides 178 days of housing. \$18,000.00

Maternity and Nursery provides car seats, breast pumps, clothing and other infant supplies to disadvantaged mothers who are unable to purchase these items prior to discharge. \$4,000.00

Struthers Parkinson's Club Create for eligible clients who meet guidelines to receive financial assistance to participate in supervised and guided day activities. \$132,267.00

Frauenshuh Cancer Center emergency assistance program provides transportation and basic living expenses for breast cancer patients who meet guidelines to receive financial assistance. \$15,000

In 2013-2014:

- Develop a communication plan that clearly defines the impact of the 4 free youth community clinics and the unique services it provides for the western suburbs.
- Relocate the Wayzata free youth Clinic to a new location to increase foot traffic and eliminate perceived barriers for better access for the youth we serve in the community.
- Add a .5 Program Officer to specifically develop relationships within the Park Nicollet Clinic footprint to bring the Community Health Needs Assessment to reality and to provide consistency in monitoring and evaluation.

In 2015:

Explore the benefits and feasibility of adding Community Health Workers that are culturally friendly for the areas they are located at our four free youth clinics.

- Explore expanding the free youth clinic concept in one of the Park Nicollet growth areas: western suburbs (Maple Grove) and/or southern suburbs (Lakeville).

B. Mental Health

Need: MN has fewer psychiatrists per capita than the national average. There are long wait times for patients to receive care.

Initiative: Utilize a collaborative care model involving primary care, mid-level mental health professionals, and qualified community agencies.

1. Park Nicollet Health Service Response:

Park Nicollet is embedding mental health clinicians closer to care teams in our clinics and hospital so that patients with underlying mental health issues can quickly access the expertise of a mental health provider in that setting.

2. Park Nicollet Foundation Response:

The 2012 Park Nicollet Foundation Healthy Community fund will support 4 local non profits and 1 Park Nicollet community initiative related to Youth Mental Health. Park Nicollet Foundation Healthy Community grants totaling \$151,000 will fund the following programs:

Growing Through Grief: 13 School Districts
Brooklyn Center Health Resource Center
St. Louis Park Central Clinic
Resource West
Teens Alone

In addition to Healthy Community funds, there are several temporarily restricted funds that support mental health with internal Park Nicollet Service lines:

Alexander Center for Child Development and Behavior provides a case manager to support high need families (as identified by the number of significant barriers). \$45,000.00

Frauenschuh Cancer Care provides integrative services not covered by insurance to promote healing and stress relief, so patients can heal more quickly from their treatments. \$21,432.16

Hospice Special Needs supports ongoing projects, trainings, and classes and the purchase of grief support booklets for bereaved patients and families. \$16,583.00

Melrose eating Disorder Institute supports a coordinator to organize community outreach to schools, community groups and professional organizations to break down the barriers about eating disorders. \$34,390.00

Methodist Hospital Family Birth Center trains staff to support families dealing with a fetal/infant loss. \$3,200.00

Struthers Parkinson's Center is conducting a study to better understand the experience of patients and families in final stages of life with Parkinson's disease end of life experience. \$9,333.00

In 2013-2014:

- Explore and develop relationships with key community partners in the area of Mental Health for collective impact

- Develop a “Transformational Fund,” for area nonprofits positioned to provide services in Mental Health less than \$10,000
- Add a .5 Program Officer to specifically develop relationships within the Park Nicollet Clinic footprint to bring the Community Health Needs Assessment to reality and to provide consistency in monitoring and evaluation.

In 2015:

- Evaluate the collective impact strategy and replicate the best practices of learning’s from the two year project.

C. Seniors:

Need: Growing Senior population

Initiative: Engage Population Health Strategy and continue the St. Louis Park Successful Aging Initiative and explore means to expand this program in other western suburbs.

1. Population Health Response:

Another area of focus in the Park Nicollet population health strategy is the senior citizen (age 65+) population. Some of the focused approaches include:

- Through our participation in Medicare’s Pioneer Accountable Care Organization program, Park Nicollet is identifying, piloting and implementing best practices to demonstrate how health care can be delivered at a lower cost, better quality, and patient experience
- The Park Nicollet Senior Services department is developing a new on-call structure that would allow for expert providers to be on-call allowing for consistency and better maneuverability of patients between the hospital and Nursing Home systems. We believe that the intentional nature of this will prevent unnecessary admissions and readmissions for that patient population.
- Focusing resources on Advanced Care Planning facilitation through clinic visits, classes, and in home visits. Advanced care planning is an essential element of a person-centered care plan. As we have these conversations with our patients, we are able to determine what is important to them about their care and how we can partner with them to make decisions about their health care. Care plans and treatments that are not aligned with patient preferences can undermine the patient experience and lead to unnecessary use of community resources.

2. Park Nicollet Foundation Response:

The Park Nicollet Foundation along with Jewish Family and Children Services of Minneapolis co-facilitate on a monthly basis The St. Louis Park Successful Aging Program. Average monthly attendance is 60+ community members, community leaders, and service providers.

The 2012 Park Nicollet Foundation Healthy Community fund will support 2 local nonprofits and 1 Park Nicollet community initiative related to Seniors. \$29,725.00 will be funded by the Park Nicollet Foundation Healthy Community grants program.

In 2013-2014:

- Explore and develop relationships with key community partners in the area of Senior for collective impact
- Develop a “Transformational Fund,” for area nonprofits positioned to provide services in Mental Health or for Seniors but need less than \$10,000
- Add a .5 Program Officer to specifically develop relationships within the Park Nicollet Clinic footprint to bring the Community Health Needs Assessment to reality and to provide consistency in monitoring and evaluation.

In 2015:

- Evaluate and explore how to expand the St. Louis Park Successful Seniors to other communities.

D. Wellness:

Need: To receive health information and education about individual health needs in a more proactive and preventive manner and to be treated as a whole person.

Initiative: Collaborate with health plans, local cities and other groups focused on well being.

1. Park Nicollet Health Services response:

- Park Nicollet provides team members a confidential, personalized health promotion program to help identify steps to make healthy lifestyle changes. These programs are completely confidential, voluntary and most are free.

2. Park Nicollet Foundation Response:

Since 2002 the Park Nicollet Foundation is the lead facilitator for the Northwest Healthy Communities Partnership, a collaborative of the Northwest Hennepin Family

Services. The group meets monthly to identify gaps and barriers to medical services in the northwestern suburbs of Hennepin County and to initiate action(s).

The 2012 Park Nicollet Foundation Healthy Community fund will support 4 local non profits related to Wellness. Park Nicollet Foundation Healthy Community grants totaling \$190,766 will fund the following programs:

St. Louis Park: Children First
St. Louis Park: Meadowbrook Housing Complex
Interfaith Outreach Community Partners
YMCA: Minnetonka Heights Housing Complex

In 2013-2014:

Add a .5 Program Officer to specifically develop relationships within the Park Nicollet Clinic footprint to bring the Community Health Needs Assessment to reality and to provide consistency in monitoring and evaluation.

In 2015:

- Collaborate with health plans, local cities and other groups focused on fitness, healthy eating, and access to fresh fruits and vegetables.

E. Obesity:

Need: To receive health information and education about individual health needs in a more proactive and preventive manner in relation to childhood obesity.

Initiative: Collaborate with health plans, local cities and other groups focused on well being of children.

1. Park Nicollet Health Services Response:

- Melrose Grand Rounds on obesity and binge-eating disorder **"The Obesity Crisis" Helping without Harming** Objectives: -review the causes of obesity - discuss the medical complications and implications of obesity -discuss why diets don't work -review concerns around obesity treatment and eating disorders - discuss Melrose Institute Metabolic Health & Weight Management and Binge Eating Disorder programs-ways to help without harming

2012 revised Pediatric Obesity Toolkit, 64 pages. Putting clinical protocols and education into practice to help children and families improve health. All information and materials are a collaboration of Park Nicollet Pediatric Endocrinology, Pediatrics, Nutrition Services, Pediatric Physical Therapy and Patient Education.

2. Park Nicollet Foundation Response:

The 2012 Park Nicollet Foundation Healthy Community fund will support 2 local non profits related to Obesity. Park Nicollet Foundation Healthy Community grants totaling \$10,000 will fund the following programs

Camp One Heartland
Youth Determined to Succeed

In 2013-2014:

- Add a .5 Program Officer to specifically develop relationships within the Park Nicollet Clinic footprint to bring the Community Health Needs Assessment to reality and to provide consistency in monitoring and evaluation.
- Solidfy Park Nicollet “Flash Program”- intensive multidisciplinary approach for elementary and middle school children and their families with obesity

In 2015:

- **Explore a St. Louis Park Healthy Community Initiative with government, business and social service agencies to better the entire health of the community**

F. Culturally Friendly Care

Need: .Diverse populations do not know how to access healthcare due to several barriers; cultural myths, language, lack of insurance and transportation.

Initiative: To provide access to language interpreters and provide appropriate trainings with established and recognized community leaders to breakdown barriers of healthcare. .

1. Park Nicollet Health Care Response:

- The Park Nicollet Health Services Diversity program is designed to heighten the awareness of our staff to the opportunities for appreciating the cultural and interpersonal differences existing between and among people. This effort will enhance patient care, improve customer relations, employee morale, and recruiting efforts, and sensitize our staff and

providers to the need for cultural competencies when rendering care or representing Park Nicollet Health Services.

- **Diversity committee** This group consists of representatives from different departments and sites throughout the organization.
- **Diversity and health care resource center** which provides comprehensive information on diversity in healthcare, recruitment and retention, conflict resolution, and much more.
- **Providers guide to quality and culture**
A Web site designed to assist health care organizations throughout the US in providing high-quality, culturally competent services to multi-ethnic populations.
- Park Nicollet Interpreter Services Call Center can help with scheduling and general interpreter concerns. Available at Methodist Hospital and the following Park Nicollet Clinic locations: Airport, Creekside, CT/MR Imaging Center, Hopkins, Meadowbrook and St. Louis Park. Hours: 7:30 a.m. to 5 p.m., Monday – Friday. Also available is a **24-hour, emergency sign language interpreter line**

2. Park Nicollet Foundation Response:

The 2012 Park Nicollet Foundation Healthy Community fund will support 1 local non profit directly related to Culturally Friendly Care. A Park Nicollet Foundation Healthy Community grant of \$5,000 will fund the following program:

Family Partnership: West African Immigrant Program

In addition to Healthy Community funds, there are several temporarily restricted funds that support culturally friendly care with internal Park Nicollet Service lines:

Park Nicollet Health Services Frontline staff provide patient and families with limited English proficiency updated consent forms in six different languages. \$3,604.07

Methodist Hospital Family Birth Center provides culturally appropriate reading materials to support families experiencing fetal/infant loss. \$6,000.00

In 2013-2014:

- Add a .5 Program Officer to specifically develop relationships within the Park Nicollet Clinic footprint to bring the Community Health Needs Assessment to reality and to provide consistency in monitoring and evaluation.

In 2015:

- Collaborate with ethnically diverse not for profits to explore ways to break down barriers so as to provide access to new immigrant populations with healthcare.
- Explore the benefits and feasibility of adding Community Health Workers that are culturally friendly for the areas they are located at our four free youth clinics.

G. Connecting Community Resources:

Park Nicollet Health Services and the Foundation were noted in the focus groups as a trusted community **Convener and Connector**. Park Nicollet will continue to develop systems to communicate, coordinate, connect or **broker** resources and services in a central location for internal (PNHS) and external (Community) professionals, families and individuals. The Foundation and Park Nicollet Health Services is currently engaged and will maintain involvement in the following healthy community initiatives:

- Growing Through Grief, 13 western suburbs school districts
- Healthy Minds, a Hopkins based mental health partnership
- Children First, A St. Louis Park assest based collaborative
- Meadowbrook Collaborative, A St. Louis Park housing complex
- Seniors Stay Safe at Home, A monthly St. Louis Park volunteer group that collectives addresses identified senior risk factors
- Advance Care Planning, A comprehensive approach to advance care planningfor St. Louis Park community members.
- No Shots No School, 22 Western Minneapolis School Districts provide barrier free access to immunizations for school age youth to comply with state law.

In 2013-2014:

- Add a .5 Program Officer to specifically develop relationships within the Park Nicollet Clinic footprint to bring the Community Health Needs Assessment to reality and to provide consistency in monitoring and evaluation.

In 2015:

- Explore “**Cloud**” technology for community connectivity with social service agencies, Park Nicollet providers, and local government.

H. Park Nicollet Foundation does not intend to meet the following identified community health needs through the Healthy Community Grant process, as these programs are adequately funded at the county level through federal, state and county resources.

- Teen Pregnancy and Teen Parenting
 - Hennepin County: Teen Pregnancy Prevention,
 - Hennepin County: It's Your Future Project currently operating in Brooklyn Center, Brooklyn Park, Richfield, Crystal, Hopkins, Minneapolis, New Hope and Robbinsdale
 - Teen Annex
 - Carver and Scott Counties have a New Beginnings program for pregnant and parenting teens.
 - Dakota County provides a minor parent team to assist pregnant and parent teens. Team consists of social worker, financial worker and public health nurse.

- Teen and Young Adult Drug and Alcohol Abuse
 - Hennepin County Chemical Health Assessments (Rule 25)
 - Hennepin Chemical Health Services
 - Scott County CEASe efforts: A tobacco and drug abuse extinguishing initiative

- Smoking Cessation
 - Hennepin County Tobacco Free Lifestyle program
 - Scott County CEASe efforts: A tobacco and drug abuse extinguishing initiative.
 - Carver County has Clear Way Minnesota's tobacco cessation program