

Community Health Implementation Plan

Lake Region Healthcare



About Lake Region Healthcare

Lake Region Healthcare is a non-profit integrated healthcare system with a 108-bed hospital, four outpatient clinics and a walk-in clinic.

For more than 100 years, Lake Region Healthcare has been dedicated to providing high-quality, affordable health care services, and to improving the health and well-being of the communities we serve. The commitment to providing the best health care possible and improving population health through community partnerships is reflected in our mission and vision.

Mission: *To help improve the health of people in our region.*

Vision: *To be Minnesota's preeminent regional healthcare partner.*

Community Served

Lake Region Healthcare's main campus is located in the city of Fergus Falls in Otter Tail County, Minnesota. To support the needs of our community, at its main campus Lake Region Healthcare operates a multi-specialty clinic, cancer care center, assisted living facility, and a group fitness facility. In efforts to accommodate, expanded clinic hours are offered at our west side Walk-In clinic, and outreach clinic services are provided in the cities of Ashby in Grant County, Battle Lake in Otter Tail County and Barnesville in Clay County.

Lake Region Healthcare hospital and clinics serve rural West Central Minnesota covering most of Otter Tail County and portions of Grant, Clay and Wilkin Counties with primary, acute, emergency and outpatient health care services. While we serve patients from everywhere, the majority of the people we serve live in Otter Tail County and the city of Barnesville.

Community Health Needs Assessment

Lake Region Healthcare conducted a community health needs assessment (CHNA) with the participation of several community members and partners, including representatives from public health, the faith community, law enforcement, non-profit agencies and other healthcare organizations. They provided input on community needs, assets and resources. In addition, secondary data was reviewed to obtain further insights on the issues and problems impacting our community. Secondary data sources included: US Census Bureau, MN Center for Health Statistics, American Community Survey, MN Compass, MIT Living Wage Calculator, MN State Demographic Center, MN Department of Public Health, MN Department of Human, MN Public Health Data Access, MN Environmental Public Health Tracking Program, MN Department of Economic Development, MN Department of Education, MN Student Survey, PartnerSHIP 4 Health Community Health Assessment Survey and County Health Rankings.

Prioritization

The CHNA Steering Committee integrated community input gathered from five focus group sessions in the prioritization discussions. Lake Region Healthcare's CHNA Steering Committee prioritized community health needs based on the following criteria:

- Seriousness – The degree to which the problem leads to morbidity and mortality if left unaddressed.
 - Urgency – How long it will be until the problem leads to a significant health impact if no action is done.
 - Size – Number or percentage of the population affected, taking into account variance from benchmark data.
- Ability to Impact – The degree to which a health issue can be influenced at the local level over the next three years.
 - Effective Interventions – The degree to which an evidence-based intervention is available to address the health problem.
 - Resources/Capacity – Availability and accessibility of sufficient resources (e.g. staff, time, funding) to address the health problem.
- Change – What is the same and what is different from the previous CHNA report.

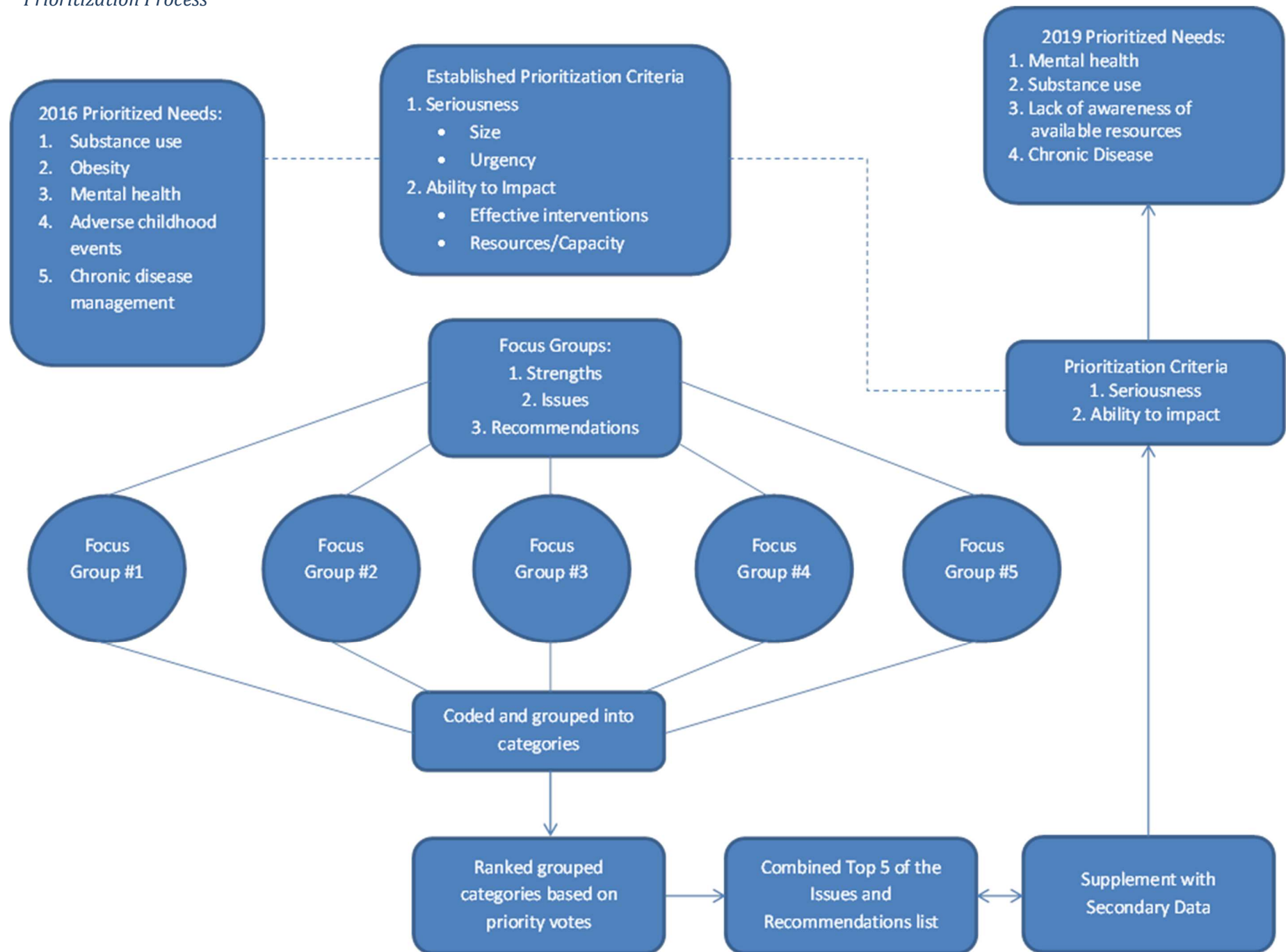
After systematic deliberation, four health priorities of equal importance were elevated:

- Mental Health
 - Mental health encompasses mental illness, brain health, mental well-being and the associated stigma.
- Substance Abuse
 - Substance abuse is the misuse and abuse of alcohol, tobacco, illicit drugs, prescription medications and/or other drugs harmful to one's health and well-being.
- Resource Navigation
 - Resource navigation refers to the lack of awareness of available health care, social services and other community resources and services among community members and service providers.
- Chronic Disease
 - Chronic disease focuses on obesity, diabetes, heart disease and cancer. This health priority includes addressing factors that contribute to the development of chronic diseases such as lifestyle choices, access to healthy food and physical activity opportunities.

Notably, in our evaluation, social issues and social determinants of health were found to span across need categories and were therefore identified as risk factors to be mitigated in each prioritized issue.

Lake Region Healthcare will continue its historical practice of engaging our community partners in implementing evidence-based strategies across the service area. Acknowledging the many organizations and resources that will be needed to accomplish the implementation strategy, we have strategically reviewed both internal and external resources and are confident about moving the implementation strategy forward.

Prioritization Process



Priority Issue: Mental Health

Goal: Improve the mental health and wellness of the people in Otter Tail County and the City of Barnesville through prevention, reduction of stigma associated with mental illness and by ensuring access to appropriate, quality mental health services.

Strategy: Promote early identification of mental health needs and access to quality services.				
Objectives: (1) Increase the number of mental health providers. (2) Increase depression screening by primary care providers				
Activity	LRH Resources	Partners	Anticipated Impact	Performance Metrics
Recruit and retain mental health providers	Executive Team, Medical Staff, Psychiatry	CBHH, Lakeland Mental Health, Otter Tail County Human Services, Productive Alternatives, Inc.	Increased number of mental health providers	# of LRH mental health providers # of mental health providers in Otter Tail County and City of Barnesville
Implement depression screening protocol	Clinic		Early detection and treatment of mental health issues	Proportion of adults 18 years and older screened for depression Proportion of youth aged 12 to 17 years screened for depression
Collaborate with community partners to identify opportunities to expand access to mental health	Executive Team, Psychiatry, Medical Staff	Public Health, Human Services, Law Enforcement, Probation, CARE, Northstar, LB Homes, Thrifty White, Probation, CBHH	Improved community partnership; More efficient use of local resources to address mental health needs	# of community meetings
Train community members on QPR (Question, Persuade and Refer) Gate Keeper Training for suicide prevention	Quality	Productive Alternatives, Schools, Faith Community, Businesses	Suicide prevention through early detection and intervention	# of community members trained

Strategy: Promote positive early childhood development, including positive parenting and violence-free homes.				
Objective: Increase referrals to Home Visiting Program.				
Activity	LRH Resources	Partners	Anticipated Impact	Performance Metrics
Refer appropriate prenatal or postpartum patients to the County's Home Visiting Program	Women's and Children's Health,	OTC Public Health	New and expectant parents receive the support they need; Improved overall health and wellbeing for parents and their children	# of referrals to the Home Visiting Program

Strategies: (1) Facilitate social connectedness and community engagement. (2) Provide individuals and families with the support necessary to maintain positive mental well-being.				
Objective: Increase employee engagement.				
Activity	LRH Resources	Partners	Anticipated Impact	Performance Metrics
Promote Thrive and Person-Centered Care activities among LRH staff and providers and the community	Wellness, Quality	PartnerSHIP 4 Health, OTC Public Health	Increased social connectedness; Improved mental wellbeing and resiliency	# of Thrive-related events hosted/facilitated # of LRH staff and providers who attend Person-Centered Care trainings LRH employee responses to TBD employee engagement survey question

Priority Issue: Substance Abuse

Goal: Reduce prevalence of substance abuse in Otter Tail County and the City of Barnesville through expansion of prevention, treatment and recovery support services.

Strategies: (1) Improve access to, utilization of and engagement and retention in prevention, treatment and recovery support services. (2) Advance the practice of pain management. (3) Promote proper use, storage and disposal of medications.				
Objectives: (1) Increase the number of waived providers allowed to prescribe buprenorphine. (2) Increase the proportion of patients with chronic opioid prescription(s) with a signed Controlled Substance Care Plan. (3) Decrease the number of patients on chronic opioid therapy.				
Activity	LRH Resources	Partners	Anticipated Impact	Performance Metrics
Establish an Opioid Safety Program led by the Opioid Safety Steering Committee	Multi-department		Improved opioid safety practices	Opioid Safety Program established Development of the Opioid Safety Steering Committee subcommittees
Engage and educate providers on MN and CDC opioid prescribing guidelines	Medical Staff, CSCT	St. Garbriel's Health Project ECHO	Improved opioid prescribing and alignment of opioid prescribing with current guidelines	# of providers trained on safe opioid prescribing guidelines # of patients on chronic opioid therapy
Encourage the use of the Controlled Substance Care Plan for patients on chronic opioid therapy or with concomitant use of benzodiazepines	Clinic, CSCT		Increased patient engagement; Mitigate risk for opioid misuse, addiction and overdose	Proportion of patients on chronic opioid therapy with a signed Controlled Substance Care Plan

Activity	LRH Resources	Partners	Anticipated Impacts	Performance Metrics
Collaborate with community partners to identify and implement potential effective environmental strategies to address opioid abuse/misuse through the Otter Tail County Opioid Abuse Prevention Task Force	Quality	Public Health, Human Services, Law Enforcement, Probation, CARE, Northstar, LB Homes, Thrifty White, Probation	Improved capacity to address substance abuse-related needs	# of meetings and participants

Strategy: Expand access to Naloxone.				
Objective: Increase Naloxone co-prescribing to patients receiving prescription opioids.				
Activity	LRH Resources	Partners	Anticipated Impact	Performance Metrics
Educate providers on recommendations regarding when to prescribe or co-prescribe naloxone	Medical Staff, CSCT		Reduced risks for opioid deaths	# of providers trained on naloxone prescribing recommendation
Host Community Narcan Training/Opioid Awareness	Marketing, CSCT		Increased knowledge on risks of opioid abuse; Increased access to naloxone	# of trainings/community education held # of participants

Priority Issue: Resource Navigation

Goal: Optimize access to health care, social services and other community resources in Otter Tail County and the City of Barnesville through increased collaboration between clinical and social services.

Strategy: Enhance awareness of community resources and health care and support services				
Objective: Increase the number of patients connected to appropriate community resources.				
Activity	LRH Resources	Partners	Anticipated Impact	Performance Metrics
Pilot a monthly Resource Series	Multi-department	Faith leaders, Salvation Army, United Way, West Central Initiatives, Mahube-Otwa, Public Health, Human Services, other healthcare providers and community organizations	More effective community partnerships; Increased awareness of community resources	# of meetings # of participants
Pilot float social worker program at the clinic	Clinic, Social Services		Increased capacity to address social needs in a primary care setting	# of phone calls received
Develop a community resource link	Marketing, Social Services, Medical Home	Salvation Army, United Way, West Central Initiatives, Public Health, Human Services, Mahube-Otwa, other healthcare providers and community organizations	Increased awareness of community resources	Community resource link developed and promoted
Consider screening patients for social needs	Clinic	Salvation Army, United Way, West Central Initiatives, Public Health, Human Services, Mahube-Otwa, other healthcare providers and community organizations	Patients' needs are identified; Patients are referred to appropriate resources	# of meetings to evaluate feasibility and identify the screening tool and process

Priority Issue: Chronic Diseases

Goal: Encourage health promotion and chronic disease prevention in Otter Tail County and the City of Barnesville.

Strategy: Create healthy environment that promote health and support healthy behaviors in the community.				
Objective (1): Increase the proportion of adults who are at a healthy weight. (2): Increase consumption of fruits and vegetables among youths and adults. (3): Decrease the proportion of adults who engage in no leisure-time physical activities.				
Activity	LRH Resources	Partners	Anticipated Impact	Performance Metrics
Continue to lead the annual Community Health Expo	Wellness, Marketing, Clinic, Nutrition Services	PartnerSHIP 4 Health, Local restaurants and businesses	Increased community engagement on health and wellness; Increased social connectedness	# of participants
Support Live Well Fergus Falls and their initiatives	Wellness	PartnerSHIP 4 Health, Public Health, YMCA	Improved access to healthy food choices and physical activity opportunities	# of meetings
Expand Shop with the Doc program	Wellness, Providers, Marketing	Service Foods, Cafe 116	Increased knowledge and self-efficacy about healthier food choices and preparation	# of events # of participants
Establish Walk with the Doc program	Wellness, Providers, Marketing	YMCA, Parks and Recreation, Live Well Fergus Falls, PartnerSHIP 4 Health	Increased access to physical activity opportunities	Program established # of events # of participants
Advocate for local businesses to adopt worksite wellness initiatives	Marketing, Wellness	PartnerSHIP4Health	Increased community engagement on health and wellness	# of new and existing businesses engaged

Strategy: Improve access to quality preventive services.				
Objective: Increase the proportion of people accessing preventive services.				
Activity	LRH Resources	Partners	Anticipated Impact	Performance Metrics
Offer I Can Prevent Diabetes classes for free	Wellness, Funding	YMCA	Decreased incidence of diabetes; Increase people living at a healthy weight	# of participants who complete the program
Grow Lifestyle Medicine Program	Wellness, Clinic		Increased physical activity and consumption of health foods; Improve overall health and wellness	# of patients referred # of patients enrolled
Utilize pre-visit planning for cancer screening reminders	Clinic		Improved health screening uptake	Proportion of patients who are up to date with their breast, colorectal and cervical cancer screenings
Send out targeted mailings to educate parents and promote HPV vaccination	CIS, Clinic		Increased knowledge about the safety and benefits of the HPV vaccine; Improved HPV vaccination rate	# of mailings sent out Proportion of patients who initiated the HPV vaccine
Send out reminder to improve completion of HPV series	CIS, Clinic		Improved HPV vaccination rate	Proportion of patients who completed the HPV series

Additional Strategies

A Barnesville resident recently joined the Lake Region Healthcare Board as part of our efforts to ensure that the interests of each of the nine communities we serve are represented at the highest leadership level.

We will continue to collaborate with community partners to identify interventions and potential opportunities to impact the four identified health priorities.

Conclusion

This implementation plan is not intended to be a static report, but rather a dynamic process that will evolve over time. It will be referenced often, evaluated periodically and revised when necessary. We will also ensure that the implementation plan is aligned to help accelerate Lake Region Healthcare's strategic objectives and commitment to effectively promote the health and quality of life of the communities we serve.