



COMMUNITY HEALTH IMPROVEMENT PLAN: ANNUAL REPORT FOR 2020

Prairie Ridge Healthcare

Introduction

A community health improvement plan (CHIP) guides the healthcare system, its partners and stakeholders on work to improve the health of its community. It is based on health problems identified and prioritized through the community health needs assessment and community health improvement processes. The CHIP is a long-term, systematic effort to address these health issues and affect both short-term and long-term change to build a healthier community. It describes goals, strategies and activities that can reasonably improve community health and is meant to be used and reviewed often.

Prairie Ridge Healthcare collaborated with community partners for 6 months to compile, analyze and summarize the data for their 2019 – 2021 Community Health Needs Assessment. Prairie Ridge Healthcare's Executive Team reviewed both quantitative and qualitative data as part of the prioritization discussions. After a systematic deliberation, the following priority areas were identified:

- Mental Health and Chemical Dependency
- Socioeconomic Issues
- Transportation

Prairie Ridge Healthcare intends to use the CHIP as a strategic guide to address the identified health priority areas over the next three years and encourage its community partners to utilize the CHIP to inform their own work and make decisions about resources and prioritization. By working with a common agenda, the community will be able to leverage its resources and collective influence to help make Grant and Stevens counties a healthier place to live, work, learn and play.

Monitoring and Revision

Though many strategies included in the CHIP build on activities that were already in place, CHIP activities were officially implemented on March 2020 after it was adopted by the Prairie Ridge Healthcare Board in February. Then the COVID-19 pandemic took hold in the US around mid to late March, resulting in restrictions and a large number of our resources being reallocated towards planning, preparing and responding to the pandemic. We continued to implement as many CHIP activities as we can throughout the year. However, there were some activities that had to be put on hold due to the situation and the limited resources.

Moving forward implementation will continue through the duration of the CHIP until a new CHIP is developed for the 2022-2024 cycle. However, the 2019-2021 CHIP is a living document and will be monitored, reviewed, assessed for feasibility and effectiveness and revised as needed throughout the implementation period.

CHIP strategies will be reviewed once per year, typically in January or February of the following year. Decisions about what to revise in the CHIP will be made in collaboration with our CHNA steering committee, partners and stakeholders involved in the specific strategies and/or activities.

Data for monitoring progress in the CHIP will come from a variety of sources depending on the specific strategy and will be collected on an annual basis unless otherwise stated.

Progress on Priority Health Issues

Priority Issue: Mental Health and Chemical Dependence

Based on consensus from partners, it was decided that mental health and chemical dependence should be grouped together because they usually go hand in hand. Mental health encompasses mental illness, brain health, mental well-being and the associated stigma. While chemical dependency is the misuse and abuse of alcohol, tobacco, illicit drugs, prescription medications and other drugs harmful to one’s health and well-being. Both of these issues are extensive and prevalent among youth and adult residents of our community. According to the 2016 Minnesota Student Survey, 12% of 11th graders seriously considered attempting suicide during the past year while 18.7% reported seriously considering attempting suicide more than a year ago. When it comes to substance use, alcohol, tobacco and marijuana are the most prevalent among high school students in Grant and Stevens counties.

Goal: Prevent and treat mental illness and substance abuse and provide supports for people seeking treatment or are in recovery in Grant and Stevens counties.

Strategy: Promote positive early childhood development including positive parenting and violence-free homes.					
Objective: Increase awareness and understanding of ACEs and ways to prevent them.					
Activity	PRH Resources	Partners	Anticipated Impact	Performance Metrics	2020 Data
Provide Adverse Childhood Experiences (ACEs) workshops for school administrators, teachers, staff and students	Nursing Providers	Local schools Public Health	Improved understanding and awareness of ACEs	# of people who participated in the ACE workshop	0 workshops held

Prairie Ridge Healthcare facilitated an ACE workshop targeted for providers in October 2019. This workshop was well-received and well-attended. We had planned on facilitating other ACE workshops in our local schools that will be more community-focused in 2020. However, due to COVID-19 and the resulting school closures/limited openings and public gathering restrictions, this plan was put on hold. We are hoping that as things start to return to normal, we will be able to facilitate at least one workshop in school year 2021-2022.

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	PRH Resources	Partners	Anticipated Impact	Performance Metrics	2020 Data
Promote Person-Centered Care activities among PRHHS staff and providers and community	All Staff and Providers	Planetree Lake Region Healthcare (LRH)	Increased social connectedness; Improved mental wellbeing and resiliency	# of PRHHS staff and providers who attend Person-Centered Care trainings PRHHS employee responses to employee engagement survey question: <i>I feel supported by those I work with daily.</i>	0 PRH staff and providers 70.1% Strongly Agree or Agree to this statement.

Due to COVID-19, Experiential Education and Communicating Empathy training for PRH providers and staff was postponed and is tentatively slated to start in FY 2021.

Prairie Ridge Healthcare along with Lake Region Healthcare adopted an enterprise-wide Centered on You initiative in 2020. Centered on You aims to uphold the enterprise's commitment to a person-centered approach and being the best place to give and receive care. One component of this initiative is to conduct an Employee Engagement Survey periodically to assist with growth and improvement for the organization. The results of the survey will be used to guide future initiatives and action plans to promote and support employee engagement and to ensure that each employee feels like a valued member of the organization. The initial survey was sent out in June 2020 to 141 PRH employees. Survey response rate was 67%. The survey question identified as a measure that best correlates to this particular strategy was: *I feel supported by those I work with daily.* Of those PRH employees who responded to this survey question, 23.7% Strongly Agree while 46.4% Agree with this statement.

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.					
Objectives: (1) Increase the number of waived providers allowed to prescribe buprenorphine. (2) Decrease the number of patients on chronic opioid therapy.					
Activity	PRH Resources	Partners	Anticipated Impact	Performance Metrics	2020 Data
Establish an Opioid Safety Program led by the Opioid Safety Steering Committee	Multi-department Pharmacy	Lake Region – Enterprise project	Improved opioid safety practices	Opioid Safety Program established	Opioid Safety Program established in November 2019
				Development of the Opioid Safety Steering Committee subcommittees	Subcommittees were formed in November 2019
Engage and educate providers on MN and CDC opioid prescribing guidelines	Medical Staff Pharmacy	Lake Region – Enterprise project	Improved opioid prescribing and alignment of opioid prescribing with current guidelines	# of providers trained on safe opioid prescribing guidelines	9 providers (100%)
				# of patients on chronic opioid therapy	82 patients

An enterprise-wide (Lake Region Healthcare and Prairie Ridge Healthcare) Opioid Safety Program was established in November 2019 led by a multi-disciplinary Opioid Safety Steering Committee to ensure responsible opioid prescribing and systematic monitoring. The following subcommittees were formed, each tasked with identifying opioid practice patterns and developing procedures and programming to enhance patient safety and mitigate opioid-related risks in their particular domain: (1) Acute Pain Management, (2) Ambulatory Pain Management, (3) Substance Use Disorder Services, (4) Non-Pharmacological Pain Management, (5) Controlled Substance Diversion Prevention and (6) Opportunities, Performance Improvement and Education.

An annual education packet was sent to all providers at the end of the calendar year 2020, which providers are required to acknowledge as having read through the documents. Education included information on the MN Opioid Prescribing Improvement Program as well as Lake Region Healthcare’s Opioid Abuse Prevention initiative including its Medication-Assisted Treatment program. Resource permitting, Prairie Ridge Healthcare hopes to replicate some of these activities.

Strategies: (1) Expand access to Naloxone. (2) Increase public awareness regarding risks of substance use.					
Objective: Increase Naloxone co-prescribing to patients receiving prescription opioids.					
Activity	PRH Resources	Partners	Anticipated Impact	Performance Metrics	2020 Data
Educate providers on recommendations regarding when to prescribe or co-prescribe naloxone	Medical Staff Pharmacy	Drug Task Force Law Enforcement First Responders	Reduced risks for opioid deaths	# of providers trained on naloxone prescribing recommendation # of patients prescribed naloxone % of patients prescribed chronic opioids who are also prescribed naloxone	0 0%
Host Community Narcan Training/Opioid Awareness	Pharmacy Ambulance Director Provider	Drug Task Force Law Enforcement First Responders	Increased knowledge on risks of opioid abuse; Increased access to naloxone.	# of trainings/community education held # of participants	0 0
Educate Community and students on the dangers of substance use.	School Nursing Provider	Public Health	Increased knowledge on risk of vaping and substance abuse.	# of trainings/community education held # of participants	0 0

Due to resources being diverted to respond to the COVID-19 pandemic, we were not able to put together provider education on Naloxone prescribing guidelines. We are currently working with our Pharmacy Department to develop education materials to be shared with all the providers as part of their annual education in 2021.

After discussion with some members of the CHNA steering committee, we will be revising one of the data collected for the activity, *Educate providers on recommendations regarding when to prescribe or co-prescribe naloxone*, to better capture our progress and impact. Instead of the number of patients prescribed Naloxone, we will be tracking the percentage of patients who are prescribed chronic opioids with a Naloxone prescription.

Due to the COVID pandemic and the restrictions placed on public gathering as well as constrained resources, we were not able to host community trainings on Narcan and Opioid Awareness. Depending on the status of COVID-19 in our community, we hope to be able to work with community partners and facilitate community education sessions in calendar year 2021.

Priority Issue: Socioeconomic Issues

The prevalence of poverty in the community and its impact on health was another issue that was evident throughout the CHNA report. Median household and per capita incomes in Grant and Stevens counties were significantly lower than the state’s average. In 2017, 17.2% of Stevens county residents were living in poverty, which is almost twice that of Grant county at 9.9%. In general, individuals living at or below poverty level struggle to meet their basic needs. Therefore, they tend to be in poorer health, food insecure and experience chronic stress and substandard housing. During the focus group session, participants discussed clients or people they know who struggle to afford food, personal hygiene products, medications and needed medical devices or services, that they often go without.

Goal: Address social determinants of health to create an environment that promotes health and health equity in Grant and Stevens counties.

Strategy: Improve clinical-community linkages.					
Objectives: (1) Reduce food insecurity. (2) Reduce hygiene insecurity.					
Activity	PRH Resources	Partners	Anticipated Impact	Performance Metrics	2020 Data
Partner with local church to establish Ruby’s Pantry	PRH Exec Team Dietary	Local Church	Increased access to affordable food	# of food shares collected Ruby’s Pantry established	Established
Partners with area schools to establish a Hygiene Closet	School Nursing PRH Exec Team Purchasing	Area Schools	Students in need get access to hygiene supplies with no judgement; Decreased absenteeism	# of kits donated/provided	0

After discussions about strategies to include in our CHIP, we learned that our local church, Elbow Lake Baptist Church, is sponsoring a Ruby’s Pop-Up Pantry in our community. In 2020, the Pop-Up Pantry was established. It is hosted by Peace Lutheran Church in the city of Barrett, every 3rd Monday of the month between 6:00 – 7:30 PM. Ruby’s Pantry partners with food manufacturers, distributors and producers to gather their

surplus and overages. They then sort out the food for distribution and deliver it to Pop-Up Pantry locations across MN and WI. There is no income or residency requirement to receive food bundles. For a \$20 donation a person will receive an abundance of groceries. We do not have access to the number of food shares collected at the site. Therefore, after some discussion with Prairie Ridge Healthcare's Executive Team, it was decided that the performance metric needs to be revised. Instead of the number of food shares collected, the new metric is that Ruby's Pantry was established in the community.

We started collecting donations for hygiene products to donate to area schools. However, due to COVID-19 and closure of in-person classes, we ended up donating the items to the Grant County Food Shelf. We are looking to start collecting donations again this year with the plan on delivering them to our local schools.

Priority Issue: Transportation

Transportation continues to present as a barrier to accessing healthcare and other needed services in our community, thus affecting overall health and wellness. However, due to resource constraints and because it is being addressed by other organizations in our community, Prairie Ridge Healthcare decided not to directly address this issue. We do continue to educate our patients regarding transportation options and assist them in coordinating their transportation to and from Prairie Ridge Healthcare whenever possible.

Planning, Preparation and Response to COVID -19

Developing a COVID-19 preparedness and response plan and implementing it was the priority of Prairie Ridge Healthcare in 2020. On February 10, 2020, initial communication occurred from the Minnesota Department of Health regarding preparation for the surge of COVID-19 patients. Initial work included situational awareness, inventory of Personal Protective Equipment (PPE) in storage, activation of the High Consequence Infectious Disease Plan, and communication throughout all levels of the organization. On March 15, 2020, the Incident Command structure was activated. Many measures were implemented to ensure healthcare worker and patient safety throughout the pandemic, which include but are not limited to:

- Educating employee and medical staff on proper Personal Protective Equipment usage and encouraging compliance
- Developing processes to manage emergent, urgent, and elective procedures safely
- Monitoring of staff, patients, and visitors for COVID-like symptoms
- Testing of patients and healthcare workers
- Increasing the number of airborne isolation rooms
- Implementing visiting restrictions
- Setting up telephone triage
- Rolling out a telehealth program

- Creating dedicated respiratory clinics
- Conducting contact investigations

The first positive COVID-19 test at LRH/PRH enterprise was April 2, 2020. In the remainder of the year, 1,511 individuals tested positive for COVID-19, out of over 15,000 tests completed. Education was provided to all individuals who tested positive for COVID-19, including isolation, quarantine of close contacts, home management strategies, and reasons to seek care in a healthcare facility.

During parts of 2020, Prairie Ridge Healthcare was able to be a “COVID managed” site. Lake Region worked to schedule the non-emergent surgical cases at Prairie Ridge and Prairie Ridge utilized Lake Region Healthcare for their COVID positive patients needing hospitalization. The first COVID-19 hospitalization at LRH occurred on May 1, 2020. In 2020 there were 93 COVID-positive patients hospitalized at LRH, with 62 occurring in November and December. Despite this high number of hospitalizations, we had very few high-risk exposures of healthcare workers or patients, primarily related to universal PPE utilization.