

# Community Health Needs Assessment and Implementation Plan

## 2020–2022

## Executive Summary

*The mission of Allina Health is to serve our communities by providing exceptional care as we prevent illness, restore health and provide comfort to all who entrust us with their care.*

### INTRODUCTION

Abbott Northwestern Hospital (Abbott Northwestern) is part of Allina Health, a nonprofit health system of clinics, hospitals and other health and wellness services, providing care throughout Minnesota and western Wisconsin. Every three years, Allina Health hospitals conduct a federally-required Community Health Needs Assessment (CHNA) to examine health in the communities it serves, identify health priorities and develop strategies and action plans to pursue them. The hospitals conduct their CHNA in partnership with local public health departments, other hospitals and health systems, community organizations and residents.

### Hospital and Community Description

Located in south Minneapolis, Abbott Northwestern is the largest nonprofit hospital in the Twin Cities. Each year, Abbott Northwestern serves more than 200,000 patients and their families from across the Twin Cities and upper midwest. Though the hospital serves patients from a wide geographic area, its primary service area (and focus of the CHNA) is Hennepin County, a dense urban and suburban area that includes Bloomington and Minneapolis and its surrounding suburbs.

According to the [US Census](#), Hennepin County is the most populated county in Minnesota with 1,224,763 residents. The median age is 36 years and 22 percent of the population is under age 18. Just over one-quarter (26.6 percent) of Hennepin County residents are people of color—primarily Black (12.7 percent), Hispanic or Latino (6.9 percent) or Asian (7.0 percent). Approximately 14 percent of residents are foreign-born and 7.4 percent have limited English proficiency. The median household income in 2017 was \$71,154 with 11.5 percent of residents living in households with income below the Federal Poverty Level (U.S. Census Bureau, 2013–2017 American Community Survey 5-Year Estimates). Approximately 3 percent of residents are uninsured.

### COMMUNITY HEALTH NEEDS ASSESSMENT PROCESS

Abbott Northwestern staff are actively engaged in many community coalitions that collectively work to address issues impacting health. To efficiently and comprehensively conduct the 2020–2022 CHNA, Abbott Northwestern staff used resources and data from assessments conducted by local public health departments and community agencies.

The CHNA was conducted in three steps: data review and prioritization, community input and the development of a three-year implementation plan. The process began in June 2018 and was completed in August 2019.

## Data Review and Prioritization

Abbott Northwestern Hospital developed its CHNA with the Minneapolis, Hennepin County and Bloomington public health departments, which were simultaneously developing a Community Health Improvement Plan for Hennepin County. These entities and 50 nonprofit and government representatives reviewed Allina Health data and state and local data related to demographics, social and economic factors, health behaviors, prevalence of health conditions and health care access. They also conducted 23 key informant interviews with individuals representing various cultural groups, businesses and organizations.

Based on the data review and the feedback gained through stakeholder interviews, Abbott Northwestern chose to continue its 2017–2019 CHNA priorities for the 2020–2022 cycle:

- **Mental health and wellness**
- **Physical activity and nutrition**
- **Health care access**

## Community Input

To update its understanding of community members' perspectives on these health issues and ideas for addressing them, Abbott Northwestern staff conducted an additional 10 key informant interviews with staff from social service and public health organizations. In addition, a local public affairs consultant interviewed 25 health and civic leaders to explore their perceptions of health, healthcare, public health and the hospital.

Interview participants described mental health and wellness as interrelated with broader community challenges such as poverty and racism. These issues, along with housing shortages and transportation barriers, affect people's ability to maintain mental health, work consistently, access care and be healthy. Lack of cultural sensitivity among some providers negatively impacts trust in health care among many people of color and GLBTQIA populations.

## EVALUATION OF 2017–2019 CHNA IMPLEMENTATION PLAN

In its [2017–2019 Community Health Needs Assessment](#), Abbott Northwestern adopted obesity, mental health and health care access as its health priorities. Prior to merging with Abbott Northwestern in 2019, Phillips Eye Institute implemented a separate CHNA process and identified its own priorities: school readiness and access to health services. Abbott Northwestern's accomplishments included:

- Providing more than \$60,000 to 10 farmers markets, food shelves and community-based food distribution programs.
- Leading the development of countywide strategic plan to address housing challenges and related mental health effects.
- Reaching 1,600 high school students through the Change to Chill School Partnership™.

Phillips Eye Institute's accomplishments included:

- Providing vision screening for 54,200 elementary-school students and referring 855 to the Kirby Puckett Eye Mobile for further care at no cost.
- Helping 9,770 elderly and low-income patients with transportation to vision appointments.

A complete description of 2017–2019 achievements is available at:

<https://www.allinahealth.org/about-us/community-involvement/need-assessments>.

## Implementation Plan

Based on community input, Abbott Northwestern developed a 2020–2022 implementation plan that outlines the strategies and activities it will pursue to address its health priorities. To make progress in achieving health equity among residents in its service area, Abbott Northwestern will prioritize partnerships and activities that engage historically underserved populations.

## 2020–2022 IMPLEMENTATION PLAN

### Mental Health and Wellness

**Goal 1:** Increase resilience and healthy coping.

**Strategies**

- Address social isolation and historical trauma.
- Reduce barriers to finding and keeping stable housing.
- Increase social connectedness and community-wide resilience efforts.
- Increase resilience among school-age youth.

Activities will include expanding [Change to Chill™](#) and [Health Powered Kids™](#) to more schools; supporting grassroots resilience and social-connectedness efforts; developing initiatives to address social isolation, historical trauma and housing instability; and pursuing a one-application system for renters in Hennepin County.

**Goal 2:** Reduce barriers to mental health and substance use services for adolescents.

**Strategies**

- Decrease stigma associated with seeking help for mental health and substance use conditions, with a particular focus on the experiences of racial and ethnic minorities and other historically underserved communities.
- Increase support of policy and advocacy efforts aimed at improving access to mental health and substance use services.
- Increase mental healthcare options available in community-based settings.

Activities will include enhancing stigma elimination programming in [Change to Chill™](#); promoting stigma elimination messaging; advocating for local and state policies aimed at increasing mental health and substance use services; and exploring partnerships with local community-based mental healthcare providers to increase access.

### Physical Activity and Nutrition

**Goal:** Increase physical activity and healthy eating, promote nutrition and reduce barriers to healthy food access.

**Strategies**

- Integrate traditionally underserved communities' cultural approaches to chronic disease management into patient and community resources.
- Promote nutrition and physical activity.
- Improve access to healthy food.

Activities will include providing charitable contributions and volunteers to healthy food-related activities and organizations; supporting the Backyard Health Hub's chronic disease management programs; and referring patients with food insecurity to local food services.

### Health Care Access

**Goal:** Community members access health care at the appropriate level in welcoming and culturally-diverse facilities and settings.

**Strategies**

- Maintain access to the Early Youth Eyecare (E.Y.E) program vision screening and care.
- Address infrastructure challenges that create barriers to healthcare.
- Improve care of GLBTQIA patients at the hospital and other healthcare and social service agencies.

Activities will include conducting vision screening and follow-up care for children and some adults; advocating for improved Minneapolis transit investment; and providing GLBTQIA care training.

### Social Determinants of Health

Across Allina Health's service area, hospitals indicated that addressing social determinants of health is essential to improving identified health priorities. In response, Allina Health identified a systemwide plan for addressing social determinants of health; Abbott Northwestern will participate in the plan's implementation.

**Goal:** Reduce social barriers to health.

## Strategies

- Establish a sustainable, effective model to systematically identify and support patients in addressing health-related social needs.
- Establish a sustainable network of trusted community organizations that can support patients with these needs.
- Increase policy and advocacy efforts to improve social conditions related to health.

Activities will include supporting implementation and evaluation of the Accountable Health Communities model and transitioning to a modified version; identifying community partners and a tracked referral process to connect patients to them; and supporting coalitions aimed at improving access to transportation, housing and food.

## Community Partners

Schools, nursing and allied health professional training programs, local, state and federal governments, community development agencies, nonprofits serving the GLBTQIA community, health departments, community-based mental health care providers, Walk-In Counseling Center, Backyard Health Hub, The Food Group, Sheridan Story, food shelves and faith-based organizations.

## Resources

To fulfill the implementation plan, Abbott Northwestern will contribute financial and in-kind donations such as personnel, charitable donations and Allina Health's systemwide programs. It will also encourage staff to volunteer with local organizations.

## Evaluation Plans

Abbott Northwestern will monitor its progress on the implementation plan by tracking process measures, such as number of people served, staff time dedicated and dollars contributed. Allina Health will also evaluate systemwide programs to assess their effects on intermediate outcomes (e.g.,

physical activity), which evidence shows are likely to lead to improvement on population health measures. To assess long-term effects, Allina Health will monitor population-level indicators related to Abbott Northwestern and systemwide priorities.

## CONCLUSION

Through the CHNA process, Abbott Northwestern used data and community input to identify health priorities it will pursue in 2020–2022.

The full report for the Abbott Northwestern 2020–2022 Community Health Needs Assessment is available on the Allina Health website: <https://www.allinahealth.org/about-us/community-involvement/need-assessments>.

## ACKNOWLEDGEMENTS

Staff at Allina Health and Abbott Northwestern would like to thank these partners:

- Community members who offered their time and valuable insights.
- Staff from health departments and community organizations who reviewed data and developed implementation plans.
- Allina Health System Office staff and interns who supported the process: Emma Wolf, Leah Jesser and Bri Wagner.
- Other staff at Allina Health and Abbott Northwestern who provided knowledge, skills and leadership.

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