



# Maple Grove Hospital 2020 – 2022 Implementation Plan



*A partnership of North Memorial Health and Fairview*

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# Introduction

## BACKGROUND

Maple Grove Hospital in Maple Grove, Minnesota has provided care to people in the northwest Twin Cities metro communities since 2009. It is a partnership between North Memorial Health and M Health Fairview. The Patient Care and Affordable Care Act of 2010 requires that all 501(C) (3) hospitals conduct a community health needs assessment (CHNA) to meet the U.S. Department of Treasury and Internal Revenue Service (IRS) rules. The overarching view of the community health needs assessment must be health needs from the perspective of the community, not the perspective of the hospital and healthcare providers.

During 2019, Maple Grove Hospital conducted its third Community Health Needs Assessment. This Community Health Needs Assessment considered input from persons who represent the broad interests of the assessed community including:

			
Persons with special knowledge of, or expertise in, public health	Representatives of medically underserved, low income and minority populations	Representatives of the senior population	Representatives of populations with chronic disease needs

The overall Community Health Needs Assessment process was guided by the Maple Grove Hospital Community Engagement Advisory Team (CEAT). The CEAT team met a total of six times during the 2019 Community Health Needs Assessment process.

The implementation plan outlined in this report considers input from community stakeholders and partners. The implementation plan is a three-year plan depicting the work Maple Grove Hospital will conduct to address the identified health priorities. Yearly work plans will be developed to provide detailed actions. Maple Grove Hospital, when possible, will collaborate with community organizations to address these needs. This implementation plan provides the foundation for the community benefit work Maple Grove Hospital will conduct from 2020 - 2022.

## COMMUNITY HEALTH ASSESSMENT AREA

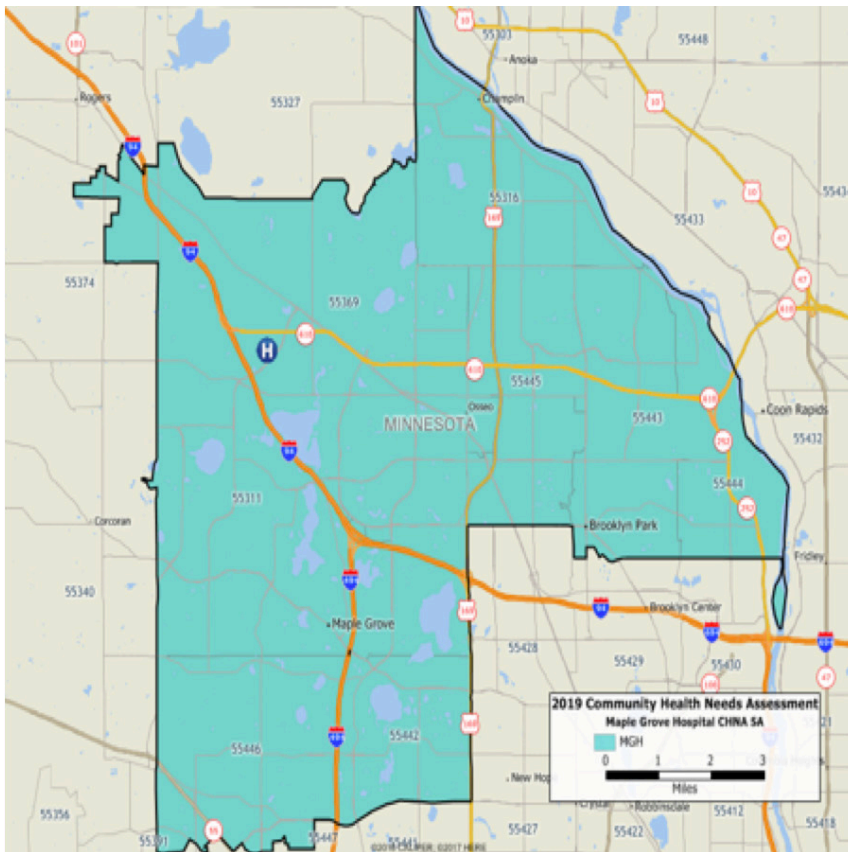
Maple Grove Hospital’s primary focus for the 2019 Community Health Needs Assessment is identical to the 2016 Community Health Needs Assessment with the addition of zip code 55442 at the recommendation of the Community Engagement Advisory Team. This primary focus is defined by the following zip codes which includes portions of the following cities:

2019 CEAT members included:

- 55311 (Maple Grove, MN (91.57%), Rogers, MN (6.03%), Corcoran, MN (0.08%))
- 55316 (Champlin, MN (100%))
- 55369 (Maple Grove, MN (74.94%), Dayton, MN (21.19%), Osseo, MN (2.91%), Rogers, MN (0.29%))
- 55445 (Brooklyn Park, MN (100%))
- 55443 (Brooklyn Park, MN (100%))
- 55444 (Brooklyn Park, MN (99.85%), Brooklyn Center, MN (0.15%)) and
- 55446 (Plymouth, MN (100%))

New zip code:

- 55442 (Plymouth, MN (99.92%), Maple Grove, MN (0.08%))



<u>ZIP Code</u>	<u>Community</u>
55311	MAPLE GROVE
55316	CHAMPLIN
55369	MAPLE GROVE/OSSEO
55442	PLYMOUTH
55443	BROOKLYN PARK
55444	BROOKLYN PARK
55445	BROOKLYN PARK
55446	PLYMOUTH

CEAT decided to add the 55442 Zip Code for the 2019 CHNA

<http://www.city-data.com/zips/>

## COMMUNITY ENGAGEMENT ADVISORY TEAM (CEAT)

Maple Grove Hospital established a Community Engagement Advisory Team (CEAT) in 2012 to help guide the 2013 Community Health Needs Assessment. The CEAT took on the responsibility of guiding the 2013 and 2016 Community Health Needs Assessment process, defining the community to assess, identifying key stakeholders, recruiting focus group participants, analyzing data and prioritizing health needs. They then monitored the work being done to address the identified 2013 and 2016 health priorities. In 2018 the CEAT began planning for the 2019 Community Health Needs Assessment process by defining the community to assess, identifying key stakeholders, recruiting focus group participants, and prioritizing health needs. The CEAT guided the 2019 Community Health Needs Assessments and will monitor progress on the 2020 - 2022 Implementation Plan.

2019 CEAT members included:

- Andy Cochrane, CEO, Maple Grove Hospital
- Melissa Dau, Suicide Prevention Coordinator, Minnesota Department of Health
- Pamela Doorenbos, MD, VP, Medical Affairs, Maple Grove Hospital
- Eric Hansen, Program Manager, Osseo Area Schools Early Childhood and Family Education
- Samantha Hanson, CAO, North Memorial Health
- Lauren Hazuka, Senior Marketing Consultant, North Memorial Health
- Nicole Herlofsky, Manager of Adolescent Behavioral Outpatient Programs, M Health-Fairview
- Jonette Lucia, MMA, Coordinator Northwest Hennepin Family Service Collaborative
- Trudy Marshall, VP Marketing, Communications and Outreach, North Memorial Health
- Marie Maslowski, RN, MPH, Community Health Outreach Manager, North Memorial Health
- Robert N. Munson, MSW, LISW, Community Member
- Heidi Nelson, City Administrator, City of Maple Grove
- Sheila Nesbitt, Injury Prevention Coordinator, North Memorial Health Hospital
- Kris Orluck, Senior Coordinator, Maple Grove Parks and Recreation, City of Maple Grove
- Susan Palchick, Ph.D., MPH, Public Health Director, Hennepin County Public Health
- Jason Rusinak, Director Pay Contracting and Network Management, North Memorial Health
- Heather Sheridan, Administrator, University of Minnesota Health, Maple Grove Clinics
- Sheryl Vugteveen, RN, Director Acute Care, Maple Grove Hospital
- Eric Werner, Chief of Police, City of Maple Grove
- Sue Wieker, Senior Planning Analyst, North Memorial Health

# Commitment to Community

## OUR MISSION, VISION AND VALUES

**MISSION:** Maple Grove Hospital's mission is to **empower our customers to achieve their best health.** We view the people we serve as customers, not patients, empowering them to expect the best care, communicate their needs and allowing us to be creative and accountable for meeting their needs. It is this mission that guides our work to empower the community to achieve their best health in partnership with Maple Grove Hospital and community organizations and partners.

**VISION:** Together, healthcare the way it ought to be.

**VALUES:** We work to improve the health of the people in the communities we serve through our shared values including:

- **Inventiveness**
- **Accountability**
- **Relationships**

## COMMITMENT TO ACCESS AND HEALTH SERVICES

We strive to ensure all community members have access to quality medical care regardless of their circumstances. The following programs assist members of our community in accessing healthcare services.

CHARITY CARE	UNINSURED HOSPITAL PATIENT DISCOUNT	DISCHARGE PRESCRIPTION ASSISTANCE
Maple Grove Hospital provides a Financial Assistance program. Patients may qualify if their general income and assets meet the minimum guideline. The Financial Assistance application is available on the website in English, Hmong, Spanish, and Russian.	Maple Grove Hospital provides an upfront discount to uninsured patients for hospital and hospital-based clinic services that are medically necessary. This discount is for customers who do not have any insurance and are not eligible for a Medicaid plan.	Maple Grove Hospital will provide, free of charge, select medications to customers who are unable to pay for their discharge medications and are not eligible for any local, state, federal, manufacturer and/or private prescription medication assistance programs.

# Implementation Plan

## HEALTH PRIORITY SELECTION

Responses to the focus groups, key stakeholder interviews and the quantitative data were reviewed by the internal planning committee. The planning committee summarized the data and presented it to the CEAT for review and discussion. Initial top findings presented to the CEAT were:

- Mental health/substance abuse
- Healthy aging
- Helping the community access healthcare and community resources
- Comprehensive care
- Prevention/education: knowledge across lifespan
- Culturally responsive service
- Housing: safe, accessible and affordable (available for the homeless)
- Transportation: especially for medical care

The Community Engagement Advisory Team (CEAT) had an extensive discussion about the Community Health Needs Assessment findings based on the following prioritization criterion:

<p>1</p> <p>How widespread is the health need?</p>	<p>2</p> <p>How serious or important do you think this health need is for individuals and/or the community?</p>	<p>3</p> <p>What is the potential for Maple Grove Hospital and community partners to have a positive impact on this health need within three to four years?</p>
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After this discussion they decided to take a verbal vote and continue with the 2016 identified health priorities of:

- **Mental health**
- **Substance abuse**
- **Healthy aging**

Mental Health and Substance Abuse were identified in both the Maple Grove Hospital and North Memorial Health Hospital Community Health Needs Assessments. Since both institutions are part of North Memorial Health, Community Health Assessment areas are adjacent to each other and populations cross the two Community Health Needs Assessment areas mental health and substance abuse initiatives will be addressed together as system-wide health priorities.

## IMPLEMENTATION PLAN

The process of developing the Implementation Plan involved outreach to community partners and stakeholders to gain greater insight into community programming needs and evidence-based programs. Maple Grove Hospital and North Memorial Health Hospital teams were also asked to provide insight into programming.

Maple Grove Hospital has and will continue to work closely with community organizations, local government, local schools, community coalitions and local public health departments to ensure that our work is done in partnership and aligns with identified community needs and public health priorities.

### PRIORITY 1: Mental Health

**DEFINITION: Mental health** is “a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community” (1- World Health Organization, 2004).



**GOAL:** Support the mental health of community members along the mental health continuum

OBJECTIVES	STRATEGIES	HOSPITAL RESOURCES	PARTNERS	ANTICIPATED IMPACT
Reduce the stigma associated with mental health conditions	<ul style="list-style-type: none"> <li>Continue to incorporate the <b>Make It Okay</b> message into annual employee training</li> <li>Explore offering <b>Make It Okay</b> presentations to employees and the community</li> </ul>	<ul style="list-style-type: none"> <li>Community Health Outreach team</li> <li>Mental Health team</li> <li>Human Resources team</li> <li>Marketing team</li> <li>Room for presentation</li> </ul>	<ul style="list-style-type: none"> <li>Health Partners <b>Make It Okay</b> program and team</li> </ul>	<ul style="list-style-type: none"> <li>Reduce stigma around mental health.</li> <li>Increase participants' ability to recognize and correct misconceptions about mental health and mental illness</li> </ul>
Increase community education about mental health and how to identify, understand and respond to signs of mental illness and substance use disorders among community members	<p>Offer evidence-based <b>Mental Health First Aid</b> classes to the community. This includes:</p> <ul style="list-style-type: none"> <li>Youth Mental Health First Aid</li> <li>Adult focused Mental Health First Aid</li> <li>Older Adult Mental Health First Aid</li> </ul>	<ul style="list-style-type: none"> <li>Community Health Outreach team</li> <li>Marketing team</li> <li>Room for presentation</li> </ul>	<ul style="list-style-type: none"> <li>Minnesota Department of Health</li> <li>Local schools, city governments and Community organizations for flyer distribution</li> <li>CEAT members for flyer distribution</li> <li>Potential Community sites for classes:                             <ul style="list-style-type: none"> <li>New Hope YMCA</li> <li>North Market</li> <li>Maple Grove Community Center</li> <li>Other community locations</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Increase participants' confidence in assisting a person with mental health issues and connecting them to professional resources</li> </ul>



OBJECTIVES	STRATEGIES	HOSPITAL RESOURCES	PARTNERS	ANTICIPATED IMPACT
<p><b>Increase community education about suicide prevention</b></p>	<ul style="list-style-type: none"> <li>• Offer <b>safeTalk</b> suicide prevention classes to the community</li> </ul>	<ul style="list-style-type: none"> <li>• Community Health Outreach team</li> <li>• Marketing team</li> <li>• Room for presentation</li> </ul>	<ul style="list-style-type: none"> <li>• Minnesota Department of Health</li> <li>• Local schools, city governments and community organizations for flyer distribution</li> <li>• CEAT members for flyer distribution</li> <li>• Potential Community sites for classes: <ul style="list-style-type: none"> <li>– New Hope YMCA</li> <li>– North Market</li> <li>– Maple Grove Community Center</li> <li>– Other community locations</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Increase participants confidence in assisting a person with suicidal thoughts and connecting them to professional resources</li> </ul>
<p><b>Increase education about suicide prevention among first responders – police, fire, EMS, and dispatchers</b></p>	<ul style="list-style-type: none"> <li>• Explore offering <b>safeTalk</b> suicide prevention classes to the community</li> </ul>	<ul style="list-style-type: none"> <li>• Community Health Outreach team</li> <li>• Marketing team</li> <li>• Room for presentation</li> </ul>	<ul style="list-style-type: none"> <li>• Minnesota Center of Suicidology</li> <li>• Local city governments</li> </ul>	<ul style="list-style-type: none"> <li>• Increase first responders confidence in assisting a person with suicidal thoughts</li> <li>• Connect them to professional resources and accessing resources for themselves if necessary</li> </ul>
<p><b>Support community members who are experiencing a health issue by offering community support groups</b></p>	<p>Provide regular support groups for patients, caregivers and community members who are experiencing one of the following health issues:</p> <ul style="list-style-type: none"> <li>• Lung Cancer</li> <li>• Breast Cancer</li> <li>• Head and Neck Cancer</li> <li>• Prostate Cancer</li> <li>• Leukemia and Lymphoma</li> <li>• Stroke</li> </ul>	<ul style="list-style-type: none"> <li>• NMHH Cancer center team</li> <li>• NMHH Pastoral care team</li> <li>• Stoke Center team</li> <li>• Marketing team</li> <li>• Room for support groups</li> </ul>		<ul style="list-style-type: none"> <li>• Reduce social isolation and mental health issues among persons with the health issue and their families</li> </ul>

OBJECTIVES	STRATEGIES	HOSPITAL RESOURCES	PARTNERS	ANTICIPATED IMPACT
Reduce the cycle of violence among youth who enter the North Memorial Health Hospital emergency room	<ul style="list-style-type: none"> <li>Partner with the City of Minneapolis and Hennepin Healthcare to administer the Next Step program at North Memorial Health Hospital</li> </ul>	<ul style="list-style-type: none"> <li>NMH Trauma team</li> </ul>	<ul style="list-style-type: none"> <li>City of Minneapolis</li> <li>Hennepin Healthcare</li> </ul>	<ul style="list-style-type: none"> <li>The cycle of violence among youth and young adults is interrupted</li> </ul>
Connect our patients with mental illness to community social supports	<ul style="list-style-type: none"> <li>Partner with Vail Place to provide social services to our patients with mental illness who need social services</li> <li>Social services include: social support, housing, home health services, job placement services and a community drop in center</li> </ul>	<ul style="list-style-type: none"> <li>North Memorial Health ACO team</li> </ul>	<ul style="list-style-type: none"> <li>Vail Place</li> <li>North Collaborative Care</li> </ul>	<ul style="list-style-type: none"> <li>Patients in ACO have access to needed community based social services</li> <li>Reduce State of Minnesota's overall total cost of care for patients in ACO</li> </ul>
Provide resilience skills to community members	<ul style="list-style-type: none"> <li>Explore offering Community Based Resilience Training to community members</li> </ul>	<ul style="list-style-type: none"> <li>North Memorial Health Mental Health Services team</li> </ul>	<ul style="list-style-type: none"> <li>Trauma Resource Institute</li> <li>Community Partners who host training</li> </ul>	<ul style="list-style-type: none"> <li>Participants will learn to track their own nervous systems to bring body, mind and spirit into greater balance and share these skills with family, friends and the wider community</li> </ul>
Continue involvement with community organizations that are addressing Mental Health and Social Isolation	<ul style="list-style-type: none"> <li>Strengthen community partnerships</li> <li>Identify potential programs to address mental health and social isolation</li> </ul>	<ul style="list-style-type: none"> <li>Community Health Outreach team</li> </ul>	<ul style="list-style-type: none"> <li>Center for Community Health</li> <li>Hennepin County CHIP</li> </ul>	<ul style="list-style-type: none"> <li>Reduce social isolation in the 7-county metro area</li> </ul>

Programs and activities that will be used to address the goals listed include:

- **Make It OK** – A campaign to reduce the stigma of mental illnesses. Organizations that support the Make It OK campaign are working to reduce misperceptions about mental illnesses and encourage open conversations and education about mental illness.
- **Mental Health First Aid USA, Youth Mental Health First Aid USA and Older Adult Mental Health First Aid USA** – Evidence-based classes which have the following goals:
  - Increase knowledge of the signs, symptoms and risk factors of mental illness.
  - Increase knowledge of the impact of mental health and substance use disorders.
  - Increase awareness of local resources and where to turn for help.
  - Build capacity to assess a situation and help an individual in distress.

Participants will attend an 8 hour class where they learn about the risk factors of common mental health/substance abuse illnesses and participate in role-playing simulations to learn how to help persons in crisis. These classes will be offered free of charge to the community to eliminate any financial barriers. Active outreach will be made to local schools, churches, community organizations and vulnerable populations. Maple Grove Hospital will partner with the Minnesota Department of Health and NAMI in offering these classes.

- **safeTALK** – A half-day alertness training that prepares anyone over the age of 15, regardless of prior experience or training, to become a suicide-alert helper. Most people with thoughts of suicide don't truly want to die, but are struggling with the pain in their lives. Through their words and actions, they invite help to stay alive. safeTALK-trained helpers can recognize these invitations and take action by connecting them with life-saving intervention resources. Over the course of their training, safeTALK participants will learn to:
  - Notice and respond to situations where suicide thoughts might be present.
  - Recognize that invitations for help are often overlooked.
  - Move beyond the common tendency to miss, dismiss, and avoid suicide.
  - Apply the TALK steps: Tell, Ask, Listen, and Keep Safe.
  - Learn about community resources and how to connect someone with thoughts of suicide to them for further help.

These classes will be offered free of charge to the community to eliminate any financial barriers. Active outreach will be made to local schools, churches, and vulnerable populations. Maple Grove Hospital will partner with the Minnesota Department of Health and local community organizations to offer these classes.

- **Support Groups** – Groups offered by North Memorial Health Cancer Center and Stroke Center team. These support groups are open to community members and provide social support to participants.

- **Next Step Program** - A hospital-based violence intervention program that connects youth and young adult victims of violent injury to resources and support. The goals of Next Step are to:
  - Reduce re-injury and re-hospitalization for youth who are victims of violent injuries.
  - Support positive development and holistic healing for youth and families who are affected by violence.
  - Help interrupt the cycle of community violence.

A Next Step Youth Development Specialist works with youth and young adults 12-28 years old who are in the hospital because they are the victim of a stabbing or gunshot. Next Step team provides immediate bedside support and intervention for participants and their families and support systems. Next Step team continue to meet daily in the hospital with participants who want further support with changing their lives and stopping the cycle of violence. Participants then receive individual support once they are back in the community. This program is a partnership between North Memorial Health Hospital, the City of Minneapolis and Hennepin Healthcare and is based at North Memorial Health Hospital.

- **Vail Place** - A nonprofit organization based in Hopkins Minnesota that provides community-based recovery services for adults with serious mental illnesses.
- **Resiliency Training** - The Trauma Resource Institute is a non-profit organization, which cultivates trauma-informed and resiliency-focused individuals and communities. They offer the Community Resiliency Model (CRM). The vision of the Trauma Resource Institute is to create trauma-informed and resiliency-informed individuals and communities, respecting the wisdom of cultural diversity.
- **Partnerships with Community Organizations and Coalitions** - Maple Grove Hospital has worked and will continue to work with the following groups that have also identified Mental Health as a health priority.
  - The Center for Community Health (CCH)
  - Hennepin County Community Health Improvement Plan (CHIP)
  - Minnesota Department of Health (MDH)
  - Hennepin Healthcare
  - City of Minneapolis Public Health

**The purpose of these partnerships is to identify opportunities where we can collectively work together to address mental health and the social issues that impact mental health.**

## PRIORITY 2: Substance Abuse

**DEFINITION: Substance Abuse** refers to the excessive use of substances such as tobacco, prescription drugs, opioids, and alcohol that is harmful to health of an individual and a community.



**GOAL:** To create an environment where education around substance abuse is provided, environmental supports to reduce access to medications are in place and partnerships within the healthcare system support best practices.

OBJECTIVES	STRATEGIES	HOSPITAL RESOURCES	PARTNERS	ANTICIPATED IMPACT
Increase awareness and education around the dangers of substance abuse among youth and young adults and the activities that address these issues including anti-vaping education	<ul style="list-style-type: none"> <li>Support Partners In Prevention's anti-vaping campaign</li> <li>Provide financial support to the Partners In Prevention's Positive Community Norms campaign</li> </ul>	<ul style="list-style-type: none"> <li>Community Health Outreach team</li> <li>Maple Grove Hospital financial resources</li> </ul>	<ul style="list-style-type: none"> <li>Partners In Prevention and their community partners such as law enforcement, Hazelden Betty Ford Foundation, Hennepin County and others</li> </ul>	<ul style="list-style-type: none"> <li>Increased education among youth and parents of the dangers of substance abuse</li> </ul>
Use community partnerships to provide education around substance abuse and environmental supports to reduce access to medication	<ul style="list-style-type: none"> <li>Provide team to help coordinate the work of Partnership for Change</li> <li>Continue to assess community need for community medicine drop boxes and place where appropriate</li> <li>Explore offering an Opioid conference for providers and the community</li> </ul>	<ul style="list-style-type: none"> <li>Community Health Outreach team</li> </ul>	<ul style="list-style-type: none"> <li>Partnership for Change and their community partners such as local schools, law enforcement, Hazelden Betty Ford Foundation, Hennepin Regional Poison Center and others</li> </ul>	<ul style="list-style-type: none"> <li>Prevent prescription drugs from being misused, contributing to accidental poisoning, and getting into the water system</li> <li>Increase education around opioid use and how to prevent</li> </ul>
Improve access to addiction service	<ul style="list-style-type: none"> <li>Integrate addiction services within North Memorial Health Clinic</li> <li>Continue to explore expansion to other clinic sites</li> </ul>	<ul style="list-style-type: none"> <li>North Memorial Health Mental Health team</li> <li>North Memorial Health clinic in Brooklyn Center, Camden, New Hope and St. Anthony</li> </ul>		<ul style="list-style-type: none"> <li>Patients will receive mental healthcare closer to home</li> <li>Patients' Primary Care provider can more easily participate in Mental Health Care if appropriate</li> </ul>

OBJECTIVE	STRATEGIES	HOSPITAL RESOURCES	PARTNERS	ANTICIPATED IMPACT
Providers are able to prescribe responsibly and compliantly for prevention and managing substance use disorder	<ul style="list-style-type: none"> <li>Maintain the Prescription Drug Monitoring Program (PDMP)</li> <li>Lessen barriers to accessing patient medication history through use of Appriss</li> </ul>	<ul style="list-style-type: none"> <li>Pharmacy</li> <li>Opioids Clinical Practice Council</li> <li>Epic Team</li> </ul>	<ul style="list-style-type: none"> <li>Appriss Health</li> <li>National Association of Boards of Pharmacy</li> </ul>	<ul style="list-style-type: none"> <li>Increased ability to identify multiple prescribers</li> <li>Increased utilization of the PDMP to verify previous prescribing</li> <li>Enhanced user experience</li> </ul>
Reduce the number of deaths from opioid overdose	<ul style="list-style-type: none"> <li>Maintain established medication-assisted therapy (MAT) pathway with Broadway Family Medicine</li> </ul>	<ul style="list-style-type: none"> <li>ED team</li> <li>Opioids Clinical Practice Council</li> </ul>	<ul style="list-style-type: none"> <li>EPPA ED Physicians</li> <li>Pharmacists</li> <li>Broadway Family Clinic</li> </ul>	<ul style="list-style-type: none"> <li>Patients able to access MAT for opioid use disorder</li> </ul>

Partnerships that will be used to address the goals listed include:

- Partners in Prevention** – An organization committed to ensuring that each child is supported to make healthy choices. Their mission statement is: **By collaborating with community partners, we will influence the reduction of substance use among our youth in our community.** Their vision is that the Wayzata Public Schools Community is a healthy, substance-free environment where every child is connected to a caring adult. Partners In Prevention is housed out of the Wayzata School District serving all or part of the cities of Corcoran, Maple Grove, Medicine Lake, Medina, Minnetonka, Orono, Plymouth and Wayzata.
- Partnership for Change** - An organization comprised of youth, parents, schools, law enforcement and community groups that are working together to reduce drug use among youth and young adults in northwest Hennepin County. Their focus is on changing the community environment that leads to youth substance use by identifying and implementing strategies that will affect community attitudes, perceptions and beliefs around alcohol and other drugs. Partnership for Change serves the Brooklyn Center, Osseo, and Robbinsdale School Districts, which include the cities of: Brooklyn Center, Brooklyn Park, Crystal, Golden Valley, Maple Grove, New Hope, Osseo, Plymouth and Robbinsdale. Partnership for Change's mission is to **leverage community partnerships to prevent and reduce alcohol and other drug use among youth and reduce substance abuse in the community.**
- Opioids Clinical Practice Council** – A working group at North Memorial Health whose objective is to oversee, direct, and support the North Memorial Health's systematic approach to reducing variation in opioid prescribing; contributing to the overall goal to reduce opioid addiction, misuse, and opioid related deaths in the communities that we serve.

### PRIORITY 3: Healthy Aging/Senior Services

**DEFINITION: Healthy Aging** is defined “as the process of developing and maintaining the functional ability that enables wellbeing in older age. Functional ability is about having the capabilities that enable all people to be and do what they have reason to value”. (World Health Organization website)



**GOAL:** Work with local government, other healthcare systems, social service providers and community members to create an environment where our aging population can have access to the programs and services needed to age in place.

OBJECTIVE	STRATEGIES	HOSPITAL RESOURCES	PARTNERS	ANTICIPATED IMPACT
Address community-based infrastructural challenges that create barriers to health aging in Maple Grove	<ul style="list-style-type: none"> <li>Participate in Age-Friendly Maple Grove leadership committee</li> <li>Offer annual financial assistance to Age-Friendly Maple Grove</li> </ul>	<ul style="list-style-type: none"> <li>Community Health Outreach team</li> <li>Maple Grove Hospital financial resources</li> </ul>	<ul style="list-style-type: none"> <li>City of Maple Grove</li> <li>Maple Grove Lions</li> <li>Silvercreek on Main</li> <li>MHealth Fairview</li> </ul>	<ul style="list-style-type: none"> <li>Development of a community where residents of all ages can live a healthy and active life</li> </ul>
Assist Brooklyn Park's Park and Recreation senior program team in identifying healthy aging opportunities	<ul style="list-style-type: none"> <li>Develop a partnership with Brooklyn Park around healthy aging</li> <li>Explore offering community education classes, in partnership with Brooklyn Park's Park and Recreation senior program, that assist seniors to lead healthy lives</li> </ul>	<ul style="list-style-type: none"> <li>Community Health Outreach team</li> </ul>	<ul style="list-style-type: none"> <li>City of Brooklyn Park</li> </ul>	<ul style="list-style-type: none"> <li>Seniors in Brooklyn Park have access to community education classes that assist with healthy aging</li> </ul>
Increase education about the importance of Advance Care Planning to seniors in the community	<ul style="list-style-type: none"> <li>Offer Advance Care Planning presentations to the community</li> </ul>	<ul style="list-style-type: none"> <li>Advance Care Planning Social Worker</li> <li>Maple Grove Hospital Social Worker</li> </ul>	<ul style="list-style-type: none"> <li>City of Maple Grove Parks and Recreation</li> </ul>	<ul style="list-style-type: none"> <li>Seniors will have the knowledge and resources to complete Advance Care planning forms and learn how to have important end of life conversations</li> </ul>

OBJECTIVE	STRATEGIES	HOSPITAL RESOURCES	PARTNERS	ANTICIPATED IMPACT
Increase education about falls prevention to seniors in the community	<ul style="list-style-type: none"> <li>• Offer evidence-based Stepping On falls prevention classes to seniors</li> </ul>	<ul style="list-style-type: none"> <li>• North Trauma Injury Prevention Coordinator</li> <li>• Maple Grove Hospital team</li> </ul>	<ul style="list-style-type: none"> <li>• City of Maple Grove Parks and Recreation</li> <li>• Wisconsin Institute for Healthy Aging</li> </ul>	<ul style="list-style-type: none"> <li>• Seniors will receive education that supports building their confidence in managing health behavior to reduce the risk of falling and maintain an active life</li> </ul>
Increase education about the importance of chronic disease management and prevention to seniors	<p>Offer evidence-based Chronic Disease Management classes to the community, including:</p> <ul style="list-style-type: none"> <li>• Chronic Disease Self-Management</li> <li>• Diabetes Self-Management</li> <li>• Chronic Pain Self-Management</li> </ul>	<ul style="list-style-type: none"> <li>• Community Care Management team</li> </ul>	<ul style="list-style-type: none"> <li>• City of Maple Grove's Park and Recreation</li> </ul>	<ul style="list-style-type: none"> <li>• Seniors are educated about how to manage their Chronic Diseases and promote self-management</li> </ul>
Provide community education on identified health priorities at community events.	<ul style="list-style-type: none"> <li>• Participate in the Maple Grove Farmer's Market to provide education on topics such as: falls prevention, mental health and healthy aging</li> </ul>	<ul style="list-style-type: none"> <li>• North Memorial Health marketing team</li> <li>• North Memorial Health team with expertise in a health priority</li> </ul>	<ul style="list-style-type: none"> <li>• City of Maple Grove</li> </ul>	<ul style="list-style-type: none"> <li>• Community events provide a large reach for education on health priorities</li> </ul>
Increase community education about older adult mental health, how to identify, understand and respond to signs of mental illness and substance use disorders among older adults members	<ul style="list-style-type: none"> <li>• Offer evidence-based <b>Older Adult Mental Health First Aid</b> classes to the community</li> </ul>	<ul style="list-style-type: none"> <li>• Community Health Outreach team</li> <li>• Marketing team</li> <li>• Room for presentation</li> </ul>	<ul style="list-style-type: none"> <li>• City of Maple Grove Parks and Recreation</li> <li>• Age-Friendly Maple Grove</li> </ul>	<ul style="list-style-type: none"> <li>• Increase participants' confidence in assisting an older person with mental health issues and connecting them to professional resources</li> </ul>



Partnerships and programs that will be used to address the goals listed include:

- **Age-Friendly Maple Grove** – A driven by the community and housed in the city of Maple Grove. It is led by a growing committee of community volunteers and representatives from hospitals, senior housing facilities, faith communities, senior service providers and others. The committee uses the World Health Organization/AARP age-friendly framework to guide its work. Age-Friendly Maple Grove joined the AARP Network of Age-Friendly Communities in 2016. It completed a community assessment of older adult needs, using a five-part strategy to gather input directly from older adults as well as from community partners such as healthcare, the police and fire departments, community paramedics, and senior service providers. An action plan has been developed based on this assessment. From an engaged citizen’s initial conversations with the city a few years ago to an initiative supported by the City of Maple Grove. This initiative is responding to rapid population aging and working to become a good place for all residents to “grow up and grow old.”
- **Advance Care Planning** – Provided by North Memorial Health Social Workers and educates participants about the importance of Advance Care Planning, completing forms such as a Health Care Directive or POLST and having important end of life conversations.
- **Stepping On** – A seven-week evidence-based program designed for people who are living at home and have experienced a fall or are concerned about falling. The Stepping on Program is thoroughly researched and is proven to prevent falls. Stepping On incorporates a practical set of exercises that were specifically designed to improve strength and balance and delivers expert presentations on a variety of relevant falls related topics including vision, home hazards, medicines, bone health and footwear.
- **Chronic Disease Management Classes** – Developed by Stanford University and have been proven to help older adults better manage their chronic conditions, improve their quality of life, and lower healthcare costs. Classes offered include: Chronic Disease Self-Management; Diabetes Self-Management; and Chronic Pain Self-Management.

# Resource Commitments

**Maple Grove Hospital will work with community partners to help address the identified community health needs.** Our Community Engagement Advisory Team will help to guide this work and identify potential partners.

**Maple Grove Hospital's resources for this work will include both in-kind and financial resources.** These resources may include but are not limited to: team member time devoted to partnerships; financial contributions to advance partnership work; and programs and services offered by Maple Grove Hospital.

**We currently work in partnerships with numerous community partners to address community needs.** These partners include schools, public health, law enforcement, religious groups, substance abuse prevention initiatives, social service organizations, local government, and other healthcare organizations. Partnership is the foundation upon which all our community outreach work is based and will continue to be based.

**For more information on the Maple Grove Hospital 2019 Community Health Needs Assessment and Implementation Plan please contact:**

Marie Maslowski, RN, MPH  
Community Health Outreach Manager  
Maple Grove Hospital  
**[Marie.maslowski@maplegrovehospital.org](mailto:Marie.maslowski@maplegrovehospital.org)**



## References

1. World Health Organization. Promoting mental health: concepts, emerging evidence, practice (Summary Report) Geneva: World Health Organization; 2004





*A partnership of North Memorial Health and Fairview*

Maple Grove Hospital  
9875 Hospital Dr.  
Maple Grove, MN 55369  
[northmemorial.com/maplegrovehospital](http://northmemorial.com/maplegrovehospital)

