



2022-2024 IMPLEMENTATION STRATEGY

Riverwood Healthcare Center

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IDENTIFYING SIGNIFICANT HEALTH NEEDS

ABOUT RIVERWOOD HEALTHCARE CENTER

Riverwood Healthcare Center, based in Aitkin, Minnesota, is a not-for-profit, 25-bed critical care access hospital offering the privacy of all single occupancy rooms offering a wide range of specialty care with more than 40 physicians, surgeons, and clinicians. Riverwood has three primary care clinics in Aitkin, Garrison, and McGregor. With 473 employees, Riverwood provides services to residents of Aitkin, Garrison and McGregor, but also serves those in neighboring cities and towns. Riverwood is accredited by The Joint Commission. Riverwood is a Level III Trauma Center, Comprehensive Advanced Life Support Hospital, and Stroke Ready

Hospital facts and figures:

- 25-bed critical access hospital
- Level III Trauma Center
- Comprehensive Advanced Life Support Hospital
- Stroke Ready Designation

It is our mission to provide quality healthcare services with efficiency. Riverwood Healthcare Center provides the following services:

- Primary Care
- Inpatient
- Outpatient
- Emergency Care
- Surgical Services
- Specialty Services
- Women's Health
- Therapy Services
- Radiology
- Lab
- Behavioral Health Clinic

Riverwood Healthcare Center is dedicated to addressing its outreach objectives of serving the entire community, not only those who come through its doors. Building on a long tradition of providing high quality, compassionate and personalized care Riverwood is committed to caring for those within the healthcare system and working with community partners to strengthen the communities in which we serve.

This strategy allows Riverwood Healthcare Center to better understand and reach the most vulnerable sectors of the community, while meeting pressing healthcare needs. The goal is to improve the community's health status by empowering citizens to make healthy life choices.

Riverwood Healthcare Center completed its last Community Health Needs Assessment in 2022.



OUR COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA)

Riverwood Healthcare Center recently embarked on a comprehensive Community Health Needs Assessment (CHNA) process to identify and address the key health issues for our community.

Definition of the Community Served

Riverwood's community, as defined for the purposes of the Community Health Needs Assessment and Implementation Strategy, include each of the residential ZIP Codes that comprise the hospital's Primary Service Area (PSA), including: 56431, 55760, 56450, 55787, 56469, 56444.

How CHNA Data Were Obtained

The CHNA incorporated data about the community from multiple sources, including both primary and secondary data:

- A population-based survey among a representative sample of community residents (the PRCustom Research Community Health Survey)
- An online survey of public health representatives, health providers, and a variety of other community service providers and stakeholders (the PRC Online Key Informant Survey)
- A review of existing vital statistics, public health, census, and other data

The CHNA allowed for extensive comparison to benchmark data at the state and national levels.

The assessment was conducted on behalf of Riverwood Healthcare Center by PRC, a nationally recognized health care consulting firm with extensive experience conducting Community Health Needs Assessments in hundreds of communities across the United States since 1994.

Identifying & Prioritizing Health Needs

Areas of Opportunity

Significant health needs (or "Areas of Opportunity") were determined in our CHNA after consideration of various criteria, including standing in comparison with benchmark data; identified trends; the preponderance of significant findings within topic areas; the magnitude of the issue in terms of the number of persons affected; and the potential health impact of a given issue.

Prioritized List of Health Needs

After reviewing the Community Health Needs Assessment findings, internal team members and community stakeholders met to evaluate and prioritize the top health needs for our community. The participants were asked to evaluate each health issue along two criteria: 1) scope and severity of the health issue; and 2) the hospital's/community's ability to impact that issue. Individual ratings for each criterion were averaged for each tested health issue, and then these composite criteria scores were averaged to produce an overall score. This process yielded the following prioritized list of health needs for our community:



1. Mental Health
2. Access to Healthcare Services – Mental Health
3. Heart Disease & Stroke
4. Nutrition, Physical Activity & Weight
5. Disability & Chronic Pain
6. Injury & Violence
7. Cancer
8. Oral Health
9. Substance Abuse
10. Covid-19/Respiratory Disease





ADDRESSING THE SIGNIFICANT HEALTH NEEDS

HOSPITAL-LEVEL COMMUNITY BENEFIT PLANNING

This summary outlines Riverwood's plan (Implementation Strategy) to address our community's health needs by 1) sustaining efforts operating within a targeted health priority area; 2) developing new programs and initiatives to address identified health needs; and/or 3) promoting an understanding of these health needs among other community organizations and within the public itself.

Priority Health Issues to Be Addressed

In consideration of the top health priorities identified through the CHNA process — and taking into account hospital resources and overall alignment with the hospital's mission, goals and strategic priorities — it was determined that Riverwood Healthcare Center would focus on developing and/or supporting strategies and initiatives to improve:

1. Mental Health
2. Nutrition, Physical Activity & Weight
3. Heart Disease & Stroke



2022-2024 IMPLEMENTATION STRATEGY

Action Plans

The following displays outline Riverwood Healthcare Center's plans to address those priority health issues chosen for action in the FY2022-2024 period.



Priority Area #1: Mental Health

Community Health Need

To increase awareness and support around mental health issues in the communities we serve.

Strategies

1. Facilitate and support training opportunities
2. Increase utilization and awareness of existing mental health resources while increasing the diversity of resources available.
3. Decrease the stigma to give people the courage to speak up and identify.

Target Population(s)

Focusing on residents of Aitkin County and the Garrison and Lake Mille Lacs area.

Partnering Organization(s)

- City and County Law Enforcement
- Aitkin County Health & Human Services
- Schools
- Regional Mental Health Agencies
- Mental Health Committees
- Agencies Supporting Mental Health (CARE, ANGELS, etc)



Strategy 1: Facilitate and support training opportunities

1. a: Collaborate with Aitkin County Public Health to coordinate up to six trainings per year for lay people.
2. b: Riverwood will explore ways to engage support groups and seek mental health volunteers to extend support throughout the communities.

Strategy 2: Increase utilization and awareness of existing mental health resources while increasing the diversity of resources available.

2. a: Research and implement a web-based platform for referrals for social determinants of health.
2. b: Collaborate with regional partners to assess community needs, identify gaps and opportunities, and monitor data.
2. c: Work on developing a plan to bridge the gap between referral and appointment time by exploring options for more Integrated Behavioral Health to include dual visits.
2. d: Educating Riverwood staff of the Vital Life; 24/7 on demand which extends to family members reaching more than just the employee.
2. e: Research and explore mental health tele-psych capabilities.
2. f: Riverwood will continue to explore ways of expanding a quicker diagnostic process for patients.
2. g: Collaborate with schools, public health to provide more mental health resources to students beyond what they can provide.

Action Plan

Strategy 3: Decrease the stigma to give people the courage to speak up and identify

3. a: Collaborate with regional partners to extend mental health messaging and conversations reducing youth suicidal thoughts and attempted suicide through education, outreach, and direct support.
3. b: Support and expand school and community-based programs targeting those at risk.
3. c: Participate in regional, county and statewide initiatives to support increased awareness. (Make it OK, It's OK Not To Be OK)
3. d: Partnering with regional stakeholder to continue to raise awareness through education and outreach opportunities.



Priority Area #2: Physical Activity, Nutrition and Weight

Community Health Need To improve the health of community residents by promoting healthy eating, physical activity, and weight management.

Strategies

1. Encourage and support opportunities for physical activity.
2. Continue to provide comprehensive wellness programming, promoting healthy eating and lifestyle choices.

Target Population(s) Focusing on residents of Aitkin County and the Garrison and Lake Mille Lacs area.

Partnering Organization(s)

- Community Health Board – Statewide Health Improvement Project (SHIP)
- Schools
- City of Aitkin, McGregor & Hill City
- Aitkin County Care
- ANGELS of McGregor



Strategy 1: Encourage and support opportunities for physical activity.

- 1. a: Establish community partnerships and jointly provide education on the health benefits of active lifestyles.
- 1. b: Riverwood will educate and engage staff through the employee wellness program to include wellness center memberships.
- 1. c: Actively seek opportunities to engage the community in programs, events and initiatives supporting movement and physical activity.
- 1. d: Be an active stakeholder in the continued efforts of local trail development encouraging movement and active lifestyles.

Strategy 2: Continue to provide comprehensive wellness programming, promoting healthy eating and lifestyle choices through education, awareness, and accessibility.

Action Plan

- 2. a: Collaborate with Community Health Board - SHIP to establish a Farm 2 Riverwood program providing fresh produce in the cafeteria and opportunities for purchase through the Farmers Market Hub online platform.
- 2. b: Implement the FoodRx program in partnership with Community Health Board – SHIP (a federal grant from MDH to close the gap with food insecurity.)
- 2. c: Collaborate with Community Health Board - SHIP on local healthy eating initiatives in grocery stores and through community messaging.
- 2. d: Partner with the nutrition department increasing nutritional awareness and healthy eating.
- 2. e: Collaborate with regional stakeholders to support awareness of ongoing wellness classes, support groups, and services.



Priority Area #3: Heart Disease & Stroke

Community Health Need

To provide education on the signs and symptoms of heart disease and stroke and when to seek medical attention.

Strategies

1. Provide education about preventative care and treatment of chronic disease to prevent and reduce heart disease and stroke through the promotion of annual visits with primary care.
2. Utilize key Minnesota Community Measures (MNCM) and Accountable Care Organization (ACO) quality metrics to align and measure progress towards prevention and management of chronic conditions.
3. To maintain our Health Care Home certification at all three primary care clinics.
4. Transition electronic health records to a company that supports a digital front door.

Target Population(s)

Focusing on residents of Aitkin County and the Garrison and Lake Mille Lacs area.

Partnering Organization(s)

- Minneapolis Heart Institute
- Minnesota Department of Health
- Stratis Health
- Healthy Northland
- OCHIN
- Aitkin County Public Health



Action Plan

Strategy 1: Provide education about preventative care and treatment of chronic disease to prevent and reduce heart disease and stroke through the promotion of annual visits with primary care.

1. a: Riverwood will continue to promote and increase awareness of the importance of annual visits through social media outlets, eNewsletter, website and other marketing channels.

1. b: Continue to provide seminars and other educational awareness campaigns increasing awareness around the importance of annual visits with primary care.

Strategy 2: Utilize key Minnesota Community Measures (MNCM) and Accountable Care Organization (ACO) quality metrics to align and measure progress towards prevention and management of chronic conditions.

2. a: Riverwood will continue to educate patients on medication adherence.

2. b: Riverwood will continue to implement smoking cessation program.

2. c: Riverwood will check out blood pressure cuffs for its patients with hypertension issues for use in monitoring their blood pressure.

2. d: Riverwood will promote and increase awareness of the importance of annual visits.

Strategy 3: To maintain our Health Care Home certification at all three primary care clinics.

3. a: Riverwood will maintain the certification process by meeting the healthcare home standards.

Strategy 4: Identify an Electronic Health Record that expands our ability to support a digital front door.

4. a: Research and identify electronic health record companies that support patient needs.

4. b: Research and identify companies that integrate with a new Electronic Health Record to expand remote patient monitoring to help patients manage chronic diseases.



Implementation Strategy Adoption

On November 9, 2022, the Board of Riverwood Healthcare Center approved this Implementation Strategy to undertake the outlined measures to better address the significant health needs of the community.

This Implementation Strategy document is posted on the hospital's website.

