



# 2024 Community Action Plan

Grand Itasca Clinic & Hospital

# **ACTION PLANS SUMMARY**

Action Plan Framework	2
2024 System Action Plan Framework	2
Community Health Equity Health Approach	2
Priority Needs and Priority Populations	2
Policy, system, and environmental change initiatives (PSE)	4
Programs, Collaboratives and Local Partnerships	7
Collaboratives	10
Local Partnerships	11
Education, Training, and Outreach Events	14
Community Engagement	18

OBJ

# **Action Plan Framework**

In our 2022-2024 CHNA Implementation strategies, we set forth a 10-year vision to increase community health equity. We will advance this work through a series of CHNA implementation strategies and action plans that will build over the decade toward achieving that vision. This 2024 action plan supports our vision of community health equity by driving the work of our system CHNA implementation strategies and addressing priority needs. To read more on our 2022-2024 CHNA Implementation strategies, please find the reports here:

https://stcr-prd-cd.fairview.org/about/Our-Community-Commitment/Local-Health-Needs

## **2024 System Action Plan Framework**

The Action Plan framework organizes the System Action Plan work around four categories of work to support M Health Fairview's goal to drive more equitable outcomes and inclusive environments and experiences for our patients, employees, and communities. These strategies are:

- Policy, System, and Environmental Change Initiatives
- Programs, Collaboratives, and Local Partnerships
- Education, Outreach, and Training Events
- Community Engagement

### **Community Health Equity Health Approach**

Grand Itasca programs, collaboratives, and partnerships are developed and implemented in alignment with an overarching approach and set of values centered on health equity. The system-wide suite of programs (which can be found in our program list) has been developed over the years through close partnerships with community members and community partner organizations to center communities that face barriers to accessing opportunities for health and healthcare.

Additionally, Grand Itasca identified two specific populations, racial and ethnic minorities experiencing health disparities and people experiencing poverty, that we prioritize as we are developing new community-informed approaches, making program improvements, and marketing and recruiting for current programming. We continue to build resources and programming that are available in multiple languages, remove administrative and identification barriers, support minority and locally owned businesses and partners that serve those experiencing health disparities, and bring resources and clinical services to trusted community locations to serve our communities best.

All the following programs are offered at low or no cost and are available to people that identify as having a need that a specific program may help mitigate.

# **Priority Needs and Priority Populations**

Fairview Health Services is guided by a deep and abiding commitment to our patients, our employees, and the communities we serve. Our ongoing efforts to embed the values of diversity, equity, and inclusion throughout our organization are a crucial part of the way we demonstrate that commitment. Over the course of 2021, Fairview's hospitals and medical centers conducted our Community Health Needs Assessment (CHNA) process to determine local priority community needs and our response. As part of this process, we listened and

learned much about our community's most pressing needs. Through those conversations, and supported by community data and perspectives, we prioritized the following needs:



We also identified two priority populations particularly affected by historical and ongoing systemic inequities:

Ånុំi Across the lifespan and from rural to urban geographies		
Racial or ethnic populations experiencing health disparities	• • •	Persons experiencing poverty

We also included Grand Itasca Community Benefit programs that respond to local needs.



**Community benefits** are programs or activities that provide treatment or promote health and healing in response to identified community health needs and meet at least one of the following community benefit objectives: improve access to healthcare services; enhance health of the community; advance medical care or healthcare knowledge; or relieve/reduce the burden of government/other community efforts to improve health.

# Policy, system, and environmental change initiatives (PSE)

Grand Itasca's mission and vision extend beyond traditional healthcare settings, driving a healthier future for the communities we serve. The PSE initiatives are implemented across the system (hospitals, clinics, etc.) to create sustainable and lasting change to advance health equity and community well-being.



= Priority need being addressed





= Both priority populations are being served

Initiative	Objectives	Progress
Habitat for Humanity  Accessing structural racism and barriers to equity	2 days to help with a Habitat build	2023 Outcomes:     1 day to help with a Habitat build
Grand Itasca supports health and affordable housing for		
all as a foundation for healthy, vibrant communities and inclusive growth. In 2023, Grand Itasca volunteered a work crew of 6 employees to assist with a home renovation for a deserving family.		
Community Framework  Grand Itasca understands the importance of working collaboratively with our community. Knowing the resources available and where there are gaps gives us the opportunity to work together to improve our community as a whole. Grand Itasca employees are part of numerous community discussions, meetings, and organizational boards. We make a conscious effort to be accessible to the community in various capacities.	Continue to build relationships with community organizations	Boys & Girls Club Community Café ElderCircle Grand Rapids Farmer's Market Itasca Economic Development Council ISD 316, 317, and 318 Itasca County Public Health Kiesler Wellness Center Kootasca Community Action National Alliance on Mental Illness Second Harvest YMCA And many others

# **Programs, Collaboratives and Local Partnerships**

Programs: Grand Itasca implements programming, activities, and initiatives, applying an equity-centered, culturally responsive approach, as we identify challenges and opportunities, create or expand programs and partnerships, and then scale or deepen learning and successes across our system and the communities we serve.



= Priority need being addressed





= Both priority populations are being served

Program	Goals and Outcomes	Partners
VeggieRx  Navigating and accessing care and resources  In 2023, we partnered with the Grand Rapids Farmer's Market and held an 8-week healthy eating class, giving participants access to \$20 in fresh produce each week. A weekly newsletter was sent, providing education on healthy eating, recipes, and local resources. A cooking demonstration by a Grand Itasca physician was attended by nearly all participants. Participants were primarily patients from our diabetes support group and cardiac rehab.	<ul> <li>Will not continue this program into 2024 in this format but are looking at alternate ways to deliver this education to our priority populations.</li> <li>2023 Outcomes:         <ul> <li>13 patients participated in the program</li> <li>Great feedback on the program through an end-of-program survey. All indicated they would participate again and/or share with friends and family.</li> </ul> </li> </ul>	Grand Rapids Farmer's Market Grand Itasca Foundation

## Itasca County Public Health (SHIP)



Navigating and accessing care and resources





Through a SHIP grant, Grand Itasca has been able to expand their food insecurity programming. As a result of this partnership, all patients are now screened for food insecurity. Patients in need can leave with a bag of groceries and a list of resources to help.

#### 2024 Goals:

 The goal from 2023 was reached. Additional food insecurity programs are in process.

#### 2023 Outcomes:

• Cabinet was installed at Grand Itasca to store food bags for patients that indicate food insecurity.

Itasca County Public Health SHIP (Statewide Health Improvement Partnership)

Second Harvest Northern Lakes Food Bank  Accessing structural racism and barriers to equity  Accessing structural racism and barriers to equity  Second Harvest North Central Food Bank (Grand Rapids) joined with Second Harvest Northern Lakes Food Bank (Duluth) on January 1, 2024 to form the Second Harvest Northland Food Bank. Grand Itasca will  Could Goal:  100 volunteer hours  200 food bags  Adding food resource packets to be handed out with the food bags  Could Goal:  100 volunteer hours  200 food bags  Adding food resource packets to be handed out with the food bags  Could Goal:  100 volunteer hours  200 food bags  Adding food resource packets to be handed out with the food bags  Could Goal:  100 volunteer hours  200 food bags  Adding food resource packets to be handed out with the food bags  Could Goal:  100 volunteer hours  200 food bags  Adding food resource packets to be handed out with the food bags  Could Goal:  100 volunteer hours  200 food bags  Adding food resource packets to be handed out with the food bags  Could Goal:  100 volunteer hours  102 volunteer hours  203 food bags handed out (thru Nov)
continue their partnership to address hunger in our region, which is a social determinant of health.  Grand Itasca supports our local food bank by sending a team of volunteers each month to help package food. Most foods come in bulk and need to be individually packaged.  A Grand Itasca director sits on the local board of directors for Second Harvest.  Grand Itasca is a sponsor of the annual Chef's Gala fundraiser for Second Harvest.  Grand Itasca purchases emergency food bags from Second Harvest to provide to patients that indicate

Program	Goals and Outcomes	Partners
Code Lavender	2024 Goals:	M Health Fairview
Healing, connectedness, and mental health  Code Lavender is a self-care tool that uses Oshibori,	<ul> <li>4 events, offer quarterly to employees</li> <li>10% employee participation</li> </ul> 2023 Outcomes: <ul> <li>5 events</li> </ul>	Grand Itasca Foundation
essential oils, M Tech hand massage, etc. that Grand Itasca implemented for its employees. Our employees are part of our community and Code Lavender teaches them tools that help with life/work balance.	105 employees participated	

# **Collaboratives**

To partner with the community in each aspect of the decision, including the development of alternatives and the identification and delivery of the preferred solution. When describing working with the community in this way, it is sometimes called co-design, co-build, or co-implement.

Collaboratives	Objectives	Partners
Project Care Free Clinic  Navigating and accessing care and resources  This Control of the American Street Care and resources for patients that are seen at Project Care. Many of the healthcare volunteers at Project Care are Grand Itasca providers and pharmacists.	2024 Goals:  10 maging patients (as needed)  10 Lab (as needed)  2023 Outcomes:  9 Imaging patients  8 Lab patients  Total cost of services \$16,691	Project Care Free Clinic
Twin Cities Gay Men's Chorus  Accessing structural racism and barriers to equity  Grand Itasca was a sponsor to bring the Twin Cities Gay Men's Chorus to Grand Rapids in January 2024. This event not only brought incredible musical talent to our community, but also brought awareness of and support for the LGBTQ+ community. "Our support for all people, regardless of race, ethnicity, gender, age, ability, religion, or sexual orientation, extends beyond our walls into the community."	2024 Goals: • Sponsor 1 event (\$1,500)	Kootasca Community Action  - Circles of Support Community Presbyterian Church Community Presbyterian Church Youth Group Second Harvest North Central Food Bank Itasca Area Indivisible Grand Rapids Human Rights Commission Itasca Unitarian Fellowship Zion Lutheran Church St. Andrew's Lutheran Church Itasca Pride

Workforce Development  Accessing structural racism and barriers to equity  iii   Grand Itasca continues to look at ways to develop our local workforce by partnering with area schools. We partnered in high school career development programs/events, including GRHS Career Day, GRHS Student Pathway program, MN North-Itasca Mock Interviews, Greenway Mock Interviews, Summer Internship, Iron Range SCRUBS Camp, Greenway Career Expo, and Discover Health.	<ul> <li>2024 Goals:         <ul> <li>6-8 High School career development programs</li> </ul> </li> <li>2023 Output:         <ul> <li>8 High School career development programs</li> </ul> </li> </ul>	Lake Superior College Grand Rapids High School MN North – Itasca Greenway
YMCA: Childcare Classroom Support  Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coulomb Accessing structural racism and barriers to equity  This Coul	2024 Goals:     Complete financial obligation towards the childcare expansion (two additional payments of \$5,300 each)  2023 Outcomes:     58 additional childcare spots were created	YMCA
Memorial Blood Center  Navigating and accessing care and resources  Grand Itasca supports blood donation from our employees through a partnership with Memorial Blood Center.	2024 Goals:  • 4 events 50 employees donate blood  2023 Outcomes:  • 4 events 47 employees donated blood	Memorial Blood Center

Kiesler Wellness Center	2024 Goal:	Kiesler Wellness Center
Healing, connectedness, and mental health	Continue to show support	
Kiesler Wellness Center is a peer-driven community support program for adults impacted by mental illness. Grand Itasca works closely with Kiesler, as they have a shared patient/client base.	<ul> <li>2023 Outcomes:</li> <li>Grand Itasca worked with Kiesler Wellness Center to improve processes throughout the year for those struggling with mental illness.</li> <li>Grand Itasca was a sponsor for Kiesler's annual fundraiser.</li> </ul>	
Boys & Girls Clubs of Grand Rapids and Greenway  Healing, connectedness, and mental health  Contribute our time, talent, and expertise to support initiatives related to youth development.	<ul> <li>2024 Goal:         <ul> <li>Grand Itasca is in discussion with the B&amp;G Club to find a way to support their work in a more substantial way in 2024.</li> </ul> </li> <li>2023 Outcomes:         <ul> <li>Grand Itasca's Physician Recruiter is a member of the B&amp;G Club Board of Directors.</li> </ul> </li> </ul>	Boys & Girls Clubs of Grand Rapids and Greenway
Lake Superior College – equipment donation  Healing, connectedness, and mental health  Grand Itasca donated surgical instrument sets to Lake Superior College's Surgical Technologist program. Our Surgical Director is a member of their Surgical Technician Advisory Board.	2024 Goals:  Continued partnership for student development  2023 Outcome:  \$15,000 equipment donation to LSC's Surgical Technologist program	Lake Superior College

# **Local Partnerships**

Grand Itasca partners with community members to support activities related to community health and wellbeing. We invest and engage in mutual projects and initiatives by sharing resources and actively exchanging information.

Local partnerships activities

**Goals and Outcomes** 

Partners

# **Education, Training, and Outreach Events**

Grand Itasca is committed to providing education to improve the health and well-being of our patients and community members.



= Priority need being addressed



= Community Benefit program



**†** = Both priority populations are being served

Event	Goals and Outcomes	Partners
Living Well with Chronic Pain	2024 Goals	Juniper
Navigating and accessing care and resources  In partnership with Juniper, this evidence-based 6-part series supports those with chronic pain. Two peer leaders take the participants through a prescribed curriculum.	<ul> <li>1 series</li> <li>5 completers</li> <li>2023 Outcomes</li> <li>1 series</li> <li>4 completers</li> </ul>	Eldercircle
Living Well with Diabetes  Navigating and accessing care and resources  In partnership with Juniper, this evidence-based 6-part series supports those with Diabetes. Two peer leaders take the participants through a prescribed curriculum.	2024 Goals     1 series     5 completers 2023 Outcomes     1 series     4 completers	Juniper Eldercircle

## 2024 Grand Itasca Action Plan

Living Well with Chronic Conditions  Navigating and accessing care and resources  In partnership with Juniper, this evidence-based 6-part series supports those with a chronic condition. Two peer leaders take the participants through a prescribed curriculum.	2024 Goals  1 series  5 completers 2023 Outcomes  1 series  5 completers	Juniper Eldercircle
Walk With Ease  Navigating and accessing care and resources  In partnership with Juniper, this evidence-based 6-week series supports those with arthritis. This evidence-based program has been proven to help people with arthritis or other related conditions to reduce pain and improve overall health.	2024 Goals  1 series  12 completers  2023 Outcomes  1 series  12 completers	Juniper Eldercircle

## **Psychological First Aid**



Healing, Connectedness and Mental Health



Psychological First Aid (PFA) is an evidence-informed training for all community members and professionals. Trainees will learn how to support healthy recovery in individuals following a traumatic event, public health emergency, natural disaster, or personal crisis. The curriculum integrates public health, community health and individual psychology by drawing upon skills the trainees probably already have. PFA is a two-hour training. Grand Itasca's Community Health Coordinator is a trained instructor for the M Health Fairview system.

#### 2024 Goals:

2 local classes55 participants

#### 2023 Outcomes:

2 local classes
 54 participants

M Health Fairview

YMCA Health Fair with UMD Pharmacy students  Navigating and accessing care and resources  The YMCA Health Fair is offered to the public at no cost. Participants can have a lipid panel and glucose assessment done by pharmacy students from UMD, along with bone density and blood pressure checks. Many health partners are on hand to offer their support and services, including memory, grip, and balance assessments. This health fair is a favorite in our community and a great learning partnership for the	2024 Goals:  • 50 participants  2023 Outcomes:  • 47 participants	Itasca County YMCA UMD Pharmacy Itasca Public Health ElderCircle Senior Linkage Line NAMI CERDAR Alzheimer's Assoc. First Call for Help Lutz Consulting Solutions
Safe Routes to School  Healing, connectedness, and mental health  Safe Routes to School is an initiative that encourages physical activity for school-aged children. Grand Itasca partners with them twice a year by sending a team that walks kids to a designated pickup spot after school. Bikes have also been an option at some of the events.	<ul> <li>2023 Goals:</li> <li>Continue with this event in May and October</li> <li>15 kids' participation</li> <li>2022 Outcomes:</li> <li>13 kids participated</li> </ul>	ISD 318, East Elementary and West Elementary
Diabetes Support Group  Healing, connectedness, and mental health  Grand Itasca's Diabetes educator facilitates a support group for those in our community with Diabetes, along with their families.	2024 Goals:  10 monthly sessions (doesn't meet Nov./Dec.) 40 participants (annual total)  2023 Outcomes: 41 participants (annual total)	YMCA

Cancer Support Group  Healing, connectedness, and mental health  Grand Itasca offers a cancer support group, in partnership with two local organizations, the Itasca County Breast Cancer Support Group and the Itasca County YMCA. GICH provides a monthly educational newsletter for the group.	2024 Goals:  12 (monthly) sessions 50 participants total  2023 Outcome: 8 (monthly) sessions 40 participants	YMCA Itasca County Breast Cancer Support Group
YMCA Together We Ride Bike Rodeo  Healing, connectedness, and mental health  The YMCA encourages families to get up, get out, and get moving. This event allows families to enjoy the YMCA's bike fleet or bring their own bikes, with free bike inspections, a bike obstacle course, games and bounce houses, and a free hot dog dinner. Grand Itasca provides materials for proper helmet fittings and has given away bike helmets, as well as held drawings for bicycle giveaways throughout the years.	<ul> <li>2024 Goals:</li> <li>90 kids visit table to learn about proper helmet fitting</li> <li>2023 Outcome:</li> <li>91 kids visited the GICH table</li> </ul>	YMCA Ardent Bicycles
Educational presentations to local organizations  Navigating and accessing care and resources  Grand Itasca provides speakers to various events throughout the community. From infection control to how to lift clients properly, we can provide many topics to community organizations that request our expertise.	<ul> <li>2024 Goals:</li> <li>5 community presentations</li> <li>2023 Outcomes:</li> <li>5 community presentations</li> </ul>	ElderCircle The Pillars Van Dyke Elementary Bois Forte Reservation

NAMI Event – Waiting for Beds community event	2024 Goal:	NAMI
Healing, connectedness, and mental health  NAMI strives to provide education, support and advocacy for children and adults with mental illness and their families. In May 2023, NAMI facilitated a community discussion to bring awareness about the mental health crisis that often escalates when someone is kept waiting in the ER, due to a shortage of beds in mental health facilities across the state. Grand Itasca's Dr. David Anderson was part of the discussion panel. Also contributing to the discussion was GICH's ED Director and their ED Manager.	<ul> <li>Continue to show support through the education committee</li> <li>2023 Outcomes:</li> <li>Waiting for Beds event 42 people attended in person 8 people attended virtually</li> </ul>	Itasca County Mental Health Services Crisis Response Team (CRT) North Homes Itasca County Jail New Leaf Recovery Kiesler Wellness Center
NAMI – ED Mural  Healing, connectedness, and mental health	Outcomes:     Mural created in ED room	NAMI Itasca County Public Health
NAMI partnered with Grand Itasca in 2023 to renovate a patient room in the Emergency Department that is designated for patients in a mental health crisis.  Partnering with a local artist, the room was transformed to create a more inviting, less chaotic, and calming atmosphere.		

Forest History Center Bike Rodeo  Healing, connectedness, and mental health  Grand Itasca participated in the Bike Rodeo at the Forest History Center. Two members of our ED helped to fit bike helmets and handed out information about proper helmet fitting.		Forest History Center
Support Within Reach "Chalk Walk"  Navigating and accessing care and resources  This was a family friendly event to share community resources. Information of the organizations is provided, and kids do a chalk drawing at each booth. Those that complete all the drawings are entered into a drawing for fun prizes.	2024 Goals:  • 1 event  2023 Outcomes:  • 1 event	Support Within Reach Foster Love Kootasca Community Action AEOA GR Police Department GR Fire Department Additional organizations as well
Navigating and accessing care and resources	2024 Goals:  • 1 event  2023 Outcomes:  • 1 event	Itasca County Health and Human Services

## Free student sports physicals



Navigating and accessing care and resources





Grand Itasca designates a week during the summer to provide free sports physicals to high school and college age students. Appointments are required, as there are a set number of appointments available.

#### 2024 Goals:

• 20 free sports physicals for students

#### 2023 Outcomes:

• 19 students participated

Promoted through many different channels -

- Kootasca Community Action
- MN North-Itasca
- Second Harvest
- GRHS

# **Community Engagement**

**Community engagement:** It is a continuous process of developing relationships with community members and partners to identify action steps to improve health equity and promote well-being. This intentional practice includes diverse community perspectives, addresses power dynamics, fosters long-term trusting relationships, and leads to action. Our community engagement approaches span across all our service areas and focus on all three priority areas and the two priority populations and are also responsive to emerging needs.

Approach	Activities	Objectives
Sponsorships	<ul> <li>Develop a process for signature partner agreements to ensure prioritization of resources.</li> <li>Support local community organizations in needs that they have identified.</li> <li>Grand Itasca supports many local non-profit organizations through sponsorships, supplies, and staff time.</li> </ul>	All sponsorships to be in alignment with Grand Itasca's commitment to advancing racial equity and its focus on diversity, equity, and inclusion, as well as addressing poverty in our community.
Free Foot Care	Due to a shortage in foot care services in our area, Grand Itasca now provides this service at no cost to patients. Patients learn of the program through their provider or through community spread.	Foot care is an important part of health, especially for those that have chronic conditions. Grand Itasca offers this at no cost in order to meet the need in our community for this preventive service.
Community Health Needs Assessment  Under the 2010 Affordable Care Act all nonprofit hospitals are required to conduct triennial community health needs assessments with community involvement to prioritize community informed priority needs and develop implementation strategies and action plans to address those needs. Assessing and responding to community and patient needs is an important component of population health and integral part of Fairview. Fairview has conducted triennial assessments to inform our community	<ul> <li>Community informing and input activities:         <ul> <li>Conduct Roadshow and presentations to keep internal and external stakeholders engaged and informed.</li> <li>Administer 3 CHNA surveys to learn about barriers and assets for employees, patients, and community members.</li> <li>Conduct a series of stakeholder interviews in each hospital community.</li> <li>Host 3 virtual conversations focused on Healing, Connectedness and Mental Health to learn about barriers and responses unique to specific populations.</li> </ul> </li> </ul>	Conduct a community health needs assessment process centered on deep, authentic community and organizational engagement which builds trust and capacity while increasing operational alignments and strengthening mechanisms for community feedback.  Reach a large set of diverse stakeholders through CHNA engagement events and activities that inform needs and tactics.  Stakeholders actively participate and provide guidance and partner with Fairview on

#### 2024 Grand Itasca Action Plan

outreach since the mid-1990s. During our last CHNA Fairview made a bold decision to commit to a 10-year vision of increased community health equity and supporting strategies. You can find the 2021 community health needs assessment reports which outline the prioritized needs, along with the CHNA Implementation strategy reports and the details of our commitment to forwarding community health equity found on our website.

Contact: Jennifer Morman Jennifer.Morman@Fairview.org

Host 2 CHNA prioritization events.

Community and stakeholder consulting activities:

• Organize and facilitate advisory groups to influence and inform the CHNA process.

assessment activities.

To complete a CHNA report for each hospital that is approved by the community advisory council and board adopted.

Approach Activities Objectives