

QUALITY UPDATE

Health care quality
issues for health
care leaders
Spring 2023



The Power of Community Collaboration

Jennifer P. Lundblad, President & CEO



When Stratis Health was established more than 50 years ago, hospitals were our primary focus for improving health care. In the late 1990s, we expanded our health care improvement work to span the continuum of health care, supporting nursing homes and skilled home care agencies in how they measured, reported, and improved health outcomes. In recent decades, community has emerged as a “unit of action” for our improvement work, including of geographic, cultural, and faith communities. Today, as we take insight and lessons learned from a pandemic, Stratis Health is relentlessly focused on improving **health care** (the care delivery systems and clinicians caring for patients)

and **health** (what an individual person experiences and the outcomes they can attain) and doing so by building healthier communities.

Collaborating through community partnerships is key to improving health and health equity, creating a just society, and helping local organizations combine their skills and resources to better meet the diverse health-related needs of those they serve. These partnerships enable conversations that help participants fully understand the issues, perspectives, and approaches needed to have a significantly impact the communities being served.... and then move to action.

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In keeping with these values and beliefs, as well as our longstanding commitment to giving back to our community, [Stratis Health's Building Healthier Communities](#) annual small grant awards program offers funding to foster a culture of improvement in health. Stratis Health Board and staff members submit nominations for the annual grant awards. Nominations must align with Stratis Health's mission and vision; advance Stratis Health's work and relationships; focus on Minnesota; and benefit the community by making lives better. Since 2007, Stratis Health has awarded 60 grants and over \$825,000.

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The Power of Community Collaboration

(Continued)

In 2019, we began prioritizing health equity and patient and family engagement in selecting Building Healthier Communities awardees. Our five current awardees were selected in 2022 — on the 15th anniversary of the program — and are now wrapping up their use of the Stratis Health Building Healthier Communities funding. They are each reaching deeply into communities in projects ranging from improving Black maternal health, to whole-person health assessment in Hispanic/Latino neighborhoods, to self-advocacy and health navigation for BIPOC/LGBTQ+ youth, and more. You'll find their impressive work threaded throughout the articles in this issue of *Quality Update*.

I am proud to lead an organization making lives better by bridging health care and community to more holistically meet people's needs and ultimately achieve better health. I hope you join me in elevating the importance of these efforts and staying committed to action. ☺



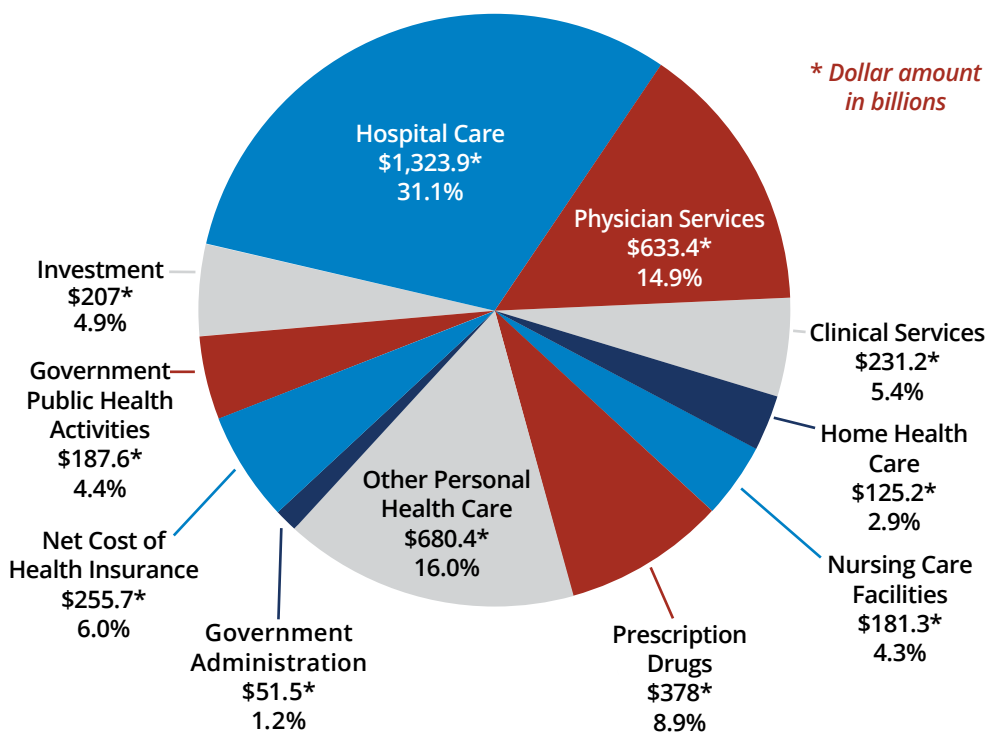
Jennifer P. Lundblad, PhD, MBA
President and CEO,
Stratis Health



“We desperately need people and organizations that can coax us out of our political, racial, ethnic, and cultural silos to de-politicize the topic of health care quality and safety.”

David Satin, MD, University of Minnesota Assistant Professor, Department of Family Medicine and Community Health and Stratis Health Board Member

The U.S. spent \$4,255.1 billion on health care in 2021... where did it go?



<https://www.ama-assn.org/about/research/trends-health-care-spending>

With spending on government public health activities a relatively small piece of the pie, programs like Building Healthier Communities can help award grantees move key initiatives from the “wish list” to the “do list.”

Hue-MAN Partnership: Shifting the Community Narrative from Deficits to Whole-Person Health



Karen Monsen, PhD, RN, FAMIA, FAAN, Professor Emeritus at the University of Minnesota School of Nursing and Stratis Health Board Member

Nursing informatics and intervention effectiveness research reveals time and again how enhancing care and self-management through an integrative, whole-person approach that recognizes and values well-being can improve the health of entire communities. I am particularly interested in the ways informatics, big data, and documentation can increase health equity and drive transformative changes in the way health care is accessed and delivered. When I learned how [Hue-MAN Partnership](#) is using community outreach and data to transform medical and public health among young and middle-aged men of color, I knew they would be an outstanding addition to the Stratis Health Building Healthier Communities award recipients.

Hue-MAN's MyStrengths+MyHealth project uses a whole-person health (WPH) assessment that includes strengths, social determinants of health (SDoH), health challenges, and health needs data. The WPH approach shifts the

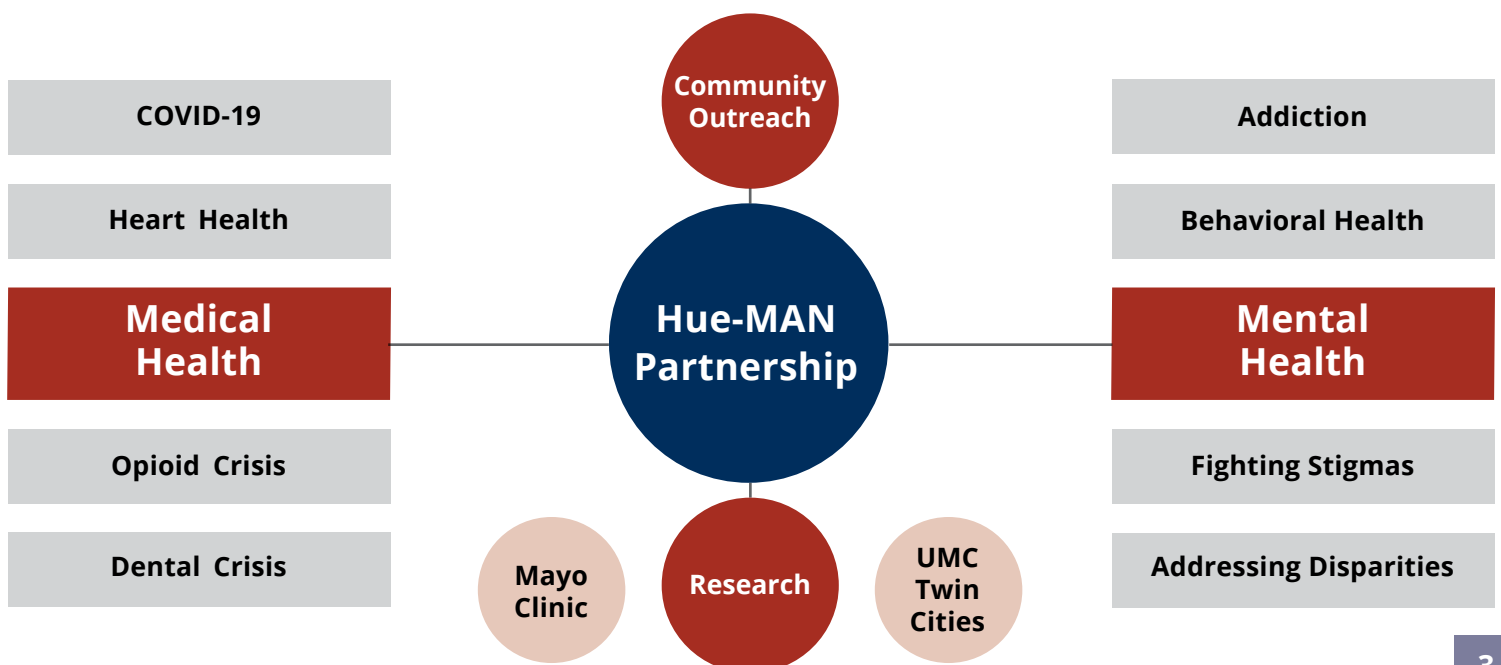
perspective from stigma to strength, identifies personal and community assets, and empowers the community through involvement in data analysis and co-learning.

Through the Building Healthier Communities award, Hue-MAN was able to conduct a survey of 200 Hispanic community members in Minneapolis and St. Paul and expand community access to data as the basis for recognizing strengths, challenges, and needs. Findings are informing the development of solutions that strengthen relationships between health care organizations and community members. Working with community colleague and partner, Erika Rivera-Kennedy, the Hue-MAN team has been working with other Latino organizations and individuals to move forward to action.

"We have already started the conversation about how to expand the program with a larger network of Latino organizations," said Clarence Jones, community engagement liaison for Hue-MAN Partnership. "Opening a shared conversation about important topics identified in the survey will assist us in optimally serving the needs of men in the Hispanic community."

As the 2022/2023 Building Healthier Communities awards end, it's a pleasure to see how thoughtfully the Hue-MAN partnership team used the funds to close gaps between the Latino and health care communities and continue the drive to improve health equity and quality of life. ○

Hue-MAN Partnership's Work



Protecting and Preserving the Health and Well-being of Individuals, Families, and Communities



Kim McCoy
Senior Program Manager
Stratis Health

The opportunity to recommend [Annex Teen Clinic](#) (The Annex) for a Building Healthier Communities Award was one I couldn't pass up, having first connected with the organization through the [Hennepin County Community Health Improvement Partnership](#) (CHIP). Stratis Health has been involved with CHIP for over a decade, a coalition of partners from across the community — including The Annex — that uses a collaborative approach to improving health.

When we saw how Annex staff and youth volunteers pooled their talents to co-create a series of high-quality, highly moving videos using only a small one-year grant, it became important to support the momentum, particularly considering the Supreme Court decision to overturn *Roe v. Wade*. Over the past year, the work has continued with the development of five more videos and companion educational materials featuring self-advocacy and health navigation for BIPOC/LGBTQ+ youth.

"The new resources for BIPOC/LGBTQ+ youth will improve health equity by ensuring diverse young people regularly access needed health services and adhere to mutually agreed-upon treatment plans," said Khadijah Cooper, education director for The Annex. "Students have said developing and watching the videos helped them feel less alone in their experience and that learning from shared trauma brought them to healing."

Building Healthier Communities emphasizes Stratis Health's commitment to health equity, patient safety, and family engagement. The grassroots work of The Annex cuts through traditional power structures to serve as a valuable, trustworthy, confidential, non-judgmental safe zone for youth from all walks of life to learn how to take charge of their sexual health.

The way they tap into the audience they are serving in culturally mindful ways and develop meaningful education, training and initiatives to solve issues is inspiring. The Annex is demonstrating the power of

"Your body is clearly something you should know how to own and operate. We want people to feel comfortable when we're seeing them and treating them."

LaToya, Annex Volunteer



Click on the image to view a brief video about The Annex

how positive change happens when those experiencing health disparities and other challenges come together, celebrate their differences, and develop creative solutions to ensure a healthier, brighter future.

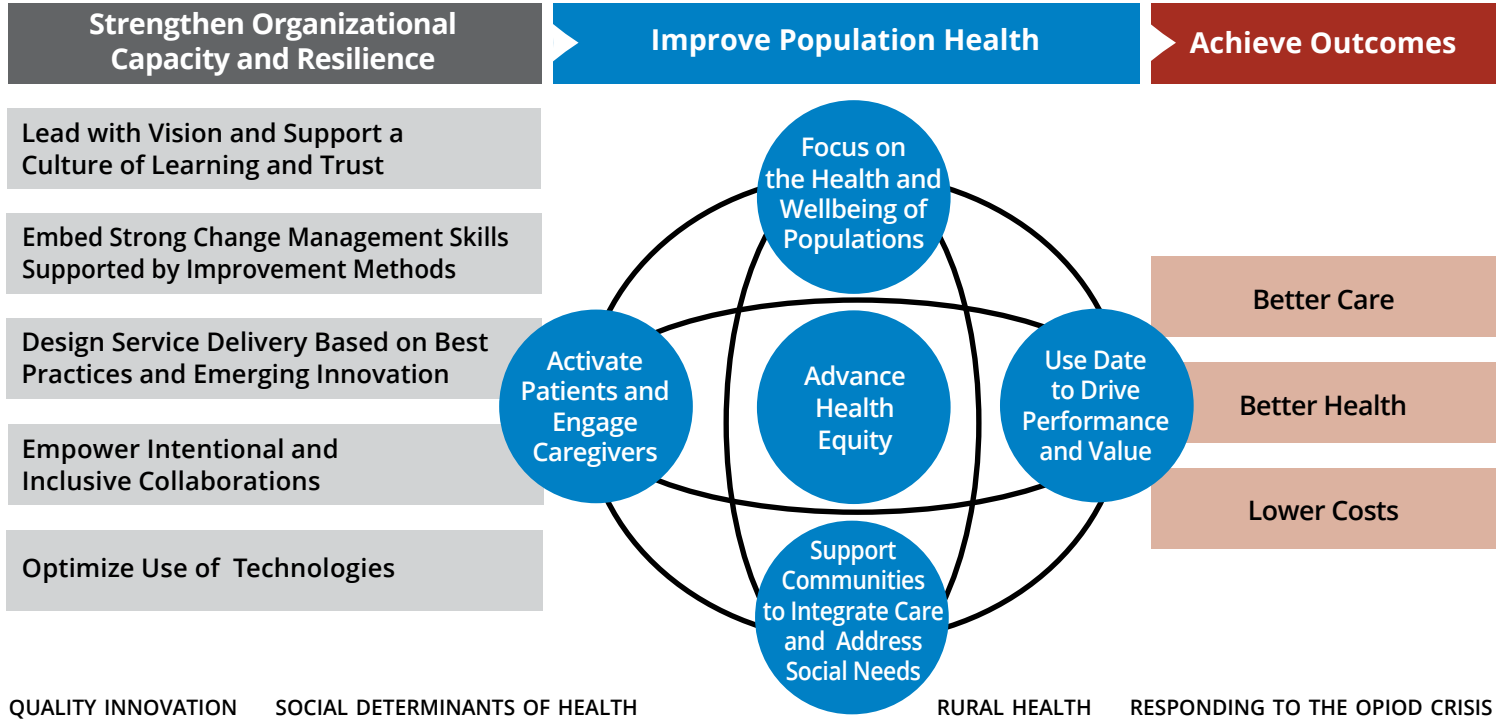
The Annex is a shining example of how community outreach initiatives that intersect with Stratis Health's work are strengthened through mutually beneficial support. Another is work we are doing with [Des Moines Valley Health and Human Services](#) (DVHHS), a two-county public health partnership in Jackson and Cottonwood Counties in Southwestern Minnesota, and its public health accreditation. This unique project was made possible through a Minnesota Department of Health infrastructure grant to build analytic and community engagement capacity that will inform and drive public health impact.

We rely on the [Stratis Health Transformation Framework](#) to guide our work, a key facet of which is to "lead with vision and support a culture of learning and trust." We kicked off the DVHHS project with a day-long planning meeting to foster their culture of learning and trust and set the tone for a collaborative partnership built on a shared understanding of the mission and vision for a healthy community.

(Protecting and Preserving... continued on page 6)

(Protecting and Preserving the Health ... continued from page 5)

Improving Health | Leading Transformation



Sources: The Strategy That Will Fix Health Care, Michael E. Porter and Thomas H. Lee, Harvard Business Review, October 2013. The Chronic Care Model, Edward H. Wagner. ©2013 Stratis Health Rev. Jan. 2023

Following a period of unforeseeable DVHSS changes that was exacerbated by the pandemic, the team was motivated to do some rebuilding and to move their common vision forward. Public health staff and partners asked for help with needs such as:

- Meeting the increasing demand for mental health care with few providers in the community;
- Identifying needs and priorities by effectively using public health and health care data;
- Using technology to make sure that people get the care they need; and
- Strengthening relationships with other organizations and community members to include input from more of the community.

DVHSS is developing concrete short- and long-term action steps to build capacity, bridge gaps, and achieve success to ensure ongoing funding and supports. Making breakthroughs right away, such as optimizing existing mental health resources; launching a community health assessment; and building a strong and capable public health team assures a bright future for the people of Des Moines Valley and surrounding areas.

It's efforts like what is happening with DVHSS in Southwestern Minnesota and programs like Building Healthier Communities that serve as catalysts for nurturing community-based health equity initiatives and programs. The Hennepin County Community Health Improvement Partnership led to new intersections with amazing organizations like The Annex — and past, present, and future Building Healthier Communities grantees. At Stratis Health, we appreciate the power of one. One thought leader who can unite an entire community, one great idea that improves the sexual health of youth, one community health assessment that leads to years of planned improvements. And countless opportunities to figure out the balance between what people have the capacity and ability to do, implementing initiatives and reporting on results, and maintaining flexibility to make change happen.

Sharing networks, opening doors to conversations, saying “yes” to long-term relationships, and understanding front-line challenges enables Stratis Health to do what we can with what we have to plant seeds, nurture their growth, and make lives better. ○

Building Healthier Communities: Celebrating Health Equity Achievements



“Collaborating through community partnerships is key to improving health and health equity, creating a just society, and helping local organizations combine their skills and resources to better meet the diverse health-related needs of those they serve.”

Jennifer Lundblad, Stratis Health President & CEO

Stratis Health 2022 Building Healthier Communities Awardees

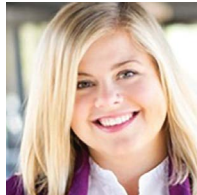
- Annex Teen Clinic:** Clinic workers partnered with over 30 youth leaders who identify as BIPOC and/or LGBTQ+ to participate in workshops to share personal experiences in accessing health care; discuss the impact of health disparities and implicit bias; and learn about trauma-informed care. The award helped fund five peer education videos and marketing collateral identified as priorities by the youth leaders. The “highly impactful experience” ensures that the new BIPOC/LGBTQ+ educational materials will help many teens for years to come.
- Gray Matter’s “Doula Write Thing:”** Doula Write Thing is using funds for doula training and a job creation program that directly addresses Black maternal mortality and morbidity through certifying community members as birthing and postpartum doulas, while equipping them to become advocates, writers, and thought leaders. Funds from Stratis Health were used to study doula training and development and to hire consultants to help develop the program. “The biggest outcome over the past year is uncovering that the workforce entry for doulas isn’t in need of support as much as doula sustainability is,” said Brittany Wright, digital storyteller and maternal health activist. “Narrative building is an important part of the work but can only happen when doulas have time to be reflective outside of the patient care and administrative writing they already have to do.”
- Hue-MAN Partnership:** The MyStrengths+MyHealth project uses a whole-person assessment in Hispanic/Latino neighborhoods of the Twin Cities Metro Area. The goal is to shift the perspective from stigma to strength, identify personal and community assets, and empower the community through involvement in data analysis and co-learning. Stratis Health funds helped design, mobilize, and roll out a survey to 200 community members that identified strengths, challenges, and opportunities to support and fortify relationships among healthcare organizations and community members.
- Native American Community Clinic’s (NACC) “Self-Measured BP (SMBP) Program:”** Since most patients have smartphones and access to Wi-Fi, NACC expanded its current SMBP program to utilize a web-based portal to track and allow patients to submit their home readings to their health care teams, taking advantage of the Bluetooth capabilities built into the blood pressure cuffs. While they were successful in deploying the Bluetooth-enabled home monitors, many patients preferred manual tracking, or were not tracking at all, preferring the simpler approach of seeing readings directly or on paper. The learning of the last year will help inform future plans for reducing health disparities by connecting patients to their preferred monitoring method.
- Pillsbury United Communities:** The Twin Cities Community Health Worker Hub (CHW Hub) is a network of partners co-creating a more coordinated and holistic care system, disrupting health inequities by centering communities most impacted. A sustainable and accountable community-driven solution, the Hub builds on the well-established Pathways Community Hub Institute (PCHI) model and utilizes an outcomes-based payment structure.

Building Healthier Communities funds were used for technical training for community health workers and organizations through the Care Coordination System (CCS) data platform. CCS is essential for admitting and tracking incoming referrals, tracking SDoH needs and outcomes, and billing when healthier outcomes are achieved. ○

STRATIS HEALTH NEWS



Jesse Bethke Gomez



Abigail Greenheck



Peter Hayden



Stratis Health Staff Creating Adult Care Kits

Welcome, New Board members!

We are pleased to welcome incoming Board of Director members Jesse Bethke Gomez, president and chief executive officer of the [Metropolitan Center for Independent Living](#); Abigail Greenheck group senior vice president of [Beehive Strategic Communication](#); and Peter Hayden, founder and president of [Turning Point, Inc.](#) Read the [press release](#) and meet all of our [Board members](#).

Recipients of 2023-2024 Building Healthier Community Awards Announced

Three grant awards totaling \$67,000 were made to Minnesota nonprofit organizations that are improving health care quality in the community through a keen focus on health equity and patient and family engagement. Visit our [website](#) to learn more about the meaningful work of the [Minnesota Action Coalition](#); [Winona Community Health HUB](#); [Raices Sagrada Community Mental Health](#). Since 2007, Stratis Health has awarded 60 grants and over \$825,000.

Welcome to our Newest Employees

Stratis Health is growing, and we are pleased to welcome our newest employees:

- **Sophia Brasil**, Sr. Research Analyst
- **Sabrina Mack**, HR Executive Assistant

Sarah Brinkman named to Civitas Networks for Health Board of Directors

Sarah Brinkman, Stratis Health program manager, has been named to the [Civitas](#) Civitas Board of Directors as a non-voting member representing the Civitas Emerging Leaders Council.

“Sarah is smart, collaborative, and engaged and holds health equity and social justice as central in her thinking and approach,” said Jennifer Lundblad, Stratis Health president and CEO. “She is a rising leader at Stratis Health, and I’m so pleased that the Civitas ELC selected her as chair and to represent them on the Civitas Board.”

Stratis Health staff members participated in an April community health project.

“Thank you so much for your partnership and to you and your team for making the older adult care kits,” said Annie Kassel, corporate project planner for [HandsOn Twin Cities](#). “The gift bags went out to Gifts for Seniors this morning and they are so excited to receive them!”

Stratis Health is an independent 501(c)3 nonprofit organization whose mission is to collaborate and innovate to improve health.

Stratis Health delivers data-driven insights, evidence-based interventions, and leading-edge improvement methodologies that inspire organizations and communities to achieve solutions to their most complex health improvement challenges.

Stratis Health works with the health care community as a quality improvement expert and clearinghouse, educator and trainer, consultant and supporter, convenor and facilitator, and data resource.

Contact us to see how we can assist you with your quality improvement needs. Call 952-854-3306 or 1-877-787-2847 (toll-free) or email us at info@stratishealth.org.

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Quality Update is published twice a year by Stratis Health for Minnesota health care leaders.

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