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**COMMUNITY  
HEALTH  
NEEDS  
ASSESSMENT  
IMPLEMENTATION PLAN  
2022-2025**



**Spooner**  
HEALTH



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## INTRODUCTION AND OVERVIEW

### ABOUT SPOONER HEALTH

Spooner Health (SH), located in Spooner, Wisconsin, is a licensed 25-bed critical access hospital with a wide range of services from emergency and inpatient care to outpatient therapy, surgery, and diagnostic imaging. Spooner Health is dedicated to providing high-quality healthcare with excellent service.

### MISSION OF SPOONER HEALTH

To provide high-quality healthcare.

### ABOUT SPOONER HEALTH COMMUNITY BENEFIT

We believe health and wellness extends beyond the hospital and medical providers. To address critical health issues in our community, it is vital to identify the health needs, prioritize them and develop a plan to improve. This document communicates the plan created to address the prioritized needs in our community.

### DEFINED GEOGRAPHIC COMMUNITY AREA

Washburn County was used as the geographic defined service area for SH's CHNA. The majority of SH's patients are from ZIP Codes in Washburn County. It is therefore reasonable to utilize Washburn County as the CHNA geographic area. Washburn County includes medically underserved, low-income and minority populations. All patients were used to determine SH's CHNA geographic area.

#### SH'S CHNA SERVICE AREA

Washburn County

## **IMPLEMENTATION PLAN PURPOSE**

This implementation plan has been prepared in order to comply with federal tax law requirements set forth in Internal Revenue Code section 501(r) requiring hospital facilities owned and operated by an organization described in Code section 501(c)(3) to conduct a community health needs assessment at least once every three years and adopt an implementation plan to meet the community health needs identified through the community health needs assessment.

This implementation plan is designed to meet the required federal regulations and in response to the needs identified through SH's 2022 Community Health Needs Assessment (CHNA) that can be found on SH's website, [www.spoonerhealth.com](http://www.spoonerhealth.com) and Washburn County Health Department's Website, [www.washburncopublichealth.org](http://www.washburncopublichealth.org).

## **IMPLEMENTATION PLAN PROCESS**

SH contracted with HealthTechS3 to assist in conducting the 2022 Community Health Needs Assessment and to develop an implementation plan. HealthTechS3 is a healthcare consulting and hospital management company based in Brentwood, Tennessee. The HealthTechS3 principal consultant for the implementation plan was Julie Haynes.

Various hospital and community representatives were tasked with identifying strategies, success measures and partner resources to address the three priorities identified in the Community Health Needs Assessment. The resulting content from the meeting was used to develop this plan.

## **APPROVAL**

SH Board of Directors approved and adopted the 2022 CHNA on March 2, 2022, and this implementation plan on June 1, 2022.

## **AVAILABILITY TO THE PUBLIC**

This report will be made available to the public on the SH website, [www.spoonerhealth.com](http://www.spoonerhealth.com) and on the Washburn County Health Department's website, [www.washburncopublichealth.org](http://www.washburncopublichealth.org). Paper copies may be obtained at no charge from either Administration or the Public Relations department by calling 715-635-2111 or contacting the hospital at the following address.

Spooner Health, 1280 Chandler Drive, Spooner, WI 54801

## PRIORITIZATION OF HEALTH NEEDS

### PRIORITIZATION MEETING

A group of individuals that represented the interests of the county and/or had specific expertise regarding the health needs of vulnerable and underserved populations were asked to participate in identifying priority county health needs and services. The meeting was held in the Lower-Level Classrooms at Spooner Health on January 13, 2022 to review the data collected and prioritize the health needs. Cheri Benander, consultant with HealthTechS3, facilitated the meeting and Julie Haynes, Strategic Planning Consultant with HealthTechS3, facilitated the creation of this implementation plan. The following list of people were invited to attend the prioritization meeting. The asterisk (\*) indicates the person did not attend.

- Alyssa Copley, Clinic Manager, Northlakes Community Clinic – Minong
- Angie Bodzislav, Director, Spooner Memorial Library
- Brian Nickell, Pharmacist \*
- Cara Walters, Marketing & Public Relations Director, Spooner Health
- Cassidy Watson, Public Health Specialist (via Video conference)
- Cheri Nickell, Public Health Officer
- Chet Hurt, Mental Health Task Force of Washburn County Program Coordinator
- Clint Miller, CNO, Spooner Health
- Danette Hopke, Youth and Family Educator, UW-Extension
- Dennis Stuart, Washburn County Sheriff \*
- Jim Leduc, Washburn County Health and Human Services Director
- Julie Bever, AODA Prevention Specialist
- Julie Sindlinger, Operations Director, Essentia Health Hayward Clinic, Spooner Clinic, Ashland Clinic \*
- Linda Hand, Aging Director/ADRC Supervisor (via Video conference)
- Marie Schrankel, Deputy Director of Washburn County Health and Human Services
- Mike Schafer, CEO, Spooner Health
- Parker Bandoli, RN, Director of Nursing, Indianhead Medical Center \*
- Paul Kloeck, Dentist \*
- Renee Luell, Executive Director, Lakeland Family Resource Center
- Tom Mackie, Washburn County Board Supervisor

## PRIORITIZATION CRITERIA

To identify the significant health needs and services of Washburn County, prioritization meeting participants were asked to consider the following criteria when identifying their top three selections after reviewing the status of the prior CHNA efforts, as well as the primary and secondary data collected for the 2022 CHNA.

- Magnitude / scale of the problem  
The health need affects a large number of people within the community.
- Severity of the problem  
The health need has serious consequences (morbidity, mortality, and/or economic burden) for those affected.
- Health disparities  
The health need disproportionately impacts the health status of one or more vulnerable population groups.
- Community assets  
The community can make a meaningful contribution to addressing the health need because of its relevant expertise and/or assets as a community and because of an organizational commitment to addressing the need.
- Ability to leverage  
Opportunity to collaborate with existing community partnerships working to address the health need, or to build on current programs, emerging opportunities, etc.

## PRIORITIZED HEALTH NEEDS

To prioritize the significant health needs and services of Washburn County, the top three selections made by each meeting participant were submitted and then grouped together by like topic. The group discussed the outcome and determined that the topics with the highest number of selections were the top priorities. Below is the list of prioritized health needs and services for Washburn County that were generated by the meeting participants.

- Mental Health
- Substance Use
- Access to Care

**PRIORITIZED HEALTH NEED: MENTAL HEALTH****GOAL**

Implement programs that enhance mental health awareness and increase utilization of community resources that support mental well-being.

**ANTICIPATED IMPACT**

Increased engagement with mental health programs and services.

**STRATEGIES****STRATEGY 1:**

Collaborate with community partners to enhance education and utilization of available mental health services.

- Expand utilization of Mental Health First Aid
- Sustain youth wellness screenings in schools
- Focus on awareness, education and stigma reduction
- Utilize social media and other platforms to promote mental health programming using a cohesive approach with other partners for improved reach and impact
- Explore utilization of resources offered by local NAMI chapter

**STRATEGY 2:**

Increase mental health program offerings and prevention services.

**STRATEGY 3:**

Support access to behavioral and mental health services in Washburn County.

- Increase awareness of Essentia Health adding Clinical Psychologist to staff in June 2022. Services includes children's mental/behavioral health assessments

## RESOURCES/COLLABORATION

### **INTERNAL:**

- Spooner Health staff

### **EXTERNAL:**

- Volunteer chaplain(s)
- Service providers
- Area schools
- Washburn County Health and Human Services Department
- Coalitions such as Community Alliance for Prevention (CAP) and Mental Health Task Force (MHTF)
- Area businesses and non-profit organizations
- Area hospitals and clinics (including Essentia Health and Northlakes)
- Lakeland Family Resource Center (LFRC)
- Community First of Washburn County
- Aging and Disability Resource Center (ADRC)
- Washburn County Board of Directors
- Law Enforcement/Sheriff Department
- Spooner Area Memorial Library
- UW Extension
- Recreational facilities
- Support Groups
- EMTs/first responders
- Faith-based community



**PRIORITIZED HEALTH NEED: SUBSTANCE USE****GOAL**

Provide education, support and healthy alternatives to prevent substance use and misuse.

**ANTICIPATED IMPACT**

Increase community member awareness with anticipated decline in local substance abuse statistics at the time of the next CHNA report.

- Decreased number of youths using substances
- Increased knowledge of substance use data through Child Protective Services (CPS), mental health crisis line and schools
- No increase in the number of overdose deaths
- Decrease reoccurring driving while intoxicated (DWIs)
- Decrease juvenile citations
- Youth-led AODA activities

**STRATEGIES****STRATEGY 1**

Continue building collaborative education with community partners surrounding standardized substance abuse awareness for the K-12 population throughout Washburn County.

**STRATEGY 2**

Expand education and support for healthy alternatives to substance use for the adult population throughout Washburn County.

- Increased awareness of Narcotics Anonymous (NA) and Alcoholics Anonymous (AA)
- Plan one “sober” community event

**STRATEGY 3**

Educate and promote safer and more effective pain management programs and resources.

## RESOURCES/COLLABORATION

### *INTERNAL:*

- Spooner Health
  - Pain management personnel
  - Public relations and marketing support for community education

### *EXTERNAL:*

- Community Alliance for Prevention (CAP)
- Businesses
- Law Enforcement (LE)
- Drug Court
- Schools
- Tavern League
- Health and Human Services Department
- Recovery community including alcohol anonymous
- Rodeo
- Municipalities
- Embrace
- Media
- Local support groups
- UW Extension
- Essentia Health
- Community Counseling Services

**PRIORITIZED HEALTH NEED: ACCESS TO CARE****GOAL**

Increase access availability and awareness to available primary care and specialty care providers and services.

**ANTICIPATED IMPACT**

County residents will report an increased ability to access both primary care and specialty care providers through the next CHNA

**STRATEGIES****STRATEGY 1:**

Expand low-cost transportation to healthcare services.

- Partner with the Aging and Disability Resource Center (ADRC), Badger Busses, Namekagon Transit to expand and promote awareness of transportation services
- Participate with grant writing efforts to acquire additional funding for transportation services in the area.
- Promote available transportation services with partners including healthcare providers, public facing agencies like Lakeland Family Resource Center and Washburn County Health and Human Services.
- Collaborate with faith-based organizations (Faith in Action, churches) to help with transportation and/or fuel vouchers.

**STRATEGY 2:**

Collaborate with partner facilities and providers to expand telemedicine program and increase access to specialty care.

**STRATEGY 3:**

Develop public relations and education campaign with community partners to promote the availability and awareness of clinic providers, visiting specialist, telemedicine services and coordinated services with community partners.

**STRATEGY 4:**

Conduct and implement with Essentia Health a medical staff development plan (MSDP)

**RESOURCES/COLLABORATION****INTERNAL:**

- Spooner Health
  - Public relations and marketing support
  - CEO
  - Medical staff

**EXTERNAL:**

- Aging and Disability Resource Center (ADRC)
- State of Wisconsin- Medicaid
- Transportation agencies
- Washburn County Board of Directors
- Northlakes Community Clinic (NLCC)
- Lakeland Family Resource Center
- Badger Care and Federal Marketplace Insurance
- Washburn County Health and Human Services
- Community First of Washburn County
- Veterans Office
- State vendor (Veyo) for NEMT (non-emergency medical transportation)
- Spooner Area Memorial Library
- Senior Centers, schools, churches, and bars
- Local Media Partners
- Specialty Providers
- Essentia Health

**NEEDS THAT WILL NOT BE ADDRESSED**

All priority health needs will be addressed.

**NEXT STEPS**

SH will execute the plan plus monitor and evaluate the strategies listed above for the purpose of tracking the implementation of the strategies as well as to document the anticipated impact.

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**APPENDIX: COMMUNITY RESOURCES**

A copy of the “Resource Directory” that includes a multitude of community resources identified to assist with addressing needs, including those prioritized in the CHNA, is found in the appendix of both the CHNA and this implementation plan.

# RESOURCES DIRECTORY

## **Al-Anon**

[www.area61afg.org](http://www.area61afg.org)

Support group for alcoholics' significant others, friends, parents, and relatives.

## **Alcoholics Anonymous**

715-931-8262 or [www.area74.org](http://www.area74.org)

Helps with sobriety issues and provides fellowship through sharing experiences, strength and hope.

## **Alzheimer's Caregiver Support Group**

715-416-2942

## **Anchor Bay Counseling Services**

715-939-1393 | [www.anchorbaycounseling.com](http://www.anchorbaycounseling.com)

## **Washburn County Unit on Aging/ADRC of Barron, Rusk and Washburn Counties**

715-635-4460 | [www.adrcconnections.org](http://www.adrcconnections.org)

Agency offers a single source for unbiased, accurate and understandable information and support for adults 60+ or adults with disabilities.

## **Aphasia Support Group**

715-939-1745

Education and support for those with aphasia and family members to increase communication, confidence through interaction, communication strategies and exercises. Group developed and maintained by speech therapists.

## **Assisted Living**

- Care Partners Assisted Living  
715-635-9211
- Country Terrace of Wisconsin  
715-635-3908
- Glenview  
715-468-4255
- The Villas at Maple Ridge  
715-939-1759

## **Aurora Community Counseling**

715-635-4858 | [www.auroraservices.com](http://www.auroraservices.com)

## **Community Alliance for Prevention (CAP)**

[jbever@co.washburn.wi.us](mailto:jbever@co.washburn.wi.us) | [www.healthywashco.org](http://www.healthywashco.org)

Coalition to address and prevent substance abuse in youths as well as provide education and resources within the community regarding substance abuse

### **Essentia Health – Spooner Clinic**

715-635-2151 | [www.EssentiaHealth.org](http://www.EssentiaHealth.org)

Offers family practice, full laboratory, drug testing and screening, cancer care, heart care and more.

### **Grief Support Group**

715-635-9077 | [www.regionalhospice.org](http://www.regionalhospice.org)

### **Indianhead Medical Center and Home Health Agency**

715-468-7833 | [www.indianheadmedicalcenter.com](http://www.indianheadmedicalcenter.com)

Indianhead Medical Center is a licensed acute care facility, offering a comprehensive range of inpatient and outpatient services as well as 24/7 emergency room. Services include physical therapy, respiratory therapy, occupational therapy, surgical services, cardiac and pulmonary testing and rehabilitation, mammography, CT scans, bone density screening and diabetes consultation.

### **Lakeland Family Resource Center**

715-635-4669 | [www.lakelandfrc.com](http://www.lakelandfrc.com)

Services are free and open to everyone.

- Food programs – Food 4 Families and Pop-up Pantry
- Free family fun – playgroups, family nights, scavenger hunts, more
- Support programs – parent education classes, school-to-home student support, community response and outreach, resource coordination, family assistance, Relatives as Parents, and more.

### **Loan Closet at Spooner Health**

715-939-1687

Used medical equipment available such as commodes, canes, bathroom equipment, walkers, etc. No wheelchairs. Donations are welcome.

### **Maple Ridge Care Center**

715-635-1415 | [www.mapleridgecarecenter.org](http://www.mapleridgecarecenter.org)

Maple Ridge Care Center is a 75-bed skilled nursing facility offering long-term, short-term, rehabilitative, respite and end-of-life-care. The nursing home is Medicare and Medicaid certified, and Veterans Administration contracts and most major insurance plans are accepted.

### **Medication Disposal**

- Birchwood Village Hall
- Minong Police Department (receptacle outside)
- Spooner Police Department
- Washburn County Sheriff's Office, Shell Lake

### **Medication Set-Up**

- Indianhead Medical Center Home Health  
715-468-7833 ext. 345
- Red Cross Pharmacy  
715-635-2117

**Mental Health Task Force**

ch.mhtf@gmail.com | [www.healthywashco.org](http://www.healthywashco.org)

Coalition to address overall mental health needs in the community

**Namekagon Transit**

715-634-6633

Provides public transportation on routes in Washburn, Sawyer, Barron and Bayfield counties.

**New Freedom Transportation Program**

800-228-3287

Operated through the Center for Independent Living. Must have temporary or permanent disability, or be frail and elderly, and have a transportation barrier.

**North Country Center for Independent Living**

218.428.2960 | [www.northcountryil.com](http://www.northcountryil.com)

In-home assessment for tools and resources to remain safely at home

**NorthLakes Community Clinic**

715-466-2201 | [www.NLCCWI.org](http://www.NLCCWI.org)

NorthLakes Community Clinic is a 501(c)3 non-profit organization that provides care to individuals with Medicaid and Medicare, those without insurance, and those with private health insurance. A sliding fee scale is available for patients who qualify.

**Parkinson's Disease Support Group**

715-781-9710

**PowerUp Voice and Movement Group**

715-939-1745

Exercise group for people with Parkinson's disease and other neurological disorders to help them maintain the physical movement needed for speech and mobility so they can function more safely and independently.

**Rays of Clarity Counseling**

715-600-5567 | [www.raysofclaritycounseling.com](http://www.raysofclaritycounseling.com)

**Regional Hospice Services and Palliative Care**

715-635-9077 | [www.regionalhospice.org](http://www.regionalhospice.org)

In-home hospice care for people living with terminal illness. Medical care and support to patients and their families by physicians, nurses, social workers, clergy, aides and volunteers.

**Shell Lake Clinic**

715-349-2910 | [www.indianheadmedicalcenter.com](http://www.indianheadmedicalcenter.com)

Provides family medical services for Shell Lake, Spooner, Siren Webster and surrounding areas. Services also include minor trauma care, well-person care, lab work and surgical services.



### **Shell Lake Health Care Center**

715-468-7292

Shell Lake Health Care Center provides long-term, short-term, rehabilitation care, hospice care, IV therapy, respite care, wound care, and physical, occupational and speech therapy. Medicare and Medicaid certified.

### **Soar Counseling**

715-468-2841 | [www.soarservices.com](http://www.soarservices.com)

### **Spooner Health**

715-635-2111 | [www.SpoonerHealth.com](http://www.SpoonerHealth.com)

Spooner Health is a licensed 25-bed critical access hospital offering a full range of inpatient and outpatient services, including swing bed and observation services; 24-hour emergency care; rehabilitation (physical, occupational, speech and massage therapy); surgical services, home care, diagnostic imaging (including state-of-the-art digital x-rays, 3D mammography, CT and MRI); and respiratory therapy, laboratory services, infusion services, sleep studies and specialty clinics from a variety of consulting specialists.

### **Spooner Health Home Care**

715-939-1738

Care is through doctor's orders. Team includes registered nurses, home health aides, and physical, occupational and speech therapists. Skilled services include but are not limited to rehabilitation after illness or injury, wound care, and intravenous monitoring.

### **Suicide Survivor Group**

715-645-0024

The survivor group is a regional effort to create a healing space for those who have been impacted by the loss of a loved one to suicide. The group is facilitated by a licensed therapist and is free to the public.

### **Travis Hinze Counseling**

800-994-4693

### **University of Wisconsin-Extension**

715-635-4444 | [washburn.extension.wisc.edu](http://washburn.extension.wisc.edu)

- Positive Youth Development and 4-H
- Health and Wellbeing/Human Development and Relationships
- Health and Wellbeing - FoodWise

### **Washburn County Elderly and Disabled Transportation Program**

715-635-4460

Offers transportation for medical appointments and nutritional needs of county residents aged 60+; rides for eligible veterans to local Veterans Affairs clinics; and non-emergency medical transportation to the elderly and disabled who are not eligible for Medicaid and who are unable to drive themselves.

### **Whole Life Counseling Services**

715-939-1248 | [www.wearewholelifeservices.com](http://www.wearewholelifeservices.com)

## **Washburn County Health Department**

715-635-4400 | [www.co.washburn.wi.us](http://www.co.washburn.wi.us)

- Baby box program – infant safe sleep education along with a free baby box for families who have no safe place for their infant to sleep
- Community access point – assistance with temporary and continuous enrollment for all ForwardHealth programs including BadgerCare+, ChildCare, FoodShare and Family Planning Only Services
- Communicable disease – disease surveillance, investigation and follow-up
- Family planning/reproductive health – reproductive health and family planning education, screenings/tests, and limited birth control supplies, early identification of pregnancy with referrals and STD assessment, screening and testing, with treatment referrals as needed.
- Environmental health – investigation of human health hazard complaints with enforcement of state statutes as necessary.
- Immunizations – childhood immunizations for uninsured and those with medical assistance. Limited adult vaccines
- Lead poisoning prevention – education, risk assessment and referral to clients provider for blood lead testing, with treatment and follow-up as needed
- Preparedness – works with state and local government to provide emergency services for threats endangering the health of the public. Individual and family preparedness forms are available at [co.washburn.wi.us](http://co.washburn.wi.us) under “Health Department”
- Rabies prevention – investigation of all animal bites (domestic and wild) involving humans
- WIC (Women, Infants, Children Nutrition Program) – nutrition and health education for infants, children and pregnant, breastfeed and postpartum women. Healthy food benefits are provided to supplement basic nutritional needs; available at local stores and farmers markets. Breastfeeding support is also available.

## **Washburn County Human Services Department**

715-648-4747 | [www.co.washburn.wi.us](http://www.co.washburn.wi.us)

- Adult Services:
  - Information and referral
  - Adult protection services – elder abuse investigations. Focus is on providing support and assistance to enable victims to remain in their own homes
- Child Support:
  - Child support – administers enforcement program, including collecting child support payments from non-custodial parents
  - Energy assistance – assists low-income residents with paying for the cost of electricity, home heating and furnace repair and replacement
- Economic Support Services:
  - Food Share – assists low-income children and adults with meeting their nutritional needs
  - BadgerCare+ - programs for families with children. Includes BadgerCare, Healthy Start, Family Planning Waiver, and Elderly, Blind and Disabled Medicaid

- Caretaker supplement – provides financial assistance to children whose parents receive Supplemental Security Income (SSI)
- Child care authorizations – assists working families with paying for quality child care services (not include eligibility requirements)
- Child and Family Services:
  - Child protective services – investigates abuse and neglect allegations. Ongoing services provided if needed
  - Juvenile court intake – receives referrals from law enforcement and schools; makes recommendations to district attorney. Supervises youths under deferred prosecution agreements and court orders
  - Early intervention and prevention services – assesses children, youths and families and then makes recommendations for services. Services may be provided by the agency or through referrals to community resources.
  - Birth-to-3 – services for enhancing the skills of children with disabilities or the potential of development disabilities.
  - Family support – assistance with reducing the stress and financial demands families can have with a severely disabled child living at home
- Mental Health, AODA
  - Mental Health Emergency Crisis Phone Number – 888-860-0373
  - Information and referral
  - Case management
  - Mental health treatment
  - Alcohol and other drug services
  - Community support program
  - Comprehensive Community Services (CCS) program
  - Psychiatric services
  - Jail consults
  - Indigent medication program
  - In-home family counseling
  - Residential services
  - Children Come First: In-home services for children experiencing emotional disabilities and having difficulties at home, school or in the community
  - Children’s long-term support waivers – services provided to qualified children with long-term care needs
  - Prevention services – aimed at reducing substance use in youths, increasing awareness in mental health and targeting needs in the community