



INDIANHEAD  
MEDICAL CENTER

Washburn County, Wisconsin

# COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION PLAN 2025-2027



## CONTENTS

|                                                               |    |
|---------------------------------------------------------------|----|
| Introduction and Overview .....                               | 3  |
| Implementation Plan Purpose .....                             | 3  |
| Implementation Plan Process .....                             | 3  |
| Acknowledgements and Steering Committee .....                 | 3  |
| Steering Committee .....                                      | 3  |
| Consultants .....                                             | 4  |
| Community Partners .....                                      | 4  |
| Photos .....                                                  | 4  |
| About Washburn County Public Health .....                     | 5  |
| About Spooner Health .....                                    | 5  |
| About Indianhead Medical Center .....                         | 5  |
| Defined Geographic Community Area .....                       | 5  |
| Approval of CHNA Report & Implementation Plan .....           | 6  |
| Availability to the Public .....                              | 6  |
| Spooner Health's Availability of the CHNA to the Public ..... | 6  |
| IMC's Availability of the CHNA to the Public .....            | 6  |
| Prioritization of Health Needs .....                          | 6  |
| Prioritization Meeting .....                                  | 6  |
| Prioritization Criteria .....                                 | 7  |
| Prioritized Health Needs .....                                | 8  |
| Joint CHNA Implementation Plan .....                          | 8  |
| Prioritized Health Need: Healthy Living .....                 | 9  |
| Goal .....                                                    | 9  |
| Anticipated Impact .....                                      | 9  |
| Strategies/Actions .....                                      | 9  |
| Resources/Collaboration .....                                 | 11 |
| Prioritized Health Need: Mental Health .....                  | 13 |
| Goal .....                                                    | 13 |
| Anticipated Impact .....                                      | 13 |
| Strategies/Actions .....                                      | 13 |
| Resources/Collaboration .....                                 | 15 |
| Prioritized Health Need: Substance Misuse .....               | 17 |
| Goal .....                                                    | 17 |
| Anticipated Impact .....                                      | 17 |
| Strategies/Actions .....                                      | 17 |
| Resources/Collaboration .....                                 | 19 |
| Needs That Will Not Be Addressed .....                        | 21 |
| Next Steps .....                                              | 21 |
| Appendix: Community Resources Directory .....                 | 22 |

## INTRODUCTION AND OVERVIEW

### IMPLEMENTATION PLAN PURPOSE

This CHNA implementation plan was created in partnership of Washburn County Public Health (WCPH), Spooner Health (SH), and Indianhead Medical Center (IMC), in collaboration with other area organizations, in response to the prioritized needs found in the 2025 Community Health Needs Assessment (CHNA). A copy of the 2025 CHNA can be found on both Spooner Health's and Indianhead Medical Center's website.

This implementation plan has been prepared 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 prioritized needs identified through the community health needs assessment process.

### IMPLEMENTATION PLAN PROCESS

Spooner Health contracted with HealthTech to assist in conducting the 2025 Community Health Needs Assessment and developing an implementation plan.

Various hospital and community representatives were tasked at the November 7, 2024 prioritization meeting with identifying strategies, success measures and partner resources to address the three priorities identified in the Community Health Needs Assessment. The CHNA steering committee utilized the resulting content documented from the meeting to develop this plan.

## ACKNOWLEDGEMENTS AND STEERING COMMITTEE

### ***STEERING COMMITTEE***

The CHNA steering committee established the methodology for conducting the CHNA and provided guidance and direction throughout the process for both the CHNA report and this CHNA implementation plan.

The steering committee members included:

- Elise Anderson; Public Health Specialist; Washburn County Public Health
- Carissa David; Human Resources Manager; Indianhead Medical Center
- Michelle Martin; Public Relations and Marketing Director; Spooner Health

## ***CONSULTANTS***

SH contracted with HealthTech to assist in conducting both the 2025 Community Health Needs Assessment and implementation plan. HealthTech is a healthcare consulting and hospital management company based in Plano, Texas. The HealthTech consultant was Julie Haynes.

## ***COMMUNITY PARTNERS***

The 2025 CHNA and CHNA implementation plan represents a true collaborative effort to gain a meaningful understanding of the most pressing health needs across Washburn County. The CHNA steering committee members are exceedingly thankful to the many community members, organizations and individuals who shared their views, knowledge, expertise, and skills with us via the survey conducted and/or participation at the November 2024 prioritization meeting. A description of the 2025 CHNA process, including survey details, are found in the CHNA report located on each hospital's website. The names and organizations involved in the November 2024 prioritization meeting are found in both the CHNA report and this CHNA implementation plan.

We look forward to our continued collaborative work to make Washburn County a better, healthier place for all people.

We would also like to thank you for reading this report, and your interest and commitment to improving the health of Washburn County.

## ***PHOTOS***

Photo credits of images found in this report are to the Washburn County Tourism Association.

## ABOUT WASHBURN COUNTY PUBLIC HEALTH

The Washburn County Public Health Department is located in Shell Lake, WI, and serves residents living within the county. The mission of the Washburn County Public Health Department is ‘promoting, protecting, and improving the lifelong health of individuals and communities in Washburn County.’ The vision is ‘Healthy People. Healthy Places.’

## ABOUT SPOONER HEALTH

Spooner Health is a 25-bed critical access hospital offering a wide range of services from emergency and inpatient care to outpatient therapy, surgery, diagnostic imaging, and more. Spooner Health is dedicated to providing high-quality, personalized care that puts people first.

## ABOUT INDIANHEAD MEDICAL CENTER

Indianhead Medical Center (IMC) is an independent, non-profit critical access hospital located in Shell Lake, WI. At IMC, we are proud to offer our community exceptional primary care clinics conveniently located in both Shell Lake and Siren, WI. In addition, in Shell Lake we offer accredited 24/7 emergency care, visiting specialty providers, on-site radiology, lab services, out-patient therapy, and cardiac rehab.

## DEFINED GEOGRAPHIC COMMUNITY AREA

Washburn County was used as the geographic defined service area for the CHNA. The majority of both SH’s and IMC’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.

| CHNA SERVICE AREA |
|-------------------|
| Washburn County   |

## APPROVAL OF CHNA REPORT & IMPLEMENTATION PLAN

The CHNA report was approved and adopted by the SH Board of Directors on March 5, 2025 and by the IMC Board of Directors on April 17, 2025. The Board of Directors of both SH and IMC approved this CHNA implementation plan before the 15<sup>th</sup> day of the fifth month after the CHNA report was approved.

## AVAILABILITY TO THE PUBLIC

### ***SPOONER HEALTH'S AVAILABILITY OF THE CHNA TO THE PUBLIC***

This report will be made available to the public on the SH website, [www.SpoonerHealth.com](http://www.SpoonerHealth.com). 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 Dr, Spooner, WI 54801

### ***IMC'S AVAILABILITY OF THE CHNA TO THE PUBLIC***

This report will be made available to the public on IMC's website, [www.indianheadmedicalcenter.com](http://www.indianheadmedicalcenter.com). Paper copies may be requested at no charge from any member of Hospital Administration by contacting 715-468-7833 or at the following address. Indianhead Medical Center, 113 4th Avenue, Shell Lake, WI 54871

## 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 at SH on Thursday, November 7, 2024 to review the data collected and prioritize the health needs. Julie Haynes, a consultant with HealthTech, facilitated the meeting. The following list of people were invited to attend. The asterisk (\*) indicates the person did not attend.

- City of Spooner, Administrator; Nick Koverman
- CITY Youth representatives; Lily Hobsheid and Addy O'Campo

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## COMMUNITY HEALTH NEEDS ASSESSMENT

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- Essentia Health; Julie Sindlinger
- Healthy WashCo; Chet Hurt
- Indianhead Medical Center, Human Resources Manager; Carissa David
- Indianhead Medical Center, Chief Executive Officer; Shannon Jack
- Indianhead Medical Center, Director of Nursing; Bobbi Topper
- Lakeland Family Resource Center; Renee Luell
- North Lakes Clinic; Patricia Whalley, Community Health Worker
- Spooner Area School District; Tim Radke, Pupil Services Director
- Spooner Health, Social Services Director; Anne Focht
- Spooner Health, Education Director; Bethany Clemenson
- Spooner Health, Chief Nursing Officer; Clint Miller
- Spooner Health, Public Relations & Marketing Director; Michelle Martin
- Spooner Health, Chief Executive Officer; Mike Schafer
- Spooner Library; Kerry Russell
- Spooner Police Department; Mike Kronberger\*
- Washburn County ADRC; Linda Hand\*
- Washburn County Board of Supervisors; Tim Kessler\*
- Washburn County Economic Development Corporation; James Hanke\*
- Washburn County Health & Human Services; Marie Schrankel
- Washburn County Public Health, Public Health Officer; Julie McCallum, Interim\*
- Washburn County Public Health, Public Health Specialist; Elise Anderson
- Washburn County UW-Extension; Lori Baltrusis
- Washburn County Sheriff's Department; Warren Tuttle
- Washburn County Tourism Association; Kaitlin Hanson\*

## 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. The criteria were considered after reviewing the status of the prior CHNA efforts, as well as the primary and secondary data collected for the 2025 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 HEALTH NEEDS ASSESSMENT

- **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/feasibility**

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.

- Healthy Living
- Mental Health
- Substance Misuse

## JOINT CHNA IMPLEMENTATION PLAN

Representatives from both SH and IMC plan to hold a role and be responsible for implementing the actions described in this implementation plan, as indicated by the check marks in the tables below. All the action steps are important and direct the actions of this implementation plan to make a positive impact on prioritized health needs. In some instances, SH and/or IMC do not have a check mark associated with an initiative indicating the hospital is not directly responsible, although certainly willing to support those responsible.

## PRIORITIZED HEALTH NEED: HEALTHY LIVING

### GOAL

Increase awareness, development, and utilization of healthy living services, resources, and local infrastructure.

### ANTICIPATED IMPACT

Increased engagement in healthy living programs, events, and resources.

- Increased number of healthy living events.
- Multigenerational representation in the new healthy living challenge.
- Expansion of healthy living infrastructure.
- Increased promotion of healthy living infrastructure.

### STRATEGIES/ACTIONS

|                                                                                                                                                                                                              | SH | IMC | WCPH | Other Partners |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----|------|----------------|
| <b>STRATEGY/ACTION 1:</b>                                                                                                                                                                                    |    |     |      |                |
| <b>Increase educational opportunities, programs, and awareness to support healthy living for all community members.</b>                                                                                      |    |     |      |                |
| ▪ Promote and support existing healthy living events including but not limited to Women's Wellness Night, Beach Bash Health Fair, School Wellness Programs, and Nutrition Education.                         | ✓  | ✓   | ✓    | ✓              |
| ▪ Create, promote and implement a collaborative, multi-generational healthy living challenge.                                                                                                                | ✓  | ✓   | ✓    | ✓              |
| ▪ Create a cohesive campaign focused on healthy living including but not limited to awareness of local healthy food/nutrition resources, physical activity, mental health promotion, and overall well-being. | ✓  | ✓   | ✓    | ✓              |

## COMMUNITY HEALTH NEEDS ASSESSMENT

|                                                                                                                                                                   | SH | IMC | WCPH | Other Partners |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----|------|----------------|
| <b>STRATEGY/ACTION 2:</b><br><b>Improve and promote healthy living infrastructure, opportunities for outdoor physical activities, and awareness of resources.</b> | ✓  | ✓   | ✓    | ✓              |
| <b>STRATEGY/ACTION 3:</b><br><b>Increase education and promotion of regular wellness visits and the importance of preventative care to community members.</b>     |    |     |      |                |
| <ul style="list-style-type: none"> <li>Explore Chronic Disease Management (CDM) support groups</li> </ul>                                                         | ✓  | ✓   | ✓    | ✓              |
| <ul style="list-style-type: none"> <li>Create awareness of age-related recommendations (ie: colonoscopy, mammogram, immunizations, etc.)</li> </ul>               | ✓  | ✓   | ✓    | ✓              |

## RESOURCES/COLLABORATION

### ***Resources – Spooner Health:***

- Utilization of Spooner Health website, community newsletter and social media channels
- Public relations staff time including marketing, social media management, content and graphic design creation, and grant research/writing
- Staff time from additional departments including cardiac rehab, social services, respiratory therapy, culinary services and dietitian, imaging
- Facility space

### ***Resources – Indianhead Medical Center:***

- Utilization of Indianhead Medical Center (IMC) website, IMC publications, and social media channels
- Marketing and administration staff time including marketing, social media management, content and graphic design creation, and grant research/writing
- Staff time from additional departments including cardiac rehab, culinary services and dietitian, imaging, primary care

### ***Resources – External:***

- Association websites (such as American Heart Association and American Diabetes Association)
- Government agencies (Department of Health Services website and Center for Disease Control and Prevention)
- Grant sources (such as Green Bay Packer Foundation, UW Madison (<https://wpp.med.wisc.edu/grant-funding/community-grants/>), Rural Health Information Hub (<https://www.ruralhealthinfo.org/>))

### ***Collaboration/Partners:***

- Aging and Disability Resource Center
- Community Clinics (Birchwood Family Medicine, Essentia, and Northlakes)

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**COMMUNITY HEALTH NEEDS ASSESSMENT**

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- Community First
- County, City, Village, Township and Governance
- Farmers Markets and Local Producers
- Food Pantries
- Grocery stores in the area
- Gyms, Fitness Clubs and Silver Sneakers in the area
- Healthy WashCo
- Lakeland Family Resource Center
- Local Libraries
- Natural Resource Attractions and Trails and Organizations
- Public Health
- Restaurants in the area
- School Districts
- University of Wisconsin Extension
- Washburn County Tourism Association
- Wisconsin Well Woman Program
- Women Infants and Children (WIC)
- Youth Groups (4H, Boys & Girls Club, Scouts, CITY)

## PRIORITIZED HEALTH NEED: MENTAL HEALTH

### GOAL

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

### ANTICIPATED IMPACT

Increased engagement and personal awareness of mental health programs, services, and resources.

### STRATEGIES/ACTIONS

|                                                                                                                                                                                                                                                                                                   | SH | IMC | WCPH | Other Partners |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----|------|----------------|
| <b>STRATEGY/ACTION 1:</b><br><b>Equip and educate community members and hospital staff to identify and respond to individuals in need of mental health intervention.</b>                                                                                                                          |    |     |      |                |
| <ul style="list-style-type: none"> <li>Utilize current evidence-based programs including but not limited to Mental Health First Aid (MHFA), We Cope, Question, Persuade, Refer (QPR) to better equip those that live, learn, work and play in Washburn County with necessary training.</li> </ul> | ✓  | ✓   | ✓    | ✓              |
| <b>STRATEGY/ACTION 2:</b><br><b>Increase community access and individual education of mental health services and resources through community partner collaboration.</b>                                                                                                                           |    |     |      |                |
| <ul style="list-style-type: none"> <li>Research the implementation of a mental health resource accessible by all community members to educate and explore areas for personal mental health improvement.</li> </ul>                                                                                | ✓  |     | ✓    | ✓              |
| <ul style="list-style-type: none"> <li>Create a cohesive campaign with stakeholders to increase community awareness of local mental health resources and services.</li> </ul>                                                                                                                     | ✓  | ✓   | ✓    | ✓              |

## COMMUNITY HEALTH NEEDS ASSESSMENT

|                                                                                                                                                                                                  | SH | IMC | WCPH | Other Partners |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----|------|----------------|
| <b>STRATEGY/ACTION 3:</b><br><b>Education and encouragement regarding healthy habits, positive mental health strategies, and stigma reduction.</b>                                               |    |     |      |                |
| <ul style="list-style-type: none"> <li>Provide education on healthy work/life balance, stress management, coping mechanisms, and other healthy habits.</li> </ul>                                | ✓  | ✓   | ✓    | ✓              |
| <ul style="list-style-type: none"> <li>Promote available or existing events that encourage self-care habits.</li> </ul>                                                                          | ✓  | ✓   | ✓    | ✓              |
| <b>STRATEGY/ACTION 4:</b><br><b>Continue to provide resources, communication and screening that focuses on the youth in our community related to mental health and well-being.</b>               |    |     |      |                |
| <ul style="list-style-type: none"> <li>Continued support of Washburn County's Youth Center, The Oak, to provide programming, resources, and positive social activities for the youth.</li> </ul> | ✓  | ✓   | ✓    | ✓              |
| <ul style="list-style-type: none"> <li>Continue Youth Wellness screening.</li> </ul>                                                                                                             |    |     |      | ✓              |
| <ul style="list-style-type: none"> <li>Continue and expand School Based Mental Health (SBMH).</li> </ul>                                                                                         |    |     |      | ✓              |

## RESOURCES/COLLABORATION

### ***Resources – Spooner Health:***

- Utilization of Spooner Health website, community newsletter and social media channels
- Public relations staff time including marketing, social media management, content and graphic design creation
- Staff time from additional departments including social services, home health, case manager, and emergency department
- Telepsychiatry program
- Facility space

### ***Resources – Indianhead Medical Center***

- Utilization of Indianhead Medical Center (IMC) website, IMC publications, and social media channels
- Marketing and administration staff time including marketing, social media management, content and graphic design creation
- Staff time from additional departments including primary care and emergency department, nurse training

### ***Resources – External:***

- Association websites (such as National Alliance on Mental Illness (NAMI), American Foundation for Suicide Prevention (AFSP), Active Minds)
- Local and National Suicide and Crisis Lifeline Hotlines
- Government agencies (Department of Health Services website and Center for Disease Control and Prevention)
- Suicide Awareness Walk

***Collaboration/Partners:***

- Aging Disability Resource Center (ADRC) including Meals and Wheels
- Area business (Barbers/Salons, Bartenders, Gas Stations, and Hotels)
- Area Tribes (St. Croix, Lac Courte Oreilles)
- Churches/Faith Organizations
- Community Clinics (Birchwood Family Medicine, Essentia, and Northlakes)
- Embrace
- Food Pantries
- Healthy WashCo, The Oak Youth Center
- Lakeland Family Resource Center
- Law Enforcement
- Libraries
- Local Mental Health Providers
- Local Support Groups
- Public Health
- School Districts
- University of Wisconsin Extension

## PRIORITIZED HEALTH NEED: SUBSTANCE MISUSE

### GOAL

Expand education, support, and awareness of healthy alternatives to prevent substance use and misuse.

### ANTICIPATED IMPACT

Increase community member awareness to create a decline in substance abuse statistics at the time of the next CHNA report.

- Increased knowledge of substance use data through area school districts.
- Decreased number of reported overdoses.
- Decreased trend of operating while intoxicated (OWI) offenses.
- Decreased juvenile citations for substance misuse.
- Increased distribution of harm reduction services and resources.

### STRATEGIES/ACTIONS

|                                                                                                                                             | SH | IMC | WCPH | Other Partners |
|---------------------------------------------------------------------------------------------------------------------------------------------|----|-----|------|----------------|
| <b>STRATEGY/ACTION 1:</b><br><b>Expand and promote pain management programs and build awareness of opioid substance misuse.</b>             |    |     |      |                |
| <ul style="list-style-type: none"> <li>▪ Provide opioid education and/or availability of services to patients and the community.</li> </ul> | ✓  | ✓   | ✓    | ✓              |
| <b>STRATEGY/ACTION 2:</b><br><b>Promotion of healthy alternatives to substance use.</b>                                                     |    |     |      |                |
| <ul style="list-style-type: none"> <li>▪ Combined social media marketing strategy for healthy alternatives.</li> </ul>                      | ✓  | ✓   | ✓    | ✓              |
| <ul style="list-style-type: none"> <li>▪ Promote and/or participate in drug and alcohol-free community events.</li> </ul>                   | ✓  | ✓   | ✓    | ✓              |

## COMMUNITY HEALTH NEEDS ASSESSMENT

|                                                                                                                                                                                                    | SH | IMC | WCPH | Other Partners |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----|------|----------------|
| <b>STRATEGY/ACTION 3:</b><br><b>Increase education and awareness of substance misuse dangers and available community resources for youth, parents, and community members.</b>                      |    |     |      |                |
| <ul style="list-style-type: none"> <li>Provide community education on danger of misuse including responsible use, long term side effects, safe storage and disposal.</li> </ul>                    | ✓  | ✓   | ✓    | ✓              |
| <ul style="list-style-type: none"> <li>Increase awareness of treatment, recovery, and harm reduction resources, including education on navigating the treatment system.</li> </ul>                 | ✓  | ✓   | ✓    | ✓              |
| <ul style="list-style-type: none"> <li>Partner with existing educational events in each school for students and parents to increase understanding of substance use and misuse.</li> </ul>          |    |     |      | ✓              |
| <ul style="list-style-type: none"> <li>Increase awareness of the dangers of driving under the influence for both vehicles and recreational vehicles and promotion of safe ride options.</li> </ul> | ✓  | ✓   | ✓    | ✓              |
|                                                                                                                                                                                                    | SH | IMC | WCPH | Other Partners |
| <b>STRATEGY/ACTION 4:</b><br><b>Expand and/or promote substance use programs and build awareness of resources such as smoking, vaping and tobacco cessation.</b>                                   | ✓  | ✓   | ✓    | ✓              |

## RESOURCES/COLLABORATION

### ***Resources – Spooner Health:***

- Utilization of Spooner Health website, community newsletter and social media channels
- Public relations staff time including marketing, social media management, content and graphic design creation
- Staff time from additional departments including social services, respiratory therapy, specialty clinic, pharmacy, nursing, home health, case manager, and emergency department
- Pain management visiting specialist program
- Patient education committee (regarding opioid education)
- Respiratory Therapy Programs such as First Breath, No on Tobacco (NOT), Smoking Cessation Counseling
- Facility space

### ***Resources – Indianhead Medical Center***

- Utilization of Indianhead Medical Center (IMC) website, IMC publications, and social media channels
- Marketing and administration staff time including marketing, social media management, content and graphic design creation
- Staff time from additional departments including primary care and emergency department, nurse training
- Patient education regarding safe medication storage and safety

### ***Resources – External:***

- Government agencies (Wisconsin Department of Health Services website and Center for Disease Control and Prevention)

***Collaboration/Partners:***

- Aging Disability Resource Center (ADRC) including Meals and Wheels
- Area Tribes (St. Croix, Lac Courte Oreilles)
- Churches/Faith Organizations
- Community Clinics (Birchwood Family Medicine, Essentia, and Northlakes)
- Criminal Justice Coordinating Council (CJCC)
- Drug Task Force
- Embrace
- Food Pantries
- Healthy WashCo, The Oak Youth Center
- Human Services
- Lakeland Family Resource Center
- Law Enforcement
- Libraries
- Local Mental Health and Substance Use Providers
- Local Support Groups (including Alcoholics Anonymous, (AA), Al-Anon, Narcotics Anonymous (NA))
- Pharmacies
- Public Health
- School Districts
- Sober Living Facilities (Restore House)
- University of Wisconsin Extension
- Washburn County Court System
- Washburn county Tavern League
- Washburn County Tourism

## NEEDS THAT WILL NOT BE ADDRESSED

All priority health needs will be addressed.

## NEXT STEPS

Spooner Health and Indianhead Medical Center, with the assistance of Washburn County Public Health, will execute the plan. Additionally, they will 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.

## APPENDIX: COMMUNITY RESOURCES DIRECTORY

The following pages reflect a multitude of community resources identified to assist with addressing needs, including those prioritized in this CHNA implementation plan.

### **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)

### **ADRC of Washburn County**

715-635-4460 | [www.adrcwashburncounty.org](http://www.adrcwashburncounty.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
- VitaCare Living Spooner  
715-635-3908
- Glenview  
715-468-4255
- Dove Healthcare – Spooner Assisted Living  
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**

715-468-2711 | [www.indianheadmedicalcenter.com](http://www.indianheadmedicalcenter.com)

Indianhead Medical Center is a fully licensed and Joint Commission Accredited acute care facility, offering a comprehensive range of inpatient and outpatient services as well as 24/7 emergency room. On top of our clinical and emergency departments, we are proud to offer a robust therapy program including Physical Therapy and Occupational Therapy in our newly built Therapy gym. We have an on-site lab and radiology department with travelling mammography, MRI, and bone density screenings available.

**Lakeland Family Resource Center**

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

Services are free and open to everyone.

- Food programs – 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.

**Dove Healthcare - Spooner**

715-635-1415 | [www.dovehealthcare.com/spooner](http://www.dovehealthcare.com/spooner)

Dove Healthcare - Spooner is a 75-bed skilled nursing facility with core services including inpatient and outpatient rehabilitation, post-hospital care, skilled nursing, and long-term, and end-of-life care.

**Medication Disposal**

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

**Medication Set-Up**

- Red Cross Pharmacy  
715-635-2117

**Mental Health Task Force**

[churt@co.washburn.wi.us](mailto:churt@co.washburn.wi.us) | [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.

**IndiGO**715-392-9118 | [www.indigowi.org](http://www.indigowi.org)

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

Education and support for those with Parkinson's disease and other neurological disorders such as stroke, ataxia, or MS. The purpose of the group is to help individuals maintain the physical movement needed for speech and mobility so that they can function more safely and independently, improving quality of life. Group developed and maintained by physical and occupational therapists.

**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.

**Smoking, Vaping, and Smokeless Cessation**

715-939-1536

Education and support for smoking, vaping, and smokeless cessation. Spooner Health's Respiratory Therapy Director offers this program for youth and adults.

**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, and speech 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, 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 Human Services Department**715-468-4747 | [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
- 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.
  - Children’s Long Term 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
  - Residential services
  - 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

**Washburn County Public Health Department**

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

- Safe Infant Sleep program – infant safe sleep education along with educational materials and infant sleep sacks.
- 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 STI 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.
- Rabies prevention – investigation of all animal bites (domestic and wild) involving humans

**Washburn County Transit**

715-635-4465 | 304 2<sup>nd</sup> St. P.O. Box 316 Shell Lake, WI 54871

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. Transportation for shopping & social activities available also in our transit van. Contact Washburn County Transit at 715-635-4465 for information on our Transit Van Schedule. If scheduling a trip, please call at least 48 hours in advance.

**Whole Life Counseling Services**

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