

Reimagining Hennepin Healthcare

A LETTER FROM OUR CEO

Hello valued community member,

I sincerely thank you for your interest and commitment to Hennepin Healthcare's ongoing [planning process](#) to advance health equity and envision our future together. I'd like to share a brief update on the exciting progress we've made over the past month.

We completed the first phase where we were *learning together* with the communities we serve, and are now in the next phase where we *create together*. Using the information and insights gathered through the community engagement process, we are now defining, testing and refining ideas and approaches for future planning. This will prepare us to move into the third phase next year, where we will begin *planning together*. This is where we'll draft a bold plan to create a more just and equitable healthcare system.

Insights Report: During the first phase, we engaged you and fellow Hennepin County community members and leaders with a bold question: How might Hennepin Healthcare design a comprehensive strategy that leads to an equitable future for all Hennepin County residents?

Our Insights Report details what you generously shared with us. These powerful ideas will guide and inspire us for the remainder of this planning process -- and beyond. I'm energized to see that all communities share a remarkably unified belief that healthcare is a human right that should be delivered with dignity and respect. To achieve this, you recommend that Hennepin Healthcare focus future planning on three key elements:

- **Our buildings and physical space:** This emerged as a prominent theme throughout the engagement process. You shared many insights and recommendations to improve Hennepin Healthcare's use of physical space, like creating areas that are welcoming for patients to have their whole support system present.
- **Overall care:** You shared key insights related directly to patient experience and service delivery, like needing transitional spaces for substance use, housing instability, and domestic violence to ensure successful recovery and avoid future emergency care needs.

- A new downtown: With most of health emerging from experiences that occur outside of clinical care settings, many insights addressed what is needed outside of Hennepin Healthcare facilities -- and what downtown Minneapolis could become. You shared examples like safe, green community spaces to encourage a sense of belonging and improve the well-being of community members.

I invite you to read our [Insights Report Overview](#), a concise summary of what we learned with you and our community. I look forward to sharing the full Insights Report with you.

Expert and Artist Design Team: As we begin this second phase where we are creating together, we've selected an outstanding group of health equity experts, healthcare professionals, community leaders and artists to serve as an Expert and Artist Design Team. This team has begun to work with physicians and leaders from Hennepin Healthcare to envision how the community insights can be put into action.

The first meeting was an energizing, dynamic experience that fueled future-oriented ideas, creativity and problem-solving. Most importantly, our discussion sparked powerful ideas about how to achieve the vision that our community shared with us.

For example, we are discussing how to deepen community partnerships, create family-centered care experiences, infuse greenery and natural elements into the campus, and foster an environment that welcomes and supports everybody.

Future Focus: As we continue to explore potential strategies for how to achieve a more equitable and responsive healthcare system, we will begin pulling out the most effective ideas to form a cohesive vision and strategy which will lead us into the next phase where we will plan together.

Thank you for your interest and participation in this work. I wish you and your loved ones the very best throughout the holiday season and look forward to continuing to collaborate with you in 2022.

With respect and gratitude,

Jennifer DeCubellis



