

**Learning  
Together:  
Engagement  
Insights  
Overview.**



# Here. Together.

Starting in summer 2021, Hennepin Healthcare began a new kind of planning process designed to create a more equitable and responsive healthcare system. The goal was to build a bold new future that more fully empowers our healers to heal and supports our patients and families to thrive, all while elevating the vibrance and well-being of downtown Minneapolis.

The planning process consists of three phases occurring over nine months. The first phase, Learning Together, involved listening and learning with the Hennepin Healthcare community and team members (employees), culminating in the Learning Together Engagement Insights Report. Phases two and three, Creating Together and Planning Together, integrate community insights from phase one into the final recommendations for a comprehensive healthcare strategy. This planning process is just the first step in the transformation of Hennepin Healthcare. The next step will take place

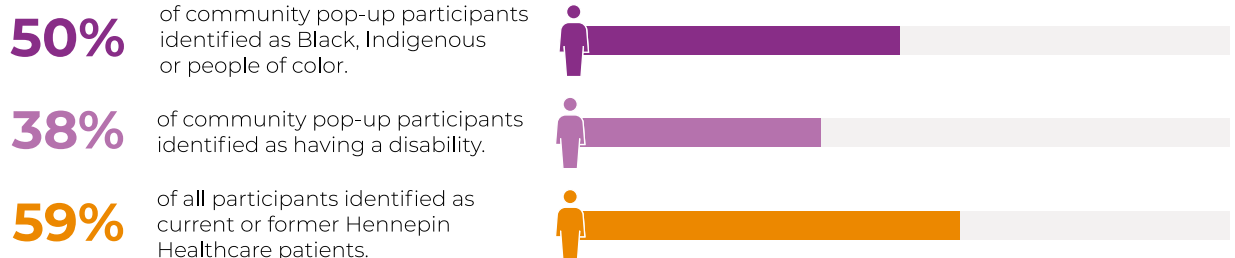
over 2022-24 and involve the Board of Directors of Hennepin Healthcare, the county commissioners and the Hennepin Healthcare team in the development of a detailed implementation plan. Only after this implementation plan is completed will the multi-year rebuilding of the campus take place.

Working with our partners, we centered the entire effort on widespread community engagement. We did this because we believe that the best ideas for a thriving future reside among our community. Also, we know that our team members are the best experts as to how we can fully achieve our mission, vision and values.

We met with, and learned from, Hennepin Healthcare team members, patients, Hennepin County residents, healthcare and business leaders, local and state government officials. Over the course of four months, we heard from 1,133 people.

## 75% of 1,335 people

shared demographic information about themselves



# Our Community's Insights and Values.

Our community shared a unified belief that healthcare is a human right that should be delivered with dignity and respect. Additionally, three themes emerged from all demographic groups and engagement methods:

## Buildings and physical space:

The community shared a desire for **culturally empathetic** care that **welcomes the full family**. Patients want to be able to schedule appointments easily with accessible and free translation services when necessary. On the day of an appointment, the community wants to be able to **easily navigate** parking and the basement tunnel system.

The community shared wishes that every treatment area is well-equipped with enough room to accommodate a number of visitors for each patient, as well as safe spaces to practice the **emotional, physical and spiritual healing practices** common to their specific cultural tradition(s), which will help patients heal. The buildings are easy to navigate and signs are easy to understand, visually appealing and multilingual.

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*I would love it if my family could come and stay with me ... I know that sometimes we have double rooms. It's not ideal for family members to come and pray there.*

— Patient.

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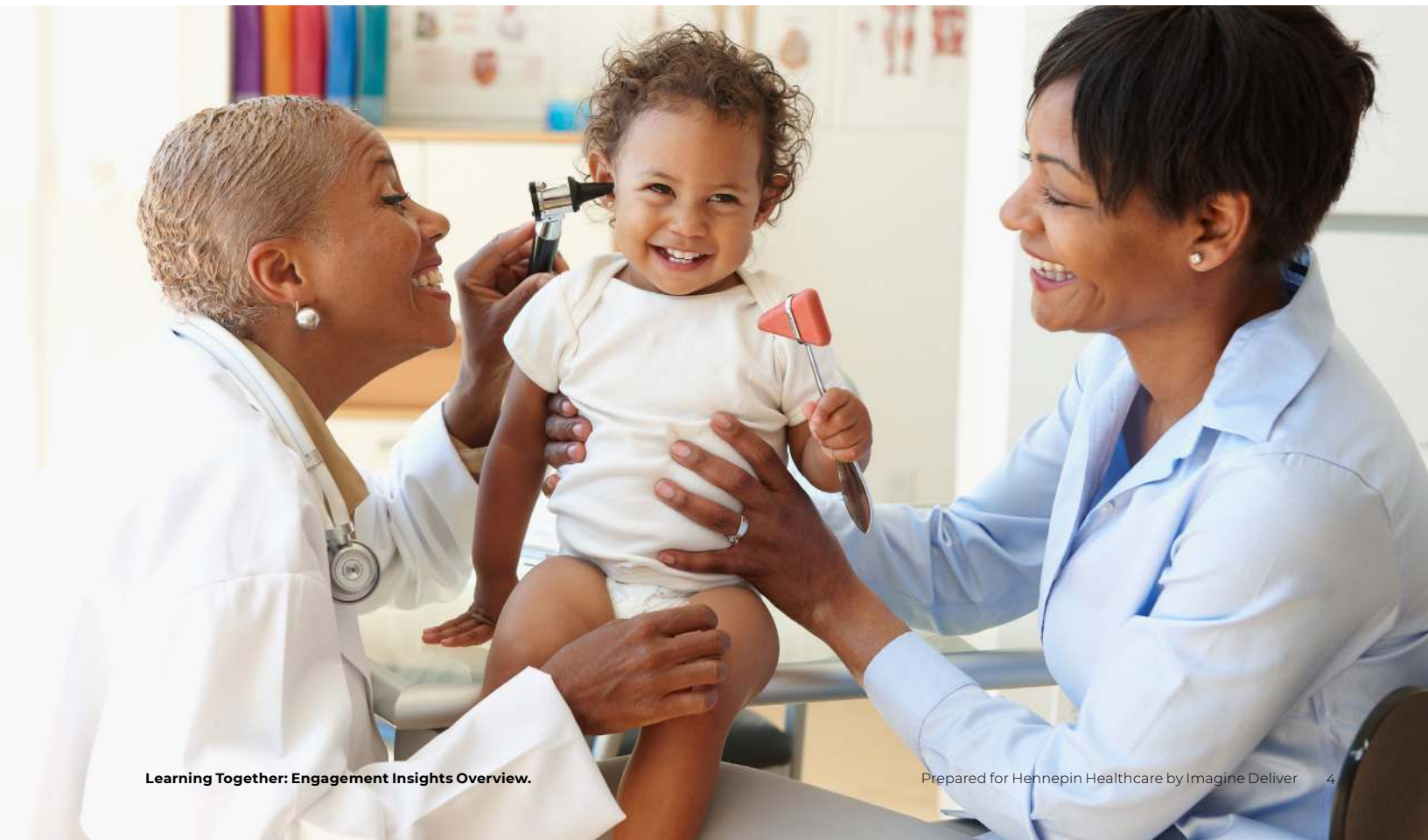
## Overall care:

The community expressed a desire for **expanded urgent care and primary mental healthcare** options. When receiving care, the patient and their loved ones want to be met on time by nurses, physicians and other team members who reflect the cultural tradition(s) from which they belong. People also dream of **direct care in their neighborhoods**, at home, in grocery stores and at their bus stops.

The community shared wishes to see dedicated spaces for those with needs due to systemic issues — such as housing instability, food insecurity, mental health challenges, substance use disorders or domestic violence — to ensure successful recovery and avoid emergency care recurrence.

In addition, the community shared the hope that all providers receive extensive **training on identity, respect, equity and trauma-informed care** that is guided by community representatives from diverse populations. Mental and integrative health services, such as massage, acupuncture, spiritual support and non-pharmaceutical medicinal options, are widely available.

“  
*My dream for Hennepin Healthcare patients is that the biggest thing on their mind when they come [here] is their healthcare — not their childcare, pay or parking.*  
— Hennepin Healthcare team member.  
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## The new downtown:

We heard a strong desire to see Hennepin Healthcare invest in our shared community. Our community shared hopes of a downtown Minneapolis that is **“built by and for everyone”** and hopes that Hennepin Healthcare will address social influencers of health, such as housing and food security, to promote the long-term health of communities experiencing health disparities.

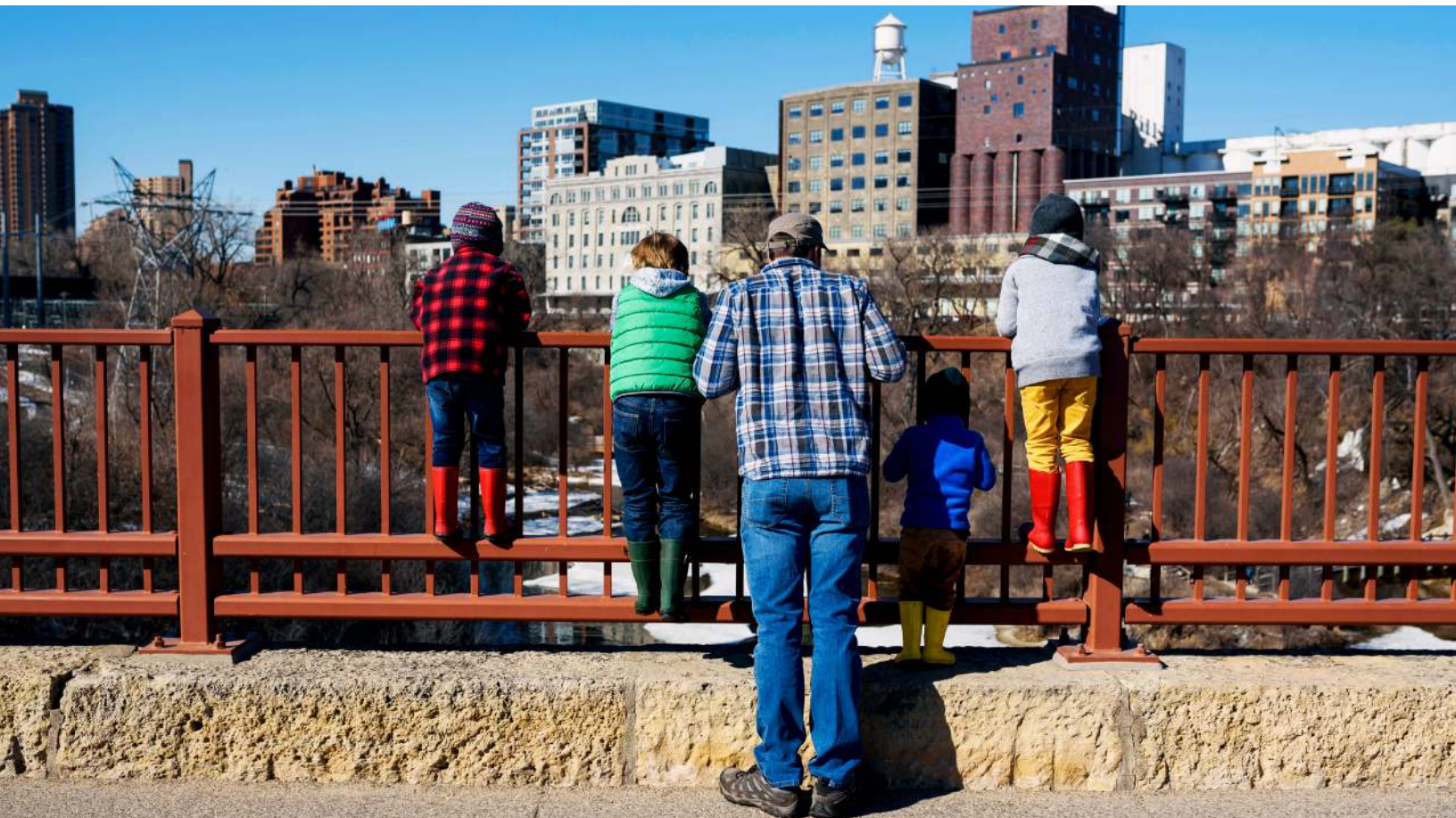
The community shared a vision of Hennepin Healthcare as a trusted, accessible meeting place that **supports partnerships** with companies, governmental agencies and community-based organizations to expand access to healthcare, education, art and business opportunities. Safe, **green community spaces** can be created on campus to encourage a sense of belonging and improve the well-being of community members.

“

*I worry about the future of there not being affordable housing in Elliot Park.*

— Community member.

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# A Bold New Future for Hennepin Healthcare.

We thank those who shared their insights with us and helped us envision a more equitable future. We are excited and proud to share what you told us and what we learned with you — and together build a future that achieves your vision.

**“Imagine a world in which we all invest in the health of Minnesota and Hennepin Healthcare. This planning process is just that — an investment in the wellness of Minnesotans and all of our futures.”**

– Jennifer DeCubellis,  
CEO