



Hennepin Health

Wellness Wednesday February 22, 2017

Summary

Beginning January 2017, Hennepin Health launched a health education effort that will take place once per month on the last Wednesday of the month. These sessions are known as “Wellness Wednesday” and each month will feature a different health related topic. SNBC Care Guides invite enrollees with whom they are currently working to the event. Light snacks were provided for attendees.

Hennepin Health held a Wellness Wednesday event open to all enrollees on Wednesday February 22, 2017. The topic for February was Substance Use Disorders. The event took place in the Walk-In Service Center from 1 to 3 pm. Staff members were available to assist enrollees with a short survey on their experience with providers.

Enrollee Feedback

The following survey questions were asked:

- 1) What do you like about the providers that you see?
- 2) Are there providers that you would like to see added to the Hennepin Health network?
- 3) Have you been turned away from any providers? If yes, why? If yes, by whom?

There were eight (8) enrollees who participated in the event. Four (4) were PMAP enrollees and the other four (4) were SNBC enrollees. Of those eight, three agreed to take the survey: two SNBC enrollees and 1 PMAP enrollee.

We received verbal feedback from two enrollees when they were asked if they would like to give us feedback on anything.

“I’d like it if there were more people answering the phones because sometimes it’s a long wait.”

“I didn’t really have any problems with the name change from MHP to Hennepin Health, but I was worried that I could still go to my clinic, and I could.”

The written survey’s answers included the following:

“I like that NorthPoint providers are all in one place. I go to Allina downtown and East Lake for my specialty care.”

“I really like this many {provider} options.”

“My provider is very nice and helps me.”

There were no suggestions as to which providers could be added to the Hennepin Health network. One person indicated that they had been turned away from a provider, but they could not recall why that happened.

Agenda

Enrollees were able to view a short PowerPoint slide show on the closed circuit monitor in the service center. The slide presentation explained the results of the feedback that was collected during the SNBC stakeholders group in September, 2016.

The Supervisor of the Hennepin County Chemical Health Unit, was available along with a staff member. Staff from Hennepin Health explained dental benefits to enrollees, and highlighted the gift card incentive for 2017, available member enrollees complete an annual dental exam.

Attendance was small for this Wellness Wednesday, with only 8 enrollees participating. The hope is that as enrollees hear about the monthly events, word will spread and attendance will increase. The ongoing plan for Wellness Wednesday is to focus on a different health topic each month for all enrollees. Hennepin Health will take the opportunity to collect feedback in order to continuously improve services and make changes that best meet the needs of the population served by the plan.