

Community feedback on HealthPartners Lakeview campus project – Summer 2024

More than 1,200 people completed a community survey to help inform the design phase of the new HealthPartners Lakeview campus project. Construction begins in 2025 on a new campus that will expand health care offerings to meet the growing demand in Stillwater and surrounding communities. Findings from this survey ensure the new campus will be designed with and for the community.

Key findings

Participants shared a strong sense of pride and excitement about the expansion of services and the opportunity to create healthier communities. This is a summary of the themes that were shared:

Enhancing patient experience

- **Quality of care:** A significant portion of the community emphasized the need to maintain high-quality health care services close to home. There was a clear desire for the new campus to provide advanced medical care, with specialized services that are currently not available or are limited in the area.
- **Comfort and accessibility:** Respondents placed high importance on the physical environment of the new campus. They expressed a preference for easy access to open spaces and outdoor areas dedicated to wellness activities. The idea of a cafe offering healthy food options was also popular, suggesting a desire for amenities that promote a healthy lifestyle. There was also interest in maintaining the family hospital feel that Lakeview is known for providing.

Improving the economy and community

- **Job creation:** The community expects the new campus will contribute to the local economy by creating job opportunities.
- **Partnerships:** Strengthening partnerships with local businesses and organizations was another aspect that respondents hope will be considered in the development of the new campus, reflecting a desire for community integration and support.

Protecting the environment: There was a strong interest in environmental stewardship, with many respondents advocating for the use of sustainable energy sources and preserving natural spaces, area landscape and wildlife. This reflects a community that values sustainability and expects the new campus to align with these values.

Minimizing disruptions: With any project this size, there were understandably concerns around an influx of traffic and noise and a desire to manage the traffic patterns near the new campus and the surrounding neighborhoods.

Survey timing and methodology

The survey took place April and May 2024 and was available online as well as by paper, phone, and through interactive community events.

Demographics

One of our goals for this survey was to gather intentional patient and community feedback including from underserved and diverse community members. Of the participants, 76% were women and 12% were people of color - the hospital's patient population in 2023 was 64% women and 10% people of color.

Next steps

The survey provides valuable insights into the preferences and expectations of the community for the new Lakeview campus project. The feedback will be instrumental in shaping the design and services of

the new campus. To stay updated on project updates and future opportunities to share ideas on the new campus, go to healthpartners.com/lakeviewexpansion and follow us on our social media channels.

Expanded survey results:

- What does Lakeview Hospital mean to you and the community?
 1. The word “care” was mentioned more than 400 times
 2. The word “community” was mentioned more than 200 times
 3. The word “quality” was mentioned more than 150 times
- What do you like about the current Lakeview Hospital campus at 927 W. Churchill Street?
 1. Personable and welcoming experience
 2. Comfort with the facility and easy to know where you are going
 3. Convenient parking
- What do you hope the new Lakeview health care campus will bring to the community?
 1. Quality care close to home
 2. Access to more specialized health care
 3. Improved community health and well-being
- How can the new HealthPartners Lakeview Campus support the economy of the area?
 1. Create local jobs
 2. Create an attractive community to live, work and visit
 3. Strengthen partnerships with local organizations for community benefit
- Which roads/trails do you prefer to use in the area of the new campus?
 1. Minnesota State Highway 36
 2. Manning Avenue
 3. Curve Crest Boulevard
- In order of preference, how would you like to see the new campus address the natural environment responsibly?
 1. Preserving open space
 2. Treating stormwater on site for healthier groundwater, streams and rivers
 3. Using sustainable energy sources
- What would enhance your comfort and experience at the new campus?
 1. Café with access to healthy foods & take out options
 2. Convenient seating areas
 3. Reliable wi-fi and gathering spaces for family and visitors (tied)
- What access and safety factors do you consider to be most important at the new campus?
 1. Patient drop-off near the entrance
 2. Ease of navigation and signage
 3. Welcoming atmosphere
- What photos bring to mind the feelings you hope to have when you visit the new campus?
 1. Stones in water - “Calming atmosphere”
 2. Lake-Boat – “Understanding who we are”
 3. Nature-Bridge – “What make our community so unique and beautiful”