



Investing to improve health in our

COMMUNITIES





A not-for-profit health care system,
Allina Health is dedicated to the prevention
and treatment of illness and enhancing the
health of individuals, families and communities
throughout Minnesota and western Wisconsin.





Dear colleagues and partners,

At Allina Health, we serve our communities by providing exceptional care, as we prevent illness, restore health and provide comfort to all who entrust us with their care. Our **Whole Person Care** approach means recognizing all factors impacting health are connected—mind, body, spirit and community. Through this approach, we're able to address broader issues affecting health, including nurturing mental and emotional well-being, supporting individuals in personally meaningful ways, and maintaining and improving physical health. It also allows us to build strong relationships in the community, address social determinants of health, foster economic opportunity and strive toward health equity.

In the last two years, our nation and community have faced hardships brought forth by COVID-19, which hurt all communities, but not equally. It is clear the disproportionate impact of COVID-19 on communities of color has been compounded by the ongoing experiences of racial and community trauma. This has demonstrated to us once again that those who are underserved and underrepresented are the first and most affected when times are hard.

Another year has passed, and the needs of our communities remain great.

I'm proud to say our community response rose to the challenge yet again. In 2021, Allina Health invested more than \$200 million in Community Benefit through programs, partnerships and investments that made a direct impact on our neighbors and communities. This report shares highlights of that work and provides a snapshot of the many ways we are responding to the high level of need in the communities we are privileged to serve. This includes employee volunteerism, financial contributions, Allina Health programs that provide mental health, active living and well-being resources and, notably, our efforts to increase accessibility of those resources for people with a preferred language other than English.

In 2022, we are focused on recovering from the effects brought forth in 2020 and 2021, along with a renewed commitment to reduce health disparities for every person in our community. With our amazing team of employees, volunteers and partners, I'm confident we will continue to make significant progress on this critically important journey. This work is part of the framework that creates an organizational culture where our community members feel safe, respected, heard, valued and have a sense of belonging.

Lisa Shannon, president and CEO
she/her/hers

Learn more about
our efforts and how
you can participate by
[visiting our website](#)

Mental health and substance use

Hello4Health

The stress our communities have faced while navigating the COVID-19 pandemic and civil unrest has had an ongoing impact on the mental wellness of community members in our service area. Even with the hope brought forward with the COVID-19 vaccine, the uncertainty we've collectively experienced over the last two years has underscored an increased need for mental health resources. Allina Health has provided this additional support for youth and adults through our Hello4Health initiative and Change to Chill program.



Hello4Health™ is a new Allina Health-developed online resource to help people build or strengthen social connections in their lives. This initiative was developed in response to the 2020–2022 Community Health Needs Assessment, which identified social isolation as a factor contributing to poor mental wellness among adults across all geographies. Launched in 2021, the website is designed for adults, with a focus on activities for older adults. The website includes:

- education on the importance of social connections for health
- **fun activities** for connecting with neighbors, family and others
- **skill-building tools**, including how to talk about loneliness and how to be a good listener.



Change to Chill

Change to Chill™ now offered in Spanish

As part of Hispanic Heritage Month, we announced the launch of Change to Chill in Spanish. Thanks to a hardworking team of Spanish-speaking staff in Allina Health's Language Services department, website users are able to view and interact with all Change to Chill content and resources in Spanish.

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This project has allowed me to fulfill one of the main goals as an interpreter: to help as many people as possible in the Hispanic community by putting the benefits this tool provides at their fingertips.

— Karla Renteria Lopez,
Spanish certified medical interpreter



Users can access the website in Spanish by clicking the **ESPAÑOL button** found in the blue banner at the top of each Change to Chill webpage.

Social determinants of health

We know the majority of a person's health is determined by factors outside of traditional medical care.

Since 2018, Allina Health has screened patients for social needs as part of the Accountable Health Communities model, a cooperative agreement with the Centers for Medicaid and Medicare Services at 78 Allina Health sites. Through this model, Allina Health screened patients with Medicare and/or Medicaid insurance for these five health-related social needs:

- housing instability (e.g., homelessness, low housing quality)
- food insecurity (e.g., lack of access to food)
- limited access to transportation (e.g., lack of reliable transport options)
- difficulty paying for heat, electricity or other utilities
- concerns about interpersonal safety (e.g., intimate partner violence, child abuse, elder abuse).

If a patient identified a need, the care team provided a tailored list of community resources. Some high-risk patients received additional assistance accessing resources.

In 2021, we screened more than 60,000 patients.

A 2020 analysis found disparities by race and ethnicity in both offering the screening to patients and screening completion. 2021 activities focused on closing this gap included establishing goals and systems for monitoring progress and scripting for introducing the screening through an interpreter. Additionally, to deepen cultural understanding among care teams, cultural humility videos were developed and distributed in partnership with Faribault, MN-based HealthFinders Collaborative. Through these efforts, screening gaps were reduced significantly.



Thanks to this work [resources and navigation] the patient is elated at having a clear path to changing her situation for the better.

— Allina Health patient/ navigator

At the end of 2021, we began planning for implementation of an Allina Health-specific model for screening and addressing health-related social needs. Screening for and supporting social needs is now embedded in the way we care for patients. By partnering with community organizations, we are able to improve the health of our communities in ways that matter most to the people we serve.

Courage Kenny Rehabilitation Institute Community Services

Courage Kenny Rehabilitation Institute's (CKRI) Community Services is another example of how Allina Health provides care that responds to patients' mind, body, spirit and community needs. In addition to helping individuals with social needs access resources through the Accountable Health Communities model in 2021, CKRI Independent Living Skills staff supported more than 450 individuals living with disabilities to strengthen their independent living skills, including getting and keeping stable housing, managing their own affairs, participating in day-to-day life in the community and making their own decisions.



Active Living

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A bike can give kids freedom, whether it's getting them to school, getting them to the playground or taking a ride with friends. That's why I volunteer - to give kids a new sense of freedom they may not otherwise have had.

-Allina Health volunteer



Since 2011, Allina Health has partnered with [Free Bikes 4 Kidz MN \(FB4K MN\)](#) to collect new and gently used bikes from the community to give to kids and families throughout our communities.

Through this partnership, more than 60,000 bikes have been restored and given a new life, bringing joy and new opportunities for active living to people in our communities.

In 2021, more than 650 Allina Health employees collected over 7,000 bikes for FB4K MN. The bikes were refurbished by FB4K MN before they are distributed with helmets and bike safety information to children and adults in Minnesota and Wisconsin.

Courage Kenny Rehabilitation Institute Adaptive Sports and Recreation

Courage Kenny Rehabilitation Institute (CKRI) Adaptive Sports and Recreation provides a wide variety of recreational and competitive sports programs for youth and adults living with disabilities. With locations in the Twin Cities and Duluth areas, CKRI Adaptive Sports and Recreation served 394 individuals in 2021 through in-person activities and more than 700 individuals through virtual programs, including the Discover Abilities Expo. Five former Courage Kenny Adaptive Sports and Recreation athletes competed in the 2021 Paralympic Games in Tokyo, including Chuck Aoki, who was a flag bearer during the Opening Ceremonies for Team USA.



Community COVID-19 vaccine clinics

As part of our ongoing commitment to promote equitable health care access, we partnered with community organizations to host free, weekly COVID-19 vaccine clinics in our communities from February to July in 2021.

Allina Health invested nearly \$350,000 in clinical staff time, changes to infrastructure, supplies and other expenses to offer these clinics. Additionally, nearly 300 of our dedicated employees and friends volunteered more than 1,000 hours of time over the five-month period to serve in non-clinical roles like greeting individuals upon arrival, guiding individuals through the vaccine clinic and other activities.

Through these weekly clinics, Allina Health was able to vaccinate more than 4,400 people in our communities who have been disproportionately impacted by COVID-19 and have historically faced health care disparities. The locations of our community COVID-19 vaccine clinics included:

- The Commons in the Phillips community of South Minneapolis
- Brooklyn Park Activity Center
- Allina Health East Lake Street Clinic in Minneapolis
- Como Park Senior High School in St. Paul
- Allina Health Faribault Clinic.



Penny Wheeler, MD, former CEO, was one of the many volunteers who helped administer the COVID-19 vaccine to patients at our South Minneapolis community vaccine clinic at The Commons Saturday, April 17, 2021.

Mission Matters marks a decade of dedication and one million hours of service

Improving the health of the communities we serve is a core element of our mission and central to our culture. One important way we accomplish this goal is by engaging employees in volunteerism and community involvement.

We actively support our employees' individual and collective efforts to impact their communities and support issues and causes they care about. In 2021, Mission Matters, Allina Health's employee volunteerism program, celebrated 10 years of service. During these 10 years, employees have logged more than 1 million hours of service, financially equivalent to more than \$26 million.

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Mission Matters provides an opportunity to give back to the communities we care about. It's a way we, as health care employees, can step outside our clinical walls and support people's wellness in their daily life.

— Employee volunteer



Mission Matters
Connect. Volunteer. Impact.

Our Commitment

Deepening our commitment to Diversity, Equity, Inclusion and Belonging

In 2021, we made significant strides in building our diversity, equity, inclusion and belonging (DEI&B) framework and putting it at the core of who we are and what we do. We're committed to taking action and nurturing a culture where employees, patients and community members feel safe, respected, heard, valued and have a sense of belonging.

A responsibility and an opportunity

Our DEI&B journey speaks to our belief that we are collectively stronger when we recognize and value our differences. Our commitment to this journey is evident in our support and care for our employees, patients and communities we serve, especially those disproportionately impacted by health inequities. We are committed to advancing the work to eliminate barriers that prevent people from living their fullest lives, to heal the injuries caused by systemic inequality and racism and to improve the health of all people in our communities.

T^oGETHER

we improve the health of all people in our communities by advancing efforts to eliminate systemic inequalities and racism.



[!\[\]\(17413706fd4997a1a4bdf85c6864eee1_img.jpg\) Read our first annual Diversity, Equity and Inclusion Annual report.](#)

Allina Health impact investment

We view and evaluate our DEI&B commitments through four roles: as a provider, employer, purchaser of goods and services and community partner. For each of our commitment areas, we set clear goals and objectives to drive accountability.

Using these commitments, the DEI&B focus on purchasing allocated \$30 million to create and fund the Allina Health Impact Portfolio. In 2021, \$2 million of this portfolio was invested to support local economic development opportunities and the remaining funds are expected to be invested over a three-year period. Additionally, we spent more than \$18 million in supplier diversity investments. By providing capital through investments to local organizations, we are able to improve the health of our communities, while ensuring our investments are equitable and aligned to our guiding principles and values.



Investing in communities to improve health

We believe health care is more than just treating people when they are sick. We are committed to improving the health of the communities we serve and helping people live healthier lives.

As a trusted and compassionate partner, we ensure community benefit and engagement is an integral part of our culture and strategic plan. Investing in these efforts is one way we support people on their path to better health.

Community Benefit financial summary 2021

\$132M	CHARITY CARE & MEANS TESTED GOVERNMENT PROGRAMS
	\$16.8M Cost of providing charity care (financial assistance)
	\$39.9M Costs in excess of Medicaid payments (financial assistance)
	\$27.0M Medicaid surcharge
	\$48.3M MinnesotaCare tax
\$22.3M	SUBSIDIZED HEALTH SERVICES
\$9.3M	COMMUNITY HEALTH IMPROVEMENT SERVICES
\$24.1M	HEALTH PROFESSIONS EDUCATION
\$3.3M	RESEARCH
\$10M	PARTNERSHIPS AND OTHER COMMUNITY BENEFIT COSTS
	\$5.3M Cash and in-kind contributions
	\$4.7M Other community benefit cost

\$201M Total community benefit