



Institute for Health and Healing

OVERVIEW AND OUTCOMES REPORT 2007

Abbott Northwestern Hospital's Institute for Health and Healing is one of the foremost integrative medicine programs in the United States.

Overview and Outcomes Report 2007

The Institute came into existence in 2003 through the visionary support of the George Family Foundation and the Ted and Roberta Mann Foundation. Since its establishment, the Institute has received strong community and institutional support. With this support, the Institute for Health and Healing has:

ESTABLISHED a comprehensive integrative medicine process and program that blends the best evidence-based conventional therapies with healing therapies

DEVELOPED innovative, proactive models of care that embrace the strengths of the whole person—body, mind and spirit—and the families and communities in which we live

GROWN to serve both inpatients and outpatients through services, education and innovative clinical research.



Each and every month, the Institute's team of integrative health professionals provides enhanced care through more than 1,500 inpatient visits and nearly 700 outpatient visits. The inpatient care teams provide personalized combinations of acupuncture, massage, guided imagery and energy work to nearly 15 percent of all patients hospitalized at Abbott Northwestern. The Institute's Outpatient Clinic offers these services plus biofeedback, classical Chinese and Ayurvedic medicine, and physician and interventional nutrition consultations. For patient groups, the Institute's Outpatient Clinic provides numerous specialized health education and self-care skills development programs. A state-of-the-art fitness center supports these programs with advanced diagnostic tools and exercise equipment. All of these programs are staffed by exceptional professionals dedicated to the wellness and healing of the whole person.

THE INSTITUTE'S VISION

The Institute for Health and Healing seeks to transform health care by blending the art of healing and the science of curing to optimize the health of the whole person—mind, body and spirit.

THE INSTITUTE'S MISSION

The Institute for Health and Healing will transform health care locally through the provision of outstanding integrative care to patients and employees in all settings across Abbott Northwestern Hospital and its related institutions.

The Institute for Health and Healing will transform health care nationally through the development and dissemination of integrative care practices that demonstrably enhance quality, ensure safety and reduce costs.



Overview

Inpatient Services

The Institute's teams of health professionals provide inpatient services throughout Abbott Northwestern's Centers of Excellence including the Orthopaedic Institute, the Sister Kenny Rehabilitation Institute, Spine Institute, WomenCare, Minneapolis Heart Institute®, Neuroscience Institute, Allina Mental Health and Virginia Piper Cancer Institute. Patients in all of these centers are eligible for the Institute's integrative medicine services at the request of the patient, family, doctor, nurse or caregiver.

Inpatient integrative medicine services are provided by practitioner teams consisting of a board-certified holistic nurse, a practitioner of oriental medicine and a medical massage therapist. In addition, music therapy and reflexology are provided. Currently, 22 licensed and certified practitioners provide more than 1,500 services per month for approximately 240 patients. From July 2004 through the end of 2007, more than 9,800 individuals in all areas of the hospital received inpatient integrative medicine services.

All of the Institute's practitioners are cross-trained in a multitude of integrative medicine skills. Each patient receives individualized care, blended to match their needs. Thus, patients may receive a combination of one or more of these therapies:

- acupuncture
- therapeutic massage
- mind/body therapies (e.g., relaxation response, guided imagery)
- energy healing (e.g, Reiki, healing touch)
- music therapy
- reflexology
- aromatherapy.

The Institute's teams of inpatient professionals are fully integrated into the hospital. They receive formal referrals, round with physicians, consult with nurses, provide bedside therapies and document their care in Excellian, Allina's electronic medical record system.

Outpatient Services

In 2004, the Institute for Health and Healing began to offer integrative medicine services at the Outpatient Clinic, which is located directly across the street from the hospital.

Outpatient integrative medicine services are provided by 15 practitioners. In 2007, a total of 1,395 patients received 8,134 outpatient services—an average of 678 visits per month.

Individual patient services include:

- integrative medical consultations
- Ayurvedic and classical Chinese medicine consultations
- healing coach sessions
- mind/body therapies (e.g., hypnotherapy, biofeedback)
- nutrition counseling
- acupuncture/acupressure
- herbal medicine consultations
- energy healing
- therapeutic massage
- therapeutic yoga instruction.

The clinic provides four popular group-based services. First is the unique Resilience Training program conducted by psychiatrist Henry Emmons, MD, based on his book *The Chemistry of Joy*. Participants in this eight-week long program receive individual psychiatric, nutritional and fitness assessments and, as a group, develop meditation skills and personal insight for working through difficult emotions and managing stress. Second is the Mindfulness-Based Stress Reduction program, which is an eight-week long mindfulness skills development program based on the work of Jon Kabat-Zinn. Third is the Healing Arts program which brings visual art, therapeutic music, yoga and other movement therapies, as well as “caring for the caregiver” programming into clinical settings. Fourth is Therapeutic Yoga to promote relaxation and support the healing process.

The Healing Coach

The Institute for Health and Healing’s Healing Coaches play a pivotal role in patient care at the Institute’s outpatient clinic. For patients who have chronic illnesses or are living with a diagnosis of cancer, they offer, at no cost, ongoing emotional support, helpful information and assistance with development and implementation of personal care plans which blend mainstream and complementary therapies. As coaches, they also provides a nurturing atmosphere for patients to deepen their self-awareness, to explore illness as an opportunity and to develop self-care skills. Patients often meet with them first before working with the clinic’s other health professionals.

LiveWell Fitness Center

In 2006, the Institute established the LiveWell Fitness Center which brings together caring, knowledgeable professionals and state-of-the art assessment and fitness equipment in a locus for holistic assessments and healthful support. In 2007, the Center received the American Heart Association’s Gold Level Start! Fit Friendly Award for advancing employee health and wellness.

The Center’s seven staff include exercise physiologists, dietitians, aftercare specialists and physical therapists who assess, counsel and support individuals with chronic conditions, injuries and disabilities—as well as patients, patients’ family members and employees wishing to optimize their health. There are more than 700 clients of the LiveWell Fitness Center. In 2007, practitioners provided more than 1,700 hours of direct time for individual and group services.

Unique and special services for individuals include:

- physical fitness assessments
- body composition analysis (Bod Pod)
- metabolic fitness assessments (BodyGem)
- personal training
- individual nutrition counseling
- fit step walking program
- heart zone training package
- executive fitness package
- employee wellness.



SPECIALIZED LIVEWELL FITNESS CENTER PROGRAMS INCLUDE:

TAKE ACTION WEIGHT MANAGEMENT PROGRAM

This extensive 12-week program includes nutrition, exercise and a comprehensive fitness assessment with state-of-the-art equipment including the Bod Pod and Body Gem. Expert staff provide a personalized exercise program, one-on-one nutrition consultation, mind-body skills coaching as well as weekly seminars on nutrition, exercise and behavior modification.

AFTER CARE PROGRAM (LIVEWELL FITNESS REHABILITATION)

The LiveWell Staff provides individuals who require clinical rehabilitation or who experience uncomplicated chronic symptoms with specialized one-to-one guidance. The LiveWell staff works in collaboration with one's personal physician to provide a custom program and a safe environment for recovery. The staff strive to lead individuals to a greater level of physical (and mental) well-being, allowing individuals to work independently in the home or health club.

FITNESS IN THE COMMUNITY

Several partnerships ensure that the merits of physical fitness and nutrition are provided to individuals in the community. First, in collaboration with the Minneapolis Park and Recreation Department, the Healthy Chef Program provides nutritional insights and cooking instruction to low income children and their families. Second, the center provides the Minnesota Vikings professional football team with body composition assessments from its own Bod Pod. This data is used to create an individual player's training plan and identify a dietary plan for peak performance. Third, in collaboration with the Sister Kenny Rehabilitation Institute, the LiveWell Fitness Center offers a specially designed version of its Take Action Weight Management program for individuals with spinal cord injuries.



Education

System transformation requires system-wide education.

The Institute's educational efforts include skills development for patients and the advanced training of staff nurses, nursing students and complementary practitioner students in integrative therapies including aromatherapy, massage and self-care. The Institute's educational efforts extend beyond training to include development of content, curriculum and best practices for local and national health professional development.

TRANSFORMATIVE NURSE TRAINING PROGRAM

Transformation of staff and professional practice begins with the nurses at the bedside. The Institute for Health and Healing provides nurses from Abbott Northwestern and other hospitals access to advanced training in holistic nursing philosophy, principles and theory. This unique 48-hour curriculum over six weeks was developed and is taught by the Institute's advanced practice nurses. Through this course, staff nurses can obtain board certification in holistic nursing.

Topics covered include healing and belief systems, human energy systems and, most importantly, self-care. The course provides nurses with practical self-care and bedside skills in massage, guided imagery, relaxation response activation and aromatherapy.

The course is followed by a year-long mentorship program with the Institute's integrative care professionals. The guidance of these mentors reinforces learning, fosters insight on opportunities to enhance care, and supports further development of self-care practices.

In 2006 and 2007, more than 60 Abbott Northwestern Hospital nurses graduated from this program.

INTERN PROGRAM

The Institute's inpatient care program requires uniquely trained health professionals. In order to develop the next generation of practitioners, the Institute developed a 16-week internship in inpatient oriental medicine and therapeutic massage for students from Northwestern Health Sciences University in Bloomington, Minn. This clinical rotation provides a rare opportunity for students to develop the skills necessary to care for hospitalized patients using integrative medicine techniques. Students must apply for this opportunity and go through an interview process. Graduates of this internship are much better equipped to understand the complexities of severe illness and the urgent nature of the inpatient team care.

PROFESSIONAL EDUCATION

The Institute actively promotes advanced professional education in integrative medicine. For example, in 2007, the Institute hosted national leaders and nearly 200 local health professionals for a two-day conference entitled, "Harmonizing World Medicine in the 21st Century: Traditional Chinese and Western Medicine." In 2008, this outreach will expand to additional physician groups with the arrival of the medical director Gregory A. Plotnikoff, MD, MTS.



Research

Since late 2007, the Institute has been capable of conducting world-class, innovative research in integrative medicine. Key developments include the arrival from Harvard Medical School of Jeffery A. Dusek, PhD as the director of Research, the development of an Integrative Medicine Physiology Laboratory, and the implementation of Allina's Excellian electronic medical record.

The Institute's research partners on the Abbott Northwestern campus include the Minneapolis Heart Institute, the Virginia Piper Cancer Institute, the Sister Kenny Rehabilitation Institute, the Emergency Department, WomenCare and the Spine Institute. The Institute maintains a close relationship with mental health services at Allina's United Hospital in St. Paul, Harvard University's Benson-Henry Mind-Body Institute in Boston, and Keio University's International Kamפו Research and Education Center in Tokyo, Japan.

With these elements in place, Abbott Northwestern Hospital is now poised to realize several pragmatic and important new benefits. Thus, the Institute for Health and Healing's research program will:

- identify important clinical conditions in which integrative medicine interventions promise to enhance care safely
- evaluate clinical efficacy of integrative interventions based on sound scientific and biologic principles
- assess the clinical and cost effectiveness of integrative therapies in inpatient and outpatient environments.

From this foundational work, the Institute for Health and Healing, Abbott Northwestern Hospital and Allina will partner with insurance companies, governmental agencies and others to develop and conduct the definitive studies required for system-wide recognition of integrative medicine's contributions to health and healing.

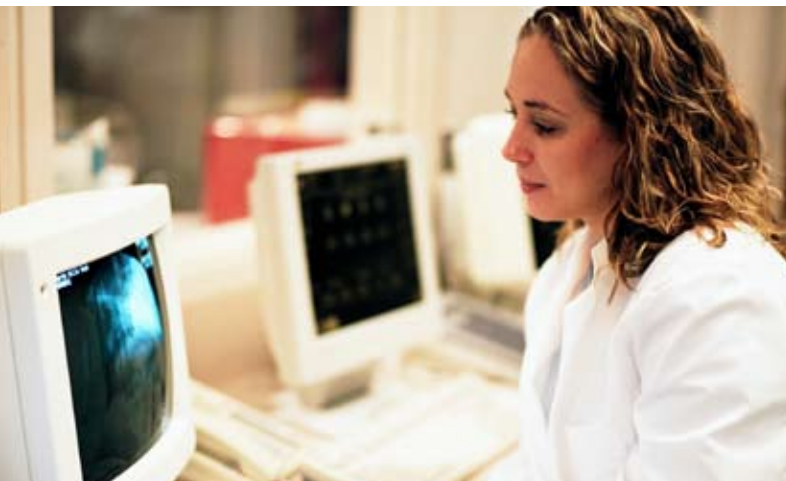
INTEGRATIVE MEDICINE PHYSIOLOGY LABORATORY

Unique in Minnesota, this new laboratory will seek to identify the mechanisms of action underlying various integrative therapies provided in inpatient and outpatient facilities. The Laboratory includes the latest instruments available to measure:

- exhaled nitric oxide
- endothelial function
- skin conductance
- heart rate and heart rate variability
- respiration rate
- systolic and diastolic blood pressure.

NEW INITIATIVES

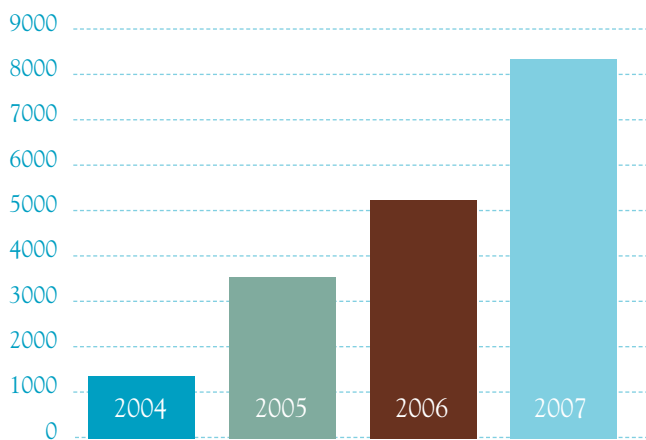
In 2008, this laboratory will begin to conduct ongoing research in employees and various patient populations throughout the hospital. In a National Institutes of Health-funded, randomized, controlled trial, Dusek will evaluate the effects of a relaxation response intervention for reducing high blood pressure in individuals over 65 years of age and examine the physiologic changes that account for blood pressure changes.





Quality and Outcome Measures

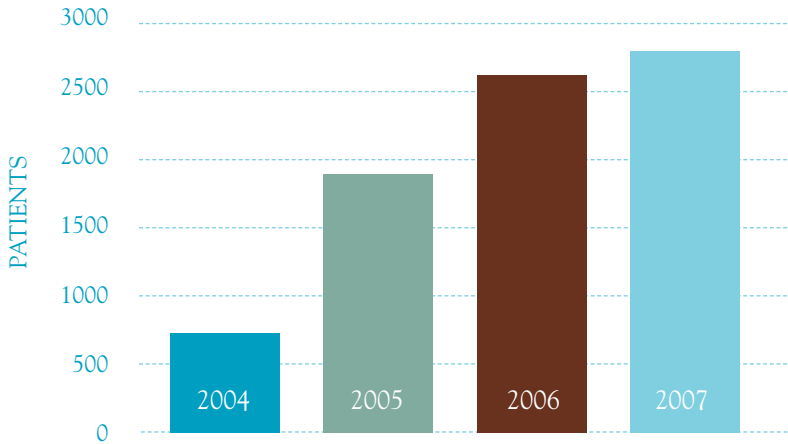
Outpatient Visits



OUTPATIENT VISITS BY YEAR

From July 1, 2004 to Dec. 31, 2007, more than 18,000 patient visits were conducted at the Outpatient Clinic.

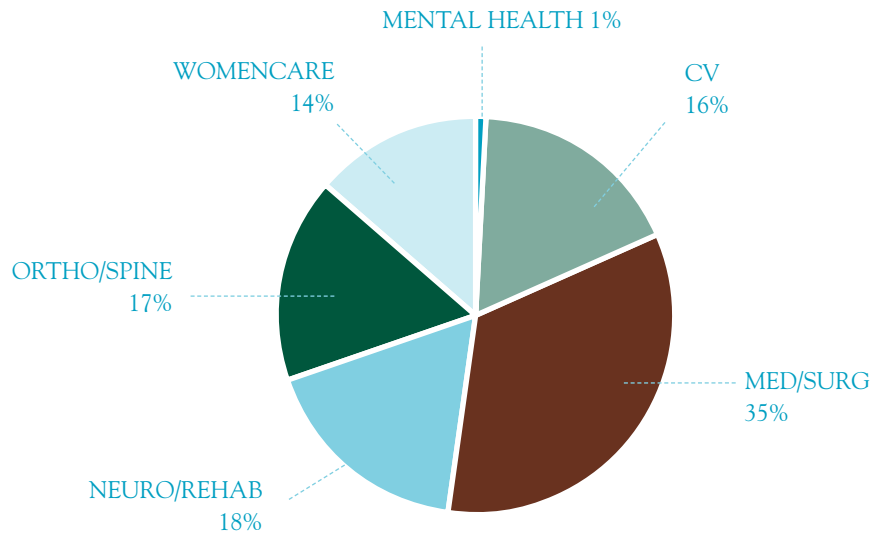
Inpatient Visits



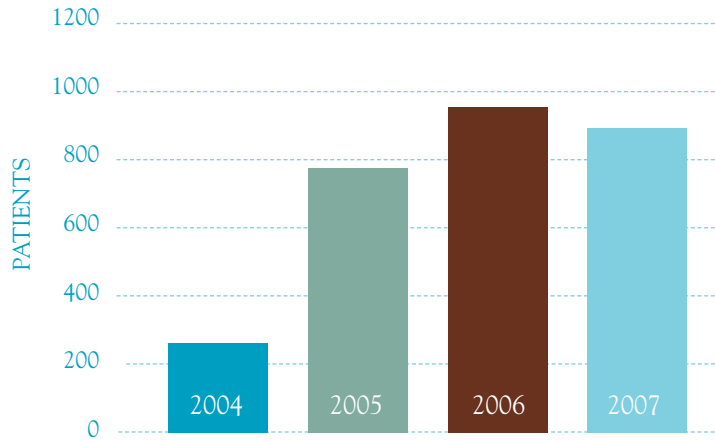
From July 1, 2004 to Dec. 31, 2007, more than 9,800 patients received integrative medicine services at Abbott Northwestern Hospital.

Inpatient Centers of Excellence Served

These services are provided across the entire hospital.



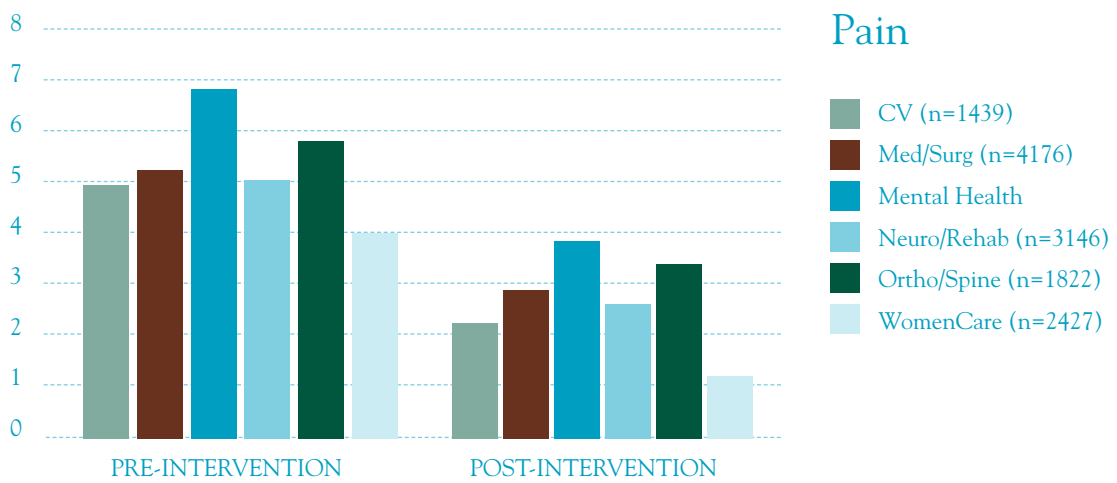
Oncology Inpatients Seen by Year



Inpatient Pain Outcomes

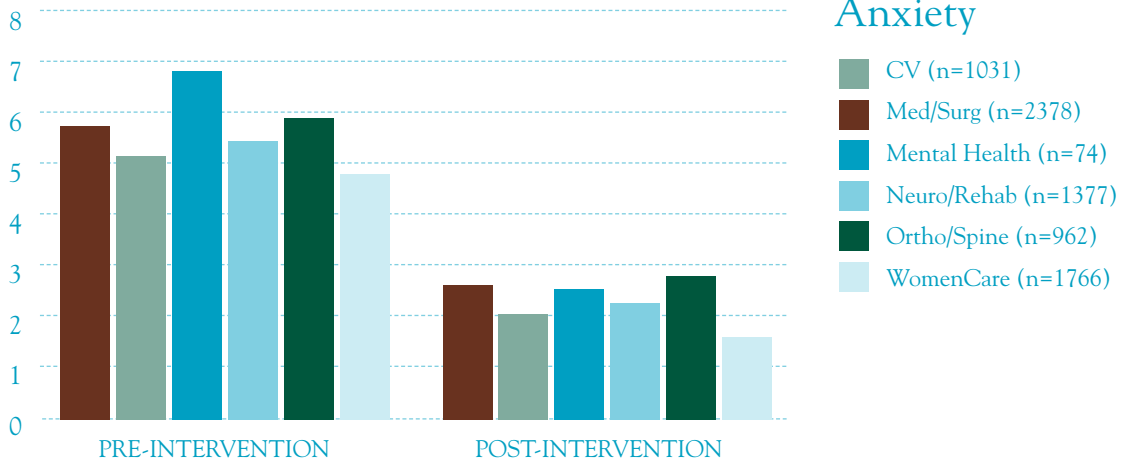
Institute for Health and Healing practitioners ask the patient to rate his or her pain and anxiety on a 0-10 scale before and immediately after receiving the integrative medicine services.

For each of the Centers of Excellence, there is a significant difference in the average pre-intervention pain score versus average post-intervention pain score ($P < .0001$).



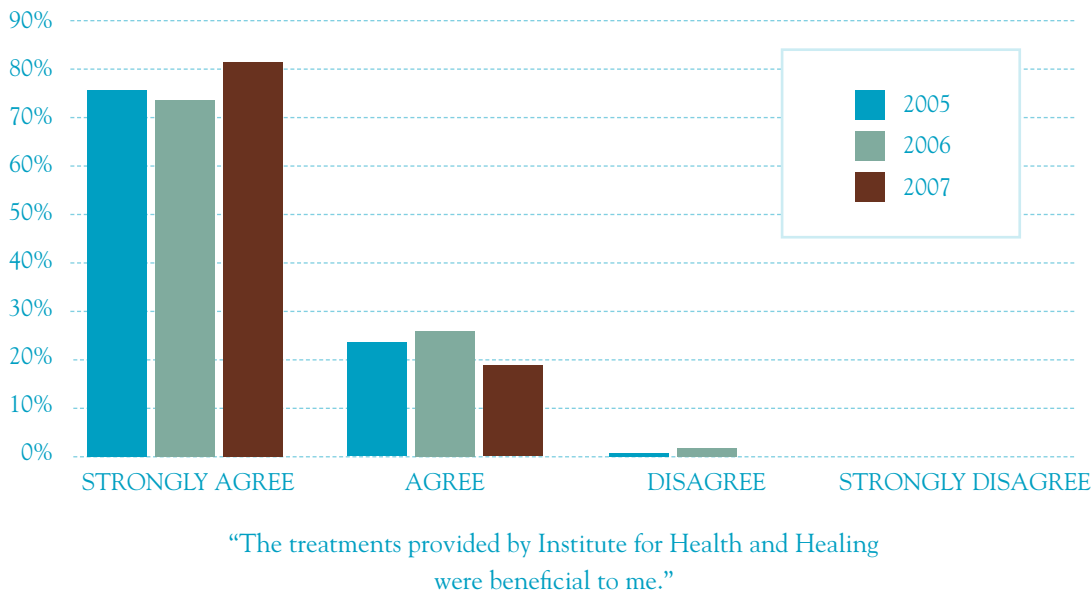
Inpatient Anxiety Outcomes

For each of the Centers of Excellence, there is a significant difference in the average pre-intervention anxiety score versus average post-intervention anxiety score ($P < .0001$).

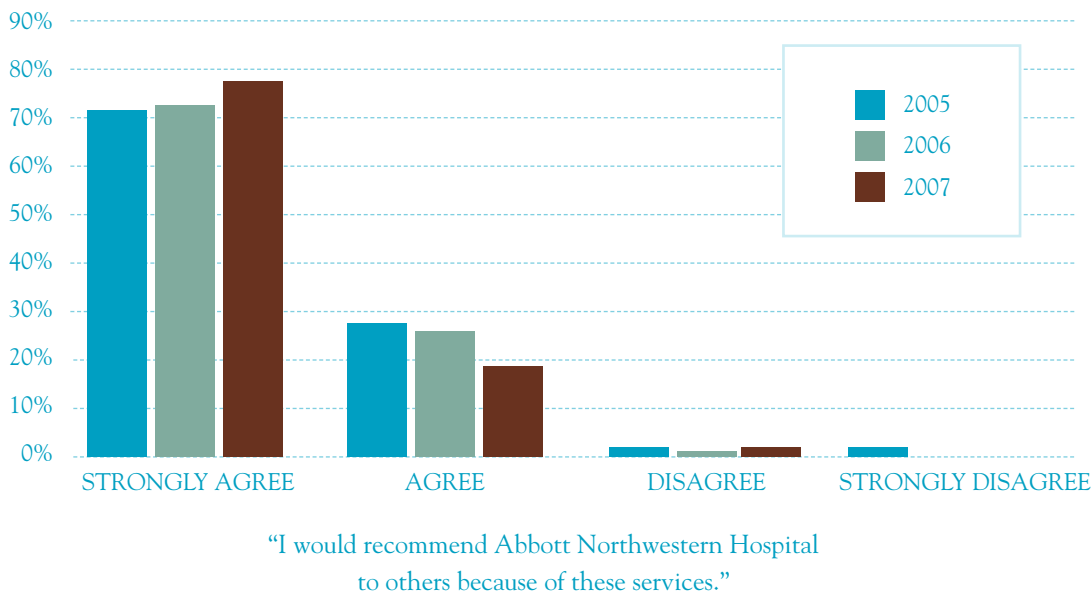


Inpatient Satisfaction Survey

From July 1, 2004 through Dec. 31, 2007, 1,056 inpatients responded to the statement, “The treatments provided by Institute for Health and Healing were beneficial to me.”



In addition, these inpatients responded to the statement, “I would recommend Abbott Northwestern Hospital to others because of these services.”





Innovations

Since its inception, the Institute for Health and Healing has:

IMPLEMENTED the nation's largest inpatient integrative medicine consultation service

TRANSFORMED chronic depression/anxiety care with development of outpatient Resilience Training

ESTABLISHED an American Heart Association award-winning fitness center

DEVELOPED an advanced nursing education curriculum and mentorship program that leads to board certification in holistic nursing

CREATED unique clinical rotations that develop inpatient skills for oriental medicine and therapeutic massage students.

Publications and Chapters, 2005-2007

2005

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Plotnikoff GA. "Munication": Making the point but missing the patient. *Minnesota Medicine*, 2006;89(12):40-3.

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Zaki J, Vilarroya O, Carmona S, Gisbert J, Benson H, **Dusek JA***, Lazar SW*. Network of Brain Regions is Activated During Meditation That Elicits the Relaxation Response. Program No. 778.1. Neuroscience Meeting Planner. Atlanta, GA: Society for Neuroscience, 2006. Online. (* Denotes equal senior authorship).

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Staff Listing

Lori Knutson, RN, BSN, HN-BC,
executive director

Gregory A. Plotnikoff, MD, MTS, FACP,
medical director

Jeffery A. Dusek, PhD,
research director

Inpatient

Patricia Vitale, LICSW
manager

Susan Arnold, RN, BA, CHTP
integrative medicine nurse clinician

Tony Balluff, ARCB
certified reflexologist

Jennifer Blair, LAc, MaOM.
board-certified acupuncturist

Jan Boettcher, RN, NCTMB
integrative medicine practitioner

Kimberly Donley, MT-BC, MS
board-certified music therapist

Wendy Farrar, BA, NCTMB
integrative medicine practitioner

Vicki Grossman, NCTMB, BS
integrative medicine practitioner

Christian M. Hanson, LAc, MaOM
board-certified acupuncturist

Kathryn Kerber, RN, HN-BC, CHTP
integrative medicine nurse clinician

Jayson King, RN, BS, NCTMB, ABT
integrative medicine nurse clinician

Mary Ellen Kinney, RN, BA, CHTP
integrative medicine nurse clinician

Zena Kocher, LAc, MaOM
board-certified acupuncturist

Mimi Lindell, RN, BSN, OCN,
HN-BC, CHTP
integrative medicine nurse clinician

Cynthia Miller, RN, LAc, Cert. ABT
board-certified acupuncturist

Jeremy E. Miller, LMT, NCTMB, BS
integrative medicine practitioner

Mollie O'Brien, MA, NCTMB, RPA
integrative medicine practitioner



Pauli Payne, BS, NCTMB
integrative medicine practitioner

Judy Riggs, LMT
integrative medicine practitioner

Debbie Smith, RN, BSN, HN-BC, CHTP
integrative medicine nurse clinician

Bobbee Bee Vang, L.Ac, MaOM, B.S.
board-certified acupuncturist

Jo Weiss, MA, NCTMB, CTC
integrative medicine practitioner

Pam Weiss, PhD, MPH, BSN, RN, L.Ac
board-certified acupuncturist

Outpatient

Phyllis Jaeger, RN
manager

Jennifer Blair, Lac, MaOM
board-certified acupuncturist

Gary Carlson, MD
integrative medicine physician

Nancy Cox, RN
healing coach, integrative medicine
nurse clinician

Kate Darkstar, NCTMB
integrative medicine practitioner

Robert Decker, RPh, L.Ac
board-certified acupuncturist

Carolyn Denton, MA, LN
nutritionist

Henry Emmons, MD
psychiatrist

John Falls, L.Ac, MaOM
board-certified acupuncturist

Megan Hatch, RYT
healing arts practitioner

Marcia Meredith RN, CNP
certified Ayurvedic practitioner

Jeremy E. Miller, LMT, NCTMB, BS
massage therapist

Peggy Miller, LAc, MaOM
board-certified acupuncturist

Mark L. Roa, MA, LPsych
licensed psychologist and certified
biofeedback therapist

Ann Stocker, LMT, NCtMB, BS
massage therapist

Bobbee Bee Vang, LAc, MaOM, BS
board-certified acupuncturist

LiveWell Fitness Center

Susan Masemer, MS
exercise physiologist, manager

Jo Ann Allen, BS Ed
receptionist and group fitness specialist

Rick Bjorke
receptionist

Patty DeClercq
exercise physiologist

Molly Ellefson, MS, NCC
mind/body coach

Lynda Enright, MS, RD, LD
dietitian

Gail Ericson, MS
physical therapist

Jennifer Halvorson, RD, LD
coordinator

Jeannie Paris, RD, LD
dietitian

Raquel Pereira, MS, RD, LD
dietitian

Research

Jeffery A. Dusek, PhD
research director

Victoria Wirtz, CCRC
research coordinator





About Abbott Northwestern Hospital

Abbott Northwestern Hospital is the largest not-for-profit hospital in the Twin Cities area, with 633 available beds and 65 bassinets. Each year, the hospital provides comprehensive health care for more than 200,000 patients and their families from the Twin Cities area and throughout the Upper Midwest. More than 5,000 employees, 1,600 physicians and 550 volunteers work as a team for the benefit of each patient served.

Abbott Northwestern Hospital is a part of Allina Hospitals & Clinics, a family of hospitals, clinics and care services in Minnesota and Western Wisconsin.

For 125 years, Abbott Northwestern has had a reputation for quality services. The hospital is well known for its centers of excellence:

- cardiovascular services in partnership with the Minneapolis Heart Institute®
- Mental Health Services
- medical/surgical services
- Neuroscience Institute
- Orthopaedic Institute
- physical rehabilitation through the Sister Kenny Rehabilitation Institute
- Spine Institute
- Virginia Piper Cancer Institute
- perinatology, obstetrics and gynecology through WomenCare

To Admit a Patient to Abbott Northwestern Hospital

PHYSICIAN-TO-PHYSICIAN PROGRAM

One number access to:

- telephone and telemedicine consultations
- hospital admissions and specialist appointments
- transportation to Abbott Northwestern Hospital and affiliated physician clinics
- the Hospitalist Program
- specialty services that might not be available in your community.

1-800-828-8900. Available 24 hours a day, seven days a week.

EMERGENCY DEPARTMENT-TO-EMERGENCY DEPARTMENT (ED TO ED)

For urgent consultation and transfer assistance call 612-863-4233. This program includes:

- E.D. to E.D. transfers
- E.D.-facilitated direct admissions
- E.D. physician triage and consultation

MINNEAPOLIS HEART INSTITUTE® AT ABBOTT NORTHWESTERN

For referring physicians, we offer:

- one of the largest cardiology outreach and mobile diagnostic programs in the US, with regular cardiology consultations in more than 30 communities across Minnesota and the Upper Midwest
- physician follow-up with primary care or referring physicians to help them ensure patients are receiving a continuum of quality care before, during and after their experience with the Minneapolis Heart Institute®.

To make an appointment at our Minneapolis location or to determine which Minneapolis Heart Institute® location is most convenient for your patient for a cardiology consultation or diagnosis, please call the Minneapolis Heart Institute® at 612-863-3900 or toll-free at 1-800-582-5175.

Abbott Northwestern and its Medical Staff are dedicated to providing outstanding care and service to patients and their families. We're proud of what we offer the community: exceptional physicians, nurses and support staff; a commitment to research, education and outcomes; a foundation of clinical partnerships that span the region; and a cultural enthusiasm for growth and improvement. Brought together in one institution, these factors create an energetic and sophisticated environment that inspires caregivers to collaborate in new ways for the benefit of patients.

Our passion for finding new and better approaches to care drives extensive research efforts in clinical areas across the hospital. This ensures that new treatment advances benefit patients as quickly as possible, supports a dynamic environment for medical and nursing education, and is the catalyst for our outcomes measurement program.

To learn more about
Abbott Northwestern Hospital,
visit www.abbottnorthwestern.com
or call 612-863-4000.

To contact the Institute for Health and Healing,
call 612-863-6122 or 613-863-3333.

IN APPRECIATION

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ABBOTT
NORTHWESTERN
HOSPITAL

Allina Hospitals & Clinics

Institute for Health and Healing

800 East 28th Street
Minneapolis, MN 55407-3799
612-863-3333
www.abbottnorthwestern.com