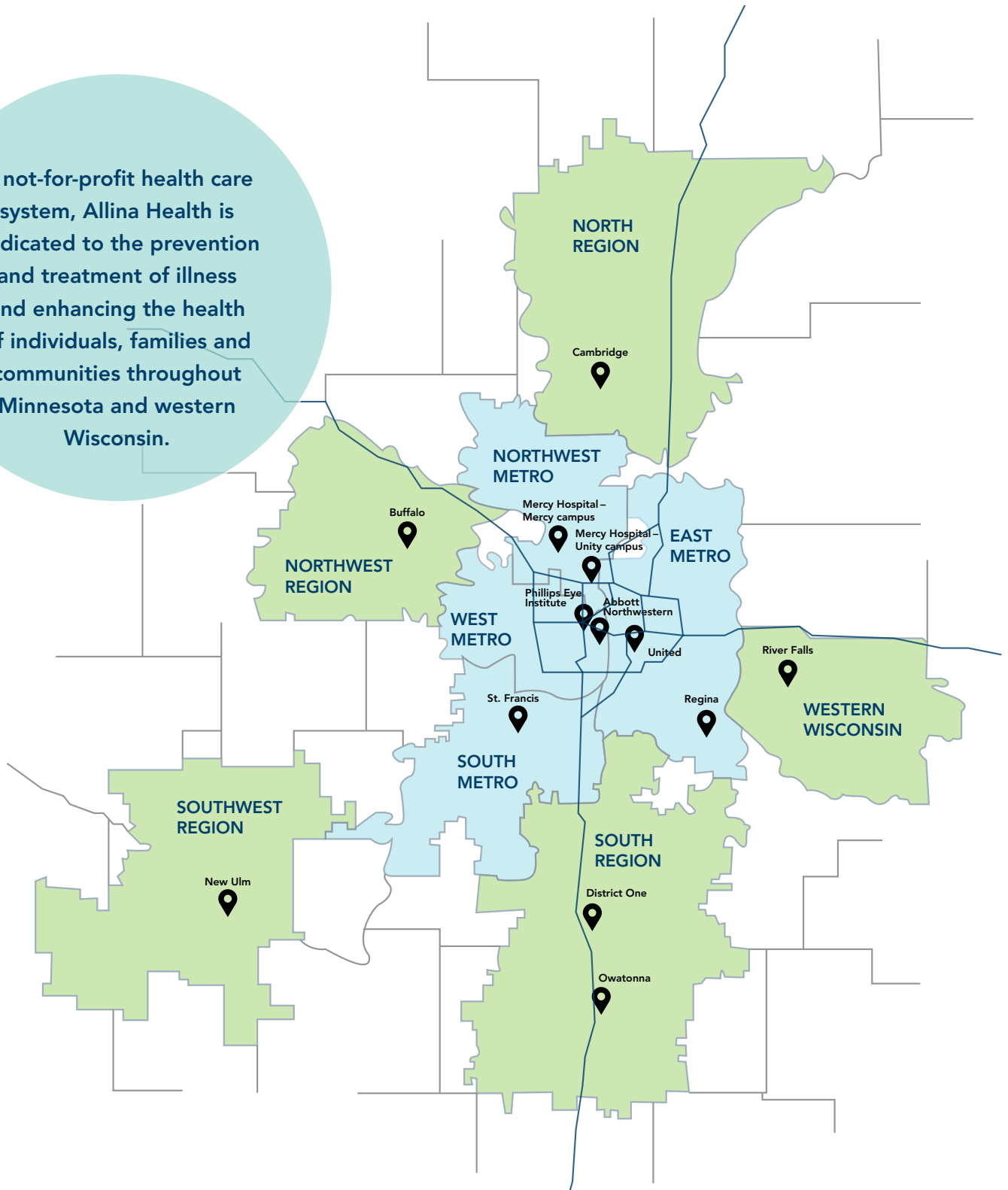




2018 Community Benefit and Engagement Report

# Investing in Communities to Improve Health

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.



# 2018 Community Benefit and Engagement Report

## **4** Introduction

## **6** BY THE NUMBERS

## **8** COLLABORATION

- 9 The Backyard Initiative
- 10 Spring Valley Community Food Pantry
- 11 The Heart of New Ulm Project

## **12** COMMUNITY WELLNESS

- 12 Baby Café
- 13 Change to Chill
- 15 Driven to Succeed: Healthy Living Project

## **16** RESPONDING TO LOCAL NEEDS

- 16 Isanti County Tobacco 21
- 17 Anoka County Gathering Place
- 18 Mindfulness Booster
- 19 Healthy Food Access in Wright County

## **20** EMPLOYEE VOLUNTEERISM

- 20 Mission Matters
- 21 Partnership with Free Bikes 4 Kidz

## **22** SUPPORTING THE WHOLE PERSON

- 22 Accountable Health Communities Model

## **24** FINANCIAL SUMMARY



## Dear friends,

At Allina Health, our goal is to care for all aspects of our patients' health and create a seamless connection between mind, body, spirit and community needs. Essentially, we want to care for the whole person.

Allina Health is uniquely able to achieve the seamless integration that makes Whole Person Care possible. By redefining primary care as inclusive of mental health and providing amazing complex care services like heart transplants and serious cancer care, we make care available when, where and how our customers want it. We take a comprehensive view of how social and community supports are essential to good health and embed them into our care.

Additionally, our commitment and service to the communities we serve goes beyond our 90+ clinics and 12 hospitals. In 2018, Allina Health provided \$187 million in Community Benefit through a variety of programs, partnerships and investments. More than 65,000 people were served through our community wellness programs. We listened to what matters most to people in our communities related to health and worked together to create solutions unique to each community, but meaningful for all.

We continue to encourage our employees to give back to the community in ways that have personal meaning. In fact, 3,847 employees gave a total of 135,404 hours of volunteer time to organizations in the communities where they live, work and play. Plus, 112 employees volunteered in one of 25 countries through a Global Fund-supported trip.

With the power of employees who go above and beyond in their daily work, I know we will continue to improve health in meaningful ways and deliver personalized and connected care.

To learn more about our community involvement, please visit [allinahealth.org/community](http://allinahealth.org/community).

In good health,

A handwritten signature in blue ink that reads "Penny Wheeler". The signature is fluid and cursive.

Penny Wheeler, MD,  
President and Chief Executive Officer







# In 2018:

## ..... CMS Accountable Health Communities Model .....



**75 clinics and 3 hospitals** screened **76,872** patients for social needs such as housing and food instability.



**25 percent** of screened patients identified at least one need.

Almost **400 patients** identifying needs received case management through an Allina Health navigator.

## ..... Responding to Local Needs .....



**\$385,000** in financial support provided to **8 organizations** that provide medical and mental health services to the uninsured and under-insured.

**Neighborhood Health Connection** funded **71** local organizations to support **3,467** adults in building social connections through health eating and physical activity.





## Community Wellness

**513**  
**professionals**  
trained on how to help  
teens stress less.



More than **65,000**  
**people** were served  
through our community  
wellness programs.



**10 students**  
improved mental well-being  
in their communities as  
Change to Chill student interns.



Almost **42,000** people  
accessed youth wellness tools  
through the Health Powered  
Kids or Change to  
Chill websites.



## Employee Volunteerism

**3,847**  
**employees**  
logged **135,404**  
volunteer hours.



**112** employees  
volunteered in one of  
**25** countries through a  
Global Fund-supported trip.



**\$311,000**  
donated to organizations  
Allina Health employees  
care about through  
Dollars for Doers.



In collaboration with Free Bikes 4  
Kidz, over **800** employees  
volunteered more than **2,250**  
hours to collect, repair and give  
away bikes to children who  
could not otherwise  
afford one.





## COLLABORATION

*Partnerships and collaboration are at the heart of our work to improve community health. By working together with organizations and communities, we listen to and learn from lived-experiences of those in our communities, understand their beliefs and concerns, and co-create solutions that are meaningful for everyone.*





## The Backyard Initiative

This year marked the end of a successful 10-year partnership between the residents of seven south Minneapolis neighborhoods and Allina Health. The Backyard Initiative (BYI), facilitated by the community-based non-profit The Cultural Wellness Center, went beyond medical care to help residents draw upon their own knowledge, skills and cultural values to improve their own health.

**The BYI increased the community's health by significantly increasing four health indicators:**

- Social Support
- Social Cohesion
- Health Education
- Health Empowerment

**Community residents formed and operated 12 different Community Health Action Teams (CHATs) over the 10 years of the Backyard Initiative.**

- CHATs provided up to 35 unique activities per month
- Up to 6,000 people participated and 25,000 connections were made each year by the CHATs

The learnings from the BYI will inform the ongoing work of the Cultural Wellness Center as they launch the Backyard Community Health Hub. Learn more at [allinahealth.org/backyard](http://allinahealth.org/backyard).





*“No one wants to have to use the food pantry. But it is there for those who need it. We want their experience to be as dignified as possible.”*

*- Katie Bartko  
FoodWise Coordinator  
UW Extension*

## Spring Valley Community Food Pantry

Through a charitable contribution, River Falls Area Hospital helped fund Spring Valley Community Food Pantry’s redesign in creating a more welcoming space. The new layout allows participants to be able to push a cart down the aisles, making it feel more like of a grocery store. The redesign also places the healthier options front and center.

The Spring Valley Community Food Pantry gave out over 45,000 pounds of food in 519 visits in 2018. Making sure the food offered at the pantry is healthy becomes

even more important when you consider that 2 in 3 low-income Wisconsinites are overweight or obese and 1 in 10 has been diagnosed with diabetes. The pantry is adopting a healthy food policy to ensure the foods available are nutritious and working with the organizations they source foods from to increase the availability of fruits, vegetables and healthy proteins.



## 10 Years of Hearts Beat Back®: The Heart of New Ulm Project

Hearts Beat Back®: The Heart of New Ulm Project (HONU) was started in 2009 with the aim of improving the health, well-being and quality of life of all New Ulm-area residents. When HONU first began, New Ulm did not have a focus on health throughout the entire community. Today, that has changed significantly.

Since the project started, the percentage of residents with blood pressure, LDL, triglycerides and total cholesterol at goal has increased.

Additionally, community partners have worked to create environments that support healthy lifestyle behaviors. For example:

- More worksites have wellness committees and HONU provides quarterly networking and educational opportunities for worksites.
- The City of New Ulm adopted a Complete Streets policy to make it easier and safer for residents and school children to walk and bike.
- New Ulm schools adopted a Safe Routes to School Plan and have been implementing it for the past four years.
- Access to healthy food choices has increased; 36 percent of New Ulm restaurants now offer healthier options. Various worksites, city and county buildings have adopted policies for healthier vending options, too.

HONU's success has been recognized across the country. Under the leadership of the Minneapolis Heart Institute Foundation,<sup>TM</sup> researchers documented HONU's outcomes and learnings in 38 different peer-reviewed journals and other publications. Project leaders also presented results both nationally and regionally at 52 conferences. In 2018, HONU received the Heart Healthy Stroke Free Award from The National Forum for Heart Disease & Stroke Prevention, adding to the project's previous honors from both the American Hospital Association and Minnesota Hospital Association.

Although HONU's 10-year research phase ended in 2018, leaders successfully transitioned it to a community-owned and driven initiative. Guided by a 12-member leadership team, HONU's work in the community continues via 10 different action teams that involve 70+ volunteers representing 28 different organizations.



## COMMUNITY WELLNESS

*In 2018, more than 65,000 people were reached through our community wellness programs. Mental well-being, healthy eating and active living are three key community health priorities that are factors in all dimensions of health. The following pages show examples of work being done to support these health needs.*

### Baby Café

In September 2018, Owatonna Hospital opened its Baby Café. Open every Thursday, Baby Café, is a free drop-in center where pregnant moms, new parents and newborns can gather to socialize, receive free individual counseling, or just speak to a health professional about breastfeeding or formula feeding.

The Owatonna Hospital Baby Café site is part of Baby Café USA, a non-profit organization supporting the development of licensed U.S. Baby Cafés. Baby Café is open to all community members looking for breastfeeding support.



## Change to Chill

Change to Chill (CTC) is a free mental well-being program offered by Allina Health. It aims to help teens identify what stress is, what causes it and, most importantly, how to manage it.

In 2018, Change to Chill launched the Change to Chill School Partnership (CTCSP) with the goal of promoting and supporting a culture of mental well-being in local high schools. During the 2018-2019 school year Allina Health partnered with nine high schools through CTCSP, reaching more than 10,000 students. Components of CTCSP include staff training on CTC, focus groups with students, peer mentoring, CTC messaging for parents, a paid student internship and funding for a “Chill Zone” – a designated space for students and staff to practice self-care.

CTCSP interns from Hopkins High School started and led a Change to Chill Club. Participants used CTC activities, participated in CTC meditations and engaged in discussions with their peers on how to manage their stress in healthy ways.

For more information visit [www.changetochill.org](http://www.changetochill.org)

*“The [CTC] summer internship afforded an opportunity for students to not just gain skills and experience themselves around mental well-being, but to champion the work across our school district and larger community”*

*– Holly Magdanz,  
Hopkins High School  
CTCSP staff liaison*







## Driven to Succeed: Healthy Living Project

In 2018, Allina Health funded “Driven to Succeed: Healthy Living Project”, a pilot program between the YWCA St. Paul and Career Pathways Commercial Driver’s License (CDL) Training Program.

The demands of trucking industry jobs contribute to serious health issues. Working with U of M’s Extension, Expanded Food Nutrition Education Program, CDL participants learn how to combat the health disparities they face. While enjoying a healthy lunch together, they learn about the importance of good nutrition, healthy eating on a budget, food prep on-the-go and healthy choices when fast food is the only option. Using the YWCA health and fitness center, participants also learn how to increase physical activity including exercises that can be done on-the-road.

*“You would never think a CDL program would have a health component, but it makes a lot of sense. With this type of work, you can quickly become unhealthy.”*

*- CDL participant*



*To address this complex issue through policy, Cambridge Medical Center collaborated with the Isanti County Substance Abuse Prevention and Recovery Coalition to help Isanti County become the 4th County in MN to become Tobacco 21.*

## RESPONDING TO LOCAL NEEDS

*An important part of Community Benefit and Engagement is understanding the needs and resources unique to each of our communities. Through this knowledge, we are able to focus on what matters most to people in each community and develop localized efforts to support those needs.*

### Isanti County Tobacco 21

According to the 2016 Minnesota Student Survey, Isanti county youth are much more likely than other Minnesota youth to have used tobacco or nicotine in the past month.

Through a partnership between Cambridge Intermediate School and Cambridge Medical Center (CMC), fifth-grade students took part in an interactive curriculum, Tar Wars, focused on the dangers of smoking. Students are taught about the power of advertising and the need for tobacco companies to design ads that attract a wide variety of people. Similar curriculums have been implemented with middle and high schoolers.

More than 100 parents and community members attended “Let’s Smoke Out the Truth About E-Cigs” forums designed to educate about the dangers of E-cigarettes.

To address this complex issue through policy, CMC collaborated with the Isanti County Substance Abuse Prevention and Recovery Coalition to help Isanti County become the 4th County in MN to become Tobacco 21.

## Anoka County Gathering Place

There are limited resources for family caregivers in Anoka County. The Gathering is a partnership between Allina Health Community Benefit & Engagement, Mercy Hospital's Faith Community Nurse Program, Anoka County Family Caregiver Connection and area churches.

The Gathering offers five hours of respite to caregivers by providing a safe and enjoyable environment to socialize for seniors living with long-term illness. Participants enjoy fellowship, lunch, light exercise and activities while caregivers are offered support groups, education and time away from caregiving. In 2018, the program served approximately 50 senior caregivers in five faith communities. In response to increased interest in the program, a new site was opened in September.



Caregiver feedback:

*“Having these respite breaks a couple of times a month gives me energy to continue to do the everyday tasks of caring.”*

*“It gives my mother different stimulation and company to be around. It gives me time to do errands or have personal time.”*





## Mindfulness Booster

One in four people will experience a mental health condition at some point in his or her life. To support mental and physical wellness in the community, St. Francis Regional Hospital invited employees and community members to learn and practice mind-body meditation and stress-reduction techniques. Hosted on the hospital campus, The Mindfulness Booster included a short walk/run, a guided outdoor yoga practice and a 20-minute meditation.

Attendees received a free yoga mat, and all proceeds were donated to the hospital's tele-psychiatry program, featuring 24/7 access to mental health resources.

*"The meditation was an extra-special treat for me! Listening to Gwen's voice & allowing myself to transcend was so refreshing. All of it together worked perfectly for what I needed after a 10-hour shift of work."*

*- Allina Health employee*



## Healthy Food Access in Wright County

Since 2015, Buffalo Hospital has supported healthy food access through access initiatives and employee volunteerism. In 2018, the Allina Health Bucks program served 294 families with \$2,940 worth of produce purchased! The ‘bucks’ are used just like cash, and are given by Allina Health doctors, care managers and public health nurses to patients who are food insecure.

Buffalo employees have also volunteered more than 375 hours with the Food Group’s Fare For All program in Wright County—which has grown to be the largest in the state. Fare for All is a community program offering fresh produce and frozen meat packs at 40 percent off retail prices, or \$10 and \$25, respectively.

These community-driven programs and initiatives are making a difference. Survey data from 2015 to 2018 demonstrated significant increase in the consumption of fruits and vegetables, decrease in high blood pressure and cholesterol, no increase in BMI and 14 percent increase in food security among all respondents.



fare for all  
*a program of the food group*



## EMPLOYEE VOLUNTEERISM

*At Allina Health, we value our employees and understand the critical role they play in the lives of the patients they serve. Beyond their commitment to caring for patients within our hospitals and clinic walls, Allina Health employees have a strong connection to and are deeply involved in their communities. We are proud to support our employees in being active in their communities in ways that have personal meaning.*

### Mission Matters

In 2018, Allina Health employees volunteered more than 135,000 hours at nonprofit organizations. Allina Health proudly supports employees' service through the Dollars for Doers program by making a charitable contribution to the not-for-profit

organization of the employee's choice for each 20 hours of service, up to three per a calendar year. In 2018, \$311,000 was donated to not-for-profit organizations through this program.



*“If it wasn’t for Free Bikes 4 Kidz we would have to find some way to come up with money to buy bikes. These bikes have helped our family because it gives the kids more exercise.”*

*- bike recipient parent*

## Partnership with Free Bikes 4 Kidz

For the eighth year in the row, Allina Health partnered with Free Bikes 4 Kidz to help kids live a healthy, active life. Biking is a great way for children and their families and friends to be active, but many kids in our communities don’t have access to bikes. In 2018 more than 300 employee volunteers collected more than 6,000 bikes from employees and community members.

In the spring, Allina Health employees and community volunteers fit bikes to kids who could not otherwise afford one. These kids were also provided with new helmets donated by Allina Health and instruction on how to ride safely.



## SUPPORTING THE WHOLE PERSON

*At Allina Health, providing exceptional medical care is just one aspect of improving health. We believe that understanding our patients and the whole context of their lives is key to delivering excellent care and improving health. We are exploring new ways of providing care to our patients, which take into account the environment in which our patients live and non-medical barriers to health.*

### Accountable Health Communities (AHC) Model

In May 2017, Allina Health was awarded an Accountable Health Communities (AHC) cooperative agreement with the Centers for Medicare & Medicaid Services. Through the AHC model, care teams in 78 Allina Health sites screen patients with Medicare and/or Medicaid insurance for five health-related social needs:

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

If a patient identifies a need, the care team provides a list of community resources tailored to the patient's unique needs. In addition, some high-risk patients receive care team assistance navigating to community resources.

### Results

In 2018, more than 76,000 Allina Health patients completed an AHC screening. Twenty-five percent of patients screened identified at least one need, with the most frequently identified need being food access (57 percent) followed by housing instability (44 percent).

The Accountable Health Communities model supports Allina Health care team members in caring for their patients. One staff member recently shared this interaction:

*"A young female patient was having a hard time getting to her medical appointments. With the help of the NowPow [community resource database] system, I was able to refer her to Cars for Neighbors and helped her find the best public transportation options to get her to appointments. I was also able to find her a new food pantry, since the one her family had used previously closed down. This patient is just one of many who have benefited from this project and also expressed gratitude and excitement about this work."*

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# FINANCIAL SUMMARY

## Allina Health Community Benefit in 2018

|  |          |
|--|----------|
| Charity Care & Means Tested Government Programs        | \$145.4M |
| Costs of Providing Charity Care (Financial Assistance) | \$20.7M  |
| Costs in Excess of Medicaid Payments                   | \$45M    |
| Medicaid Surcharge                                     | \$26M    |
| MinnesotaCare tax                                      | \$53.7M  |
| Community Health Improvement Services                  | \$8.5M   |
| Subsidized Health Services                             | \$4.9M   |
| Health Professions Education                           | \$15.7M  |
| Research   | \$2.8M   |
| Partnerships and Other Community Benefit Cost          | \$9.7M   |
| Cash and In-Kind Contributions                         | \$5.7M   |
| Other Community Benefit Cost                           | \$4M     |

Allina Health Community Benefit  
2018 Total **\$187 MILLION**





Zabrina

Zamzam

BIKES 4 KIDS









