



2017 COMMUNITY BENEFIT AND ENGAGEMENT REPORT

Investing in communities to improve health

Allina Health 



2017 COMMUNITY BENEFIT AND ENGAGEMENT REPORT

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DEAR FRIENDS,

At Allina Health, we believe exceptional care should honor the mind, body, spirit and community — the whole person. Understanding you and the whole context of your life is the key to helping you do more, feel stronger and live better than you ever thought possible. That's why our commitment and service to the communities we serve goes beyond our 90+ clinics and 12 hospitals.

In 2017, Allina Health provided \$182.8 million in Community Benefit through a variety of programs, partnerships and investments (pages 44 and 45). Our programs improve access to healthy food and activity (pages 40 and 41) and increase social connections (pages 42 and 43) and support for mental well-being (pages 36 and 37). Additionally, our employees continue to give back to the community in ways that have personal meaning (pages 4 and 5).

We have state of the art technology, outstanding facilities and some of the most skilled caregivers you'll find anywhere. But in all my years with this organization, it's always been clear that none of those things matter without one essential quality – a team of committed people working together every day to help one another provide the best possible care to those we are fortunate to serve.

The power of relationships designed to promote health and enhance well-being never waivers. Together, we will continue to make great strides to find meaningful ways to improve health.

To learn more about our community involvement, please visit allinahealth.org/community.

In good health,

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

Penny Wheeler, MD
President and Chief Executive Officer



“

Understanding you and the whole context of your life is the key to helping you ***do more, feel stronger and live better*** than you ever thought possible.”

– PENNY WHEELER, MD
PRESIDENT AND CHIEF EXECUTIVE OFFICER

COMMUNITY & EMPLOYEE ENGAGEMENT

MISSION MATTERS: EMPLOYEE VOLUNTEERISM

In 2017, Allina Health employees volunteered 141,247 hours to organizations and causes they love. Through the Dollars for Doers program, Allina Health proudly supports employees' service in communities by making charitable contributions to the not-for-profit organization of the employee's choice for each 20 hours of service an employee volunteers, up to three per calendar year. In 2017, \$287,200 was donated through the Dollars for Doers program to more than 1,429 not-for-profit organizations.

At Allina Health, we value our employees and understand the critical role they play in the lives of the patients they serve. Outside the walls of Allina Health facilities, employees continue to give back to the community in ways that have personal meaning.

more than
\$287k
donated

141k
volunteer
hours



Mission Matters is a *wonderful* program that supports me in *giving to the organizations I care about.*”

– EMPLOYEE VOLUNTEER





GLOBAL FUND

The Global Fund program supports Allina Health employees and affiliated physicians as they share their dedication to the Allina Health mission through volunteerism in communities throughout the world. In 2017, the Global Fund supported 119 employees on trips to 19 countries.

Cancer nurse coordinator, Jody Mattson, shared her recent experience from a volunteer trip to Jamaica:

"I recently took part in a week-long trip with 32 other volunteers from Minnesota. While in Jamaica, we spent a day at an orphanage and took the residents to church. They loved attending church and I enjoyed the upbeat music. We also spent three days working in clinics along with two family practice physicians, three RNs and support staff. We saw 60-75 people a day and commonly diagnosed high blood pressure, high blood sugar and heartburn. Even though the patients waited in line, outside and in the hot sun, they did not complain. Instead, they were grateful for the free office visit and free medicine. I was grateful to be able to help them and also learn more about their culture and lifestyles. I was also very grateful for Allina Health's Global Fund program which assisted financially with this volunteer trip – and for my coworkers who covered my work while I was gone!"



over
119
employees
supported



I was grateful to be able to help [people] and also ***learn more about their culture and lifestyles.***

– JODY MATTSON
CANCER NURSE COORDINATOR



GIVE A BIKE. CHANGE A LIFE.

As a health care system, we recognize good health habits start early. This is why for the seventh year in a row, we partnered with Free Bikes 4 Kidz (FB4K), a not-for-profit organization geared toward helping all kids ride into a happier, healthier childhood by providing bikes to those who could otherwise not afford one.



7,315
bikes
collected

With the help of 800 volunteers, a total of 7,315 bikes were collected from employees and members of the community during the Allina Health bike collection events in the fall.

Twenty-five of those bikes were adaptive bikes collected by Courage Kenny Rehabilitation Institute. The design of these bikes enhance mobility and make riding more enjoyable and accessible for riders with special needs.

During our spring giveaway events, Allina Health employees and community volunteers fit kids with bikes and new helmets donated by Allina Health and distributed safety information.

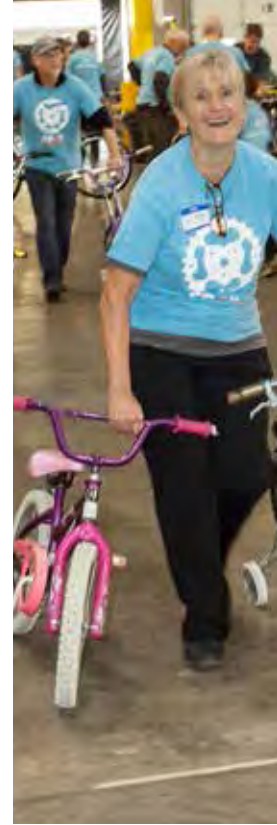
"This year's events were fantastic – going above and beyond our expectations," said Ellie Zuehlke, director of Community Benefit and Engagement. "I am amazed at the generosity of our Allina Health volunteers who collectively give thousands of hours of their time so kids in our communities can share in the joy and good health that comes from having a bike of their own."

“

I am amazed at the *generosity*
of our *volunteers.*”

– ELLIE ZUEHLKE

DIRECTOR OF COMMUNITY BENEFIT AND ENGAGEMENT





PARTNERING WITH LOCAL COMMUNITIES

Our service to the community goes far beyond expert treatment of illness and injury. Through sustained community partnerships, we give back in many different, meaningful ways.







ABBOTT NORTHWESTERN HOSPITAL: GREENWAY GLOW BIKE RIDE

In an effort to protect and enhance the Midtown Greenway, Allina Health supports the work of The Midtown Greenway Coalition through a charitable contribution and sponsorship of the annual Greenway Glow bike ride. Access to healthy activities, such as biking or walking on the Greenway, is a health priority that the community highlighted in a recent Community Health Needs Assessment survey. Allina Health is proud to support such organizations and opportunities.

Oshki-ikwewag mino-bimaadizi is a young women's mentorship program started by the Minneapolis Police Department with support from Allina Health. The goal of this program is for police officers, community members and parents to join together to build a strong support network for young Native American girls to make healthy choices. In 2017, 10 high school girls from the nearby Little Earth of United Tribes attended the Greenway Glow as part of their participation in this mentorship program. Providing access and opportunities for physical activities in the neighborhoods of South Minneapolis is one way Allina Health works to improve the health of our communities.



Sponsor
Greenway Glow
bike ride

BUFFALO HOSPITAL: BOUNCE BACK

Bounce Back is a community-wide program in the Wright County area that promotes health through happiness. Since 2015, Buffalo Hospital has partnered with various community groups, businesses and individuals to support mental wellness through a variety of tools and events, including:

- Random Acts of Kindness (RAOK)
- Gratitude letters
- Three Good Things
- Self-care
- Social connections.

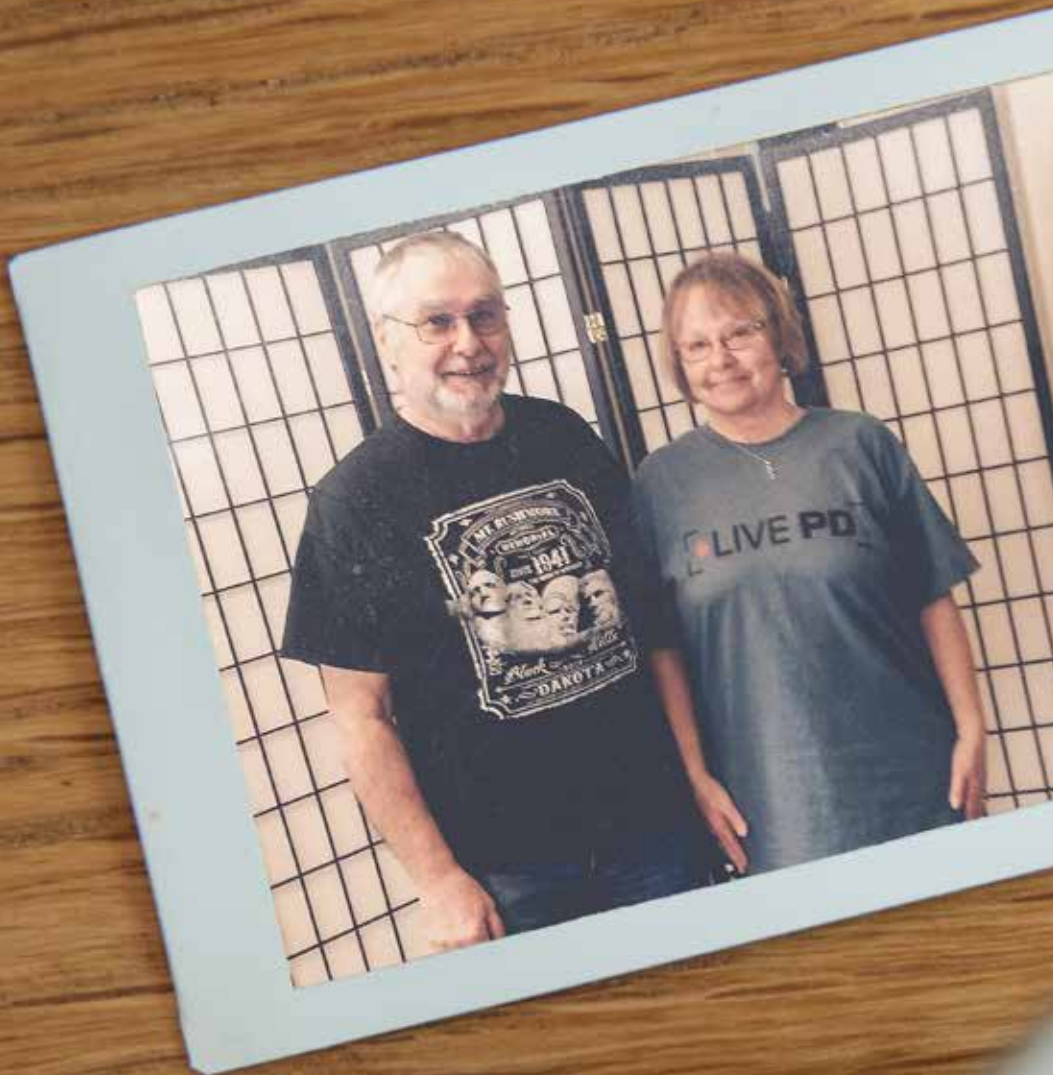
In December 2017, Bounce Back partnered with local law enforcement to help spread holiday cheer. The Buffalo Police Department was given several gratitude cards and \$50 bills. Their assignment was to hand these out to community members in need. Not only did they successfully complete their assignment, they also raised funds to do more for our community members.

“

Partnering with Bounce Back has allowed [police] officers the chance to ***show kindness and spread a message of hope.***”

— PATRICK BUDKE
CHIEF OF POLICE, BUFFALO P. D.





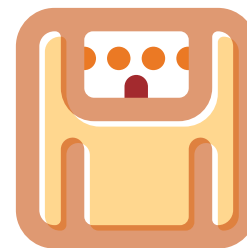
—— “ ——
This class has
changed our lives.”

— BETTY RANWEILER
CLASS PARTICIPANT

CAMBRIDGE MEDICAL CENTER: PREVENT TYPE 2 DIABETES PROGRAM

In September 2017, 26 participants enrolled in the 16-week Prevent Type 2 (T2) Diabetes Program at Cambridge Medical Center. Through coaching and support from each other, they saw tremendous success:

- A total of 223 pounds were lost
- Those who attended at least half of the 16 sessions lost an average of 11.5 pounds
- 48 percent of the participants achieved their goal of a five percent or greater weight loss
- Two participants lost 10 percent of their body weight
- One participant had a self-reported drop in A1C



223lbs
total lost

Husband and wife participants, Paul and Betty Ranweiler (pictured left), signed up together after Betty's doctor told her to get her blood sugar under control. Combined they lost a total of 60 pounds and gained healthy eating habits.

"This class isn't about a diet, but a real change in eating habits," says Paul. "We now buy more fruits and vegetables and stay away from processed foods."

"This class has changed our lives," says Betty. "We've learned a lot and will continue to practice what we've learned."

MERCY HOSPITAL: HEALTHY SCHOOL PARTNERSHIP



2,297
students
screened

In 2017, Anoka High School student, Scott, 16, took part in a health screening at school and had no idea the results would be life-altering. A high blood sugar reading ultimately led to a shocking diagnosis of Type I diabetes. Without participating in the screening through the Healthy School Partnership (HSP) program, Scott's diabetes may have gone unnoticed.

Since the inception of the program in 1995, HSP has conducted 216 events and screened almost 25,000 students. In 2017, 22 HSP events took place and 2,297 students had the following screenings:

- Blood pressure
- Non-fasting total cholesterol
- HDL
- non-HDL
- Glucose
- BMI (body mass index)









NEW ULM MEDICAL CENTER: BICYCLE FRIENDLY COMMUNITY

The League of American Bicyclists recognized New Ulm's efforts to make bicycling safe and convenient for residents and visitors throughout the community by designating New Ulm as a Bicycle Friendly Community at the Bronze level.

A Bicycle Friendly Community welcomes bicyclists by providing safe accommodations for bicycling and encouraging people to bike for transportation and recreation, which helps improve public health, reduce traffic congestion, improve air quality and improve quality of life. The Heart of New Ulm Project, The New Ulm Bike Club and the City of New Ulm all collaborated on the application.

"Providing access to healthy activities such as biking is a health priority identified by the community in a recent Community Health Needs Assessment survey," said Jen Maurer, wellness program specialist and community engagement coordinator.

"Residents of all ages can enjoy the safe biking accommodations while doing something good for their health."





OWATONNA AND DISTRICT ONE HOSPITALS: HONORING CHOICES ADVANCE CARE PLANNING

19
facilitators

125
people
assisted

In April 2017, the Honoring Choices Program for Faribault & Owatonna was launched to help individuals and families in both communities engage in the process of advance care planning and complete their health care directives.

In June, the program celebrated its kickoff with The Convenings in Medford. Hosted by Minnesota Public Radio host, Cathy Wurzer, this special event helped start the conversation in our communities about what it means to live and die well, and the importance of planning for future healthcare decisions for all adults.

Honoring Choices trained 19 Advance Care Planning Facilitators from Faribault and Owatonna to help individuals and families start a conversation or complete a health care directive about their preferences for care at the end of life. In 2017, our program assisted 125 people with advance care planning through classes and facilitations, and participated in 43 community outreach opportunities in Faribault and Owatonna.





REGINA HOSPITAL: MARKET CART

In 2017, Allina Health provided funding for Market Cart, a pilot program through Hastings Family Service that provided seniors with nutritious food choices (fruits and vegetables) to help them maintain their overall well-being.

Typically, a Hastings Family Service volunteer delivered the produce to the seniors. This removed transportation as a barrier to access to healthy food.

Since the program began, a total of 139 packages, or 1,300 pounds of fruits and vegetables, have been distributed to seniors in Hastings who are part of a low income eligibility program.

The seniors were so appreciative and thankful for the quality of produce," said Mary Kocak, food shelf director, Hastings Family Service. "They also appreciated it was brought to their building."

Participants in the program shared their thoughts:

"I enjoyed being able to get a bit extra produce since I like to cook "real" food. I'm on a very tight budget and getting some extra produce was a real help."

"I loved the idea and am grateful to be able to take part. What a wonderful service for low income households."

"I appreciated being offered this produce. Fresh veggies/fruit are expensive for the most part, and this truly helped out."



I'm on a very tight budget and getting some extra produce was ***a real help.***

– MARKET CART PARTICIPANT

RIVER FALLS AREA HOSPITAL: GROW TO SHARE

Through a charitable contribution, River Falls Area Hospital helped fund the 2017 Grow to Share program. Grow to Share is a 501c3 non-profit that provides nutritional assistance and hunger relief in collaboration with local organizations while fostering healthy lifestyles, increasing access to fresh sustainably-grown produce, and offering hands-on growing education and volunteer opportunities.

Over 500 participants of all ages took advantage of the volunteer opportunities, educational classes, Growing Healthy Kids partnership and Grow Your Own plots at the 30,000 square foot herbicide and pesticide-free garden.

In 2017, a total of 1,810 pounds of chemical-free produce were donated to 1,350 families through the River Falls Community Food Pantry, River Falls Housing Authority, Wellhaven Senior Apartments and Servant of the Shepherd Food Shelf.

"Allina Health's generous contribution allowed us to both continue our mission and expand our reach in the community," said Robin Boles, Grow to Share Board of Directors Secretary. "By providing fresh fruits and vegetables to our recipients we are putting healthy, nutrient dense foods into the hands of those who lack access to, and knowledge about, the health benefits associated with fresh, unprocessed, plant foods!"

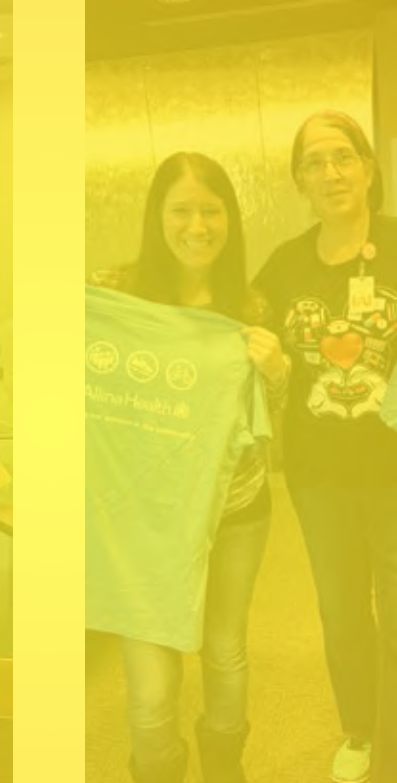


We are putting *healthy, nutrient dense foods* into the hands of those who lack access."

– ROBIN BOLES

GROW TO SHARE BOARD OF DIRECTORS SECRETARY





ST. FRANCIS REGIONAL MEDICAL CENTER: COMBATING HUNGER

Late last fall, more than 85 volunteers — made up of St. Francis staff, family and friends — made 3,200 sandwiches with The Sandwich Project of Minnesota.

The Sandwich Project of Minnesota helps feed about 4,500 people per week through various shelters and food shelves.

St. Francis volunteers collectively put in more than 100 hours of time to help fight hunger in our community. Every shift showed their heart and concern for others when they asked where the sandwiches would be delivered.

“Making sandwiches brings employees together to do good for people living in our community,” said Tamara Severtson, community engagement manager – south metro region. “It’s a fun way to build upon our culture of caring at St. Francis Hospital.”

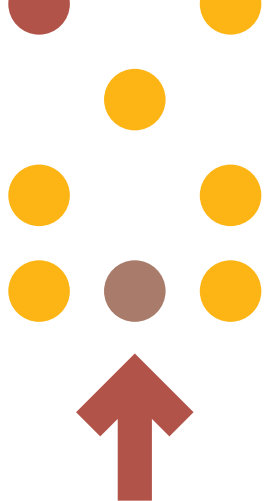


3,200
sandwiches
made



Making sandwiches brings employees together to ***do good for people living in our community.***

– TAMARA SEVERTSON
COMMUNITY ENGAGEMENT MANAGER



UNITED HOSPITAL: FACILITIES DAY OF VOLUNTEERING

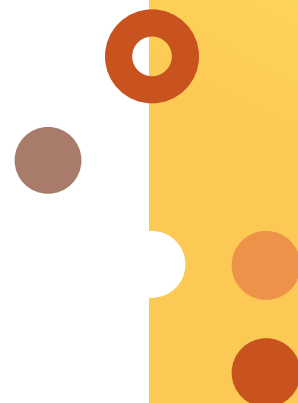
In the fall of 2017, 26 United Hospital Facilities employees applied their skills and helped Youth Express, a program of Keystone Community Services, build its new Best Buy Teen Tech Center. The donated hours of service, with an estimated value of \$12,000, allowed Youth Express to stretch its budget beyond what they might not have otherwise been able to afford.

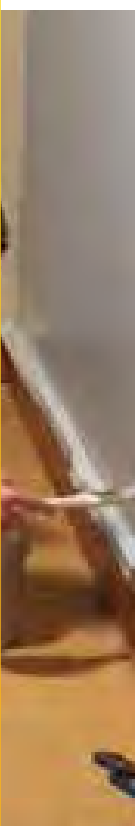
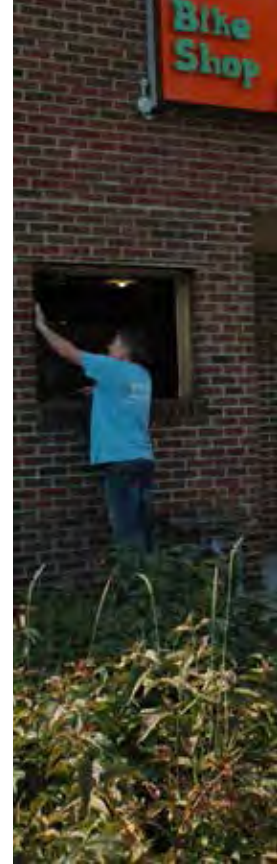
Keystone Community Services has been serving Ramsey County with senior care, enrichment for children, basic needs and crisis assistance for more than 75 years.



It's great to ***come together*** as a team, ***work hard*** and know that those who use this space appreciate it and ***put it to good use.***"

– UNITED HOSPITAL FACILITIES EMPLOYEE VOLUNTEER







COMMUNITY HEALTH INITIATIVES

Our community health programs are developed with community priorities in mind. Mental well-being, healthy eating and active living are the three key factors in all dimensions of health. The following pages show examples of work being done to support these health needs.







ACCOUNTABLE HEALTH COMMUNITIES

In 2017, Allina Health was awarded a cooperative agreement with the Centers for Medicare and Medicaid Services to begin planning for the Accountable Health Communities model. Implementation will take place in 2018.

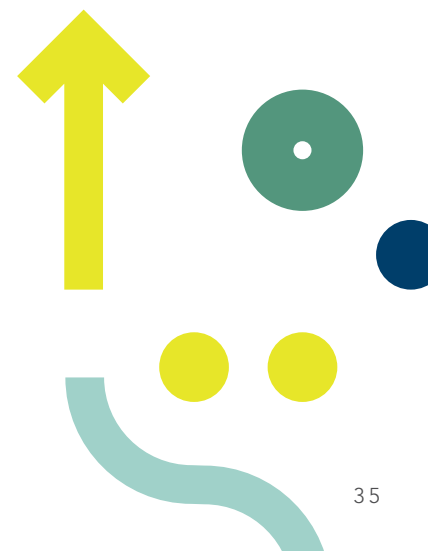
The model will test whether systematically identifying and addressing the health-related social needs of Medicare and Medicaid patients impacts health care quality, use and cost. The goal is to develop and implement a coordinated, collaborative, system-wide approach to better support and care for all the needs of these patients.

The Accountable Health Communities model will screen at least 75,000 patients annually beginning in 2018 in the following Allina Health locations:

- Allina Health primary care clinics
- Urgent cares
- Outpatient mental health clinics
- Mercy Hospital, including the Unity Campus
- Regina Hospital
- Cambridge Medical Center
- Minnesota Perinatal Physicians clinics
- Select OB/GYN clinics

If a patient identifies needs, he or she will be provided with a list of community resources that may help address those needs. A subset of these patients will be offered additional support through navigation services in accessing these resources from a member of the Allina Health care team.

The contents provided are solely the responsibility of the authors and do not necessarily represent the official views of HHS or any of its agencies. The project described was supported by Funding Opportunity Number CMS -1P1-17-001 from the U.S. Department of Health & Human Services, Centers for Medicare & Medicaid Services.



CHANGE TO CHILL™

Change to Chill™ 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 addition to lessons and activities, Change to Chill offers interactive features for teens like the Chiller Challenge, a creative way teens can show how they deal with stress and be entered to win prizes, and Chill Chat, a virtual platform where teens can connect with an Allina Health clinical psychologist about stressful topics and how to deal with them.

Last summer, 10 teen interns helped create ‘Stress Less: An Action Guide for Teens.’ The guide provides ready-to-use ideas, tips and tricks to empower other teens to contribute to a culture of mental well-being at school and throughout the community. The action guide can also assist in planning and implementing Change to Chill activities.

“

Change to Chill is really about **focusing** on the **moment you’re living in** and not worrying about the past or the future and what you have to do.”

– KAYE

CHANGE TO CHILL INTERN









HEALTH POWERED KIDS™

Health Powered Kids™, a free health and wellness program offered by Allina Health, provides schools, community groups and families fun, easy-to-use information on nutrition, physical fitness, hygiene and mind-body balance.

Health Powered Kids content is tailored to youth between the ages of 3-14 years and features 60+ lessons and activities, ready-to-use lesson plans linked to the National Health and Physical Activity Education Standards, and Power Chargers, the short Health Powered Kids exercises designed to give kids a quick activity break.

Health Powered Kids stays current with topics that are relevant to the communities Allina Health serves. In 2017, the program launched two timely lessons focused on gratitude and connectedness:

- ***Gratefuls and Grumbles***
Helping Kids Develop an Attitude of Gratitude teaches young children to practice gratitude and start to build their resiliency “muscles” using a group activity and a gratitude meditation.
- ***Let’s Talk!***
Maximizing the Benefits of Family Mealtimes gives an overview of the importance of sharing family meals and interpersonal communication, providing youth with a hands-on tool to empower them to start the conversation at their family table.



FOOD ACCESS INITIATIVE

When we think about what it takes to live as healthy as possible, having easy access to nutritious food is key. Unfortunately, in many areas, unhealthy food is abundant, while affordable, healthy options are limited.



over
\$372k
invested

Allina Health is working in partnership with many local organizations to ensure all people in our communities have access to healthy, affordable food.

Throughout our service area, we have been able to support innovative programs and initiatives through charitable contributions. For example, Allina Health supports The Food Group in offering a culturally responsive and inclusive training program for their partner food shelves. We also support community gardens, nutrition education and host an annual 'Give Healthy' food drive where we collected more than 11,500 pounds of food for our food shelf partners.

Collectively we invested \$372,450 in access to healthy food through charitable contributions, grants and other business unit investments.

In 2017, we supported a variety of activities and initiatives geared toward improving access to healthy food for people in our communities. This support addressed immediate and longer-term outcomes related to food access, as well as policy and environmental change initiatives.









NEIGHBORHOOD HEALTH CONNECTION™

In 2017, Neighborhood Health Connection Grants were awarded to 68 organizations in Minnesota and western Wisconsin. Grants supported activities that promoted social connections and increased healthy behavior.

Neighborhood Health Connection aims to improve the health of communities through social connections, healthy eating and physical activity.

Through the Neighborhood Health Connection Grant, Sunset Apartments in New Ulm, MN held exercise classes and healthy community meals for their residents.

"Many of Sunset's tenants do not have family in the area or transportation," said Jen Maurer, wellness program specialist and community engagement coordinator at New Ulm Medical Center, a part of Allina Health. "These activities provided a chance for residents to get to know their neighbors while building social connections."

The exercise classes and healthy community meals were well attended with 50 participants, or 60 percent, of the residents attending. According to a survey administered at the end of the program, all of the participants said they would participate again. Residents have continued to get together for impromptu social events even after the grant period ended.

“

These activities provided a chance for residents to get to know their neighbors *while building social connections.*”

– JEN MAURER

COMMUNITY ENGAGEMENT COORDINATOR

INVESTING IN COMMUNITIES TO IMPROVE HEALTH



Allina Health Community Benefit 2017 Total

\$182.8 million



\$135.7M

CHARITY CARE &
MEANS TESTED
GOVERNMENT
PROGRAMS

Cost of providing charity care
(financial assistance) – **\$20.7M**

Costs in excess of Medicaid
payments – **\$38.5M**

Medicaid surcharge – \$25.4M

MinnesotaCare tax – \$51.1M



\$8.8M

COMMUNITY
HEALTH
IMPROVEMENT
SERVICES



\$7.7M

SUBSIDIZED
HEALTH
SERVICES



\$19.6M

HEALTH
PROFESSIONS
EDUCATION



\$3.8M

RESEARCH



\$7.2M

PARTNERSHIPS
& OTHER
COMMUNITY
BENEFIT COST

Cash and in-kind
contributions – **\$3M**

Other community
benefit cost – **\$4.2M**

TWIN CITIES METRO AREA:

Northwest Metro Region

The Northwest Metro Region includes Mercy Hospital, including the Unity Campus, and primarily serves communities within Anoka County. It also includes areas within Sherburne and Hennepin counties.

South Metro Region

The South Metro Region includes St. Francis Regional Medical Center and primarily serves Scott and Carver counties. It also includes communities in Sibley, Le Sueur, Dakota and Hennepin counties.

West Metro Region

The West Metro Region includes Abbott Northwestern Hospital and Phillips Eye Institute and serves communities within Hennepin County, with Minneapolis being the largest city in the region.

East Metro Region

The East Metro Region includes United Hospital and Regina Hospital and serves Ramsey, Washington and Dakota counties. This region spans the eastern edge of Minnesota into the metro area surrounding the city of St. Paul.

GREATER MINNESOTA:

North Region

The North Region includes Cambridge Medical Center and serves small and rural communities within Isanti, Chisago, Kanabec and Pine counties north of the metropolitan area of Minneapolis and St. Paul.

Northwest Region

The Northwest Region includes Buffalo Hospital and is located west of the metropolitan area of Minneapolis and St. Paul. This region primarily serves Wright County, but also serves communities within Stearns, Meeker and Hennepin counties.

Southwest Region

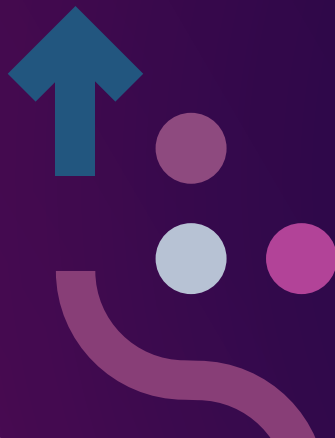
The Southwest Region is located in south central Minnesota and includes New Ulm Medical Center. The region serves communities and rural areas in and around Brown County and communities within Sibley and Nicollet counties.

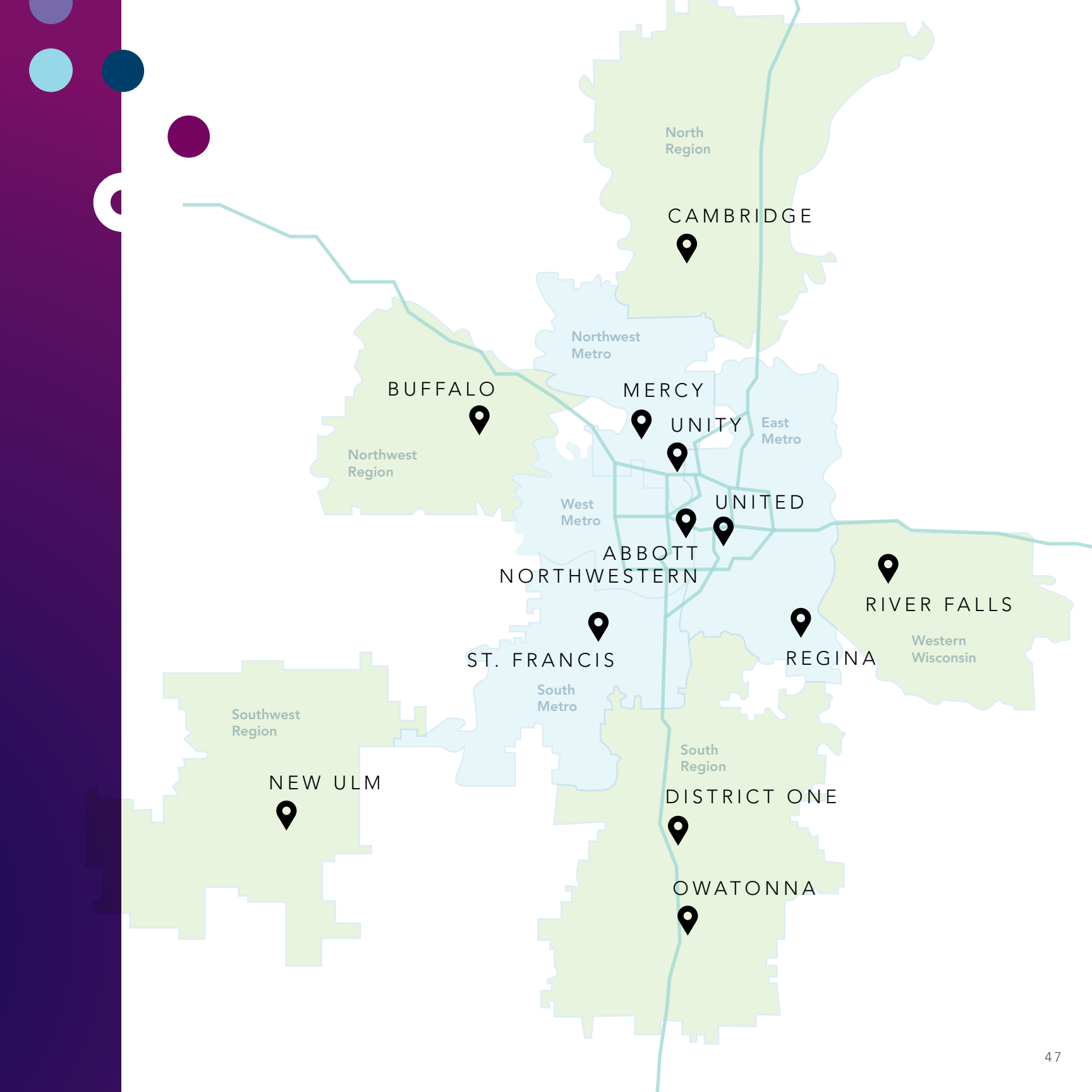
South Region

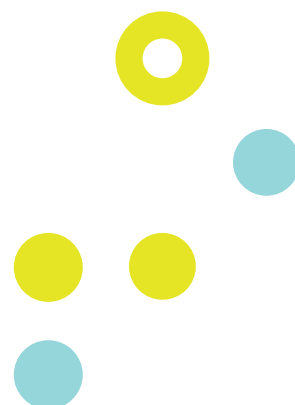
Located south of the Twin Cities metropolitan area, the South Region includes District One Hospital and Owatonna Hospital and serves small and rural communities in and around Steele, Rice, Waseca, Dodge, part of Dakota and Goodhue counties.

WESTERN WISCONSIN:

This region is served by River Falls Area Hospital and includes small and rural communities within Pierce and St. Croix counties.









INVESTING IN COMMUNITIES TO IMPROVE HEALTH

At Allina 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, Allina Health ensures 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.



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