



2013 Community Benefit & Engagement Report



Engaging communities,
improving health

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ABOUT ALLINA HEALTH

Allina Health is dedicated to the prevention and treatment of illness and enhancing the greater health of individuals, families and communities throughout Minnesota and western Wisconsin. A not-for-profit health care system, Allina Health cares for patients from beginning to end-of-life through its 90+ clinics, 12 hospitals, 15 pharmacies, specialty care centers and specialty medical services that provide home care, senior transitions, hospice care, oxygen and home medical equipment, and emergency medical transportation services. Learn more at allinahealth.org.

As we look back on 2013, we take pride in the partnerships, programs and investments we've made in the communities we serve.

Allina Health has more than 26,000 employees and more than 5,000 physicians who strive each day to put the patient first, make a difference in people's lives by providing exceptional care and services, create a healing environment and lead collaborative efforts that solve our community's health care challenges.

In 2013, Allina Health completed health needs assessments in the communities we serve in Minnesota and western Wisconsin. The assessments help identify and prioritize health issues. Common themes among the issues identified were healthy eating, physical activity and mental health. Following each assessment, an implementation plan was written for each of the 12 Allina Health hospitals. Many of the programs described in this annual report address these important issues in our communities. For more information on the assessment process and to see our implementation plans, visit allinahealth.org/community.

It is increasingly apparent that health care starts at home and in the communities where we live, work and play. Our community programs – outside the walls of Allina Health – allow us to serve patients, families, neighbors, schools and other organizations on their path to better health.

In this report, you will learn how we're implementing programs to fulfill our mission and how we're engaging employees in giving back locally and around the world. To learn more about our community involvement, please visit allinahealth.org/community.



Engaging communities, improving health by the numbers

2013 Allina Health Community Contributions

Cost of providing charity care	\$29,500,000
Costs in excess of Medicaid payments	\$53,900,000
Medicaid Surcharge	\$23,100,000
Minnesota Care tax	\$42,800,000
Community services	\$8,600,000
Subsidized health services	\$2,600,000
Education and work force development	\$23,800,000
Research	\$15,800,000
Cash and in-kind donations	\$3,000,000
Other community benefits cost	\$5,500,000

Total cost of community benefit (as defined by CHA/VHA guidelines)	\$208.6 million
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Costs in excess of Medicare payments	\$189,500,000
Other care provided without compensation (bad debt)	\$90,500,000
Discounts offered to uninsured patients	\$46,500,000
Taxes and fees	\$6,300,000

Total value of community contributions	\$541.4 million
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Engaging communities, improving health to get healthier, together

NEIGHBORHOOD HEALTH CONNECTION™ – Supporting wellness and promoting healthy lifestyles – one neighborhood at a time

Neighborhood Health Connection™ improves the health of communities through social connections, health eating and physical activity.

“Research shows that social connectedness is an important determinant of health,” says Ruth Olkon, manager, Community Health Improvement with Allina Health. “People are more likely to engage in and maintain healthy behaviors when done with others.”

In 2013, Allina Health awarded Healthy Activity Grants to 73 organizations and groups of neighbors in Minnesota and western Wisconsin. Ranging from \$500 to \$5,000, the grants were used to help people make new personal connections and strengthen existing ones through healthy activities. In 2013, more than 6,300 people participated in activities that were supported by Healthy Activity Grants.

Find us online at neighborhoodhealthconnection.org.

GRANTS FOCUSED ON:



The total exceeds 100 percent because grantees could have multiple health activities as part of their projects.



A sampling of Neighborhood Health Connection™ Healthy Activity Grants

Scott County Human Service forms a Sole Patrol

Scott County Human Services wanted to reach out to individuals living with severe mental illness to improve overall health and create a sense of connectedness to others. They used a Healthy Activity Grant to support “Sole Patrol,” a walking club to attract those who may not otherwise choose to exercise or engage in physical activities. “Our walking club draws individuals out of their apartments into their neighborhoods, and to our drop-in facility. We were hoping for 15 to 25 participants. So far, we have 31 clients in our walking club and have purchased 28 pairs of athletic shoes!” says Scott Wineman, an adult mental health case manager for Scott County.

Five Stars Recovery Center creates a feeling of belonging

The Five Stars Recovery Center, a place for people living in a treatment home or sober homes in Carver and Scott Counties, utilized the grant money to purchase discount memberships at the local community centers. “For those in alcohol and drug abuse recovery, exercise is very important to the recovery process,” says Tamara Severtson, Community Engagement Lead. “Access to an exercise facility was not available before the grant.”

Cambridge neighbors learn about eating healthy and keeping active together

The families in a Cambridge neighborhood group used their Healthy Activity Grant to pursue three activities promoting a healthy lifestyle: the Presidential Active Lifestyle Award (PALA+) challenge, the “Today I Ate A Rainbow” game and a nutritious neighborhood potluck dinner with Backyard Olympics. “The goal of these grant activities is to demonstrate to each family that there are fun, easy and inexpensive ways to be active each day,” says Vanessa Hanzel, neighborhood organizer.

YMCA helps adults 60+ Eat, Move & Live Well

Eat, Move & Live Well is a program designed for adults age 60+ who desire to make lifestyle adjustments that will change their lives. In 13 small group sessions at the Emma B. Howe YMCA in Coon Rapids, Minnesota, participants dive into relevant topics and set goals to eat well, get active and live life to the fullest by making small changes to their daily routine. Derek Otto, director of Healthy Living at Emma B. Howe, says, “By working in small groups of 8-12 people, participants rely on each other for accountability, problem solving and support as they take on new challenges throughout the course of the program.”

In a survey of 2013 grant recipients, three out of four said it was “very likely” that their work would continue after the grant period ended and 85 percent said they would like to apply for another Neighborhood Health Connection™ grant in the future.



Engaging communities, improving health for the good of the community

THE BACKYARD INITIATIVE – A resident-led community health improvement effort in South Minneapolis



Grounded in a simple idea – that active community connections are the foundation of good health – the Backyard Initiative is a partnership between Allina Health and its neighbors in South Minneapolis that goes beyond medical care to improve health.

The Backyard Initiative is supporting residents and helping them draw upon their own knowledge, skills and cultural values to care for themselves, their families and their neighbors.

Community members of the Backyard Initiative shared their positive reactions to the program with The Alley Newspaper, part of Alley Communications - a nonprofit, community-governed media source (2013):

"Being part of people who are really doing things to help strengthen and heal the community has been a blessing."

"I've made a lot of connections here. We come together, share information and try to do even better tomorrow than we did today."

"For me, the greatest benefit has been being a part of a group of people who are so determined to do something good together."

In addition to Allina Health and the residents of the Backyard neighborhoods, the partnership includes The Cultural Wellness Center, Hope Community, Portico Healthnet and Twin Cities LISC.

Find us online at allinahealth.org/community.

CITIZEN HEALTH ACTION TEAMS – Building leadership and sharing learnings

Citizen Health Action Teams (CHATs) work together to design, implement and analyze health promotion projects.

Growing in the Backyard CHAT

In 2013, Growing in the Backyard supported 10 local families as they built “Family Gardens,” established partnerships with Youth Farm, Happy Acre Farm and the Southside Local Foods Resource Hub to train youth and families on gardening techniques and distributed 6,000 pounds of vegetables, which were made available to 2,500 people.

Photo courtesy of The Alley newspaper (2013)



2013 CHATs AT-A-GLANCE:

- More than 175 residents actively led 12 CHATs.
- 6,600 community members participated in CHAT events/activities.
- Approximately 15 percent of people living in the Backyard participated in CHATs during 2013.

Other CHAT groups:

Out in the Backyard, Somali, Women’s Health, A Partnership of Diabetics, Rebirthing Community: Community of Lights, Anchor Families, Latino/a Environmental Health Begins at Home, Communications, Assessment and Evaluation, Project S.E.L.F., Circle of Healing, Health and Community Care Network



Where is the Backyard?

The Backyard is the approximately one square mile area surrounding The Commons, Abbott Northwestern Hospital and Phillips Eye Institute in Minneapolis. The Backyard includes the neighborhoods of Ventura Village, Phillips West, Midtown Phillips, East Phillips, Central, Powderhorn Park and Corcoran.

Engaging communities, improving health by building a culture of health in our school communities

SCHOOL HEALTH CONNECTION™ - Enhancing the health and fitness of schools

School Health Connection™ is a program designed to encourage healthy lifestyles in students, teachers and families. It supports schools for one full academic year by providing health education tools, resources, grant funds, consulting physicians, online learning resources, teacher trainings and community events, such as free health screenings for teachers and parents.

"Through the School Health Connection program, we were able to offer students the opportunity to be more physically active throughout the day," says Loring Community School Principal Ryan Gibbs. "Students had open gym time before school and we incorporated short bursts of activity during the day. It was great to see how a few changes really improved students' ability to focus and learn. Looking ahead, we will continue to provide and reinforce healthy messages."

The end-of-year school survey, completed by principals, teachers, parents and other school staff from each of the School Health Connection schools, showed positive results. In fact, 100 percent of respondents reported that they believe their school is healthier as a result of the School Health Connection. Specific responses included:

"There is more talk of health."

"Our school was able to purchase equipment we would never have had funds to buy [otherwise]."

"We have morning activities that were not in place before the grant and we added a school-wide activity once a month."

"I think it helps to create an atmosphere of thinking about health, nutrition and exercise."

Family Fitness Fairs held at the schools were also highly rated with 100 percent of respondents saying the Family Fitness Fair was "very effective" or "effective" in engaging families and school staff in healthy activities. Additional benefits included:

- getting parents and families involved
- bringing staff and students together for a fun, healthy event
- getting health information out to build community awareness.

School Health Connection™ Resources



GRANT FUNDING:

Ten schools were awarded grants of \$10,000 each through a competitive application process.



CONSULTING PHYSICIAN:

A physician from a local Allina Health primary care clinic consulted with each school on a monthly basis for a full academic year.



IN-SERVICE TRAINING:

Allina Health professionals provided two one-hour in-service training sessions for teachers and staff on topics selected by the schools.



ONLINE LEARNING TOOLS:

School staff and teachers were the first to have access to Health Powered Kids™, an online learning tool, developed by Allina Health experts.



COMMUNITY EVENTS:

Allina Health staff worked with the schools to collaboratively hold a health fair for students, staff and families.



Engaging communities, improving health by empowering healthy choices through being active, eating well and balanced living



healthpoweredkids™

HEALTH POWERED KIDS™ – Inspiring healthier choices

Developed by experts at Allina Health, Health Powered Kids™ offers online education aimed at empowering kids ages 3 to 14 to make healthier choices about eating, exercise, keeping clean and managing stress.

"As a clinical psychologist, I've seen first-hand just how influential educational support groups are on children and teens," says Lisa Herman, licensed psychologist at Allina Health St. Michael Clinic. "This curriculum is user and kid friendly, fun, interactive and up-to-date."

Since its launch in January 2013, thousands of people have tapped into the lessons offered through the Health Powered Kids web site. According to Susan Nygaard, RN, manager of Community Health Improvement, the lessons support national health and physical education teaching standards, so teachers are able to use Health Powered Kids lessons within existing lesson plans.

"Teaching kids healthy habits early on is crucial to the health and learning of our children," says Blair Leaf, MPH, RD - wellness specialist and grants coordinator for the Anoka-Hennepin school district.

The students in teacher Leticia Williams' Kid's Safari summer program at Indian Mound School agree:

"Learning about and using Health Powered Kids has made me make better choices when choosing what to drink. I look at how much sugar is in different drinks and choose the drink with the least sugar."

"I know where to look on food labels to know how much is one serving."

"After seeing MyPlate, I know to make sure to have a variety of food on my plate. More veggies is good!"

Check out our lessons and activities at healthpoweredkids.org and "like" Allina Health on Facebook for more great ideas.

2013 AT-A-GLANCE:

- An estimated 25,000 people had the opportunity to learn about HPK, including 7,500 students and their families through School Health Connection™.
- 1,500 patches awarded to members of 125 Girl Scout Troops.
- 1,400 people have registered on the HPK website to gain direct access to lesson plans and other materials.
- A survey of 180 HPK users in 2013 found that 88 percent said that HPK was "essential," "very helpful" or "helpful" in improving health at their home, school or organization.

Health Powered Kids™ includes:

- more than 50 online lessons and activities on nutrition, physical fitness and mind-body balance for children ages 3 to 14
- take-home newsletters for parents to see what their child learned in class and get involved from home.



Engaging communities, improving health by feeling better, together

HEALTHY COMMUNITIES PARTNERSHIP – Focusing on workplace wellness and community education

Healthy Communities Partnership is a three-year, \$6.5 million program to screen, assess and improve the health of residents in 13 communities throughout Minnesota and western Wisconsin. Managed by the Penny George™ Institute for Health & Healing, the program's aim is to help prevent deaths and chronic diseases related to poor nutrition, inadequate exercise, smoking and hazardous drinking. Allina Health has invested \$5 million in the project through the George Family Foundation.

Local hospital representatives, primary care physicians and other community health leaders are working together to establish sustainable wellness programs and to collaborate on efforts to improve the health of residents.

"We are thrilled with the outcomes of the Healthy Communities Partnership so far," says Courtney Jordan Baechler, MD, preventive cardiologist and vice president of the Penny George Institute for Health and Healing. "These are great examples of how the health system can play a critical role in creating the tipping point towards a healthy community culture."

Community education is a priority. As explored by the 2013 community needs assessments, wellness opportunities and health education were tailored to meet community interests and needs, including:

- Cambridge Medical Center hosted 'Grocery Store Tours' and offered many 'Healthy Eating & Active Living' workshops for free to the community
- Hutchinson Health led food demonstrations at a local farmers market to encourage healthy nutrition
- Buffalo Hospital conducted health screenings at four local senior centers
- Regina Hospital offered health screenings at Rivertown Days, an annual community celebration.



A Healthier Hastings 4 All – Creating a culture of wellness



With a focus on improving nutrition and physical activity for adults through community engagement, health screening and health coaching, A Healthier Hastings 4 All (AH-HA) created a culture of wellness in Hastings, Minnesota. Approximately 460 people who live or work in the Hastings community participated in the baseline screenings to measure individual and community "health scores," and 89 percent scored the evaluations positively.

"As a prevention effort, we want to address health issues before they become a health problem or disease," says Lisa Damon, Community Health Program Manager at Regina Hospital. "Through AH-HA we're able to get people moving and give them the tools to help make healthier choices."

AH-HA core components:

- baseline health screenings to measure "health scores" and annual re-screenings
- an inventory of local resources to identify gaps in local wellness programming
- health coaching
- community & clinical resource referrals including an online tool: Family Health Manager
- community health activities and events
- promote and support partner community health efforts.

Workplace Wellness program – Helping employees achieve good health



Brandi Poellinger, Workplace Wellness program ambassador, encourages local resident Kirk Mueller during a wellness coaching session.

As part of the Workplace Wellness program at River Falls Area Hospital, area businesses are offering no-cost health screenings, health education sessions and wellness coaching to employees and their spouses/partners. Coaches and employees think creatively about what they can and are willing to do to make healthful changes. They also help make sure goals are broken down into achievable actions that move employees in the right direction.

"This program is a real benefit, especially to smaller employers that may not have access to these types of services any other way," said Brandi Poellinger, a Workplace Wellness program ambassador. She noted that worksite wellness programs have been shown to help increase morale, lower stress and even improve employee retention.

Creating healthier workplaces is a core strategy for improving community health.

- Sites established relationships with employers in their community. Baldwin Area Medical Center partnered with the Chambers of Commerce in two nearby towns to reach all local businesses.
- Eleven HCP sites partnered with worksites to conduct screening, educational 'Lunch and Learn' sessions, health challenges and other activities. For many employers, this was a new activity.
- Cuyuna Regional Medical Center and FirstLight Health System worked with companies to develop wellness committees to build momentum and seek input for a healthy work environment.

Engaging communities, improving health by building capacity to save lives and help families

HEART SAFE COMMUNITIES – Working to save lives

Little did a 16-year-old Woodbury teen know that learning CPR through his community training would come in handy six months later when his father suffered a sudden cardiac arrest at home. Thanks to his quick thinking, he used his training to save his father's life.

That's what Allina Health Heart Safe Communities is all about. The program teaches residents about sudden cardiac arrest and improving heart health. It's designed to increase the survival rate of out-of-hospital cardiac arrests by placing automated external defibrillators (AEDs) in public places.

"Today, more than 2,500 AEDs have been placed and maintained in Minnesota and western Wisconsin, and close to 50,000 individuals have been trained in their use as well as in CPR," says Allina Health Heart Safe Supervisor Katie Tewalt.

In 2009, Allina Health Heart Safe brought the Heart Safe designation program to Minnesota, and by 2013 it had grown into a statewide partnership with other agencies. The designation acknowledges a city, county or organization's efforts to prepare its staff and residents to recognize when someone suffers a sudden cardiac arrest and know how to respond. To date, more than 25 communities have earned the designation, including those in:

- Brown County
- Carver County
- Dakota County
- Metro area
- Scott County
- Wright County



The Faith Community Nurse Program

The mission of the Faith Community Nurse Program is to improve the health of congregational communities through collaborative congregational, community and hospital efforts.

The program began as a three-year pilot in 1995 with four partner congregations and has grown to include 40 nurses and 36 faith community partnerships. The faith community nurse role includes personal health consultation, advocacy, health education, support groups, volunteer development and referrals to community resources. The program serves approximately 15,000 people annually. In 2013, 4,546 individuals were seen for personal health counseling and 10,522 individuals participated in educational trainings. In addition, the program provides:

- meals, socialization and health counseling through Family Table, a program offered in partnership with 12 faith communities and currently serves 1,800 people annually
- caregiver support and respite care through the Gathering Program for caretakers of individuals with chronic or acute illness. This program offers out-of-home group respite at six sites and served 500 people in 2013
- community leadership through advocacy for advance care planning and end of life care, with patients, providers and families. In 2013, 85 new Health Care Directives were completed by nurses certified in advance care planning.



FamilyPower



FamilyPower is a collaborative program targeting childhood obesity that was developed in 2012 through the Allina Health and HealthPartners Northwest Alliance. The goal of the program is to educate and support children, ages 5 to 12 years, and their parents in ways to achieve and maintain a healthy weight. Health care providers can refer children and parents to this program offered at seven medical clinics.

This healthy lifestyle program is based on supporting behavioral change through a family and group coaching model individually tailored to each child and family. All eligible children and parents are assessed at their medical clinic for voluntary enrollment. The program is offered at no charge to participating families and has already demonstrated positive results with many participants.

Engaging communities, improving health by supporting employees in giving back to the community

MISSION MATTERS

Many of our employees go above and beyond each and every day to make a difference in the lives of the patients and family members they serve. And this is just during their work hours. They continue this dedication outside of the walls of Allina Health by volunteering and giving back to the community in ways that have personal meaning.

Allina Health proudly supports employees' service in the community by making a charitable contribution to the not-for-profit organization of the employee's choice for each 20 hours of service an employee volunteers, up to three per year. In 2013, more than \$136,000 was donated to 657 not-for-profit organizations through this program.

In addition, Allina Health makes a charitable contribution when employees participate in a walk, run or bicycle event that benefits a charitable organization. The more employees who participate in an event, the larger the contribution Allina Health makes on their behalf. This past year, more than \$26,000 was donated on behalf of Allina Health employees.

Allina Health also sponsors two major employee volunteer opportunities each year. In spring 2013, we hosted events throughout our service area to package healthy meals for local food shelves, and, in October and December, we partnered with Free Bikes 4 Kidz to collect and distribute bikes to families in need. Both events engaged employees and community members to participate with a focus on improving the health of the recipients.

These programs are in place because it's an Allina Health priority to support and encourage employees who volunteer their time and energy each year. In 2013:

- 101,656 volunteer hours were logged in support of more than 650 not-for-profit organizations
- nearly 2,000 employees participated in 187 charitable walks, runs and bicycle events
- Allina Health donated more than \$162,000 in charitable contributions to more than 750 eligible not-for-profit organizations through its employee volunteerism program.



St. Francis Regional Medical Center staff embrace the knowledge that affordable housing leads to good health. Volunteering with Habitat for Humanity is one way our employees put that belief into action. Shown here are Mary Beth Heilman, RN, and Jen Kroska, two of the 105 volunteers who helped build a home for a deserving family in Shakopee, Minn.

Join a neighbor, feed a community

In June 2013, employees and community members joined together at 40 Allina Health locations to package 200,000 healthy meals for neighbors in need.

"The meal packs not only filled an increased need for food donations, they also provided healthy meal options, which are often scarce at food shelves," said Scott Flaata, MD, internal medicine physician at the Allina Health Edina Clinic.

More than 75 not-for-profit organizations throughout the Allina Health service area were recipients of the healthy meal packs, which included a "Healthy Eating on a Budget" brochure with recipes.

"By including recipes that combine readily available and affordable ingredients into a healthy meal, we're also helping people learn how to eat healthy on a budget," adds Dr. Flaata.

"I like that we're helping the community and having fun at the same time!" exclaimed 8-year-old Moira, who joined her grandma, Carlotta Stomberg, an Allina Health employee.

"Thank you for the healthy meal bags you packed for the IOCP Food Shelf. The booklet has useful information and the recipes look delicious. The meal bags make it easy for struggling families in our community to eat healthy. On behalf of the 900+ families who use our food shelf each month – Thank you!" – Lynn Vettel, IOCP community engagement director

2013 AT-A-GLANCE:

The packed meals fed more than **200,000 people**.

The cost for the meal if purchased at a grocery store would be **\$7.84 to feed four people**.

Allina Health ordered 227,244 pounds of food for this event.

More than **1,800 volunteers** participated at 40 locations throughout Minnesota and western Wisconsin.

More than **75 community organizations** received the meal packs to give to their clients.

Four generations volunteered at the Allina Health Bandana Square clinic event.



Give a bike. Change a life.



C.J. Lunning, an Allina Health employee, collected 79 bikes at garage sales throughout the summer in preparation for the popular collection event.

The subzero temperatures on Dec. 8, 2013, didn't stop hundreds of employees from volunteering to distribute thousands of bikes to kids in need. The distribution events were the second half of the 2013 partnership between Allina Health and Free Bikes 4 Kidz. On Oct. 12, employees collected more than 5,000 bikes from community members and in the weeks that followed, helped prepare the donated bikes for their new owners.

This is the third year Allina Health has partnered with Free Bikes 4 Kidz, a not-for-profit, Minnesota-based organization that provides bikes to kids in need. The goal is to help give kids a way to be more active. But the outcome was more than that – employees volunteering to collect and distribute bikes at the events were able to touch the lives of many families in our local communities. And in doing so, employees found that their lives were also touched in a heartfelt way.

"My son helped clean bikes, load the truck and played with the little kids," says Amy Hovey, a licensed practical nurse at Allina Health. "It made me proud to see how good he felt that he was sharing his time to collect bikes for kids that may not otherwise get the chance to have one."

"A woman dropped off a bike that had belonged to her husband who passed away several years ago from cancer," says Allina Health employee Beth Friend. "I encouraged her to take a moment and think about the joy her husband had on the bike and the joy this bike will bring to the new owner."

"This is my first bike," says Xumeing, 18, of St. Paul. "I hope to become more self-sufficient by riding my bike to school."



Volunteering globally brings valuable lessons home

In addition to supporting employees who volunteer locally, Allina Health is also committed to supporting employees who give their time and talents around the world. In 2013, Allina Health supported 140 Allina Health employees on trips to 27 countries.

"Global Fund is an important program for us – and for our employees," says Penny Wheeler, MD, president and chief clinical officer of Allina Health. "When employees give of their time and talents outside of the Allina Health service area, not only are the lives of those they help changed – so too are the lives of our employees. They return home and to their work with a different perspective of how they can make a difference."



CASSANDRA JONES, MD, a family practice physician at Allina Health Cottage Grove Clinic, went to Jamaica with St. Andrew's Lutheran Church. She split her time between a family practice clinic in the city and at an orphanage for children and young adults with severe developmental disabilities. Her group provided routine preventative care and chronic disease management to patients and education to staff. Returning home, Jones recognized that limited medical resources are a global problem and is now more cognizant of the resources she uses in her daily practice.

"I'm amazed by the ability of so many people I met to resiliently deal with their hardships. They didn't let their limitations from their medical problems define them. I won't forget how grateful they were for care. A lot of my time with patients was spent educating – discussing diabetic diet, exercise, home cares for arthritis, etc. So many had never had a physician talk to them about what they could do for their illness. It made me realize how important it is to always work to empower our patients."



SARAH NEWBERRY, music therapist, was a long-term volunteer in Rwanda in 2009 where she developed music programs for teenage orphans and taught the first graduating class in the village. On a return visit in 2013, Newberry reconnected with her students and helped edit their college application essays, followed up on programs she started and mentored the music teacher. She also had the opportunity to visit a farm she helped plant, which now provides one-third of the food for the village.

"Taking slow walks with the youth, encouraging them and offering them help was an amazing way to bring my volunteer experience full circle and to remember how truly special they are and how they have changed my life for the better."

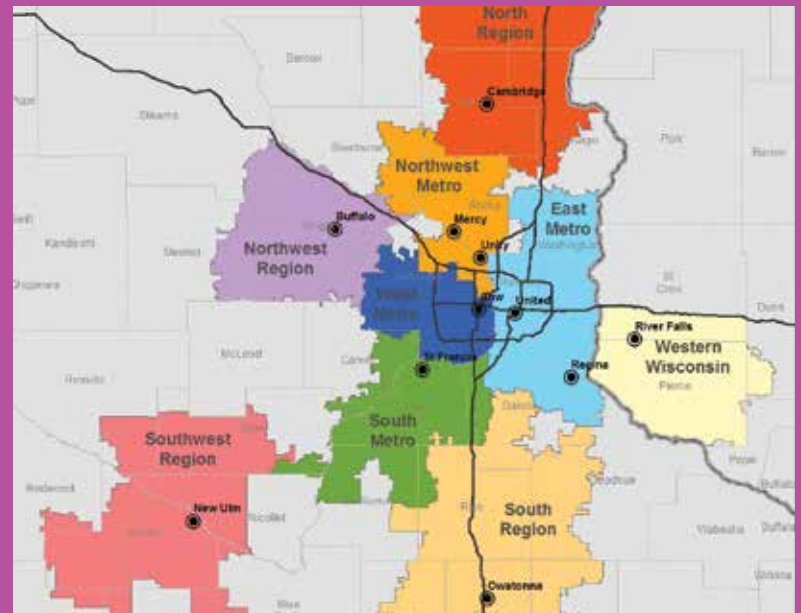


JENNA BENZINGER, RN, Abbott Northwestern Hospital, traveled to Haiti to treat patients at orphanages, camps and a safe house for women. Her team assessed, examined and treated around 200 people each day for chronic and serious illnesses, such as anemia, heartburn, digestive worms and fractured bones. Benzinger spent time educating people about the importance of hand hygiene, brushing teeth to avoid cavities and safe sex practices. She hopes to inspire others to offer their hands and hearts to those around the world.

"I listened to their ailments, I looked at their eyes when they spoke, I touched their hand or shoulder, I spoke a few words of their language to show I was there, completely engaged and present for them in that moment. It was the emotional energy and attention I gave to each person that was the larger reason for my mission to Haiti."

OUR COMMUNITIES

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



 Allina Health hospitals

ALLINA HEALTH SERVES THE FOLLOWING COMMUNITIES THROUGH OUR COMMUNITY BENEFIT AND ENGAGEMENT ACTIVITIES:

TWIN CITIES METRO AREA:

● Northwest Metro Region

The Northwest Metro Region includes both Mercy Hospital and Unity Hospital, 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 both 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 Owatonna Hospital, and serves small and rural communities in and around Steele, Rice, Waseca, Dodge, 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.



Engaging communities, improving health

At Allina Health, we believe health care is more than just treating people when they are sick. We are committed to improving community health and helping people to 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. We invest in these efforts, not because we have to, but because we believe in them.



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