

ALLINA HEALTH

In the Community








2011



At Allina Health, we believe health care is more than just treating people when they are sick. We have the power to improve community health and to help people live healthier lives.

Allina Health 

Contents

	2011 Programs that benefited all Allina Health communities	4
	Support our Military Program	4
	Power by the Hour	4
	Free Bikes 4 Kidz	5
	Regional Community Map	6
	Understanding how we can make a difference is key to our success	7
	A highlight of our 2011 Community Engagement Programs	8
	Children's Health Initiative	8
	Healthy Student Partnership	9
	Success by 6	9
	Hearts Beat Back: The Heart of New Ulm Project	10-11
	Falls Prevention and Stepping On	12
	Wellness Center	12
	Habitat for Humanity	12
	Let's Talk Wellness	13
	School Partnership	13
	Reach Out and Read	14
	Resources and Support	14
	Wellness Resource Guide	15
	Early Youth Eyecare (EYE) Initiative	15
	The Backyard Initiative	16
	We support partner organizations in their efforts to improve community health	17
	Outdoor Walking Path	17
	We care for those most in need	18
	River Valley Nursing Center	18
	Free Clinic of Pierce and St. Croix Counties	19
	Tornado Relief	19
	We strive to live our mission in the community	20
	Dollars for Doers	20
	Walks, Runs & Rides	20
	Global Fund	21
	We invest significantly in improving the health of our communities	22
	2011 Community Benefit Financial Overview	22

Since our humble beginnings as a neighborhood hospital to our standing today as a large family of hospitals, clinics, pharmacies and specialty services, we have cared for, comforted and improved the lives of millions of people.

A powerful mission statement guides everything we do...

We serve our communities by providing exceptional care, as we prevent illness, restore health and provide comfort to all who entrust us with their care.

To fulfill this mission, we must not only treat those who entrust us with their care, but also work within our communities to promote health and prevent disease. Good health begins at home, in schools and in the workplace where people shape their own lives and the lives of their families. And that's where we can truly make a difference in helping people prevent illness and disease.

Through deeper community engagement, we listen, engage, partner and collaborate to meet the needs of our communities. All with the goal of improving peoples' health – and, as a result, their quality of life.

The following pages provide an overview of what we're doing to make this possible – not only within our communities, but around the world. From the generous outpouring of support provided by 24,000+ Allina Health employees to programs aimed at improving health and wellness, we are changing the way we connect with people.

Through these efforts, we are making a difference in our communities. More importantly, we are helping people realize that good health is their greatest asset.

Thank you for your support of these efforts, and for taking the time to learn more about what we're doing in the community. You may find we offer a program that would be perfect for you, your school, your neighborhood or your community!

In good health,
Ellie Zuehlke, director of Community Benefit and Engagement
Allina Health



2011 PROGRAMS THAT BENEFITED ALL ALLINA HEALTH COMMUNITIES

In 2011, Allina Health rallied 24,000 employees and the communities it serves around two major community engagement efforts: a partnership with Free Bikes 4 Kidz and a campaign to support our military troops.

Both had a very different focus, but it's what they shared that was most important. The outpouring of generosity not only touched the lives of those who received bikes and care packages – it touched the lives of all those who participated in making a difference.

SUPPORT OUR MILITARY PROGRAM

The effort to support the military overseas began as a small request that quickly grew. Allina Health president and CEO Ken Paulus received an email from an employee who was asking the organization to sponsor a sporting event aimed at supporting military service members. Paulus quickly endorsed his support of that request – and then, challenged the Community Engagement team to deliver a large-scale opportunity for Allina Health employees to demonstrate our steadfast support of those serving our country overseas. The outcome? The Support Our Military program.

A committee comprised of representatives from the Minnesota Military Family Foundation and Allina Health families who had a military connection was formed to lead the creation of this program. Since care packages are always in demand and highly valued by our troops, the group set their sights on gathering donations from employees and community members.

The donations poured in from employees, patients and visitors. There were so many items, they overflowed the planned storage areas, spilling into hallways and nearby conference rooms at the central offices of Allina Health.

In addition to the thousands who contributed items to the campaign, more than 100 employees gathered on Flag Day – June 14, 2011 – to assemble care packages from the donated items. Snacks, toiletries, playing cards and more were sorted into 200 care packages sent to Allina Health family members and an additional 600 packages sent to other troops.



Dear Mr. Malm,

I want to thank you for the care package I got in the mail today. If it was a group that put the box together, please pass on my thanks! It is a nice feeling to know that we are not forgotten out here. I shared a lot of the box with my entire division.

Thank You!
OS2 Andrea Vollmuth



POWER BY THE HOUR

Power by the Hour is an award-winning nutrition education and physical fitness program designed to increase awareness and improve behaviors around healthy eating and exercise in elementary-aged children. Allina Health staff provide Power by the Hour curriculum training and ongoing technical assistance to area school districts and local YMCAs. To-date, more than 10,000 youth have participated in Power by the Hour.

2011 Highlights:

- Power by the Hour expanded to 40 additional schools and community organizations.



- The program was featured in a television commercial during the prime-time health special, "Cutting Edge: Fighting Fat."
- An online family-friendly version of Power by the Hour was created to encourage community members to use at-home lessons to begin family conversations about making healthful choices - one step at a time.
- Power by the Hour partnered with Big Brothers Big Sisters and other community organizations to create a new series of evening events, featuring interactive stations. Youth and adults learned about sugar-sweetened beverages, portion control, the importance of daily physical fitness and much more.



FREE BIKES 4 KIDZ

Our partnership with Free Bikes 4 Kidz began on a small scale in 2010 and, in 2011, expanded into one of the largest organization-wide campaigns we've ever undertaken. The mission of Free Bikes 4 Kidz is to collect bikes from the community, fix them up and distribute them to underserved families. This non-profit organization is a good partner to Allina Health, not only because of their mission, but because it gives kids a fun way to become more physically active.

In 2011, we set a goal to collect 1,200 bikes. In just one day, 400 employee volunteers accepted more than 4,000 bikes at 51 Allina Health locations.

But collecting the bikes was just the beginning. Allina Health then partnered with approximately 100 community organizations, such as Big Brothers Big Sisters, to identify children and families in need of bikes. Volunteers worked for six to eight weeks to refurbish the bikes so they were ready to distribute for the holiday season.

On Dec. 10, 2011, the sound of laughter and excitement filled the air as volunteers and local legislators presented the bikes, new helmets and concussion safety information to area kids and their families.

Their delighted response was only one part of the joy spread by this program. Those involved in collecting, fixing and giving away the bikes experienced the incredible gift that comes with making a difference.



"A man pulled up to the drop-off location at Cambridge Medical Center and unloaded four brand new bicycles (still in the box). When asked if he would like a donation receipt or t-shirt the man just shook his head and said, 'You people are doing a good thing here; I just wanted to do a good thing, too.'"

"It was a blast seeing my 9-year-old daughter excited to hand out t-shirts to people who donated a bike. I'm so proud of her for donating her own! It was a fun, gorgeous day and was great to see everyone get together to help out!"

"A gentleman was visiting a patient at Mercy and was interested in what we were doing. Without being asked he helped load all the bikes at Mercy, followed me to Hopkins to help unloading trucks and then came with to make a pick up at a clinic at 10 p.m. He refused an offer to pay for gas for his truck. He gave up his entire Saturday night to help a cause he knew nothing about a few hours before."

"We had a couple walk into the doors of the hospital yesterday asking if they could be considered to receive a couple bikes for their kids because they fit low income criteria. But more importantly, they started out by asking how they could volunteer their time to help fix up the bikes."

"A patient at our clinic saw the collection site in the parking lot and was so moved by the effort that he went to Target and purchased a new bike to donate. Another wrote out a check for \$100 on the spot."

"I have been trying to get more involved in the community, and regularly look for fun volunteer opportunities. It brought me joy to have participated in this program. Even though it is such a small thing to donate, I know that it makes a big impact on a child's life to be able to have fun, feel like a normal kid and to BE ACTIVE! What a gift we are giving to people!"

"My two sons came with and helped volunteer – and that was an opportunity all on its own. My children were able to see that yes, there are people less fortunate than us, and that we made a difference in their lives just by giving a little of our time! Thank you to Allina Health hospitals for helping my family and me stay involved in the community!"

We are proud to serve the following communities:

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 United 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

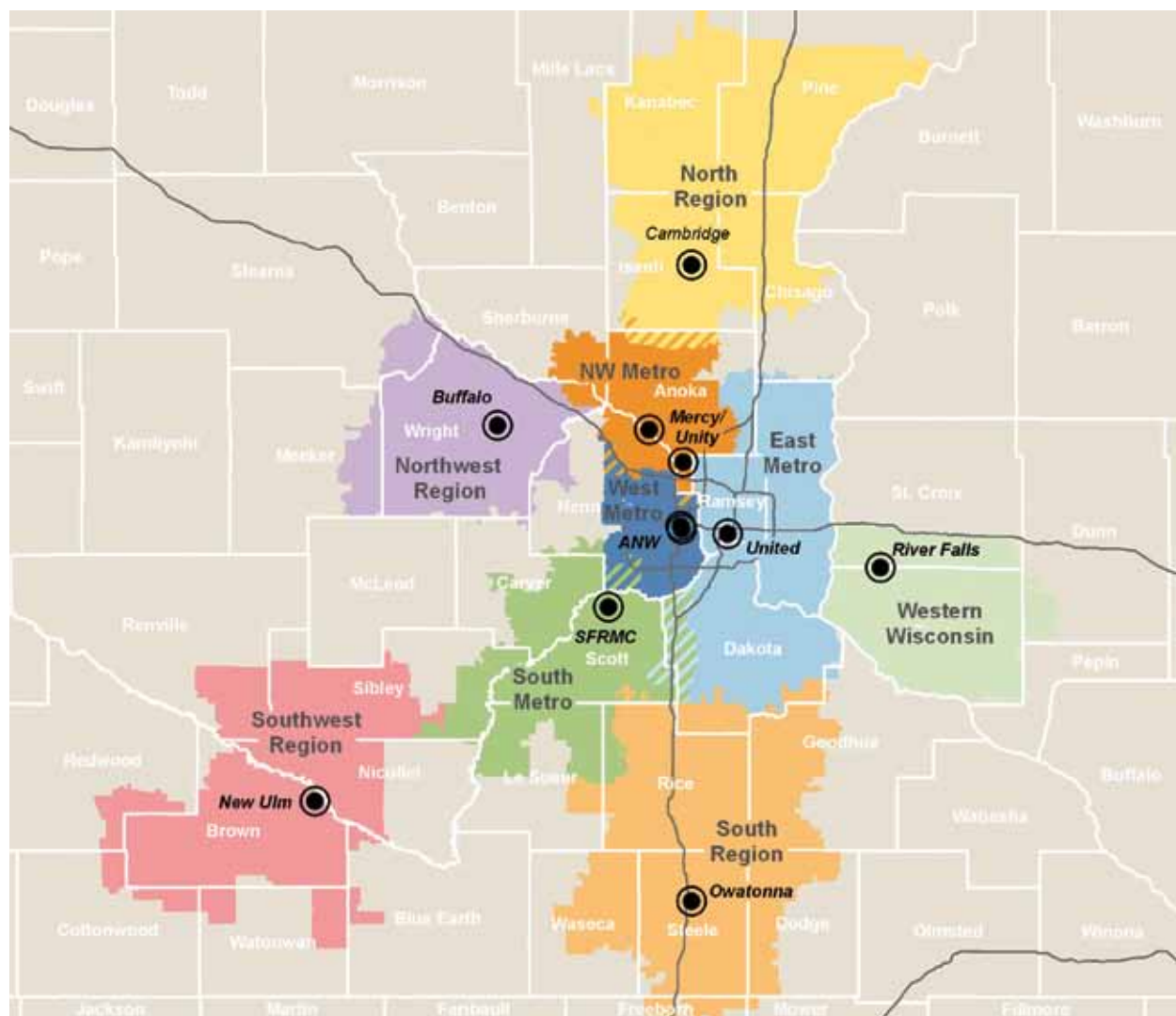
Located south of the Twin Cities metropolitan area, the South Region serves small and rural communities in and around Steele, Rice, Waseca, Dodge and Goodhue counties.

● WESTERN WISCONSIN:

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



Allina Health hospitals



What do our communities need? What are their interests?

Getting the answer to these questions is instrumental in the development and success of any community engagement program. That's why we conducted an in-depth community assessment. Results from that assessment focused on three health issues that people in our communities wrestle with on a regular basis: healthy eating, active living and stress-reduction/life balance.

Once we understood the issues, we then sought to understand how people wanted to be supported. Significant time was invested in listening to and collaborating with engaged members of the community so that we could tailor programs based on their specific interests and opportunities.

As you'll see in the following pages, this tailored approach created a great deal of variety in the community engagement programs offered in 2011. And it's that customization that is helping us succeed in truly improving the health of our communities.





CHILDREN'S HEALTH INITIATIVE (Southwest Region)

Obesity among children today is fast becoming a normal way of life. Educating and supporting healthy lifestyles in youth is essential if we are to help them avoid a health crisis. As a health care organization, there is only so much we can influence in an annual well-child exam. That's why Allina Health is so committed to programs aimed at helping kids understand the benefits of eating healthier and staying active.

We have a strong Children's Health Initiative in our Southwest Region that is aimed at reducing the number of overweight or obese children. Following is an overview of three of the programs we provide to the community free of charge:

DAAN – DAAN (da on) is a Native American term that means to live a healthy, balanced life. Allina Health presents a free, eight-week DAAN program that focuses on helping area school children in grades 2-4 make wise nutrition and physical activity choices. The results of this work are encouraging. Surveys taken before and after the program show good progress in all of the schools served. For example, one school district's survey results show that soda consumption is down and fruit and vegetable consumption is up since implementing the DAAN program.

Surveys demonstrate progress!

New Ulm Public School District Survey:

Before DAAN:

21.7% consumed soda daily

After DAAN:

15.5% consumed soda daily

Before DAAN:

53.4% consumed fruits & vegetables at least once per day

After DAAN:

84.5% consumed fruits & vegetables at least once per day

In addition to the comprehensive DAAN program, Allina Health provided funding and volunteers to offer fresh fruit to New Ulm school districts during National Nutrition Month. Funding is also provided for instructor-led physical activities with the participants of Kids' Connection, an after-school childcare and activity program in New Ulm.

HEALTHY STUDENT PARTNERSHIP (Northwest Metro Region)

Seventeen years ago, the teachers at Coon Rapids High School expressed concerns about the health of their students. They asked if the health community could do anything to help. Since then, Allina Health and the local Lions Club have teamed up with area high schools to provide health screenings as a part of each school's student health class. Participating high schools presently include Anoka, Coon Rapids, Andover, Blaine, Champlin Park and Fridley. More than 13,000 students have learned how

the choices they make each day affect their health. In addition, the parents of students with abnormal blood pressure, blood sugar, cholesterol or BMI tests received letters recommending follow-up care.

This program is being credited for identifying a potential fatal heart condition of 16-year-old Anoka High School sophomore Gavin Putt. When his blood pressure reading came in high – 183/86 – follow-up tests revealed

that the avid hockey and soccer player needed medical intervention. "Without that class," said Putt's father, Jay, "we'd be relying on his next physical and hoping nothing happens in between."

Because it was caught in time, Gavin's heart condition was successfully corrected with a series of procedures and Gavin returned to playing hockey and soccer following his recovery.

SUCCESS BY 6 (Western Wisconsin)



Recognizing that there exists an unmet need for early childhood education in western Wisconsin, the St. Croix Valley United Way initiated the Success by 6 program. Allina Health signed on as an early partner in this collaborative effort.

Success by 6 helps prepare kids for success in school. One of the ways Allina Health supports this program is by hosting the Family Resource Center St. Croix Valley's Baby and Me classes for babies and their parents at River Falls Area Hospital. The classes provide children the opportunity to interact and learn from each other in the company of their parents. Parents observe their children with other children, share parenting strategies with the other parents and get expert advice from trained parent educators.



ALLINA HEALTH MOBILE WELLNESS CENTER

With the help of community partners Connexus Energy, District 5M7 Lions and Lioness, Mercy and Unity Hospitals Foundation, North Suburban Hospital District and the Pentair Foundation, Allina Health purchased a new mobile wellness center. Allina Health offers low-cost health screenings wherever people gather, such as community events. On an annual basis, the Wellness Center attends over 35 events and screens approximately 1,300 people. Since the inception of the program in 1990, over 32,000 community members have been screened, educated and, when necessary, referred to a health provider. A high proportion of these people were without health insurance. Approximately 10 percent were found to be at risk for dangerous health conditions.

HEARTS BEAT BACK: The Heart of New Ulm Project

Hearts Beat Back: The Heart of New Ulm Project is a 10-year initiative designed to reduce, and eventually eliminate, heart attacks in the city of New Ulm. Our goal is to make New Ulm the healthiest city in the country. This means helping residents improve their health risks, such as physical activity, nutrition, obesity or tobacco use, among others.

Led by the Allina Health Center for Healthcare Innovation, The Heart of New Ulm Project is showing promising early results.

- Heart attacks decreased by 24 percent over 15 months.
- More than half the people screened in 2011 scored high in their “healthy lifestyle” score.
- Compared to 2009, people were found to be exercising more, eating more fruits and vegetables, and more effectively taking medications to address high blood pressure and cholesterol.
- Stress levels were down, and people’s behavioral and health care changes had led to reductions in their

biomedical risks, such as high blood pressure, high cholesterol and high blood glucose.

But there are still many opportunities to tackle:

- The percent of New Ulm residents who smoke has not changed since 2009.
- Data shows men are eating fewer fruits and vegetables than women, but are better at managing their cholesterol and blood pressure than women.





"I don't know if everyone in our area will acknowledge this wake-up call, but I am definitely seeing changes in the habits of friends, neighbors, colleagues and family members, which hopefully will lead to a ripple effect in the entire community."

Dan Beranek, Alliance Bank
The Heart of New Ulm Project steering committee member

Allina Health made several additional investments in the program in 2011:

- New Ulm Medical Center launched the Heart and Vascular Prevention Clinic to provide more intensive clinical care for patients who had multiple risk factors for heart disease, as well as those who may already have had heart disease, diabetes, or other vascular disease.
- The Take Five Community Challenge was launched to target weight management within community worksites. Thirty-eight employers offered some form of wellness programming, and 24 worksites hosted free onsite screening for their employees during the heart-screening season. In turn, employers received data pinpointing the top areas for health improvement among employees to help guide their worksite wellness efforts.
- A variety of cooking classes, health presentations, grocery store tours and fitness events also took place throughout the year, along with the launch of the FoodWorks Restaurant Program, which increased the number of healthy choices available in nine local restaurants.



FALLS PREVENTION AND STEPPING ON (Western Wisconsin)

Wisconsin has one of the highest rates of death from unintentional falls in the nation. In fact, the death rate due to unintentional falls in Wisconsin is twice the national average. The Community Falls Prevention Program at River Falls Area Hospital was created to help seniors stay healthy, safe, and independent for as long as possible by identifying risks that can lead to falls.

The prevention program includes a Falls Prevention Team which provides one-on-one assessments, consultations, recommendations and education to community members 65 years of age and older. After an assessment, the team may recommend exercise programs, changes in diet, home safety adjustments, medicine changes and possible participation in the Stepping On program.

Stepping On is a class that is offered for two hours a week for seven weeks. Participants are taught strength and balance exercises, given home safety suggestions and receive a medication review. The program has been reported to reduce falls by 30 percent. One participant said, "I've had some near falls, but I have a quicker recovery and my muscles don't collapse."



WELLNESS CENTER (Western Wisconsin)

When the local YMCA closed, many River Falls area residents wondered where they would go for exercise and physical rehabilitation maintenance. The Wellness Center at River Falls Area Hospital was able to fill this new gap for many of the former YMCA members. Along with a variety of aerobic and strength building equipment, and health and fitness staff, it offers a range of wellness classes.



HABITAT FOR HUMANITY (South Metro Region)

For the third year in a row, Allina Health and St. Francis Regional Medical Center staff in the South Metro Region embraced the knowledge that affordable housing leads to good health. Together, they worked with Habitat for Humanity on a home in Shakopee, less than a mile away from the St. Francis Regional Medical Center campus.

St. Francis Medical Center contributed the financial resources needed to provide the equipment and construction supervision, and Allina Health coordinated volunteers from Allina Health and St. Francis to work alongside the homeowners in constructing the home. The group has already decided to return to the same neighborhood in 2012 to build with another homeowner, to create safe, affordable housing and, ultimately, a healthier and more vibrant community.

LET'S TALK WELLNESS (Northwest Region)

Allina Health has a long history of community partnership and investment in the health of the residents of Wright County. One of its most popular wellness programs in 2011 was Let's Talk Wellness. This program is a six-week series of short classes offered free of charge to local businesses and community groups and taught by staff from Buffalo Hospital. Topics focus on healthy eating, physical activity and stress management.

Laureen Bodin, assistant city administrator for the city of Buffalo said, "It was an example of the hospital reaching beyond its walls for the health of the community. The presentations...were credible, fun, and their only agenda was to help us become healthier. People made big lifestyle changes."

Participants are making big lifestyle choices, as demonstrated from the first year results. Participants report improved overall eating and exercise habits, as well as the ability to cope with stress. They increased their consumption of fruits and vegetables and their engagement in exercise. And, the average BMI of participants dropped two points. Based on the initial success of this program, five additional series are scheduled for 2012.



SCHOOL PARTNERSHIP (North Region)

During the Cambridge area community health assessment dialogues, school-aged children and adolescents were two groups Allina Health was asked to support with community health improvement efforts. That's why Allina Health invested in an ongoing partnership with the public school district.

According to Bruce Novak, superintendent of the Cambridge-Isanti School District, "If we are truly going to make a difference in the lives and lifestyle of our children, we need to work together with the families and school to carry and promote the same message."

Allina Health sponsors four school programs in this area:

- Life Long Fitness is a program developed eight years ago to teach healthy habits to sixth graders.
- SWEAT, which stands for Start With Exercise and Teamwork, is in its sixth year of offering athletic conditioning and healthy lifestyle instruction to children age four through sixth grade.
- RunSMART (ACL injury prevention) and ImPACT (concussion management) are two injury prevention programs offered to young athletes.

Other noteworthy efforts in 2011:

- Donating training mannequins to support CPR instruction in the local high school.
- Partnering with the Cambridge Area Chamber of Commerce to present a one-day event that connected 400 sixth graders in the Cambridge-Isanti School District with information about careers in science, technology, math and engineering.





REACH OUT AND READ (North Region)

A decades-old national program to increase early literacy, Reach Out and Read is a public-private partnership. Since exposure to books and reading in the first years of life increases the probability of both healthy child development and school success, local pediatricians in this area have voluntarily made literacy promotion a part of all regular pediatric checkups. Age-appropriate books are presented to each child during their checkup. In many cases, the doctors and nurses read the book to the child.

RESOURCES AND SUPPORT (North Region)

Cambridge Medical Center provides free health information, resources and support with its Apple a Day series, Coffee CHAT program and Harbor Room.

Apple a Day

Apple a Day programs provide in-depth information on a specific health and medical topic presented by experts from Cambridge Medical Center. The free programs are 90 minutes in length and are held one evening a month during the fall, winter and spring.



Coffee CHAT

Coffee CHAT is a fun way to learn about health-related topics in an informal setting. On Thursday mornings in the fall, winter and spring, participants gather for coffee and a short presentation by one of Cambridge Medical Center's health experts. There is time for discussion and conversation. Coffee CHAT is a free program that is popular with all age groups.

Harbor Room

The Harbor Room is a resource for anyone dealing with cancer and chronic conditions. In its attractive and peaceful setting, patients and family members can find the support they need both during and after treatment. Many support groups and classes are offered, such as art and yoga. Wigs, hats, scarves

and prosthetics are available, and a compassionate team of volunteers is on hand to listen or talk. A special program called Beautiful You is offered twice each month to women affected by cancer. Participants receive makeup application instruction, options for dealing with hair loss and approximately \$200 in free Mary Kay cosmetics and supplies.



EARLY YOUTH EYECARE (EYE) INITIATIVE (West Metro Region)



When budget cuts prevented Minneapolis Public Schools from giving students eye exams, a Phillips Eye Institute employee proposed that the Phillips Eye Institute fill the gap. The EYE Initiative now provides free eye screenings to students in kindergarten through fifth grade. EYE also works with families to identify barriers to receiving treatment – offering interpreter services, transportation and financial support for vision care. Since its inception in 2008, EYE has screened more than 17,000 students in 45 schools. The majority of these students are underinsured and uninsured. Carmen Teskey, nursing services manager for Minneapolis Public Schools, said that without the program many underinsured students would not receive additional eye care, which is vital to early learning. Because of this philanthropic work, the Phillips Eye Institute was selected in July 2011 to receive the national Jefferson Award for Public Service and Corporate Giving.

WELLNESS RESOURCE GUIDE (North Region)

Allina Health partnered with the Isanti County Public Health Department to develop a booklet highlighting walking/hiking trails, buildings with open walking policies, bike trails, fitness classes, and swimming, canoeing and kayaking venues. The booklet promotes better health by encouraging people to take advantage of resources in the community.



THE BACKYARD INITIATIVE (West Metro Region)



The Backyard Initiative is a dynamic partnership between Allina Health and its neighbors to make social connections that improve health in the seven communities immediately surrounding the Allina Health administrative offices (The Commons), Abbott Northwestern Hospital and the Phillips Eye Institute.

Despite having access to world-class medical care right in their own “backyard,” many residents in the area experience poor health outcomes. We all know that we need exercise, healthy food, plenty of

rest and occasional check-ups to be healthy — but our families, cultural traditions and community and social connections also have a powerful impact on our overall health.

The Backyard Initiative empowers residents to draw upon their own knowledge, skills and cultural values to care for themselves, their families and their neighbors. Individuals learn to address the root causes of illness and identify ways to improve their own health through active engagement with Citizen Health Action Teams.

In 2011, Backyard Initiative residents formed several CHATs that implemented prevention and wellness pilot projects to improve individual and community health.

There are currently 12 active chats, including:

- **Anchor Families**, establishes a family on each block to facilitate community gatherings, celebrations and rituals among neighbors. These connections will result in neighbors becoming “more like relatives than strangers” to one another.
- **Project Self**, brings together youth, elders and families in healthy living and artistic expression through poetry, open mic performances, workshops and community dialogue.
- **Growing the Backyard**, finds ways to support healthy eating through accessibility to healthy foods and educating about healthy practices across cultures.
- **Dakota Language Revitalization**, concentrates on keeping Dakota language and life ways alive and vibrant in the Dakota community.

“In the years I’ve spent on this planet, this is probably the best use of my time. I’ve never seen so many diverse people sitting around a table to represent community. This has not existed for a long time.”

Backyard Initiative community member



WE SUPPORT PARTNER ORGANIZATIONS IN THEIR EFFORTS TO IMPROVE COMMUNITY HEALTH

In 2011, Allina Health collaborated with many non-profit partner organizations in the East Metro Region that provide a variety of supportive human and health services to underserved populations. Rather than duplicate services, Allina Health chooses to partner with these organizations and provide financial support so they can continue to provide – or improve upon – proven and valued community health programs. In the East Metro Region, Allina Health provided volunteer and financial support to:

- **Face to Face Health Services**, a community-based, non-profit health services provider that offers prenatal, mental health and general health and wellness services to low-income adolescents in St. Paul's east side community
- **Community centers**, such as the West 7th Community Center and the St. Paul YWCA, that provide health and wellness programs in low-income neighborhoods
- **The Mental Health Crisis Alliance**, which works to ensure that all adults experiencing a mental health crisis receive timely, high quality integrated services in the least restrictive setting regardless of ability to pay or county of residence
- **Homeless shelters**, such as the Dorothy Day Center, Listening House and Safe Zone, which support homeless adults and adolescents
- **Community health-based organizations**, such as St. Paul's East Side YMCA and Neighborhood House that provide a variety of health and human services to thousands of area low-income individuals and families
- **Community food shelves**, including creative initiatives that provided fresh, organic produce weekly to food shelf customers during the summer growing season, either through produce donated from community gardens or by participating in Community Supported Agriculture (CSA) shares from local farms
- **School and community gardens**, including those in Frogtown and Farmington
- **Many other programs**, such as community-block nurse programs, non-profit providers of affordable housing, community food shelves and more.



OUTDOOR WALKING PATH (South Regional)

With walking often cited as the best exercise to maintain a healthy, active lifestyle, a new outdoor walking path was built on the campus of Owatonna Hospital. The path was made possible by the donations of hospital employees during their annual Community Giving Campaign. The 1.25-mile paved walking path encircles the health care campus and is available for public use. Most notably, it connects the Owatonna Homestead Hospice House with the main health care center and encourages hospice residents and their families to spend time outdoors.



Caring means many things. It can mean providing health care to those without insurance and it can mean caring for people after tragedy strikes. In 2011, Allina Health quickly responded to the several communities' needs for a higher level of care.

RIVER VALLEY NURSING CENTER (South Metro Region)

In the South Metro Region, there weren't any free clinics available to provide care to an increasing number of residents without health insurance. In response, Allina Health teamed up with seven community partners to develop the River Valley Nursing Center.

The Center is not a physical place. It is a program that partners with existing facilities in Chaska and Shakopee to provide weekly services to the uninsured and underinsured. It is staffed from a pool of approximately 300 public health nurses and bilingual outreach workers.

Many of the people cared for at the River Valley Nursing Center are undocumented workers who are otherwise ineligible for medical assistance. The Center serves these individuals with

dignity and hospitality. "The nurses work with the school cultural liaisons because the families feel the school is a safe place to go," said Tamara Severtson, Community Engagement lead for the South Metro Area. "We work hard to help people get to the right care – the most effective care. Our patients trust us."

Since the Nursing Center's opening in 2005, more than 2,000 referrals were made to local agencies and organizations with the Nursing Center acting as case manager to coordinate medical and community services for individuals and families.

A gentleman was leaving the Work Force Center on his way to the Emergency Room at St. Francis Regional Medical Center to be seen for a dental issue. He noticed the River Valley Nursing Center sign, and since the Nursing Center operates next door to the Work Center, he decided to stop there and see if he could be helped. (All Nursing Center visits are free and no appointment is necessary.) A public health nurse at the Nursing Center was able to arrange for him to be seen by a dental program. Unfortunately, there would be a fee for the dental work and the gentleman was out of work. The Nursing Center was able to help the gentleman obtain a grant that ultimately helped him receive the dental services he needed.



FREE CLINIC OF PIERCE AND ST. CROIX COUNTIES (Western Wisconsin Region)

Since 2007, the Free Clinic of Pierce and St. Croix counties has provided free primary health care to low-income, uninsured residents in western Wisconsin. Without this facility, these community members would otherwise go without treatment or seek care at hospital emergency rooms. The Free Clinic is operated by approximately 200 volunteers from the local health care community, with Allina Health employees volunteering as providers and board members. Allina Health also provides both financial and in-kind support for the Free Clinic, including lab and radiology services. And, when a patient needs medical services beyond the scope of the Free Clinic, Allina Health is often able to provide emergency or surgical services through its Partners Care program.

Each week, the Free Clinic sees 25 patients on a first-come, first-served basis. Thirty additional patients may be seen for such things as prescription refills or bandage changes. The clinic dispenses upwards of 140 prescription medications on a weekly basis. Since the Free Clinic opened its doors in April 2007, through December 2011, there were 10,695 patient visits. In 2011, the clinic treated 364 new patients.

According to Sue Galoff, supervisor of the Pierce County Public Health Department, "...the lack of access to health care is a major roadblock to improving the health of the community. The Free Clinic often provides the one means to get needed health care. Thank you to the dedicated staff and volunteers who make this vital service possible."

Stats:

Since it opened its doors in April 2007 to the end of 2011, there were **10,695 patient visits** to the clinic.

In 2011, it treated **364 new patients.**

TORNADO RELIEF (West Metro Region)

When the unexpected happens, people often rely on their family to help them pick up the pieces. May 22, 2011, started as a sunny, spring day. It ended with a tornado devastating a large area that 20 Allina Health employees called home. As the news footage showed the shocking footage of fallen trees, destroyed houses and impassable streets, community engagement team members quickly sprang into action.

Allina Health volunteers assisted fellow employees and other area residents in cleaning up debris. They provided generators, tarps and food. They also worked to connect residents with other resources.

As she stood with 11 Allina Health volunteers at her damaged home, Kassaundra Mullen, physician coordinator at the Minneapolis Heart Institute, said, "I've always enjoyed working with Allina because they are really all about being a family. But this was so kind. Even my boss was there to help, and she got her hands dirty like everybody else. This really went above and beyond."



WE STRIVE TO LIVE OUR MISSION IN THE COMMUNITY

In April 2011, Allina Health launched the Mission Matters employee volunteerism program as a way to support employees who want to give back to the community. Through this program, Allina Health connects employees with volunteer opportunities sponsored by Allina Health and area non-profit organizations. Allina Health also contributes to the organizations employees care about through three key programs: **1. Dollars for Doers** / **2. Walks, Runs & Rides** / **3. Global Fund**

DOLLARS FOR DOERS:

Dollars for Doers is a program that rewards employee volunteerism in the community. Allina Health gives charitable contributions to eligible non-profit organizations based on the amount of time an employee volunteers. Through Dollars for Doers, organizations benefit twice: once from the employee's volunteer contribution of time and again from an Allina Health financial contribution. In 2011, 853 Allina Health volunteers from 63 locations participated in this program.



WALKS, RUNS & RIDES:

Walks, Runs & Rides is a program that rewards Allina Health employees' participation in charitable events such as walks, runs and bicycle rides that benefit non-profit organizations. Allina Health gives charitable contributions to eligible non-profit organizations based on the number of employees who participate in each sponsored event. In 2011, more than 1,200 employees participated in 120 events, resulting in \$21,500 in charitable contributions from Allina Health.



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GLOBAL FUND:

The Allina Health Global Fund rewards employees who volunteer with eligible organizations outside the Allina Health service area. Hundreds of Allina Health employees volunteer throughout the world in various capacities. Whether serving on a medical mission trip, building homes for Habitat for Humanity, or providing assistance immediately following a natural disaster, the global impact of Allina Health employees is tremendous. In 2011, the Allina Health Global Fund helped send more than 100 employees to areas throughout the United States and 15 countries around the world. These efforts helped shape the lives of thousands of people worldwide.

Examples:

- Kara Frandson, a pharmacist at Abbott Northwestern Hospital, screened for and intervened in several cases of incorrect prescribing practices. "I possibly saved a baby's life from an overdose."



- Tracy Farley, an Emergency Department nurse at Abbott Northwestern Hospital, used her skills to work with nursing students in Haiti.
- Jill Strykowski, a pharmacy director at Unity Hospital, trained a team of pharmaceutical students in Tanzania.

In 2011, Allina Health volunteers also helped in the recovery of regions impacted by natural disasters.

- In New Orleans, Tammy Boyd, Information Services manager, helped citizens in the Lower Ninth Ward rebuild their homes.
- In Haiti, Julie Donahue, a nurse at Allina Medical Clinic - Faribault, volunteered her nursing skills at a triage orphanage home where she treated 29 children.

"I possibly saved a baby's life from an overdose."



"The impact our employees are making throughout the world is inspiring. By sharing their talents and expertise, Allina Health is spreading its spirit of caring throughout the world."

Brian Prokosch, vice president for medical affairs, St. Francis Regional Medical Center, and global volunteer in Peru

WE INVEST SIGNIFICANTLY IN IMPROVING THE HEALTH OF OUR COMMUNITIES

Providing convenient access to necessary medical care regardless of one's ability to pay is one of the commitments we make to the communities we serve.



In 2011, Allina Health invested in our communities in many ways, some of which have been highlighted in this report. However, there are many things that happen within the walls of the organization that also benefit the broader community. Examples include caring for uninsured or underinsured patients, incurring expenses not covered by public programs, providing charitable and in-kind contributions to community programs and organizations, developing clinical and community health research to improve health outcomes, and providing real-world experience and education for the future health care workforce. Together, these investments are considered our community contributions. In 2011, these contributions exceeded \$528 million.

2011 Community Contributions (presented in millions)

Allina Health

Cost of providing charity care	\$34.6
Costs in excess of Medicaid payments	60.4
Medicaid surcharge	21.6
Minnesota Care tax	38.6
Community services	7.7
Subsidized health services	2.0
Education and work force development	20.6
Research	7.5
Cash and in-kind donations	3.9
Community building	0.8
Other community benefit cost	8.4

Total cost of community benefit (as defined by CHA/VHA guidelines)	\$206.1
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Costs in excess of Medicare payments	\$187.0
Other care provided without compensation (bad debt)	77.9
Discounts offered to uninsured patients	52.6
Taxes and fees	5.2

Total value of community contributions	\$528.8
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Allina Health contributed nearly \$35 million in charity care and financial support to care for the uninsured and underinsured. This is our greatest contribution to the community each year.

More than \$7.5 million was invested in clinical and community health research activities. Allina Health invests in clinical and community health research so that we're able to provide the best prevention and treatment information to our patients and communities. This includes funding research in the areas of cancer, heart health, rehabilitation, community health interventions, health disparities, end-of-life care, integrative health therapies and others.

Allina Health contributed nearly \$4 million in charitable and in-kind contributions to other not-for-profits throughout our service areas. In this way, Allina Health supports and extends

the important work that community organizations are already doing.

Nearly \$8 million was contributed for community services including community health education, community-based clinical services, health care support services and the community health improvement programs highlighted in this report.

Allina Health provided more than \$20 million to develop the next generation of caregivers. This included investing hours of clinical and preceptor time to mentor thousands of medical, nursing, and other future health care professionals within our clinics and hospitals. Students are seen throughout the facilities as they complete their schooling.



We believe health care is **more**
than just treating
people when they
are sick. We have the power
to improve community health
and to help **people live**
healthier lives.

As a trusted 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.

“We are engaging with our communities like we never have before,” said Ellie Zuehlke, director of Community Benefit and Engagement. “These partnerships are helping to pave the way to healthier communities now and in the future.”



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