2016
COMMUNITY BENEFIT REPORT

PARTNERING for
COMMUNITY HEALTH
and WELL-BEING

HealthEast
MISSION
We are called to improve the health of our neighbors.

VISION
Optimal health and well-being for our patients, our communities and ourselves.

VALUES
Create a “customer first” experience
Act with courage
Nurture trust and confidence
Find joy in what we do
AS THE LEADING HEALTH CARE provider in the Twin Cities East Metro area, HealthEast is becoming more deeply involved in what is happening in our communities. We know the health and well-being of our community neighbors starts where they live, learn, work, play and worship. Understanding barriers to health equity and engaging with our community sets the stage for how we can enhance our customers’ lives and partner with them to strengthen their neighborhoods.

I have been with HealthEast for four years and in the health care field for over 30 years, and I’ve never been more excited about the vision that we have established for HealthEast: Optimal health and well-being for our patients, our communities and ourselves. As a non-profit health care organization, we have a mandate to improve community health and access to care, including the programs and services we provide that extend beyond the walls of our hospitals and clinics. In truth, multi-faceted partnering in the community is something we do every day – it’s part of our DNA and history.

Thanks to our partnerships with a wide variety of community organizations, we can have an even greater impact. Please read on to learn more about how these vital partnerships are growing and supporting optimal health and well-being for our community.

I am excited to share with you the highlights of our work with the community from the past year!

Here’s to your health and well-being!

Kathryn Correia
HealthEast President & CEO

If you have questions or need more information about this report, please contact Joan Pennington, HealthEast’s System Director of Community Benefit, Policy and Measurement, 651-232-4937 or jpennington@healtheast.org.
2016 COMMUNITY BENEFIT:
$80 million

*HealthEast’s community benefit for 2016 increased 14% from 2015.

Community benefit begins with understanding the needs and assets of our communities. HealthEast conducted our tri-annual community health assessment in 2015 and from that assessment we continue to address the top needs of our community: healthy food and physical activity, mental health and resilience support, access to services and resources. The following pages highlight stories from our work in and with the community in these important areas to achieve optimal health.
CONTRIBUTING IN OUR COMMUNITIES

During the fiscal year that ended August 31, 2016, HealthEast contributed $80 million to the community. These contributions included care that was provided regardless of insurance coverage or ability to pay, health provider education and community health and wellness services. HealthEast works in close collaboration with others to do this work: community organizations, churches, schools, businesses and public health and other agencies.

UNCOMPENSATED MEDICAID AND OTHER PUBLIC PROGRAMS
HealthEast provided more than $60 million in services that extended beyond government reimbursement levels to patients who qualified for public programs such as Medicaid.

HEALTH PROFESSIONAL EDUCATION
This category includes required education, certification and training programs for physicians, interns and residents, medical students, nurses and nursing students, other health professionals and pastoral care trainees.

COMMUNITY HEALTH IMPROVEMENT SERVICES
During 2016, HealthEast provided services including community health education, health screenings and social and environmental improvement activities that served 60,000 people, up from 40,000 in 2015. These activities are carried out in partnership with others and extend beyond patient care. Read on to learn more about how we are partnering in the community to improve nutrition, physical activity, mental health and resilience, and access to health care.

CHARITY CARE
HealthEast provided $5.6 million in care to all eligible patients through free or discounted services, regardless of ability to pay.

SUBSIDIZED HEALTH SERVICES
Our subsidized health services consisted of $4.6 million in free or discounted mental health services that were provided, despite a negative margin, to meet a community need.
PARTNERSHIPS

HEALTHEAST worked with 81 community partners to promote health and well-being.

GATHERED input from 350 people for community partner Woodbury Thrives.
PARTNERSHIPS IN OUR COMMUNITIES

HealthEast cannot do our community benefit work alone. In 2016 we worked hard to strengthen relationships with more than 80 community organizations, churches, schools, businesses and government agencies. Recognizing that a great deal of what affects health happens in homes, schools, families and the community, we’re learning how to improve health and well-being in partnership with the community rather than solely doing things to or for the community. Highlights of these efforts included:

EAST SIDE HEALTH & WELL-BEING COLLABORATIVE
Through the East Side Health & Well-being Collaborative, convened by HealthEast, 17 community organizations co-designed two pilot programs to support health and well-being on St. Paul’s East Side. The group designed these projects to address two community-identified priorities: improve access to mental health/stress resilience resources and improve access to healthy food (additional information on pages 6-9). Funded by HealthEast Foundation and others, these innovative programs will be implemented and evaluated over the next two fiscal years.

WOODBURY THRIVES
HealthEast was an early partner in the grassroots Woodbury THRIVES community initiative. In 2016, we invited groups of Woodbury area residents (including HealthEast employees) to share their ideas about what makes a healthy community.

“Partnerships are just essential. We can’t do this by ourselves. Our partners bring with them an increased knowledge of the people we’re trying to serve.”

— Kathryn Correia
HealthEast President & CEO
MORE THAN 250 seniors took classes that help keep them moving
HEALTHY FOOD AND PHYSICAL ACTIVITY IN OUR COMMUNITIES

Good nutrition and regular physical activity are key drivers of individual and population health. HealthEast is moving “upstream” to encourage healthy behaviors that have long-term benefits. In 2016:

EAST SIDE TABLE
Community organizations and HealthEast co-designed a new program to increase access to healthy food for residents of St. Paul’s East Side. East Side Table, launched in late fall 2016, will improve the skills families need to overcome the top three community-identified barriers to cooking healthy meals at home: time, motivation and expense. Activities will include distribution of make-at-home meal kits featuring culturally specific recipes and locally procured ingredients, grocery coupons, cooking demonstrations and tastings, and community meals to promote social connectedness.

BABY-FRIENDLY
Scientific evidence points to lower disease risk and improved health outcomes for mothers and babies who breastfeed. We’re proud that mothers who give birth at the Woodwinds Health Campus and St. John’s and St. Joseph’s hospitals surpass state and national breastfeeding rates. HealthEast was the first system in Minnesota to be certified by the Baby-friendly Hospital Initiative.

MOVING FOR BETTER BALANCE
Research shows that seniors who move regularly are less likely to fall, so HealthEast offers several evidence-based exercise programs such as Matter of Balance. Tai Ji Quan: Moving for Better Balance®, introduced in 2016, focuses on muscle strength and stability for older adults.
MENTAL HEALTH

Expansion of inpatient mental health is underway that will serve 1,500 more patients annually.
MENTAL HEALTH AND RESILIENCE SUPPORT IN OUR COMMUNITIES

We’re shifting the conversation from mental illness to mental health and well-being by providing a broad spectrum of services to help community members build stress resilience, receive appropriate treatment and experience abundant mental well-being. Activities in 2016 included:

**MENTAL HEALTH & STRESS RESILIENCE PARTNERSHIP**

Community organizations and HealthEast co-designed and, in late fall 2016, launched an 18-month holistic program, the *East Side Mental Health & Stress Resilience Partnership*. This work involves connecting members of the East Side community with emotionally focused and culturally responsive mental health and stress resilience resources. The East Side is home to many refugees, who often experience social isolation, post-traumatic stress and depression. The Partnership will map culturally based services, identify safe and sacred spaces to build community and provide respite, facilitate community conversations to deepen understanding and to break stigmas, and educate mental health service providers.

**MENTAL HEALTH INPATIENT UNITS**

In response to an urgent community need, HealthEast opened Phase I of the *expanded mental health inpatient units* at St. Joseph’s Hospital. When Phase II is completed in summer 2017, we will have added 37 adult inpatient mental health beds – including 12 for geriatric psychiatric patients – and we will be able to serve 1,500 more patients each year.

**KAREN CHEMICAL DEPENDENCY COLLABORATION**

A coalition of organizations that serves the Karen community, the Karen Chemical Dependency Collaboration, launched a culturally appropriate chemical dependency group treatment program for Karen men. HealthEast is a member of the group and many of the program’s participants are patients at HealthEast Clinic - Roselawn.

Provided cancer support programs to **368** people
ACCESS

Gave free books to more than 4,500 children age 5 and under

Provided more than 600 free flu shots to members of the Hmong and Karen communities
HEALTH CARE ACCESS IN OUR COMMUNITIES

At HealthEast, we provide affordable, community-based programs and services through partnerships that improve health and well-being for all. Highlights of 2016 included:

REACH OUT AND READ PROGRAM
Through the Reach Out and Read program, HealthEast clinics provided books to more than 4,500 children age 5 and under during well-child visits. We continue to expand this effort across our primary care clinics.

FOOD TRUCK MINISTRY
HealthEast partnered with Shobi’s Table, a food truck ministry that serves meals to the homeless and near homeless on St. Paul’s East Side.

FAITH COMMUNITY NURSES
Our faith community nurses provide blood pressure checks, minor ailment assessments and information about community resources for housing, transportation and more.

INSURANCE LIAISON
Along with our partner organization that helps people access public health insurance programs, Portico Healthnet, we are piloting the role of an Insurance Liaison to assist new immigrants and refugees as they navigate health coverage options.

FREE FLU SHOTS
Our faith community nurses and other HealthEast volunteers provided more than 600 free flu shots to members of the Hmong and Karen communities in partnership with Fairview Health Services. These clinics, part of the Minnesota Immunization Networking Initiative, assist underserved children and adults.

“We serve all people, regardless of their ability to pay or where they are on their journey.”
— Kevin Garrett, MD
HealthEast Senior Vice President
Chief Medical Officer
HEALTHEAST IS IN YOUR COMMUNITY

HealthEast is the leading health care provider in the Twin Cities East Metro area. Our family health and specialty programs span four hospitals, 14 clinics, home care and medical transportation. Visit healtheast.org/about-us to view our 2016 Community Benefit video and learn more about our outreach to the community.
ABOUT HEALTHEAST

In **2016,**
St. Joseph’s, St. John’s and Woodwinds hospitals earned

![4-star rating]

from the *Centers for Medicare & Medicaid Services*
quality of care star ratings system,
placing us

in the top **22%** of hospitals nationwide.

In **2016,**
Woodwinds Health Campus was named to the list of

![Women's Choice Award]

by the Women’s Choice Award.

- **850** physicians
- **7,500** employees