



Community Benefit Report

SERVING OUR COMMUNITY

Hello!

Regions Hospital plays a critical role in our community as the largest provider of charity care in the East Metro and the second largest charity care provider in the state. But that's just part of what we do.

In this report, you will read about many of our cutting-edge programs that help people of all socio-economic levels. Programs like HeroCare, which helps members of our veterans community find the resources they need. Or Hospital to Home, a program that not only helps reduce the number of visits people make to the Emergency Room, it guides them toward a healthier lifestyle.

You'll read about major improvements we're making, or have made, throughout the hospital, including our upgraded Acute Inpatient Rehabilitation Unit, our remodeled Cancer Care Center and our exciting new neuroscience center.

We hope you enjoy reading about the people and communities who have benefited from our work at Regions Hospital. It's part of our promise to be here for everyone.



Megan Remark
President and CEO Regions Hospital

community health care



REGIONS HOSPITAL TOTAL 2014 COMMUNITY BENEFIT

\$53.8 MILLION

Community benefits are programs and services that improve health in communities and increase access to health care. They are a core part of Regions' mission as a not-for-profit organization.

UNCOMPENSATED CARE

\$18.2 MILLION

Regions is the largest provider of charity care in the East Metro and the second largest in the state. In 2014, Regions provided \$18.2 million in uncompensated services to care for 32,581 patients who could not pay for their inpatient and/or emergency care, because they were uninsured or underinsured.

COMMUNITY HEALTH SERVICES

\$10.1 MILLION

In addition to immunizations, interpreter services and pastoral care, these funds provide Emergency Medical Services education in basic and advanced pre-hospital medicine for nurses, doctors and other health professionals. CPR, AED and First Aid classes are also offered to community businesses and the public.

TAXES TO FUND COVERAGE FOR LOW INCOME MINNESOTANS **\$13.5 MILLION**

Regions paid a state provider tax of \$13.5 million in 2014, which is equal to two percent of its net revenue from patient care services.

MEDICAL EDUCATION **\$9.1 MILLION**

Regions and HealthPartners Institute for Education and Research partner with the University of Minnesota to train almost 500 resident physicians in 19 medical specialties annually, along with more than 300 medical students. Regions' teaching affiliations include colleges and universities throughout the country.

EMERGENCY MENTAL HEALTH CRISIS SERVICES **\$832,000**

Regions dedicates 11 beds, crisis social workers and psychiatrists to care for about 600 patients with mental health conditions who come to Regions Emergency Room monthly. About 40 percent are admitted; the rest are stabilized and able to return to a community setting.



REDUCING DISPARITIES

Regions Hospital was one of 20 organizations in the U.S. selected to participate in the 2014 to 2015 Disparities Leadership Program. The program is dedicated to helping health care leaders address disparities and achieve equity. Regions participation led to the development of a comprehensive health equity strategy, which includes developing a plan to pull, analyze and report on key quality indicators by race and language. A report will also be created to pull disparity data on patient satisfaction, key safety measures, hospital readmissions, length of stay and core measures.



ADAP gets a refreshed look

Since 1972, Regions Alcohol and Drug Abuse Program (ADAP) has been matching clients with appropriate community resources to build the foundation for viable, sustainable recovery. In 2014, the program's headquarters received a facelift, with a new central station, exercise room and client lounges. For the year, ADAP served more than 9,800 clients in residential care and provided approximately 30,000 hours in outpatient counseling through long-established community relationships with social service, county agencies, and financial and housing organizations.

Hospital to Home improving lives

The Hospital to Home program helps improve the quality of life for people who make a disproportionate amount of visits to hospital emergency departments and are often homeless. This frequent ER use results in avoidable health care expenses and ties up emergency department resources unnecessarily. A collaboration between Regions, Guild Incorporated, Hearth Connection and the Minnesota Department of Human Services, Hospital to Home provides individually tailored care based on needs and preferences and helps people find permanent housing.

After enrolling in Hospital to Home, emergency department visits by 17 participants decreased by 68 percent over the next year. Clinic use dropped after six months of enrollment, though individual participants had varying patterns of use over time, and pharmacy use peaked in the first six months of enrollment before decreasing to lower than pre-enrollment use. More than half of participants (65 percent) had an inpatient hospital stay in the year prior to enrollment, but fewer than half (41 percent) had a hospital stay in the year after enrollment, including only 12 percent with a stay between six to 12 months after enrollment. And, despite long histories of homelessness, all participants moved into stable housing within four months of enrollment in Hospital to Home.

PATIENT STORY: LISA

When a number of circumstances left Lisa unemployed, living in her truck and in chronic pain, she turned to prescription pain killers. One day she took too many, and her friend found her unresponsive. While receiving treatment at Regions, Lisa met Susan, a Case Manager for Guild Incorporated, who helped enroll her in Hospital to Home. Susan helped Lisa find an apartment, manage her prescriptions and get to her health care appointments. In her first six months in Hospital to Home, Lisa reduced her emergency department use to only two visits, down from seven the previous six months. She has now been in stable housing for more than a year, is working to maintain her sobriety and has re-established relationships with her family, including providing childcare for three of her grandkids who, she says, “are everything to me.”



Make it OK program wins Emmy

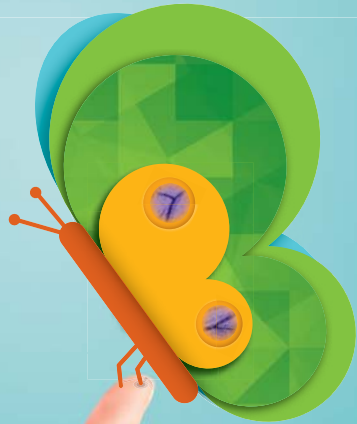
The HealthPartners partnership with NAMI-Minnesota for the Make it OK campaign received some prestigious recognition: The companion tpt series, “Make it OK: Facing Mental Illness” drew more than 115,000 viewers and won a regional Emmy Award. The Make it OK campaign encourages open conversations and education about mental illness, and provides resources to help get the conversation started in businesses and the community. The **MakeltOK.org** website, which has received more than 50,000 hits, is the central destination point for people who want resources and information.

Two on the roof better than one on the ground

Regions took an important step toward improving patient safety by opening two rooftop helipads. That means one helicopter can land, transfer the patient to the emergency department, then taxi over to the second helipad to make room for another landing. Regions is the only hospital in the Twin Cities with two helipads; replacing its ground helipad means traffic no longer has to be diverted when a patient is flown in and pilots can make safer takeoffs and landings.



improving care



Birth Center earns international recognition from Baby-Friendly USA

In January 2015, Regions was designated as a Baby-Friendly birth facility by Baby-Friendly USA, Inc. This international accreditation recognizes birth centers that offer optimal care for breastfeeding mothers. Regions Hospital is the sixth hospital in Minnesota to earn the Baby-Friendly designation. Since implementing Baby-Friendly best practices, The Birth Center has seen its exclusive breastfeeding rates in the hospital increase from 40 percent to more than 70 percent.

Acute Inpatient Rehabilitation Unit expands, earns important accreditation

Regions Hospital's Acute Inpatient Rehabilitation Unit offers the highest level of care available to patients recovering from a brain injury, stroke, spinal cord injury, amputation, burn or traumatic injury. In September 2014, this unit moved into a newly renovated and expanded space that increased the number of private patient rooms from three to 17, and total beds from 16 to 21.

PATIENT STORY: JEFF*

Jeff, a military veteran, had been to substance abuse and mental health treatment several times but was still struggling and eventually had to check into the Regions inpatient psychiatric unit. A HeroCare advocate connected Jeff with the Eagles Healing Nest, a veterans program in Sauk Center. On Jeff's discharge from the hospital, an Eagles Healing Nest representative picked him up and took him to live at the Nest. Since he has been there, Jeff has remained substance free, had steady housing, reconnected to his family, has employment and supports other veterans at the Nest. Both he and his family say that this is the best he has been in the past 10 years. Jeff is one of several people whom HeroCare has referred to the Nest and are doing well.

**Not patient's real name*

HeroCare expands to help more military veterans

The Lee and Penny Anderson HeroCare for Veterans program, which was created in July 2014, was such a success it was expanded within its first year. In its first eight months, the program helped more than 150 veterans understand their benefits and available resources. A second HeroCare advocate was added, and the program was expanded to the entire hospital in addition to the mental health unit.

Cancer Care Center expands

In November 2014, Regions completed an expansion that doubled the size of its Cancer Care Center. The 19,000 square-foot space increases access to a range of holistic treatments and services, improves coordination of care and enhances the healing environment for patients and family members. A new “fast-track” area accommodates patients with quick visits and an improved healing environment features a mix of open and private spaces, ergonomically-designed beds and infusion chairs with heat and massage settings.



Building the future of neuroscience care and research

HealthPartners Center for Memory and Aging has become a leading institution for dementia care and research in the Twin Cities, with its research arm on the Regions Hospital campus. HealthPartners is building a new neuroscience center in St. Paul that will be the largest free-standing neuroscience center in the Upper Midwest and one of only a few in the country. By bringing together nationally recognized programs for stroke, spine care, dementia, Parkinson's disease, brain and spine tumors and other neurological disorders, the new center will be a one-stop-shop for patients with neurological symptoms or disorders.



Telemedicine connects patients and specialists

Regions recently launched tele-stroke and tele-burn programs with hospitals in the St. Croix Valley. When a patient with a suspected stroke or serious burn comes into an emergency department, that hospital can instantly connect with a specialist at Regions. For example, a Regions burn surgeon can identify how bad the burn is, what percentage of skin it covers, how much IV fluid the patient might need and whether they can continue receiving treatment there or should be transferred to Regions. Hospitals in the program include Lakeview, Hudson, Westfields, Amery and St. Croix Falls.



creating a healthier work environment



Caring for the community requires a healthy workforce. With one of the largest workforces in the East Metro, Regions has taken a number of steps to help employees with their physical and mental health.

PERT team lends hand with disruptive patients

Staff at Regions have a new team to call when a patient becomes disruptive because of a mental health issue. It's called PERT, which stands for Psychiatric Emergency Response Team. The PERT is trained in non-violent intervention and is made up of RNs, mental health associates and security. One hundred thirty Mental Health staff have been trained to respond to crisis situations on the non-mental health units. In its first year, the team responded to 56 calls, with no patient or staff injuries reported during these interventions.



EMPLOYEE STORY: L.A.

L.A.'s shift at Regions' Overlook Café ends at 9:30 p.m. By that time, she's been through a hectic day and needs to decompress. She decided to try using the new Center for Employee Resilience as a way to end her day. So on her last break of the night, L.A. spends 10 quiet minutes by herself in the Center. She's found that those 10 minutes make it easier for her to unwind when she gets home, and even better, she is noticing an improvement in her sleep! It's amazing how much of a difference just 10 minutes can make.

New Resilience Center offers an in-work breather

Regions recently opened a new healthy option for employees: The Center for Employee Resilience. It's a quiet space just for employees, where they can relax, restore and renew. Caring for patients can be very stressful, and people can't provide their best care if they're not feeling good themselves. In addition to being somewhere employees can catch their breath, the Center for Employee Resilience is home to coaching, yoga and meditation classes, guest speakers, resources for the Employee Assistance Program and much more.

Employee Health and Wellness Clinic proves beneficial

When Regions employees are asked if they would recommend the hospital's Health and Wellness Clinic to colleagues, the clinic consistently scores close to the maximum score of 100. The clinic provides accessible and high quality care to employees while saving productive time, as employees take fewer hours for sick leave – between one and a half to eight hours are saved per visit, depending on the employee's schedule and job.

Regions Hospital Awards



Named one of the top-performing hospitals in the nation for heart attack, heart failure, pneumonia and surgical care by The Joint Commission.

The sixth Minnesota hospital to be recognized for having a Baby-Friendly Birth Center by the World Health Organization and the United Nations Children's Fund.



Received sixth straight "A" grade in the Leapfrog 2014 Hospital Safety survey.

For the second year in a row, named to Top 100 Hospital list by HealthGrades.



Collaborated with NAMI and TPT to win a 2014 Regional Emmy for the documentary series, "Make it OK: Stigma & Mental Illness."

Named one of Becker's top hospital workplaces and a Twin Cities Business Journal's Great Place to Work.

Received Practice GreenHealth's Top 25 Environmental Excellence Award in North America.



Certified by The Joint Commission as the first Comprehensive Stroke Center in Minnesota.

