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Founded in 1957, HealthPartners is the largest consumer-governed, nonprofit health care organization in the nation providing health care, health plan financing and administration, and medical research and education.

**MISSION**

*Why we’re here*

To improve health and well-being in partnership with our members, patients and community.

**VISION**

*Where we’re headed*

Health as it could be, affordability as it must be, through relationships built on trust.

**VALUES**

*What guides our actions*

Excellence • Compassion • Partnership • Integrity
To achieve our mission and vision, health care needs to be simple, reliable and affordable.

ANDREA WALSH
President and CEO
Message from Andrea

Many advances in medicine are the result of technology and science. It’s why we can now cure some types of cancer, why premature babies can thrive, and why patients can undergo major surgery and go home the same day.

The best health care delivers these with a spirit of compassion and humanity. That’s what guides us at HealthPartners. We call our culture Head + Heart, Together. When we are at our best, it’s how we treat each other and it’s how we care for and serve our patients and members.

As president and CEO of HealthPartners, I’m honored to have the opportunity to build on our strong foundation which is more than 60 years old. In all this time we have maintained our focus on our members and patients and how we can best support their health and well-being.

To achieve our mission and vision and to continue to grow, health care and coverage must be simple, reliable and affordable. In this report, you will learn about our work on your behalf and the progress we are making. We have new partnerships, research and facilities. You’ll learn how we are striving to welcome, include and serve everyone in our community.

Our goal is within our reach. And our 25,000 colleagues are committed to partnering with you to create health as it could be, affordability as it must be, through relationships built on trust.

ANDREA WALSH
President and CEO, HealthPartners
Quality & Innovation
Excellence is a core value at HealthPartners and is what our patients and members deserve.

ANDREA WALSH
President and CEO
Award-winning care and service

Excellence is a core value in our organization. We are committed to providing care and service that is based on evidence and best practice. We maintain a focus on results. It’s what our members and patients expect. These awards reflect our expertise and commitment to constant improvement.

TOP HEALTH SYSTEM
HealthPartners was named a Watson Health Top 15 Health System (formerly Truven Health Analytics).

HIGH-QUALITY CLINICAL CARE
HealthPartners, Park Nicollet and Stillwater Medical Group were rated among the highest quality clinics care by MN Community Measurement.

RECOGNIZED MEDICARE MODEL
Park Nicollet is named one of Becker Hospital Review’s 110 Accountable Care Organizations (ACO) to know for our Next Generation ACO. The Next Generation ACO Model was launched by the Centers for Medicare and Medicaid Services (CMS) Innovation Center in 2016.

PHARMACY
Our program to help cure Hepatitis C received the Pharmacy Benefit Management Institute’s Excellence Award. Our Medication Therapy Management program earned the American Pharmacists Association Pinnacle Award.

AWARD-WINNING TECHNOLOGY
For more than a decade, HealthPartners has been named a Most Wired health system by Hospitals & Health Network for using technology to improve patient care, service, quality and communication through the electronic health record and other tools such as telehealth and smartphones.

BEST HOSPITALS
Regions Hospital is among Healthgrades America’s 50 Best Hospitals™ (2016–2018). Methodist Hospital is among Healthgrades America’s 100 Best Hospitals (2017–2018).

ORTHOPEDICS
Methodist and Regions hospitals were named Own the Bone Star Performers for preventing fractures.

CANCER CARE
Frauenshuh Cancer Center received the Eureka Innovation Award from the Minneapolis/St. Paul Business Journal for reducing pain and avoiding opioids.

SAFETY
Regions and Methodist hospitals earned the Minnesota Hospital Association’s CHAIN Award for Excellence for infection prevention.

TOP-RATED HEALTH PLANS
HealthPartners is the top-rated private (commercial) plan in Minnesota and is one of the highest-rated plans in the nation, with a rating of 4.5 out of 5, according to the National Committee for Quality Assurance Private Health Insurance Plan Ratings 2017–2018. NCQA gave our Freedom (Cost) Medicare plan a score of 5 out of 5 (2017–2018).
Treating pain without pills

Amy is back to doing the things she loves. But she is still recovering from the effects of taking opioid medications that were prescribed to her for years for pain.

It started when she was in her mid-30s when she had the first of three back surgeries. Other medical problems followed. Each time, she got a prescription for pain medication. She never took more than prescribed. Over the years, the pills made her feel emotionally numb. She lost interest in the things she used to love to do and still had pain.

Finally, one of our doctors told her, “You don’t need more pain medication. You need help from our pain management program.” She got help from a physician, therapists and a pain psychologist. She no longer depends on opioids. She still has some pain, but she also has the skills she needs to manage it.
Fewer opioids prescribed

HealthPartners health plans, clinics and hospitals, and research institute have a variety of programs to provide more effective treatment for chronic pain while reducing the use of opioids.

Specialized pain clinics in four locations address these factors that may cause pain:

- **Physical Activity**
- **Emotional**
- **Social Factors**
- **Lack of Sleep**

**Reduction in Pills**

**MEDICAL CLINICS & HOSPITALS**
3,336,967

**DENTAL CLINICS**
91,578

**HEALTH PLAN**
2,150,973

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1 Based on number of pills prescribed from August 2015 – July 2016 compared to August 2016 – July 2017
2 2017 annualized rate compared to 2014
3 Based on number of pills filled from August 2015 – July 2016 compared to August 2016 – July 2017
Patients can now safely dispose of unused medicine at select clinics. This no-cost community service offers a healthy alternative to flushing or discarding old medicine. It helps keep chemicals out of landfills and our drinking water. It can also keep addictive medicine, like opioids, from falling into the wrong hands. In 2017, our organization safely disposed of nearly 4,000 pounds of unused medicine.
TRIA opens fourth clinic

TRIA opened a 75,000 square-foot clinic in Woodbury in 2017. We offer sports medicine and orthopedic services, from diagnosis through recovery.
Largest free-standing neuroscience center in Upper Midwest opens in St. Paul

More than 50,000 patients a year are expected to get care at our new HealthPartners Neuroscience Center. The center treats conditions related to the brain and spine such as Parkinson’s disease, stroke and chronic pain. It’s also home to HealthPartners Center for Memory and Aging. We are conducting research on treating Alzheimer’s disease with intranasal insulin.

PARTNERSHIP CONTINUES IN THE NORTHWEST METRO

The Northwest Metro Alliance partnership between HealthPartners and Allina Health was extended through 2019. Launched in 2010, it serves more than 600,000 patients in the northwest metro area. More than 60 programs have improved care for patients and members and lowered costs.

The graph on the right shows that in 2009, costs in the northwest metro area were increasing faster than the metro average. In 2010-2016, costs were below the metro average.
Preventing delirium in St. Croix Valley

Delirium is a common condition among older patients in the hospital. Our hospitals are working to prevent it. Through the Hospital Elder Life Program, volunteers visit patients and keep them oriented in the present. Methodist was the first hospital in Minnesota to use this program. Since then, we’ve expanded to Regions, Lakeview, Hudson, Westfields and Amery hospitals.

FIREFIGHTERS REDUCE HOSPITAL READMISSIONS

As many as 20 percent of Medicare patients are readmitted to the hospital within a month of leaving. It’s often for things that could have been prevented, such as knowing how to take medications correctly. To help patients make a safe transition home, Methodist Hospital partners with local fire departments to make home visits after patients leave the hospital. More than 1,000 patients have benefited from this program.
Team-based approach improves care, lowers costs

Patients with advanced kidney disease need dialysis multiple times each week or a kidney transplant. To ensure the best care, we created a special care team to support about 100 Medicare patients with end-stage kidney disease. Coordinating care reduced costs by about $1.2 million in the first year.

AT-HOME TESTING FOR SEXUALLY TRANSMITTED DISEASE

Chlamydia is a sexually transmitted disease that’s easy to cure, but often doesn’t have symptoms. If left untreated it can make it impossible for a woman to get pregnant. A team at HealthPartners is working to make screening easier. We’re piloting a program to make at-home testing a reality.
NEW GOWNS MAKE THEIR WAY INTO LOCAL HOSPITALS

"New gowns at Methodist Hospital feature sharper colors, a different mix of fabrics and a design that keeps patient posteriors under wraps." – Star Tribune, Feb. 15, 2017

Reaching out to improve care for at-risk patients

Colon cancer can be prevented if abnormal growths are caught early. In Minnesota, more patients are getting life-saving screenings thanks to innovative steps. Since transportation or taking time off work can be a barrier, we reach out to patients to offer a FIT (fecal immunochemical test). This test kit can be done at home and returned by mail or in person. We also provide information in a patient’s preferred language. As a result, 70 percent of our Spanish-speaking patients were screened in 2017, compared to the statewide average of 54 percent.
New Clinical Simulation Center trains caregivers

Greg has a pulse. He breathes, sweats and sometimes has seizures. He’s an interactive mannequin at the new Clinical Simulation Center at Methodist Hospital. This is our second simulation program that improves safety by providing medical training without putting human patients in harm’s way. HealthPartners also has a Simulation Center at Regions Hospital.

OUR PATIENTS AMONG FIRST TO GET ARTIFICIAL PANCREAS

A first-of-its-kind device to automatically deliver insulin for people who have type 1 diabetes became available in 2017. Our International Diabetes Center, which marked its 50th anniversary this year, was one of 10 sites in the world to conduct research on the use of this new device. Our clinics were among the first to make the artificial pancreas available to patients.
Affordability
You can expect us to do our best to provide affordable, coordinated, high-quality care and services.

ANDREA WALSH
President and CEO
New web feature lets you comparison shop for lowest cost medications

A new and unique feature on healthpartners.com helps identify the cost of medications at pharmacies near you. This includes both what you will pay out-of-pocket and what the health plan will pay. The information is personalized and combines real-time prices with your specific plan so you can choose the lowest-cost pharmacy.

SMARTCARE OFFERS MORE CHOICES TO HELP LOWER COSTS

Park Nicollet SmartCare helps you get the right level of care and gives you choices for care at a lower cost. In addition to an office visit, you can choose a phone, video or e-visit. You know up front what procedures and services will cost. In 2017, SmartCare began offering text messaging to communicate and direct scheduling for phone visits via mobile devices. Since it started in 2016, more than 3,400 patients have enrolled.
Same-day surgery for hip replacement

Patients at TRIA Bloomington and Woodbury can now have hip replacement surgery and go home the same day. Or they can recover with an overnight stay at a nearby hotel. This innovative approach means a quieter and more comfortable recovery. And it costs 25 to 35 percent less than a hospital surgery with no additional out-of-pocket costs for patients.
An estimated 70,000 genetic tests are currently available. It can be difficult to know which is the right or best test. To help doctors and patients, HealthPartners offers advice from genetic counselors. We reviewed 904 test orders during the first year of the program and found that 13 percent of orders could be changed or canceled. This avoided $263,000 in unnecessary tests.

“An estimated 70,000 genetic tests are currently available. It can be difficult to know which is the right or best test. To help doctors and patients, HealthPartners offers advice from genetic counselors. We reviewed 904 test orders during the first year of the program and found that 13 percent of orders could be changed or canceled. This avoided $263,000 in unnecessary tests.

AMERICAN JOURNAL OF MANAGED CARE
Aug. 10, 2017

HealthPartners tool to measure costs earns prestigious endorsement

A set of HealthPartners-designed measures to evaluate the cost and services used for care were re-endorsed in 2017 by the National Quality Forum. NQF first endorsed the measures in 2012. The Total Cost of Care and Resource Use measures are now used in more than 35 states.
Our 24/7 online clinic

Since virtuwell launched in 2010, we’ve sent more than 300,000 treatment plans to patients in Minnesota, Wisconsin and 10 other states. That’s saved consumers 750,000 hours and kept 3 million care miles off the road. On average, each visit to virtuwell costs $105 less than a traditional clinic visit.

Conditions we treat »

WELL@WORK CLINICS

More than 65,000 employees in Minnesota don’t have to leave work to get care for minor illnesses, preventive care or to manage chronic conditions. Instead, they can go to one of our 18 on-site Well@Work clinics. Each visit saves about 2 1/2 hours in time, and costs about half that of a clinic visit.
HealthPartners, Sanford Health offer more Medicare choices

Residents in North and South Dakota have more Medicare plans to choose from. It’s the result of a partnership between HealthPartners and Sanford Health to offer high-quality Medicare health plans. HealthPartners Medicare plans have earned the highest star rating from the Centers for Medicare and Medicaid Services.

NEW HEALTH PLAN PRODUCTS OFFERED IN WISCONSIN

HealthPartners began working with Wisconsin-based Bellin Health and ThedaCare to offer new health plan products this year. The products are called Robin with HealthPartners, and are currently available to companies with 51 or more employees.
Children’s Health
We want every child to have a healthy start and bright future.

ANDREA WALSH
President and CEO
Universal screening helps mothers give their babies the best start possible

Our Healthy Beginnings program promotes drug, alcohol and tobacco-free pregnancies by screening all pregnant women and offering non-judgmental support.

We also screen all new moms for postpartum depression. It supports the more than one in 10 women who experience depression after giving birth. Screening for postpartum depression was added to the list of preventive services for new mothers at OB visits as well as at their infant’s well-child visits. We have offered help to about 850 new mothers each year through this screening program.

A FOCUS ON BRAIN DEVELOPMENT IN ALL OUR KIDS

“The Bright Futures Begin at Birth conference in St. Paul brought together more than 500 early-childhood leaders from nearly 200 organizations. Its focus – on the brain development of children during their first three years – highlights the importance of playing, singing, talking and reading to kids.” – St. Paul Pioneer Press, Dec. 21, 2017
Helping women choose the best fish for their developing babies

HealthPartners Institute and the Minnesota Department of Health launched a campaign to promote safe fish consumption for women who are or could become pregnant. Eating fish low in mercury and other contaminants has heart-healthy benefits for adults. It also gets brain-boosting nutrients to developing babies. Guidelines, recipes and other information are at chooseyourfish.org.

Tips on preparing fish »
Helping teens avoid unplanned pregnancies

It’s clear that there’s a strong link between health and well-being early in life, and health and well-being later in life. That’s why HealthPartners wants every child to have a healthy start and bright future. One way to do that is to help teenagers prevent unplanned pregnancies.

A study by HealthPartners Institute suggests we could make progress by reviewing sexual health with teens when they visit their doctor. Our clinics started using a questionnaire with teens at every primary care visit. It asks about their health and well-being, and includes questions about sex, drugs and alcohol. Decreasing teen pregnancy is one of the 10 focus areas of our Children’s Health Initiative.

PARTNERSHIPS GET KIDS OF ALL AGES BIKING
Families are biking more safely thanks to our partnership with Bike Minnesota and Erik’s Bike Shop. They supply a fleet of 40 bikes that are used to train teachers, community and recreation educators, and families about bike safety.
Flash cards take the fear out of doctor’s visits for kids with autism

Vincent was terrified to go to the doctor before his family started using cards developed by HealthPartners Institute and our primary care clinics.

Visiting the doctor can be scary for kids. For children with autism, it can be terrifying. To set kids’ minds at ease, HealthPartners Institute developed flash cards that families can use before a visit. The cards display pictures of the office and typical care activities. This helps kids know what to expect.
Get ready, get set, get active at the Science Museum

Sportsology is an interactive exhibit showcasing the science of sports at the Science Museum of Minnesota. It’s the result of a unique partnership between the museum and HealthPartners. It’s one of the museum’s most visited exhibits.
Mental Health
We are improving mental health and caring for many people with mental illnesses.

ANDREA WALSH
President and CEO
Mental health expansion

Each year, about one in four people in the U.S. experiences a mental illness. In Minnesota, it’s believed that fewer than one in two people with a mental illness received treatment in 2017. We’re working to change that. We’re increasing the number of therapists and clinicians in our care system and opening four new behavioral health facilities. By the end of 2018, we will have behavioral health providers at more than 30 locations across our organization.
Short-term residential treatment program to open in Maplewood in 2018

Each year, Regions Hospital cares for about 4,000 people who have a mental illness. As they recover, some no longer need to be in a hospital, but they still need residential treatment. However, there’s a shortage of these programs. That’s why we are investing in a short-term residential treatment program in Maplewood called Afton Place to provide a healing environment.
Beating the Blues

When it comes to emotional resilience, everyone can benefit from learning new skills. To help, we offer programs including Beating the Blues. It’s an eight-week online program. Participants learn how to identify negative thought patterns and replace them with more realistic, positive thoughts. Since it launched in 2015, more than 6,500 HealthPartners members and patients have used it.

BUILDING EMOTIONAL RESILIENCE

Building Emotional Resilience™ is an online program. It includes three self-guided sessions that are available at no charge. New sessions include Choosing Civility and Bring Your Best Self to Work.
NAMI Walks

HealthPartners was the premier sponsor of the first NAMI Walks in Minnesota in 2007. We’ve supported it every year since. More than 275 walkers raised nearly $18,000 in 2017, making us one of the top fundraising teams.

MAKE IT OK

Our Make It OK campaign expanded to the St. Croix Valley, building on our work to reduce the stigma of mental illness. The campaign is a partnership between HealthPartners, schools and community partners. Make It OK started in 2012 to encourage people to talk openly about mental illness and help more people get treatment.

Explore tips for talking »
Growing Through Grief program helps kids heal

For more than 20 years, the Growing Through Grief program has helped kids recover from the pain of losing a loved one. It is funded by Park Nicollet Foundation donors and helps kids across 13 school districts.

SECOND SEASON OF AWARD-WINNING PODCAST

HealthPartners sponsored the second season of this award-winning podcast. The Hilarious World of Depression features comedians, musicians and actors who live with depression and other mental illnesses. It was named Best Comedy Podcast by the 2017 Webby Awards.

Listen to an episode »
Community
We’re committed to being a place where every person feels welcomed, included and valued.

ANDREA WALSH
President and CEO
Finding hope at Higher Ground

Bob had a safe place to recover after being treated for a brain injury at Regions Hospital. At the time, Bob did not have a home. But when he left the hospital, he didn’t have to go to a homeless shelter or the streets. Instead, he was able to recover in the medical respite unit at Higher Ground in St. Paul. The medical unit, which opened in 2017, is a partnership between Catholic Charities and Regions and other local hospitals.

PARTNERSHIPS HELP STUDENTS AND CLOSE THE SKILLS GAP

“HealthPartners is partnering with several MnSCU institutions to pilot apprenticeships that give prospective employees on-the-job experiences and existing workers clearer pathways to advance their careers.” – St. Paul Pioneer Press, May 9, 2017
Pride Festival

For nearly 20 years, we have participated in the Twin Cities Pride Festival. We were one of the first organizations to do so. We also show our support for the communities we serve by joining the MN AIDS Walk and the Red Ribbon Ride for people living with HIV/AIDS.

OUT NORTH

HealthPartners is proud to sponsor Out North, the first film to honor Minnesota’s LGBTQ history. The film debuted in 2017 on Twin Cities Public Television.
Greenest hospitals in America

We have 17 green teams across our organization that lead sustainability initiatives.

One of the initiatives by the teams at Hudson Hospital & Clinic and Amery Hospital was this community garden. It’s one reason why four HealthPartners hospitals were listed among Becker’s Hospital Review 60 Greenest Hospitals in 2017. Regions, Methodist and Lakeview hospitals were also recognized for work such as energy efficient lighting, buying local and improving the surrounding environment.

GREENER OPERATING ROOMS

Operating rooms generate 20 to 30 percent of the waste in hospitals. All of our hospitals are reducing waste and saving energy and money. In one year, we diverted 793,000 pounds of waste from landfills and saved over $940,000. This work was recognized with a Greening the OR Award from Practice Greenhealth in 2017.
Amery Hospital & Clinic designated as an Audubon Sanctuary

Amery Hospital & Clinic is one of a few dozen places in the world that is certified an Audubon Cooperative Sanctuary. To earn certification, a property must meet high environmental standards such as wildlife management, water conservation, and outreach and education.

COMMUNITY HEALTH WORKER EXTENDS A HELPING HAND TO NEW AMERICANS

Minnesota is home to about 25,000 people born in Somalia. With language and cultural barriers, getting the right medical care can be challenging. In 2016, HealthPartners and CommonBond Communities started a pilot program to help address these needs. A HealthPartners community health worker helps families get care at primary care clinics. This helped reduce unnecessary visits to the emergency department. The program has now expanded to include two community health workers.
Hospitals and clinics in St. Croix Valley offer greens from Urban Organics

Urban Organics in St. Paul is one of the first USDA-certified organic aquaponics farms in the nation. Salad greens from Urban Organics are offered to patients, visitors and staff at Lakeview Hospital, Hudson Hospital & Clinic, Westfields Hospital & Clinic and Stillwater Medical Group.
Methodist Hospital named a Watershed Hero

Methodist Hospital received an Excellence Award from the Minnehaha Creek Watershed District for its leadership in improving Minnehaha Creek. The improvements sparked the creation of the Minnehaha Creek Greenway.
Supporting military service men and women

Regions Hospital was named a Yellow Ribbon Company by the Minnesota Department of Military Affairs. It recognizes support for veterans and employees who are also members of the military.

The Melrose Veterans Honor program at Methodist Hospital will support 600 veterans each year who are nearing the end of their lives. It was established in 2017 through Park Nicollet Foundation.

BEST PLACE TO WORK!

HealthPartners was named a best place to work by the Minneapolis/St. Paul Business Journal in 2017. The award recognizes organizations that create and cultivate engaged workforces.
Supporting health and well-being for 60 years

HealthPartners offers health insurance and care. We also do work in education and research. We were founded in 1957 and have always been governed by our members. Our headquarters is in Bloomington, MN.

- **90+** clinics and hospitals
- **6** states where we offer health insurance
- **26,000** dedicated employees
- **1.2** million patients
- **1.8** million insured members
- **400+** research studies each year
Commitment to those we serve

We are committed to living our values. That means you can expect certain things from each of us. You can expect us to be your partner and treat you with dignity and respect. You can expect us to listen carefully and give you good, timely information. You can expect us to do our best to provide affordable, coordinated, high-quality care and services that are easy to find and simple to use. You can expect safe, clean spaces. And we will do our very best to earn your trust by being open and honest and keeping our word.

If we ever fail to live up to our values, please tell us so we can work to make it better.

How to reach us:

952-883-6000  |  healthpartners.com