Partnering for Community Health and Well-Being

2017 HealthEast Community Benefit Report
Partnering for community health and well-being

**THIS WAS A YEAR OF BIG** changes for HealthEast. In 2017, we combined with Fairview Health Services to create one of the most comprehensive and accessible health systems in Minnesota. As we work together, we look forward to using the talent and resources of our new system to further our vision of optimal health for our communities.

Looking back at our work in the past year, we have a number of successes to build upon. From our thriving partnerships to our community-based programs and services, we are truly changing lives and improving health beyond the walls of our clinics and hospitals.

We do this by listening to the members of the communities we serve, from urban populations who need resources to address mental health, to residents in senior communities trying to stay active and prevent falls.

When you read this report, you will understand, and share, our pride in being a part of this organization and the work of our colleagues and partners. It is an exciting time to be here. We look forward to continuing our efforts and finding new and innovative ways to respond to the needs of the community.

Sincerely,

Cathy Barr
East Region President

Kevin C. Garrett, MD
East Region Medical Executive

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**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
2017 community benefit: $80.4 million

Contributing in our communities
During the fiscal year that ended August 31, 2017, HealthEast contributed $80 million to our community. These contributions included care that we 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, public health and other agencies.

What is community benefit?
Community benefit begins with understanding the needs and assets of our communities. To do this, every three years we conduct a community health needs assessment (CHNA) of our community. Our 2015 CHNA identified three areas of great need: healthy food and physical activity, mental health and resilience support, and access to services and resources. This report outlines the work we are doing as an organization to achieve optimal health in our community.
About HealthEast

HealthEast, part of Fairview Health Services, is the leading health care provider in the Twin Cities East Metro area. From prevention to cure, HealthEast meets the needs of the community with family health and specialty programs that span four hospitals—Bethesda Hospital, St. John’s Hospital, St. Joseph’s Hospital and Woodwinds Health Campus—plus primary care and specialty clinics, ambulatory services, home care, hospice and medical transportation.

Our assets

- 7,500 employees
- 850 physicians
- 4 hospitals
- 14 clinics
- 1 Medical transportation center

Our accolades

- **2017 Press Ganey Guardian of Excellence Award™** was awarded to Woodwinds Health Campus for Patient Experience in Inpatient Care
- **U.S. News & World Report** ranked three HealthEast hospitals among the top ten Best Hospitals in Minnesota
- **Mpls.St.Paul Magazine** recognized nine HealthEast physicians as top doctors
- **March of Dimes Nurse of the Year** Two HealthEast nurses received this honor in 2017
HealthEast is in your community
37 families received a weekly box of fresh vegetables

92 individuals completed balance programs

120 households received make-at-home meal kits
Healthy and Active Living

Good nutrition and regular physical activity are key drivers of individual and population health. In 2017, HealthEast provided community programs to encourage healthy behaviors with long-term benefits.

Healthy groceries
Through the Fruit & Veggie Rx pilot program, HealthEast distributed fresh fruit and vegetables to 37 Karen, Hmong and Nepali refugees and immigrants with chronic diseases to ease food insecurity, provide culturally-specific nutrition information and help combat disease. The Hmong American Farmers Association supplied the weekly community-supported agriculture produce boxes. Program participants also received help creating healthy recipes for their families. Our physicians tracked and measured changes in food security, body mass index and healthy eating behavior.

Healthy meals
HealthEast worked with several community organizations to launch East Side Table, a program to provide skills to overcome the barriers to healthy meals at home: time, motivation and expense. We provided culturally appropriate recipes in multiple languages, held 20 cooking demonstrations and tastings and distributed grocer coupons and make-at-home meal kits for 120 households. The program served more than 1,300 residents of St. Paul’s East Side.

Healthy movement
Research shows that seniors who move regularly are less likely to fall, so in 2017 HealthEast offered several evidence-based exercise programs, including Tai Ji Quan: Moving for Better Balance® and Matter of Balance. These courses focus on muscle strength and stability for older adults. Nearly 100 individuals completed balance programs, resulting in an increase in self-reported physical activity and a decrease in falls and the fear of falling.

Partnership makes it possible
Our work this year in promoting healthy and active living would not be possible without the cooperation of more than 26 different partner organizations.
36 new adult inpatient mental healthbeds

128 community members completed Mental Health First Aid and Skills for Psychological Recovery trainings

300 Karen individuals received mental health and/or addiction resources

MENTAL HEALTH
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 2017 included:

**Creating greater capacity for care**
In response to an urgent community need, we expanded the mental health inpatient units at St. Joseph’s Hospital. The project added 36 adult inpatient mental health beds—including 12 for geriatric psychiatric patients—serving up to 1,500 more patients each year. We also worked with the Minnesota Department of Health to offer Skills for Psychological Recovery instruction to the community. Participants of the three-day training learned to coach survivors of traumatic events in problem solving and healthy thinking.

**Treating with cultural sensitivity**
We provided leadership to the Karen Chemical Dependency Collaboration, a coalition responsible for launching a culturally appropriate mental health and chemical dependency group treatment program to the Karen community. The community education and pastor trainings provided through this partnership have served more than 300 individuals.

**Creating greater community understanding**
The East Side Mental Health & Stress Resilience Partnership offers two-day trainings to increase understanding of culturally-based holistic mental health and well-being. The training features a curriculum focused on mental health attitudes, stigmas and practices among the East Side’s cultural communities. Participants receive eight hours of training in Mental Health First Aid, an evidence-based public education and prevention tool that improves participants’ knowledge of mental health and substance use problems and connects people with care options.

American Indian and Hispanic/Latino cultural brokers share knowledge and tools to help their clients’ access resources to stabilize their lives. They build resilience to toxic stress and develop the self-efficacy to enact lasting change in their own lives and their community. African American, Hmong, and Karen cultural brokers will be in place soon.

**Partnership makes it possible**
Improving mental health and resilience in our community requires a team effort. To achieve our work in 2017, we partnered with nearly 20 different organizations to support our community.
11 Faith community nurses support hundreds in the community

458 free flu shots to members of the Hmong and Karen communities

355 previously uninsured individuals gained access to insurance

4,500 hours of hands-on job training provided to high school students
Access: Education, Workforce Development and Outreach

At HealthEast, we provide affordable, community-based programs that are designed to increase access to housing, preventive medicine, education and workforce development. Highlights of 2017 include:

**Moving from emergency to stability**
The Coming Home pilot focuses on reducing hospital readmissions and securing permanent, supportive housing for homeless patients with serious and persistent mental illness at St. Joseph’s Hospital.

**Providing a head start for success**
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. Seven of our HealthEast primary care clinics and 52 physicians participate in the program.

**Getting on the right track**
We are helping expand professional opportunities for more diverse and talented workforce candidates by participating in multiple training and professional development programs. Through the City of St. Paul Right Track program and Genesys Works, HealthEast hosted high school students who gained over 4,500 hours of hands-on job training. Our work through BestPrep’s eMentors fosters mentoring partnerships via email between professionals and nearly 75 students at Henry Sibley High School and Stillwater Area High School.

**Preventing the flu**
HealthEast volunteers and our faith community nurses provided 458 free flu shots to members of the Hmong and Karen communities. These clinics are conducted in partnership with Fairview Health Services, as a part of the Minnesota Immunization Networking Initiative, and assist underserved children and adults.

**Bringing care to the community**
Faith community nurses are licensed, registered nurses who have received training to provide care that is spiritually-focused in a faith community. HealthEast’s network of 11 faith community nurses support small urban parishes as well as suburban churches with congregations of thousands.

**Assisting with care options**
Along with Portico Healthnet, our partner organization that helps people access public health insurance programs, we piloted the role of an insurance liaison to assist immigrant and refugees as they navigate health coverage options.

**Partnership makes it possible**
Community impact requires community participation. To expand our impact in education, workforce development and outreach into our communities, we collaborated with 20 different organizations, including churches, schools, businesses and government.
For more information on additional HealthEast services:

healtheast.org | 651-326-CARE (2273)