



# COMMUNITY BENEFIT REPORT

Celebrating our impact on the health and wellbeing of our community.

2020

## OUR COMMUNITY COMMITMENT

M Health Fairview, a collaboration among the University of Minnesota, University of Minnesota Physicians, and Fairview Health Services, is committed to providing breakthrough care and promoting health equity through academic and community medicine. As an anchor institution, an organization rooted in our community, this commitment reaches out into the community.

In 2020, our planned community outreach and education efforts to improve health and wellbeing were disrupted by the COVID-19 pandemic and civil unrest. Our teams worked closely with local community partners to re-prioritize in order to meet the emerging needs of our neighbors. This report is an overview of the ways we worked with and invested in community in 2020.

## COLLABORATING WITH COMMUNITY

The focus of our health and wellbeing work each year is guided by our community health needs assessments and is co-designed with the communities we serve. In 2020, to understand the emergent community health needs and assets, we listened and engaged with community members and collaborated with community-based organizations, local public health departments, and other health systems. This process helped us, in alignment with our partners, direct our investments to make the biggest impact.

We swiftly adapted our community benefit activities—community-based programs and services, financial assistance, research, and health professions education—to meet the evolving needs of our community. Together with our partners, we

found new and creative ways to continue our efforts to improve health and wellbeing and to provide equitable care during a time when inequities were exacerbated by the COVID-19 pandemic. We also partnered with St. Paul - Ramsey County Public Health and the Minnesota Department of Health to provide staffing, coordination, and outreach for mobile COVID-19 testing sites and in 2021 vaccination clinics.

Although our planned activities changed due to COVID-19, they remained in alignment with the priority health needs of the community, as identified in our most recent Community Health Needs Assessment. The priority health needs are mental health and wellbeing, healthy lifestyles, and access to care and resources. Our efforts targeted the aging population, people of color and indigenous people, and people experiencing poverty.



These are a few examples of M Health Fairview's positive impact on the community in 2020. This work is possible because of our partners' shared commitment to health and wellbeing. Thank you to all our community partners.

## LOW-BARRIER COVID-19 TESTING

We hosted [48 free COVID-19 testing clinics](#) for underserved communities in partnership with cultural groups and community partner organizations, including St. Paul - Ramsey County Public Health and the Minnesota Department of Health. The clinics supported Black, Indigenous, and People of Color (BIPOC) communities and provided 19,377 free, low-barrier tests in community settings.

## FREE INFLUENZA VACCINE CLINICS

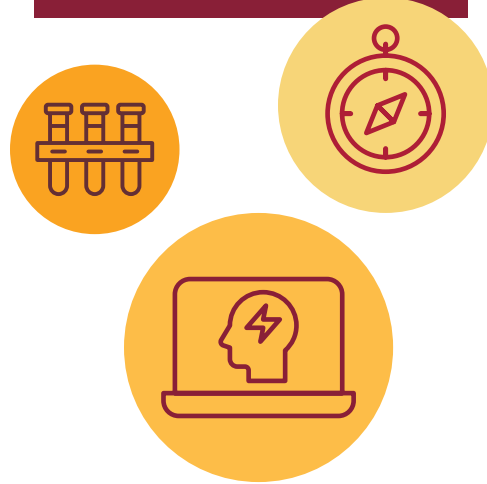
[Influenza vaccine clinics](#) continued as planned in 2020. Our teams got creative and moved clinics outside or to larger spaces to allow for social distancing. During the 2020-21 season, 6,662 community members were vaccinated at 105 clinics; 89 percent of vaccine recipients identified as BIPOC.

## COVID-19 EDUCATION AND SUPPORT TO MINORITY COMMUNITIES

Cultural broker services shifted to meet the emergent needs of the community, including providing COVID-19 education, supporting families with resources to remain sheltered in place, debunking vaccine myths, connecting individuals to unemployment resources, assisting people with resource navigation and advocacy, providing follow-up after COVID-19 patients are discharged, and seeking out socially isolated individuals and families. The cultural brokers served 1,573 community members on St. Paul's East Side.

### Care navigation support for underserved communities

[Our cultural brokers](#) provided care navigation support to higher-risk COVID-19 patients from our Karen and Hmong communities following hospital discharge.



### Virtual classes to support health and wellbeing

Our health and wellbeing classes quickly moved to a virtual format and incorporated COVID-19 education. The classes included mental health and stress resilience resources and grief support services. Our community partners were especially excited to offer these to their communities. 1,034 individuals attended health and wellbeing classes and 428 individuals received trauma informed training or Mental Health First Aid.



### Culturally appropriate food and meals distributed at our clinics

We secured and distributed shelf stable food boxes for pick up by food insecure patients at our clinics. In addition, we delivered thousands of [culturally appropriate meals](#) to local families impacted by the pandemic. We also addressed access to healthy and affordable food at a food systems level through our Veggie Rx program. 3,839 families/individuals received access to healthy food.



### Services for the chronically homeless

Working with a network of community partners, we helped people experiencing homelessness move out of hospital emergency departments and into [permanent housing](#). We helped 14 chronically homeless people with a mental health diagnosis find permanent housing.



### Clinical trials to improve healthcare outcomes

Our unique partnership of academic and community medicine allows us to lead and innovate. 29,894 patients participated in 1,182 clinical trials, helping us leverage breakthrough data on diagnosis, treatment, and recovery, benefiting all of our patients.

## FOOD FOR FRONTLINE HEALTHCARE WORKERS

To help our healthcare workers caring for patients on the frontline of the pandemic, we established the Feeding the Frontlines Minnesota Fund. The fund helped us distribute nutrient-dense, healthy foods to healthcare workers during their shifts. We were able to provide more than 20,000 meals and nearly 9,600 snacks to frontline healthcare workers.

## FUNDING FOR COMMUNITY-BASED PARTNERS IMPACTED BY COVID-19

We responded to the needs of our community-based partner organizations experiencing a surge in demand for their services. The Fairview Foundation established a COVID-19 Community Response Fund and distributed grants totaling \$290,000 to 29 partner organizations. The grants directly supported our most vulnerable neighbors.



### Hands-on experience for student learners

Our experts helped 6,676 student learners strengthen their clinical skills. This side-by-side experience is fostering the next generation of healthcare workers.



### Nutritious meals for homebound patients

Nutrition Services staff at M Health Fairview Northland Medical Center provided 1,443 recent patients a healthy, hot meal. Community volunteers delivered the meals to participants' doorsteps and offered social interaction.

## Expanded access to healthcare



Despite COVID-19, we moved forward with expansion plans at [Health Commons - Cedar Riverside](#). Our goal is to improve access for the diverse and underserved neighborhood by providing free healthcare services through a full-time registered nurse who reflects the community she is serving. There were 5,926 virtual or outdoor visits to Health Commons - Cedar Riverside and Health Commons - The Living Room in North Minneapolis.

# Fairview

## FACING CHALLENGES TOGETHER

The past year presented our communities and our healthcare system with unanticipated challenges. We saw our healthcare workers, neighbors, and community partners pull together and face these challenges head on.

- We stood up one of the nation's only COVID-19 cohort hospitals—taking what we learned from one patient and applying it to the next—resulting in one of the lowest COVID-19 mortality rates in the world. Community partners helped hospital staff by providing meals and cheerful greetings.
- Leveraging our unique strength in academic medicine, we brought more than 26 COVID-related clinical research trials to our patients and community members.
- In partnership with the community, we quickly organized to offer staff, patients, and community members COVID-19 tests (and vaccines in 2021), standing up clinics in trusted spaces for those who are underserved. These events are supported by hundreds of dedicated community volunteers.
- We embarked on a multi-year transformational change effort, working to improve health equity and become an anti-racist organization. The HOPE Commission—Healing, Opportunity, People, Equity—is leading change efforts based on feedback from team and community members.
- As more residents faced housing challenges due to the pandemic, we partnered with Ramsey County to provide housing for the unsheltered at Bethesda Hospital.

These are just a few examples of the power and strength of coming together as a community.

## OUR INVESTMENT IN COMMUNITY

The dollar amounts listed to the right represent our investment in the community in 2020. The numbers reflect much more than our financial contributions. They reflect our support of the people who work, live, learn, play, and worship in our community. They reflect our values of dignity, integrity, service, compassion, and innovation. They represent our commitment to improving health and wellbeing, increasing access to culturally responsive programs, providing care for our most vulnerable neighbors, funding research to advance healthcare, and offering opportunities for growth and development to today's workforce and tomorrow's leaders. We are proud to contribute to our community in so many ways.

## In 2020, Fairview Health Services invested \$1.06 billion in our community.

### \$348.6 MILLION IN SUPPORT OF ACCESS TO CARE AND SERVICES

- Medical financial assistance
- Medicaid shortfall
- Subsidized healthcare

### \$14.2 MILLION FOR COMMUNITY PROGRAMS, SERVICES, AND OTHER COMMUNITY BENEFITS

- Community health improvement programs and services
- Financial and in-kind contributions to local partners
- Community-building activities

### \$2 MILLION FOR HOSPITAL-BASED RESEARCH

### \$90 MILLION FOR EDUCATION AND TRAINING

- Professional training for today's workforce
- Education of future health professionals

### \$608 MILLION IN OTHER COMMUNITY INVESTMENTS

- Care provided without compensation
- Discounts to uninsured patients
- Medicare underfunding

Note: These numbers include contributions from our nine hospitals, over 60 clinics, and affiliate partners Fairview Range Medical Center and Grand Itasca Clinic & Hospital.

*Fairview Health Services is part of the M Health Fairview joint clinical enterprise.*