Hello!

Thank you for taking the time to read our 2013 Community Benefit Report. The patient stories you’re about to read are great examples of how we meet and exceed our community benefit goals.

A few quick examples: Our Burn Center was one of the first in the nation and one of only two specialized burn centers in Minnesota. We’re also one of the largest providers of mental health care in the state, anchored by a new, state-of-the-art mental health facility. And we play 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.

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 do what’s right for our patients and their families.

Brock Nelson

President and CEO Regions Hospital
**Regions Hospital 2013 Community Benefit**

**$62.6 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:**

**$21.4 million**

Regions is the largest provider of charity care in the East Metro and the second largest in the state. In 2013, Regions provided $21.4 million in uncompensated services to care for 43,377 patients who could not pay for their inpatient and/or emergency care, because they were uninsured or underinsured.

**COMMUNITY HEALTH SERVICES:**

**$14.2 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:**

**$13.3 million**

Regions paid a state provider tax of $13.3 million in 2013, which is equal to two percent of its net revenue from patient care services.

**MEDICAL EDUCATION:**

**$12.9 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:**

**$855,533**

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.

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*Figures based on cost of medical care for charity care and bad debt*
**Catholic Health Association definition (the industry standard)
Community Health Needs Assessment Highlights

2013 marked the first year for Regions’ Community Health Needs Assessment Implementation plan. It was based on these identified priorities:

- Increase Access to Mental Health Services
- Promote Positive Behaviors to Reduce Obesity (Nutrition/Physical Activity)
- Increase Access to Primary and Preventive Care
- Improve Service Integration
- Promote Change in Unhealthy Lifestyles (Tobacco/Alcohol/Substance Abuse)

The highlights of Regions’ efforts to fulfill these priorities are detailed throughout this report. Here are a few other representative examples.

Best Fed Beginnings

Best Fed Beginnings is a nationwide initiative that helps support a mother’s choice to breastfeed. Regions made significant steps over the course of the year. The exclusive breastfeeding rate improved from 39 percent in summer of 2012 to 64 percent by winter 2014.

Fitness Center and Employee Health and Wellness Clinic

As part of its goal of promoting positive health behaviors, Regions has a fitness center which consists of a cardio room (with four machines), group activity, and personal training/coach room. Nearly one-third of hospital employees have signed up to use the clinic, which resulted in 14,921 employee visits in 2013.

The Employee Health and Wellness clinic provides minor acute illness and injury care, including workplace injury, preventive health screenings and wellness care. In 2013, more than 2,100 employees received care for everything from musculoskeletal pain/injury and allergies, to upper respiratory conditions, blood pressure, mental health and urinary issues.

Telemedicine pilot

Regions’ efforts to improve service integration include conducting a telemedicine services pilot to help small hospitals and rural communities increase access to clinical expertise in select subspecialty areas. Based on community clinic feedback, Regions identified the need to provide more streamlined and timely access to a patient’s record once a patient received care at Regions and subsequently returned to their home clinic.
Nationally Recognized Burn Center

Regions Hospital’s Burn Center was one of the first in the nation to be nationally recognized. In 2013, the Burn Center celebrated its 50th anniversary. Last year, the Burn Center had 49.8 percent of its patients referred from other facilities. Burn Unit doctors saw more than 260 inpatients for acute burns in 2013, including:

- Burns caused by house fires, car fires and other types of fires;
- Scald type (non-flame) burns caused by water, coffee, soup, steam, hot objects or caustic substances;
- Injuries related to bonfires and campfires (35 patients).

In 2013, the Burn Unit treated 39 cases of frostbite. This is more than triple the number of cases in both 2011 and 2012. Also in 2013, the Burn Center completed a $1.39 million renovation.

Experience

The Burn Center team has more than 190 years of combined experience. When the American Burn Association and the American College of Surgeons Committee on Trauma decided to create verification for burn centers in 1995, the center at Regions was one of the original eight to pass the rigorous process. Regions has maintained continuous verification since that time and has become a destination for out-of-state burn patients.

Unique Care

Regions was one of the first burn programs to dedicate rehabilitation therapy space within its burn center. Long-term follow-up is provided by several therapists who specialize in post-traumatic stress disorder recovery, including a former burn patient.

Burn Survivor Support

Regions sponsors the Burn Support Group, where adult and adolescent burn survivors and their loved ones from across Minnesota and the country come together monthly to support each other. In addition, Regions is the sole sponsor of the Minnesota Family Burn Camp for pediatric burn survivors and their families, which offers recreational activities as well as support around burn related issues.

Regions’ coverage extends well beyond the Twin Cities. St. Cloud native Alyssa Lommel was airlifted to Regions Burn Unit after a passer-by found her frozen on the stairs of a Duluth home. Doctors say she was just minutes to an hour away from dying. Despite amputations up to the knuckles of the fingers on both hands and parts of both her feet, Alyssa is now completing everyday tasks while living at her parents’ home in St. Cloud. Each time she went to physical therapy with Regions therapists, she was able to walk farther. And Alyssa’s social worker at Regions Hospital made such a tremendous impact, she’s inspired Alyssa to become a social worker too. 

Photo courtesy St. Cloud Times
Level I Adult and Level I Pediatric Trauma Center

Regions Hospital was the first hospital to be verified and designated as a Level I Adult and Level I Pediatric Trauma Center. This assures patients that Regions has the expertise and technology to treat the most serious injuries 24/7.

Injury Prevention

As part of the verifications of Regions Level 1 Trauma Center status for adults and children, as well as a verified Burn Center, Regions is required to provide injury prevention programming to the communities it serves. Regions Hospital became an official SafeKids coalition site in 2013 acting as a regional resource for injury prevention:

- At least twice a month, Car Seat Safety Clinics teach parents how to safely secure infants and children in car seats and properly install the seats in a vehicle.
- Regions offers bike helmet fitings at bike rodeos and safety camps.
- Therapists and a spinal cord injury survivor teach Think First Program courses, designed to teach young adults how to make responsible decisions in order to avoid head and spinal cord injuries.

Specialized care for victims of sexual assault

The Sexual Assault Nurse Examiner (SANE) program has collaborated with Sexual Offense Services of Ramsey County to provide comprehensive, compassionate care to sexual assault victims, ages 13 and older, since 2002. In 2013, Regions SANE program cared for 219 patients, with the hospital investing $266,129 in the program.

Outreach and Education

As a Level I Adult and Level I Pediatric Trauma Center, Regions Hospital is very active within the community providing education and outreach to hospitals and EMS agencies across the Midwest:

- In 2013, Regions staff conducted as community grand rounds presentations at hospitals and agencies across Minnesota, Wisconsin, and North and South Dakota. A trauma surgeon presents a summary of cases referred from the facility or region, followed by an educational component.
- Michael McGonigal, MD, Director of Adult and Pediatric Trauma Services, writes a monthly newsletter and daily blog posts at regionstraumapro.com. His blog is followed by clinicians from across the world.

Bjorn Peterson, MD, is one of the Regions physicians who responds to emergency calls in the field, where he helps first responders with patients before they arrive at the hospital. After a fire broke out in a third floor apartment building in St. Paul, Dr. Peterson arrived before the ambulance. Firefighters had rescued a father and his three-year-old son, who were both unconscious. Dr. Peterson started providing care to the father, who was in critical condition, and then led the first responders in their treatment.

The St. Paul Fire Department sent Dr. Peterson a thank-you note: “The teamwork and direction you provided saved the life of a 47-year-old man, and loving father. We are grateful for your extraordinary efforts, and oversight provided through your medical direction.”
Commitment to Mental Health

Regions is one of the largest providers of mental health care in Minnesota. An eight-story mental health building, which opened in 2012, reflects a new model of care and offers a healing environment with 100 private rooms.

Patient story: Sarah*

Sarah was suicidal when she came to the emergency room at Regions Hospital. She had been diagnosed with major depression and generalized anxiety disorder and a crisis at home had triggered three trips to the ER in the past six months. Alerts in Sarah’s electronic medical record provided detailed information about her case to each care giver she saw, helping them quickly complete a mental health assessment and determine a treatment plan. The crisis social worker called Sarah’s family, primary care physician and therapist to see if there were any unusual circumstances that might be contributing to her current condition. Based on this information, the team was able to relieve Sarah’s symptoms using medication, weighted blankets and talk therapy until she felt safe. She did not have to be admitted to the hospital and was able to return home to her family and outpatient provider network.

Supporting access to mental health services

Mental Health Drug Assistance program provided $534,830 worth of stop-gap assistance to 406 mental health patients who temporarily could not afford medications. The program helped individuals obtain 1,275 prescriptions.

Partnering with community health programs

Regions served 7,482 patients in the Mental Health Crisis unit and educated patients in the emergency department about Ramsey County Crisis Center services.

*Not her real name

In 2013 Regions opened DayBridge, a mental health program for adults who need intensive therapy but can continue to live in their community with the support of family and friends. Patients participate in inpatient-like treatment during the day and return to their home at night and on weekends. The program was created with input from patients and family members.
Supporting Hovander House
Regions contributed $248,900 in 2013 to Hovander House, a short-term residential living facility and program for behavioral health patients who are stable but require further support before returning to a community setting. The facility has saved more than 2,124 non-acute hospital days.

Crisis Services
Regions provided $555,533 for 247 behavioral crisis services in the Emergency Department in 2013. The crisis area’s staff assess, treat and provide discharge planning services to people who come in with a mental health crisis.

Charity: Partnering with the Community

Patient story: Talia*
Talia, a 40-year-old Sudanese woman, had complications from an operation she had in Sudan. She came to Regions for a correction to the surgery, but her insurance wouldn’t cover it because it was a pre-existing condition. Regions provided nearly $40,000 worth of charity care, in addition to customer service advice and interpreters to help her deal with billings from other providers. Talia’s case is typical of the uncompensated care Regions provides on a regular basis.

Largest provider of Charity Care in the East Metro
As the primary safety net hospital in the East Metro, Regions provided charity care for 43,237 patients at a cost of $21.4 million, which included inpatient and outpatient services across all service lines. As a Level 1 Adult and Pediatric Trauma Hospital with 100 inpatient psychiatric beds, Regions continues to achieve its mission to serve all patients, regardless of their ability to pay.

Implementing initiatives to increase health care and health equity
Communicating with a diverse population is crucial at Regions. Ninety-three staff interpreters provide services in 13 languages. Staff interpreters interpreted for more than 13,863 in-person patient encounters at Regions in 2013, and an additional 31,241 encounters throughout the HealthPartners care system.

*Not her real name
Providing a financial counseling program for under-insured patients

Nearly two dozen counselors help patients enroll in government programs or find other sources of coverage. Financial counselors enrolled nearly 1,930 individuals in government health care programs in 2013. This provided approximately $5.6 million to Regions for care that otherwise would have been considered charity care.

Reducing disparities

Regions collects voluntary data on race, ethnicity and language preferences to help identify strategies to reduce health disparities. For colorectal cancer screening the HealthPartners Medical Group, which includes Regions physicians, saw the gap between white patients and patients of color who get their preventive colorectal cancer screening reduced from 28.1 percent in 2009 to 13.9 percent in 2013.

Getting patients the right care at the right time

Regions operates Hospital to Home pilot program, a public-private partnership to provide housing and other community support for high-risk patients who frequently visit the emergency room.

Equitable Care Fellows program

The Equitable Care Fellows program includes volunteers who have committed to learning about health care equity issues and bringing learnings into their primary work areas. Regions has eighty Equitable Care Fellows in a variety of roles, including physicians, nurses, and social workers.
Regions Hospital Awards

Leapfrog, 2013 Top Hospital, the most competitive hospital quality award in the country.

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

First hospital in Minnesota to be certified as a Comprehensive Stroke Center, certified by the Joint Commission.

First academic medical center, and fourth hospital overall, to qualify as an Emergency Center of Excellence after an on-site assessment.

Named “Top Hospital for Safety” by AARP The Magazine.

2013 Anti-Stigma award from the Minnesota NAMI chapter.

2013 Numbers

• Largest private St. Paul employer
• 24,395 (annual) admissions
• 430 Available Beds
• Total Patients served: 199,330
• Total Patients from St. Paul served: 48,667
• Total Employees: 4,500