



2022 COMMUNITY IMPACT REPORT

Celebrating our collaboration with and investment in community to advance health equity and improve health and wellbeing for all.



PRIORITIZING HEALTH EQUITY AND HEALTH IN PARTNERSHIP WITH COMMUNITY

Our health system's efforts to advance health equity and improve the health and wellbeing of our neighbors is done in close partnership with the community. It's a continuous process of listening and learning to understand the health priorities of the diversity of people who live, work, play, pray, and learn in our communities.



OUR COMMITMENT TO COMMUNITY

M Health Fairview is a collaboration among the University of Minnesota, University of Minnesota Physicians, and Fairview Health Services. As anchor institutions rooted in the communities we serve, we are committed to:

- Advancing health equity by providing exceptional care to all.
- Delivering breakthrough healthcare research and innovation.
- Improving the health and wellbeing of our diverse communities.





OUR VISION FOR INCREASING COMMUNITY HEALTH EQUITY

Our health system has developed a 10-year vision to increase community health equity through three key strategies:

- Serving as a community innovation incubator by addressing the social determinants of health as well as social factors influencing patient health and identifying solutions that are the most impactful — and then scaling or deepening those solutions to have as broad of a reach as possible.
- Enhancing M Health Fairview’s engagement infrastructure to build trusting partnerships and enable community voices to inform and influence both inside and outside of our health system.
- Transforming our internal structures to create an inclusive environment and to build community health by building wealth, knowledge, and capacity.

THREE WAYS THAT WE PRIORITIZE HEALTH EQUITY

1 ALLOCATE RESOURCES TO BENEFIT THE COMMUNITY

Every three years, our Community Advancement team guides a process — called [community health needs assessments](#) — within each of our hospital communities to understand local health needs and resources. During our 2021 assessments, three priority needs were identified. These needs guide where resources are allocated: healing, connectedness, and mental health; addressing structural racism and barriers to achieving health equity; and navigating and accessing care and resources. Our efforts focus on people experiencing poverty as well as racial or ethnic populations experiencing health disparities.

2 INITIATE CHANGE

In the summer of 2022, the [M Health Fairview Center for Community Health Equity](#) opened as a catalyst for our system’s efforts to innovate and work with the community in reducing racial and other disparities in community health outcomes. It is an extension of the work already being done in community by our [Community Advancement](#) team. The center has been bringing its mission to life by developing Indigenous land acknowledgments and action plans, helping build community trust to diversify clinical trial enrollment, and hosting national and local partners in conversations and convenings to accelerate health equity and community healing. In particular, the center is building and leading three social determinant of health initiatives: Food is Medicine, Housing is Health, and Connection is Cure.

3 DRIVE EQUITABLE OUTCOMES

The HOPE (Healing, Opportunity, People, and Equity) Commission is our system’s multi-year effort to drive more equitable outcomes and create more inclusive environments and experiences for our patients, employees, and communities. In 2022, M Health Fairview hired a [restorative justice coordinator](#) to design conflict resolution and stakeholder engagement processes that are trauma-informed and justice-centered. We also established a Resident Review Council to examine nonclinical issues in reported safety events involving learners to determine how cultural and communication differences factored into reported events.



HONORING HEALTH EQUITY ACHIEVEMENTS

Our employees and community partnerships are focused on driving our health equity efforts. M Health Fairview is honored to be recognized for and asked to share about this important work, including:

- Twelve employees at M Health Fairview were recognized as [2022 Health Care Heroes](#) by Minneapolis/St. Paul Business Journal for improving the health of our communities through their dedication, innovation, and compassion.
- The Human Rights Campaign Foundation recognized M Health Fairview Ridges Hospital as a “Top Performer” in its nationwide [2022 Healthcare Equality Index](#). M Health Fairview Woodwinds Hospital also received a high score in the survey.
- Three employees at M Health Fairview were acknowledged as Notable Leaders in Diversity, Equity, and Inclusion 2022 by Twin Cities Business magazine.



Our community impact

M Health Fairview is proactively addressing the social determinants of health — factors that may not seem directly health related but have a big impact on health — such as food security, stable housing, access to healthcare, and social inclusion. According to the Centers for Disease Control and Prevention, addressing these factors is a primary approach to achieving health equity. The following examples are some of the ways we are doing this. All programs and services are offered at no cost for participants as part of our investment in the community. Numbers represent our 2022 efforts, unless noted.

Thank you to our community partners and collaborators for your active engagement in and shared commitment to this work.



CONNECTION IS CURE

BRIDGING CULTURAL GAPS

[Cultural brokers](#) assist people in diverse racial and cultural communities to navigate health, school, and other systems. They build trust and strengthen community members' abilities to advocate for themselves. Employed by Fairview but working at trusted host locations in the communities they represent, six full-time brokers are immersed in the [Latine](#), Hmong, African American, [Karen](#), and [Native American](#) communities. The cultural brokers **served more than 308 new clients** and had **3,849 visits with clients**. Of participants who completed a survey, 98% said working with a cultural broker decreased their stress. Between pre- to post-services surveys, there was an increase from 75% to 96% of clients who feel confident accessing services.

REMOVING BARRIERS TO CARE

Health Commons sites help remove barriers by providing convenient and accessible healthcare in culturally and economically diverse neighborhoods. There were **4,625 visits** to Health Commons - Cedar Riverside and Health Commons - The Living Room in North Minneapolis. The Living Room hosted **six healing circles** to connect and engage participants in healthy, supportive practices for addressing loss and grief, isolation, and racism. Cedar Riverside has a community nurse, provides health education, offers wellness classes, and distributes free meals, fresh produce, diapers, and over-the-counter medications to those in need.

HOSTING COMMUNITY-BASED VACCINATION CLINICS

The Minnesota Immunization Networking Initiative (MINI) is a collaborative led by M Health Fairview and supported by nearly **200 community partners**. MINI is committed to providing low-barrier flu and COVID-19 vaccines for communities facing health disparities. The team hosted **647 vaccination clinics** in trusted locations such as local churches, mosques, community centers, and homeless shelters. There were **17,260 free COVID-19 vaccine doses** and **9,138 free flu shots administered**, in addition to vaccines provided at M Health Fairview clinics. Of those participants who shared their identity, 91.2% of people who received a COVID-19 vaccine identified as a person of color and 55.5% indicated a language other than English as their preferred language. M Health Fairview continues to partner with St. Paul - Ramsey County Public Health and the Minnesota Department of Health to provide staffing, coordination, and outreach.

In January 2023 our [MINI program](#) reached a milestone, hosting **1,000 - and counting - COVID-19 vaccination events** over the past two years.

HEALTHCARE

LEARNING & INNOVATION

PROMOTING ACADEMIC MEDICINE

Student learners are the future of healthcare and an important part of our academic health system. We **provided 5,591 student learners 13,060 hands-on experiences. The learners were from 74 disciplines, representing 115 universities and colleges.** Working side-by-side with our medical professionals, they learn patient centered, collaborative care.

Learners complete an anonymous survey to drive improvements in our clinical learning environment, including advancements in equity and inclusion. The first equity analysis survey and demographic data was completed as a proactive step to create a structural support against racism. The analysis shows where learners experience an inclusive environment and where they experience unintentional harm. When interventions are needed, a restorative justice approach is used to bring continuous improvement to the learning environment.

FOSTERING INNOVATION IN HEALTHCARE

Clinical trials are often needed before medical innovations can be spread widely. Thanks to the unique partnership between research and academic and community medicine, we can move discoveries in the laboratory into a clinical trial faster — helping create a healthier future for all patients. There were **1,231 active clinical trials** that used Fairview facilities, services, or equipment.

Our research team partnered with the M Health Fairview Center for Community Health Equity to increase diversity in research and clinical trial participation — producing results that can be more widely trusted. The teams created new materials and best practices for recruiting and engaging communities traditionally under-represented in research. The efforts have exceeded all goals, including recruiting more than 130 African American, Asian, Latine, and Native American participants to a study involving a wearable smartwatch technology.

IMPROVING CHILDREN'S ORAL HEALTH

Young patients at our M Health Fairview Clinic - Roselawn who do not visit a dentist regularly are being offered [free dental screenings](#), limited dental services, and oral hygiene education during their scheduled clinic visit. This program serves infants, children up to age 12, and pregnant patients at high risk for dental disease. Available four times a month, the program is available to all, including the uninsured and underinsured. There were **209 patient encounters**; 98% of participants were from communities of color and 44% had never been seen by a dentist before.

PROMOTING SAFETY AND PREVENTING TRAUMA

M Health Fairview Community Advancement, the Trauma Department, and Emergency Medical Services (EMS) participated in 10 local community events, **distributing 746 bike helmets** to youth ages 3 to 18. The teams also provided helmet fittings, safety tips, and invited youth to tour an ambulance and learn about EMS.



FOOD IS MEDICINE

PROVIDING ACCESS TO NUTRITIOUS FOOD AND SUPPORTING LOCAL FARMERS

Twelve M Health Fairview sites participated in the Veggie Rx program, providing culturally relevant produce and recipes for patients experiencing food insecurity. During the growing season, **we served 168 families on a regular basis.** For those who had a one-time need, **an additional 850 boxes were distributed.** Healthcare workers identify participants by looking at their medical and social histories for conditions which could potentially improve with a healthier diet, such as malnutrition, iron and vitamin deficiencies, and diabetes. In support of our local food economy, we **partner with three Black, Indigenous, People of Color (BIPOC)- and/or women-owned farms** to supply the produce.

DISTRIBUTING CULTURALLY APPROPRIATE MEALS

Access to nutritious food is a social determinant of health. To address food insecurity and hunger, we partner with other community organizations to provide culturally appropriate locally grown produce, protein, and pantry staples — items that may not be readily available at food shelves. Participants also receive recipes and nutrition information. The [Community Cooks Meal Box Delivery Program](#) supports the consumption of meals prepared at home for improved health outcomes, **30,600 boxes were distributed — that's 432,000 meals.** Provided by a Twin Cities nonprofit, MATTER boxes contain enough food to feed a family of four for three days — **420 boxes were distributed** at our clinics, **providing 5,040 meals.**

DELIVERING NUTRITIOUS MEALS TO HOMEBOUND SENIORS

Community volunteers **distributed 1,757 hot, healthy meals** to area seniors through the Meals Ala Car program. Meals, prepared by M Health Fairview Northland Medical Center, are delivered to participants' doorsteps, providing a consistent opportunity for social connection.



HOUSING IS HEALTH

MEETING THE HEALTH NEEDS OF PEOPLE WHO ARE UNSHELTERED

A [unique respite care program](#) is providing care and temporary housing for people who are unsheltered. Patients who are well enough to be discharged from the hospital but need after-hospital care due to complex medical needs, and who may also have a history of substance use disorder, are being referred to the program for a 30-, 60-, or 90-day stay. M Health Fairview's Community Advancement team deployed a nurse to serve as a liaison between our clinical teams and shelter staff and to offer medication management, assist with self-care, provide wound care, and more. During the pilot from February to June, 20 people were accepted into the program — **11 people remained out of the hospital and emergency department, and four people accessed stable housing.** Housing is a social determinant of health and is critical to improving health and wellbeing outcomes.

SECURING HOUSING AND RESOURCES TO IMPROVE QUALITY OF LIFE

M Health Fairview works closely with a network of community partners to improve the quality of life for individuals with a diagnosis of severe and persistent mental illness who are experiencing long-term homelessness. The program helps participants secure housing, reduce unnecessary emergency visits or inpatient hospitalizations, and access social services. M Health Fairview Community Advancement provides program management support, as well as program outcomes data collection, evaluation, and analysis. **Ten patients were housed,** eight in longer-term housing and two in residential treatment.

BUILDING AFFORDABLE HOUSING FOR OUR NEIGHBORS

Teams from across our health system participated in our organization's annual build week with Twin Cities Habitat for Humanity. Employees **contributed 365 volunteer hours** as part of our commitment to produce, preserve, and advocate for affordable, quality housing.

A GOOD CORPORATE CITIZEN

M Health Fairview believes in being a good corporate citizen and creating healthy, resilient communities. Ways that we do this include:

Engaging stakeholders, such as community-based organizations, local public health departments, and other health systems, and using our convening capabilities to advance health equity and improve health in our community. Examples of collaboratives we've helped form and lead include the [East Side Health and Well-being Collaborative](#), [Substance Prevention Education & Action Coalition](#), and [Cedar Riverside Partnership](#).

Providing sponsorships, in-kind contributions, and charitable donations. We **supported 136 organizations**, funding priority areas that align with our mission and community health needs assessments, including health equity, food access, [workforce development](#), and heart and cancer care.

Promoting employee volunteerism to share organizational time, talent, and assets. Employees contributed **6,060 volunteer hours** to activities and events such as the Twin Cities Habitat for Humanity build, American Heart Association Twin Cities Heart Walk, and M Health Fairview Harvest at the Hub.

Strengthening patient, employee, and community experience through our [Employee Resource Groups \(ERGs\)](#). These voluntary, employee-led groups focus on creating organizational impact related to diversity, fostering meaningful change, providing development opportunities, and connecting to and supporting local organizations through sponsorships and volunteer opportunities.

Supporting system leaders' involvement with local and national business organizations and nonprofits.

Listening and learning through seven facilitated community dialogues. At M Health Fairview Lakes and Northland medical centers, executive leaders and clinic areas heard from our rural neighbors to better understand their healthcare experiences so we can improve processes. In addition, we partnered with local organizations across the metro area to build trust and gather feedback from community members. Sessions were held in Spanish, Somali, Hmong, and Karen languages.

Fairview's 2022 Community Impact

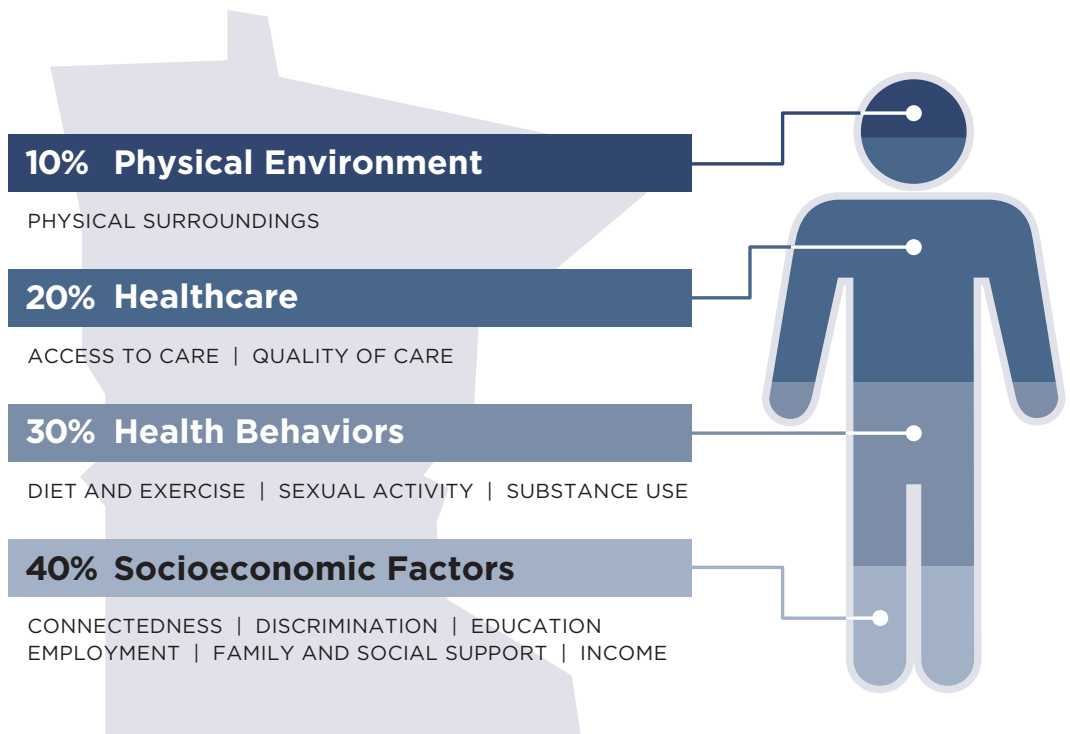


Recognizing our investment in the community

Fairview Health Services is part of the M Health Fairview joint clinical enterprise. This report represents Fairview's investment in the community; our M Health Fairview partners report their community investments independently.

Leading the way in Minnesota

As an anchor institution rooted in our communities, Fairview is committed to addressing the root causes of health disparities — known as the social determinants of health — that impact our employees, patients, and community members. At least 80% of our health is affected by these factors that are essential to good health, such as access to nutritious food, having safe, affordable housing, and securing employment that pays for basic needs.



BUILDING AND SUSTAINING

One way our healthcare organization is advancing health equity and building more equitable and sustainable local economies is through our anchor strategies: local and diverse hiring, purchasing, and investing, and serving and leading with trusted community partners. We are accelerating this work by participating in the Healthcare Anchor Network (HAN). HAN is a group of like-minded healthcare systems from across the country working together to address the social determinants of health and health disparities. Fairview is the only Minnesota-based system in the network. Some highlights include:

- Three system leaders presented at HAN's annual convening about embedding and sustaining anchor mission to drive health equity and employee engagement.
- Fairview signed on to HAN's 'Principles for healthy and affordable housing' and 'Impact workforce' commitments, along with other healthcare organizations across the country. Signing on to these key issue areas demonstrates our organization's dedication and our leadership's support for moving these initiatives forward.
- Processes are being created to identify, track, and increase purchasing from minority and women-owned business enterprises and local businesses.



COLLABORATING AND INVESTING

The [Fairview Community Health and Wellness Hub](#) is located in downtown St. Paul. This first-of-its-kind center provides services to the community from primary and mental health care to food access programs and community gathering spaces. Together, we are addressing health disparities while providing a range of critical healthcare services and community resources alongside trusted local partners. Since opening in August 2022, we already have much to celebrate:

- UnitedHealthcare made a \$1 million infrastructure investment in the hub and continues to partner with Fairview to address the social determinants of health impacting our local community.
- Food access partner, Sanneh Foundation, is operating a food distribution program out of the hub. Together, Fairview and Sanneh source food and organize volunteers who package food for distribution to community partners. Youth help package food and are participating in a paid workforce development program. In 2022, over 100,000 pounds of food were packaged for families each week.
- Fairview Frontiers, our partner in conducting research and clinical trials, has a new space at the hub, doubling its capacity. The team is partnering with the M Health Fairview Center for Community Health Equity to introduce low-barrier and non-invasive research and clinical trial opportunities to communities of color who may have not considered it in the past. They are building trust with those who have understandable distrust related to medical research by addressing concerns and providing opportunities for more representative engagement and equitable outcomes for all communities.
- An [Indigenous land acknowledgment](#) gathering was held in September to honor the past, present, and future of the land where the hub is located and to express gratitude for the opportunity to serve our community on this land. The acknowledgment recognizes the origins of present-day inequities and how they affect the people and places we serve. It also acknowledges the work our health system must continue to do to address these health equity issues and outlines our renewed commitment to partner with Native community members and organizations as we seek to address health disparities in our community.
- In partnership with the Sanneh Foundation and Minnesota Community Care, we held the first ever Harvest at the Hub, a food giveaway and health resource fair. Participants received a fresh turkey or poultry, vegetables, canned goods, spices, and herbs. The event also provided community resources, flu and COVID-19 vaccines, and wellness services.

Our commitment to community

In addition to the activities that Fairview does in collaboration with its M Health Fairview partners, there are additional ways that our organization is advancing health equity and addressing the social determinants of health. Thank you to our local community partners and collaborators for your shared commitment to this work.

FINDING SAFE, APPROPRIATE CARE FOR VULNERABLE CHILDREN AND ADULTS

Our hospitals are playing an increasing role in the social safety net. Local counties and social service providers are bringing children and vulnerable adults with chronic behavioral disorders or developmental disabilities, but no medical or psychiatric needs requiring acute hospitalization, to our emergency departments in record numbers. With nowhere else to go, these children and adults often spend days, weeks, or even months waiting for an appropriate discharge placement in a community setting. In 2022, almost 150 children and vulnerable adults had to be boarded in our emergency departments with an average length of stay of over 16 days because no community placement was available. This care drives up the costs of services and reduces community access to emergency care. Fairview is working closely with the Minnesota Department of Human Services, counties, community mental health providers, and state legislators to find solutions so children and vulnerable adults can get the right support, at the right time, in the right setting.

DEVELOPING THE NEXT GENERATION OF HEALTHCARE WORKERS

Fairview recognizes the importance of developing the next generation of healthcare workers through hands-on learning and educational opportunities. A few recent examples include:

- In December 2022, 60 students total from Princeton, Elk River, and Rogers high schools visited Northland Medical Center to participate in tours, discuss career pathways, and take part in hands-on experience such as mock surgery in the operating room.
- Fairview's onsite nursing assistant training program, OnTrack, trained 113 community members as nursing assistants who then moved into positions in our health system. Last year, 520 individuals participated in earn and learn programs, helping employees and community members reach their career goals through job training and progressive wage increases. Our organization also hired over 2,000 people through intentional outreach in our communities and provided support for reducing barriers to employment. Liaisons guide candidates through career planning, recruitment, and onboarding.

DELIVERING SAFE, LEADING-EDGE MENTAL HEALTH CARE

Our plans with Acadia Healthcare to build a [new state-of-the-art mental health hospital](#) in St. Paul are moving forward. As an anchor institution, we are prioritizing the continually growing need for better and more mental health care in Minnesota. This new, 144-bed hospital will allow our teams to deliver safe, leading-edge care for adult and geriatric patients from across the state. Patients will be provided access to care regardless of their ability to pay.

SERVING OUR RURAL COMMUNITIES

Our hospitals to the north are also making a positive impact in their communities.

- Fairview Range Medical Center partnered with the Minnesota Discovery Center to host the second annual Youth Mental Health Night. More than 500 people attended the event and 25 community-based organizations provided mental health resources and education.
- Fairview Range Medical Center psychiatrist Glen Rebman, DO, MA, conducted six sessions with teachers in various Hibbing schools during their Professional Learning Community days. He provided mental health and wellness support through formal and informal conversations and workshops in response to the needs and requests of local school administrators, teachers, staff, and students.
- Grand Itasca Clinic & Hospital's clinic patient rooming process now includes food insecurity questions, allowing staff to intervene sooner with resources. Emergency food bags are available in the clinic and Emergency Department as an immediate response. Additionally, employees at Grand Itasca continue to volunteer monthly at Second Harvest North Central Food Bank.
- The 40 members of the leadership team at Grand Itasca watched a locally produced video called *Colored Lines: Diversity in Itasca*. The video highlights experiences of Black, Indigenous, and People of Color (BIPOC) in Itasca County. After the video, leaders participated in an insightful facilitated conversation. To expand involvement, all employees are required to participate in at least one Diversity, Equity, and Inclusion activity in 2023.



In 2022, Fairview Health Services invested \$1.2 billion in our community.

\$418 MILLION

IN SUPPORT OF ACCESS TO CARE AND SERVICES (INCLUDING CHARITY CARE)

- Medical financial assistance
- Medicaid shortfall
- Subsidized healthcare

\$9.5 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

\$3.1 MILLION

FOR HOSPITAL-BASED RESEARCH

\$685 MILLION

IN OTHER COMMUNITY INVESTMENTS

- Care provided without compensation
- Discounts to uninsured patients

\$118 MILLION

FOR EDUCATION AND TRAINING

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

Note: These numbers include community benefit and other contributions from our hospitals, medical centers, clinics, and affiliate partners Fairview Range Medical Center and Grand Itasca Clinic & Hospital.

