



Beyond the Stars

Children's
Hospitals and Clinics
of Minnesota

2009

Community Benefit Report



Mission

Children's Hospitals and Clinics of Minnesota champions the special health needs of children and their families.

We are committed to improving children's health by providing high-quality, family-centered pediatric services.

We advance these efforts through research and education.

Vision

Children's will be a national leader in advancing the health of children, innovating and delivering family-centered care of exceptional quality.



Alan L. Goldbloom, MD

Beyond the Stars

Minnesotans are caring people. Every day I hear stories from extraordinary people doing invaluable work in our community.

These caring Minnesotans shouldn't have to work alone. In an increasingly interdependent world, cooperative partnerships and community outreach efforts make significantly greater impacts than ever before. We at Children's Hospitals and Clinics of Minnesota understand this reality. In order to best provide and advocate for the most vulnerable in our community, pediatric hospitals like Children's are obligated to actively engage with the community at large. It is in this spirit that Children's is pleased to share this 2009 Community Benefit Report with you.

In 2009 we provided more than \$70,000,000 in funds to the community we serve, all while providing care for children from all 87 Minnesota counties and 65 percent of the counties in bordering states. Whether we are working with schools through our HealthTeacher program, or reaching out to families through the Sudden Infant Death Center, we are working hard to reach beyond our walls to impact the lives of families who may not ever visit our hospitals.

Children's Hospitals and Clinics of Minnesota is constantly looking for ways to improve the health and well-being of families throughout the state. Together with community leaders, healthcare providers, schools, government officials, and families we're striving to be the voice for children.

Alan L. Goldbloom, MD
President and CEO
Children's Hospitals and Clinics of Minnesota

Giving Care at All Costs:

No child turned away

Every room at Children's Hospitals and Clinics of Minnesota is filled with a story. There are trauma patients who, in the blink of an eye, find themselves fighting to survive in the Children's Emergency Department. Others come back to Children's week after week, sometimes for years, for things like cancer treatment or cardiovascular care.

The common theme running through every Children's story is that these patients and their families want, and expect, the best possible care. Another theme that is becoming more common is that patients and families are relying on Medicaid to get that care.

Medicaid is now the largest single insurer of children in Minnesota. Without Medicaid, many children would be uninsured and would likely not receive necessary routine care. For some families, Medicaid is all that stands between rapidly accumulating medical expenses and bankruptcy.

Traditionally, people think of Medicaid as a program for the poor, but looking at Children's patient population shows Medicaid has become an important safety net for many families who never imagined they would need assistance. The trauma patient who was in a car accident, the cancer patient receiving years of treatment, or the new parents spending months at the bedside with their premature infant, may have no choice but to turn to Medicaid if they reached a "lifetime cap" on their insurance benefits, or if mounting health care bills make it impossible to afford insurance premiums.

At Children's, we provide quality care to every patient we see, regardless of insurance status. In the case of patients covered by Medicaid, that requires a financial commitment as well as a medical one. Medicaid typically only reimburses 80 percent of the health care costs for a patient. Children's has to make up the difference.





As the economy has declined over the last decade, a growing and diverse cross-section of the community has come to rely on Medicaid as a safety net. That has led to a significant increase in the number children in Minnesota insured by Medicaid. In 2002, 28 percent of Children's revenue came from patients enrolled in Medicaid. Today that number exceeds 44 percent.

Children's is working to educate lawmakers about the impact their decisions have on our ability to provide the broad range of high quality services families expect. At the same time, our mission and commitment to families will never waver.

When you walk the halls at Children's you will never be able to tell which children have private insurance, which are on Medicaid, and

which are uninsured. The care patients and families receive at the bedside is the same no matter how the bills are being paid.

As the largest pediatric hospital in the state, we are proud of the role that we play in the community, and we are focused on bringing the best health care to every family that needs us.

Medicaid at Children's

Children's revenue from Medicaid:
2002: 28 percent
2010: 44 percent

Medicaid cuts to Children's:
\$76 million from 2003 to 2009
\$40 million from 2010 to 2012

Interpreting the Best Care: Better healing without barriers

When a child comes to the hospital, stress levels are usually high. Family members have to deal with fear, uncertainty and a lack of control, trusting the caregivers to do what is right for their child.

Imagine entering that situation with one added element of stress: not being able to communicate with the people caring for your child. For people who speak little or no English, language can be a significant barrier both in how they access health care and in how they engage with care providers.

At Children's Hospitals and Clinics of Minnesota, we understand that providing care to a child means putting the needs of the patient and family first. That includes their language and cultural needs. That is why we provide an array of interpreter services to families that are among the most comprehensive in the nation.

Hospitals are required to offer interpreter services to patients to assist with communications, but Children's has made a commitment that goes much further. The promise of Children's Interpreter Services is to provide immediate access to trained medical interpreters however families come into contact with us.

The system is primarily made up of highly trained, on-site staff interpreters. Having staff in the hospital allows interpreters to become more integrated with the caregiving teams, to establish relationships with the doctors and nurses and to understand the true meaning behind Children's "family-centered care" philosophy. 85 percent of the interpreter needs of families are handled by Children's staff.

In addition to our on-site interpreters, Children's has numerous other programs aimed at meeting all language needs. We work with a team of outside interpreters, who are called in for special language needs, or to help when patient volumes exceed the capacity of the on-site staff. We were the first pediatric facility in the state to use video interpreter systems in the emergency



departments, providing immediate two-way voice and visual communication for any language need. We are also one of only a handful of facilities in the country to offer dedicated Spanish and Somali phone lines, providing direct access to interpreters, rather than having families go through a main line first before being transferred to an interpreter.

Interpreters are integrated throughout the care cycle. Spanish and Somali interpreters are consistently scheduled in the Pediatric Clinic in Minneapolis as well as the Minneapolis and St. Paul Emergency Departments. Spanish interpreters participate in physician rounds in Minneapolis, allowing for more casual question and answer time for families. Interpreters also assist when patients are going home to be sure care instructions are understood, and to provide translated written documents whenever possible to clearly communicate patient needs.

Interpreter services require a commitment of resources to properly meet all needs of patients, but these services are only partially reimbursed by insurance. In fact, Children's is only paid 40 percent of its costs for interpreter services to patients, despite the fact that eliminating language barriers can help improve safety and outcomes for patients.

Eliminating language barriers is a significant step toward reducing stress and creating a better healing environment. It is one way Children's is working to bring the promise of world-class care to all patients and families throughout Minnesota.

Care for Those Coping: Finding solace at the SID Center

On July 5th 2009, Colleen Lindstrom was driving to pick up her three-and-a-half-month-old daughter, Brady, from daycare. She found herself behind a police car and she ended up following that police car all the way to the daycare center.

The police car pulled up alongside numerous other emergency vehicles. To her horror, Colleen discovered they were there for her daughter.

Brady stopped breathing during her nap and she died. In that one moment, Colleen's life was changed forever. Her happy, healthy, baby daughter was gone and Colleen was left wondering how this could have happened.

"I knew we needed help," said Colleen, "I knew we couldn't go through this by ourselves. As I was looking for information online and starting to panic, the phone rang and it was the SID Center reaching out to us. They found me and it was like a lifeline was thrown to me in the water. They rescued me."

Colleen's story and others like it are what drives the Minnesota Sudden Infant Death (SID) Center at Children's Hospitals and Clinics of Minnesota to keep looking for answers. Founded in 1976, the SID Center is a statewide program that provides information and counseling to families and caregivers who have experienced the sudden death of an infant.

"The SID Center is in a unique position, in that we are the single, central resource for issues related to infant death," said Patrick Carolan, M.D., Medical Director of the SID Center. "Whether it is a family looking to connect with support services, a community agency looking for the very latest in safe sleep education, or government officials looking for expertise, we are the first call for help for any issue related to infant death in Minnesota."



Working with the Minnesota Department of Health, the Center tracks all infant mortality data in the state. The Center also participates in numerous research programs looking at risk factors for infant death. SID Center activities supported the “Back to Sleep” campaign, which was launched by the National Institute of Child Health and Human Development in 1994 and cut the number of SIDS deaths in the United States in half over its first ten years.

Colleen has been involved with the SID Center ever since Brady’s death. She has helped raise awareness about risk factors for infant death and has even testified before the state legislature on the need for sleep regulations for daycare providers. Colleen says the Center’s work on prevention is as important as the assistance they provide to families who lose a child.

To contact the Minnesota Sudden Infant Death (SID) Center:

Call: (612) 813-6285

Toll-Free: 1 (800) 732-3812

www.childrensmn.org/services/sids/

“The hardest moment we have in the support groups is when a new family walks in the room,” said Colleen. “We are a club that doesn’t want new members.”

With continued research and education, the SID Center hopes to bring understanding, and hopefully an end, to one of the most painful and unimaginable tragedies a family can endure.



The Future Looks Healthy: Prevention starts in the classroom

One of the ironies of pediatric health care is that the ultimate goal is to reduce the need for our services. At Children's Hospitals and Clinics of Minnesota, we are always looking for ways to reach beyond our walls to try to improve the health and well-being of kids, so they never have to visit the hospital.

One way we are hoping to make a difference is through education. In November 2009 we began a three-year partnership with HealthTeacher, a leading K-12 online health education curriculum provider. Children's sponsorship provides access to the HealthTeacher curriculum, at no cost, to all teachers across 28 school districts around the Twin Cities metro area, including 336 public schools.

The goal of this program is to improve the health literacy of young people and to empower them to make informed decisions about how they eat, how often they should exercise and whether they participate in risky behaviors that can greatly impact their present and future health.

According to the Minnesota Student Survey from the Minnesota Department of Education, only half of Minnesota students are engaging in the recommended 30 minutes of daily physical activity and fewer than one in five report eating the recommended amount of fruits and vegetables a day. Also worrisome, is the increasing number of boys reporting regular tobacco use and the

alarmingly high binge drinking rate among high school students.¹ Schools work hard to teach students to make healthy decisions but face an increasing host of challenges as a result of demands on resources and teacher time. Children's is working to bridge that gap with HealthTeacher.

Rave reviews are pouring in from health and physical education teachers as well as school nurses. Elementary teachers are also tapping into this resource to provide students with information, tools and the skills they need to lead a healthy lifestyle at earlier ages.

"Being able to use the HealthTeacher materials has made a huge impact in my classroom," said Rita Leonard, who teaches 11th and 12th grade health subjects for White Bear Lake. "The lessons are interactive, draw students into classroom discussions, are current and aligned with the National Health Education Standards."

Healthy lifestyle habits developed early can last a lifetime. Acting now saves children from a host of negative health effects that impact them as youth and also into adulthood.

"But it's not just the students that benefit," said Leonard.

"I'm hopeful the parent communication embedded in HealthTeacher will have an impact as well." Recent research suggests she's on to something, indicating that the lessons children learn could spread to their families.

Children's is committed to all Minnesota children, not just the ones that enter our doors. We're proud to partner with educators and other school professionals to provide today's youth with the tools to grow and thrive.

Children's Effect

- Promoting health literacy in 336 public schools
- Providing access to cutting-edge, easily accessible health curriculum for 16,400 teachers
- Empowering 276,400 local students to make better health decisions

¹ Minnesota Department of Education (MDE) Minnesota Student Survey, St. Paul, Minnesota, 2007.

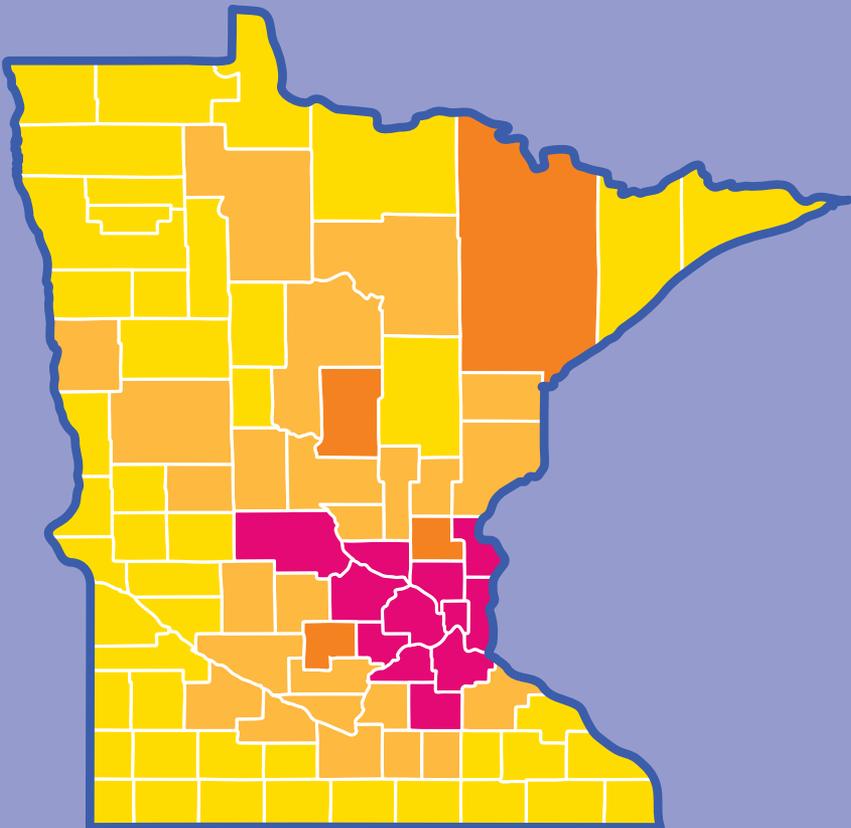
Facts About Children's 2009

Children's Hospitals and Clinics of Minnesota is one of the ten largest freestanding pediatric health care systems in the U.S., with 332 staffed beds at our hospitals in St. Paul and Minneapolis and four outpatient sites in the surrounding suburbs.

Total number of employees (excluding Children's Physician Network)	4,395
Employees (full-time equivalents)	3,154
Professional staff members	1,679
Volunteers	1,523
Volunteer hours of service	77,256
Average number of children hospitalized per day	240
Inpatient surgical cases	4,046
Outpatient surgical cases	15,708
Emergency department visits	90,963
Outpatient clinic visits	137,853
Home care visits	8,031
Rehabilitation visits	64,546
Laboratory test / pathology cases	1,081,114
Inpatient pharmacy doses dispensed	1,603,661
Family encounters for language interpretation	55,488
Languages interpreted	43
Top three languages interpreted	Spanish Somali Hmong

Individual Patient Encounters* by County

In 2009, Children's cared for 129,434 individual patients from the five-state region. These patients represented 100% of MN counties and 65% of the counties in WI, IA, ND and SD.



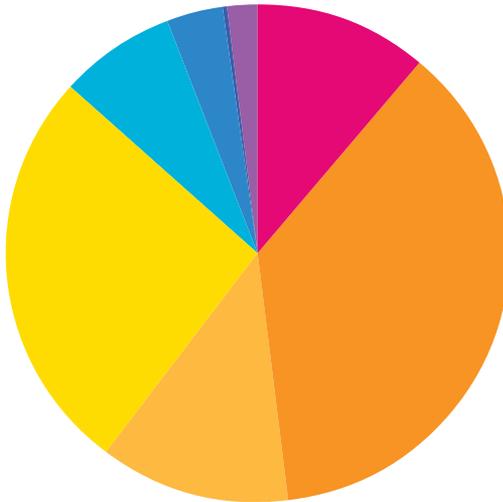
Number of Children's patients in 2009, by county



*Patients are counted once, even if they visited Children's multiple times in different Children's facilities. Data includes all inpatient and outpatient encounters for all campuses.

Contributions to Community Benefit

As a not-for-profit pediatric healthcare provider, Children’s Hospitals and Clinics of Minnesota provides a broad spectrum of benefits to the communities we serve. These funds account for the measurable portion of the hospital’s costs and help to promote healthy lifestyles, community development, health education and affordable access to care. In 2009, Children’s invested over \$70 million toward the health and well-being of children in its service area.



(in millions)

	Charitable Patient Care	\$ 8.0
	Unreimbursed Costs of Serving Medicaid Patients	26.1
	Community Health Improvement Services	8.7
	Subsidized Health Programs	18.6
	Health Professions Education	5.2
	Research	2.7
	Contributions to Community Groups	0.1
	Community Outreach	1.3

Total

70.7

Reach Beyond the Stars

Help be the voice for children

Children can't vote. So it's easy for children's issues to get lost in the political process. Children's Hospitals and Clinics of Minnesota wants to make sure that doesn't happen.

We are working to bring proponents of children's health together to be sure the voices of our children are heard. Led by our Child Health Policy and Advocacy department, Children's brings together community leaders, advocacy organizations, corporate leaders and government officials to advance issues that are critical to pediatric health, and that will improve the health of children and their families.

You can **help** by going to our website and signing up to be a member of our Children's Advocacy Network. Within minutes you will be able to find out about Children's events and community gatherings, and you can learn about upcoming legislation related to children's issues. You can even find tools to help you write to your local lawmakers about issues that are most important to you.

Help be the **voice** for children by going to:
www.childrensmn.org/AboutUs/VoiceForChildren

While on the site, you can also learn about **volunteer** opportunities at Children's. If you would like to support Children's through a donation to an area of your choice, please contact the Children's Foundation at <https://giving.childrensmn.org>

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Children's Hospitals and Clinics of Minnesota



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thank you.



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