



**Hutchinson Health**

HealthPartners®

**2018 Community  
Benefit Report**



# ABOUT US

Hutchinson Health primary and specialty care clinics, emergency services, hospital, and specialty programs includes over 30 full-time physicians, 35 specialty care providers, and 650 staff in Hutchinson and Dassel, MN.

**OUR MISSION** is to improve health and well-being in partnership with our members, patients, and community.

## **OUR VISION** guides us into the future

Health as it could be, affordability as it must be, through relationships built on trust.

## **OUR STRATEGIES** in all that we do

We approach our work and create our work plans by focusing on four dimensions: People, Health, Experience, Stewardship

## **OUR VALUES** guide our actions

### **EXCELLENCE**

We strive for the best results and always look for ways to improve.

### **COMPASSION**

We care and show empathy and respect for each person.

### **PARTNERSHIP**

We are strongest when we work together and with those we serve.

### **INTEGRITY**

We are open and honest and we keep our commitments.

## To Our Community..

We're proud to present our annual summary of some of the benefits Hutchinson Health provides to our community. The 700 employees and Medical Staff of Hutchinson Health work every day to further our Mission: To improve health and well-being in partnership with our members, patients and community.

In April 2018, we became part of the HealthPartners family through a formal affiliation. As not for profit, mission-focused organizations, we share a common commitment to meeting the diverse health needs of all, regardless of their ability to pay.

The following report details some of the community activities we're engaged in. There's also information about new state of the art facilities for providing cancer care and pediatric rehabilitation.

Together with our new colleagues from HealthPartners, we will continue to expand the scope of services we provide locally, as well seamless connections to the subspecialty services you might need. We are proud of the contributions we make to advance the health of our community, and grateful for the trust you place in us.

**Sincerely,**



STEVEN MULDER, MD  
President, Hutchinson Health



DAVID MAHER, DPM  
Chair, Board of Directors



# COMMUNITY IMPACT

Hutchinson Health and staff are proud to support, sponsor, participate, and volunteer to make an impact on our Hutchinson community and surrounding area.

# Keeping Our Athletes in the Game

## CONCUSSION TESTING

Hutchinson Health Physical Therapists provide baseline concussion testing to Hutchinson High School Athletes at the start of each sport season to improve assessment and intervention should an injury occur. We staff the training room and are on the sidelines to triage injuries and make recommendations for most appropriate return to sport at both Hutchinson and Buffalo Lake-Hector sporting events. Hutchinson Health Clinic purchases the IMPACT concussion evaluation software for the Hutchinson School District each year to assure student athletes are monitored closely pre- and post-injury.



# Volunteer Match Program

## OUR EMPLOYEES MAKE GOOD HAPPEN!

Our employees give back through our Volunteer Match program. Hutchinson Health leads in promoting the health benefits of individuals who volunteer, while also supporting the important work that organizations contribute to our community. This program encourages Hutchinson Health employees to volunteer their time in their communities. For every employee who volunteers at least 25 hours per year with an eligible organization, Hutchinson Health recognizes that effort with a \$200 donation.

Since implementation in 2015, Hutchinson Health has granted donations to over 40 local organizations. The program has captured over 3,000 employee volunteer hours. Hutchinson Health is committed to advancing health with our community.





## Cardiac Walk

### MAKING POSITIVE CHANGES, ONE BEAT AT A TIME!

Our cardiac rehab staff help patients take charge of their lifestyle, diet, activity level, and habits following a cardiac event which can include bypass surgery, heart attack, valve replacement, pacemaker placement, or coronary artery disease. Each year, our staff organize a reunion walk that is attended by close to 100 survivors! This walk allows current and past patients to share their experiences and provide support to each other following graduation from the cardiac rehab program. The event closes with a group walk to commemorate their accomplishments and new lifestyle.

## Sponsorships

### ADVANCING CARE IN OUR COMMUNITY THROUGH SPONSORSHIPS & SUPPORT!

Hutchinson Health sponsored a number of programs and events in our community in 2017, including:

- Mental Health Walk for Life, Suicide Prevention and Awareness
- Chad Greenway Day to Reach Camp
- Athletic Sports Training Support at Hutchinson High School and Buffalo Lake-Hector-Stewart High School
- Various Health Fairs (3M, Ridgewater College, HTI, Sibley County)
- McLeod County Senior Expo
- Share-N-Care Dinner to benefit Allina Hospice
- Wheel and Cog Children's Museum
- Various 5K runs (Jaycee, Luce Line Lace Up, Spooky Sprint)
- Relay For Life for McLeod County
- Power of Produce Kids Program at the Hutchinson Farmer's Market
- Hunger Free McLeod Backpack Program
- Hutchinson Jaycee Water Carnival
- Meeker McLeod Sibley Healthy Communities
- McLeod For Tomorrow
- Heart of Hutch



# Auxiliary

## RAISING OVER \$2 MILLION TO DATE FOR HUTCHINSON HEALTH AND OUR COMMUNITY!

Formed in 1958, The Hutchinson Health Auxiliary currently has over 450 members with 200 active volunteers. The purpose of the Hutchinson Health Auxiliary is to render services and funds to Hutchinson Health and its patients, as well as assist Hutchinson Health with improving health and well-being in partnership with our community.

The auxiliary has raised over \$2 million to date for Hutchinson Health through its fundraising efforts that include a gift shop, thrift store, private donations, and previous coffee shop.

In 2017, the auxiliary donated \$43,000 towards the purchase of Emergency Services (ES) & Birthcare equipment, which included:

- Cardiac US Probe - ES
- ER Zoom Cart - ES
- Steris Exam Light - ES
- High Risk BMI Natal Monitor - Birthcare

Donations to the community in 2017 included: Meals on Wheels, McLeod County Habitat for Humanity, Relay for Life, Common Cup, Fire & Police Services, McLeod County Emergency Food Shelf, McLeod County Alliance for Victims of Domestic Abuse, Vial of Life program, and scholarships to high school and college students entering the medical field.

In addition, the Auxiliary donates approximately 20,500 hours of service each year, including:

- Delivering mail to patients and couriering documents between departments
- Knitting caps for all newborn babies born at Hutchinson Health
- Welcoming visitors to the hospital at the information desk
- Making bags that hook onto walkers for patients in the orthopedic wing
- Sewing Christmas stockings for newborns in December
- Coordinates Vial of Life Program, small cylinders people put a list of medications and keep in the purse, car, and refrigerator so emergency personnel can find it



# IMPROVING CARE

Hutchinson Health is committed to improving quality of care, breadth of provider options, and specialty services offered to our patients and their families.

## NEW Cancer Center in 2018

To meet the growing needs of the Hutchinson community and surrounding areas, Hutchinson Health has committed to creating a NEW Cancer Center that allows for the increasing patient demands. Meeting the expectations of our patients and their families and efficiency of service and staff are the guiding principles behind Hutchinson Health's new Cancer Center.

“ There will be double the space. It's very exciting. The space will match the level of services (the Cancer Clinic staff) provides.

-Dr. Mulder

With the new center, the entire experience will be as pleasant and streamlined as possible. Cancer is not a pleasurable experience, which is why each room is especially designed to create a comfortable and relaxing atmosphere with the latest technology. Through Hutchinson Health's Cancer Center, patients facing a cancer diagnosis and their families can continue their care with health providers they have grown to trust without the stress of undue travel or transfer at this very vulnerable time.



# Mental Health (In & Out Patient)

## COMMITTED TO MAKING THE PROCESS OF ASKING FOR HELP COMFORTABLE!

Hutchinson Health offers a wide array of inpatient and outpatient mental health services. Our providers are passionate about delivering care with a patient-centered approach. Services and treatment are developed in partnership with the patient in order to fit their needs and meet their individual goals.

Our Mental Health Clinic, located in Plaza 15 to the north of the main hospital campus, provides:

- Psychiatric evaluations
- Medication management
- Neuropsychological evaluations/testing
- Psychological evaluations/testing
- Therapy (individual, group, family, and couples)
- Substance abuse assessments
- Substance abuse treatment

Hutchinson Health psychiatry staff includes three adult providers and two child/adolescent providers (one of whom provides care via telemedicine). Our therapy/psychology staff consists of eleven talented professionals including a neuropsychologist, psychologists, clinical social workers, and a licensed professional clinical counselor. Additionally, there are two licensed alcohol and drug counselors, four nurses, and a number of other administrative and support staff.



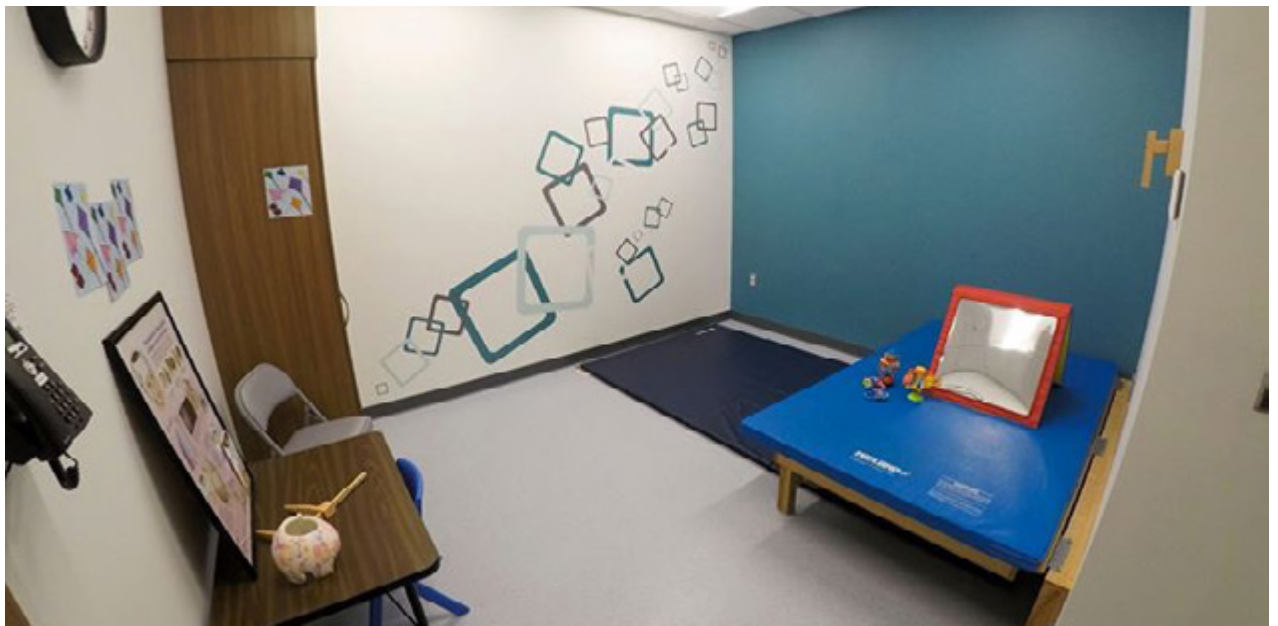
In 2017, our Mental Health Clinic saw 2,793 patients and treated a wide variety of mental health conditions. Hutchinson Health also has a 12-bed locked inpatient psychiatric unit located in the main hospital. Patients hospitalized on our inpatient unit receive care from one of our psychiatrists and from an experienced staff of twenty-three licensed nurses. Hutchinson Health's dedicated social work staff also work with these patients to ensure a successful discharge and follow-up plan to help them work toward recovery.

Our inpatient unit provided care for 291 patients in 2017. Outpatient and inpatient mental health utilize evidence-based models of care including Cognitive Behavioral Therapy (CBT) and Dialectical Behavioral Therapy (DBT). Both of these therapeutic techniques teach skills allowing patients to learn ways to challenge unhelpful thoughts and behaviors, improve emotion regulation, and develop coping strategies.

# NEW Pediatric Rehab Therapy Area in 2017

## USING EVERYDAY TOYS TO ACHIEVE EXTRAORDINARY RESULTS!

We help kids from birth through 18 with a wide variety of diagnoses do the ordinary and extraordinary things. Sensory Processing Disorder is a common condition with Autism, Autism Spectrum Disorders, and Attention Deficit Disorders. The brain is not integrating and processing sensory information accurately resulting in developmental delays, socialization, and communication concerns. Occupational, Physical, and Speech Therapists begin by identifying how the brain is responding to various sensory stimuli and using everyday-looking equipment to achieve extraordinary results. We exist for only one reason: to help your child laugh, love, learn, and live life to the fullest no matter the diagnosis!



# Urgent Care

## URGENT CARE IS AVAILABLE 365 DAYS A YEAR FROM 8AM UNTIL 7PM.

As of April 2017, Urgent Care expanded its hours to 8 a.m. to 7 p.m., 365 days of the year to better meet the needs of our community. “We think the seven-day-a-week Urgent Care is going to have a major impact for the community,” Mulder said. “...It will bridge the gap between the clinic, where people go for their physician care, and the emergency room, where they go for their emergency care.”

Urgent Care, now operating inside Hutchinson Health’s clinic, will eventually move into its own quarters between the clinic and emergency room on the east end of the hospital campus in 2018. The new addition will feature a 3,900 square foot Urgent Care facility with 10 exam rooms and 2 procedure rooms.

Hutchinson Health Urgent Care utilizes “Care That Fits” which means a triage nurse will assess patients when they arrive, and routes them to Urgent Care or the Emergency Department, based on their condition. We want patients to receive the best care, in the most appropriate area, at the best cost.

## More on How We are Improving Care

### Patient and Family Advisory Committee

The Patient and Family Advisory Committee (PFAC) seeks to engage patient and family partners to offer input, advocate for patient and family needs, and provide their perspective as partners within the healthcare delivery system. Their mission is to enhance transparent, high-quality care for every patient.

Serving as an invaluable resource to Hutchinson Health since 2016, PFAC members have provided the patient and family perspective on many different ideas, processes, and materials. Fingerprints of the PFAC can be seen throughout the organization, including the installation of universal phone chargers in waiting rooms across the facility to ensure family members and friends can stay connected. Hutchinson Health is committed to fully engaging patients and their families by determining what matters most to them in every situation, and partnering with them to make improvements to all aspects of care.



# FINANCIAL INFO

Hutchinson Health offers financial assistance for all patients receiving care at any of our facilities and specialty services.

# Hutchinson Health Financial Assistance Programs

**HUTCHINSON HEALTH STRIVES TO PROVIDE QUALITY, AFFORDABLE CARE FOR ALL OF ITS PATIENTS.**

We are committed to providing financial assistance to uninsured and underinsured individuals in need of medically necessary and emergency care.

Our financial assistance program is available to anyone who receives care at any of our facilities.

First, we provide a discount to all patients who are uninsured.

Second, we provide assistance to patients whose financial situation makes it difficult to pay their bill—regardless of whether or not they are insured.

Finally, we assist patients in seeking additional assistance programs for which they may qualify.

Financial assistance is provided when care is deemed medically necessary and after patients have been found to meet all financial criteria. Hutchinson Health offers both free care and discounted care, depending on individuals' family size, income and assets.

Patient Financial Advocates are available to assist patients with applying for financial assistance, billing questions, and referring to other community services for which they may be eligible.

# Billing and Collections

**IT IS OUR GOAL TO ENSURE THAT OUR MEDICAL BILLS ARE ALWAYS ACCURATE AND EASY TO UNDERSTAND.**

Hutchinson Health has clear and consistent guidelines for conducting billing and collections in a manner that promotes compliance, patient satisfaction, and efficiency.

Every bill and statement includes information about how to contact Patient Financial Advocates and arrange payment plans. We are committed to finding ways to help every patient pay the portion of their bill they are responsible for without experiencing an overwhelming financial burden.

In addition to striving to make our billing process easy to understand and ensuring ready access financial assistance, we provide patient cost information in advance of services or treatment when requested.



# Patient Financial Advocates

## PATIENT FINANCIAL ADVOCATES PLAY AN IMPORTANT ROLE IN ASSISTING OUR PATIENTS AND THEIR FAMILIES.

Some of the services they provide include:

- Assessing the patient's need for financial assistance. Providing information about Financial Assistance Programs to uninsured and underinsured customers. Gathering all income and asset verifications to determine eligibility.
- Going to off-site clinics or to inpatient rooms as needed to assist with payment questions/financial assistance questions. We don't want the bill to be another source of worry.
- Assisting with establishing payment plans.
- Helping patients with MA/MNSURE application process and medical assistance applications. Patient Financial Services staff are certified annually as MNSURE Certified Assistors.
- Accepting payments.
- Providing cost estimates.
- Handling all billing questions by telephone or in person.
  - Patient Financial Services has a specific "Calling Tree". Incoming calls are routed to Patient Financial Services first than Collections staff.
  - The "Calling tree" has a payment only option for those callers who are only making a payment. Those are answered by Cash Apps staff.
- Assisting patients with contacting health insurance with coordination of benefits (COB) issues or other health insurance questions. Health insurance can be very confusing and we are here to help.



# AWARDS & RECOGNITION

Hutchinson Health and staff have received a number of distinguished awards and honors this past year.

## Awards and Recognition

- Dr. Mulder received the Spirit of Advocacy Award for his longstanding service to Minnesota Hospital Association (MHA), including testifying on behalf of health care legislation at the Capitol, continued participation in the MHA Quality and Patient Safety and Patient Safety Registry Advisory committees, and representation of MHA in the Minnesota Department of Health Nurse Staffing Study Work Group.
- Brandon Thiemann, Certified Registered Nurse Anesthetist (CRNA) has been selected as the University of Minnesota School of Nursing-Nurse Anesthesia Clinical Preceptor of the year for 2017. There are multiple sites across Minnesota that provide clinical rotations for University of Minnesota CRNA students. Out of all the preceptors that serve at those sites, Brandon was selected by the students as the best! It's no wonder the school reports that rotations in Hutchinson are in high demand.
- Dr. Erin Knudtson, Hutchinson Health pediatrician (and Chief of the Medical Staff) has been named the 2016-2017 RPAP Specialty

Preceptor Award winner. RPAP (the Rural Physician Associate Program) places University of Minnesota medical students in a rural setting for most of their third year of training. Ned Uncanin, our RPAP student this past year, nominated Erin and she was chosen from among preceptors at 30 different sites across Minnesota. Dr. Mulder was a RPAP student in Canby, MN in 1977 and knows how critical an engaged and effective preceptor it is to a great learning experience.

- Minnesota Hospital Association Partnership for Patients Excellence Certificate (actually received in 2/2018, related to work accomplished in late 2017, signifies that our facility is reporting on 75% or more of eligible outcome measures and patient safety road maps)



Ongoing Certified Health Care Home Status



Acute Stroke Ready Hospital Designation from the Minnesota Department of Health (ongoing) – July 1, 2017 to June 30, 2020

By the close of 2017, Hutchinson Health achieved the designation of Level 4 Trauma Hospital Designation from the Minnesota Department of Health starting January 1, 2018



Accredited by The Joint Commission



# Hutchinson Health

HealthPartners®

[hutchhealth.com](http://hutchhealth.com)

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**Urgent Care:** Everyday 8am-7pm  
**Clinic:** Mon-Fri 8am-5pm