

# 2019 Annual Report



Hutchinson Health

HealthPartners®

# About Us

**We provide excellent care and foster strong connections with our patients that carry out into the community.**



Hutchinson Health primary and specialty care clinics, emergency services, hospital, and specialty programs include:

- Over 30 full-time physicians
- Over 30 visiting physician specialists
- 20 additional clinicians and practitioners along with our support staff of 600 employees that are ready to make a difference in your life.

Through seamless relationships between Hutchinson Health physicians, medical specialists, nurses, and support staff, we provide excellent care and foster strong connections with our patients that carry out into the community.

After five decades of providing exceptional medical care, Hutchinson Health has partnered with HealthPartners to expand capabilities to better serve patients and the community. Hutchinson Health is licensed for 66-beds, has a Level 4 Trauma Center, and a 12 bed inpatient mental health unit.

The Hutchinson Health Clinic and Urgent Care, Hutchinson Health Hospital, BirthCare, Mental Health Clinic and Cancer Center, along with our multiple locations and services, enhance patient convenience and options, and is an example of how truly committed we are to promoting health and wellness.

# 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.

## Partnership

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

## Compassion

We care and show empathy and respect for each person.

## Integrity

We are open and honest and we keep our commitments.

# Our Mission

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

# To Our Community...



**Jim Lyons**  
**President**

Our responsibility is to provide health care with great compassion and superb service. Yet providing exceptional health care is not enough.

At Hutchinson Health we are committed to enhancing the health and well-being of area residents. In keeping with this commitment, we continuously support our communities by investing time, talent, energy and resources into improving community health.

We're proud to present our annual summary of some of the benefits Hutchinson Health provides to our community. Our employees and Medical Staff 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 organization, 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. Together with our colleagues from HealthPartners, we will continue to expand the scope of services we provide locally, as well as 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,

Jim Lyons, President, Hutchinson Health



# Community Impact



# Community Impact

Hutchinson Health 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 the most appropriate return to sport at Hutchinson sporting events. Hutchinson Health Clinic purchases the IMPACT concussion evaluation software for the Hutchinson School District each year to ensure student athletes are monitored closely pre- and post-injury.

## 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.

# Community Impact

## Community Events

### Advancing Care In Our Community Through Sponsorships & Support!

Hutchinson Health sponsored a number of programs and events in our community in 2019, including:

- PowerUp School Challenge
- We CARE About Our Kids Day
- Chad Greenway Day to REACH Football Camp
- Bike and Blade Bonanza
- Summer Feed Program
- Ridgewater College Student Food Pantry
- National Walk and Bike to School Day
- Spooky Sprint
- Power of Produce

## Auxiliary

### Raising Over \$2 Million To Date For Hutchinson Health And Our Community!

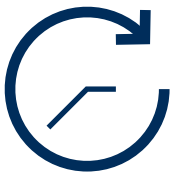
Formed in 1958, The Hutchinson Health Auxiliary currently has over 450 members with 200 active volunteers. The purpose of the Hutchinson Health Auxiliary is to render services and funds to Hutchinson Health and its patients, as well as assist Hutchinson Health with improving health and well-being in 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 2019, the auxiliary donated \$50,000 towards the purchase of the Automated Urinalysis Analyzer used in Lab.

### 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 orthopedic patients
- Sewing Christmas stockings for newborns in December
- Coordinating the Vial of Life Program in which small cylinders are used to keep a list of medications in that can be kept in a purse, the car, and refrigerator so emergency personnel can locate it

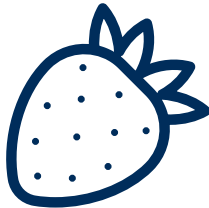


## 2019 by the Numbers



### Student Experience Support

Provided **\$104,184 in staff time** to support 158 student experiences at HH, including job shadows, nursing clinicals, internships and medical student rotations.



### The PowerUp School Challenge

Dedicated 30 hours of staff time reaching 250 elementary age children with a 3-week challenge aimed at **getting kids to try more fruits and vegetables.**



### Meals on Wheels Program

Dedicated 795 staff hours to making approximately **4,000 hot meals for seniors** addressing hunger and isolation issues.



### HELP Line

The purpose of Help Line is to assist callers with issues, get them to the level of care needed or talk through situations. Our inpatient mental health staff maintains the Help Line for continuity of care for our patients. The Help Line services the entire McLeod County (pop 35,884) as well as out-state Minnesota. Approximately **1,000 calls were answered** in 2019.





# Financial Information



# Our Financials

## Hutchinson Health Community Benefit in 2019



**\$221,652**

Cost of providing charity care  
(financial assistance)

**\$3,550,304**

Costs in excess of Medicaid  
payments

**\$745,958**

Medicaid Surcharge

**\$1,125,069**

MinnesotaCare tax

**\$66,091**

Community Building Activities

**\$1,141,659**

Community Health  
Improvement Services

**\$103,797**

Cash and In-Kind Donations

**\$5,642,983**

Total Cost of Community  
Contributions

**\$80,817,751**

**Total Expenses**

**6.98%**

**Community Benefit as a  
Percent of Total Expenses**

# Financial Assistance

## 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 the 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 then Collections staff.
- The "Calling tree" has a payment only option answered by Cash Apps staff for those callers who are only making a payment.
- 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.

## 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.



# Hutchinson Health

HealthPartners®



1095 Hwy 15 South, Hutchinson, MN 55350  
Toll-free **800-944-2690** or Call **320-234-5000**  
**hutchhealth.com**



## Urgent Care

Monday – Friday, 8 a.m. to 5 p.m.  
Saturday – Sunday, 9 a.m. to 3 p.m.

## Clinic

Monday – Friday, 8 a.m. to 5 p.m.