

How We're Building Healthier Communities



**2018
Community
Benefit Report**



CHI Health



Dear Friends,

Behind every healthcare dollar is a person. They may be injured or sick, or in the final days of their lives. They may have ignored healthcare for years or they may be brand new to this world. We meet each person where they are and we gently care for them – body, mind and spirit.

They are people like “Max.” He is a real CHI Health patient, whose name has been changed to protect his personal health information. Like most of us, Max knows any major change in his health will affect his whole family. So when that change snuck up on him, Max found himself in excruciating pain – pain that led to lost income when he couldn’t work – and he admits it left him with a sour outlook on life. Max had no choice but to seek care even though he didn’t know how he would ever pay for it. With the pressure and pain mounting, Max came to CHI Health, where he found help – for the pain and for the financial stress – and even for that sour outlook. He says it’s, “HUGE! It demonstrates that, with all the insurance and government policy problems, somebody indeed cares for me, my wife, my kids and for everyone else our lives touch.”

Max is one of 180,130 people we covered last year who needed care but couldn’t pay for it. The financial investment was \$68.5 million. The care for another 114,555 Medicaid patients wasn’t fully covered. That care investment totaled \$93.5 million. Another \$17.3 million touched countless families served through our broader community investment, which has four specific areas of focus: Root Causes of Health, Obesity/Chronic Disease, Behavioral Health and Violence. Each program we support – whether it’s an afterschool anti-bullying program or a community garden – connects back to an area of focus.

Some say our investment into patients like Max is nothing more than the cost of doing business. Perhaps, but to people like Max it’s so much more. Like many of the people who benefit from our charity care, Max promises to pay the kindness and generosity forward. His plea to us, “keep going!”

We will, Max, we will.

I hope you will take a few minutes to read this publication, which is a transparent report of the dollars we, as a not-for-profit organization, have invested in our communities over the last fiscal year. I hope you enjoy stories from our own employees, the true champions of the communities we serve, and how they are making a difference as we fulfill our mission of creating healthier communities. It is truly a blessing to serve you.

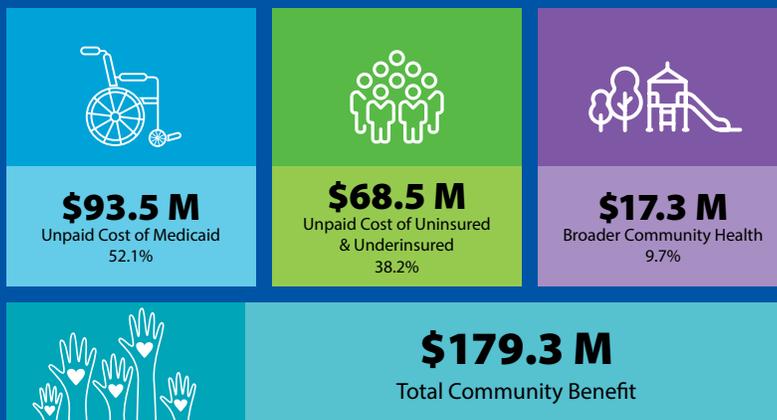
Gratefully,

Cliff A. Robertson, MD
Chief Executive Officer
CHI Health

CHI Health Community Benefit Totals \$179.3 million

CHI Health invested \$179.3 million in Community Benefit programs and financial assistance in FY2018* this reflects our commitment, as a Community Benefit Organization, to care for vulnerable and underserved populations and to meet the needs of the communities we serve throughout Nebraska and southwest Iowa.

*Fiscal Year 2018 (July 1, 2017 – June 30, 2018)



Community Benefit is reported in two main categories:

Access through Financial Assistance - \$162M (90.3%) of our total FY18 Community Benefit Investment, including:

➤ **\$68.5M (38.2%) - Unpaid Cost of Uninsured & Underinsured**

CHI Health provided financial assistance to 180,130 people who are uninsured or underinsured and could not afford to pay for health care services.

➤ **\$93.5M (52.1%) - Unpaid Cost of Medicaid**

The unreimbursed cost of serving 114,555 Medicaid patients

Broader Community Health - \$17.3M (9.7%) of our total FY18 Community Benefit was invested in internal and external services, programs and partner organizations to improve community health, including:

➤ **\$5.9M - Community Health Improvement Services**

Investment in programs and partnerships to provide health education and to improve the overall health of the community.

➤ **\$4.9M - Health Professions Education**

Staff investment in the training of future health care professionals.

➤ **\$3.5M - Subsidized Health Services**

Clinical programs provided such as access to care in the rural setting through emergency departments, clinics and home health, despite a financial loss, because they meet an identified community need.

➤ **\$1.9M - Financial and In-Kind Contributions**

Investments in community groups and other not-for-profit organizations with a focus on meeting identified community health needs.

➤ **\$1M - Community Building Activities and Community Benefit Operations**

Funding of proven coalitions and operations that build capacity to address the root causes of health problems.

➤ **\$0.1M - Research**

Investment in clinical research that is shared with the public.



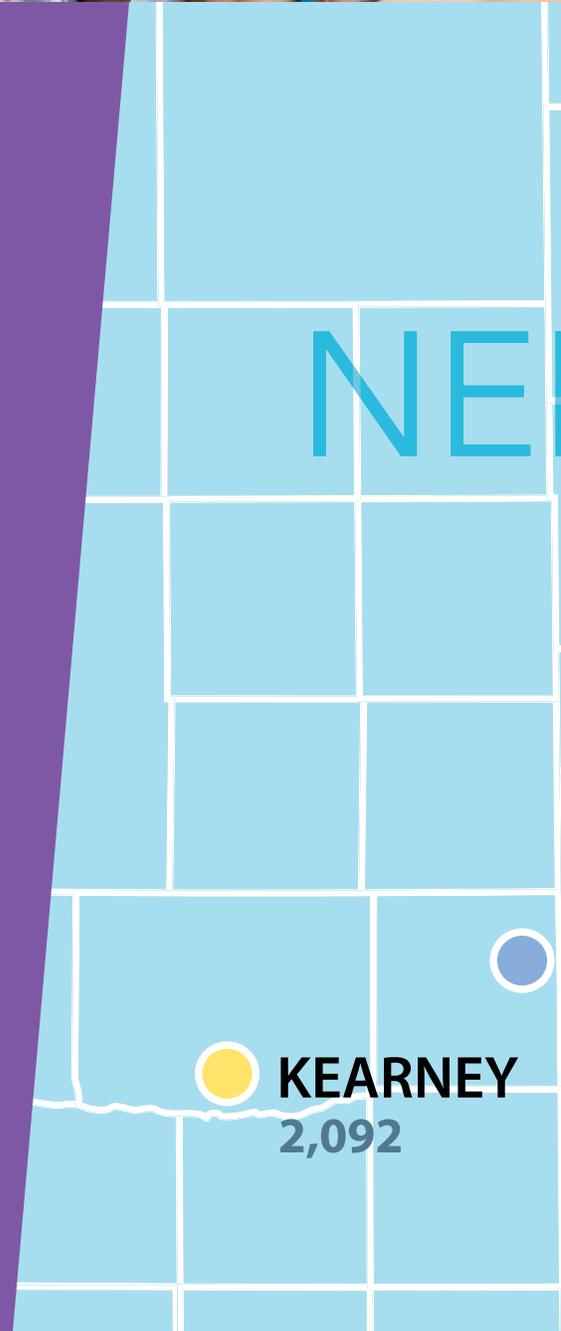
How We're Building **Healthier Communities**

In every community, there are people just like Max who find themselves in need of help. What distinguishes our work as a health care system is not just our excellence in delivering care, but our ability to elevate the health status of entire communities – especially those most in need.

This report details our efforts and the results we're achieving – from the financial assistance we provide to the uninsured and underinsured, to unpaid costs of Medicaid, to the broader community health efforts we engage in via internal and external services, programs and partnerships.

Our Community Health Champions will describe how the projects they lead are making a difference – often one person at a time – within the four major health issues impacting communities: Root Causes of Health, Obesity/Chronic Disease, Behavioral Health and Violence.

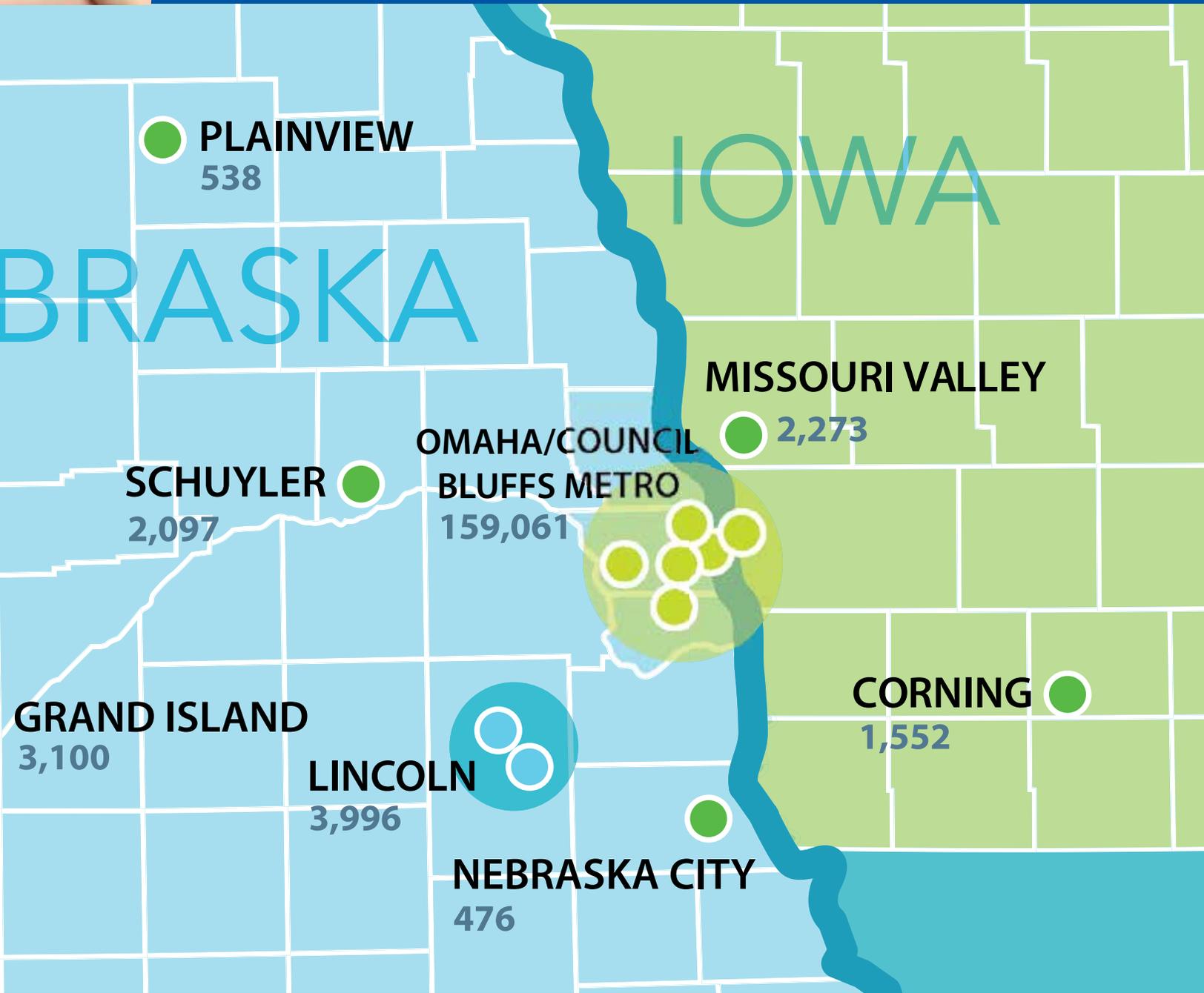
Rest assured, Community Benefit is at the heart of CHI Health, and we're pleased to share our efforts and results with you.





Reaching People in Need:

Each number represents a patient we supported through medical financial assistance.



Not shown: 4,945 patients supported by The Physician Network (TPN), serving Lincoln, Grand Island, Kearney and other rural communities.

In addition to patients supported through Medical Financial Assistance, CHI Health served 114,555 Medicaid patients.

Community Health Champions



Projects and partnerships are all about people. These leaders have guided efforts which are making a difference in various CHI Health communities by inspiring teamwork, gathering momentum and bringing communities together. Read on for highlights of the results they've achieved in the past year.



Diane Blair, Administrative Project Coordinator, CHI Health Plainview

Healthy Choices 4 Pierce County Boosts Mental Health Awareness, Resources

There's strength in bringing people with a common challenge together. That's the idea behind Healthy Choices 4 Pierce County.

Each month, representatives from CHI Health Plainview, the Region 4 Regional Behavioral Health System, the North Central District Health Department and the Pierce County police department meet to address what's going on in our community in terms of addiction, drug overdose, depression and other mental health issues.

The result has been improved awareness and sharing of the

resources available, such as a crisis line for helping determine if a patient needs an emergency mental health hold and a support system called LOSS for coping with a loved one's suicide.

Healthy Choices 4 Pierce County has held a Mental Health First Aid training and recently made four-minute video called "Let's Talk about Mental Health" about the resources available in Pierce County. It features the police department, the school superintendent, a member of the clergy and the CEO of our hospital. Each spoke about ways they can help community

members struggling with mental health issues.

Healthy Choices 4 Pierce County was made possible by a behavioral health grant from CHI Health which allocates funds to awareness, training, staffing and advertising.

This connects to our mission by serving the underserved. Our biggest priority is making people aware of the services that are out there. I'm hoping it expands and that we get people from other towns involved.



Community Health Champions: Behavioral Health



April Mora, Certified Medical Assistant, CHI Health St. Francis

Student Wellness Center Celebrates Milestone

The Student Wellness Center at Grand Island Senior High recently celebrated its 21st anniversary, and has been only on-site school health clinic in the state of Nebraska for most of those years.

Its mission remains simple: to provide basic medical and behavioral health counseling services to students, regardless of their ability to pay.

The clinic initially focused more on medical treatment, but in three of the previous five years, the number of behavioral sessions outnumbered medical treatments.

In the day and age of school violence, to have professional counselors in the building where we can do free risk assessments as to whether someone is suicidal or homicidal – the moment someone gets concerned – is a huge benefit.

We are reaching kids before a tragedy happens – and we've been doing it for 20 years. We are a forerunner here when it comes to mental health and keeping students healthy and well and on their way to being productive citizens.

While the Student Wellness Center does bill for services by applying Medicaid and insurance, the St. Francis Foundation provides financial assistance for students who qualify for free or reduced lunches. Slightly more than half (54 percent) of students seen here are treated at no cost.

Over the past two decades, the clinic has played an important role in providing for the health and safety for students, so they can focus on learning.



Claudia Lanuza, Project Coordinator, CHI Health Schuyler

Improving Access and Overcoming Taboos in Mental Health in Rural America

Mental illness impacts one in four people in America and has devastating effects on their health and wellbeing. Access to care is a critical aspect of mental health and Colfax County, like most rural counties in Nebraska, is listed as an underserved area for mental health by the Nebraska Department of Health and Human Services.

The Colfax County Behavioral Health Coalition is making a difference in both physical and mental health for all of the county's 10,500 residents in several ways:

- Providing in-person counseling at the Schuyler middle and

high schools, so students don't have to miss class and parents don't have to miss work.

- Offering the Mental Health First Aid Training course to community members, which helps people recognize when someone might be in crisis and needs assistance.
- Funding "Building Healthy Relationships" program and co-funding "Capturing Kids' Hearts" program about positive re-enforcement, mental health and suicide risk awareness for middle and high school students.
- Providing tele-psychiatry consultations, which offer

psychiatric services from a distance using tele-communications technology.

- Discussing anti-bullying prevention and awareness efforts.

It is so empowering to know that just by creating awareness, we become more sensitive to those around us and more quickly able to connect those in need with essential services. For me, this work is an example of our dedication to our mission and our community and makes me proud to be a member of this community.



Nikki Rauth, MSN, RN, CEN, TCRN, Director Emergency Services, CHI Health Mercy Council Bluffs

“Stop the Bleed” Empowers Community Members to Save Lives

The No. 1 cause of preventable death in trauma is hemorrhage. The key word is “preventable.” With a little knowledge and a simple tourniquet, the first person on the scene of a traumatic injury has the best chance to save a life.

To share the knowledge of how to respond to a traumatic injury, CHI Health Mercy Council Bluffs and other agencies teamed up to bring the national “Stop the Bleed” program to community members. In March, a class open to the public was held in Council Bluffs at Barley’s Bar.

Attendees learned how to use the Stop the Bleed kit, which includes a tourniquet, gauze, compression dressing, gloves and a marker to record the time the tourniquet is applied.

The unique program is the brain-child of healthcare professionals who carefully studied the causes of death following the tragic 2012 shooting at Sandy Hook Elementary which left 26 students and staff dead in Newton, Connecticut.

Members of the American College of Surgeons on Trauma, Committee on Tactical Emergency Casualty Care and National Association of EMTs and others developed the Stop the Bleed national program and tourniquet protocol.

Bringing this unique program to our neighbors is just one way CHI Health’s mission is making a difference for local communities. Whether it’s a serious vehicle accident or tragic shooting, lives can be saved by empowering the community to respond.



Jodi Hayes, MSN, RN, BC, SANE-A, SANE supervisor, CHI Health

Sane Brings Compassionate Intervention to Those in Crisis

The statistics are startling. One in six women in the U.S. are sexually assaulted. One in three women and one in four men are victims of intimate partner violence.

What if each victim could be cared for by a nurse specially trained in assault and crisis intervention? That’s the inspiration behind CHI Health’s SANE program, which prepares sexual assault nurse examiners across our region to work with victims of rape/violent crime where they are first seen - in emergency departments.

Here, SANE nurses like me handle injury detection and treatment, healthcare pertaining to sexual assaults (sexually transmitted infections, pregnancy testing, emergency contraception) and forensic medical evidence collection while providing compassionate care in a time of crisis.

We also work with victims to provide domestic violence crisis intervention, testimony in judicial proceedings and community resource connections to ensure all individuals are supported beyond the point of medical care.

As a SANE nurse, knowing at the end of the day or at the end of case that I have made a difference is very rewarding. Serving someone who is going through this type of devastating trauma allows me to provide a moment of comfort, safety and empathy in order to help them begin the crucial first steps of the healing process. I also get the benefit of knowing that the services provided may help to reduce violence within the community.

The SANE program is another way CHI Health is living our mission to support healthier patients and communities.



Community Health Champions: Violence



Donna Hammack, Chief Development Officer, CHI Health St. Elizabeth

Artistic Spin on Second Step Addresses Middle School Behaviors

The scenario plays out at U.S. schools every day. A group of middle schoolers pick on a student sitting alone during lunch. How best to intervene?

It is CHI Health's mission and ministry to reduce violence in our communities, and that includes bullying. One approach is to bring Second Step curriculum to the YMCA Community Learning Centers afterschool programs which serve six of Lincoln's 11 middle schools, with plans to expand to the YMCA Community Learning Centers for the remaining five.

The Second Step curriculum, which is already taught at most Lincoln schools – and in 26,000 schools worldwide – boosts students' social-emotional skills with lessons on recognizing bullying, disagreeing respectfully, being assertive, calming-down strategies, understanding anger and considering others' perspectives.

What makes this program unique is how it reinforces the Second Step lessons kids are already learning during the school day by adding it to art curriculum taught at the afterschool programs.

After school, students learn how to make a Zen Tangle – a complicated doodle which helps them relieve anxiety. On another day, a newspaper fashion show boosts teambuilding skills.

Teachers report the program is having an impact in reducing negative behaviors.

We believe that implementing the Second Step program in the afterschool setting has helped make these environments safer and more secure – not just physically but also emotionally and mentally – for kids.



Mike Schnieders, President, CHI Health Good Samaritan

Good Samaritan and Community Partner Work to Reduce Violence

School suspension, thoughts of suicide, bullying behaviors – all are risk factors faced by kids in communities throughout the U.S.

CHI Health is committed to creating and promoting a culture of non-violence as an essential element of healthy communities. In the Kearney area, CHI Health Good Samaritan served as the catalyst for the formation of the Buffalo County Community Health Partners in the early '90s.

This nonprofit organization came about after Good Samaritan invited a broad representation

of stakeholders to be involved in a county-wide collaborative health assessment. The results led to the formation of Buffalo County Community Health Partners.

Since 1996, this organization has received more than \$1.6 million in CHI Mission and Ministry Funds to support building a healthier community. Mostly recently, that support was in the form of a grant to fund Second Step curriculum for Buffalo County students.

The evidence-based program, which has been implemented

worldwide, helps prevent impulsive and aggressive behavior by increasing social competency skills and promoting resilient or protective factors including beliefs in moral order and social involvement.

Since implementing Second Step, Buffalo county students have shown a marked 37 percent overall improvement in key social emotional learning areas.

We are called to live our mission and the Second Step program is just one of the ways we put our mission into action.



Community Health Champions: Addressing Essential Social Needs



Thomas Strawmier, APRN, CHI Health University Campus

Green Thumbs Dig into a Nutritious Opportunity for University Campus Community

An empty field in the middle of an urban neighborhood can be an eyesore, even a health hazard. Or it can be a place to gather, grow and thrive.

That was the realization behind the community garden nurtured by Creighton University Medical Center – University Campus staff at 24th and Cumming streets.

After proposing the idea, several staff pitched in to break ground and make it grow. Five raised beds installed by community partner City Sprouts were soon

yielding tomatoes, lettuce, flowers and more.

This garden is becoming a nutritional oasis in the middle of the city. Areas like these are sometimes called food deserts because fresh produce can be difficult for urban residents to find and afford.

Connecting patients and their families to needed resources is an everyday activity at University Campus, so a community garden is a natural extension of our holistic approach to

addressing all the factors that affect a person's health.

Not only does the plot provide fresh produce, staff also realized it would be a great place to teach lessons on healthy eating, safe gardening and even the emotional benefits of digging in the dirt.

I'm proud of how this group effort has come to life and the continued potential we have for it to be a space for healing patients and communities.



Bob Valentine, President, CHI Health Missouri Valley

Vouchers and Transportation Connect Residents with Fresh Produce

Sometimes small barriers prevent people from making healthy choices. Breaking down those barriers is the purpose behind the Farmers Market Voucher program.

In 2011, data showed that Harrison County, Iowa, ranked 94th out of 99 counties overall in health outcomes. Nearly 1 in 5 low-income preschoolers were obese, and 90% of adults were eating fewer than the five recommended servings of fruits and vegetables. A County survey also showed very few fresh fruit and vegetable options were available, and lower income

families were not purchasing them anyway – instead opting for the convenience of less healthy, fast food options.

The Farmers Market Voucher program launched in 2016 removes two key barriers: affordability and transportation.

Voucher packets worth \$20 are distributed by community agencies to identified families specifically for the purchase of fresh fruits and vegetables. Free transportation is provided by SWITA to each week's Welcome Center Farmers Market and Mid-Week Market in Missouri Valley, Iowa, throughout the

summer. In 2018 so far, approximately 142 families/ individuals redeemed the vouchers and nearly \$2,800 was spent on fresh produce.

Fulfilling our Mission to building healthy communities starts with the ability to make good nutritional choices, and exposing children and families to fresh produce can help set them up for a lifetime of better health. In addition, by bringing residents to the farmer's markets, we are creating better social connectedness which impacts many other aspects of health.



Jenny Kearney, MS, RDN, LMNT, CDE, Diabetes Educator, CHI Health St. Mary's

Sowing Nutritional Seeds Also Boosts Mental, Spiritual and Physical Wellness

Growing change starts with planting a seed – and seeing what it produces. That's happening with CHI Health St. Mary's Nebraska City Community Garden Annex, which was established in the spring of 2018.

Last summer, one community member's plot helped her reduce the cost of groceries – significant because her low income made it difficult to purchase fresh produce. She now plans to expand to two plots, and asked to be part of helping the project grow.

Other plots were donated to Lourdes Central Catholic School Club 28, the Light the Way Gardening Angels program and the Nebraska City Public School Summer School program. All summer, community members, students and educators gathered, engaging all their senses in gardening while encouraging healthy eating.

As a registered dietitian nutritionist, I see the social engagement as a real positive because it can impact our community's mental, spiritual and physical wellness. Healthy

eating isn't just about making nutritional choices. It's also about realizing that food can nourish your body – and your spirit.

Next summer, we hope to fill 30 plots through more community partnerships and service groups, as well as employees and families in need. My hope is to see the seeds of this concept mature into something that CHI Health St. Mary's is able to bountifully give back for the benefit of the community's overall wellness.



Megan King, MS, RD, LD, Supervisor of Food and Nutrition Services, CHI Health Mercy Corning

Cooking Class Teaches Community How to Prepare Nutritious Meals

A nutritious diet can boost health in amazing ways. You might lower your weight, blood pressure and risk of diabetes, for starters. But what if healthy ingredients and cooking techniques are foreign to you?

Making good nutrition accessible is important for a community's overall health – and it shouldn't be complicated or stressful. To address this need, CHI Health Mercy Corning has been offering free monthly health-focused cooking classes at our wellness center since the spring of 2014.

During each class, we make nutritious meals and snacks and sample them together. The ingredients used can be found at our local grocery store, so nothing is out of reach. The recipes emphasize foods that are largely under-consumed, such as fruits and vegetables, whole grains, beans, nuts, low-fat dairy, and lean proteins as well as vegetarian options. Participants go home with recipes and periodically receive free samples and such as whole grain pasta.

Our surveys have shown that participants are more likely to

try new recipes after being given the opportunity to watch them being made – and sampling the end result.

I started this project with the support of my supervisor and peers and feel proud of how far it has come. Each month, I get to share my passion of nutrition by cooking new and unique recipes with enthusiastic participants. It's rewarding to know that some healthy changes are starting here at CHI Health Mercy Corning.

ABOUT CHI HEALTH

CHI Health is a regional health network with a unified mission: nurturing the healing ministry of the Church while creating healthier communities. Headquartered in Omaha, the combined organization consists of 14 hospitals, two stand-alone behavioral health facilities, more than 150 employed physician practice locations and more than 11,000 employees in Nebraska and southwestern Iowa.

In fiscal 2017, CHI Health invested more than \$191.4 million back into our communities, or 31.1 percent more than in fiscal 2016. The majority of those dollars went to caring for the poor and underserved.

CHI Health is part of Catholic Health Initiatives (CHI), a national nonprofit health system based in Englewood, Colorado.

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CLINIC NETWORKS

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