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Annual Report: 2015

CentraCare Health

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patient experience

Community

quality



people

value

CENTRACARE Health

2015 annual report



Dear Community Members,

The 2015 CentraCare annual report outlines our commitment to our patients and families, communities and employees. We thank you for your support and trust, but also recognize that we can, and will improve.

We continue to provide residents of this community with a quality of care that is among the best available anywhere, while simultaneously positioning CentraCare for future success.



These hands represent the people of CentraCare Health. The plant and soil represent you and all of the communities we serve. We are here to support you and help you thrive.

St. Cloud Hospital was recognized for the ninth time as one of the 100 top hospitals in the nation, and the CentraCare Heart & Vascular Center was designated one of the top 50 heart centers. These distinctions have been attained by very few organizations and demonstrate CentraCare's commitment to achieving its vision on behalf of the community, which is to be the leader in Minnesota for quality, safety, service and value.

CentraCare will continue to excel in clinical care, but we are building on this expertise to become so much more. We also aspire to improve the health of our community by partnering with other organizations to help you live a healthier, more enjoyable and fulfilling

life — ideally never needing to visit one of our facilities.

However, if you do need our services, we are committed to providing the most pleasant, patient-friendly experience possible. We continue to implement innovative ways to enhance our patients' experience across our health system.

As we continue to change and improve, we commit to doing so in cost-effective ways. We share your concern about rising health care costs and continually look for ways to provide great care more efficiently.

Finally, you will see in this report that we continued our rich legacy of serving those most in need. Last year, we provided discounted or free services totaling tens of millions of dollars to those in our community who are challenged to pay. We are privileged to provide this community benefit so that everyone has access to care.

Thank you for trusting us with your care. I wish you health and wellness in the coming year.

Kenneth Holmen, MD
President & CEO



Improving the health of the community

Farmers market makes healthful eating easier

The financial cost of lifestyle-related disease in the U.S. is staggering, but the human cost is far greater. Thousands of people in our region suffer from heart disease, diabetes and stroke, which might have been avoided with healthier choices earlier in life.

That's why CentraCare is breaking down barriers to good health by making the healthful option the convenient one. One example: we partnered with a local farmers market and offered local produce in the CentraCare Health Plaza parking lot during warmer months of the year.

Our goal with the market is to improve the health of people in the community by:

- Promoting access to healthful, local food options;
- Educating patients, staff and community members about the benefits of healthful, moderate eating;
- Providing insight and educational materials about preparing delicious and nutritious meals from the fresh fruits and vegetables from the market;
- Creating an enjoyable, family-friendly community event weekly at the Plaza.

The market is one of many wellness-related efforts underway at CentraCare, as we are committed to expanding our work in this area. We are fortunate to have many partners in our community who share our vision of a healthier Central Minnesota. By working together, we have limitless potential to improve the health and well-being of all of us who call Central Minnesota home.



"I think it's wonderful that CentraCare is promoting wellness to its employees and to the community by partnering with us. The food offered at the farmers market is of the highest quality. We hope to educate people by showing them that healthy food can taste great."

~ Jessi Brinkman

Sells gluten-free baked goods at the farmers market under the company name Sweet Nature

Bringing more value to patients

As a not-for-profit health system, we take our responsibility seriously to provide the most health care value for our patients as possible. This means giving the best care available while managing costs effectively. This year, we helped create better value for you by engaging all employees in a cost-reduction effort called We Envision Value. Through this work, we were able to save significant amounts of money and time, while maintaining our high standards of care. We will continue to bring more value to you by identifying and implementing ways to be more efficient, streamlining processes, and standardizing our work — all while putting the patient first.



Focusing on people first

We are proud to once again have been recognized as one of the Best Places to Work in Minnesota. Each year, the *Minneapolis/St. Paul Business Journal* ranks more than 200 companies, based on employee responses to an independently conducted survey. This honor is deeply meaningful to us, because we understand that CentraCare's more than 9,000 employees are the only reason we are able to provide this community with first-rate health care. We also appreciate our responsibility as the largest employer in the region to create a work environment that is enjoyable and fulfilling for our employees. That is why we invest significant energy and resources into making CentraCare a place people want to come to every day.

This is the seventh consecutive year that CentraCare has been in the top 10 in the large company category.



MINNEAPOLIS/ST. PAUL BUSINESS JOURNAL



2015 BEST PLACES TO WORK

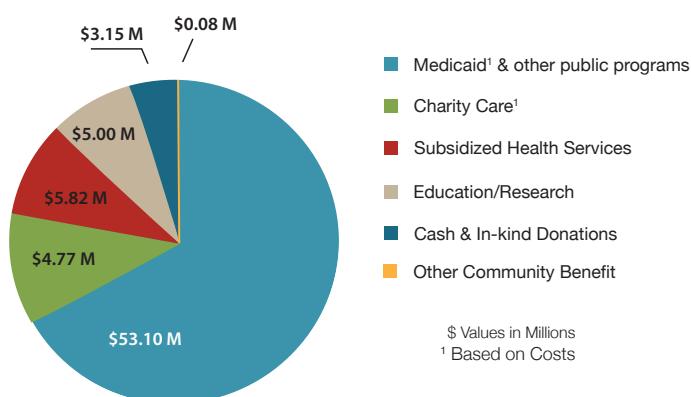
CentraCare Health Financials

CentraCare Health State of Operations	Fiscal Year Ended 30-June-2015	Fiscal Year Ended 30-June-2014
Total Revenue	\$1,138,072,280	\$1,052,146,765
Total Expenses	\$1,074,823,077	\$1,007,899,145
Net Operating Income	\$63,249,203	\$44,247,620
Operating Margin	5.56%	4.21%

Annual Capital Expenditures	\$74,236,936	\$66,118,158
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CentraCare Health Balance Sheet	30-June-2015	30-June-2014
Current Assets	\$279,762,842	\$286,069,329
Restricted Investments	\$576,621,298	\$529,661,374
Property & Equipment, net	\$627,608,165	\$610,832,498
Other Assets	\$33,394,611	\$24,159,625
Total Assets	\$1,517,386,916	\$1,450,722,826
Current Liabilities	\$146,446,199	\$148,938,697
Long-Term Debt	\$411,172,165	\$413,091,152
Other Liabilities	\$85,282,208	\$75,171,270
Net Assets	\$874,486,344	\$813,521,707
Total Liabilities & Net Assets	\$1,517,386,916	\$1,450,722,826

Serving our communities



Total \$71.93

Additional Community Benefit² (in millions)

Cost in excess of Medicare payments	\$54.75
Other care provided without compensation	\$14.08
Discounts offered to uninsured patients	\$5.94
Taxes & Fees	\$2.15

Total \$76.92

Current year calculations are based on IRS 990 schedule H instructions.

² not included on schedule H

FARMERS MARKET



Growing healthy kids



Offering gluten-free products



Growing healthy communities

Listening to you to enhance patient experience



One of CentraCare's core values is being patient-centered. We accomplish this by seeking patient input about how we provide our services. For example:

Premature babies' moms and dads shared their ideas for ensuring comfort and quiet in new private Neonatal Intensive Care Unit rooms at St. Cloud Hospital.

Former patients helped us pick the color palettes and furniture placement as we designed new clinic exam rooms and inpatient units at various CentraCare facilities.

Somali, Sudanese and Latino patients offered suggestions for improving communication at our clinics and hospitals.

And now, as we plan new medical campuses in Long Prairie and Melrose, we are gathering input from the people of those communities.

An opportunity to serve your community

We've long known that the best ideas for improvement come from those who have experienced CentraCare's services. But we're taking our listening to a new level with the Patient & Family Partner Program.

We are seeking current or previous patients or family members who are committed to improving care and service for all patients and families. We will welcome your feedback and perspective by inviting you to participate in discussions or committees. Your input will be used to help future patients enjoy the best possible experience.

For additional information or to complete an application, please visit centracare.com/patientpartners or call 320-255-5638.



CENTRACARE Health