

# CentraCare Health System



**2006**

**Annual Report**

# CentraCare Health System

CentraCare Health System, based in St. Cloud, was formed in 1995. It includes three hospitals, four long-term care facilities, senior living apartments, 10 clinics and a foundation. Four pillars guide our decisions and help us achieve our mission: *to improve the health of every patient, every day.*

**1** CentraCare Health System is committed to preserving and improving the health of and service to our patients.

**2** CentraCare Health System's key to success is our employees and we are committed to creating a safe, rewarding and healthy work environment.

**3** CentraCare Health System will collaborate with regional providers to create health care resources of excellence for Central Minnesota.

**4** CentraCare Health System is committed to improving the strength of our organization.

To learn more about CentraCare Health System and to view St. Cloud Hospital's key quality indicators, visit [www.centracare.com](http://www.centracare.com).



St. Benedict's Senior Community and the Whitney Senior Center have teamed up to provide activities related to education, health and wellness, recreation and socialization for adults age 55 and older at Benet Place South on the campus of St. Benedict's Senior Community in St. Cloud.

## health of our **patients**

- **Equipment upgrades:** We continually upgrade equipment throughout our health system to provide patients with the best care. This year, Long Prairie Memorial Hospital upgraded ultrasound equipment to provide more definitive imaging in every aspect of scanning. This new unit also allows the staff in Long Prairie to provide more services to their patients locally, saving patients trips to St. Cloud or elsewhere.
- **Quality Care:** It's not just the big things that make the difference in patient care but also the little touches. St. Cloud Hospital measures how well proven treatments are applied: administration of anticoagulants, such as Heparin and Coumadin, to patients who need them; use of standardized patient care orders to ensure consistency; ensured accuracy of patient IV equipment; and prevention of falls. To learn more about how we measure quality care, visit the "Quality, Safety and Pricing" section of [www.centracare.com](http://www.centracare.com).
- **Innovative care:** CentraCare Clinic developed two new programs this year. The Integrated Behavioral Health Program improves access to mental health services, and the Medical Home model creates seamless health care for our patients. CentraCare Clinic also improved access to care by adding four family medicine physicians and nine specialty care physicians.



CentraCare Clinic – Women & Children employees Mary Kay Hoeschen and Michelle Lauer have been working and walking together for 25 years.

“Although we like the fresh air, on rainy days, we’ll walk indoors,” said Hoeschen. “We always feel refreshed after our walk.”

# health of our employees

- **Safe place to work:** Safety is extremely important at all CentraCare Health System facilities. This year Long Prairie Memorial Hospital worked to reduce workplace injuries by implementing a modified duty pay rate policy and a low lift/ no lift policy. The hospital also purchased safer lift equipment.
- **Employee education:** Employees throughout our health system are eligible for training and professional development opportunities. We also invest in the future workforce, giving thousands of dollars in scholarships to local students, funded in part by CentraCare Health Foundation and the St. Cloud Hospital Auxillary. This not only makes us an employer of choice, but benefits the future of health care.
- **Employee Wellness Program:** CentraCare Health System believes the health of our employees affects the health of our patients, our organization and our community. To support employees, the health system sponsors an employee wellness program, including fitness classes, weight loss groups, smoking cessation support and many other healthy challenges throughout the year.



When 62-year-old Long Prairie resident Thomas Carlson's lung cancer reoccurred in September 2005, he was happy to leave the driving up to his oncologist. With the cancer outreach provided by physicians and staff from Coborn Cancer Center, Thomas was able to see his oncologist and receive chemotherapy treatments at Long Prairie Memorial Hospital — the care he needed close to home. Thomas can enjoy more time with his wife, Patricia, and dog, Sheila.

## health of our **region**

- **Improving life after a stroke:** A stroke changes the life of a patient forever. Recognizing the multi-system challenges faced by stroke patients, Melissa Winans, R.N., is leading the effort to make St. Cloud Hospital a Stroke Center of Excellence. Implementation of protocols ensures prompt, state-of-the-art care that maximizes patient recovery in the event of a stroke. Magnet designated since 2004 for excellence in nursing, our practice environment reflects outstanding collaborative teamwork that results in superior patient outcomes.
- **Support groups:** Caring for someone with Alzheimer's disease or any other memory loss, can be especially challenging. Experts from St. Benedict's Senior Community lead Alzheimer's support groups twice a week, providing education and assistance with problem-solving and support. For a listing of all support groups and education opportunities throughout our health system, visit [www.centracare.com](http://www.centracare.com).
- **Specialty care in Alexandria:** Melrose Area Hospital partners with Douglas County Hospital to provide radiation treatments to patients in Alexandria. This high quality cancer care also is available from Coborn Cancer Center in St. Cloud.



CentraCare Health System invests its earnings in technology such as the \$2.9-million Elekta Synergy linear accelerator, used by radiation oncologist André Mitchell, M.D. The accelerator gives physicians the ability to precisely treat tumors using a painless, non-invasive approach. Many of these advances also are made possible through the generosity of benefactors of CentraCare Health Foundation.

# health of our **organization**

## **Why does a not-for-profit health system need a positive margin of millions of dollars?**

Our healthy bottom line allows us to invest in outstanding employees, services, facilities and technology. Thanks to our financial resources, we have a:

- linear accelerator to deliver radiation treatments to cancer patients (\$2.9 million);
- da Vinci surgical system to reduce pain and speed recovery (\$1.5 million);
- CentraCare Surgery Center opening in St. Cloud in Spring 2007 to make outpatient surgery more easily accessible (\$13.5 million);
- electronic medical record to ensure secure data sharing between health care providers (\$15.6 million over several years).

In short, CentraCare Health System reinvests in the communities we serve. Our contributions to our communities include providing millions of dollars worth of care that is not reimbursed by patients or payors, donating money and in-kind services to charitable organizations, and providing health education for the public.

The people of CentraCare Health System are proud to work to improve the health of every patient, every day.

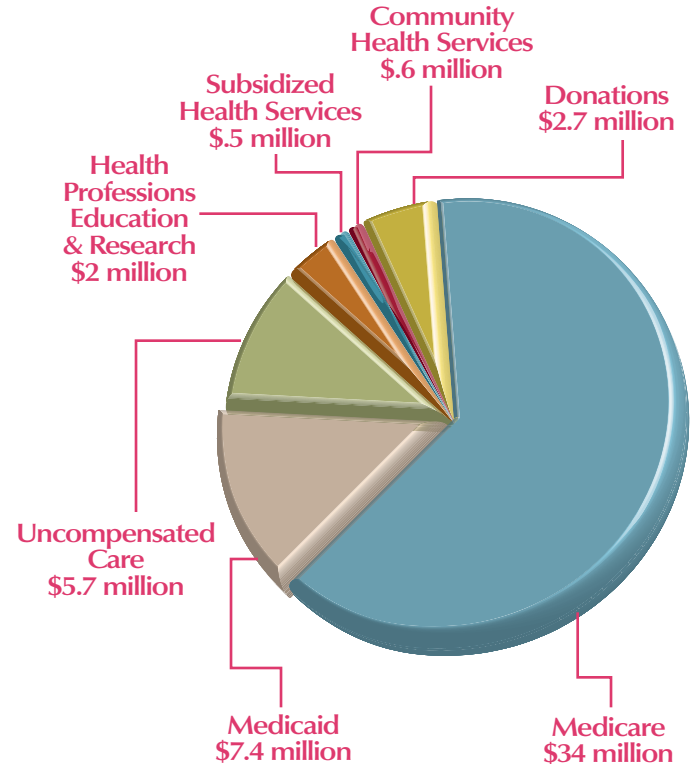
# CentraCare Health System Summary of Operations

Operating Revenues in thousands	FY 2006
Gross Patient and Resident Service Charges	\$1,047,907
Allowances for Contractual Adjustments	(469,135)
Net Patient and Resident Service Revenue	578,772
Other Revenue	15,763
<b>Total Revenue</b>	<b>\$594,535</b>

Operating Expenses in thousands	
Salaries and Employee Benefits	\$342,955
Supplies and Other	172,060
Interest and Depreciation	33,739
Provision for Uncollectible Accounts	10,436
<b>Total Expenses</b>	<b>\$559,190</b>
Total Operating Income (Loss)	\$35,345
Operating Margin	5.94%
Ending Net Assets	\$386,779

CentraCare Health System is proud to have completed three consecutive years of operating gains. This strong financial performance comes on the heels of two consecutive years of significant financial losses. The turnaround has allowed us to ensure that we have the best possible people, programs, equipment and facilities to meet the health care needs of Central Minnesotans.

## St. Cloud Hospital Community Benefit & Social Responsibility \$53 million



**CENTRACARE** Health System

[www.centracare.com](http://www.centracare.com)