They may shy away from the “Healthcare Hero” label, but staff of Hennepin Healthcare continue to respond heroically in the face of COVID-19 and community trauma. Your support elevates their energy and spirit. We can’t thank you enough.
If the strength of a community can be measured by how members rise to a challenge, it’s safe to say the Hennepin Healthcare Foundation is on extremely solid ground. Over the last year, thanks to your passion and generosity, we were able to support the mission of Hennepin Healthcare through circumstances we never could have imagined. Over and over, you raised your hands and asked, “How can I help?” We were honored to meet so many new people and develop relationships that made a real difference in the lives of our patients, our healthcare workers, and the greater community.

In many ways, the critical role of the Hennepin Healthcare Foundation has never been clearer. Issues related to health disparities have been put in the spotlight by the pandemic, but we know these are not new issues, and addressing them is what drives us every day.

In this report, you’ll see your name among thousands who rallied around our mission, helping us reach out to care for patients and heal our community during difficult times. This support protected our healthcare heroes, funded groundbreaking research, and allowed us to take our services beyond our walls, to those who would otherwise be left behind.

We’ve seen what we’re capable of when we pull together, and that’s why our optimism about the future has never been stronger. This coming year we’ll continue to support research and vaccination to finally usher in a post-pandemic world. In the months ahead, generosity will allow us to re-open our East Lake Clinic, which was lost during the civil unrest in Minneapolis, but will rise again to resume its critical role in the community. This fall, we’ll officially celebrate the opening of the new Redleaf Center for Family Healing. Staff have continued to provide mental health and parenting support to families through the pandemic. This new facility will finally give them a space that offers a welcoming, healing environment, to match the incredible care they bring to the families they serve.

The partnerships we’ve experienced are inspiring, and it makes us even more optimistic about what the future holds. The last year tested us, but together we are resilient. You have made a profound impact. We can build on that momentum to provide exceptional care without exception.

We’re proud of the story we’ve written together, and as we go forward we’d love to hear your stories and learn what has inspired you to partner with us in this effort. If you have a story you’d like to share, please email us at: foundation@hcm.org

Thank you for your generosity, your commitment, and your partnership as we move forward together.
Hennepin Healthcare providers and staff felt relief when the Food and Drug Administration approved the first COVID-19 vaccines in December 2020. Still, the promise of a “finish line” after so many difficult and trying months was tempered by realizing that other significant challenges still had to be addressed. Figuring out how to administer the vaccines equitably and efficiently became a top priority as staff mobilized to protect employees, patients, and the community. After the pandemic put a spotlight on health care disparities in our country, the stakes were particularly high to get vaccines out quickly to the most vulnerable populations.

Igniting the same commitment and innovation as COVID testing and care, Hennepin Healthcare rose to the occasion to ensure a swift and equitable vaccination program.

HENNEPIN EMPLOYEES
Nine months after the pandemic hit the United States, Hennepin Healthcare administered its first employee vaccinations on Friday, Dec. 18. State health guidelines prioritized vaccination of frontline health care workers to ensure the safety of both staff and patients.

“We started vaccinating employees the day after we received the vaccine, which was something we did ahead of just about every other system,” said Josh Gramling, RN, employee occupational health director. “At first, we didn’t know if we’d get the vaccine in time, but we were very much dedicated to the notion that the sooner we can start vaccinating our staff, the sooner we can decrease the chances that our staff will get sick.”

In an effort to speed up the process, vaccines were delivered on a walk-in basis, rather than through a scheduling system. They were made available during all shifts, providing easy access in the morning, afternoon or evening.

Employees with the highest risk for infection, such as those working in the COVID containment unit or the emergency department, were vaccinated first. As more and more high-risk staff received doses, the vaccine allocation was expanded. By the end of March, Hennepin Healthcare was able to make the vaccine available to all employees.

For Josh, seeing physicians, environmental services staff, nurses, and physical therapists he knows receive the vaccine that first day was tremendously emotional.

“The COVID-19 Vaccine — a Relief and a Challenge”

THE CLINICS
Fear and uncertainty from the pandemic shifted to hope and happiness when Hennepin Healthcare began offering qualifying patients the COVID-19 vaccine in January.

Jen Bedell, clinic manager for North Loop, said patients saw the vaccine as a first step toward a return to normalcy.

“I actually teared up because it was really exciting and hopeful to see some of the emotions of our patients,” Jen said. “The excitement and the joy I got to witness was phenomenal.”

Before the first shots could be delivered, important decisions had to be made to ensure the process was simple and fair. That meant figuring out the best way to contact eligible patients, and making it easy for them to receive the vaccine.

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“We wanted to reach out and meet the community members in their own neighborhoods so we chose a decentralized model,” Jen said. “We focused on our largest facilities: downtown, Whittier, Richfield, and Brooklyn Park, to offer vaccines in those locations immediately. We felt that was the best way to get close to the communities we serve.”

As vaccine supply has grown, Hennepin Healthcare has expanded availability, and vaccines are now available at all Hennepin Healthcare locations. Appointments are available during the day, evening, and weekends to meet the needs of all schedules. Patients are notified that they can receive the vaccine through MyChart messages, text messages, or phone calls, depending on what technology they have available.

Jen said one obstacle they have worked to overcome has been the language barrier, since the clinics serve such large and diverse communities.

“When we send out a text, it is in Spanish, Somali and English,” Jen said. “We also have a team of interpreters that are calling non-English speaking patients to offer vaccinations.”

Another barrier the team has faced is helping community members understand that the vaccine is safe and effective. Jen emphasized that decisions throughout the vaccine rollouts have been guided by the Hennepin Healthcare mission.

“It’s important that we’re able to reach out to patients within their communities and be that safe place for them to go to get the care that they need.”

— JEN BEDELL, CLINIC MANAGER FOR NORTH LOOP

“During this time, there are other options available to patients if they are unable to receive the vaccine in a clinic. This includes homebound patients who are not able to leave their home.

“We have a great team of nurses and health care professionals who are able to travel to the patient’s home and administer the vaccine. This is especially important for patients who are homebound due to health issues.”

— CAREN GAYTKO, RN, VICE PRESIDENT OF COMMUNITY CARE

“Homebound patients are some of the most vulnerable,” Caren said. “They are isolated. They are at significant risk for greater illness based on their comorbidities and existing conditions that they have that we’re seeing them for. It’s really the right thing to do to continue to serve those along our health care continuum.”

A patient is considered homebound if leaving home would cause significant hardship. In these cases, a nurse or community paramedic makes a visit to the home to administer the vaccine. Caren says the teams that conduct these home visits are highly skilled and trained professionals.

“They stay with the patient for a period of time to be sure there are no negative reactions and they can respond to any emergency situation that may surface, whether it’s related to the vaccine or not.”

— Continue on page 5
Caren said. “It’s gone smoothly, and patients are very appreciative that we were able to come to them. Without this program, I don’t know how some of these patients could have received the vaccine. We take clients who have no source of payment in their home health setting. It’s more about the commitment to the patients we’re serving and making sure they’re getting the right care at the right time.”

COMMUNITY PARTNERSHIPS
COVID-19 has had a disproportionate impact on Black, Hispanic and Asian communities. These populations have a higher likelihood of serious illness or death due to underlying health conditions. Many are also employed as frontline service workers who may not have access to personal protective equipment, making access to the vaccine crucial.

The first eligible group to receive that vaccine included people 65 years and older, but that group was predominantly white. As eligibility expanded, it was important to reach out to a more diverse patient population.

To fill the gap, Hennepin Healthcare looked to community partners for help. Churches and faith-based organizations in Minneapolis and the suburbs played a key role by hosting clinics, allowing community members to receive vaccinations whether or not they’re registered Hennepin Healthcare patients.

Danielle Rice, wellness services program manager, said these community efforts have been important to maintain both equity and speed in vaccines.

“I really didn’t know what to expect as far as attendance, maybe 50 people. We were thrilled when all 150 appointments filled up, and we had to start a waiting list.”
— MARY LEWIS, CHAIR OF HEALTHCARE MINISTRY AT KINGDOM LIFE CHURCH

When is that email coming?
“I’m a cancer survivor. When I went to the doctors for a check-up, I was told I would get an email letting me know when I was eligible to get the vaccine. I was just waiting for that email. I couldn’t figure out how to get in line. My daughter is a member of this church, so I was so happy to hear of the opportunity this weekend. I’m so glad I didn’t need to go to a hospital for it. I look forward to traveling so I can see my granddaughter.”
— DORENE

“I lost my husband to COVID.
“It’s really meaningful to be here. Being in a church is the best location. I am so grateful to get the shot. I haven’t seen my son, who lives in Canada, since Christmas 2019. He hasn’t been able to grieve the loss of his dad.”
— SAMIRA
“It might not bring the same big volumes as other vaccination clinics, but these partnerships are critical to our mission as a safety net provider,” Danielle said. “These efforts take more time to plan and coordinate, but this is the work that is really going to help us start to correct some of the inequity that’s been happening with the vaccine.”

Trained nurses administer the vaccinations at their community partner locations. Interpreters often accompany them to be sure people can ask questions and get the information they need to feel comfortable with the safety and effectiveness of the vaccines. Putting these clinics together is hard work, but Danielle says they are worth the effort.

Although she’s busy making sure these vaccines clinics can happen, Danielle stops to reflect.

“You hear stories about how this one shot helped this one person, their life, and their family and friends who were concerned about them because they might have a risk factor,” Danielle said. “It’s a good reminder that every single one of the vaccinations we give, there’s a story behind it. That’s what keeps me going.”

**HOMELESS COMMUNITY**

Any effort to truly address health disparities needs to include residents who often fall through the cracks of the system. Hennepin Healthcare’s efforts to vaccinate those experiencing homelessness have become a model for other local jurisdictions in Minnesota and states across the nation.

Dr. Danielle Robertshaw, senior medical director for Hennepin Healthcare Community Connection Care Ring, said that the partnerships with

> “It’s a good reminder that every single one of the vaccinations we give, there’s a story behind it. That’s what keeps me going.”

— DANIELLE RICE, WELLNESS SERVICES PROGRAM MANAGER

Minneapolis, Hennepin County and the Minnesota Department of Health’s Healthcare for the Homeless program allowed for an easy transition from COVID-19 testing to vaccines.

Because of these existing relationships, the flu and wellness team at Hennepin Healthcare held vaccination events at various shelters, housing programs and other central locations starting in January. These vaccination efforts have since expanded throughout the state.

Dr. Robertshaw said that this program plays a crucial role in protecting a population that may otherwise be left behind.

“If you’re experiencing homelessness, you need to figure out where you’re getting your next meal, how to obtain documents for housing and where to sleep that night,” Dr. Robertshaw said. “That often doesn’t allow space to prioritize healthcare and follow the traditional systems.”

Those living in shelters or on the streets are at a higher risk for hospitalization from COVID-19. Within that population, biracial, indigenous and people of color are over represented.

“These are cases of accelerated aging,” Dr. Robertshaw said. “We see medical conditions that normally you would see in a 60 to 70 year old in a 40 year old, so this leads back to that idea that this group is going to get much sicker from COVID. It’s a combination of addressing clinical complexity and clinical equity, but also equity in the BIPOC space.”

Dr. Robertshaw said long-term efforts to connect with shelters and housing programs are paying off as more and more individuals working or living at shelters receive the vaccine. She praised the nurses from the flu and wellness team for their dedication to this mission.

“I’ve heard back from shelter staff about how trauma-informed the nurses are, how caring and compassionate they are, how they go out of their way to greet people they recognize from previous events, and spend extra time talking with people when they have questions,” Dr. Robertshaw said.

After multiple vaccination events at shelters and encampments, Dr. Robertshaw said she is pleased with the response and she feels hopeful that the program is keeping a particularly vulnerable population on a safer path going forward.

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The COVID-19 Vaccine — a Relief and a Challenge, continued from page 6

PUSHING THROUGH THE FINISH LINE
The rollout of vaccines may signal hope for overcoming the pandemic, but healthcare workers hold no illusions that this fight is over. In particular, the impact of health disparities continues to be a major concern as we race the clock against new infections and new variants of the virus.

That’s why the fast and equitable vaccination efforts have been so important. Homeless outreach, community partnerships, in-home services and clinical approaches are combining to cast a wide net so the diverse community Hennepin Healthcare serves can benefit from the vaccines and hopefully move safely toward a post-pandemic world.

Chris George, senior director of primary care, greets patients for the COVID-19 vaccination clinic at Hennepin Healthcare’s Whittier location.

We don’t want to put others at risk.
“We got the vaccine because the pandemic is still a risk. We might infect other people and that’s not what we want.”
— JOSÉ JIMÉNEZ AND MARIA T. SERÓMINO

Protecting myself and other people.
“I think it’s a big deal with everything going on and the medicine we have today. I think everyone should get vaccinated, but personally I did because I can protect other people and protect myself as well. It’s exciting, like getting a new toy.”
— ARACELLI ENGEL

Keeping my family safe.
“I have little grandkids and with me interacting with them, I want to make sure I’m okay. I’ll get to see my family and get closer to them. It’s been a couple months since I’ve seen them.”
— MONICA DOTSON
2020 Sources of Generosity
(including grants held at Hennepin Healthcare)

- Government Grants $28,627,872
- Corporations/Foundation $ 6,501,387
- Individuals $ 2,665,413

2020 TOTAL $37,794,672

Mission
We partner with our community, our patients and their families to ensure access to outstanding care for everyone, while improving health and wellness through teaching, patient and community education and research.

Vision
Transforming the health of our community — exceptional care without exception.

Values
Patient & Family Centered
Integrity
Respect
Teamwork
Excellence
Compassion

We are honored to celebrate the individuals, companies, organizations, and foundations, who embraced our mission on 2020. Over a thousand new supporters showed up when we needed them the most to tackle the challenges thrust before us.

Your financial and in-kind contributions were invaluable in lifting the spirit and capacity of our healthcare workers, addressing the unique needs of our patient population during this time, and spurring 'in the moment innovations', when time was not on our side. We are forever stronger with you in our corner. Thank You.

Links to latest 990 and Audited Financial Statements.
2020 was an extraordinary year that attracted ordinary people to come forward and support healthcare workers and the patients they serve at Hennepin Healthcare. We are honored to list those who made charitable cash contributions in this donor honor roll. Every attempt was made to be accurate.

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MISSION MADE POSSIBLE

EAST LAKE CLINIC

East Lake Clinic had to close in May 2020 after riot damage. Patient care transitioned to Whittier and St. Anthony Clinics. We are partnering with Hennepin County to reopen a new clinic in September 2021 within the South Minneapolis Human Services Center at 2215 East Lake Street, just five blocks away from its original location.
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Donor Honor Roll

MISSION MADE POSSIBLE

PEDIATRIC VACCINE MOBILE

Over $500,000 in donations launched our Pediatric Vaccine Mobile in 2020. A consequence of the pandemic was a significant drop in families getting their children vaccinated. Removing the barrier of coming to the hospital or clinic setting, the vaccine mobile meets families at their homes. The successful pilot inspired two years of additional funding, supporting the expansion through 2022. Thank you to major funding from Blue Cross Blue Shield of MN.

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EXPANSION OF SPIRITUAL CARE — MUSLIM FAITH SUPPORT

The pandemic disproportionate effects on our East African Muslim patients made the gap in Muslim spiritual care services at Hennepin all the more glaring. In response, HHF launched a fundraising campaign championed by board members Courtney Cushing Kiernat and Dominic Ciresi, in partnership with Spiritual Care Director David Hottinger. Funds were attracted to support a contract with Open Path Resources to bring male and female Muslim faith leaders to support our patient population and enhance staff’s abilities to relate to those who practice the Muslim faith.

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COVID-19 VACCINE DISTRIBUTION

Hennepin Healthcare continues to lead the response for COVID testing and vaccination, emphasizing equitable access. Thanks to a $100,000 grant from the Graves Foundation, outreach to at-risk community populations other than our patient base was possible.

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The healing environment of the Redleaf Center for Family Healing was enhanced with over 32 original artworks, all available for sponsorship. As of this writing, over $210,000 has been raised and only four artwork sponsorships remain.

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REDLEAF CENTER ART

The healing environment of the Redleaf Center for Family Healing was enhanced with over 32 original artworks, all available for sponsorship. As of this writing, over $210,000 has been raised and only four artwork sponsorships remain.
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HENNEPIN HEROES

Over a $1 million in value was received from in-kind donations. That doesn't include the majority of items, not valued by the donor. Whether it was personal protection equipment, virtual technology, food or lodging support, the community showed up for our healthcare heroes in 2020.

The pandemic crisis put a spotlight on the crucial role Hennepin Healthcare plays in our region.

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NICU ANGEL EYE
Contributions brought families together to connect with their newborns being cared for in the Neonatal Intensive Care Unit. Even without a pandemic, visitors are restricted in the NICU to prevent infection in these vulnerable new babies. Now with Angel Eye parents and families can see their newest family member and interact with staff 24-hours a day.
The Hennepin Healthcare Legacy Society celebrates individuals who have selected Hennepin Healthcare to benefit from their estate plans. Their commitment to invest in the future of our mission is a powerful gesture of generosity which elevates our ability to innovate and ensure access to all.

If you are inspired to learn more about leaving your own legacy, contact the Hennepin Healthcare Foundation at 612-873-6090 or visit hcmegiftlegacy.com.

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*In Memoriam
Honors

We are humbled to receive gifts that pay tribute in honor of or in memory of a loved one. These donations reflect the lives and values of those in our community committed to the mission of Hennepin Healthcare.

In Honor of Ashely Bjorklund
Barbara and Carl Balsam

In Honor of Chad Boysen
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In Honor of Gina Braun
Susan de Roos

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Anne Becker
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Katherine Cole

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Karen and Alan Crossley

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David Ogden

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Cristel Paredes

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Dana Lillis

Memorials

In Memory of David T. Anderson
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Marilyn Anderson
Gloria Baehr
Catherine and John Clemency
Deborah Cox
Laurie and Thomas Coyne
Rosanne Eastling
Diane and Jerome Erickson
Mary Erickson
Lisa Fredbo
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Nancy Grittman
Zelle and Brock Hagen
Jody Heetland
Holly and Kevin Landauer
Gary Ledin
Rebecca Mapes-Evans
Vicky and Craig Michaels
Motorola Solutions
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Robby Pyle
Karen and John Ramerth
Gary Rodekuhr
Joseph Schielr
Katie Sherman
Daniel Stirratt
Bonnie Thell
Laura Waller
Eileen Ziegler

In Memory of Jacqueline Berg
Carol Greibrok
Martha McCusker
Stephan Thompson

In Memory of Nicholas Briese
Vincent Au
Nicole Huebner Briese
Blake Daley
Blythe Davis
Brian Fredrick
Michelle Oeding
Joseph Strangfeld
Wendy and
Mark Stansbury-O’Donnell
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Significant accomplishments in public health would not be possible without the financial support of grants from government partners. These collaborations reduce barriers to healthcare access, broaden medical education, and tackle urgent healthcare issues in our community. Thank you to the following government entities who partnered with Hennepin Healthcare in 2020.

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U.S. Department of Health and Human Services, Health Resources and Services Administration
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LEGACY SOCIETY
We welcome you to our Legacy Society, if you have designated Hennepin Healthcare in your estate plans. Several times during the year, you will be invited to behind the scenes tours and unique presentations involving our extraordinary healthcare providers. Let us know if you would like to join at foundation@hcmed.org

YOUNG PROFESSIONALS
This high energy affinity group joins together to raise awareness and financial support for programs at Hennepin Healthcare. Join in the fun with other area professionals between the ages of 25-40 years of age. www.hennepinhealthcare.org/youngprofessionals

VOLUNTEER
We can’t wait to safely return volunteers to our hospital and downtown campus. Applications are being accepted to prepare for the arrival of these highly missed members of our team. www.hennepinhealthcare.org/volunteer