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2024 FOURTH QUARTER

HAPPY MOTHER, HAPPY BABY

Meet Natalie and the acupuncturist who helped soothe her intense morning sickness.

AND THE EMMY GOES TO...US!

It's so fun to share that Allina Health was honored at the 25th Annual Upper Midwest Regional Emmy® Awards Gala on Oct. 19. Our patient series, "My Allina Health Story," earned an Emmy for health/medical content.

The ongoing series reminds me of the positive difference we make for individual patients and entire communities — every day.

This magazine does the same with its patient and employee spotlights, volunteer recognitions and more.

In this issue:

- Meet a patient who credits our expert care and rehab technology for her recovery from a spinal cord injury.
- See how people with orthopedic injuries are logging on for faster urgent care support.
- Hit the playing field for news about our mental health resources supporting soccer stars of the future.

I hope you'll find inspiration ahead.



Kerri L. Gordon

Kerri Gordon
Chief Marketing, Communication
and Public Affairs Officer

MAX'S SURPRISE

“ It was a miracle for us. This was Max’s dream. ”

Vera
Max’s mom

Nine-year-old Max gets help from Courage Kenny Kids in Buffalo for his ataxic cerebral palsy. Treatment includes fun things like bike riding to promote strength and balance.

Max needs a special bike to ride independently, but his family’s insurance declined to cover the cost for one at his home. That’s when Courage Kenny Care Team Members and the Allina Health Foundation got the wheels spinning on a surprise.

“The community rallied around Max,” said Shannon Woods Worden, director of operations at Buffalo Hospital. “They wanted Max to join the fun.”

Thanks to generous Buffalo-area donors, Max got his very own bike earlier this fall.



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BACK IN THE SADDLE

“ I had access to experts who specifically knew how to help me rehab.”

Jen Kelly
Patient

Jen Kelly loves horses and has been riding them since she was young. But a trip on an autumn day in 2020 changed her life forever after a horse got spooked and threw her.

“I was paralyzed from the neck down at the moment of impact,” Jen said.

Despite the injury, Jen’s neurosurgeon assured her she would walk again.

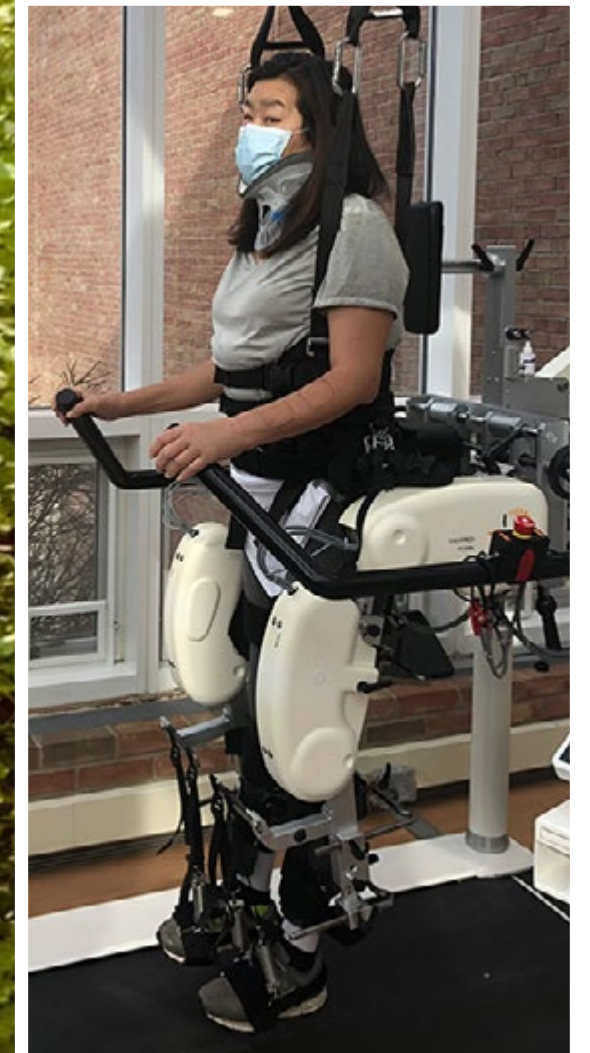
“Those words were my marching orders,” Jen said.

She chose the expert care at Courage Kenny Rehabilitation Institute to help reach that goal.

Jen credits her recovery to “the latest and greatest” rehab technology, experts who knew how to effectively help her and a nurse care coordinator who kept everything organized.

Today, Jen is out of a wheelchair and back in the saddle.

“Life is good,” Jen said. “It’s not always easy, but it’s very good.”



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HOLISTIC CARE AND AN ALLY FOR PREGNANCY

“The care was so personalized. I got to know Meghan and she got to know me.”

Natalie Miles
Patient

Natalie Miles was trying to be as healthy as possible during pregnancy, but intense morning sickness — what doctors call hyperemesis — was getting the best of her.

“I was really sick,” Natalie said. “It was all day, every day.”

“If untreated, it can lead to dehydration, weight loss and other complications,” said Meghan Mabe, DCM, LAc, a provider at the Penny George Institute for Health and Healing.

Natalie was looking for a multidisciplinary, holistic solution to get better. She found it with Meghan at Allina Health United Women’s Health Clinic.

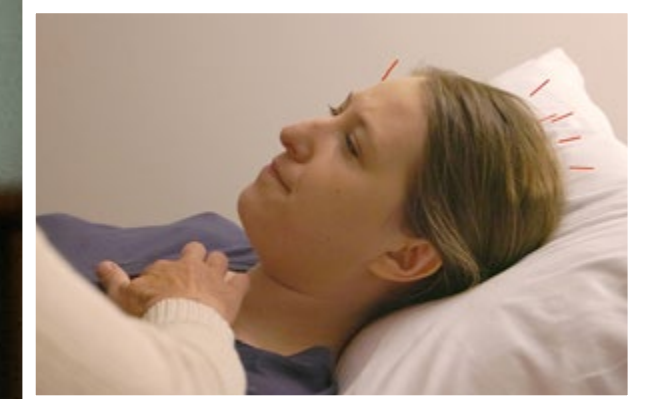
“To have it so accessible right in clinic was a huge win,” Natalie said.

Meghan says she focused on Natalie’s whole health story, not just her morning sickness, to create a treatment plan. It included acupuncture to address Natalie’s upset stomach.

Today, Natalie and her baby boy are both doing well. She says Meghan is a big reason why things worked out so well.

“Not only was it helpful in a physical way but an emotional way, too,” Natalie said.

“It made a really big difference.”



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BUSINESS MATCHMAKING

“It’s exciting when you see suppliers elevate themselves and grow.”

Mercedes Jaime
Manager, Supplier Diversity and Sustainability

Mercedes Jaime is the face of Allina Health for small companies who are looking for new business.

“I’m like a business matchmaker,” Mercedes said. “My role is to understand the needs of the company, and then, go out into the community and look for diverse suppliers.”

That includes women, veteran and minority-owned businesses, companies owned by people with a disability and businesses headed by someone who identifies as LGBTQ+.

Mercedes meets with potential suppliers, learns about their strengths and helps them enter Allina Health’s supply chain pool. When contracts are available, managers look at who has said, “Hey, Allina, I want to do business with you.”

Supplier diversity is an Allina Health business imperative that’s transforming the supply chain to mirror the patient base. The goal is \$100 million in spending with diverse suppliers by 2027.

“We’re getting there by connecting,” Mercedes said. “We’re trying to look at who is in our backyard and bring them to the table.”



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URGENT CARE WHEREVER PAIN STRIKES

“ The virtual care — it’s so easy to use in the app.”

Tim Long
Patient

An orthopedic injury can happen on a local racquetball court or a faraway hiking trail. Now, care for the injury can come to a patient through their Allina Health account app.

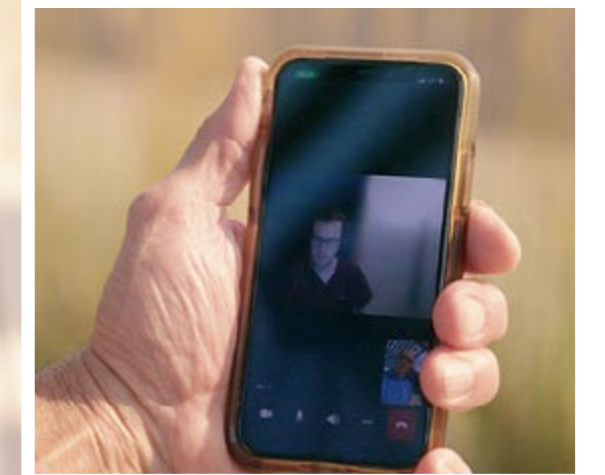
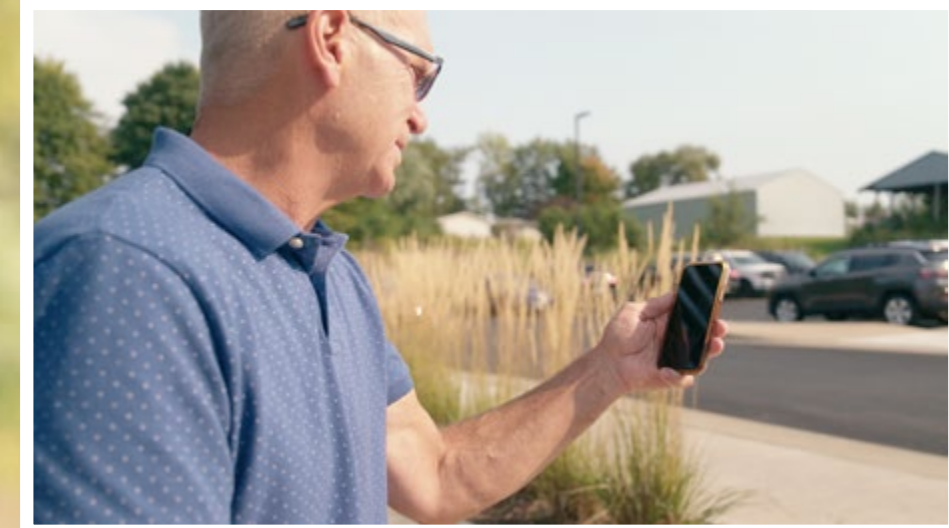
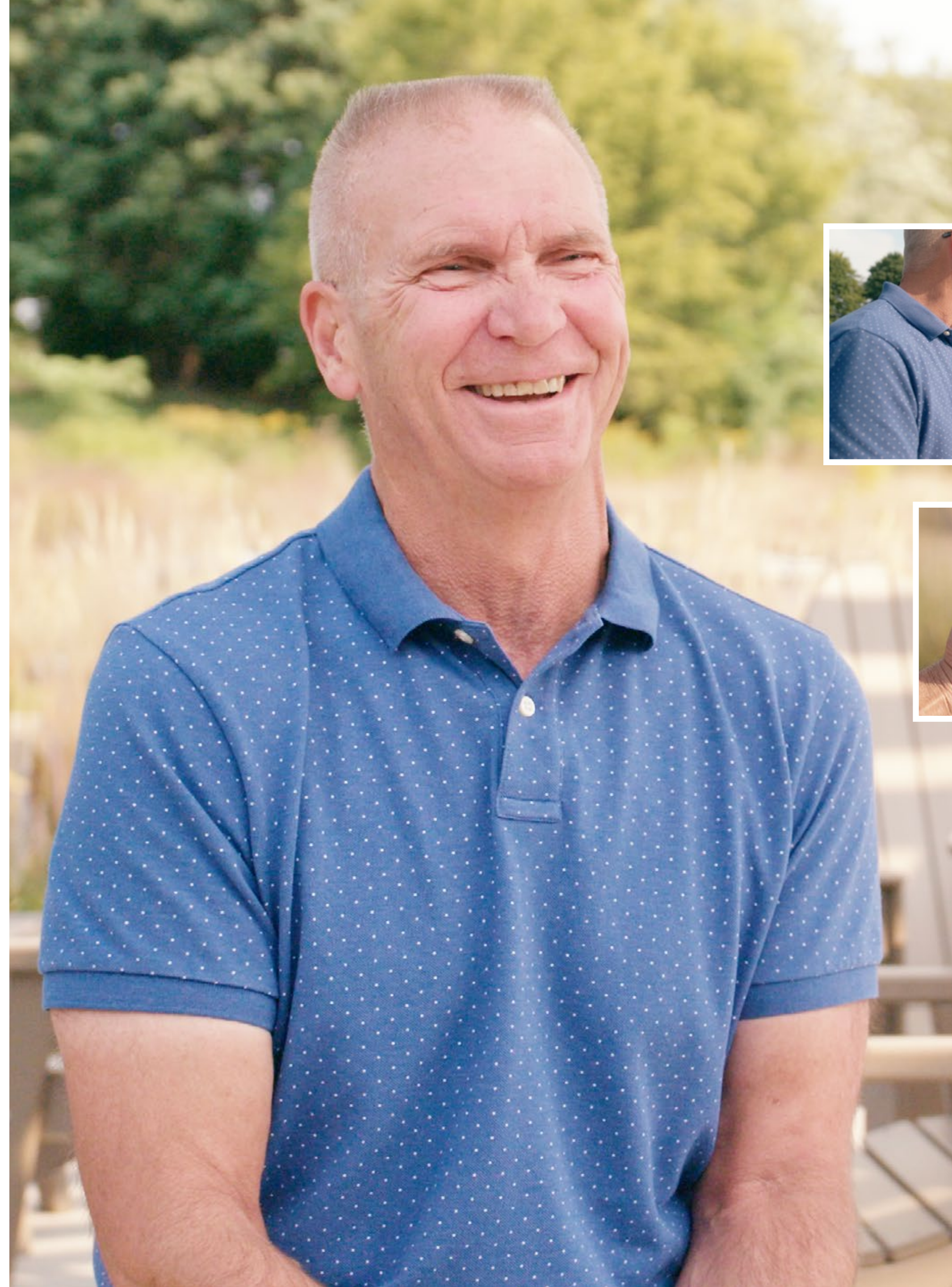
“Virtual orthopedic urgent care allows patients to connect to an orthopedic expert to get care when they need it,” said Nick Reich, MS, PA-C, a provider who conducts virtual appointments.

Nick says they’re a good option for people who are unsure of the severity of their injury. Patients like Tim Long, who was in pain after injuring his left knee playing racquetball.

“It’s so easy to use in the app,” Tim said. “I was able to show Nick the swelling on the knee and he had me press on it in a few places.”

Nick ordered X-rays that confirmed a fracture. He also got Tim an immobilizer and an appointment with an orthopedic surgeon.

“I’m so thankful for that virtual care option,” Tim said. “It’s a wonderful way to get started with care.”



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THERE'S NO "I" IN "CARE TEAM"

Owatonna Hospital Care Team Members recently found a way to show what Allina Health care looks like through the eyes of patients — using their point of view for a smiling-face-filled video project.

The video, hosted by patient care supervisor Elliott Herdina, RN, invites viewers to imagine they're coming to the Owatonna Hospital Emergency Department with a leg injury.

The viewer experiences everything from X-ray to surgery and recovery and meets many Care Team Members who play an important part in hospital operations.

In the end, the group reinforces the main message — that every person on staff is an extension of the Care Team — by saying together, "We're all here!"



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BRIGHT SPOTS



DELIGHTFUL DOODLES

A request to change the date on a markerboard has turned into ongoing surprise-and-delight moments for patients and staff at Allina Health Isles Clinic in Minneapolis.

The catalog of cartoons from artist Ian Post now includes Lilo & Stitch, Bugs Bunny and Daffy Duck.



SOCCKER STARS GET A MENTAL HEALTH ASSIST

Allina Health and Minnesota United FC have teamed up to prioritize mental health in youth sports.

MNUFC Academy has teenagers playing elite-level games in hopes of eventually joining the club's first team. It's an opportunity they can't pass up, but it comes with extra pressure.

Now, players and their coaches are using Allina Health's [Change to Chill resources](#) to better understand stress and how to cope with it.



AI ADVANCEMENTS IN CANCER CARE

Allina Health Cancer Institute has implemented an imaging platform that uses AI to supplement the human reading of radiology scans.

The goal is to identify concerns that human reviews may have missed, which is happening in a small number of cases, specifically less than half a percent.

"Scans that do identify something new lead us to reevaluate," said Dr. Badrinath Konety, Allina Health Cancer Institute president. "That's remarkable because you're finding patients at an early stage when the disease is much more curable."