







OUR MISSION

Empowering
our customers
to achieve their
best health.

OUR VISION

Together,
healthcare the
way it ought
to be.

A MESSAGE from Leadership

Dear Friends of North Memorial Health and Maple Grove Hospital,

It is a tremendous honor to serve as the new Chair of the North Memorial Health Foundation Board of Directors. I would like to thank my predecessor, Jim Byrne, for his expertise and dedication over the past two years as he led the Foundation in a time of unprecedented growth. His guidance and hard work helped position the organization for continued development and improvement well into the future. I would also like to thank the Foundation staff for their hard work and commitment to improving programs and services for our customers and their families.

My connection to North Memorial Health began more than 15 years ago when the doctors and nurses in the Emergency Department saved my young son's life. Because of them, he is now a healthy, successful young adult who makes me proud every day. During some of the most difficult hours of my life, I experienced exceptional kindness, compassion and care from the entire team at North Memorial Health. At that moment, I knew I wanted to find a way show my gratitude for everything they had done for us. That experience eventually led me to the North Memorial Health Foundation.

There are countless North Memorial Health and Maple Grove Hospital customers who share similar stories. That's why I believe giving back to our health system is important. Its role in our community is indispensable.

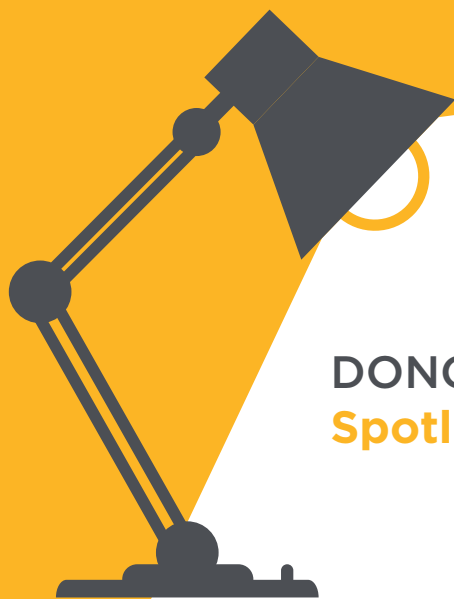
Every day, we see examples of how your gifts touch our customers, our team members and our community. With this Report to the Community, we are excited to highlight some of the many ways your time, talent and donations have helped change their lives. In our Donor Spotlight, Kathy shares how the North Memorial Health team saved her life and how that inspired her to give back. We were once again blown away by your generosity as the Foundation's 2019 golf and gala events broke records again, raising nearly **\$900,000** for neonatal care at our hospitals—dollars that are being put to use supporting babies and families right now. North Memorial Health and Maple Grove Hospital team members continue to give back generously, contributing more than **\$100,000** to programs, services and assistance funds last year.

Looking ahead to 2020, the Foundation will continue its work of being donor centric and raising money for programs that are inspirational to our North Memorial Health and Maple Grove Hospital customers, physicians and team members. I ask that we as donors, business partners and community members dig a little deeper to find an opportunity to give a little more. The needs of our recipients continue to increase, and I hope all who read this consider promoting the North Memorial Foundation into one of their top three philanthropic organizations. The cause is worth every penny. Together, we can do so much more!

On behalf of the North Memorial Health Foundation Board of Directors and the entire Foundation team, I thank all of you who have supported North Memorial Health in its mission of empowering its customers to achieve their best health.

Sincerely,

Scott Hemenway
Board Chair



DONOR Spotlight



Kathy's Story

Kathy credits her life to three things: her dog's "sixth sense," a caring neighbor, and the exceptional care of the cardiology team at North Memorial Health Hospital.

After a long day of gardening, Kathy went to bed tired but happy. When her dog, Zeke, woke her in the middle of the night, she could not figure out why he wouldn't stop barking and why he wouldn't leave her side. Something was upsetting Zeke but Kathy could not figure out what it was. Little did she know, Zeke was trying to save her life.

When Kathy began to feel dizzy and the room began spinning, she knew something was seriously wrong. After calling 911, she then called her neighbor, Linda, three times—though she doesn't remember doing it even once. Linda, an RN, rushed to Kathy's side and took care of her until the ambulance arrived.

Kathy feels grateful cardiologist Dr. Michael King was on shift when she arrived at North Memorial Health Hospital. Dr. King and the trauma team worked quickly to save her life. They found a 6-inch tear in her aorta where blood was rapidly leaking into her chest cavity. Just one more hour without emergency care and she may not have survived.

To repair the tear, Dr. King performed complex open-heart surgery that included a bovine aortic graft and swine heart valve transplant. She spent ten days in the Intensive Care Unit followed by two weeks of Rehab Therapies. However, Kathy doesn't ever remember being scared and says she always felt like she was in the best possible hands.

Today, Kathy is healthier than ever. The graft has healed so well that in subsequent scans it is not apparent that a surgery was done at all. Dr. King calls her his "miracle patient". She believes everything came together just right that night so she would survive. Her care team believes Zeke could hear the blood rushing out of her aorta—causing him to alert her that something wasn't right.

Linda's care kept her safe until first responders arrived and the Emergency Department, Trauma and Cardiology teams all came together to offer the best treatment she could have imagined.

Kathy describes Dr. King as her savior. To show her gratitude, she now donates to the Foundation in honor of Dr. King and the teams that helped save her life. She wants them to know how much their work matters to her and to help make extraordinary care possible for others like her.

YOUR GIFTS In Action: Exceptional Customer Care



Child Life

Our Child Life teams make stressful hospital visits easier for pediatric patients and their families. They allow children and teenagers to cope and heal through play, preparation, education, and procedural support. Additional supplies and equipment help kids understand what's happening to them and let them have some normalcy as they face a challenging time.



Oncology Pharmacy

Cancer treatment often requires a complex formula of drugs for both treatment and symptom management. To better support these needs, our Oncology pharmacy moved into a renovated and expanded space. The pharmacy now provides our customers with access to all their complete infusion and oral specialty medications in one convenient location and gives our community access to a variety of supportive medications and supplies.



Hospice Comfort Baskets

To support hospice customers and their loved ones, our team provides baskets full of items to help them connect with their five senses. These items are based on the principle that the things an individual sees, smells, hears, tastes, and touches can connect that person to memories, feelings, and thoughts bringing them comfort and an understanding of what is most important. This helps them to be present in the moment and find peace at a difficult time.

YOUR GIFTS In Action: New Technologies



Outpatient Heart Monitors

A new IT upgrade in the Emergency Department at North Memorial Health Hospital and the Emergency Care Center at Maple Grove Hospital allows customers to head home safely and more comfortably for heart monitoring. We integrated a cardiac recording system that enables medical staff to apply a monitor device on patients that continuously records the electrical activity of the heart. This begins immediate monitoring allowing patients to leave the hospital and eliminates the need to be admitted for observation.



Dynavision for Occupational Therapy

This cognitive training device helps customers practice combining hand-eye coordination, peripheral vision use and information processing to make the brain more efficient. It can also help with balance, visual-motor reaction speed, and upper extremity movement. For our patients with a diagnosis such as stroke, traumatic brain injury, concussion, and spinal cord injury, improving these skills means greater independence as they are able to complete more everyday activities.



High Frequency Jet Ventilation

Because the lungs are one of the last organs to develop before birth, many premature babies in our NICU require breathing assistance. High frequency ventilators use less pressure with gentler, smaller breaths more often. This helps protect the fragile lungs of our tiniest of patients. The addition of this complex ventilator means the team at Maple Grove Hospital is now able to care for babies born even earlier.

YOUR GIFTS In Action: Healing Programs



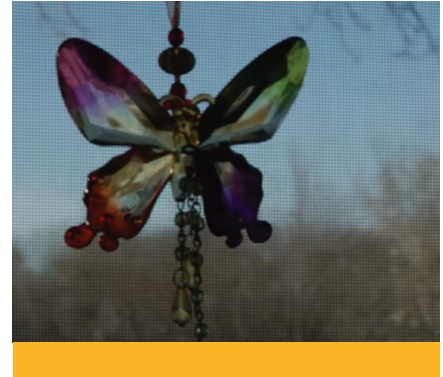
Stop the Bleed

Uncontrolled bleeding is the number one cause of preventable death from trauma. Similar to community-based CPR and first aid training, the Stop the Bleed program teaches individuals how to control bleeding from accidents or injuries in any environment. With support to purchase new equipment, North Memorial Health Hospital's Injury Prevention team launched our first classes in January 2019 and trained 150 community members last year—making our communities safer and better prepared to respond to injuries.



Integrative Therapies

At Maple Grove Hospital, integrative therapies are used in harmony with standard medical care to support pain management, relaxation and increased well-being. This approach to care focuses on healing the whole person: body, mind and spirit. Services are non-pharmaceutical, non-invasive and include therapies such as massage, healing touch, and aromatherapy. Patient response to the program at Maple Grove Hospital has been overwhelmingly positive with more than 92% of services evaluated by patients as beneficial.



Peri-natal Bereavement Support

Our team is committed to offering care and services for families experiencing pregnancy and infant loss at the hospital and in our community for as long as they need it. Families have access to priceless memory-making, grief support for coping and healing, and annual services to honor those who have passed away. Ongoing team member education and resiliency training helps them provide the most compassionate care possible.

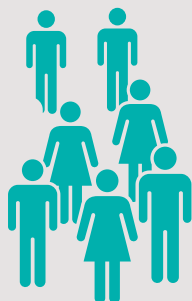
YOUR GIFTS In Action: Crisis Assistance

Donor support provides financial assistance for various crisis funds for customers, community members and team members throughout North Memorial Health and Maple Grove Hospital.

In 2019, **\$75,805** in donor contributions helped **121 individuals** through difficult times. This included the launch of two new funds for both mental health and cancer patients.

Support provided included:

- Prescriptions and medical/dental treatment
- Food and housing
- Transportation
- Legal aid and security measures such as lock changes
- Scholarships
- Child care



**Billings/Visaya Family
Cancer Care:**

\$8,837

to 7 customers in first year



**Maple Grove Hospital
Team Member Crisis Fund:**

\$8,191

to 9 team members



**North Memorial Health
Team Member Crisis Fund**

\$42,390

to 34 team members



**Mental Health Customer
Emergency Fund:**

\$195

to 2 customers in first year



**SafeJourney Client
Emergency Fund:**

\$8,349

to 61 individuals



**Cancer Care
Pharmacy Fund:**

\$7,843

to 8 customers

VOLUNTEER Services

North Memorial Health Hospital

- **44,530** hours volunteered
- **\$1,253,519** value of time
- **444** volunteers

Maple Grove Hospital

- **29,231** hours volunteered
- **\$822,857** value of time
- **656** volunteers



Knitting Grandmas and Friends

The **Knitting Grandmas and Friends** have lovingly created a hat for every baby born at Maple Grove Hospital. Meeting each week at the community center, they have kept pace with the hospital's deliveries, even as the number grew exponentially. With the celebration of the **40,000th** baby born last year, they donated their **40,000th** hat—and even made a special cap for the milestone making baby!

A Generous Spirit

Opal is life-long Robbinsdale resident who also spent years serving as a North Memorial Health Hospital volunteer.

She just turned 99 years-old and continues to show her kindness and support of North Memorial Health today. She spends her time penning poems about her experience as a North Hospice patient and her new friends like RN Jennifer, social worker Wayne, and chaplain Chad. She says it's her way of saying thanks for making her days brighter—the feeling is mutual as she never fails to brighten ours as well!



I'm Living in Hospice.

A Poem By Opal

The hospice people come to
me with loving care and comfort.

They ease any fears
so I can enjoy the time I have left.

I have learned to
appreciate and love all of them

for letting me share my
stories and my long history with them.

SUPPORTING THE NEXT GENERATION of Health Care Professionals

Junior Volunteer Scholarship Recipients

The scholarship program at North Memorial Health Hospital was originally founded with a gift from the Hospital Auxiliary to support young adult volunteers. Though the Auxiliary is no longer active today, the legacy of their generosity lives on through the accomplishment of these exceptional volunteers.



**Fanta Berthe, General Studies,
Anoka Ramsey Community
College**

"I learned helping others can reduce stress and combat depression. It has connected me to others and brought fun and fulfillment to my life."



**Isabel Anderson, Biology,
University of Wisconsin-La
Crosse**

"It always puts a smile on my face when I hear customers thank their nurses as I am about to wheel them away. Medical providers are a shining star in people's lives when they are

going through a hard time. It inspires me to know I will be studying towards one day being able to save lives and help people. The work here is beyond rewarding."



Jailia Ly, Psychology

"My experience at North Memorial Health has reinforced my goals for the future. I would like to become a psychiatrist to help break the stigma around mental health, especially for diverse cultural groups."

Gayle Stegeman Memorial Scholarship Recipients

The junior volunteer scholarship program at Maple Grove Hospital was created in 2018 to honor the memory of our beloved gift shop manager, Gayle. Gayle was an inspiration to many throughout the hospital, both customers and team members.



**Alyssa Zimmerman, Molecular
and Cellular Biology-
Premedical track, Johns
Hopkins University**

"Every time I talk to patients, they boast of the phenomenal service they received. The passion and care of the Maple Grove Hospital

family inspires me to pursue a career in healthcare and succeed."



**Emily Tostenson, Biology and
Kinesiology-Premedicine
Program, University of
North Dakota**

"I am very grateful that I have already been able to begin gaining experience that I can hopefully use in the future to make hospital

patients feel comfortable and understood through effective communication and collaboration."



EVENT Highlights

Thank you to all who came together in support of the care that our NICU teams provide. It was an honor to celebrate the strength of our smallest, but mightiest patients and their loved ones who become their champions!



MAKING COMPASSION COUNT GALA
\$732,260 raised





GOLF TOURNAMENT
\$187,875 raised



TEAM MEMBERS Giving Back

TEAM MEMBER GIVING CAMPAIGN \$128,357 raised

Our team members represent the very best of the compassion and commitment that defines North Memorial Health and Maple Grove Hospital staff. Each year, they come together to donate to our health system's programs and services that are close to their hearts.



Cocoa For A Cause

Last winter, team members at Maple Grove Hospital stayed warm with their Cocoa for a Cause event. Donations supported the Team Member Crisis Fund, and many from our team stepped up to provide assistance to their coworkers who face an unexpected challenge or difficult time in their lives—and received a sweet treat to celebrate their gift!



Making Compassion Count Gala Auction Baskets

The highlights of our gala silent auction are always the fun and creative baskets that our team members assemble and donate.

We are so grateful to all these partners for their generous auction item donations:

Maple Grove Hospital

- Family Birth Center Leadership Team
- Hospital Leadership Team
- Medical Staff
- NICU
- Pharmacy

North Memorial Health Hospital & Clinics

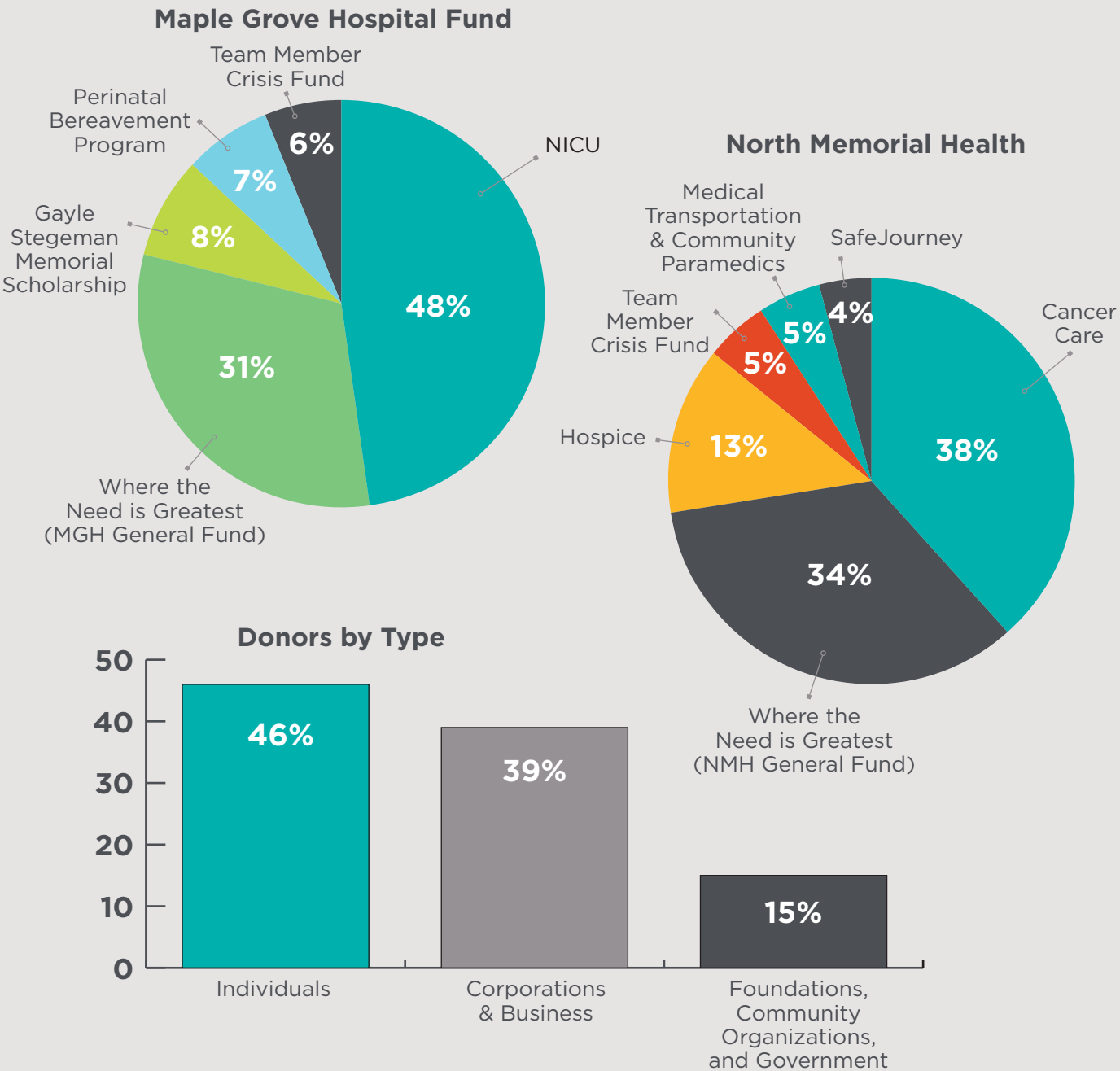
- Breast Center
- Hospital Directors
- Hospital Senior Leadership Team
- Events & Recreation Council
- Inpatient Pharmacy
- Medical & Professional Staff
- MRI Department
- NICU
- Medical Staff
- Specialty Pharmacy
- Surgical Services
- Trauma Services

North Memorial Health Shared Services & Corporate

- Accounting & AP
- Business Office
- Foundation & Volunteer Services
- IT PM/BRM
- Professional Practice Development Education
- Revenue Integrity

FOUNDATION FINANCIALS

Top Funds Donors Supported*



*Not including event revenue

2019 total Charity Care provided: \$8,979,891 in charity care and financial assistance provided by North Memorial Health in 2019.

Our system’s nonprofit status means we provide emergency care for all, regardless of insurance status or ability to pay. Everyone who walks through our doors receives the best healthcare we can provide.

FOUNDATION FINANCIALS



SUPPLEMENTAL SCHEDULE OF FINANCIAL POSITION INFORMATION AS OF DECEMBER 31, 2019

ASSETS

CASH	\$ 312,649
INVESTMENTS	9,412,739
OTHER RECEIVABLES	29,717
BENEFICIAL INTEREST IN REMAINDER TRUST	<u>801,211</u>
TOTAL	<u>\$10,556,316</u>

LIABILITIES AND NET ASSETS

LIABILITIES:

Amounts held for others	\$ 9,650
Accounts payable	<u>261,146</u>

Total liabilities	<u>270,796</u>
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NET ASSETS:

Without restrictions	3,227,821
With restrictions	<u>7,057,699</u>

Total net assets	<u>10,285,520</u>
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TOTAL	<u>\$10,556,316</u>
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Tributes

We are grateful to those who have made a gift in memory of a loved one or in honor of someone who has had an important impact on their life. In 2019, we received gifts to pay tribute to the extraordinary legacies of the following individuals.

In Honor Of

Aadi Bellur	Allison & Daniel Frush	Maple Grove Hospital	Brock Pettit	Anders Toadvine
Jacob Brown	Hunter Giacobozzi	NICU Team	Colton Pettit	Jasper Toadvine
Angie Bruns	Jordan Gramsey	North Memorial Health	Darlyne Phenow	Caleb Tuma
Caroline Burch	Chris Howell	Emergency Department	Larry Pietrzak	Everly Vossen
Raelene Caswell	Jeremiah James T	Team	Calvin Prestholdt	Audrey Walsh
Dave Corbett	Felix Jopp	North Memorial Health	Alexis Schultz	Harlen Wendroth
Cathy Decheine	Michael King	Hospice Team	Elin Skalland	
Isaac & Sandra	Aleecia Lund	North Memorial Health	Sawyer Stanhope	
Felemovicius		West 2 Observation		
		Care Team		

In Memory Of

Lucille O. Adair	Douglas Diederichs	Ann B. Heath	Rosalie Michelich	Bill Ryan
Roy Almen	Reidar Dittmann	Maxine Hinds	Sage A. Milbrandt	Cecil Saunders
Shirley Almen	Barbara J. Diwi	Rose Marie Hoffmann	Sloane E. Milbrandt	Gladys Saunders
Mason Jared Anderson	Paul Doege	Viola Adeline Hokkanen	Judith L. Miller	Robert Schirber
Warren R. Anderson	Mark Duffey	Mary Jane Hyser	Arnold G. Morgan	Lois Schoeneman
Kathleen Atkinson	Stanley Dziuk	Charlotte M. Jandro	Frank C. Moses	Richard Schwab
Anne Barthel	James A. Edison	Douglas Jeranson	Joseph W. Nelles	Ardith E. Shannon
Jeanette Barthel	Charles D. Emery	Georgianna Johnson	Duane Nelson	June Shepperd
Robert A. Beahen	Bernice I. Engstrom	Lisa Johnson	Frank Newstrom	Ralph Shepperd
Arthur Becker	John P. Engstrom	Roger Johnson	Kathleen Newstrom	Linda K. Shogren
Bernice Berg	James Ericksen	Myron Jones	Lorraine Nordby	Camille Shorten
Ted Bergstrom	Merle Erickson	Lois A. Juricko	Richard Nordby	Marian E. Shoultz
Gilbert L. Berus	Mildred M. Ericson	Sally J. Kanawyer	Claire M. Norgren	Sarah Shragg
Donald T. Bishop	Maxine Evans	Robert Kappel	John C. Norgren	Doris Shubat
Anna F. Bowe	Lance Fellman	John G. Kasper	Vincent P. O'Connor	Bruce Siegfried
Burdette Boyum	Robert P. Fey	Jack Kiffe	Deloris Oelrich	Phyllis Sigurdson
Marion Braeger	Mary C. Finney	Nancy Klarich	JoAnn Olson	Raymond Sigurdson
Ike Braun	Patricia Fisher	Donna M. Knowd	Verla C. Olson	Lester Silvernagel
Sharon Brickles	Susan Fodstad	Carol Koska	Virgil Olson	Gayle Stegeman
Dorothy Britz	Carolee Folstad	William Kreykes	Jerome O. Ostgulen	Phyllis E. Stewart
Lorraine Brown	Marilyn J. Fourre	Betty Kuduk	Stanley Palm	Aileen Sturdevant
Stanley Buczek	Mary G. Gagne	Thomas Kuenne	Virginia Palm	Susan Suman
Edwin Burkhalter	Glenn Gates	Frances LaMotte	Don Paschke	Gladys C. Suppes
Veronica Byrne	Charles Geisen	Henry Lamotte	Dan Patella	Sharon L. Swanson
Bruce P. Cameron	Betty L. Gliniany	Richard L. Larson	Katherine Payne	Elizabeth Terpstra
JoAnn Carpenter	Suzanne O. Graft	Elaine M. Lauinger	Vonnie Peppersack	Doris Theroux
Victoria Carter	Marjorie Greven	Marie Lehn	Thomas H. Petersen	James A. Thoennes
James Cashman	Linda Lou Grimes	Michael A. Lindboe	Verla M. Peterson	Vickie E. Thompson
Kathleen Caufman	John Groettum	Carl Lindholm	James H. Pettit	Thomas Thurston
Michael Centrella	Terrance A. Haag	Mike Lonsky	Borgny Pinney	Vernon Toth
Ila M. Chiquist	Brian A. Halverson	Michael Lukanen	Barbara Polaczyk	Dorothy Trombley
Donald Churilla	Lois Hamacher	Lester Magee	Owen Rasmussen	Dean Turnberg
Wayne Clemens	Lorraine Hames	Roy E. Maki	Glen Reed	Reid Van Duyn
Anne E. Coleman	Richard H. Hansen	Cheryl D. Martin	Erik Reilly	Colleen Winjum
Carol A. Crepeau	Lucille Harris	Arnold H. Mavis	Ezra C. Reinders	Marion Winzenberg
Robert Culp	Johan Hart	John David McGill	Bernard Reisberg	Hazel Mae Wolf
Sarah A. Custer	Geraldine Hartman	Marilyn McGowan	Carlyle V. Richter	Bill Wright
Frances A. Daniewicz	Clio Hatch	Glenn McIntosh	Bob Robbie	Mariam Zamansky
Sharon A. Danner	Joel Haugley	Nancy L. McNamer	Brian M. Rowley	Rose Zellmer
Stephen S. Dibble	Cecil Hauri	George Menzhuber	Klara Ruf	Kenneth Zylla

OUR GENEROUS Donors

We thank all who gave generously to support North Memorial Health and Maple Grove Hospital in 2019. Your gifts continue to help create an even healthier, happier and stronger community.

Donors Who Inspire

We recognize and thank these donors for their remarkable commitment to the health of our communities through gifts of \$25,000 or more.

BMO Harris Bank N.A
Grazzini Brothers and Company
Orvin Visaya & Joanne Billings

Minnesota Neonatal Foundation
The Reva & David Logan Foundation
Ryan Companies, Inc.

The Paddock Family Foundation
Jim Paradise

Individual Donors

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Geno

"I just want to say thank you so much. If it wasn't for you, I wouldn't be here for my three awesome kids and my family."

—Geno, North Memorial Health Hospital Trauma Customer

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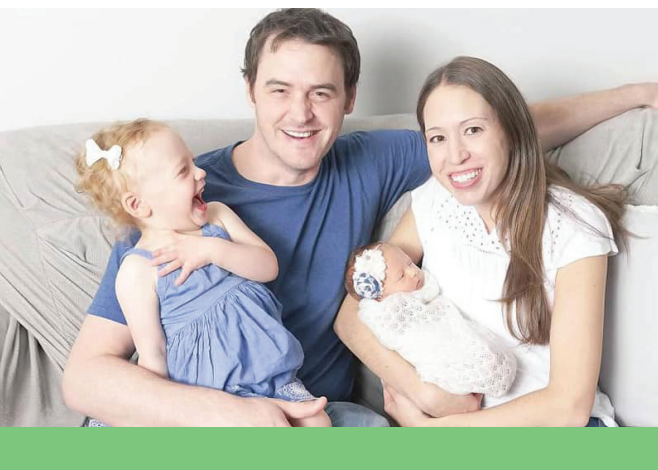
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Paisley and Lila

"When we found out we were going to have a second baby in the NICU, I called up one of the nurses and told her we were coming back again. That time, I knew we would be ok with them taking care of our baby!"

—Danielle, Maple Grove Hospital NICU Mom

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We sincerely apologize for any errors or omissions. We are committed to maintaining an accurate list of supporters of North Memorial Health and Maple Grove Hospital. If you find any errors, please contact us at **(763) 581-4814**.



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The North Memorial Health and Maple Grove Hospital Legacy Society is a recognition program for customers, team members, physicians and community members who have included our hospitals, clinics or health system in their estate plan or have made another planned gift for the future in support of our mission.

If you have included a gift to North Memorial Foundation or the Maple Grove Hospital Fund in your will, trust or by beneficiary designation, we hope you will let us know. Notifying us is the best way to ensure your wishes for the use of your gift are honored at the time your gift is received.

As a Member of the Legacy Society, you will:

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- Be recognized in print and on donor walls. Donors can remain anonymous, if preferred.
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- Help advance healing and caring at North Memorial Health and Maple Grove Hospital.

Language to include for a gift by will

It's easy to include a gift to the Foundation in your estate! Below is an example of language you use in your will. Our team is happy to help with more specific language for trusts, memorials, or endowments.

"I give to the North Memorial Health Foundation, a Minnesota nonprofit corporation, Robbinsdale, Minnesota, outright, the following: \$_____ (or property herein described or percentage of the estate or residue) for (North Memorial Health Hospital, Maple Grove Hospital, North Memorial Health Hospice, North Memorial Health Cancer Center, North Memorial Health Medical Transportation) to be used for _____."



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We would love to connect with you! Whether you are looking for a way to make a charitable contribution, have a question about the Foundation's work, or are a team member whose program could benefit from philanthropic support, we invite you to reach out at **(763) 581-4814** or **foundation@northmemorial.com**.



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