

care caring



Improving the health of our members and the community

AT GROUP HEALTH, we deliver comprehensive, prevention-oriented health care to each of our members. But our mission encompasses improving the health of those in our broader community, which includes providing care to people in need—regardless of their enrollment status or ability to pay. Our goal is to create healthier lives by serving the greatest number.

Serving low income and at-risk populations

Through participation in state and federally funded government programs and through sponsored care, we deliver health care to low income and vulnerable populations.

For example, Group Health's Teen Pregnancy and Parenting Clinic specializes in care and delivery for expectant teen mothers, and focuses on the support structures and skills that new moms need to ensure a healthy life for their babies. Our Family Beginnings Birthing Center is one of only a few hospital facilities in Seattle that allows certified nurse midwives to deliver babies on-site. Family Beginnings also provides a home to other safety net providers including Country Doctor Community Health Centers, International Community Health Services, and Neighborcare Health. We also provide access to health care for uninsured kids and essential health services for patients in financial need. This includes Group Health's Health Care Assistance Program, which waives cost shares for individuals in a temporary financial crisis.

Government programs we participate in:

- Managed Medicaid including Healthy Options
- Medicaid fee-for-service
- Basic Health Plan and Basic Health Plus
- Women, Infants, and Children program

Training the next generation of health care workers

Sharing knowledge is at the heart of residency and training programs supported by Group Health. Young physicians gain experience and insight into Group Health's unique approach to preventive and evidence-based care through our Family Medicine Residency program. Visiting students from the University of Washington School of Medicine get training at the Family Beginnings Birthing Center. And nursing, pharmacy, and behavioral health clinicians are just a few of the non-physician health professionals who also benefit from training and residency programs provided by or supported by Group Health.

Community programs for better health

Group Health supports many programs in the community to promote healthier living.

- We operate five school-based clinics that offer physical and mental health services to teens, and Group Health also created the only state-certified health education curriculum for middle and high school students in the greater Seattle area.
- Kids are cycling to school and experiencing the benefits of exercise through our support of Cascade Bicycle Club's Major Taylor Project (focused on at-risk, low income youth) and the Group Health Basics of Bicycling curriculum which teaches kids cycling skills.
- Many research studies have demonstrated the health benefits of exercise, which is why Group Health supports community events like the Seattle to Portland Bicycle Classic, the Danskin Triathlon, the Rock 'n' Roll Marathon, and many other walks, runs, and rides. We also support the Seattle Sounders FC summer youth camps, where we provide information on nutrition basics for active bodies.

Safe disposal of unneeded medications

In 2009, Group Health disposed of more than seven tons of discontinued, expired, and unused medications through its innovative Patient Medication Disposal Program. The program, started in 2006 as a pilot by Group Health in partnership with several state and federal agencies, allows community members to dispose of medications in secure, convenient drop-boxes located in 25 Group Health pharmacies across the state. This keeps them out of landfills and water systems, and helps prevent drug abuse and accidental poisoning.

Research and innovation touch many

Group Health Medical Centers implemented the patient-centered medical home model at all 26 locations following a Group Health Research Institute (GHRI) evaluation of a pilot medical home at Factorial Medical Center. Findings clearly demonstrated this model delivers improved health care and clinical outcomes for patients, improved career satisfaction for doctors, and a positive impact on the bottom line. And now this success is being shared with organizations and health care teams nationwide who are calling on Group Health leaders to present data on this innovative care model.

Medical home teams at Group Health Medical Centers meet each morning to discuss and coordinate care for the day's patients.



GROUP HEALTH RESEARCH INSTITUTE: Studies that make a difference

Many of the more than 250 studies underway at the Group Health Research Institute (GHRI) focus on finding solutions to some of the most vexing challenges to health today. Diseases and interventions being examined include:

- Hypertension. A study is looking at whether Web-based communication intervention can effectively improve blood pressure control.
- Diabetes. Research has demonstrated that intensive programs focusing on diet and exercise can prevent or delay diabetes. A study is testing the feasibility of delivering such interventions by phone.
- Dementia, including Alzheimer's. The Adult Changes in Thought (ACT) study is investigating how dementia can be delayed or prevented.
- Influenza and pneumonia. Group Health's Vaccine and Treatment Evaluation Unit at GHRI was among the federally funded facilities to test the H1N1 (swine) flu vaccine in 2009. Studies continue on vaccines for infectious diseases in people of all ages.

COMMUNITY BENEFIT FINANCIAL OVERVIEW

Category	Description	Contribution
Care and coverage for low income populations	Medicaid programs, teen moms, moms of all ages	\$37,543,719
Community health services	Childhood immunization, Project Access	\$2,467,243
Education for health professionals	Training for physicians, nurses, pharmacists, and other health professionals	\$5,335,163
Research	Group Health Research Institute	\$40,301,070
Community building and health initiatives	Cash donations, bike events for kids, pharmacy take-back program, Pacific Science Center exhibit sponsorship, and others	\$394,015

WHO WE ARE Group Health Cooperative is a nonprofit, consumer-governed health care organization, led by an independent Board of Trustees elected by Group Health's voting membership. With our subsidiary health carriers, Group Health Options, Inc. and KPS Health Plans, in 2009 we provided health care and coverage to more than 600,000 patients. Our guiding principle—to promote patient-centered care and innovations that create better health—is supported by work at the Group Health Research Institute and the Group Health Foundation.