

**What is this “new era in care?”**

Altru's new era is a comprehensive approach to addressing our region's future health and healthcare needs. It leads to:

- The investment of well over \$250 million dollars
- A brand new 21<sup>st</sup> century hospital
- Expanded clinic services
- Extensive deployment of new technology
- Cutting-edge surgical and emergency services
- A population approach to healthcare

It recognizes the commitment we've made to our region for the last 130 years and launches a plan for the next 130 years. The new era is a commitment to our region's physical and economic health for generations to come. It positions our region as a medical destination, providing an economic boost that attracts new businesses and families looking for a vibrant place to call home. It also enables us to expand our efforts in population health and engage with our residents throughout their lives to keep them well.

**Why do we need a new era in care?**

Healthcare needs are changing. We have a dramatically aging population coupled with healthcare workforce shortages. There is breakneck pace of advancing technology alongside the need for less expensive care. Our patients have different expectations of us than they have had over the last century. And, there is an increased need for population health.

By combining world-class facilities, technology and a new approach to patient care, we will meet our patients' changing needs and expectations, and secure our region's healthcare future for generations to come.

**What's wrong with the “old era”?**

With the new era in care, we are renewing our commitment to the region's physical and economic health. We've been here for seven generations and we are setting the stage for Altru Health System for the next seven generations and beyond.

This new era is about building on what's right. It positions our region as a medical destination, provides an economic boost that attracts new businesses and families looking for a vibrant place to call home. And, it enables us to expand our efforts in population health and engage with our residents throughout their lives to keep them well.

**How will this benefit patients?**

By embarking on this bold new approach, Altru is providing patients with the confidence of knowing they will be able to receive world-class care close to home, for generations to come. They'll receive their care in a patient-centered environment that improves work flow so their providers can spend even more time focusing on their needs. They'll experience enhanced emergency and surgical services, and will have access to innovative technologies, procedures and programs that our current facilities and equipment cannot support.

Specifically, this more than \$250 million investment includes:

- A brand new 21<sup>st</sup> century hospital
- Expanded clinic services
- Extensive deployment of new technology
- Cutting-edge surgical and emergency services
- A population approach to healthcare

**How will this benefit Altru staff?**

This new era in care demonstrates Altru's commitment to providing its valued healthcare professionals with the processes, tools and resources they need to deliver world-class care to their patients. We are already implementing new processes that eliminate any tasks that don't provide value to the patient, relieving our staff of the unnecessary burden of wasteful work so they can spend more time focusing on their patients' needs. The new era optimizes space, technologies and other resources they need to deliver world-class care. Also, by creating an environment in which doctors, nurses and other healthcare professionals want to work, we will be able to recruit and retain additional talented health care professionals. This will further reduce our teams' workload and on-call responsibilities so they can enjoy a better work-life balance.

**How will this benefit Grand Forks and the surrounding region?**

This new era in care is a bold commitment to our region's physical and economic health for generations to come. It will position our region as a medical destination, providing an economic boost that attracts new businesses and families looking for a vibrant place to call home. It will also enable us to expand our efforts in population health and engaging with our residents throughout their lives to keep them well.

**What will the impact be on jobs?**

Our direction positions the region as a medical destination, providing an economic boost that attracts new businesses and families looking for a vibrant place to call home. We will further strengthen our relationships with health facilities throughout the region creating growth and potential employment opportunities.

**Why do we need a new hospital?**

As we worked on plans, our physicians urged us to pay particular attention to future needs for high intensity areas such as surgery and emergency services, where needs are increasing, the approach to care is rapidly changing, and where the constraints of aging infrastructure will hinder advancement and present risks for interruption of services.

Our current hospital was built in the 1970s. While we have continued to maintain the building to provide the best care possible, our study showed it would cost more than \$150 million to repair and retrofit it for another 25 year's service. However, even with this very large investment, the building could not be configured to meet future design standards.

**What will the new hospital offer that the current facility does not?**

We have continued to keep our facilities and technology up-to-date (e.g., Mako robot), but there are future limitations. Although it's called a hospital, it is a very different kind of facility from the one we currently have.

Specifically, this includes:

- 21<sup>st</sup> century procedural platform. We're introducing a completely new surgery and procedural platform that is built on tomorrow's high-technology approaches to care, including the introduction of new, minimally invasive procedures, surgical imaging, computer-assisted approaches, and even robotic surgery.
- Greatly expanded emergency services. We will be offering a new generation of emergency services that increases our ability to care for emergency needs in the region. Our emergency facilities will be much larger to serve more people with less waiting.
- Fewer hospital beds. Even though we will be treating more patients than ever before, one of our main focuses is to *reduce* the number of people admitted to the hospital.
- More services that people can access through an outpatient visit, with less interruption to their lives.
- Expanded use of telehealth technology. Our new facilities will vastly expand the availability of telemedicine and virtual technology.

**When do we start? When does it open?**

Our project has started with the initial design phase as our architects and space planners were on site last week to start the design process. We are forming patient, physician, community and staff advisory groups. Our experts share that the ground-breaking will be in 2019 and the opening is projected for 2022.

**Where will the new hospital be located?**

We will determine the exact location when the final design is completed.

**What is the projected cost for everything in the New Era?**

It is an investment of well over \$250 million.

**How will we pay for this investment?**

The cost is not being passed on to our patients. When it is completed, the facility will be more efficient, require less maintenance, and use less energy. The net improvement from greater productivity and less operating cost will more than offset its capital cost. As a community-owned nonprofit, we reinvest all our earnings into patient care. That reinvestment, together with our planned operating budget, philanthropy and cost savings from greater efficiency, will cover the cost of the hospital.

**Will employee salaries be impacted to help pay for it?**

No. We are committed to paying our staff market-competitive salaries and benefits.

**Why are we doing this now?**

Our community-owned health system has provided outstanding healthcare to our region for over 130 years. Today, we are launching the plan for the next 130 years. It is a commitment to our region's physical and economic health for generations to come. It will position our region as a medical destination, providing an economic boost that attracts new businesses and families looking for a vibrant place to call home. It will also enable us to expand our efforts in population health and engaging with our residents throughout their lives to keep them well.

**Is the old clinic going to be replaced?**

We are actively working on the current and future needs of our clinics. After our building event, we emergently relocated all clinic offices and implemented plans to house them on a 90-day and two-year basis while long term plans were formulated. There have been many challenges and our people have done an amazing job. One of the principle strategies has been to take support services off-site, so space can be remodeled to house clinics. While the renovations have been successful, there is still work to be done. With several million dollars of additional investment, we will implement long-term solutions by the end of next year, mostly within our current footprint. Some high priority spaces include Internal Medicine, OB/GYN, Podiatry, Eye Department, General Surgery and Pediatrics.

**What's next?**

The announcement of the new era in care is only the beginning. As the community's hospital, your involvement and collaboration will be critical to making this vision a reality. As we continue to implement our new approaches to patient care, collaboration and leadership, we will seek the meaningful input and engagement of our stakeholders and community to ensure these processes—and the journey to building the new hospital—reflects the needs and priorities of our region.