Centura Health 2008 National Bone and Joint Week Campaign

Category 1E, Multi-media Campaign presented by davis branding & marketing on 08-14-09 for

the gold leaf awards

DAVIS

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Centura Health 2008 National Bone and Joint Week Campaign

Planning/Goals of the Project

Bone and Joint Week is a national event to call attention to and improve the prevention of bone and joint disorders, and to improve the quality of life for those affected. With self-referrals of orthopedic procedures on the rise, Centura Health leveraged the national event to generate mass awareness that they are the largest provider of bone and joint care in the state. Numerous brainstorming sessions were held to determine the best way to reach the community, and obtain tangible and measurable results. The decision was made to partner with a prominent local dairy to not only increase awareness, but also promote bone and joint health in the community by giving away free or discounted dairy products. The selected theme for the campaign was "Join the Movement," which was especially effective since it could be interpreted two ways: "join the cause" and "get moving" for those whose bones and joints weren't working well. The typeface and treatment were selected to coincide with the high-energy, pre-election timeframe and associate the "movement" with the inclusiveness of a political campaign.

The strategic objective of the Centura Health 2008 National Bone and Joint Week Campaign was to position Centura Health and its network of hospitals as Colorado's innovative leader in orthopedic care.

Additional goals of the campaign included:

- Generate awareness of Centura Health, its orthopedic services and its network of care.
- Build referrals to Centura Health's primary care physicians and specialists.
- Increase orthopedic procedural volume at Centura Health entities.
- Increase Centura Health's reputation across the state as a trusted healthcare leader.
- Identify, educate and empower at-risk individuals regarding their bone and joint health.
- Build consumers' loyalty to Centura Health physicians.
- Implementation of the Project

In addition to the print and radio advertising, Centura Health, in strategic partnership with Royal Crest Dairy, offered a free half-gallon of milk to all members of the public who were not current Royal Crest Dairy customers. Current customers of Royal Crest Dairy who were already receiving milk delivery received \$10 in coupons on Royal Crest Dairy items. Centura Health also distributed an 8-page informational newsletter promoting the free milk offers and featuring articles on bone and joint health and medical treatment options in the local newspapers. Additionally, Centura Health hospitals hosted free bone and joint screenings and health seminars by Centura Health doctors on preventative health methods and innovative orthopedic technologies. To drive physician referrals, a milk kit was sent to regional doctors containing a half-gallon of milk, Centura Health location cards, branded orthopedic procedure cards, information about Centura Health's state-of-the-art orthopedic care and a call-to-action to receive more free healthy milk offers.

Elements for the campaign were: Print Advertising, Radio, Newsletter, Brochures, Flyers, Posters, Webpage, E-Newsletter, Physician Direct Mail and Referral-In-A-Box package including brochure, half-gallon of milk, referral card and letter; Event card for event attendees; Event support including signage and giveaways, Press Release and Internal Communications.

Results/Evaluation of the Project

Results were measured by Centura Health through their hospital registration systems, Website, call center and attendance at their events. Royal Crest Dairy provided milk delivery and coupon results. An actual ROI cannot be determined due to the variable pricing and ranges in insurance coverage on orthopedic treatments and procedures. However, due to these positive outcomes, both Centura Health and Royal Crest Dairy deemed this Bone and Joint Week campaign a huge success.

- Orthopedic procedures increased for the month of Oct.-Nov. to 756, exceeding the month prior by 113, making it the best month ever for Centura Health orthopedics procedures
- 334,356 page views on the webpage centuraboneandjoint.org
- 3,171 Free Royal Crest Dairy milk/coupon requests, exceeding their goal by 1,000
- 1,056 Physician searches and 570 health risk assessments on centuraboneandjoint.org
- 753 attendees at 42 seminars
- 439 screening participants
- 158 E-Newsletter enrollments
- 11 media stories generated



















Thanks for joining the movement!

You are well on your way to good health now that you know Centura Health is the leader in orthopedic and neuroscience care in the state[†]. We hope you'll take advantage of all that our experts have to offer. And to get you started on the road to healthy bones and joints, here's your free half-gallon of Royal Crest Dairy milk*. Drink up. Feel good. Join the movement.

To find a physician that is right for you, call ASK-A-NURSE at 800-327-6877.

[†]Colorado Hospital Association, Q1 – Q3 2008. *Return bottle in your neighbor's Royal Crest box or at our 350 S. Pearl St. location.



Compliments of: Centura Health and



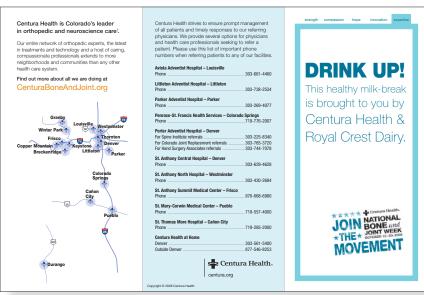


Avista Adventist Hospital

Littleton Adventist Hospital
Parker Adventist Hospital
Penrose-St. Francis Health Services
Porter Adventist Hospital
St. Anthony Central Hospital
St. Anthony North Hospital
St. Anthony Summit Medical Center
St. Mary-Corwin Medical Center
St. Thomas More Hospital
Centura Health at Home
Centura Senior Living Communities
Flight For Life® Colorado
Ask-A-Nurse®

CenturaBoneAndJoint.org























Copyright © 2008 Centura Health

Redeem this coupon for \$1 off a half-gallon or gallon of Farmer's All Natural Milk at Kwik Stop Food Stores or Hank's Travel Plaza.

📥 Centura Health

Redeemable at any one of the six locally-owned Kwik Stop Food Stores and Hank's Travel Plaza in Cañon City, Florence & Penrose. Limit one per customer per transaction. Valid thru 10/31/08. Not redeemable for cash.





St. Thomas More Hospital



Centura Health is Colorado's leader in orthopedic and neuroscience care $\!\!\!^{\scriptscriptstyle \dagger}$.

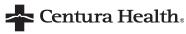
We have bone and joint experts to help you keep all your parts moving smoothly. We're in communities across Colorado offering preventative care, minimally invasive surgery and the latest in rehabilitation and treatments for bones, joints, spines, backs and more. Visit us online at CenturaBoneAndJoint.org to take a free health risk assessment and find out about great seminars at a facility near you.



Get a FREE half-gallon of milk from Royal Crest Dairy delivered right to your door*.

It's good for your bones. Just go to CenturaBoneAndJoint.org or call ASK-A-NURSE® at 800-327-6877 to get yours. Current Royal Crest Dairy customers—you'll get \$10 in FREE dairy coupons! Hurry—Offer ends 11/15/08.

Colorado Hospital Association, Q1-Q3 2008.
*Available only in Royal Crest Dairy delivery areas. Royal Crest Dairy will provide sales information with delivery of free milk.
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Avista Adventist Hospital Littleton Adventist Hospital Parker Adventist Hospital Penrose-St. Francis Health Services Porter Adventist Hospital St. Anthony Central Hospital

St. Anthony North Hospital

St. Anthony Summit Medical Center

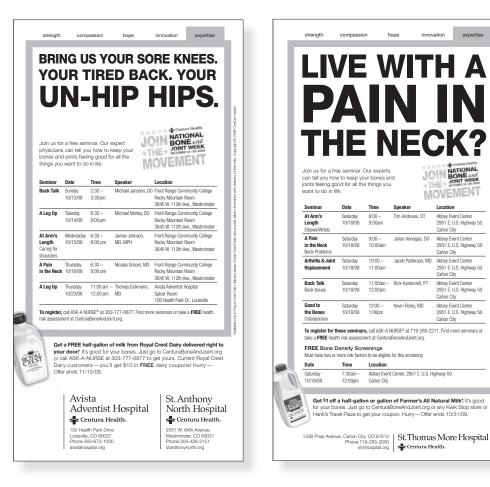
St. Mary-Corwin Medical Center

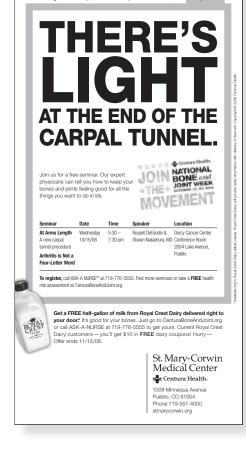
St. Thomas More Hospital Centura Health at Home

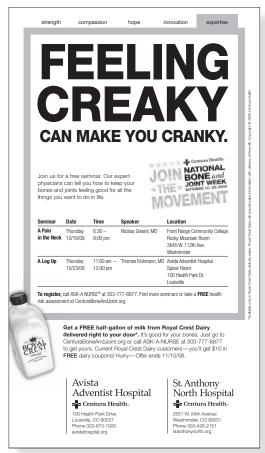
Centura Senior Living Communities

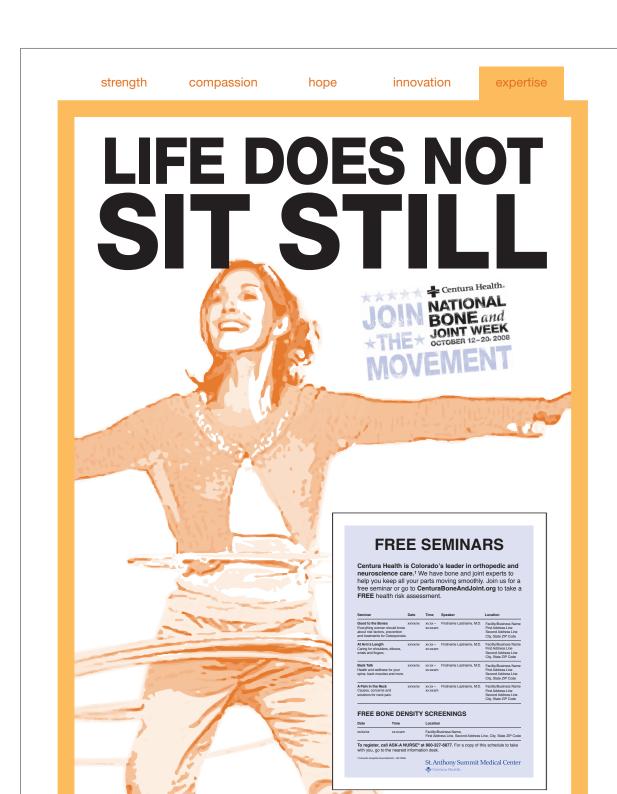
Flight For Life® Colorado

Ask-A-Nurse®











Avista Adventist Hospital Littleton Adventist Hospital Parker Adventist Hospital Penrose-St. Francis Health Services Porter Adventist Hospital

- St. Anthony Central Hospital
- St. Anthony North Hospital St. Anthony Summit Medical Center
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- St. Thomas More Hospital

Centura Health at Home Centura Senior Living Communities Flight For Life® Colorado Ask-A-Nurse®





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Centura Health Facilities

Centura Health

Avista Adventist Hospital Louisville

Littleton Adventist Hospital

Parker Adventist Hospita Parker

Penrose St. Francis Health Services Colorado Springs

Porter Adventist Hospital

St. Anthony Central Hospital

St. Anthony North Hospital Westminste

St. Anthony Summit Medical Center Frisco

St. Francis Medical Center

St. Mary-Corwin Medical Center Pueblo

St. Thomas More Hospital Canon City

Centura Senior Living & Long Term Care statewide

Centura Health at Home

Centura Regional Float Pool statewide

Flight For Life® Colorado



Health & Wellness

As part of our mission to help heal the whole person and preserve we Centura Health strives to be a comprehensive source of health information.

> Find information



- Centura Health

FREE Health Risk Assessment

Take our "Pain and Limitations" assessment online and you may find you can help relieve many of your aches and pains with simple life changes. It only takes a couple of the could change your life.

> Go to assessment



Assess Your Health with our online tools

heart health stroke risk sleep habits fitness & more...

Share this E-Newsletter

Sign-up a friend for lots of great information on health and wellness.

> Sign-up a friend