



FISCAL YEAR 2024 (JULY 1, 2023 - JUNE 30, 2024)

Community Impact Report



who we are

OUR MISSION

We, Trinity Health Mid-Atlantic,
serve together
in the spirit of the Gospel as a
compassionate and transforming
healing presence within our communities.

OUR CORE VALUES

Reverence

Commitment to Those
Experiencing Poverty

Safety

Justice

Stewardship

Integrity

OUR VISION

As a mission-driven innovative health
organization, we will become the national
leader in improving the health of our
communities and each person we serve. We
will be the most trusted health partner for life.

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For the past several years, we have seen and heard increasing emphasis on health equity. However, as part of the mission of Trinity Health, health equity is always part of our strategic priorities. Our goal at Trinity Health Mid-Atlantic is to continue our ongoing commitment to address the needs of the individuals we serve and their families. We not only provide caring and compassionate healthcare but also provide the resources needed for nonmedical social factors influencing health, such as their physical and social environment, public safety and other factors. In caring for the whole person, we help heal and help the community to attain full health potential regardless of their social position.

In Fiscal Year 2024, Trinity Health Mid-Atlantic invested \$81M in community impact, including \$64M in IRS-defined community benefit and other community impact activities. Some of our major health promotion program accomplishments for the fiscal year include: 1. Access to acute care for uninsured individuals meeting Trinity Health Mid-Atlantic's financial assistance criteria; 2. Access to acute and community-based behavioral health services including school-based mental health counseling, mobile drug and alcohol relapse prevention services; 3. Resources and programs addressing food insecurity in collaboration with coalition partners, public and private social service organizations, governmental food assistance partners and faith-based community leaders.

Trinity Health Mid-Atlantic was privileged to be the recipients of two Trinity Health Transforming Community Initiative grants that will help support our efforts at Nazareth Hospital to address homelessness and behavioral health and for Saint Francis Hospital in Wilmington, Del., to address housing. Our community and colleagues recently celebrated 100 years since the doors opened at Saint Francis. The Trinity Health Mid-Atlantic Community Health and Well Being team are excited with the progress in developing partnerships for the Healthy Village at Saint Francis and identifying organizations to address the community concerns and needs such as behavioral/mental SUD; workforce development and job training; health equity literacy opportunities and senior housing. Our advocacy and philanthropy efforts have enabled us to open the new Health Equity Center and to begin renovations on our Healthy Village partner offices.

Our team looks forward to continuing to strategically plan to care for those we serve in our region.



Lil Schonewolf

Vice President, Community Health & Well-Being
Trinity Health Mid-Atlantic
Executive Director, The Healthy Village at Saint Francis
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In caring for the whole person, we help heal and help the community to attain full health potential regardless of their social position.

MEET YOUR COMMUNITY HEALTH & WELL-BEING TEAM



Pictured from left to right:

Vilma Y. Lopez

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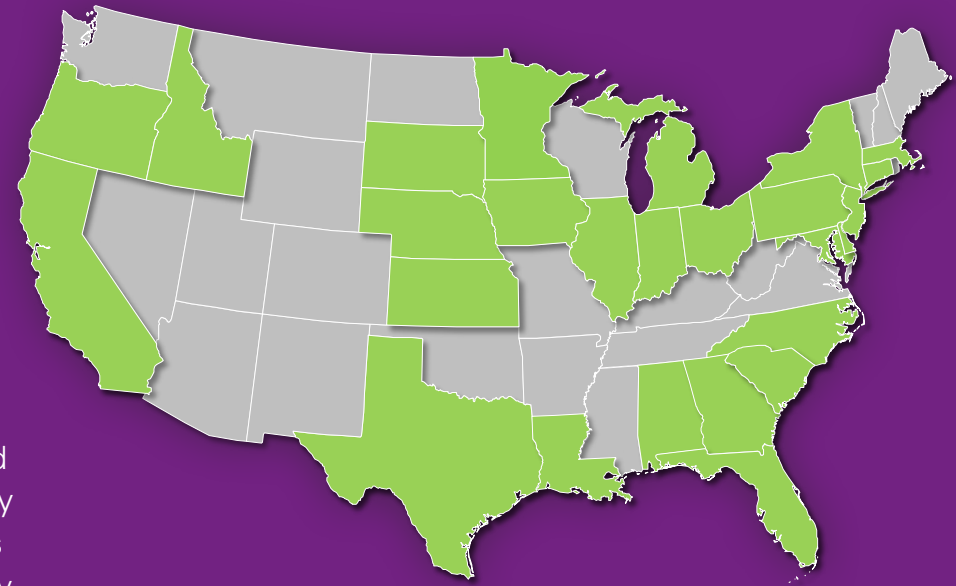
Stacy Ferguson, MHS

Regional Senior Community
Benefit Director, CHWB Director South,
Project Manager, The Healthy Village at
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TRINITY HEALTH MID-ATLANTIC IS A MEMBER OF TRINITY HEALTH, ONE OF THE LARGEST CATHOLIC HEALTH SYSTEMS IN THE NATION

Our Ministry benefits from being a member of Trinity Health through educational opportunities offered by our national partners such as the Healthcare Anchor Network, National Partnership to Align Social Care, the Healthcare Transformation Taskforce, Catholic Health Association and many more. We also benefit from national initiatives such the Community Investing Program—making low-interest rate loans to improve conditions in our communities and through Shareholder Advocacy where we amplify our shareholder voice to advance improvements in corporate social behavior that ultimately advance health equity across the United States.



26 States



1.4M* Attributed Lives



\$2.2B in Community Impact
(including \$1.3B in IRS-defined Community Benefit)



153 Community Health Workers



93 Hospitals*



15 Clinically Integrated Networks



60 Safety Net Health Centers



10 Diabetes Prevention Programs

*Owned, managed or in JOAs or JVs.

COMMUNITY IMPACT

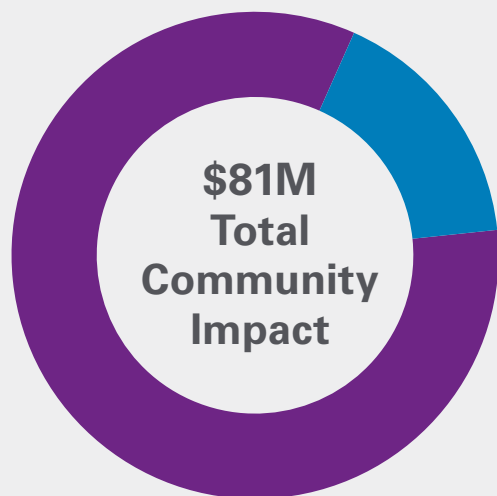


Our **Community Impact** is more than Community Benefit

There is mounting pressure and criticism of hospital community benefit, however community benefit—as defined by the Internal Revenue Service (IRS)—doesn't tell the entire story of how not-for-profit health care impacts its communities.

Trinity Health Mid-Atlantic is committed to ensuring we comprehensively report all the IRS-defined community benefit happening across our system, as well as its total community impact to fully demonstrate the services and support we provide in our communities.

Our ultimate goal in sharing our Community Impact is to demonstrate how our faith-based, not-for-profit health system makes a difference in the communities we serve—focusing on impacting people experiencing poverty—through our financial investments.



\$64M in IRS-defined Community Benefit

The IRS has clearly defined standards for reporting community benefit which includes Unpaid Medicaid Financial Assistance, and other community programs.

\$16.9M in Community Impact Activities

Community Impact meets the spirit of community benefit and acknowledges the investments made that are making an impact in the community that the IRS does not consider.

FINANCIAL ASSISTANCE



Financial assistance expanded in early 2024, to include insured patient's co-pays, co-insurance, and deductibles for patients with incomes up to 400% of the Federal Poverty Level.

In FY24, Trinity Health Mid-Atlantic provided \$16,225,503 in financial assistance to 26,452 patients.

Scan here



Patients can now sign-up for Financial Assistance in MyChart

INTEGRATING SOCIAL AND CLINICAL CARE



Addressing Patient Social Needs

Only 20% of our overall health and well-being in the United States is affected by the medical care we receive. The remaining 80% is related to social influencers of health (housing needs, financial insecurity) and individual behaviors

Trinity Health Mid-Atlantic goes beyond our hospital walls to serve our communities and our patients, especially to optimize health for people experiencing poverty and other vulnerabilities.

Everyone deserves to live their healthiest life. And a healthy life means so much more than receiving care in a healthcare facility.

Social Needs Screening

We are committed to annually asking our patients about their health-related social needs. These include things that make it hard to be healthy like problems with work, housing, food, safety and transportation. This information helps us:

- Understand our patients' needs and their barriers to care
- Connect patients to helpful resources and services specific to their needs

Trinity Health Mid-Atlantic screened approximately 51,000 patients for social needs in primary care settings. If patients identified a need, our teams are able to connect them to community resources through the Trinity Health Community Resource Directory, community health workers and other social care professionals.

20% of those screened identified at least one need. Top needs included:



Food Access



Financial Insecurity



Social Isolation

UNDERSTANDING OUR PATIENTS' NEEDS LEADS TO BETTER CARE



Saint Francis Hospital was recognized for its commitment to sharing best practices and decreasing readmission rates. Saint Francis Hospital worked with Qlarant, a collaborator in the IPRO HQIC, to achieve measurable quality improvement outcomes working with the IPRO HQIC and HCA on a project to implement The Healthy Village® at Saint Francis Hospital, a unique model of care designed to improve patient outcomes by focusing on social determinants of health.

INTEGRATING SOCIAL AND CLINICAL CARE

CONNECTING PEOPLE TO RESOURCES



Community Health Workers

Community Health Workers (CHWs), serve as liaisons between health/social services and the community to address patients' social needs and mitigate barriers to health. CHWs are trusted members of the community and work closely with a patient by assessing their social needs, home environment and other social risk factors, and ultimately connect the patient (and their family) to services within the community.

Trinity Health Mid-Atlantic employs six CHWs as part of our care teams. Our CHWs have all completed a 40+ hour foundational training, along with mental health first aid, chronic disease specific training standard and continuing education through our national CHW affinity group.

Community Resource Directory

In fiscal year 2024, the Community Resource Directory yielded over 3,704 searches, with over 58 referrals made. More than 55 community partners have claimed their programs. Claiming allows community-based organizations to take ownership of their programs on the platform to maintain its information and indicate how they would like to be contacted. This could be directly on their website, emails, direct phone calls or direct referrals on the platform.

COMMUNITY RESOURCE DIRECTORY

Need a little help?
Find community resources quickly and easily

¿Necesita Ayuda?
Encuentre recursos comunitarios de manera rápida y fácil

SCAN HERE >

< ESCANEAR AQUÍ

communityresources.trinity-health.org

INTEGRATING SOCIAL AND CLINICAL CARE



National Diabetes Prevention Program

More than 1 in 3 American adults have prediabetes and 80% of these adults are unaware they have it. Prediabetes is a condition where blood sugar levels are higher than normal, but not enough for a type 2 diabetes diagnosis. Making lifestyle changes can cut the risk of type 2 diabetes in half.

Trinity Health Mid-Atlantic delivered an evidence-based, 12-month lifestyle change program. The goal of the program is to lose a percentage of baseline weight, attend sessions regularly and engage in 150 minutes of physical activity each week. The group sessions are facilitated by a Centers for Disease Control & Prevention (CDC) certified, trained lifestyle coach and are offered in-person, via distance learning through a web-based meeting platform or virtually (asynchronous) at a self-paced rate. All participants are screened for health-related social needs (such as transportation, housing or food insecurities) multiple times during the intervention and are referred to a Community Health Worker (CHW) to address any positive screenings. The CHW works with participants to address these needs, eliminate barriers to full participation, and promote successful outcomes.

Scale and Impact

From July 1, 2023 to June 30, 2024, Trinity Health Mid-Atlantic enrolled 46 participants into the lifestyle change program, including 13 Black/African Americans and one Hispanic/Latinx participant. This program was made possible through funding from Trinity Health through a cooperative agreement with the CDC to advance health equity in diabetes prevention.

ARE YOU AT RISK OF PREDIABETES? | **¿ESTA EN RIESGO DE PREDIABETES?**

96 Million

96 million American adults - **more than 1 in 3** - have prediabetes
96 millones de adultos estadounidenses - **más de 1 en 3** - tienen prediabetes

More than 8 in 10 adults with prediabetes don't know they have it
Más de 8 en 10 adultos con prediabetes no saben que la tiene

Learn more and take the Prediabetes Risk Test at trinity-health.org/diabetesprevention
Sepa más y tome la prueba de riesgo de Prediabetes en trinity-health.org/diabetesprevention

ar العربية | vi Tiếng Việt | de Deutsch
zh 繁體中文 | fr Français | ru Русский
tl Tagalog | ko 한국어 | ht Kreyòl Ayisyen

Source: <https://www.cdc.gov/diabetes/library/socialmedia/infographics/prediabetes.html> | THSO 10018273

INTEGRATING SOCIAL AND CLINICAL CARE



Safety Net Health Centers



Saint Francis Center of Hope

This full-service family medicine center provides primary healthcare to medically underserved people in the Newark area, with a special focus on the needs of the Latino community. To ensure services are provided in a culturally appropriate environment, a majority of the staff is bilingual, and all understand and respect cultural differences.

In addition to medical care, the center combines an intensive patient education program with each visit to help reduce acute illness and promote healthy lifestyles in an at-risk population.

St. Mary Family Medicine Bensalem

St. Mary Family Medicine Bensalem is a full-service family medicine practice, which provides services for adults, children and pregnant women in the Bensalem area. This model delivers equitable health care through integration of services and appointment management. Appointment coordination reduces the amount of time and resources for families needed for equitable health care. At the heart of our program is a mission to serve the needs of underrepresented individuals in healthcare be it in the exam room, on the medical wards, or in the community at large.

STREET/MOBILE MEDICINE PARTNERSHIPS

Family Services

St. Mary Medical Center partnered with Family Service and supplied their program with a fully equipped van and financial resources to support their Street Medicine Program. Street medicine is an outreach program in which nurses and case managers work together to treat and prevent a wide range of medical, substance use, and mental health problems in individuals experiencing homelessness.



Merakey Wellness Recovery

The Wellness Recovery Team (WRT) is an integrated healthcare service that works to improve the physical and behavioral health of individuals with serious mental illness, substance use disorders and physical health conditions. The team is structured as a behavioral/physical health navigation team, which works with members in the community. The program is a collaboration between Saint Francis Hospital and Merakey.



INTEGRATING SOCIAL AND CLINICAL CARE



Pharmacy Assistance

St. Mary Medical Center and Nazareth Hospital pharmacies provided free or reduced cost prescription medications through both the Trinity Health financial assistance program and the Dispensary of Hope free medication program, for those who are uninsured and living at or below 300% federal poverty level.

Lyft

In partnership with Lyft, Trinity Health Mid-Atlantic in FY24 provided **1,277 low-income patients** with transportation to receive medically necessary care.

Infant Passenger Safety/Safe Sleep

Car seats and sleep safety resources were provided to those in need through programs at St. Mary Medical Center and Saint Francis Hospital. In FY24, **85 car seats and 56 cribettes** were given out to families in need.

Putting Patients First



We believe everyone deserves access to high-quality health care. We invest millions of dollars into our communities to provide the services people need most. We don't just care for people who are sick, we keep people healthy. We need a balanced power dynamic that puts health over wealth. It should be patients first. Not profits. Because Health Comes First.

COMMUNITY AID REFRUBISHED EQUIPMENT STORE (CARES)



In FY24, the CARES loaner program cleaned, inspected, and refurbished wheelchairs, crutches, walkers, shower chairs and commodes and more to help those who are unable to afford durable medical equipment.

CARES also accepts donations of unopened incontinence products which is distributed to those who are unable to afford these necessities. For the nearly **762 clients assisted this past year**, access to needed equipment greatly enhanced their mobility and quality of life.

Those who receive CARES medical equipment can return it back to the store so the cycle of giving can continue.

INTEGRATING SOCIAL AND CLINICAL CARE



Trinity Health Farmbox

The sun was high in the sky, casting a warm golden hue over the modest brick buildings of Friendship Circle’s community center. Inside, the atmosphere buzzed with quiet excitement as the weekly distribution of fresh produce was about to begin. For the 25 seniors who would soon receive their boxes, this was more than just a delivery; it was a lifeline. In an area where fresh food is sometimes hard to come by, and prices at the local grocery store are prohibitively high, the program at Friendship Circle is a beacon of hope. Seniors have long faced the challenge of accessing quality ingredients, often finding themselves with few choices.

The program’s success is due in no small part to the unwavering support of Mercy Fitzgerald Hospital. In FY24, we provided **9,981 Farmbox shares** to the community at low or no cost. The hospital’s continued partnership has ensured that the produce is consistently fresh and the delivery reliable. As the boxes are handed out, the smiles on the seniors’ faces continue to speak volumes.

After one of our senior members, Karen, received her box of vegetables, a volunteer asked her what her plans were for the weekend. She said: “My mother is still living, I’m taking this box of vegetables and making her a soup. She gets cold now, and these vegetables with the broth will be perfect for her.”

Karen’s words are a reminder of the simple yet profound impact of the program. It wasn’t just about providing fresh produce—it was about enabling connections and nurturing care within families. And the testimonials echoed this. Many seniors shared how the boxes transformed their meals and encouraged healthier eating habits. “The fruit is our favorite part,” one testimonial read. “It’s fresh, and we use it for every meal. The boxes have also inspired us to cook more and share recipes with each other.”

These heartfelt responses underscored the success of the program and its far-reaching effects. The produce was not just filling their stomachs; it was enriching their lives and strengthening their bonds with loved ones. We are grateful for the collective efforts that make this initiative possible.

BACKPACK PROGRAM

The Weekend Meal Program provided kid friendly meal packs for school-aged youth. The packs were delivered to participating schools to children who meet eligibility requirements. **5,498 meals for students** in Fiscal Year 2024.

FRESH CONNECT

Fresh Connect Bucks County is a free farmers’ market bringing fresh, healthy food to our neighbors in Bucks County needing a hand up.

Fresh Connect is a collaboration of Bucks County Opportunity Council, Philabundance, Rolling Harvest Food Rescue and St. Mary Medical Center, with generous funding by United Way of Bucks County.



INTEGRATING SOCIAL AND CLINICAL CARE



Healthy Village

Our Healthy Village at Saint Francis partners share a passion and commitment to improving the outcomes to create a stronger community by addressing many social determinants that can inadvertently affect the quality of health in the Wilmington community.

These social determinants include: behavioral health, affordable housing, workforce development, education, food security and nutrition.

Many health conditions can be worsened by the stress of these life factors, and our goal is to not only treat the initial health issue but to create a place where community members can receive the necessary comprehensive care under one roof.

FY24 Partners

Hope Commission Women's Reentry

Hope Commission Women's Reentry is Delaware's premier reentry program providing cognitive behavioral interventions and referrals to volunteers referred from the Delaware Department of Corrections and Baylor Women's Correctional Facility. Services include a GED program in partnership with West End Neighborhood House and one-on-one and group sessions with the reentry coordinator to help navigate other support systems within the community.

Merakey

Merakey's Wellness Recovery Team is an integrated health care service that works to improve the physical and behavioral health of individuals with serious mental illness, substance use disorders, and physical health conditions.

Delaware Hospice

Delaware Hospice at Saint Francis Hospital offers a comforting option when your loved one needs a higher level of support. They have created a home away from home for patients and families during circumstances when a loved one needs more intense care outside of their home.

HEALTHY VILLAGE EQUITY CENTER



The Healthy Village Equity Center is intended to address the social needs of the community and the patients at Saint Francis Hospital. Located in the former hospital gift shop, the Healthy Village Equity Center is a service comprised of:

- Tiny Steps
 - Car seat safety
 - Home safety
 - Safe sleeping
 - Diapers, formula, baby essentials
 - Everyday essentials
- The CARES program
- Emergency meal program
- Surplus food program

Social need screenings are available.

Both walk-ins and referral appointments are accepted.



INVESTING IN OUR COMMUNITIES

Community Health Needs Assessment and Implementation Strategy Update

Furthering our commitment to achieving racial equity—we are committed to authentically engaging with our community members, organizations and leaders. Every three years, our hospital(s) conduct a Community Health Needs Assessment (CHNA) which identifies community assets, needs, and the current state of health and social well-being of a community. The process requires input from those who live in the community on both identifying and prioritizing the needs that will be addressed in the three-year Implementation Strategy. Our process applies a racial equity lens in addressing the identified need in order to advance health equity.

Together, the CHNA and Implementation Strategies foster collective action for the equitable allocation of resources from the hospital and other community sources, directed toward needs being addressed and for those most impacted.

Identified Needs and Hospital Commitments

Our latest CHNA's, conducted in 2022 and 2023, identified the following significant health needs, of which we are working to address:

- St. Mary Medical Center, Nazareth Hospital and Mercy Fitzgerald Hospital identified needs: Mental Health Conditions, Food Access, Access to Care
- Saint Francis Hospital identified needs: Housing, Food Access, Access to Care

To access the full CHNA report for Trinity Health Mid-Atlantic hospitals please visit:

trinityhealthma.org/community-benefit/chna

INVESTING IN OUR COMMUNITIES

Community Grants & Collaborations Addressing Priority Needs

As part of demonstrating our Community Impact, Trinity Health Mid-Atlantic annually commits grant funding and in-kind support to community-based organizations to accelerate community health improvements, especially toward community-based initiatives that address the prioritized needs in the CHNA Implementation Strategy.

In fiscal year 2024, Trinity Health Mid-Atlantic invested \$294K and partnered with 11 organizations supporting the following needs:



CORNERSTONE WEST CDC



Saint Francis partnered with Cornerstone West CDC and provided them with \$30k in grant funding to their Aging and Staging Homeowner Repair Program which helps existing low income and elderly homeowners improve their quality of life by providing standard household repairs and façade improvements on the West Side of Wilmington.

INVESTING IN OUR COMMUNITIES

Transforming Communities Initiative

Wilmington and Northeast Philadelphia were selected as two of nine communities to receive multi-year funding from Trinity Health's Transforming Communities Initiative (TCI). TCI is a partnership between Saint Francis Hospital and Cornerstone West CDC and Nazareth Hospital and Merakey to address Housing & Homelessness through focused policy, systems and environment change while applying a racial equity lens to ensure advancement of health equity.

Wilmington

Grant will fund initiatives to:

- Support the development of affordable housing on the West Side
- Develop new homeownership opportunities
- Expand homeowner repair programs
- Advocate for responsible landlord practices

Philadelphia

Grant will fund initiatives to:

- Develop an integrated resource team for the Northeast.
- Improve/streamline process for obtaining affordable housing.
- Reduce Barriers (PSE): Enhancing access to assessments and systemic resources (on-site).
- Change Physical Design (PSE): Advocacy for additional physical spaces to address needs of the homeless population.

TCI COMMUNITY PARTNERS



TCI MULTISECTOR COLLABORATIVES



Wilmington Collaborative

Northeast Philly Community Coalition

Philadelphia Collaborative

INVESTING IN OUR COMMUNITIES

Tiny Steps

The Tiny Steps Program at Saint Francis Hospital gives the smallest, most vulnerable members of our community a fighting chance. Tiny Steps offers complete prenatal and maternity care, bilingual health classes, patient/parent education, and counseling to all expectant mothers, regardless of financial circumstances. When accepted into the Tiny Steps Program, patients have access to their services both before their baby is born and throughout their first year of life. Tiny Steps provides baby with its first year primary care needs through the Family Practice Office.

HELP

The HELP Center—a Healthy Eating and Living Partnership—is a collaboration between three nonprofit agencies: Bucks County Opportunity Council, St. Mary Medical Center, and United Way of Bucks County. Located in Bristol, the HELP Center is an 8,000 square foot warehouse, distribution center, and shop for our gifts in-kind program. The center fills the gap for local families in need by providing essentials like cleaning supplies, personal hygiene items, and home goods—completely free of charge—through a dignified personal shopping experience.

SAINT FRANCIS HOSPITAL NAMED MOST RACIALLY INCLUSIVE HOSPITAL BY LOWN INSTITUTE



The Lown Index ranking for Social Responsibility is based on hospitals' grades in Equity, Value and Outcomes. It is the first ranking to measure social responsibility of more than 3,600 U.S. hospitals nationwide and applies never-before-used metrics such as racial inclusivity, avoidance of overuse, and community benefit.

The Index includes 53 metrics to provide a unique and holistic ranking of hospital performance, taking into account the full breadth of what hospitals do as care providers, employers and community partners.

Make **YOUR IMPACT**

Support Your Local Community Health & Well-Being Fund

Not all communities have equal opportunities to be healthy, or the same needs. That's where Trinity Health Mid-Atlantic steps in and steps up. We do what is necessary to promote good health for everyone.

Community Health & Well-Being teams listen, partner and make it easy to identify and meet patients' health-related social and collaborate with local organizations to address community needs and demonstrate community impact.

When you donate to the Community Health & Well-Being Fund, you are directly supporting services to patients experiencing poverty and other vulnerabilities and investments in communities to improve community conditions, such as access to healthy, affordable food and access to healthy, affordable housing, behavioral health.



To make a donation: Scan this code, visit trinityhealthma.org/philanthropy or call 215-710-2054.

INDEPENDENCE BLUE CROSS INNOVATION GRANT



The Family Caregiver model provided insight into the caregiver's role and their impact on the trajectory of patients with serious illness. It also highlighted the negative impact of not having a formal caregiver. Emotional support for both patients and caregivers was the largest value add to this program. Social isolation and loneliness, specifically in patients with lack of family or identified caregiver, was a high priority need for intervention.

The care team assumed the role of the caregiver when no caregiver was identified ensuring connection to community resources. Integration of the CHW into the care team model was impactful to help with identifying untapped resources, facilitating connection to community partners, and providing in home social and emotional support.

FISCAL YEAR 2024
**Community Health
& Well-Being
Impact Report**

