

ABOUT US

Johnson Memorial Hospital, part of Trinity Health Of New England, is a 92-bed acute care hospital serving north-central Connecticut and western Massachusetts. We provide comprehensive care including emergency services, surgery, orthopedics, behavioral health, and rehabilitation. Our programs also include stroke care, diabetes management, and advanced imaging. Committed to compassionate, community-focused care, we deliver high-quality services close to home.

2025 COMMUNITY HEALTH NEEDS ASSESSMENT AND IMPLEMENTATION STRATEGY PRIORITIES

A Community Health Needs Assessment (CHNA) 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.

Along with our Implementation Strategy Committee, found these needs to be the most significant in the 2025 CHNA:

- Affordable, stable, and high-quality housing
- Access to Care
- Government or institutional responsiveness

COMMUNITY COLLABORATIONS & COALITIONS

Through our Community Health Needs Assessment (CHNA), we work with residents, organizations, and leaders to identify and prioritize health needs. This informs our Implementation Strategy, guiding equitable resource allocation and building coalitions to drive lasting change.

Partners include Connecticut Children’s Medical Center, The United Way of Central and Northeastern Connecticut, Hartford Hospital and DataHaven

CULTURALLY COMPETENT CARE & CARE COORDINATION

Johnson Memorial is committed to delivering care that respects and reflects the cultural backgrounds of our patients. This includes training providers and Community Health Workers (CHWs) to better understand and respond to diverse needs.

CHWs are trusted members of the community and play a vital role on our care teams. They work closely with patients to assess their social needs and other risk factors, helping connect individuals and families to local services and resources. In Connecticut, we currently employ nine CHWs who have supported hundreds of patients each year by addressing their social needs and reducing their barriers to care.



\$310.3M IN REGIONAL COMMUNITY IMPACT: *

THOfNE invested **\$310.3M** in Total Community Impact:

\$219.6M in Community Benefit:

Patient financial assistance:.....	\$16.3M
Patients on financial assistance:.....	22K+
Unpaid cost of Medicaid:.....	\$134.7M
Community Benefit programs:	\$68.6M

\$90.7M in Community Impact:

Unpaid cost of Medicare:	\$63.3M
Workforce development, social impact, local purchasing, capital investments and health and well-being investments:.....	\$27.4M

* Community Benefit data per audited Financial Statements

INVESTING IN THE FUTURE: MEDICAL SCHOLARSHIPS

The Medical Staff Scholarship Program at Johnson Memorial empowers the next generation of health care professionals by supporting local students pursuing careers in medicine and allied health fields. Established in 2004 through the vision of Dr. Nicholas Salerno, the program has grown significantly over the years. In 2025, the Medical Staff increased each scholarship award 50%, reflecting their commitment to education and community investment. Last year alone, multiple scholarships were granted, continuing a tradition that has distributed over \$168,500 since its inception, helping students achieve their goals and strengthening the future of care in our region.

Community Impact at a Glance

INTEGRATING CLINICAL AND SOCIAL CARE

Each year we ask our patients about their health-related social needs. Questions 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

Last year, over 54,000 patients seen in our Connecticut locations were screened for social needs. 35% of those screened identified at least one need. Top needs include:

- Food Access
- Transportation
- Financial Insecurity

RIDE ASSISTANCE: HELPING OUR COMMUNITY ACCESS

Our Ride Assistance program helps patients with no reliable transportation get to medical appointments and pick up prescriptions, ensuring that lack of a ride never becomes a barrier to essential care. Without this support, many individuals would miss critical treatments or go without needed medications, increasing the risk of complications, worsening health conditions, and preventable hospital readmissions. This past cycle, Johnson Memorial and our Connecticut Market provided more than 1,850 rides and invested over \$44,000 to keep our community connected to the care they deserve. By removing transportation obstacles, the program plays a vital role in promoting health equity, supporting continuity of care, and helping patients maintain stability, safety, and better long-term health outcomes.

CULTURE & COMMERCE COMMUNITY IMPACT

Johnson Memorial Hospital's Culture and Commerce initiatives continue to strengthen local communities by uplifting diverse entrepreneurs and expanding opportunities for small business growth. Through our multiple vendor markets, including the Black Business Month celebration and the annual Women's Empowerment Fair, the hospital created a welcoming platform for local businesses to share their products, creativity, and cultural contributions with colleagues, patients, and visitors. These markets showcased a wide range of goods while underscoring the ongoing importance of economic visibility, shared connection, and community support for underrepresented business owners.

STRENGTHENING CRISIS CARE IN OUR COMMUNITY

Johnson Memorial Hospital is advancing behavioral health care through a groundbreaking partnership with Community Health Resources (CHR), embedding Recovery Support Specialists with lived experience directly in the Emergency Department.

Since launching in October, the program has supported more than 170 patients, with 64% engaging in treatment or community services within 30 days. This model strengthens continuity of care, reduces barriers during crisis, and is now informing similar efforts across the region.

SUPPORT JOHNSON MEMORIAL'S LOCAL CHWB FUND

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

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, housing, and transportation.

To make a donation, visit:

Giving.SaintFrancisDonor.com/CHWB

For more information or inquiries, please contact:

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Community Health & Well-being
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NEED HELP?

SCAN HERE to find community resources quickly and easily.