

## ABOUT US

Mercy is a 182-bed acute care hospital which employs 1,377 colleagues. Our campus includes Mercy's Rehabilitation Hospital, a comprehensive hospital-based rehabilitation center and Brightside for Families and Children, an outpatient service offering counseling and family support programs.

Some Key Clinical Services include:

- Emergency medicine and rehab services
- Behavioral health
- Women's health and obstetrics
- Specialty care

## 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.

Mercy Medical Center found these needs to be the most significant in the 2025 CHNA:

- Housing and homelessness
- Educational attainment
- Lack of access and affordability

## 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: Baystate Medical Center, Baystate Franklin Medical Center, Baystate Noble Hospital, Baystate Wing Hospital, Cooley Dickinson Hospital, Berkshire and Holyoke Health System.

## THE TRANSFORMING COMMUNITIES INITIATIVE (TCI)

TCI aims to advance health equity through sustainable policy, systems, and environmental change. In Springfield, led by Public Health Institute of Western Mass, TCI partners with residents and community organizations to address priority health issues identified in the CHNA. A major focus is housing stability, advocating for the right to legal counsel in housing cases to prevent homelessness and promote equitable access to resources. Through collaboration, TCI builds community power and creates lasting systems change. As part of these efforts, Mercy hosted the Trinity Health National TCI Convening in March 2025. This four-day event brought together nine TCI communities from across the country to exchange insights, share best practices, and strengthen collaboration. Participants left equipped with practical tools and strategies to further the mission of building healthier, more equitable communities.



## \$310.3M IN REGIONAL COMMUNITY IMPACT: \*

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

### \$219.6M in Community Benefit:

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

### \$90.7M in Community Impact:

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

\* Community Benefit data per audited Financial Statements

## ADVANCING THORACIC CARE CLOSE TO HOME

Mercy Medical Center's Thoracic Program delivers advanced care for conditions affecting the lungs, esophagus, and chest wall. Using cutting-edge technologies like robotic thoracic surgery and navigational bronchoscopy, the team performs highly precise procedures, including over 1,000 robotic surgeries in under six years. Minimally invasive techniques such as VATS improve recovery and reduce costs. By offering academic-level care locally, Mercy eliminates transportation barriers and ensures patients receive timely, high-quality treatment close to home.

# 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 7,568 patients seen in primary care settings were screened for social needs. 38% of those screened identified at least one need. Top needs include:

- Housing and homelessness
- Lack of access and affordability
- Food access

## COMMUNITY HEALTH WORKERS

Community Health Workers (CHWs) are trusted members of the community who play a vital role in our care teams. They work closely with patients to assess social needs, other risk factors, and help connect patients and their families to local services and resources. Mercy currently employs 6 CHWs who provide wraparound support to patients and street outreach in partnership with the City of Springfield. This collaboration strengthens our ability to meet patients where they are and builds trust within the community.

## ED STAR

Behavioral Health and Addiction Consult Services (BH/ACS) at Mercy Medical Center provide compassionate, multidisciplinary care to address the behavioral health and substance use needs of our community. Our team—including clinical social workers, psychiatrists, and addiction medicine specialists—partners with patients to conduct comprehensive assessments and develop individualized plans of care. With dignity and respect, we support individuals in understanding their treatment options and making informed decisions on their path to recovery. Through peer support and strong connections to Community Health Workers, we help address unmet social needs and strengthen the supports essential to sustained healing and recovery.

## LUNG CANCER SCREENING: EARLY DETECTION AND ACCESS

Our Thoracic oncology program brings together specialists in surgery, pulmonology, medical oncology, and radiation oncology to deliver advanced care. Through community outreach and provider education, annual screenings are around 3,000 annually. 83% of lung cancers diagnosed through the program have been early stage, compared to just 25% nationally. This proactive approach saves lives, lowers treatment costs, and removes barriers to care.

## FIREFIGHTER CANCER SCREENING: PROTECTING HEALTH AND CUTTING COSTS

Mercy Medical Center's state-funded program screened over 100 Massachusetts firefighters over two years, detecting cancers that standard insurance wouldn't cover.

Early detection saves lives and reduces costs. Later-stage lung cancer treatment can exceed \$800,000, compared to \$255,000 for early-stage cases. By catching cancers before symptoms appeared, the program lowered treatment expenses, prevented long-term health issues, and gave firefighters and their families peace of mind.

## SUPPORT MERCY'S LOCAL CHWB FUND

Not all communities have equal opportunities to be healthy, or the same needs. That's where Mercy Medical Center 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](https://Giving.SaintFrancisDonor.com/CHWB)**

**For more information or inquiries, please contact:**

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## NEED HELP?

**SCAN HERE** to find community resources quickly and easily.