

ABOUT US

Saint Francis Hospital, part of Trinity Health Of New England, is a 617-bed Level 1 Trauma Center and major teaching hospital. We offer advanced care through Centers of Excellence like Smilow Cancer Center, Hoffman Heart and Vascular Institute, Connecticut Joint Replacement Institute, and Women’s Health Center. As well as programs in stroke, surgery, diabetes, orthopedics, and more. As New England’s largest Catholic hospital, we’re committed to innovation and compassionate 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.

Saint Francis Hospital along with our Implementation Strategy Committee, found these needs to be the most significant in the 2025 CHNA:

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

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 Transforming Communities Initiative Collaborative members led by YWCA Hartford Region, Connecticut Children’s Medical Center, DataHaven, Hartford HealthCare, City of Hartford Health & Human Services, and the United Way of Central and Northeastern Connecticut.

CULTURALLY COMPETENT CARE & CARE COORDINATION

Saint Francis 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 Hartford, we currently employ seven 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

HVIP: TRANSFORMING LIVES BEYOND THE HOSPITAL

Saint Francis Hospital’s Hospital Violence Intervention Program (HVIP) transforms lives by addressing the root causes of violence and supporting recovery beyond the hospital walls. We partner with Compass Youth Collaborative, Hartford Communities That Care and Mother’s United Against Violence, UConn Residency program. In 2025, the program responded to and provided bedside support to 426 victims of gun violence, providing critical resources like housing, employment assistance, at home wound care, and emotional support. One patient’s journey from living in a car after a traumatic assault to securing a job and an apartment illustrates the program’s impact. HVIP CHW who is a certified Community Health Worker walk alongside patients providing wraparound support and community reintegration, reducing the cycle of violence and improving long-term outcomes.

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 34,500 patients seen in our Saint Francis locations were screened for social needs. 35% of those screened identified at least one need. Top needs include:

- Food access
- Social isolation
- Financial insecurity

RIDE ASSISTANCE: HELPING OUR COMMUNITY ACCESS CARE

Our Ride Assistance program helps patients with no reliable transportation get to medical appointments and pick up prescriptions. Without these rides, many would miss care or medications, increasing the risk of complications and hospital readmissions. This past cycle, Saint Francis and our Connecticut Market provided over 1850 rides and invested over \$44,000 to keep our community connected to care and prevent avoidable health setbacks.

INJURY PREVENTION & SAFETY MEASURES

Trinity Health Of New England's Safety and Trauma Team delivers powerful, community-wide injury-prevention education that saves lives. This past year, the team provided nearly 50 trainings, equipping almost 1,000 individuals with critical skills—from STOP THE BLEED® techniques to safe-driving awareness through "Let's Not Meet By Accident." These programs, supported by strong partnerships with schools and community organizations, are building a safer, more prepared region and creating measurable impact across the communities we serve.

YOUR PARTNER IN MATERNAL AND NEWBORN HEALTH

Saint Francis Hospital's Women & Infants department delivers exceptional care for mothers and newborns while engaging the community. As a Baby-Friendly designated hospital, we maintain breastfeeding initiation rates above 85% and provide lactation support, childbirth education classes, and hospital tours. Our outreach includes car seat safety checks, safe sleep initiatives, and community baby showers.

STRENGTHENING ACCESS TO CARE FOR THE UNINSURED

Trinity Health Of New England's Pharmacy Assistance Program ensures that no patient—especially those who are uninsured or facing financial hardship—goes without essential medications or vaccines. Through Saint Francis' multiple pharmacies and our partnership with Malta House Charity Care, the program supported 142 patients last year, filled 764 prescriptions, provided \$10,395 in direct medication assistance, and delivered 30 free flu vaccines. This coordinated effort reduces financial strain, removes barriers to care, and ensures every individual has access to the treatments that protect their health and stability.

SUPPORT SAINT FRANCIS' LOCAL CHWB FUND

Not all communities have equal opportunities to be healthy, or the same needs. That's where Saint Francis 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.