



2024

Community Impact Report





who we are

OUR MISSION

We, Trinity Health, 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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Community Health and Well Being Introduction

Welcome, Stakeholders, Colleagues, and Friends,

As we heal from the unprecedented challenges of COVID-19, it has become more evident than ever that the disparities in care within our most vulnerable communities must be addressed in a more intentional and comprehensive way. This can only be achieved through community organizing, engagement, and leveraging robust data to drive meaningful change. The **Community Health and Well-Being (CHWB)** department is a cornerstone of **Trinity Health Of New England's** integrated, people-centered healthcare system. We understand that health extends far beyond just clinical care. Our goal is to address the **physical, spiritual, and behavioral health** needs of residents across Connecticut and Western Massachusetts.

There are many factors that influence health, including access to:

- Transportation**
- Housing**
- Food insecurity**
- Safety**
- Education**
- Language services**

Unfortunately, traditional healthcare models have often focused solely on clinical care, leaving these crucial **social determinants** of health unaddressed. At **Trinity Health Of New England**, we are different. We believe in a holistic approach that integrates both social care and clinical care, ensuring that we address all the factors impacting an individual's well-being. While clinical care alone accounts for only a fraction of what determines health, we actively work to address social influencers like **housing, food insecurity, and transportation**, which directly affect overall well-being. Our CHWB team collaborates with community partners and healthcare providers to connect individuals with essential services, removing barriers and improving health outcomes. This integrated approach helps to foster healthier individuals and stronger communities.

With our innovative programs, referrals, and service coordination, our CHWB team is committed to:

- Empowering individuals:** Providing the resources necessary for individuals to manage their own health and well-being.
- Strengthening communities:** Working collaboratively with our communities to tackle systemic challenges that impact health outcomes.
- Promoting self-sufficiency:** Our ultimate aim is not only to help individuals survive but to thrive.

Focus on Vulnerable Populations

The CHWB program prioritizes those facing poverty or other vulnerabilities. We understand that **social and clinical care** are deeply interconnected, and addressing both is vital for optimal health.

Together, we can build a healthier future for all.

Thank you for your commitment to this vital work, and for partnering with us to ensure a healthier, more equitable future for everyone.



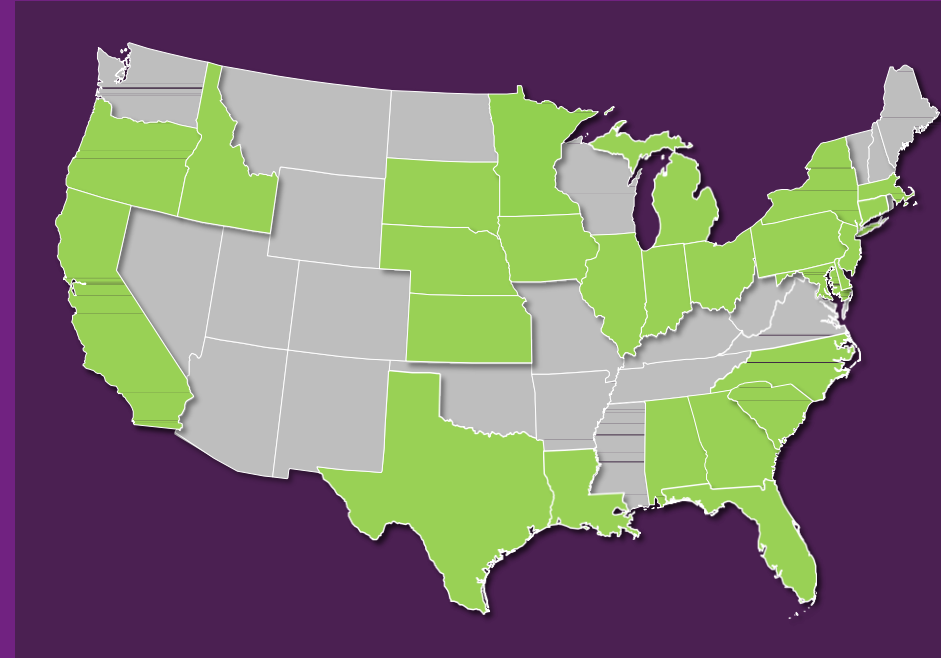
Carolyn Alessi, MBA
Regional Director
Community Health and Well Being
Trinity Health Of New England

**"Together, we
can build a
healthier
future for all."**

TRINITY HEALTH OF NEW ENGLAND 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



\$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.

Trinity Health Of New England is an integrated health care delivery system comprised of world-class providers and facilities dedicated to the full spectrum of preventive, acute, and post-acute care, all delivered with the triple aim of better health, better care, and lower costs for our patient populations.

In New England, our hospitals, walk-in clinics, medical offices, specialized facilities, affiliated institutions, and foundations serve a population of nearly 3 million people.

As a dynamic part of [Trinity Health](#), Trinity Health Of New England is uniquely positioned to advance health care through alliances with the [University of Connecticut School of Medicine](#), the [Frank H. Netter MD School of Medicine at Quinnipiac University](#), and through our own research institutions dedicated to the development of primary care, new treatments for cancer and MS, and much more.



9,735 Total Colleagues



4 Acute Hospitals, **1** Rehabilitation Hospital



1,468 Beds



3,070 Providers



1,901 Affiliated Partners

Member Hospitals:

[Johnson Memorial Hospital](#)

201 Chestnut Hill Road, Stafford Springs, CT 06076
[\(860\) 684.4251](#)

[Mount Sinai Rehabilitation Hospital](#)

490 Blue Hills Avenue, Hartford, CT 06112
[\(860\) 714-3500](#)

[Mercy Medical Center](#)

271 Carew Street, Springfield, MA 01104
[\(413\) 748-9000](#)

[Saint Francis Hospital](#)

114 Woodland Street, Hartford, CT 06105
[\(860\) 714-4000](#)

[Saint Mary's Hospital](#)

56 Franklin Street, Waterbury, CT 06706
[\(203\) 709-6000](#)



Community Impact

Our Community Impact includes both our investments in serving patients experiencing poverty and investing in our communities that have been, and continue to be, disinvested due to racism and discrimination.

Until the conditions in the communities we serve are safe and all community members have access to high-quality education, health care, affordable food and housing, achieving improvements in health outcomes (individually or as a community) is not possible. This is why Trinity Health prioritizes integrating social and clinical care and investing in the social influencers of health, we must support individuals and work to improve community conditions – as access to health care and quality of care accounts for only 20% of a person's health.

We recognize the intersection of poverty and racism; therefore, we are committed to applying a racial equity lens to our interventions and decision making to ensure we are not perpetuating harm but rather promoting health and healing. Our goal is to achieve racial equity - when race can no longer be used to predict life outcomes. This requires the intentional and continual practice of changing policies, practices, systems, and structures by prioritizing measurable change in the communities we serve.

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 Of New England 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 supports 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.



\$222 million 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.

\$55 million 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 Of New England provided **\$11,842,556** in financial assistance **14,019** patients benefited

Patients can now sign-up for Financial Assistance in MyChart. [Scan here >](#)



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.

Through the state's congressional delegation, Trinity Health Of New England secured \$1.274 million to expand the community health worker program. Carolyn Alessi stated, "The funding is intended to be a bridge towards sustainability as we anticipate the Medicaid billing for Community Health Worker services to be designed, approved, and funded by legislation in Connecticut."

Trinity Health Of New England employs 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 and continuing education through our national CHW affinity group.

Community Resource Directory

Trinity Health works with the [findhelp](#) organization to provide an online tool to find local resources to meet the needs of our patients, colleagues and those living in the communities we serve.

The Community Resource Directory uses the findhelp network of third-party resources and community-based resources available in a specific community that are free and/or low-cost.

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



Healthcare for the Homeless and Street Outreach

Since 1983, the Mercy Healthcare for the Homeless Program (HCH) has been an ongoing and expanding effort to identify homeless persons in Western Massachusetts, assess their needs and resources, deliver health and social services and evaluate their impact. Services are provided throughout the year on a daily basis with back-up arrangements for 24-hour, emergency coverage.

Our team provides primary care services on-site at shelters, soup kitchens, job placement sites and transitional programs throughout Hampden, Franklin and Hampshire counties. Our team follows a nursing model of health care, providing assessment, intervention, referrals, follow-up and education. The team consists of RN's, nurse practitioners, a Medical Director, case managers, administrative assistant, a physician and psychiatrist and a Director of Community Health & Well-Being. Our ability to carry out our health care ministry is greatly extended by a corps of volunteer physicians, who accept referrals directly from HCH nurses and provide medical services in their offices free of charge.

Mercy Medical Center is the cornerstone of the HCH program, providing laboratory, X-ray and inpatient services to clients. HCH nurse practitioners are credentialed and have on staff privileges at Mercy Medical Center and the Emergency Department provides back-up during hours when HCH staff are not available. To ensure that Mercy's services extend to even the hardest to reach, the Street Outreach team was added in 1998. Working on the streets, at the bus terminal, in cemeteries and under bridges, the team searches for the "hangout" spots of the hardest to reach of the homeless population. The goal is to reach those with mental illnesses, who avoid any contact with the mainstream health and social service system and who may never have received services before.



INTEGRATING SOCIAL AND CLINICAL CARE



Food as Medicine

The Food as Medicine program at Saint Francis Hospital is a 6-month comprehensive, focused approach that provides nutrition and behavioral change for patients who are identified by their providers as frequent utilizers of the Emergency Department for unmanaged chronic conditions or who could benefit from the program to improve overall health while living with chronic conditions.

The program includes:

- Food pharmacy and nutrition counseling
- Community Health Worker Support
- Teaching kitchen with cooking classes
- Medication adherence with respect to cultural beliefs

The first cohort included patients with hypertension: 64 patients were identified; 32 patients were assigned to CHWs; 20 successfully enrolled. Future cohorts focus on patients with type 2 diabetes; congestive heart failure; mothers with type 2 diabetes postpartum, and pregnant mothers with history of hypertension and risk of preeclampsia.



INTEGRATING SOCIAL AND CLINICAL CARE



Hospital-based Violence Intervention Program (HVIP)

The HVIP at Saint Francis began in 2004 as a partnership with a local community-based organization to support wrap around care for victims of violence to ensure social care needs are met when patients are discharged into the community. Saint Francis has since evolved the program to include stronger coordination of services and support by embedding an HVIP specialist, who is also certified as a Community Health Worker, within the emergency department to be the liaison between emergency department staff and families. With the inclusion of dedicated staff, Saint Francis has been able to address unconscious bias in care and help build greater trust between patients and their providers.

The program has expanded to include workforce-readiness opportunities, providing field experience at the Joan C. Dauber Food Pantry for youth who have been impacted by violence and want to be gainfully employed. This is a collaborative effort between the hospital and COMPASS Youth Collaborative's Transitional Employment Program, which is designed to provide job readiness skills to high-risk youth in the city of Hartford.

In addition to working with COMPASS Youth Collaborative, the program partners with Hartford Communities That Care, a non-profit that implements culturally appropriate, high quality, and evidence based crisis response, mental health, and supportive programs; and the Greater Hartford Family Advocacy Center at Saint Francis, a hospital-based organization where children and adults who are suspected victims of sexual abuse, sexual assault, and domestic violence can get the support and treatment they need.

The Connecticut Hospital Association (CHA) and the Connecticut Department of Public Health (DPH) awarded HVIP with the Connecticut's Hospital Community Service Award. The annual award, presented jointly by CHA and DPH, recognizes a Connecticut hospital or healthcare system that has made an outstanding contribution to its community.





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 hospitals 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.

Top Needs Identified in our CHNA's and Addressed in our Implementation Strategies



Food Access



Behavioral Health



Housing



Obesity

INVESTING IN OUR COMMUNITIES



Black Men and Women in White Coats

St. Mary's Hospital partnered with Black Men White Coats (BMWC) to provide disenfranchised youth with career guidance and mentorship into the medical field. This was the first event of its kind in Connecticut with more than 1,000 young people visiting Waterbury for the summit.

"We recognize that children today want to have the exposure to an opportunity for their future," said Chief Medical Officer at St. Mary's Hospital, Dr. Husnain Kermalli. "That's where we partnered with Black Men White Coats to host this summit: Bringing in the kids to provide that opportunity for them to get a hands-on feel of what it would be like to be a doctor."

Black Men White Coats is a national initiative with the mission of increasing the number of Black men and women in the medical field through exposure and mentorship. BMWC founder, Dale Okorodudu, M.D., was the keynote speaker and dozens of Black physicians and health care professionals were on hand to address and mentor young people. Breakout sessions and special exhibits were held at the UConn Waterbury campus delivering hands-on experiences to students at the event. Parents and caregivers enjoyed personalized talks on the "how to" aspects of pursuing higher education for their children and overcoming barriers that may be present. The afternoon culminated with a panel session, where our providers shared their perspective on the journey to a health care career.

The BMWC Summit is a natural progression for Saint Mary's. Saint Mary's is committed to addressing root causes in medical disparities through a variety of community initiatives including the Summer Shadowing Program bringing young adults into the hospital during the summer for a week-long exposure to front-line health care being delivered at Saint Mary's Hospital. Saint Mary's also participates in the Waterbury Promise Scholarship program, with the goal of encouraging and empowering Waterbury students to pursue higher education.



INVESTING IN OUR COMMUNITIES



TRANSFORMING COMMUNITIES INITIATIVE

Launched in January 2022, the Transforming Communities Initiative (TCI) is a hospital-community partnership bringing together its ministry hospitals, community-based organizations, and residents through an innovative funding and technical assistance initiative advancing health and racial equity in our communities experiencing high poverty and other vulnerabilities. TCI investments strengthen the hospital's ability to engage community-based organizations and residents to design and implement strategies to address community-identified needs.



Three of Trinity Health Of New England's service areas were selected out of nine Trinity Health communities nationwide to receive the multi-year funding from TCI.

TCI Sites and Ministry Hospitals

- Mercy Medical Center, Springfield, MA
- Saint Francis/Mount Sinai, Hartford, CT
- Saint Mary's, Waterbury, CT

INVESTING IN OUR COMMUNITIES



TRANSFORMING COMMUNITIES INITIATIVE continued

TCI Springfield

The Springfield TCI committee joined the statewide coalition to advocate for Access to Counsel. The Access to Counsel Program is a statewide initiative in Massachusetts that provides full legal representation to eligible individuals in eviction cases. The program aims to promote housing stability and homelessness prevention through a right to legal counsel. TCI Springfield played a key role in amplifying community awareness and driving advocacy for this critical initiative in Western Massachusetts.

The state bill passed and allocated \$2.5 million in funding for Access to Counsel. The coalition will continue collaborating with the statewide group to advocate for at least an additional \$5 million to develop a more effective and sustainable program for residents across the Commonwealth of Massachusetts.

TCI Hartford



Make **YOUR IMPACT**



SUPPORT THE COMMUNITY HEALTH & WELL-BEING FUND

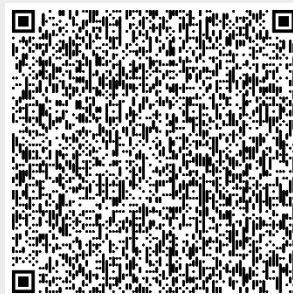
Not all communities have equal opportunities to be healthy, or the same needs. That's where Trinity Health Of New England steps in and steps up. We do what is necessary to promote good health for everyone.

Our Community Health & Well-Being team listens, partners, and makes 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 affordable housing.

To make a donation, visit: <https://giving.saintfrancisdonor.com/CHWB>

or Scan Here >



FISCAL YEAR 2024

Community Health & Well-Being Impact Report



Trinity Health
Of New England

Community Health & Well-Being
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