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

Community Impact Report

Trinity Health

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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OUR COMMITMENTS

Our Mission to *"serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities"* is our beacon and "true north" in supporting the Common Good. This, along with Catholic social teachings, calls us to five commitments:

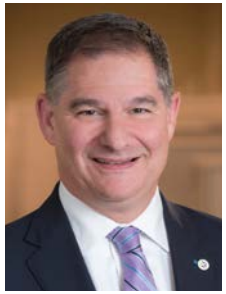
1. We care for all people, regardless of race, ethnicity, gender, faith, or economic status.
2. We are committed to diversity, representation, inclusion, belonging and health equity/opportunity.
3. We support our colleagues and caregivers as partners with us in service to our communities.
4. We are committed to linking clinical care to social needs as influencers of health.
5. We serve as a public trust - and are committed to public health.

This past year, Trinity Health's Community Health & Well-Being and Finance teams led the development of a Community Impact Measure, which includes IRS-defined Community Benefit, along with the many additional investments we make to improve the health of our communities. In fiscal year 2024, Trinity Health's Community Impact was over $2.2 billion dollars, far exceeding the IRS's narrow definition of community benefit.

We are proud to deliver on our commitments through our community health and well-being strategy, which strives to optimize health for people experiencing poverty and other vulnerabilities in our communities. With access to health care and quality of care only accounting for 20% of a person's health, integrating social and clinical care continues to be a top priority. We have continued to grow and strengthen our Community Health Worker workforce and community partnerships to ensure our patients, colleagues and community members are connected to care and resources – such as food, housing, transportation and financial security – in a culturally relevant and sensitive manner– furthering our ability to reduce inequities and health care disparities.

Trinity Health will continue to amplify our Community Impact, as above and beyond our Community Benefit, to reflect our significant contribution to the Common Good. This annual Community Impact Report exemplifies the incredible work of our healing Ministry.

Michael Slubowski
President & Chief Executive Officer

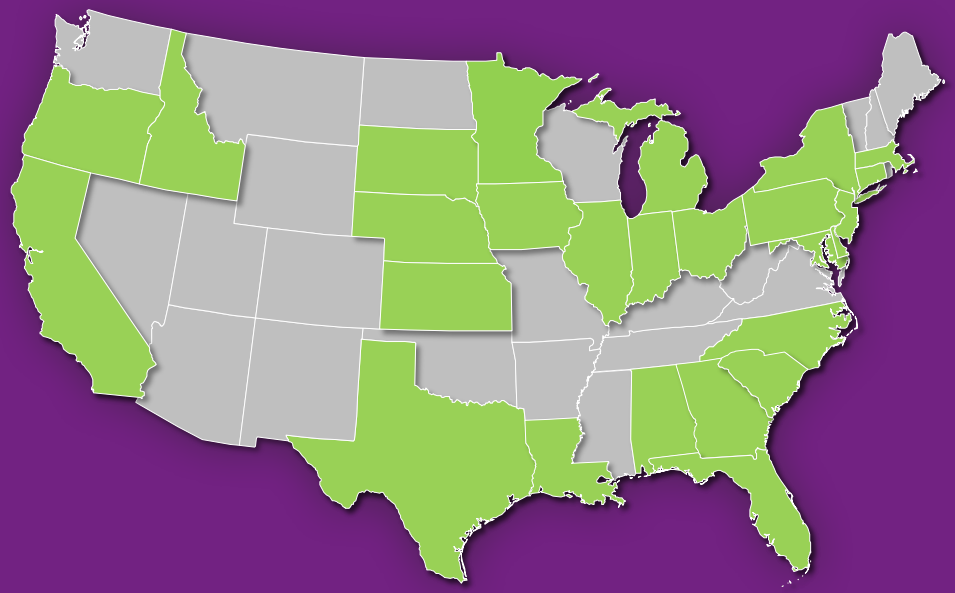


Daniel Roth, M.D.
Executive Vice President, Chief Clinical & Community Division Operations Officer

Jaime Dircksen
Vice President, Community Health & Well-Being

TRINITY HEALTH

ONE OF THE LARGEST CATHOLIC HEALTH SYSTEMS IN THE NATION



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 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.

Trinity Health recognizes the intersection of poverty and racism; therefore, we are committed to applying an 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 intentional and continual practice of changing policies, practices, systems, and structures by prioritizing measurable change in the communities we serve.

NEW WAYS TO MEASURE IMPACT IN COMMUNITIES

Featured in Health Progress – a journal of the Catholic Health Association of the United States – Jaime Dircksen, vice president, Community Health & Well-Being, highlights the work Trinity Health and its regional health ministries are driving to make measurable impact in the community we serve.

Click here to access the article.

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 is committed to ensuring we comprehensively report all the IRS-defined community benefit happening across our system, as well as our 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 show how we are making a difference in the communities we serve – focusing on impacting people experiencing poverty - through our financial investments.

$1.3 billion IRS-defined Community Benefit

- Financial Assistance at Cost
- Unpaid Cost of Medicaid
- Community Benefit Programs

$905 million in Community Impact Activities

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

FINANCIAL ASSISTANCE

In 2024, we expanded our Financial Assistance to include insured patient co-pays, co-insurance, and deductibles for patients with incomes up to 400% of the Federal Poverty Level.

In FY24, Trinity Health provided:

$258 million in financial assistance

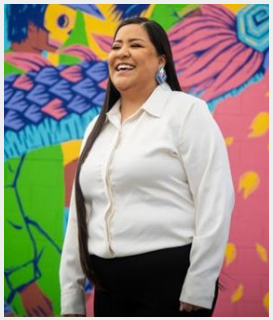
Over 312,000 patients benefited

37% supported access to emergency care

Patients can now sign-up for Financial Assistance in MyChart. Scan here ›

COMMUNITY IMPACT

Community Health & Well-Being (CHWB) colleagues across our system are acknowledged for excellence in community health leadership



Community Health Worker Marielena Vega (Saint Alphonsus Health System) named one of USA Today's Women of the Year

This honor recognizes women who have made a significant impact in their communities. Marielena was recognized because of her work with farmworkers within her community and across the state of Idaho. Full article here.

CHWB Director Rebecca Lemmons (Saint Alphonsus Health System) recognized as one of the Idaho Business Review 2023 Women of the Year

The recognition celebrates women leaders who have made their mark and paved the way for today's and future leaders. Full article here.

CHWB Supervisor Glenda Gonzalez (Saint Alphonsus Health System) received the Les Schwab Community Hero Award

The award recognizes individuals and teams for their character, sportsmanship and heroism. Glenda was chosen for her service to and passion for community needs.

CHWB Director Shekinah Singletery (Trinity Health Michigan - Ann Arbor & Livingston) honored as one of Catholic Health Association's Tomorrow's Leaders

Each class consists of an impressive cadre of dedicated, high-performing individuals who already have demonstrated commitment to advancing the healing mission. Full article here.

CHWB Outreach Coorindator Jose Javier (Holy Cross Health - Florida) was awarded by Latinos En Acción at the Hispanic HIV Leadership Awards the Magno Morales Outstanding Immigrant Award

This award is bestowed to a resilient immigrant who uses their apprenticeship to improve the health and growth of other immigrants in similar situations as well as the work of Latinos en Acción. Full article here.

COMMUNITY IMPACT

Ministries recognized for exceptional performance in impacting the health of our most vulnerable communities

Holy Cross Health (Florida) earns nationwide LGBTQ+ Healthcare Equality High Performer Designation from the Human Rights Campaign Foundation

"Health inequities are systemic differences in the health status of different population groups. Social influencers of health such as poverty, unequal access to health care, lack of education, stigma and racism are underlying, contributing factors of health inequities. Turning the tide of these inequities is not only possible, but an imperative; Holy Cross Health has recognized this, making health equity an explicit and implicit priority. Holy Cross Health is an agent of local change and is changing the narrative by taking action that will promote health equity. These issues are an important priority for healthcare professionals year-round, not just during Pride Month," said Kim Saiswick, Ed.D., R.N., LMHC, Vice President of Community Health and Well-Being at Holy Cross Health. Full article here.

Trinity Health Of New England – Saint Francis' Hospital (Hartford) Violence Intervention Program was awarded Connecticut's Hospital Community Service Award by the Connecticut Hospital Association

For their commitment to providing transformative, healing care and ongoing, long-term support to those in our community who are affected by violence. Partners include the Compass Youth Collaborative and Hartford Communities that Care, Inc. Full article here.

Saint Francis Hospital (Trinity Health Mid-Atlantic, Delaware) has been named a recipient of a 2024 IPRO Quality Award presented in recognition of its significant achievements in improving health care quality

Saint Francis Hospital is a participant in the IPRO Hospital Quality Improvement Contract, a federal program focused on improving the quality of care delivered to Medicare patients across the United States. This is an 11-state contract servicing the north east area and a huge achievement.

The contributing factors for the award included:

- Sepsis Performance Improvement Projects with noted data improvement
- C Diff tools and the sharing to the collaborative network
- Healthy Village and impact on health equity
- Readmission Performance

Full article **here**.

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 (such as housing needs, financial insecurity) and individual behaviors. Trinity Health 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 a healthy life.

Social Needs Screening

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

Across the system, **over 875,000 patients** seen in primary care settings were screened for social needs. **28% of those screened identified at least one need.**

Top needs ›

- Food Access
- Financial Insecurity
- Social Isolation

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

In fiscal year 2024, the Community Resource Directory yielded over **88,600** searches, with nearly **7,000** referrals made and nearly **400** organizations engaged.

INTEGRATING SOCIAL AND CLINICAL CARE

Community Health Workers

Community Health Workers (CHWs) are frontline health professionals who are trusted members of and/or have a deep understanding of the community served. By combining their lived experience and connections to the community with effective training, CHWs provide patient-centered and culturally responsive interventions. CHWs fulfill many skills and functions including outreach, conducting assessments like the social needs screening or a health assessment, resource connection, system navigation, goal-setting and problem-solving through ongoing education, advocacy and support. When these skills are put into practice, it may look like a CHW helping a patient connect with their primary care doctor, assisting with a Medicaid insurance application, understanding their basic insurance benefits, or empowering a patient to ask clarifying questions about their medications or plan of care at their next doctor's appointment.

153 CHWs successfully addressed nearly 16,000 social needs. One social need (such as housing or food needs) can often take months, or even a year to successfully address, which means the need has been fully met and is no longer identified as a need.

Trinity Health Of New England receives $1.27 million to expand Community Health Worker Program

Through the state's congressional delegation, Trinity Health Of New England secured $1.27 million to expand the community health worker program. Expanding the program will take place over the next several months. Read more about this funding and their expanding CHW team here.

"The funding is intended to be a bridge towards sustainability as we wait for the Medicaid billing for Community Health Worker services to be designed, approved, and funded by legislation."

- Carolyn Alessi, Regional Director, Community Health & Well-Being, Saint Francis Hospital

COORDINATED CARE SAVES LIVES

Denise, who had recently retired, was focused on being more active when she began experiencing shortness of breath. Oncology confirmed small cell lung cancer with bone metastases.

A team of **MercyOne (Iowa)** colleagues worked together to support Denise during this challenging time.

- A Health Coach coordinated care and ensured Denise understood her treatment plan, ensured continuation of care between providers and sites, and connected her to resources and supports throughout her cancer treatment.
- A Community Health Worker connected her with resources and assisted with applications for medication affordability, transportation, and housing.
- A Social Worker partnered from diagnosis through treatment connecting her with peer support through the American Cancer Society.

Today, Denise is doing well. She is on maintenance treatment for cancer, enjoying time with her grandchildren, and looking forward to moving into her new home being built through Habitat for Humanity.

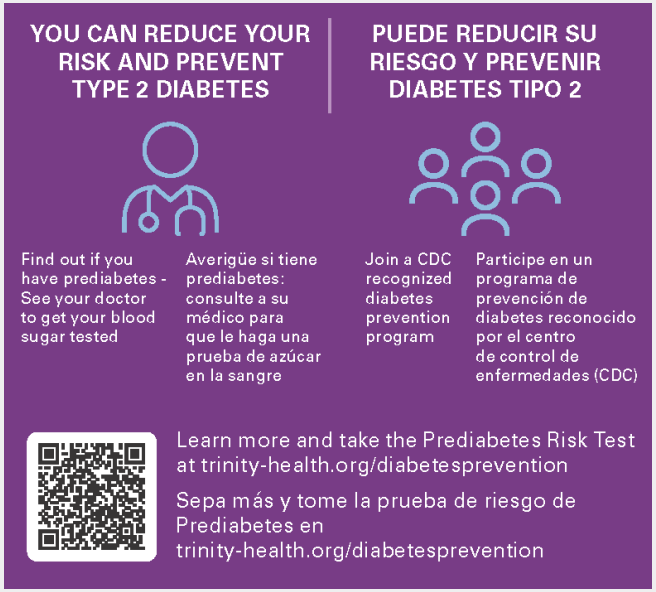
INTEGRATING SOCIAL AND CLINICAL CARE

National Diabetes Prevention Program (DPP)

Trinity Health's first award from the Centers for Disease Control and Prevention (CDC) ended with much success. During the grant period, Trinity Health leveraged its electronic health record to make identifying patients and enrolling them in the National DPP easier. Since September 2017, over 6,000 participants were enrolled in a Trinity Health National DPP and have collectively lost nearly 52,000 pounds.

Trinity Health was awarded a new five-year, $12.5M award from the CDC and successfully completed our first program year. Accomplishments include:

- Forming 21 new multi-sector partnerships across 16-states to accelerate health equity in diabetes prevention
- Enrolling nearly 700 participants (60% representing Black, Latinx and/or 65+ population)
- Conducting outreach to over 20,000 patients at-risk for type 2 diabetes
- Receiving over 1,350 point of care referrals from Trinity Health physicians



NATIONAL LEADERS IN DIABETES PREVENTION

Trinity Health's work in diabetes prevention continues to lead the way, gaining national attention:

Trinity Health and the American Medical Association (AMA) are launching a collaborative research study on the economic impact of prediabetes.

KLAS, a healthcare information technology research company, recognized Trinity Health at the Social Determinants of Health Conference as a Point of Light for best practices in our National Diabetes Prevention delivery model and wrote a case study on the impact. Access the case study here.

Trinity Health received a $100,000 award from the National Association of Chronic Disease Directors (NACDD) to participate in a case study demonstrating how to increase Medicare beneficiary enrollment into the Medicare Diabetes Prevention Program (MDPP).

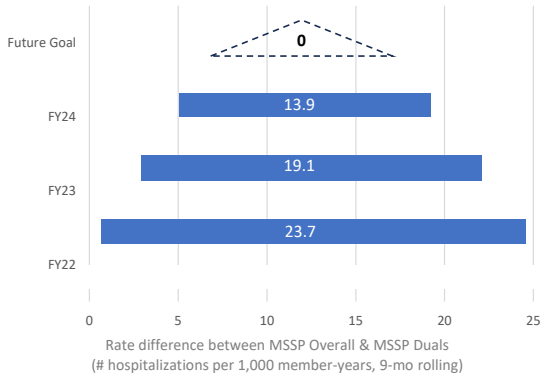
INTEGRATING SOCIAL AND CLINICAL CARE

Reducing disparities in preventable hospitalizations

Since 2021, Trinity Health's Clinically Integrated Networks, Community Health & Well-Being and Trinity Health Medical Groups have been accountable for reducing preventable hospitalizations among attributed Medicare lives with a special focus on those dually-enrolled in Medicare and Medicaid. These patients have a consistently higher rate of hospitalizations for health conditions that should be well-managed in an ambulatory setting, and have an annual health care spend more than twice that of Medicare-only patients ($20,831 vs $9,448). They are also more likely to experience poverty and racism as evidenced by higher likelihood to have an income less than $20,000 per year, have a disability, and be part of a racial and/or ethnic minority group – particularly Black/African American.

41% Reduction in Preventable Hospitalizations

Disparity between overall Medicare Shared Savings Program members and those who are dually enrolled in Medicare and Medicaid.



Heart failure is the primary driver of preventable hospitalizations. Trinity Health's team based-care (Care Managers, Ambulatory Pharmacists, and Community Health Workers) approach coupled heart failure clinical guidelines with a newly launched Social Care for Congestive Heart Failure program has proven successful at both managing preventable hospitalizations and reducing disparities. Community Health Workers specifically prioritized dually-enrolled patients, conducting outreach, social needs screening, resource connections, home visits, medical visit accompaniment, and more.

Over the past three years, Trinity Health has narrowed the disparity by 41% between the preventable hospitalizations rate of the overall attributed Medicare population and the dually-enrolled subset. This demonstrates our efforts to prioritize dually-enrolled patients and meet both their medical and social needs through a collaborative care team approach are leading to greater health equity among our attributed lives.

PATIENT SUCCESS STORY: JARITA (SAINT ALPHONSUS)

Shortly after Jarita was discharged from the hospital with the diagnosis of heart failure, Community Health Worker Marielena reached out to enroll her in the Social Care for Congestive Heart Failure Program.

During their conversation, Jarita shared she also suffered from type 2 diabetes, asthma and hypertension. Jarita was managing these chronic conditions with little support.

Marielena helped Jarita connect with community resources. Through these resources, Jarita is learning what she needs to do to take care of herself and her health. She has become more comfortable reaching out to her providers with questions related to medications and her health.

Jarita's outcomes:

- No Emergency Department or inpatient admission since March
- Active participant in self-care and advocating for her own health care needs

INTEGRATING SOCIAL AND CLINICAL CARE

Mount Carmel Street Medicine (Ohio): Colleague Story

"I recently served a patient… who had run out of her anti-depressant and anti-anxiety medication 1-2 weeks prior. As a result, she was feeling increased symptoms of anxiety/depression. She had called her PCP, but couldn't get a refill, as she was overdue in seeing her PCP. The patient wasn't able to pay for a follow up visit with her PCP, because she would have to pay out of pocket as her medical insurance had lapsed. The patient had acquired a new job, and she would not be insured for 30 days.

Prior to meeting us at our Mobile Coach, she had no other resources or knowledge of how to get her medication and her plan was to continue going without her meds for the next several months and to "deal" with her unmanaged and worsening symptoms.

We were able to assist the patient with refills until her insurance was reinstated with her new job and she shared that we lightened heaviness she admitted feeling before meeting our team. This is exactly what makes our program so special and vital to our community. We were able to unconventionally help her with managing her mental health by breaking through the typical barriers that many patients face with conventional medicine practices."

- Melissa Pelc, Nurse Practitioner

Mount Carmel's Street Medicine comprehensive team includes an emergency medicine physician, a family nurse practitioner, a psychiatric nurse practitioner, registered nurses, medical technicians, bilingual case workers, and a community paramedic who are prepared to provide the most needed care and support. In FY24, the Street Medicine program had over 46,000 encounters, providing free quality care to uninsured and underinsured patients, working to reduce unnecessary emergency department visits, and to support and empower community members to create a more vital, harmonious, and sustainable life.

MOBILE HEALTH SUCCESS STORY

A 71-year-old male patient visited the **Saint Agnes Mobile Health Unit (Fresno)** during a regularly scheduled clinic in a rural neighborhood of Selma. The patient, an agricultural worker, came to our unit with persistent chest and abdominal pain. The medical team quickly evaluated him, and an EKG revealed concerning findings. They advised the patient to seek urgent care at the emergency room (ER). Initially, the patient hesitated to go to the hospital that day because he was worried about missing work. However, with the doctor's counseling and focused care, he decided to visit the ER.

A month later, the patient returned to express his gratitude to the team. He shared when he went to the ER he was taken for emergency surgery. His appendix ruptured causing an abdominal infection. Also, thanks to the team's care and counseling, he reconnected with his primary care doctor.

He stated the team saved his life and empowered him to contiue to manage his health.

INTEGRATING SOCIAL AND CLINICAL CARE

Trinity Health Specialty Pharmacy

Trinity Health Specialty Pharmacy focuses specifically on treating patients with complex, chronic, and rare conditions with specialty medications. This pharmacy also provides comprehensive medication education and counseling and offers every patient financial counseling to ensure the medications are accessible and affordable through all available resources. Our highly-trained pharmacists and specialized care team take great care to provide guidance on drug interactions, allergies, and therapy management to each patient. They also provide customized education, follow-up, and side effect management. Patients of our Specialty Pharmacy receive easy access to medications (including fast, free shipping), continuous clinical evaluation, ongoing health monitoring, assessment of educational needs, and management of medication use. They are also automatically enrolled in a therapy-specific patient management program ensuring optimal care.

In fiscal year 2024, the Trinity Health Specialty Pharmacy:

- Served nearly 2,800 unique patients with 127 patients benefitting from our in-house financial assistance program
- Filled over 16K prescriptions
- Provided $1.5M financial support through Financial Assistance, Foundation Assistance and Medication Supply Assistance

Dispensary of Hope

Dispensary of Hope is a non-profit medication distributor dedicated to providing pharmacies and charitable clinics with reliable access to vital medication in some of our higher need communities, ensuring access to medications for our most vulnerable populations. All medications are generously donated directly from manufacturers and distributors.

Dispensary of Hope partners with five Trinity Health Ministries:

- Sr. Maura Brannick Health Center, South Bend, Indiana
- St. Clare Retail Pharmacy, Langhorne, Pennsylvania
- Holy Cross Health Pharmacy, Fort Lauderdale, Florida
- Mercy Health Pharmacy, North Muskegon, Michigan
- Detroit Health Ministry, Detroit, Michigan (Mercy Primary Care Pharmacy and SAY Detroit Family Health Clinic)

In fiscal year 2024, Dispensary of Hope, in partnership with our ministries:

Served nearly **2,500** average unique patients, quarterly

Filled nearly **6,600** 30-day prescriptions

PATIENT SUCCESS STORY

An elderly patient at **Saint Peter's Health Partners (New York)** was prescribed a medication after all other possible medications were not effective. The "last resort" medication required prior authorization from the patient's insurance company and was very expensive. The patient was unable to afford the $700 co-pay for the medication that was delaying the patient's discharge from the hospital. Their Prescription Assistance Program expediated the patient's enrollment process with the pharmaceutical company and obtained approval within 24 hours. The patient was able to receive the medication free of charge and be discharged from the hospital.

INTEGRATING SOCIAL AND CLINICAL CARE

Growing a healthy community by empowering people through food, education and relationships (Trinity Health Michigan)

Trinity Health believes food is medicine and we live this belief through our hospital-based farm programs in Ypsilanti and Pontiac. The Farm at Trinity Health is a regional program that connects thousands of people annually to the healing power of cultivating and eating nutritious, local food.

Programs include:

- **Farm Share** - works with 29 local farms to provide seasonal, nutrient-dense produce; a Produce Prescription program is available for anyone struggling to afford healthy food
- **Food Assistance** - including a food pantry, and other no cost options for getting high quality, fresh produce
- **Education Programs** - connects kids and families with the natural world
- **Farm Stands** - both locations host Farm Stands inside their respective hospitals

Total Volunteer Hours

5,207

Ann Arbor – 2,946
Oakland – 2,261

2 Farms on 2 hospital campuses in Southeast Michigan

The Farm at Trinity Health Ann Arbor in Ypsilanti

The Farm at Trinity Health Oakland in Pontiac

36 weeks of farm stand in the hospital

3,526 interactions with hospital employees and patient families

16,753 lbs
of produce grown

$70,000
value of produce grown

60% of all produce is donated to patients through the Produce to Patients Program

MORE THAN JUST FOOD (MICHIGAN)

Vanessa was connected with The Farm through her social worker in 2022. Vanessa was in liver failure and recently added to the liver transplant list. She had to stop working because of her illness and on disability, but it wasn't enough to cover her basic needs as sole provider for her household.

She received weekly produce boxes and nutrition education from The Farm, as well as started volunteering. Her increased consumption of produce allowed her to reduce her liver medications, in coordination with her doctor.

After two years with The Farm, she was removed from liver transplant list - her liver was improving rapidly.

Vanessa continues to reduce her liver medications, and volunteers regularly with The Farm, and is now pursuing a degree in social work, "They gave me a sense of purpose. It's really a special place. It has provided me a lot — not just food." - Vanessa

INTEGRATING SOCIAL AND CLINICAL CARE

Food Justice Initiatives

Food Farmacy

The Food Farmacy at **St. Joseph's Health (New York)** is a Mother Cabrini Health Foundation grant-funded program for patients of Primary Care Centers Main and West, as well as Outpatient Behavioral Health, who have chronic conditions and no access to affordable, nutritious food.

The Food Farmacy serves eligible participants the food needed to live a healthier lifestyle, and direct access to a Community Health Worker who can assist in connecting participants with local programs and services such as SNAP, WIC, food pantries, housing, and programs for seniors. In FY24, the Food Farmacy served nearly 570 people.

"I enjoyed learning the different food groups and how foods impact blood sugar with diabetes. Also enjoyed learning about physical activity guidelines and what my physical activity goals are." - Denota Mason, community member

Food as Medicine

The Food as Medicine program at **Saint Francis Hospital (Connecticut)** 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.

FOOD RECOVERY EFFORTS ENSURE NEARLY 10,000 INDIVIDUALS AND THEIR FAMILIES HAVE ACCESS TO HEALTHY FOODS

Saint Agnes Medical Center (Fresno) (SAMC) took significant steps to address food insecurity by initiating a hospital-wide food recovery program. This program aimed to donate unused meals and food products to the Food-to-Share network, which prevents food waste and rescues surplus food. As a result of this effort, SAMC contributed 7,241 pounds of food for reallocation. Additionally, Trinity Health supported the St. Rest + Food to Share Hub project, which focuses on food recovery and distribution. This initiative led to the annual recovery of over 1 million pounds of nutritious food that would have otherwise gone to waste. The food was then distributed to families facing food hardship and financial constraints throughout the Central Valley.

INTEGRATING SOCIAL AND CLINICAL CARE

Transportation Initatives

Bridging Gaps for Health and Accessibility

Transportation plays a crucial role in ensuring individuals can access both medical care and essential social resources. Recognizing this need, **Trinity Health Livingston (Michigan)** partnered with Livingston Essential Transportation Service (LETS) to create solutions that eliminate transportation barriers and improve health outcomes for the community.

As part of a healthcare systems collaborative agreement, in FY24, Trinity Health Livingston provided $40,000 in matching funds, which unlocked $600,000 in federal and state resources for LETS. This funding enabled the continuation and expansion of transportation services designed to meet medical and social needs. LETS reported over 13,500 medical stops in FY24, ensuring patients could reliably access healthcare appointments.

Additionally, Trinity Health Livingston contributed an additional $21,000 to fund a dedicated wheelchair-accessible van, enabling LETS to provide over 4,000 stops for individuals with mobility challenges.

Enhancing Regional Connectivity

Chelsea Hospital (Michigan) continues to address critical transportation barriers by supporting the Western-Washtenaw Area Value Express (WAVE) bus service that connects rural communities. The impact of WAVE's services has been significant, with a 30% increase in ridership over the past year. In FY24, WAVE provided more than 36,000 rides, an increase of more than 30% from FY23. These numbers highlight the growing reliance on the service as a lifeline for individuals needing transportation for medical appointments, work, and essential errands.

ST. PETER'S HEALTH PARTNERS (NEW YORK) CREATED NEW TRANSPORTATION SPECIALIST POSITION TO SUPPORT OB/GYN CARE

The transportation specialist has developed positive relationships with patients, and with Medicaid transportation providers - ensuring patients receive reliable transportation services to get to appointments, the pharmacy and the hospital when needed. The transportation specialist assisted more than 75 patients with transportation needs from April to June 2024.

A patient missed several prenatal appointments due to lack of transportation and initially refused assistance. The specialist asked for a chance to help and set transportation up for the patient who immediately provided positive feedback. The transportation company contacted her the night before her appointment to confirm the trip and called on arrival. The patient shared she was early for her appointment and was able to relax and focus on her health care.

INTEGRATING SOCIAL AND CLINICAL CARE

Taking action to provide community members in need with essential items and resources

Clothing Collection and Redistribution
Saint Agnes Medical Center (Fresno) committed to sustainable practices through their partnership with EcoWorld and Just Porch It to create eco-friendly options for their community. This initiative involves collecting clothing donations and distributing the items to those in need. Clothing that couldn't be reused is recycled to reduce waste and harmful emissions from landfills. This collaboration helped eliminate barriers and challenges for some of the most vulnerable members of the community. In 2024, donations collected by Saint Agnes have kept more than 14,580 pounds of clothing textiles out of landfills.

Improving quality of life through home repairs
Saint Francis (Delaware) partnered with Cornerstone West CDC and provided them with a $30k grant 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 Westside of Wilmington.

ACCESS TO MEDICAL EQUIPMENT ENHANCES QUALITY OF LIFE

Trinity Health Mid-Atlantic's (Philadelphia) Community Aid Refurbished Equipment Store (CARES) loaner program cleans, inspects, and refurbishes wheelchairs, crutches, walkers, shower chairs and commodes, especially those who are unable to afford durable medical equipment. CARES also accepts donations of unopened incontinence products which are distributed to those who are unable to afford these necessities.

In FY24, 760 clients received equipment to enhance their mobility and quality of life.

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

INVESTING IN OUR COMMUNITIES

Community Health Needs Assessment and Implementation Strategy Update

To further our commitment to achieving racial equity, we engage authentically with community members, organizations, and leaders. Every three years, our hospitals conduct a Community Health Needs Assessment (CHNA) to identify community assets, needs, and the current state of health and social well-being. This process involves input from those who live in the community to identify and prioritize needs addressed in the three-year Implementation Strategy.

Community members and communities most impacted by racism and discrimination confront the greatest disparities and inequities in health outcomes and should be actively involved in all community health needs assessment and improvement efforts. The CHNA and Implementation Strategies foster collective action to equitably allocate resources from the hospital and other sources to address these needs in communities most impacted.

Top Needs Identified in Community Health Needs Assessments	Top Needs Addressed in Implementation Strategies
Behavioral Health including mental health and substance abuse	Behavioral Health including mental health and substance abuse
Access to Care	Access to Care
Housing	Food Access/Insecurity

INVESTING IN OUR COMMUNITIES

Ministries Received $38.7 million in Grants to Further Community Impact

Healthy Village at Saint Francis (Delaware) Received $1.6 million to support Senior Housing
Representative Lisa Blunt Rochester secured over $14 million in federal Community Project Funding- including $1.6 million for Cornerstone West Community Development Corporation to build The Vistas at St. Francis, a 57-unit affordable senior housing project that will increase the amount of affordable senior housing in the West Side of Wilmington. Click here to read more about the Vistas at St. Francis.

St. Peter's Health Partners (New York) Received $300,000 to support Birth Equity
Evidence demonstrates the benefits of doula care for mothers and infants. As part of their continued work to improve birth outcomes, St. Peter's Health Partners – through funding from Mother Cabrini Health Foundation – have integrated doulas as part of their staffing structure. In FY24, they assisted 35 patients. Additionally, the Maternal Obstetrical Mentoring Services Program expanded its services now with two locations focused on screening and mitigating social needs and ensuring access to care. They assisted over 1,000 patients in FY24.

Trinity Health Grand Rapids (Michigan) Received $1M to support Mobile Mammography
Michigan Department of Health and Human Services approved a $1 million appropriation to support funding to be used to cover costs associated with mobile mammography and oncology to support patients in underserved rural and urban areas.

SOJOURNER HOUSE (MACNEAL HOSPITAL, LOYOLA MEDICINE) RECEIVES $100,000 FROM ILLINOIS PUBLIC HEALTH INSTITUTE

The Illinois Public Health Institute (IPHI) awarded funding to Sojourner House to increase access to medical respite care services for people experiencing homelessness. Sojourner House, a medical respite program in partnership with MacNeal Hospital and Housing Forward, provides a safe place for patients experiencing homelessness to recover and heal. In addition to at-home medical care, including IVs, physical therapy, and occupational therapy, the program provides food from Beyond Hunger and MacNeal's Food Surplus Program as well as nutritional counseling. Case managers work with patients to help them with medical appointments and preparations for life after Sojourner House, including finding suitable housing.

INVESTING IN OUR COMMUNITIES

Trinity Health Invests $4.5M in Our Local Communities

As part of demonstrating our Community Impact, Trinity Health annually provides grant funding and in-kind support to community-based organizations to accelerate community health improvements. In fiscal year 2024, Trinity Health invested nearly $4.5 million toward the following:

Diabetes Prevention Program: a Centers for Disease Control and Prevention (CDC)-approved lifestyle change program proven to decrease type 2 diabetes risk and improve health behaviors.

Transforming Communities Initiative: an innovative funding and technical assistance initiative in nine of our communities experiencing high poverty and other vulnerabilities to implement evidence-based strategies that advance health and racial equity through addressing at least one root cause of poor health.

Food is Medicine: provides produce prescriptions and medically tailored meals, using food-based interventions to help prevent, manage, and treat diet-related diseases.

Patient Social Needs Assistance Funds and Social Care Implementation: support for services or items that meaningfully meet an urgent social need a patient would otherwise be financially unable to meet themselves.

Peer Recovery Supporters: connect with individuals presenting with a mental health or substance use emergency while they are on-site at the hospital.

PATIENT SUCCESS STORY: AMY (HEALTH PROJECT; TRINITY HEALTH MICHIGAN - MUSKEGON)

Amy was living in her car, struggling to access fresh and healthy foods, and in need warm winter clothing and cold weather protection. While attending a behavioral health appointment, Trinity Health Muskegon clinical support staff identified several social needs and connected Amy to Community Health Worker Kaylie Reed.

Kaylie worked with Amy to prioritize her needs and create a service plan. Kaylie also connected Amy with the local Housing Commission to initiate steps to sustainable housing, helped her apply for SNAP benefits, and connected her with services for material hardships.

Additionally, Kaylie accessed the Trinity Health Michigan Patient Social Needs Assistance Fund to mitigate several mechanical issues involving her car to ensure that Amy could continue her regular activities of daily living while engaging and implementing social care services.

Amy's outcomes:

- Enrollment in SNAP benefits
- Connection to Housing services within her community
- Prevention of further transportation issues utilizing the Patient Social Needs Assistance Fund

INVESTING IN OUR COMMUNITIES

Community Investing Program

Trinity Health's Community Investing Program finished FY2024 with more than $68 million committed to building vital resources in our communties and the goals set out in the Community Investing Program three-year strategic plan (FY22-24) were completed.

Notable accomplishments include:

- $34.1 million in new loans approved over the three-year period.
- Deployed a new "priority communities" framework and updated program census, which measures the impact Trinity Health community investments make through the program's partners.

Between 2018 and April 2024, Trinity Health deployed $42.5 million and committed more than $25.6 million to the work of 31 partners, which have paired this funding with other resources to generate more than $931.5 million in investments in the communities that we serve. Most notably:

- Created at least 1,100 childcare slots; 7,000 Kindergarten-High School education slots; and 1,500 early childhood education slots.
- Provided 872 students just under $2.5 million in scholarships to pursue careers in the health professions.
- Supported 10,800 full- and part-time positions involved in the creation of these various projects.
- Created 12,100 units of affordable housing over the last five years (including 360 supportive housing beds).
- Developed at least 7.3 million square feet of general real estate over the last six years.

COMMUNITY INVESTING SPOTLIGHT

As part of the IFF Access Health and Housing Initative – an effort to creating new models of affordable and accessible housing for people with disabilities – Trinity Health provided a $600,000 project loan to IFF supporting a 20-unit scattered site affordable housing development near Loyola University Medical Center.

INVESTING IN OUR COMMUNITIES

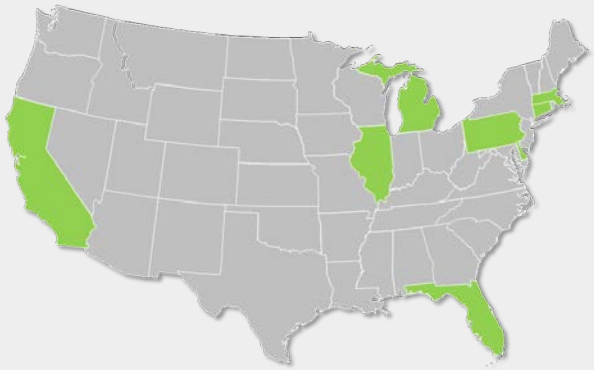
Transforming Communities Initative

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.

2022 Launch and establish local TCI core teams.

2023 TCI communities focus on collaborative development, root cause analysis, logic model development, and community action plan development.

2024 TCI communities move from planning to implementing.



TCI Sites and Ministry Hospitals

- Holy Cross Health, Ft. Lauderdale, FL
- Loyola Medicine, Maywood, IL
- Mercy Medical, Springfield, MA
- Nazareth Hospital, Philadelphia, PA
- Saint Agnes, Fresno, CA
- Saint Francis, Wilmington, DE
- Saint Mary's, Waterbury, CT
- Saint Francis, Hartford, CT
- Trinity Health Oakland, Pontiac, MI

TCI Evaluation

National Evaluators at Georgia Health Policy Center interviewed 54 site members and 6 technical assistance providers to inform how TCI communities are planning and implementing their efforts to address their priority needs. The evaluation team gathered insights on: collaboratives' community engagement and use of racial equity lens, shifting power to community leadership, approaches to policy, systems and environmental change, sustainability, and measures of success. As part of the learning from the evaluation report, a TCI National Advisory Committee launched this fall.

TCI SPRINGFIELD DRIVES ACCESS TO COUNSEL WIN

The Springfield TCI committee joined the statewide coalition to advocate for Access to Counsel. As one of 240 partners at the table, TCI Springfield played a key role in amplifying community awareness and driving advocacy for this critical initiative in Western Massachusetts.

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

INVESTING IN OUR COMMUNITIES

Impacting Social Influencers of Health through Shareholder Advocacy

Trinity Health's FY2024 shareholder advocacy priorities focused on improving corporate policies and practices that impact communities, with the aim of reducing structural racism and health inequities. Trinity Health's ownership of shares of stock in corporations are used to influence corporations' policies and practices on environmental and social issues. We do this through writing letters, meeting with corporate management, and submitting and supporting shareholder resolutions as agenda items for companies' annual meetings of shareholders.

In FY24, Trinity Health, in collaboration with its partners at the Interfaith Center on Corporate Responsibility and the Investor Environmental Health Network, filed shareholder proposals at 22 companies.

- 10 shareholder proposals were withdrawn by the filers with 9 of these companies having agreed to take positive action to address what the resolutions requested.
- 12 went to vote: 9 received the support of enough shareholders to be refiled next year, 3 did not received enough support to be refiled.

Shareholder Resolution Spotlight

Berry Corportation

As a result of a shareholder resolution requesting the development of goals to reduce greenhouse gas emissions, Berry Corporation, an oil company operating in California and Utah, agreed to: set a quantitative methane-specific reduction target with respect to current operations by the end of 2025; report methane emissions and methane reduction metrics annually; and reduce/eliminate flaring of methane gas. As a result of these agreements, we withdrew the resolution.

Bristol-Myers Squibb

A shareholder resolution filed with Bristol-Myers Squibb called on the company to adopt a comprehensive human rights policy, referencing internationally recognized human rights standards that applies to both its own operations and its suppliers, and that includes respecting the right to the highest attainable standards of physical and mental health. Trinity Health requested that the policy establish a process to identify, prevent, mitigate, and remedy adverse human rights impacts. The company significantly improved its human rights policy statement and made encouraging commitments to do the same for its human rights due diligence. With these commitments from the company, we agreed to withdraw the resolution.

INVESTING IN OUR COMMUNITIES

Strengthening Business and Communities through Impact Purchasing

Trinity Health was named in the Gartner Supply Chain Top 25

Supply chains improve the health of a community through enabling cost effective, reliable and socially responsible delivery of products and services that improve patient outcomes and control costs. The Gartner Supply Chain Top 25 is an annual ranking of the worlds' superior supply chains. Supply chain teams use this list to benchmark performance, transform operations, and lead in the future.

Continued Momentum of Supplier Diversity Program

Trinity Health partnered with woman-owned and Michigan-based vendor Marana Group to implement a new print services strategy across our system. Marana Group will act as our print services management company to manage suppliers driving efficiency and savings. Marana Group has joined our roster of over 3,500 diverse suppliers that support our program, which leverages the organizations buying power to positively impact the communities it serves and to support diverse suppliers.

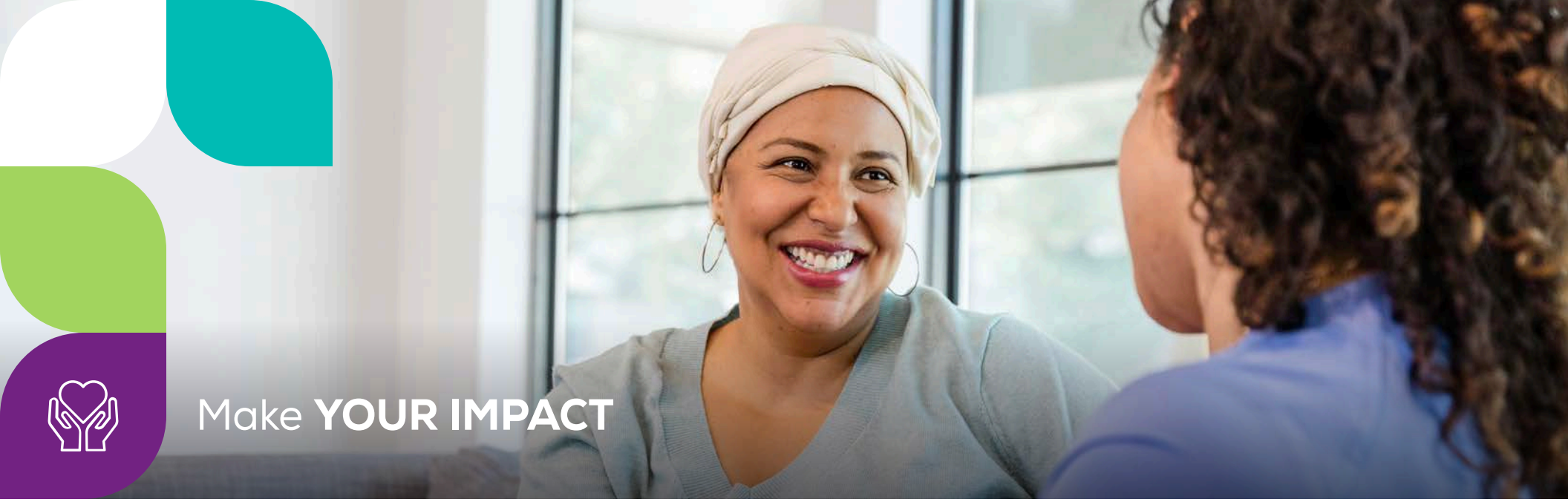
Marana Group

As we maintain the momentum of our supplier diversity program, our pipeline of opportunities grows as well:

- Tier 2 supplier conversions to tier 1 direct
- Increase diverse supplier partnerships for program management
- Supplier to offer inclusive hair products
- Impacts of our supplier diversity program on patient service areas

EXPANDING EMPLOYMENT OPPORTUNITIES

Holy Cross Health (Maryland) partners with CareerCatchers to expand employment opportunities for community members facing significant employment barriers through the Pathways to Independent Employment program. CareerCatchers plays a crucial role by providing participants with essential career readiness training, including soft skills and personalized career counseling, helping them overcome employment challenges. Through this collaboration, CareerCatchers identifies candidates and connects them to suitable roles within Holy Cross Health, creating a steady pipeline of skilled, motivated individuals ready to meet the health care needs of our community.



Make **YOUR IMPACT**

SUPPORT COMMUNITY HEALTH & WELL-BEING

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

Community Health & Well-Being teams listen, partner, and make it easy to identify and meet patients' health-related social needs, 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, housing, and transportation.

To make a donation, visit
www.trinity-health.org/CHWB-Fund
or Scan here ›

SERVING PATIENTS EXPERIENCING POVERTY AND VULNERABILITIES (HOLY CROSS HEALTH - FLORIDA)

During a post-operative appointment, Pearl broke down sharing she was in a lot of pain and had not showered in 6 weeks – her apartment had no water. Her doctor was very concerned noting numerous abscesses and wounds not healing, and called the Community Health & Well-Being department.

Following the call, Community Health Worker Alexis LPN, jumped into action. She reached out to Pearl and provided her with locations of mobile showers. Alexis recognized Pearl's depressed mood and anxiety, and learned that Pearl's disability checks had temporarily stopped. Upon reading her chart, Alexis saw Pearl had a prior HIV diagnosis. Alexis confirmed that Pearl was eligible for the Ryan White program, and walked her through the eligibility processes for the AIDS Drug Assistance Program and intake for transitional housing.

Pearl's outcomes:

- Now living in a housing development where she has her own room and common areas
- Receives 3 meals/day, access to a nurse on site – and a shower anytime she wants
- Consistent with her health care and monitoring closely her pre-cancerous condition

FISCAL YEAR 2024

Community Health & Well-Being Impact Report

Trinity Health

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