



Trinity Health
Of New England

**COMMUNITY HEALTH
& WELL BEING**
ANNUAL REPORT
FY21 (JULY 2020 – JUNE 2021)

COMMUNITY HEALTH & WELL BEING LEADERSHIP TEAM

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3-YEAR STRATEGY

Community Health & Well Being (CHWB) promotes optimal health for those populations who are poor and vulnerable in the communities we serve by connecting social and clinical care, addressing social needs, dismantling systemic racism and reducing health inequities.



Invest in our Communities

- Proactive community investing
 - Support Community Collaborations
 - Conduct collaborative Community Health Needs Assessments (CHNA)/ Implementation Strategy
 - Provide Grants and low-interest loans to support community interventions
- Demonstrating impact via community benefit reporting



Advance Social Care

- Promote access to health services
 - Safety Net Health Centers/ Mobile Health/Street Medicine
- Deliver value-based care to vulnerable populations
 - Seamless integration with care teams to support APM members with social needs
- Address Member Social Needs
 - Point of care screening for social needs
 - Deliver social care services
- Support Community Interventions
 - Food distribution
 - Diabetes Prevention Program
 - Partner with Public Health



Impact Social Influencers of Health

- Advancing SIOH policy
 - Living wage
 - Affordable housing
 - Racism is a Public health crisis Affordable access to healthcare
- Shareholder Advocacy
 - Food/Nutrition
 - Tobacco
 - Health/Medications
 - Gun Violence
 - Environmental Health
- Anchor Strategies

Community Leadership and Engagement are essential to our success!

What a year it has been for CHWB full of tragedy and hope, comfort and loss, and most of all service to those in need.

COMMUNITY HEALTH & WELL BEING

As FY21 began in July 2020, we were still in transition from COVID-19 and starting to rebuild after a period of staffing furloughs and changes. This report provides an overview of what we have accomplished in this past year by offering a set of high-level highlights. The department of Community Health & Well Being has a wide portfolio of work and serves as the public health arm of the hospital; never has it been more critical to make use of the tools of public health to improve the well-being of our communities. We are excited to share this information with you and welcome questions and comments.

FY 2021 required cross department collaboration, significant flexibility, and strong community partner relationships to adjust to the COVID-19 pandemic and keep focused on the mission at hand. Collaboration across hospital departments became a priority as we engaged with clinical leaders to support COVID-19 outreach, education, and vaccination. In Hartford and Waterbury community clinics were set up to provide vaccinations to those most at risk and partnerships with community-based organizations were developed to help increase resident engagement and vaccine uptake. In Springfield, partnerships with our clinical providers resulted in a community outreach campaign with our Accountable Care Organization(ACO) and neighboring health care, governmental and community-based organizations and coalitions who have committed to educating residents and administering vaccines in Springfield's most under resourced neighborhoods. In each case cross department collaboration was key to success.

As the COVID-19 landscape changed from limited COVID-19 testing capacity, to high demand for vaccines and then limited supply of vaccine, to steady vaccine supply, to limited demand for vaccines, to changes in vaccine confidence, to uncertainty about Johnson & Johnson vaccine and shifts in understanding about vaccine effectiveness and safety, CWHB needed to pivot to provide support where it was most needed. Much of this flexibility was required with limited staffing capacity as furloughs impacted departments across the region. Staff took on new roles, technology was employed in new ways, strategies to overcome the limited access for community members were employed, and a willingness to pitch in as needed was required for our success.



FY21–COMMUNITY HEALTH & WELL BEING BY THE NUMBERS:

Community Benefit Programs within Trinity Health Of New England served over 175,000 people and invested \$136,690,700 dollars to support those most in need. CHWB now has a portfolio of \$4.2 million to manage grant funded programs and engage in community focused activities. Over this past year we have:



Provided COVID-19 education & vaccine support to **108,677** people.



Supported vaccinations for **16,100** people with limited access to vaccine clinics.



Partnered with over **30** community-based organizations



Provided meals and social support to **21,109** individuals through our food pantry in Hartford, and in Springfield we partnered with the school system to provide over **1 million** meals (breakfast, lunch, and dinner) to students and their families during the height of the pandemic's first wave.

None of this would have been possible without our community partners who supported us throughout this crisis. The trust that has been built over years of work enabled us to quickly mobilize resources to address the most critical community need. First was the issue of keeping homeless individuals from getting infected; then food crises began to unfold, followed by isolation due to positive COVID-19 test results, personal protective equipment, access to vaccinations, trauma due to COVID-19 deaths, etc. Our community partners helped us stay abreast of the issues and creatively supported our work to resolve the barriers being faced by community members.

Some examples of the work we have done with our partners include:

- Advocacy 2 Legacy created a PSA using teenagers from the community and our clinical partners to post on social media of them getting vaccinated.



- Get HIP Campaign—Social media campaign created by youth in English and Spanish to educate residents about this program that expands access to healthy produce.
- Population focused virtual forums on underserved populations in conjunction with Diversity, Equity & Inclusion and Dr. Zarfos
- Community gun buy-back event
- Collaboration with Homeland Security, FBI and municipal law enforcement of Hartford and surrounding suburbs to help with investigation and services to victims of crime.

Given this focus on COVID-19 for the past year the progress on the priorities highlighted in our CHNA documents was limited. The following pages include a summary of what we had proposed to accomplish and the work that has been done to achieve these goals along with a review of CHNA priorities and progress.

SAINT MARY'S HOSPITAL PRIORITY NEEDS:

Access to Care—Preventative/Primary, Readmissions, Substance Abuse, and Mental Health

The Community Care Team at Saint Mary's Hospital continues to provide services to individuals identified by providers in the Emergency Department who need social support to stay healthy. These patients often have a complex set of issues that require the attention of a Community Health Worker to address their needs. The work is done in collaboration with the Waterbury Health Access Program and with Waterbury Hospital. This past year, 32 people were served by the program and a restructuring of the work to be managed fully by the Greater Waterbury Health Partnership was completed.

Social Influencers of Health—Economic Stability and Employment

This past year Waterbury received a grant from the CT Health Foundation to hire a Community Health Worker who can support patients in need of social care due to the impact of Social Influencers of Health. Although hiring was delayed due to COVID, the person is now on board and working with our Safety Net Clinic staff to support those patients most in need. Screening is being completed in the Community Resource Directory to understand the highest priority needs and resources are being brought to bear to support patients. Resources related to access to healthcare, housing, employment, education, violence prevention, food, and social support are all available. Knowledge of the community organizations and the support they provide has been critical to moving this project forward - one positive aspect of the COVID-19 crisis is that we have developed stronger relationships and built trust with our community partners.



MERCY MEDICAL CENTER PRIORITY NEEDS:

Social Influencers of Health–Food Insecurity

In June 2020, Mercy Medical Center was awarded a 3-year, \$650,000 MassUp grant from the Massachusetts Health Policy Commission. Over the course of the three-year initiative, CHWB will continue to collaborate with community-based organizations to address food insecurity in targeted neighborhoods in Springfield. The targeted neighborhoods are the north end, south end, mason square and downtown/metro central. The organizations that we are partnering with include Fertile Ground, Gardening the Community, Open Pantry, Springfield Food Policy Council and Square One. Some of the expected results for this grant include:

- A reduction in Supplemental Nutrition Assistance Program (SNAP)/Healthy Incentives Program (HIP) gap
- Increased state funding for food pantries, and greater use of “client choice” model within pantries
- Improvements in access to HIP sites
- Engaged and mobilized neighborhood councils advocating for healthy food choices
- Increased supply of fresh food in current retail stores
- A greater number of community gardens in North and South End



Addressing Homelessness

- **ESG Grant 1**—Healthcare for the Homeless received funding to hire a Community Outreach Nurse and Community Health Worker. Both roles work in tandem to provide outreach services to individuals who are unwilling/unable to sleep in congregate living situations, focusing on Hampden County. Their outreach services include case management, employment assistance and job training, life skills training, mental health services and substance use treatment. Basic primary care and behavioral health services will also be offered through referral to the Healthcare for the Homeless clinic.
- **ESG Grant 2**—Healthcare for the Homeless received additional funding to expand community outreach efforts and hire a social worker as well as a second community health worker. They work in tandem with the ESG 1 team to provide outreach services to individuals who are unwilling/unable to sleep in congregate living situations in Springfield.
- **PVTA Taxi Grant**—Healthcare for the Homeless received funding to cover non-emergency and non-COVID-19 travel for homeless patients and seniors who faced transportation barriers when meeting their basic needs. The funding was also used to support essential workers and first responders employed by Mercy Medical Center who have ongoing transportation issues getting to and from work. The grant was used for patients and staff living in Hampden, Hampshire, and Franklin counties. Mercy Medical Center partnered with Yellow Cab to provide 723 cab rides.

SAINT FRANCIS HOSPITAL NEEDS IDENTIFIED:

Mental Health and Social Influencers of Health

Saint Francis Hospital has implemented screening for Social Influencers of Health at three programs: the Joan C. Dauber Food Pantry, the Family Advocacy Center (which supports families impacted by violence) and the Surgical Center (to support pre-surgery changes that will improve health out-comes). Each of these programs is now connected to our Social Care HUB model which makes use of the Community Resource Directory to track referrals to community-based organizations.

Efforts to expand community health workers are underway to increase the services available to support patients impacted by social influencers of health and to improve their well-being. For some patients, they just need help signing up for a program; for others they have a need for additional food resources; for others, the situation is more complex, and they are dealing with unstable housing or complex parenting issues. Whatever the issue, the resources being organized into a Social Care Hub will support those in need.



Access to Healthy Foods

Even, before COVID-19, access to healthy foods was an issue for many of our patients and community residents. The Joan C. Dauber Food Pantry has provided critical services during the pandemic, as unemployment rose and resources were stretched to reach those in need. We organized a “drive-up” model with a no-contact approach to limit staff and client exposure. We also enhanced our provider connections by offering shelf stable foods that they have available within the clinic to offer to patients in need.

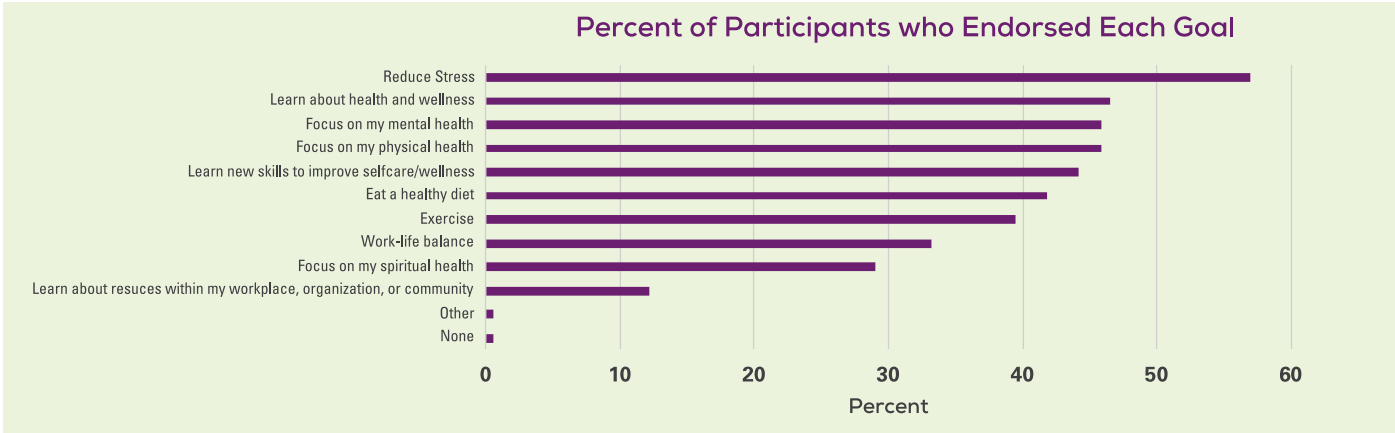
Each year, we use Community Benefit dollars to support the local Farmers Market that is held at the Senior Center in the North End of Hartford. This resource is critical for residents in this area of the city as there is not a full-service grocery store in the city.



PRIORITY ACROSS TRINITY HEALTH OF NEW ENGLAND

Obesity

This year our regional initiative, the New England 61 Day Challenge™, included a variety of health and wellness goals including a healthy diet and better physical health. Of the 2704 people who participated in the challenge more than half of the participants felt they obtained their goal. The goals related to stress reduction and mental health were at the top of the list, but items related to obesity reduction were also extremely popular.



Racial Justice and Equity

We ended the year with increased awareness of racial justice and the importance of equity. Trinity Health was in a leadership role when we declared racism as a public health crisis and CHWB (in collaboration with Diversity Equity and Inclusion) supported these efforts within Trinity Health of New England. Additionally, in both Hartford and Springfield the priority of racial justice has been demonstrated through grant funded efforts to work with our respective collaborations to engage in training.

The work of our department fits squarely into the Mission of Trinity Health, and we are honored to commit ourselves to supporting those most in need while growing our compassion for every-one we serve.



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