



Community Health
& Well-Being

Impact Report



Trinity Health
Of New England

2022 Community Benefit Report



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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

We honor the sacredness and dignity of every person.

Commitment to Those Who are Poor

We stand with and serve those who are poor, especially those most vulnerable.

Safety

We embrace a culture that prevents harm and nurtures a healing, safe environment for all.

Justice

We foster right relationships to promote the common good, including sustainability of Earth.

Stewardship

We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

Integrity

We are faithful to who we say we are.

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.

Community Health and Well Being Introduction

Welcome to the Community Health and Well Being Impact Report for Trinity Health Of New England. On an annual basis our department will report activities that connect the work we do at each of our hospitals to the communities we serve. This first edition provides an overview of our work and explains how our department supports the Trinity Health Mission of “serving together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.”

Trinity Health Of New England recently reported over \$177 million dollars in community benefit to the IRS for the contributions we make to improve health. This figure includes service programs, resources dedicated to training new clinicians, shortfalls from state payments to care for the poor, and investments with community-based organizations to address the needs highlighted in our community health needs assessment. In this report we

will highlight programs and services as well as investments that we manage to support residents in our communities to improve health and wellbeing.

We do this work with others. Collaborative partnerships are essential to be effective and to target those most in need.

We do this work with patience. Long term goals and changes to a complex racially unfair system take time.

We do this work humbly. It is only by recognizing the wisdom of the community and truly acting as servants that we will succeed.

We hope you learn more about our work from this report and will reach out to partners with us as we take this journey to improved health for all.

In partnership,

Mary Stuart, MPH



Mary Stuart, MPH

Executive Director

*Community Health and Well Being
Trinity Health Of New England*

Ministry Overview

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**, based in Livonia, Michigan, and one of the nation's largest multi-institutional Catholic health care delivery systems, 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.

Member Hospitals

Saint Francis Hospital

114 Woodland Street
Hartford, CT 06105
860-714-4000

Mercy Medical Center

271 Carew Street
Springfield, MA 01104
413-748-9000

Saint Mary's Hospital

56 Franklin Street
Waterbury, CT 06706
203-709-6000

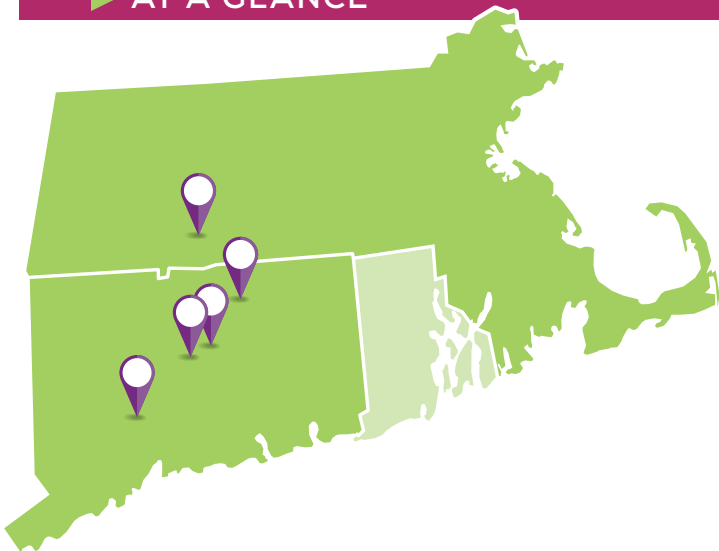
Johnson Memorial Hospital

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

▶ AT A GLANCE



Over 11,000 Colleagues

\$1.967 in Annual Revenue

4 Acute Hospitals

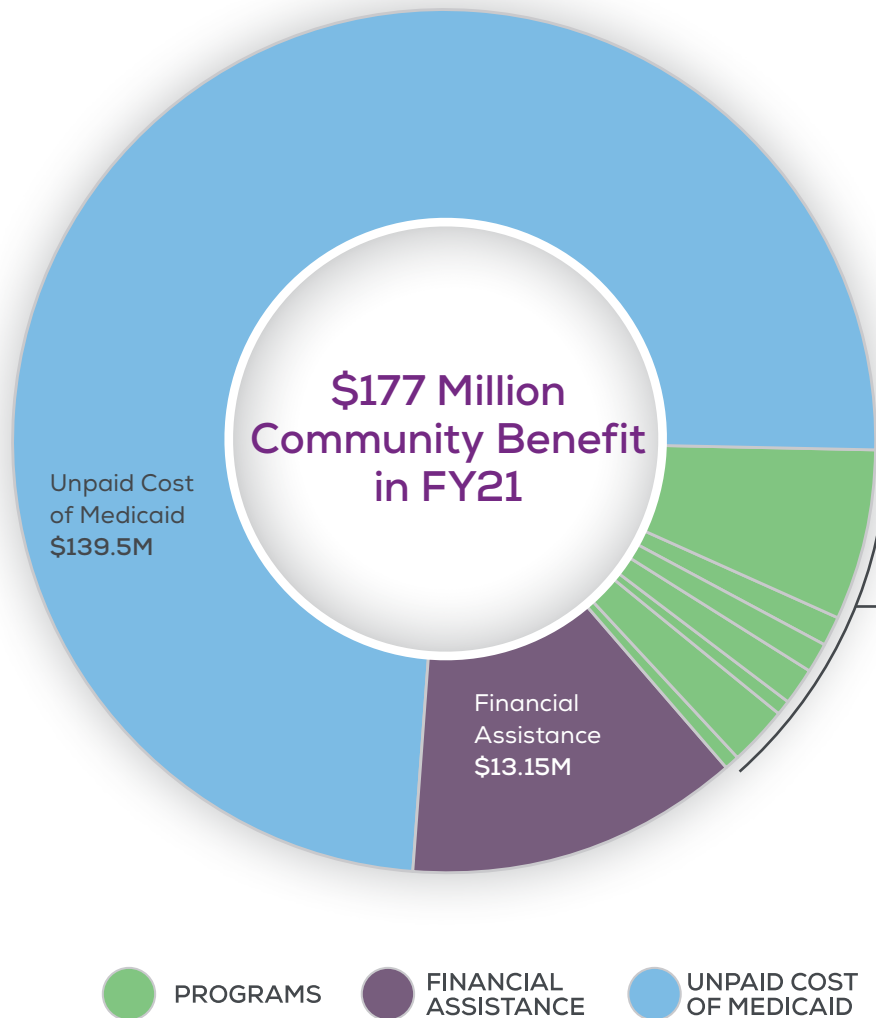
1 Licensed In-patient Rehabilitation Hospital

1,468 Beds

1,100 Total Employed Providers

3,100 Affiliated Partners

Community Benefit



Trinity Health Of New England is committed to being a transforming, healing presence within the communities it serves. Guided by our charitable mission and core values—reverence for each person, justice, commitment to those who are poor, stewardship, and integrity—our work extends far beyond hospital or clinic walls. We continually invest resources into our communities to meet health needs of underserved and vulnerable community members, bringing them healing, comfort, and hope. Through our community benefit initiatives, we help to make our communities healthier places to live.

PROGRAMS

Subsidized Health Services	\$222,276
Research	\$329,532
Financial and In-Kind Contribution	\$398,664
Community-Building Activities	\$54,515
Community Benefit Operations	\$1.1M
Community Health Improvement Services	\$110,575
Health Professionals Education	\$22.7M

Advancing Social Care

Community Health Workers

Community Health & Well Being has been collaborating with the Trinity Health Of New England medical practice “Family Health Center” to screen patients in need with social care screenings using our online Social Influencers of Health screening platform “Find Help.” We are then able to connect with and provide those patients with information about local resources in the community and direct coordination of care with various community organizations and stakeholders for food insecurity, transportation, emergency housing, financial assistance, insurance, diapers, etc. The Family Health Center serves Waterbury community members that are most underserved and together our department and the practice have connected almost 100 community members, mostly BIPOC, to resources to meet their social care needs.

The Saint Mary’s Hospital CHWB team works directly with patients from the community in need of emergency services due to adverse impact from Social Influencers of Health. Working in partnership with various departments and connecting directly with patients

we have provided air mattresses to residents experiencing homelessness and are sleeping on hard surfaces in and outdoors, emergency housing for discharged patients until they are stable, emergency transportation for medical services like dialysis, and even mobilizing to purchase a special car seat for a pre-maturely born baby when the family could not be discharged until the newborn could be safely transported home. This real-time triage and care coordination helps our community members in a timely manner and is done through a collaborative approach with multiple members of our staff at every level of the organization. The continuum of care helped to identify a patient who presented with suicidal ideation and was connected to a mobile crisis responder in the community potentially preventing loss of life. In addition, CHWB procured community grants to assist with on-going needs by supplying departments with car seats for our neo-natal unit when a family cannot afford one and providing clothing so patients can be discharged with dignity when their clothing has been damaged or no longer fits.



// The Family Health Center serves Waterbury community members that are most underserved and together our department and the practice have connected almost 100 community members, mostly BIPOC, to resources to meet their social care needs. //

Advancing Social Care

Safety Net Health Center

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 46 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. Supported by a HUD (Housing and Urban Development) grant, the HCH Street team is a joint effort of three organizations, Mental Health Associates of Greater Springfield (MHA), Alcohol and Drug Services of Western MA (ADS) and Mercy HCH. 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.



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Advancing Social Care (CONTINUED)

Hospital Violence Intervention Program

In 2004, Saint Francis Hospital partnered with Hartford Communities That Care to form the Hartford Care Response Team, creating one of the United States' first Hospital-Based Violence Intervention Programs (HVIP). Since that time, over 1,900 victims and families of gun violence have been supported in their most trying times.

HVIP partnerships link victims of violence and their families to both hospital and community-based resources, including trauma-informed health services (a more holistic approach to services) and other family-oriented support in order to promote healing and reduce the risk of experiencing violence again in the future.

In May 2022, the city of Hartford announced a partnership between Saint Francis, Connecticut Children's, and Hartford Hospital, with additional local civic organizations to create a city-wide HVIP program, based on the successes demonstrated with the Saint Francis and Hartford Communities That Care (HCTC) partnership.

"We are proud that Saint Francis was the first in the region to serve our patients and



their families with the HVIP and are deeply grateful for our long-standing partnership with Hartford Communities That Care," said David S. Shapiro, M.D., Chief Medical Officer at Saint Francis. "We are equally excited to see the growth of these types of intervention programs. This initiative, which will work towards standardizing and coordinating how patients are cared for, is crucial in creating more pathways to address the social influencers of health that contribute to violence in the communities we serve."

// Saint Francis remains dedicated to the greater Hartford community and looks forward to working together with our fellow hospitals and community organizations to reduce violence within our city. //

– David S. Shapiro, M.D.
Chief Medical Officer
Saint Francis

Advancing Social Care (CONTINUED)

According to the National Network of Hospital-based Violence Intervention Programs, it is estimated that up to 41 percent of patients in urban settings who are treated for violence-related injuries are reinjured within five years. Being a victim of violence also increases the likelihood of engaging in violent behaviors in the future.

The purpose of HVIPs is to provide the care needed beyond physical injuries. This includes crisis counseling, which can start as early as in the hospitals' emergency departments or inpatient bedsides, followed by connections to social services including mental health support, employment and housing assistance, and youth mentoring.

Using the Saint Francis and HCTC partnership as a model, the city of Hartford committed to building a comprehensive effort across the city with the three hospital systems and local community organizations. In addition to HCTC, the HVIP partnership includes other agencies including Mothers United Against Violence and the Compass Youth Collaborative.

"The coordination of efforts from all three hospitals and community partners will start to seal the gaps in care of patients affected by gun violence, gather and share data, develop best practices that address racial and health equity to ensure these individuals, their families and the community at large can navigate the trauma and loss that violence brings in the best possible way," said Carolyn Alessi, Regional Director, Community Health and Well Being.

As a part of the initiative, Saint Francis provided STOP THE BLEED® training and kits to the Compass Youth Collaborative Peacebuilder Team. Compass Peacebuilders are often the first on the scene when violence occurs in the city and having training and kits in Peacebuilder vehicles can help make a difference in the crucial first minutes of blood loss.

"Saint Francis remains dedicated to the greater Hartford community and looks forward to working together with our fellow hospitals and community organizations to reduce violence within our city," added Dr. Shapiro.



Impacting Social Influencers of Health

Low Interest Loans to Support Improved Community Health

As the ever-changing health care industry emerges and evolves, the departure from traditional health care that focuses on care only when patients are sick, is now only part of the full equation. Caring for a whole person—mind, body, and spirit—requires all factors of an individual’s life to be considered. The environments in which a person is born, lives, learns, works, plays, worships, and ages affect a wide range of health and quality-of-life outcomes and risks. These “influencers” of health are at the forefront of Trinity Health Of New England’s efforts to continue to grow their focus on population health management.

A key tool for this work is the Social Investment Fund, created by Trinity Health, the parent organization to Trinity Health Of New England. The Social Investment Fund offers low-interest loans to qualified projects in the local communities and neighborhoods where their hospitals are located. For Trinity Health Of New England this program provides significant resources to major development projects in Connecticut, including the Capital City. To date, Trinity Health has committed over \$7.5 million to support five projects.

“This loan program is one more way we are proud to be living our Mission to serve as a healing presence to our local communities,” said Mary Stuart, executive director of community health and well-being, Trinity Health Of New England. “We are honored to work with community partners to finance projects that promote inclusive economic development and financial opportunity, as well as programs that revitalize and stabilize low- or moderate-income neighborhoods the communities we serve.”

One of those projects is Hartford Healthy HUB, a collaboration of the City of Hartford’s Department of Public Housing, the United Way, the Hartford Foundation for Public Giving, Hartford Community Loan Fund, Hartford Food System, UConn, and the Community Advisory Task Force (CATF) a group of residents leading this effort. The vision for the project is to create a city-based hub anchored by a grocery store, attached health-promoting services such as a health clinic and nutritional support services, a community kitchen, an area for cooking



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– Mary Stuart, MPH
Executive Director
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Impacting Social Influencers of Health (CONTINUED)



classes and a restored, rejuvenated Keney Clock Tower Park to provide green space for residents and neighboring students. Trinity Health Of New England has promised a \$1.5 million low-interest loan to the project.

Trinity Health Of New England is also utilizing their Social Investment Fund to invest in the North Hartford Housing Trust, a project run by Community Solutions, focused on creating safe, affordable housing for residents in Hartford's north end. Trinity Health has committed a \$1 million low-interest loan to help increase the number of affordable housing units set to be managed by a non-profit development company with a strong commitment to community and resident engagement.

"Safe and affordable housing is critical to good health and those who are impacted by lack of affordable housing are disproportionately minorities," said Stuart. "In the U.S. there is a long history of discrimination related to access to capital to support the purchase of a home. One of the goals of this project is to change that so that in the long run residents of this neighborhood, which is currently undergoing gentrification, are included and can benefit from the increased value of the properties they own."



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