Trinity Health Of New England includes Saint Francis Hospital and Medical Center and Mount Sinai Rehabilitation Hospital in Hartford; Saint Mary’s Hospital in Waterbury; and Johnson Memorial Hospital in Stafford Springs in Connecticut as well as Mercy Medical Center in Springfield, Massachusetts. In addition, our ministry includes a clinically integrated network, physician practices, ambulatory services, home health and post-acute services. We are nearly 10,000 health care providers committed to being a healing and transforming presence in the communities we serve.

Our Challenge
Trinity Health Of New England is facing crushing challenges. Nursing vacancy rates are approximately 20%, with the most significant impact on inpatient units where vacancy rates have approached 40%. Nursing turnover rates are nearly 35% compared to 17% prior to the pandemic. Consequently, we have had to temporarily close inpatient beds and operating rooms. This means patients are experiencing long delays for emergency treatment, surgery, imaging and diagnostic services. Every day, there are admitted patients who are “holding” in our emergency departments awaiting a staffed bed in an inpatient unit.

Strong Workforce Pipeline
Trinity Health Of New England is collaborating with our Regional Workforce Investment Boards to create stronger connections and pipelines for members of our communities to access workforce opportunities including initiatives with the Capitals Area Healthcare Partnership, Charter Oak Community College, WorkplaceCT, Compass Youth Collaborative and the Asylum Hill Neighborhood Association.

Innovative Care Delivery Models
Trinity Health Of New England is implementing new transformational team care models to improve patient care and staff retention, including a model that utilizes a care team that includes an experienced virtual registered nurse (RN), a bedside RN and a nurse partner. The new virtual role for the experienced nurse allows them to care for patients, coordinate complex care and provide mentoring to early career nurses.

The model fosters retention for both early career and experienced nurses. It is innovative and allows us to quickly bring care resources to the bedside, increases the diversity of our caregiving team and creates opportunities for advancement. This model benefits those we serve and those we serve with. Innovative models like this will decrease turnover and improve quality of care and patient experience.

Mission
We, Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

Core Values
Reverence • Commitment to Those Experiencing Poverty • Safety • Justice • Stewardship • Integrity