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COMMUNITY
IMPACT REPORT





TO OUR COMMUNITY,



Mouhanad Hammami, MD., MHA

SVP, Safety Net Transformation,
Community Benefit, Health and Well-Being

The past year has been a year of building capacity, focusing on our Mission and addressing local needs in our communities. Our Community Health & Well-Being (CHWB) team has grown with 14 regional vice presidents equipped with talent, skills and great passion for their work. Our community partnerships are stronger through collaborative efforts, support and initiatives that target their needs. Additionally, efforts to better integrate community health and well-being with clinical services resulted in a screening of social needs and a referral tool in TogetherCare, Trinity Health's system-wide electronic health record.

As we celebrate the accomplishments of Trinity Health's community health and well-being efforts, I recognize that those would not have been possible without the great work and dedication of our team at the System Office and colleagues across the ministry who contributed on a daily basis, in addition to the support from our leadership and Trinity Health National Board.

Trinity Health is committed to creating trusting relationships with every person we serve, no matter how they encounter us – whether it's at an office visit or at the hospital, at one of our urgent care centers or through one of our community health and well-being initiatives.

I am honored and humbled to be a member of such a passionate team and look forward to continuing our work toward optimizing wellness and equity by addressing the social influencers of health in the communities we serve.

COMMUNITY HEALTH & WELL-BEING STRATEGIC APPROACH

Trinity Health aims to optimize wellness and equity in our communities by addressing patients' social needs, leveraging resources and partnerships and improving community conditions. Our Community Health & Well-Being strategic approach focuses on those who are poor and vulnerable and addresses social influencers of health.

KEY AREAS OF FOCUS:



Screen and address social/ economic needs of patients



Assess and expand use/ availability of support services in our communities



Improve community conditions

FOCUSING IN THESE THREE AREAS, CHWB IS STRATEGICALLY WORKING TO...



Address social influencers of health

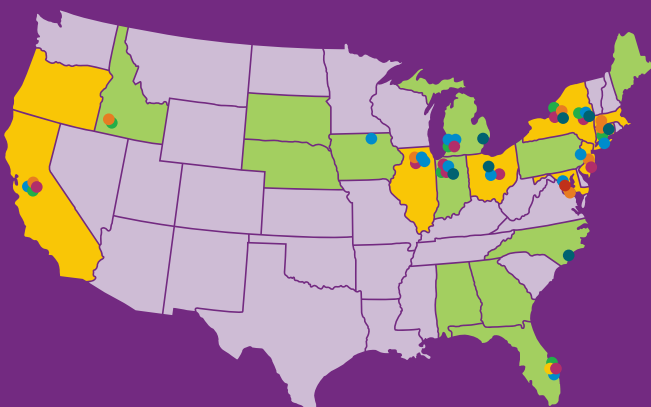


Reduce tobacco use



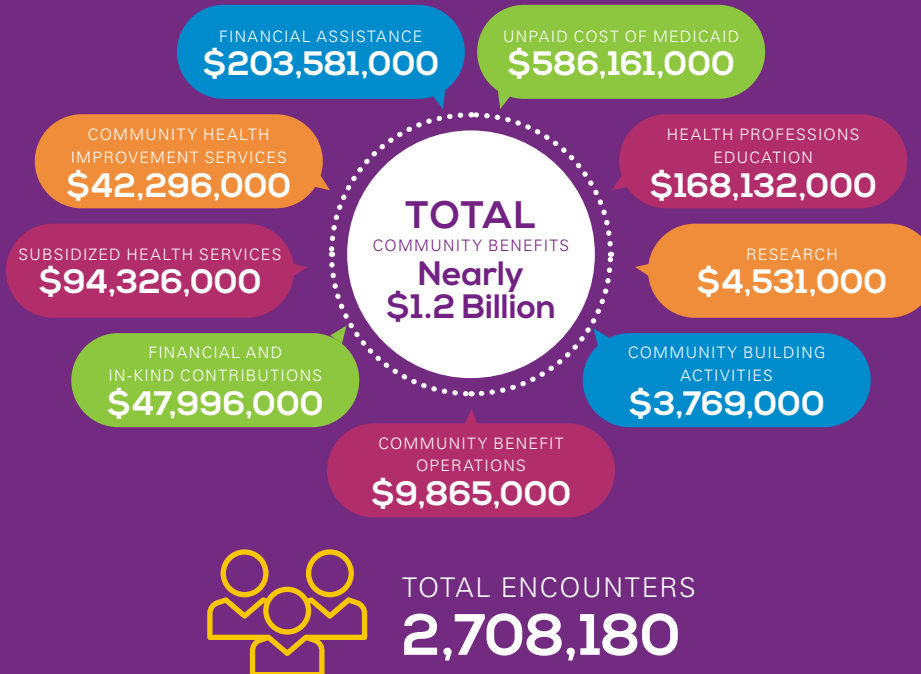
Reduce obesity prevalence

Trinity Health's Community Health & Well-Being Initiatives



- **Baby-Friendly Designated Hospitals** – the evidence-based practice endorsed by the World Health Organization and UNICEF to improve breastfeeding and global population health
- **Transforming Communities Initiative** – an innovative funding model to prevent tobacco use and childhood obesity, and address social influencers of health
- **Safety Net Pilot** – expanding access to improve the quality and outcomes of vulnerable patients
- **Passed Tobacco 21**
- **National Diabetes Prevention Program** – a CDC-recognized, 12-month diabetes prevention lifestyle change program to help prevent or delay Type 2 diabetes
- **Community Health Workers (CHW)** – embedded in care teams to improve the care of at-risk patients

2019 Community Benefit Summary



Redesigning Community Health & Well-Being to Better Serve Our Communities

In late calendar year 2018, Trinity Health initiated a redesign of the Community Health and Well-Being structure. This redesign ensures that every region has the infrastructure, competencies and guided support system to effectively assess and address patient social needs. Trinity Health will implement policies, systems and environmental change strategies to address the root causes of poor health. Within six months, every region appointed and/or hired a vice president of community health and well-being, and each of those new leaders assessed their team's capacity to achieve CHWB goals. Within just twelve months, 80% of regions hired the recommended additional colleagues to support community partnerships. This will allow for delivery of services to those who are poor and vulnerable and to improve their broader Community Health & Well-Being efforts.

RHM CHWB EXECUTIVE LEADERS



Tamara Bourda
VP, CHWB
Georgia Region



Carlos Brown
VP, CHWB, Compliance
& Diversity and Inclusion
New England



Kathy DeRosa
VP of Mission & CHWB
St. Peter's Health Partners
Albany, NY



Ivonne Der Torosian
VP, CHWB
St. Agnes Medical Center
Fresno, CA



Sara Eide
VP, CHWB
MercyOne, Iowa



Doreen Fadus
Executive Director, CHWB
New England Region



Jennifer Koehler
VP, External Affairs
Illinois Region



Kimberley McBride
VP, Community Health
Holy Cross Health
Silver Spring, Maryland



Jennifer Palagi
VP, CHWB
Saint Alphonsus Health System
Boise, ID



Michelle Peters
VP, CHWB
St. Joseph's Health System
Indiana Region



Brian Pierson
VP, CHWB
Mt. Carmel Health System
Columbus, OH



Maureen Pike
Regional Executive Director
Illinois Region



Stevi Riel
Regional Director, CHWB
Mercy Health
West Michigan



Kim Saiswick
VP, CHWB
Holy Cross Hospital
Ft. Lauderdale



Lil Schonewolf
VP, CHWB
Mid-Atlantic Region



Dave Spivey
President & CEO
St. Mary Livonia & VP, CHWB
Michigan Region



Elisabeth Vanderpool
Regional Director, CHWB
St. Joseph Mercy



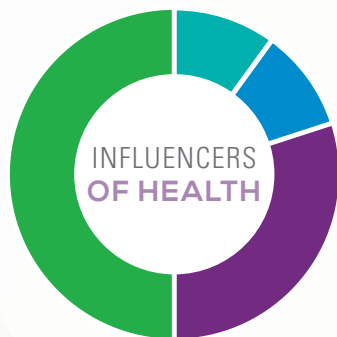
Deb Welch
VP, Mission & CHWB
St. Joseph Health System
Syracuse, NY



What Drives **HEALTH OUTCOMES?**

In the United States, your zip code is a better indicator of your health and life expectancy than your genetics or access to health care. According to County Health Ranking, only 20 percent of a person's health is influenced by the health care they receive. A person's health is most significantly affected by social influencers of health, which account for 50 percent of what makes a person well. Social influencers of health are the conditions in the places where people live, learn, work and play; these affect a wide range of health risks and outcomes.

Some communities – urban and rural – are lacking basic resources like affordable housing, healthy foods and jobs; this takes a toll on its residents' health. There is a link between inequitable living conditions and poorer health outcomes, and Trinity Health's efforts in community health and well-being are working to improve those differences.








- 10% Quality of Care
- 10% Access to Care
- 30% Healthy Behaviors
- 50% Social & Economic Factors, Physical Environment





Data Source: County Health Rankings

SOCIAL INFLUENCERS OF HEALTH INCLUDE:

SOCIAL & ECONOMIC FACTORS

-  Education
-  Job status
-  Family/social support
-  Income
-  Community safety

PHYSICAL ENVIRONMENT

-  Natural environment (greenspaces)
-  Built environment (buildings, sidewalks, roads)
-  Worksites, schools, recreational settings
-  Housing and community design

HOW IS **TRINITY HEALTH** ADDRESSING **SOCIAL** **INFLUENCERS** OF HEALTH?

In 2019, Trinity Health launched a new, system-wide social influencers of health (SIOH) signature project. Signature projects will screen patients for social needs and connect them to resources while building additional access points for community members to receive the services or participate in the interventions. Each project will also identify a policy or system change to improve community conditions. Hospitals identified a community need, which they will address by designing interventions and policies in collaboration with community partners over several years. These signature projects intend to improve lives by:

- Ensuring that community benefit spending on social services produces positive outcomes for both the individuals and communities we serve;
- Establishing community partnerships and use of available community resources to address the most pressing social need(s);
- Evaluating the opportunity to improve community infrastructure with funding from the Trinity Health Community Investment Fund;
- Redirecting hospital resources toward projects that achieve measurable results; and
- Incorporating outcome measurement(s) or other rigorous methodologies for assessing project impact and effectiveness.

Trinity Health hospitals are investing nearly \$4M to advance their social influencers of health projects.



Food Insecurity
13 hospitals | ~\$2M



Housing Access & Affordability
5 hospitals | ~\$700K



Economic Opportunity
5 hospitals | ~\$600K



Social Isolation
5 hospitals | ~\$600K

SUCCESS HIGHLIGHTS



Screening and addressing social/ economic needs of our patients

Trinity Health developed and embedded patient social/economic needs screening into the new electronic health record tool, TogetherCare.

A Safety Net Health Center pilot project launched in **four hospitals**, establishing baseline quality metrics and identifying a strategy to improve access to care. Pilot sites are implementing enhanced access scheduling, which reduces delays and prevents unnecessary visits to urgent and emergent care.



TOBACCO SCREENING/
REFERRAL IMPROVED FROM

**74% in 2016 to 86%
in fiscal year 2019**

BMI SCREENING AND
REFERRAL RATES WENT FROM

**51% in 2016 to 65%
in fiscal year 2019**

SINCE IMPLEMENTATION,
DISPENSARY OF HOPE PHARMACY
ASSISTANCE PROGRAM HAS PROVIDED MORE
THAN 1.2M DOSES OF FREE MEDICATION,

saving patients **\$642K**

IN CALENDAR YEAR 2019, 91.2K TRINITY HEALTH
PATIENTS SAVED NEARLY \$3.2M ON PRESCRIPTION
MEDICATIONS USING FAMILYWIZE,

a **45% savings**
from the retail price

100% of Trinity Health
birthing hospitals

ARE WORKING TOWARD IMPLEMENTING
THE BABY-FRIENDLY HOSPITAL INITIATIVE



Assessing and expanding use/ availability of support services in our communities

11K engaged in national and local tobacco cessation interventions.

39 hospitals completed community health needs assessments. The top three priorities for all Trinity Health communities include:

- » Behavioral health
- » Access to care
- » Maternal/infant health

The Good Samaritan Initiative embedded Community Health Workers (CHWs) in care teams to improve the treatment of at-risk patients.

16 CHWs funded by the Good Samaritan Initiative served the social/economic needs of more than **1,000 patients in nine hospitals.**



PROGRAM HIGHLIGHT: NATIONAL DIABETES PREVENTION PROGRAM

The National Diabetes Prevention Program (DPP) now includes 16 hospitals, targeting lifestyle changes to prevent Type 2 diabetes. Eight of these programs are funded by the CDC.

DPP is a CDC-recognized, 12-month diabetes prevention lifestyle change program to help prevent or delay Type 2 diabetes.

The CDC funding was awarded in 2017 as a five-year (\$1.42M per year) grant to strengthen the commitment to DPP and expand access. The grant runs from September 2017 through September 2022.

Nearly 10,000 pounds were collectively lost by more than 1,300 DPP participants in 2019.

"This program is truly amazing ... It holds me accountable, and I have learned so much! The holidays were a breeze for me, and I was able to stick to my goals ... I actually lost weight during the holidays. That has never happened!"

– participant in
Fort Lauderdale, Florida

Key Focus Area

SUCCESS HIGHLIGHTS



Improving Community Conditions

Tobacco Control

Tobacco control policies passed in Illinois, Connecticut, Maryland, Ohio, New York, Delaware and many local municipalities. To date, 28 Trinity Health communities have passed the Tobacco 21 policy at state and/or local levels. This has impacted over 14 million people ages 15-24 nationwide.

Action continued on Smoke-Free Movies, including a New York Times article highlighting Trinity Health's work organizing an investor letter, signed by 48 investors, which led to the California state senate legislation requiring "R" ratings for movies that depict smoking.

Shareholder Resolutions

Using shareholder interest to drive changes in corporate behavior is why Trinity Health has been engaged in faith and values advocacy for more than a decade. Working in collaboration with the Interfaith Center for Corporate Responsibility (ICCR), this coalition has invested more than \$400 billion in invested capital. Trinity Health views its investments as a powerful catalyst for social change. Highlights for 2019 include:

- 1) A resolution, co-filed by Trinity Health, persuaded Amazon® to commit to a target of carbon neutrality (having a net result of net zero carbon emissions) for half its package deliveries by 2030. Amazon also measured and disclosed its 2018 carbon footprint, the total greenhouse gas emissions attributed to its direct and indirect operational activities. This information will be used to develop greenhouse gas reduction goals.
- 2) Dollar Tree, the discount store chain with more than 14,000 stores in the U.S., recently joined the Chemical Footprint Project. Dollar Tree will assess the company's chemical footprint and track its progress toward using safer chemicals across its supply chain. This action was taken after Trinity Health filed a shareholder resolution requesting Dollar Tree to minimize the hazards associated with chemicals in its products.

- 3) Trinity Health is a founding member of the Investors for Opioid Accountability (IOA) coalition. The IOA released a report detailing landmark agreements with 20 opioid manufacturers, distributors and retail pharmacies that have resulted in fundamental changes of their governance structures. This will help strengthen oversight and better mitigate risks of addiction and overdose. Currently IOA consists of 59 institutional investors representing more than \$4 trillion in assets.

Among the milestones documented in the report are:

- A majority (52%) of shareholder proposals led to agreements with the companies;
- Of the shareholder resolutions filed, approximately one-third passed by majority vote and led to reforms;
- Twelve companies agreed to conduct risk assessments of opioid-related business practices including governance, compliance, compensation and political lobbying and to report these findings publicly;
- Ten companies agreed to adopt clawback policies to recoup executive pay due to company misconduct or malfeasance, including the public disclosure of the use of the clawback;
- Three companies agreed to separate their chair and CEO positions; and
- Two companies agreed to disclose when they adjusted metrics to exclude legal costs when calculating their executive pay awards.

Community Investing Loans

Trinity Health renewed \$6.1M in low interest rate loans and commitments for place-based investing. The renewal will improve access to affordable housing, healthy foods, and economic development. Trinity Health also made an additional \$4.9M in new commitments and deployed loans.

New community investment loans include:

\$1M to the RPM Group to support the creation of Patriot Village II, a 70-unit affordable housing development in the Trenton, NJ, community. The resulting development will be environmentally friendly through LEED certification and targeted to be affordable to individuals/households making 60% of area median income or less.

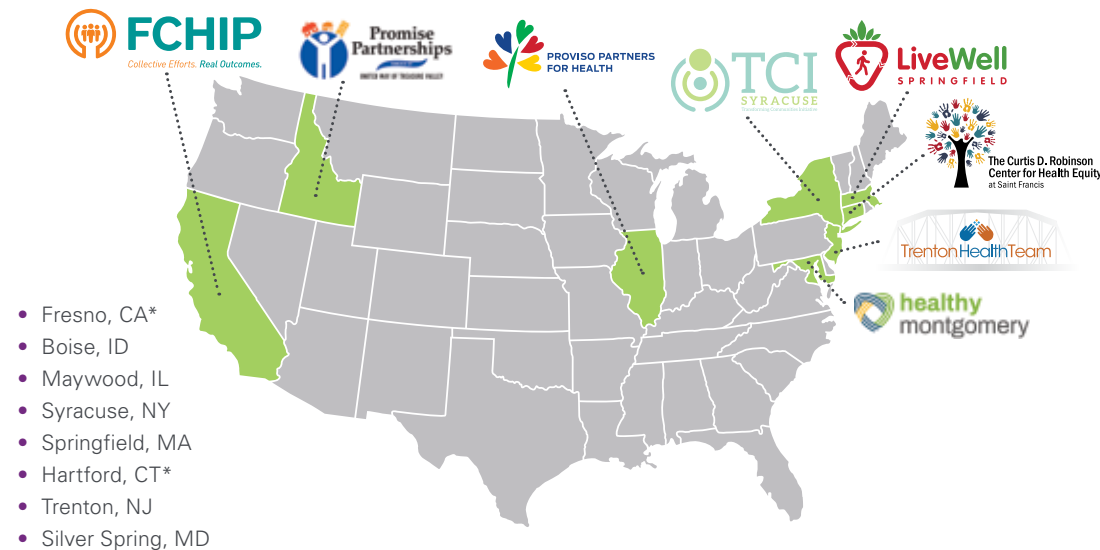
\$3.5M was presented to Bethlehem Haven in the Pittsburgh community to build a 38-unit affordable housing development serving individuals and families making 50% of the area median income.

Preserving Our Legacy Fund

Trinity Health allocated **\$1.9M** for 14 capital projects that supported individuals from underserved and economically disadvantaged communities.

PROGRAM HIGHLIGHT: TRANSFORMING COMMUNITIES INITIATIVE

The Transforming Communities Initiative (TCI) launched in 2016 to advance community partnerships that focus on improving the health and well-being of communities served by Trinity Health. TCI is an innovative funding model and technical assistance initiative supporting eight communities using policy, system and environmental (PSE) change strategies to prevent tobacco use and childhood obesity, as well as address social influencers of health.



*Fresno and Hartford were awarded in June 2016 at a lower funding level.

Estimated Reach of TCI Influence by Strategy

TCI Strategy	Accomplishment	Estimated Population Reach*
Tobacco Control	Legislation passed in five states – Connecticut, Illinois, Maryland, Massachusetts, and New York.	7,784,506 people
School Wellness	District policy work and school-based initiatives, including safe routes to school, reached an estimated seven districts, 343 schools in six sites – Promise Partnerships, PP4H, Healthy Montgomery, Live Well Springfield, TCI Syracuse, and Trenton Health Team.	235,924 students
Early Care and Education	Five TCI sites had PSE objectives related to early care and education – Promise Partnerships, Well Being 360, Live Well Springfield, TCI Syracuse, and Trenton Health Team.	3,643 children
Breastfeeding	Two TCI sites had PSE objectives related to breastfeeding policy – TCI Syracuse and Trenton Health Team.	11,308 women
Built Environment	Complete Streets principles were adopted in four TCI sites – Promise Partnerships, Well Being 360, Live Well Springfield, and Trenton Health Team.	133,773 people
Community Food Access	Six TCI sites worked to increase the availability of healthy food – FCHIP, Well Being 360, PP4H, Healthy Montgomery, TCI Syracuse, and Trenton Health Team.	240,537 people

*Tobacco population reach uses census data. Otherwise, estimated population reach is a sum of the population reach numbers as reported by sites in annual or monthly reports. Some duplication in counts may occur within sites with multiple strategies.

NATIONAL TECHNICAL ASSISTANCE PARTNERS



NATIONAL LEADERSHIP AWARDS


The **American Hospital Association (AHA)** honored Trinity Health's **Transforming Communities Initiative (TCI)** as one of five programs to receive the 2019 AHA Dick Davidson NOVA Award®.

"We are honored to be recognized by AHA as a national leader," said Mouhanad Hammami, senior vice president, safety net transformation, Community Health and Well-Being. "Trinity Health is looking beyond our acute-care environment and developing initiatives that address root causes and social influencers of health. We say social "influencers" of health, not determinants, because we believe communities are resilient and that change is possible."

The AHA Dick Davidson NOVA Award recognizes outstanding collaboration by hospitals and health systems for building healthier communities. Specifically, the award honors AHA members that improve community health status whether through healthcare, economic or social initiatives. The members are collaborating through joint efforts among healthcare systems or hospitals, or among hospitals and other community leaders and organizations.

"Hospitals and health systems are increasingly bringing care and resources directly to where patients are outside of traditional settings," said Rick Pollard, AHA President and CEO. "By developing effective partnerships with all sectors of the community, this year's AHA Dick Davidson NOVA Award winners are true leaders who are innovating new ways to address some of our most pressing health challenges."

"The evidence-based strategies used by TCI communities have been proven to, at a rapid pace, improve the health of communities," shared Jaime Dirksen, vice president, community health and well-being. "Our team is very proud of the outcomes TCI has made and look forward to building on this great work."



The **Catholic Health Association (CHA)** honored Mercy Cares (Atlanta) and Mount Carmel Health System (Columbus) with the 2019 Achievement Citation for their **street medicine programs**, which serve the homeless, those in the communities who are most vulnerable. Both street medicine programs provide people who are homeless with healthcare access, including specialty care such as mental health services, dental and vision, as well as social services, such as assistance getting into permanent housing, enrolling in veterans' benefits (if applicable) and finding a job.

Trinity Health's three street medicine programs are located in Atlanta, Georgia; Columbus, Ohio; and Pittsburgh Mercy in Pennsylvania. The Operation Safety Net program won the CHA Achievement Citation in 1994, integrating acute care, population health and community health and well-being to address the needs of each patient.

"One of the blessings of being part of a larger health system like Trinity [Health] is that we have partners that are providing street medicine services, and we can learn from each other on an ongoing basis," said Brian Pierson, regional director, community health and well-being, Mount Carmel Health System.

CHA's Achievement Citation annually recognizes an outstanding program or service that exemplifies the hospital's commitment to carry on Jesus' mission of compassion and healing. The Achievement Citation is given to a CHA-member organization that is the creator and lead sponsor or partner in an original, bold, innovative program that delivers measurable results for the community served.



Trinity Health DATA HUB

As a not-for-profit entity, Trinity Health hospitals complete a community health needs assessment every three years per IRS requirements. In fiscal year 2019, Trinity Health released a Community Health Needs Assessment Guide to standardize how hospitals conduct their CHNA and use data and community input to measure the relative health and social well-being of a community.

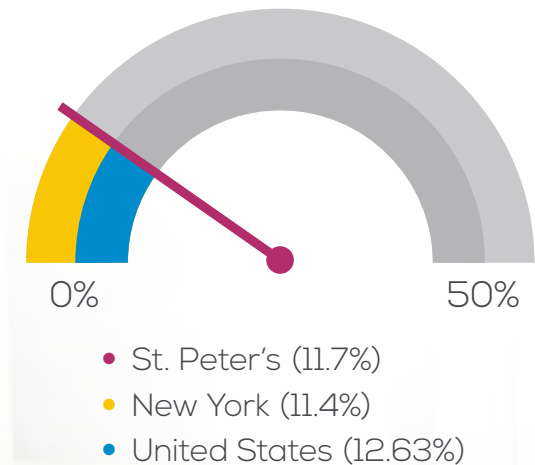
To streamline this work, Trinity Health partnered with the University of Missouri CARES to launch the Data Hub in July 2019. The Data Hub reports thousands of community health indicators. Of these, 100 are customized for each hospital to create efficiencies in conducting community health needs assessments. This also helps in prioritizing communities to receive interventions, and helps leadership understand how our patient populations compare to our communities.

The Data Hub provides easy access to most current national and local data, and features interactive maps, reports, and resources to serve all cities and counties across the U.S. It is an effect tool for colleagues and community partners to collaborate.

Data Hub highlights:

- Populates the most current publicly available data by designated service areas (city, county, nation or Trinity Health overall) to generated reports on health and community statistics.
- Supports Trinity Health hospitals to conduct their CHNAs efficiently.
- Produces customized reports on the Trinity Health Community Vital Signs, which was established to evaluate the well-being of each community.
- Provides thousands of indicators that can be visualized through mapping, data tables or exported to analyze.

PERCENTAGE OF TOTAL POPULATION WITH FOOD INSECURITY



Food Insecurity Rate

This indicator reports the estimated percentage of the population that experienced food insecurity during the report year. Food insecurity is the household-level economic and social condition of limited or uncertain access to adequate food.

Report Area	Total Population	Food Insecure Population, Total	Food Insecurity Rate
St. Peter's Hospital – Albany	448,750	52,374	11.7%
New York	19,835,526	2,261,250	11.4%
United States	325,717,422	41,133,950	12.63%

*Note: This indicator is compared to the state average
Data Source: Feeding America 2017. Source geography: County*

FOOD INSECURE POPULATION, PERCENT BY COUNTY, FEEDING AMERICA 2017



- Over 18.0%
- 15.1 – 18.0%
- 12.1 – 15.0%
- Under 12.1%
- St. Peter's Hospital – Albany





trinity-health.org



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

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.