

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

## **Community Impact Report**





## 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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## HIGH LEVEL CARE. HIGHER LEVEL CARING.

Dear Valued Community Partners, Patients, and Friends,

As we conclude another fiscal year at St. Mary's Health Care System, it is with the utmost gratitude that we reflect upon the trust and partnership that have allowed us to serve as a compassionate and transforming healing presence within our communities. Our Mission — to extend care that is grounded in compassion and dedicated to transformative healing — remains central to all we do. This year, your support has played an essential role in enabling us to fulfill this Mission.

To our esteemed community partners, we extend our sincerest appreciation for your collaboration. Your commitment and shared dedication to enhancing healthcare access and promoting wellness throughout northeast Georgia have been invaluable. Together, we have been able to expand our impact, creating healthier, more resilient communities and supporting individuals and families with essential health resources.

To our patients, thank you for entrusting us with your care. Your choice to place your health and well-being in our hands is an honor and responsibility we take very seriously. Our commitment to providing exceptional, respectful, and safe care has never been stronger, and we are dedicated to continually advancing our services to meet your needs.

As we move forward in service to the northeast Georgia community, we remain profoundly grateful for the opportunity to be part of your lives and to contribute to the well-being of this region.

With sincere appreciation,



Stonish Pierce President & Chief Operating Officer



## MEET YOUR COMMUNITY HEALTH & WELL-BEING TEAM



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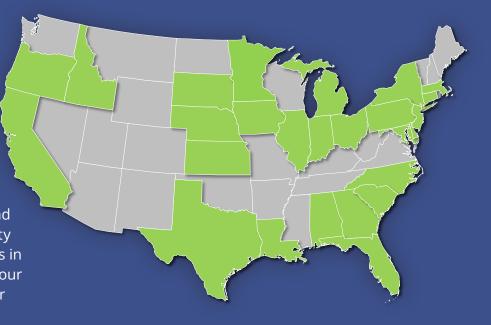
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# ST. MARY'S HEALTH CARE SYSTEM IS A MEMBER OF TRINITY HEALTH

# ONE OF THE LARGEST CATHOLIC HEALTH SYSTEMS IN THE NATION

Our Ministry benefits from being a member of Trinity Health through educational opportunities offered by our national partners such as the Healthcare Anchor Network, National Partnership to Align Social Care, the Healthcare Transformation Taskforce, Catholic Health Association and many more. We also benefit from national initiatives such the Community Investing Program - making low-interest rate loans to improve conditions in our communities and through Shareholder Advocacy where we amplify our shareholder voice to advance improvements in corporate social behavior that ultimately advance health equity across the United States.





**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







**3** Hospitals\*



**26** Medical Practices & Urgent Cares



**14,375** Inpatient Discharges



141,912 Outpatients Visits



**86,715** Emergency Visits



**Specialty Services:** 

**55** Thrombectomies

**1,573** Births

**71** Admissions to NICU

\*Owned, managed or in JOAs or JVs.



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 St. Mary's Health Care System 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.

St. Mary's Health Care System 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.



## 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.

St. Mary's Health Care System is committed to ensuring we comprehensively report all the IRS-defined community benefit happening across our system, as well as its 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.



#### FINANCIAL ASSISTANCE



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

In FY24, St. Mary's Health Care System provided: \$15.3 million in financial assistance Over 15,700 patients benefited

Patients can now sign-up for Financial Assistance in MyChart





### **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 remainging 80% is related to social influencers of health (housing needs, financial insecurity) and individual behaviors. St. Mary's Health Care System 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

St. Mary's Health Care System screened over 13,700 patients for social needs in primary care settings. **21% of those screened identified at least one need.** 

Top needs>







## AND CLINICAL CARE

CONNECTING PEOPLE TO RESOURCES



### **Community Health Workers**

Community Health Workers (CHWs) serve as liaisons between health/social services and the community to address patients' social needs and mitigate barriers to health. CHWs are trusted members of the community and work closely with a patient by assessing their social needs, home environment and other social risk factors, and ultimately connect the patient (and their family) to services within the community.

St. Mary's Health Care System employs two CHWs as part of our care teams. Our CHWs have all completed a 40+ hour foundational training, along with chronic disease- specific training standard and continuing education through our national CHW affinity group.

### **Community Resource Directory**

In fiscal year 2024, the Community Resource Directory yielded over 3,200 searches, with over 340 referrals made.

We encourage our community partners to claim their program. Claiming allows community-based organizations to take ownership of their programs on the platform to maintain its information and indicate how they would like to be contacted. This could be directly on their website, emails, direct phone calls or direct referrals on the platform.

#### COMMUNITY RESOURCE DIRECTORY





## Community Health Needs Assessment and Implementation Strategy Update

To further our commitment to achieving equity - we are committed to authentically engaging with our community members, organizations and leaders. Every three years, our hospital conducts a Community Health Needs Assessment (CHNA) to identify community assets, needs, and the current state of health and social well-being. The process involves input from those who live in the community to identify and prioritize the 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.

## **Identified Needs & Hospital Commitments**

Our CHNA identified the following significant health needs, which we addressed from fiscal years 21-24:









Our 2025 CHNA report, which will guide our strategic priorities for fiscal years 25-27, can be found by visiting stmaryshealthcaresystem.org/about-us/community-benefit

MINISTRY OVERVIEW **COMMUNITY IMPACT** INTEGRATING SOCIAL AND CLINICAL CARE INTRODUCTION **INVESTING IN OUR COMMUNITIES** 



