



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.

CONTENTS

Introduction	1
Trinity Health Overview	2
Loyola Medicine Overview	3
Community Impact	7
Integrating Social and Clinical Care	9
Addressing Patient Social Needs	9
Social Needs Screening.....	9
Community Health Workers	10
Community Resource Directory	10
National Diabetes Prevention Program.....	11
Scale and Impact.....	11
Outreach to those Experiencing Homelessness	12
Investing in Our Communities	13
Community Health Needs Assessment and Implementation Strategy Update	13
Identified Needs and Hospital Commitments	13
Community Grants & Collaborations Addressing Priority Needs.....	14
Addressing Mental Health.....	15
Addressing Social Needs and Influencers of Health	16
Increasing Access to Healthcare	17
Support Your Local Community Health & Well-Being Fund.....	18



The mission of Loyola Medicine is to “serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.” As such, we focus on community health and well-being to improve the health of the entire population, especially the most in need and vulnerable. Loyola Medicine takes this responsibility seriously, as we have a strong commitment and responsibility to the communities we serve, including our patients, community members, and colleagues. We strive to be a leader in optimizing wellness and equity and eliminating disparities in our communities identified in our Community Health Needs Assessment. We do this by leveraging resources and partnerships; focusing on meeting the needs of people experiencing poverty and addressing the social influencers of health.

Loyola Medicine invested over \$291.2 million in Community Impact, including IRS-defined community benefit and other community impact activities. Activities included the delivery of various community health improvement services, the provision of patient financial assistance programs, direct care to uninsured, low-income and other vulnerable populations in the region, and advanced community partnerships advocating for a healthier communities within our service areas.

We have continued operation of the Social Care Hub to address the mental, physical, and emotional needs of patients during the past year. We expanded the presence of community health workers by embedding them into several of our ambulatory sites and emergency rooms throughout our system. We are grateful for the opportunities we have to serve our community, providing compassionate care and dedicated stewardship to the region and beyond.



Tad Gomez
President,
Loyola
University
Medical Center



Pierre Monice
President,
MacNeal
Hospital



**Elizabeth
Early**
President,
Gottlieb
Memorial
Hospital

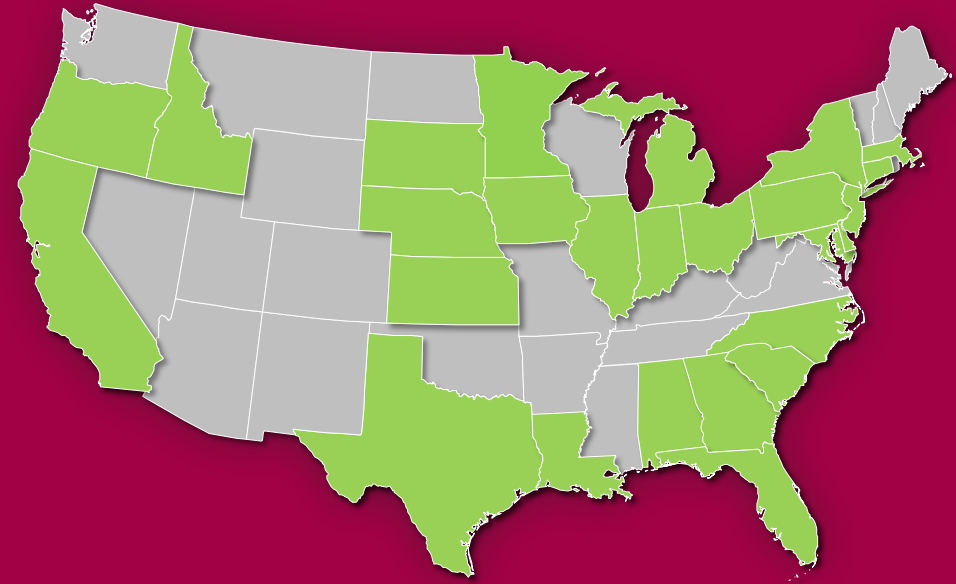


**Michelle
Peters**
Regional Vice
President
Saint Joseph
Health System
and Loyola
Medicine



LOYOLA MEDICINE 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

*Owned, managed or in JOAs or JVs.

LOYOLA MEDICINE AT A GLANCE



8,456 Colleagues



455,941 Outpatients Visits



3 Hospitals*



119,679 Emergency Visits



27 Ambulatory Centers



34,253 Inpatient Discharges



1 Mobile Health



9,319 Speciality Services
(# Deliveries, NICU, Burn,
Oncology, etc.)

*Owned, managed or in JOAs or JVs.



Community Impact

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.

Loyola Medicine recognize 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 the intentional and continual practice of changing policies, practices, systems, and structures by prioritizing measurable change in the communities we serve.

COMMUNITY IMPACT



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.

Loyola Medicine 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 demonstrate how our faith-based, not-for-profit health system makes a difference in the communities we serve – focusing on impacting people experiencing poverty - through our financial investments.



\$220.7 M in IRS-defined Community Benefit

- Financial Assistance at Cost
- Unpaid Cost of Medicaid
- Community Benefit Programs

\$70.5 M in Community Impact Activities

- Community Impact meets the spirit of community benefit and acknowledges the investments made that are making an impact in the community that the IRS does not consider.

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, Loyola Medicine provided **\$36.5 M** in financial assistance
27,021 patients benefited

Scan here



Patients can now sign-up for Financial Assistance in MyChart

INTEGRATING SOCIAL AND CLINICAL CARE



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 remaining 80% is related to social influencers of health (housing needs, financial insecurity) and individual behaviors

Loyola Medicine 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 their healthiest life. And, a healthy life means so much more than receiving care in a healthcare facility.

Social Needs Screening

We are committed to annually asking our patients about their health-related social needs. These 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

Loyola Medicine screened over 80% of patients for social needs in ambulatory settings. If patients identify a need, our teams are able to connect them to community resources through the Trinity Health Community Resource Directory, community health workers and other social care professionals.

UNDERSTANDING OUR PATIENTS NEEDS LEADS TO BETTER CARE

Sarah Maher, Community Health Worker, received a referral from a clinic provider for a patient who needed assistance with obtaining healthcare coverage. The patient had migrated to the US and had been experiencing seizures. They had lost their job, until they could be cleared for work, which made them ineligible for employer-provided insurance. Since they had no coverage, they were unable to see a neurologist. Sarah and her patient worked together using the Language Line. Sarah was able to help her patient apply for Medicaid, which they were approved for just in time for their neurology appointment! With Medicaid, patient was eligible for reimbursement for current medical bills they had due to a recent hospitalization to treat the seizures. Patient was helping support family back home. Navigating the American healthcare system, managing appointments and securing an income was difficult and stressful, especially without speaking English. With Sarah's help, the patient is now able to visit doctors freely now that they have coverage.

INTEGRATING SOCIAL 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.

Loyola Medicine employs 19 CHWs as part of our care teams. Our CHWs have all completed a 40+ hour foundational training, along with mental health first aid, chronic disease- specific training standard and continuing education through our national CHW affinity group.

To adequately address the needs of our communities, several of our CHWs speak Spanish and one speaks Polish. Our CHW's are strategically placed in clinics, where the percentage of patients on Medicaid or Uninsured is high, in the emergency department, and in the centralized office, to manage referrals from across the health system.

In FY24, 736 new patients were linked to resources through 2,694 encounters with a member of our CHW team.

Community Resource Directory

In fiscal year 2024, the Community Resource Directory yielded over 11,400 searches, with nearly 1,400 referrals made and 22 organizations engaged. Over 81 community partners have claimed 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

Need a little help?
Find community resources quickly and easily

¿Necesita Ayuda?
Encuentre recursos comunitarios de manera rápida y fácil

SCAN HERE >  < ESCANEAR AQUÍ

communityresources.trinity-health.org

INTEGRATING SOCIAL AND CLINICAL CARE



National Diabetes Prevention Program

More than 1 in 3 American adults have prediabetes and 80% of these adults are unaware they have it. Prediabetes is a condition where blood sugar levels are higher than normal, but not enough for a type 2 diabetes diagnosis. Making lifestyle changes can cut the risk of type 2 diabetes in half.

Loyola Medicine partners with local YMCAs to deliver an evidence-based, 12-month lifestyle change program. The goal of the program is to lose a percentage of baseline weight, attend sessions regularly and engage in 150 minutes of physical activity minutes a week. The group sessions are facilitated by a Centers for Disease Control & Prevention (CDC) certified, trained lifestyle coach and are offered in-person, distance learning through a web-based meeting platform or virtually (asynchronous) at a self-paced rate. All participants are screened for health-related social needs (such as transportation, housing, or food insecurities) multiple times during the intervention and are referred to a Community Health Worker (CHW) to address any positive screenings. The CHW works with participants to address these needs, eliminate barriers to full participation, and promote successful outcomes.

Scale and Impact

In FY24, Loyola Medicine completed 3 cohorts with a total of 32 participants; a new virtual option also was launched late into the year. Additionally, over 60 referrals have been sent to partnered YMCAs.

“This program has allowed me to feel comfortable in my own skin. I have a surgery coming up and I feel like I am better prepared for the surgery due to the weight loss. I look forward to reconnecting with my coach and telling her about my recovery.” - DPP participant

ARE YOU AT RISK OF PREDIABETES? | **¿ESTA EN RIESGO DE PREDIABETES?**

96 Million

96 million American adults - **more than 1 in 3** - have prediabetes
96 millones de adultos estadounidenses - **más de 1 en 3** - tienen prediabetes

More than 8 in 10 adults with prediabetes don't know they have it
Más de 8 en 10 adultos con prediabetes no saben que la tiene

Learn more and take the Prediabetes Risk Test at trinity-health.org/diabetesprevention
Sepa más y tome la prueba de riesgo de Prediabetes en trinity-health.org/diabetesprevention

ar العربية | zh 繁體中文 | tl Tagalog | vi Tiếng Việt | fr Français | ko 한국어 | de Deutsch | ru Русский | ht Kreyòl Ayisyen

Source: <https://www.cdc.gov/diabetes/library/socialmedia/infographics/prediabetes.html> THSO 10018273

INTEGRATING SOCIAL AND CLINICAL CARE



Outreach to those Experiencing Homelessness

Loyola Medicine has two programs that meet the medical needs of those experiencing homelessness in our communities.

Medical Respite Program

Sojourner House, a medical respite program in partnership with Loyola Medicine's MacNeal Hospital and Housing Forward, provides a safe place for patients experiencing homelessness to recover and heal. In addition to at-home medical care, the program provides food from Beyond Hunger and MacNeal's Food Surplus Program, as well as nutrition counseling. Case managers help clients with medical appointments and prepare for life after Sojourner House, including finding suitable housing. In FY24, Sojourner House served 17 clients and 10 households. MacNeal hospital was awarded over \$140K in grants to support operations at Sojourner House in FY24.

Street Medicine Program

In FY24, 249 individuals experiencing homelessness received services from a member of the Loyola Street Medicine team. Every Thursday night Loyola University Medical Center's emergency physician Dr. Theresa Nguyen is joined by healthcare professionals, social workers, and students at the Forest Park Station of the Chicago Transit Authority's Blue Line to deliver medical care while their community partner, The Night Ministry, offers information on housing and warm meals. There's even a mobile shower unit, something Dr. Nguyen said is a key part of their wound care.

OUR CORE VALUES

Reverence

We honor the sacredness and dignity of every person.

Commitment to Those Experiencing Poverty

We stand with and serve those who are experiencing poverty, 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.



INVESTING IN OUR COMMUNITIES

Community Health Needs Assessment and Implementation Strategy Update

Furthering our commitment to achieving racial equity – we are committed to authentically engaging with our community members, organizations and leaders. Every three years, our hospitals conduct a Community Health Needs Assessment (CHNA) which identifies community assets, needs, and the current state of health and social well-being of a community. The process requires input, from those who live in the community, on both identifying and prioritizing the needs that will be addressed in the three year Implementation Strategy. Our process applies a racial equity lens in addressing the identified need in order to advance health equity.

Together, the CHNA and Implementation Strategies foster collective action for the equitable allocation of resources from the hospital and other community sources, directed toward needs being addressed and for those most impacted.

Identified Needs and Hospital Commitments

Our latest CHNA, conducted in 2022, identified the following significant health needs that we are working to address:

- Mental Health
- Social and Structural Influencers of Health

Loyola Medicine leadership and staff support and participate in community coalitions and community events within the Loyola Medicine service area.

INVESTING IN OUR COMMUNITIES

Community Grants & Collaborations Addressing Priority Needs

As part of demonstrating our Community Impact, Loyola Medicine annually commits grant funding and in-kind support to community-based organizations to accelerate community health improvements, especially toward community-based initiatives that address the prioritized needs in the CHNA Implementation Strategy.

In fiscal year 2024, Loyola Medicine invested over \$2 M supporting the following needs:



Behavioral Health



Obesity



Food Access



Housing



Access to Healthcare

ACCESS HEALTH AND HOUSING IN MAYWOOD, IL (IFF)

At the national level, Trinity Health maintains a \$75 million community investing program which provides low-cost capital to Community Development Financial Institutions (CDFIs) and other nonprofit community developers. By making loans available at below-market interest rates, Trinity Health's investments enable partners to build affordable housing; create community facilities; fund small business development; support the development of early childhood and K-12 education slots; and creating new jobs for community residents.

Trinity Health provided a \$642,000 loan to IFF to implement its "Access Health and Housing" development in Maywood, IL in late 2020. Due to delays related to the COVID-19 pandemic, implementation of the development did not start until 2021.

The completed program will deliver a 20-unit, scattered site supportive housing program to serve individuals with disabilities in the Maywood, IL community – in close proximity to Trinity Health's Loyola Medicine campus. The project focuses on providing deeply affordable, accessible housing for individuals moving from medical institutions to residential settings. The project consists of new construction housing located on approximately six separate sites in the community, designed to complement existing architecture.

INVESTING IN OUR COMMUNITIES

Addressing Mental Health

Maywood, IL was selected as one of nine communities to receive multi-year funding from Trinity Health's Transforming Communities Initiative (TCI). TCI is a partnership between Loyola Medicine and Quinn Center of St. Eulalia to address youth mental health through focused policy, systems, and environment change while applying a racial equity lens to ensure advancement of health equity.

In FY24, a multi-sector collaborative consisting of two entities, a Youth Advisory Board and an Advisory Council, was formed. Together, a root-cause analysis was conducted, and a work plan began to create a "Safe Space" for youth in the community. TCI core members, led by the multi-sector collaborative will continue to work cohesively in FY25 to make this vision a reality.

TRAUMA AND INJURY PREVENTION



August 1, National Night Out in Maywood. Amanda Oliver, RN and Coordinator of Trauma Outreach, Dana Callico, CHW Lead, and Donielle Wells, CHWB Manager met with over 50 community members who learned about our DPP and Community Resource Directory services. Amanda shared information on the dangers of drunk driving and had participants wear alcohol impairment goggles while completing a paper maze puzzle.

In FY24, Amanda and other trained staff participated in 34 community events focused on car seat safety, the dangers of drunk driving, prevention of gun violence, and responding to trauma related injuries by educating the community how to Stop the Bleed.

INVESTING IN OUR COMMUNITIES

Addressing Social Needs and Influencers of Health

Addressing Food Access and Insecurity

Loyola Medicine Community Health & Well-being actively participates in the Alliance for Health Equity's re-launched Food Access and Nutrition Security Workgroup. Additionally, in partnership with Loyola Medicine's Clinical Nutrition team, bilingual handouts highlighting the benefits of farmer's market staples, such as tomatoes, and featuring an easy to make recipe were distributed at community events and area food pantries. To meet immediate needs for nutrition security in our communities, Loyola University Medical Center and MacNeal Hospital continued their Food Surplus programs distributing over 6,700 meals in FY24 to those in need at Hines VA and Sojourner House.

Community Education and Collaboration

In FY24, Loyola Medicine participated in 41 collaborative community events throughout our service area. One such collaboration includes a partnership with Compare USA to host seminars focused on Medicare benefits and enrollment for community members on our campuses free of charge.



Manager of Community Health & Well-Being, KiShana Ector, addresses community members at the beauty parlor about the importance of getting a mammogram as part of Senator Karen Lightford's Cancer Awareness Mother's Day event.



INVESTING IN OUR COMMUNITIES

Increasing Access to Healthcare

Access to Care Clinic

Access to Care (ATC) is a non-profit primary health care program for residents of suburban Cook County and northwest Chicago who are lower-income, uninsured, and underinsured. The Access to Care Clinic at Loyola's Maywood Primary Care Clinic is the largest primary care site within Access to Care's network. In addition to primary care, the Loyola Maywood clinic expanded to provide free and low-cost mental health counseling sessions to patients and wrap-around care by embedding Community Health Workers into the care teams on-site, providing much-needed same-day resources.

See, Test, and Treat

On Saturday, August 19, 2023, Loyola Medicine held their annual See, Test, and Treat (STT) event at Loyola Outpatient Center. STT offers free women's health cancer screenings. 58 uninsured/underinsured women were screened, 37 pap smears were performed, and 54 mammograms performed at the one day event. All follow-up testing was provided free of charge as part of the program.

Walk with a Doc

Loyola MacNeal Family Medicine Department hosts Walk with a Doc events, a program for anyone interested in taking steps toward a healthier lifestyle. The walks allow attendees to learn about current health topics from a healthcare professional and spend the rest of the hour enjoying a healthy walk and fun conversation. Materials and information are provided in both English and Spanish. Walks occurred every 4th Wednesday of the month at noon at Praska Park (or at the Pav YMCA when weather restricted outdoor activity). Over 70 community members joined up with a Loyola Medicine physician in FY24 to get active and learn more about staying fit.

Make **YOUR IMPACT**

Support Your Local Community Health & Well-Being Fund

Not all communities have equal opportunities to be healthy, or the same needs. That's where Loyola Medicine steps in and steps up. We do what is necessary to promote good health for everyone.

Community Health & Well-Being teams listen, partner, and make it easy to identify and meet patients' health-related social, and collaborate with local organizations to address community needs and demonstrate community impact.

When you donate to the Community Health & Well-Being Fund, you are directly supporting services to patients experiencing poverty and other vulnerabilities and investments in communities to improve community conditions such as mental health and social and structural influencers of health.

To make a donation, visit loyolamedicine.org/giving or by calling 708-216-3201.



THE PEDIATRIC MOBILE HEALTH UNIT HAS BEEN ON THE ROAD FOR OVER 25 YEARS



Loyola Medicine's pediatric mobile health unit is a pediatric doctor's office on wheels that has served over 147,000 young patients in underprivileged communities in the Chicago area since 1998. The unit, which is funded solely by philanthropic donations, is the first of its kind in the Midwest and provides vital health care services to children and young adults, from birth to age 21. Many of these patients might not have had access to quality health care in their community otherwise.

FISCAL YEAR 2024
**Community Health
& Well-Being
Impact Report**



LOYOLA
MEDICINE

A Member of Trinity Health