



FISCAL YEAR 2024

JULY 1, 2023 - JUNE 30, 2024

Community Impact Report

SAINT  JOSEPH
HEALTH SYSTEM
A Member of Trinity Health



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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The mission of Saint Joseph Health System is to “serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.” 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 those who are experiencing poverty and addressing the social influencers of health. This year, our community and our colleagues continued to face challenges as our economy remains impacted by inflation and other financial challenges.

St. Joe's invested over 43.9 million dollars in our community, with our community health and patient financial assistance programs providing health improvement services, community education and direct care to those who are uninsured, low income and are facing other vulnerabilities. Additionally, we invested over \$879 thousand dollars in supportive programs that provided food assistance, tobacco advocacy and cessation education, and diabetes prevention programs. Our Social Care Hub addressed the mental, physical, and emotional needs of patients and community members and continues to provide needed connections to services.

From our safety net clinics to mobile food pantries and crockpot cooking classes to Diabetes Prevention Programs and free flu vaccinations St. Joe's is making a difference in the lives of our community.

We are grateful for the opportunities we have to serve our community, providing compassionate care and dedicated stewardship to the region and beyond.



Michelle Peters,
Regional Vice President
Saint Joseph Health System
and Loyola Medicine
Community Health &
Well-being



Chris Karam,
President
Saint Joseph Health System

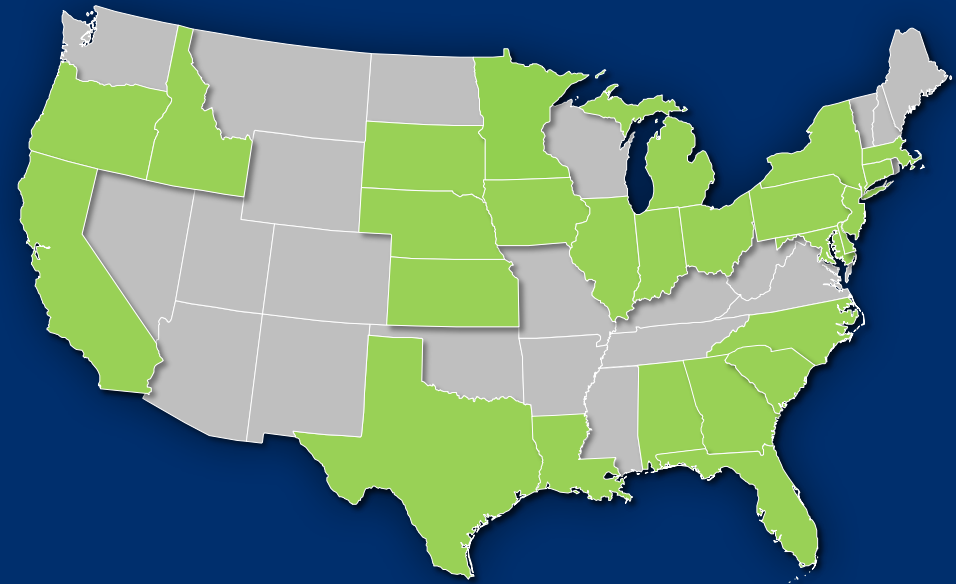


We are privileged
to serve people
during the most
significant moments
of their lives.

SAINT JOSEPH HEALTH 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

*Owned, managed or in JOAs or JVs.


SAINT JOSEPH HEALTH SYSTEM

AT A GLANCE



 **2,746** Colleagues

 **2** Hospitals*

 **30** Medical Practices

 **3** Safety Net Health Centers


 **2** Mobile Health

 **139,688** Outpatients Visits

 **60,730** Emergency Visits

 **12,802** Inpatient Discharges

 **5** Resident Clinics

 **14,218** Specialty Services
(# deliveries, NICU, cardiovascular, oncology, etc.)



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 (individually or as a community) is not possible. This is why Saint Joseph Health 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.

Saint Joseph Health 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 the intentional and continual practice of changing policies, practices, systems, and structures by prioritizing measurable change in the communities we serve.

Community Impact

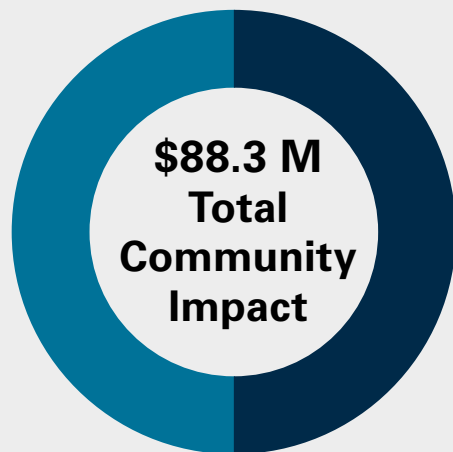


OUR COMMUNITY IMPACT IS MORE THAN COMMUNITY BENEFIT

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.

Saint Joseph Health 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 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.



\$43.9 M in IRS-defined Community Benefit

The IRS has clearly defined standards for reporting community benefit which includes Unpaid Medicaid Financial Assistance, and other community programs.

\$44.3 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, Saint Joseph Health System provided **\$7.2 M** in financial assistance
9,637 patients benefited

Patients can now sign-up for Financial Assistance in MyChart



SCAN HERE



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.

Saint Joseph Health 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 their healthiest life. And, a healthy life means so much more than receiving care in a healthcare facility.

Integrating Social and Clinical Care

connecting people to resources



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

St. Joe's screened nearly 30,000 patients for social needs in primary care 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.

34% of those screened identify at least one need. Top needs included:



Food Access



Financial Assistance



Transportation

SUCCESS STORY:

UNDERSTANDING OUR PATIENTS NEEDS LEADS TO BETTER CARE

Community Health Worker (CHW) Kim had a client that she had been working with for several years. Client was referred to CHW for several reasons, including safe housing. Kim worked with client's son that lived out of town, and, together, they were able to place client in an assisted living facility where she thrived.

After 2 years, client reached out to Kim and let her know she would be moving to the Illinois area to be closer to her son. She asked if Kim could assist her with finding a new assisted living facility. Kim informed her she was not familiar with the area, but that our hospital at Loyola also had community health workers that could assist. Kim transferred the case to CHW Victoria at Loyola. Today, client is in an assisted living facility in Illinois.

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.

Saint Joseph Health System employs 7 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.

COMMUNITY RESOURCE DIRECTORY

In fiscal year 2024, the Community Resource Directory yielded over 1,600 searches. Those in need can search for a variety of social needs and connect to community partner agencies via their website, direct phone calls, or direct referrals on the platform.

In FY24, the top needs searched for were:



Housing



Food Access

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 AQUI

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.

Saint Joseph Health System delivers 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, Saint Joseph Health System has enrolled 97 participants into the lifestyle change program, including 39 Black/African American and 53 Hispanic/Latinx participants. This program was made possible through funding from Trinity Health through a cooperative agreement with the CDC to advance health equity in diabetes prevention.



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

Source: <https://www.cdc.gov/diabetes/library/socialmedia/infographics/prediabetes.html> THGO 1001818273

Integrating Social and Clinical Care



SAFETY NET HEALTH CENTERS

Nearly 36,000 individuals received care at one of our four safety net health centers during fiscal year 2024. Safety Net Health Centers provide wellness education, prevention, and comprehensive primary care services. The centers were established to serve those who are uninsured, underinsured, or have Medicaid. The centers also include medication assistance programs for patients who qualify and operate internal small scale food pantries to meet the immediate needs of those they serve. St. Joe's wrap-around care also embeds community health workers into the on-site care teams, providing much needed same day resources.



SUCCESS STORY: ENSURING CARE FOR AN INFANT

A client reached out to CHW Lily, due to her baby's feeding tube not working.

Together they called the hospital which supplied the feeding tube. The representative stated the feeding tube pump needed a new battery and they would ship it overnight.

Client received the battery and installed it; however, the feeding tube still did not work. Something was wrong with the pump.

During the conversation with Lily, client disclosed the baby had not eaten over 12 hours. Lily knew they could not wait for a pump to be sent overnight!

She called Alick's Home Medical, in Plymouth and South Bend, to find one. After confirming with staff members at Alick's there was one in stock. Lily picked up the pump and dropped it off at client's home. Client was incredibly grateful, hugging and thanking Lily. She did not leave until confirming the pump was working and the baby was fed.



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 hospital (s) 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 2021 CHNA identified the following significant health needs, which we addressed from fiscal years 21-24:

- Access to mental health care
- Increasing participation in physical activities and exercise programs
- Wellness - Access to resources (fresh foods, nutrition classes, gyms, etc.) and improve nutrition and eating habits and improving nutrition and eating habits

Our 2024 CHNA report, which will guide our strategic priorities for fiscal years 25-27, can be found by visiting sjmed.com/chna.

Investing In Our Communities

COMMUNITY GRANTS AND COLLABORATIONS ADDRESSING PRIORITY NEEDS

As part of demonstrating our Community Impact, Saint Joseph Health System 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, Saint Joseph Health System invested \$1.1 M supporting the following needs:



Mental Health



Obesity



Food Access



Social Isolation

IMPROVING ACCESS TO MENTAL HEALTHCARE

St. Joe's health and wellness educators continued to address multiple concerns for our Latino community, including the provision of quarterly mental health workshops through La Salud En Accion program to 199 community members. Furthermore, 13 school health staff completed a brain break workshop focused on giving educators and support staff tools for positive youth engagement and social-emotional learning.

Additionally, St. Joe's staff served on the boards of lead mental health agencies in our service area, collaborated in harm reduction and comprehensive intervention initiatives, and explored how strategy focus on the needs of improved access to wellness resources and healthcare can contribute to improved access for mental healthcare, as well.

Investing In Our Communities

IMPROVING NUTRITION AND EATING HABITS

Food insecurity was combated in our communities by bringing fresh produce, whole grains, and reduced sodium to our service area through mobile food pantries, serving over 700 individuals from 320 households, in St. Joseph and Marshall Counties, in collaboration with the Food Bank of Northern Indiana. St. Joe's offered attendees salt-free seasoning, to encourage healthy cooking and decrease sodium intake for those most at risk for chronic disease prevalence, and can openers, to those who didn't own one at home. St. Joe's also continued to reduce food insecurity among the homeless community by making an in-kind donation of food to those seeking meals at Hope Ministries. In FY24, 1,800 meals were given to those in need as a result of this partnership.



INCREASING PARTICIPATION IN PHYSICAL ACTIVITY & EXERCISE



Senior Fit, a cardio and balance exercise class was held twice per week in St. Joseph County, creating over 850 opportunities for seniors to be active.

St. Joe's, also, hosted a youth enrichment day for 40 at-risk youth, who learned about the dangers of tobacco, benefits of eating well, and importance of positivity, and how to have fun while moving their body.

Investing In Our Communities

SCHOOL HEALTH SERVICES

Contracted with **five** public school corporations, **three** colleges/universities and K-8 schools of the Catholic Diocese of Fort Wayne/South Bend.

FY24 YTD 296,526 visits to health office.

Serving St. Joseph and Marshall counties.



SUCCESS STORY:

A NURSE ACTED QUICKLY TO SAVE A CHILD'S LIFE.

The student presented to the health office to take their daily medication. The student reported a "bug-bite".

Jona, RN, noticed the student began to speak differently and immediately placed a biox on their finger.

Noticing the oxygen saturation dropping, our nurse administered Epinephrine and called 911.

Jona stayed with the student until the medics arrived. The student began to pink up, vital signs improved and started to speak normally.

The student went to the hospital and did well.

Investing In Our Communities

TOBACCO CESSATION INITIATIVES

Both Saint Joseph Health System campuses, located in Mishawaka and Plymouth, are the lead agencies for local tobacco control in their respective counties.



In St. Joseph County, the Smoke Free St. Joe coalition is comprised of a variety of professionals and community members. We have representation from the African American, Latino and Caucasian communities. Formal coalition positions are held by members of the following agencies: HealthLinc, Anthem, and the University of Notre Dame. We currently have 175 coalition partners and 2,000+ community supporters. Smoke Free St. Joe Coalition

meetings are held every month for one hour and include an educational component pertaining to coalition needs and input from coalition partners. Advocacy efforts for FY24 continued to include smoke-free workplaces, tobacco-free schools, and tobacco/vaping education and cessation, especially among the youth population. In FY24, the coalition conducted outreach to 9,274 individuals at local community events, provided tobacco/vaping prevention education to 4,339 youth and adults at local organizations, and received 40 tobacco cessation referrals through St. Joe's electronic medical record, EPIC, for courage to quit and the Indiana tobacco Quitline. 110 participants attended Courage to Quit Tobacco Cessation Program sessions. This program was offered free via in-person and virtual sessions.

PREVENTION EFFORTS AT THE CHAMBER OF COMMERCE



On March 22, 2024, the Plymouth Chamber of Commerce held a Third House Meeting, allowing Indiana Senators & Representatives to give a summary of the Indiana General Assembly that recently concluded. Tobacco Education Coordinator, Annette Haining, attended alongside Sen. Bohacek, Rep. Teshka and Rep. Jordan to interview them on updates made to tobacco control and prevention.

Investing In Our Communities



In Marshall County, the Breathe Easy Marshall County Alliance (Breathe Easy) is comprised of a variety of professionals and community members and includes representation from the African American, Latino and Caucasian communities. In FY24, Breathe Easy successfully grew their supporter database to include 48 partner organizations.

The organizations represented by the core members are the following: United Way of Marshall County, MC Hope, The Poor Handmaids Of Jesus Christ, Purdue Extension Office, Chamber Of Commerce For Plymouth, In., Bowen Center, Marshall County Boys and Girls Club, WorkOne, and Marshall County Community Foundation.

The Breathe Easy Marshall County Alliance works to address initiatives like smoke/vape-free schools and businesses, smoke-free multi-unit housing, and increase access to free tobacco cessation resources. During FY24, tobacco risk assessments were administered along with the quit line information to increase access at multiple health and resource fairs. Additionally, St. Joe's tobacco education coordinator collaborated with Marshall County Health Department for an educational mock bedroom cargo trailer, "Stash Uncovered", which seeks to help parents, guardians and other adults to know what substances Indiana teens are using and where they are hiding them in their bedrooms. In FY24, the coalition conducted outreach to 6,423 individuals at local community events, provided tobacco/vaping prevention education to 4,790 youth and adults at local organizations, and received 31 tobacco cessation referrals through St. Joe's's electronic medical record, EPIC, for courage to quit and the Indiana tobacco Quitline.

VOICE YOUTH INITIATIVES

Two full-time Youth Coordinators in St. Joseph and Marshall Counties providing tobacco/vaping/THC prevention education sessions in local middle and high schools and youth-serving organizations. Promote and oversee implementation of the branded state-sponsored youth advocacy and empowerment program, VOICE, to engage, educate and empower youth to live and promote tobacco/vape-free lives.

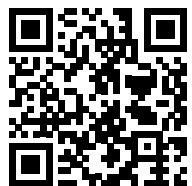
Make Your Impact

SUPPORT YOUR LOCAL COMMUNITY HEALTH AND WELL-BEING FUND

Not all communities have equal opportunities to be healthy, or the same needs. That's where Saint Joseph Health System 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 needs, 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 equitable access to healthcare and access to wellness resources in our community.



TO MAKE A DONATION,
VISIT [SJMED.COM/FOUNDATION](https://www.sjmed.com/foundation) BY SCANNING THE QR CODE
OR BY A CALLING 574.335.1012.

FISCAL YEAR 2024
**Community Health
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Impact Report**

SAINT  JOSEPH
HEALTH SYSTEM

A Member of Trinity Health