



Community Health Annual Report

2022

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Introduction

We are proud to share our 2022 Community Health Annual Report. Bon Secours Mercy Health (BSMH) had a year fueled by partnership and determination as we worked to bring good help to those in need – with special attention to our most vulnerable neighbors.

Across the ministry, our Community Health programs deepened their focus on addressing barriers and social drivers that keep members of our communities from thriving. Together with community leaders, partner organizations, faith communities and many others, 2022 was marked by programs that continue to advance our ministry’s Mission and drive meaningful outcomes.

We enter 2023 well informed of the expressed needs of each and every community we serve. Through our Community Health Needs Assessment (CHNA) process in 2022 we engaged a diverse group of individuals, community partners, leaders, providers and others in intentional, purposeful discussions to understand their experiences and prioritized needs. Driven with their insights, we’ll update existing and create new Community Health strategies and goals that align with our ministry’s strategic pillars to ensure greatest impact for the communities we serve.

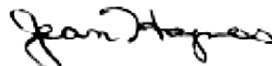
We deeply appreciate the multitude of community-based organizations and stakeholders who have invited us into partnership and who share our commitment to support and care for those most in need and our values of human dignity, integrity, compassion, stewardship and service. We extend an invitation for further partnership, sharing of new ideas and growth opportunities.

On behalf of Bon Secours Mercy Health, we thank you for your continued support, partnership and dedication to healthy communities.

In good health,



Wael Haidar, MD
Chief Clinical Officer
Bon Secours Mercy Health



Jean Haynes
Chief Population Health Officer
Bon Secours Mercy Health



Our Mission, Vision and Values

OUR MISSION

Our Mission is to extend the compassionate ministry of Jesus by improving the health and well-being of our communities and bring good help to those in need, especially people who are poor, dying and underserved.

OUR VISION

Inspired by God's hope for the world, we will be a ministry where associates want to work, clinicians want to practice, people seek wellness and communities thrive.

VALUES

Human Dignity

We commit to upholding the sacredness of life and being respectful and inclusive of everyone.

Integrity

We commit to acting ethically and modeling right relationships in all of our individual and organizational encounters.

Compassion

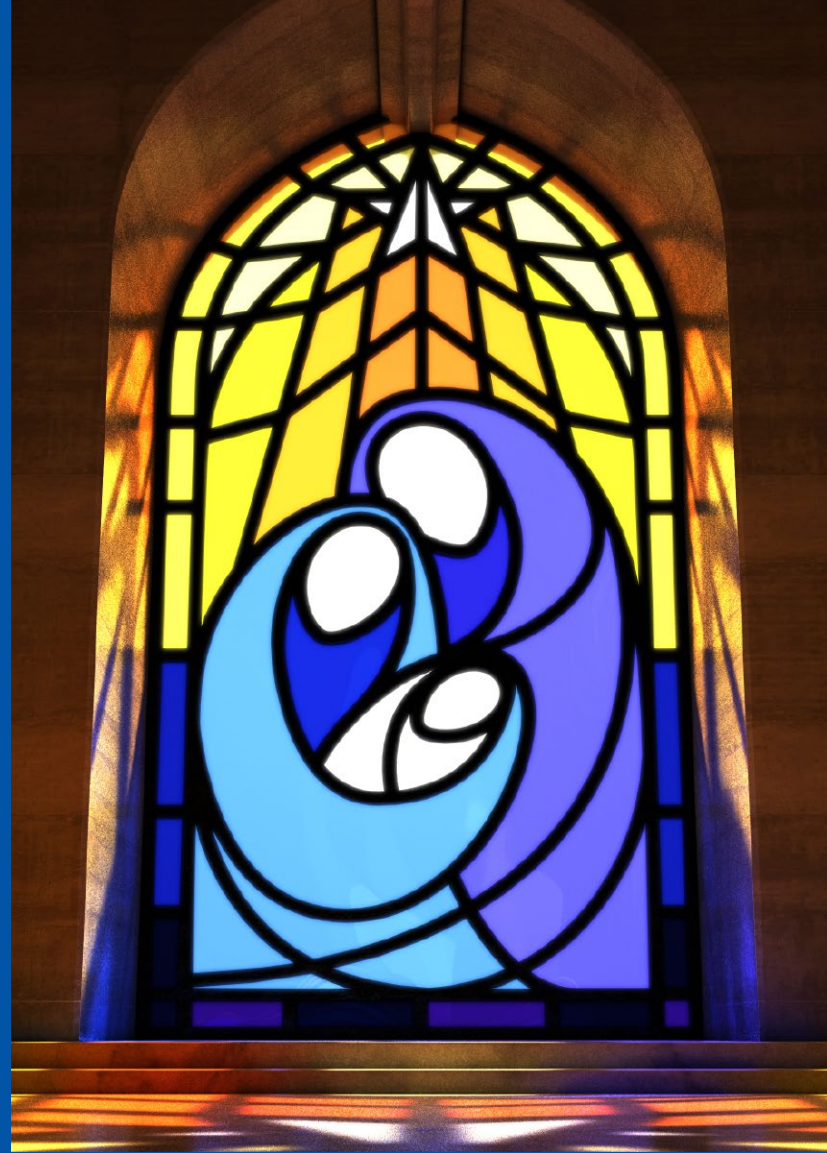
We commit to accompanying those we serve with mercy and tenderness, recognizing that "being with" is as important as "doing for."

Stewardship

We commit to promoting the responsible use of all human and financial resources, including Earth itself.

Service

We commit to providing the highest quality in every dimension of our ministry.



Community Health

Community Health addresses the social dynamics and underlying factors that impact the health and well-being of the individuals and communities we serve in order to promote justice and health equity. We do this by collaborating with internal and external partners and utilizing diverse resources and assets.

Community Health Framework



2022-2024 Strategic Plan

Community Health shared service and market leaders focused their work in 2022 – the first year of a three-year strategic plan – on process development and improvement, community engagement, data program enhancement and department growth.

We set an ambitious goal to achieve 15 strategic milestones in 2022, ensuring strong foundational baselines to support plan initiatives and create momentum for subsequent strategic plans.

We achieved 12 of 15 milestones with the remaining three to be completed in 2023.

Community Health will continue moving the 2022-2024 Strategic Plan forward with an additional 16 milestones in 2023 (the three milestones carried over from 2022 and 13 new milestones identified for 2023).

The plan intentionally aligns with our ministry-wide strategic pillars to ensure greatest impact for the patients and communities we serve.

Community Partnerships

BSMH is committed to local, regional and national partnerships to support community-based work and initiatives. Local residents, stakeholders and community-based organizations continue to be our identified experts in understanding the health and well-being needs of communities. In 2022, we continued to support the growth, capacity building and investment needs of community partners while they in turn helped BSMH reach populations in need of assistance.

Community Health promotes partnership development through evidence-based community engagement practices intended to solicit community voice, vision and preference on a range of health and community development related issues.

We extend our thanks to the many community partners who come along side us and for welcoming BSMH as a trusted partner in your communities!



**In 2022, Bon Secours
Mercy Health Community
Health partnered with
more than 70
community organizations
and stakeholders in offering
107 programs
to serve individuals and families.**

Community Health Needs Assessment and Community Health Improvement Plan

The work of the Community Health Needs Assessment (CHNA) is a tri-annual assessment exercise and one demonstration of how BSMH hospitals engage and work with community stakeholders and public health partners to assess community health needs. The Community Health Improvement Plan (CHIP) is a follow up process, whereby the CHNA stakeholders work collectively to develop strategies for improving the identified health needs of each community.

Through focused assessments, input from local residents and stakeholders and prioritization of community health needs, our hospitals are able to direct resources toward outreach, prevention, education and wellness opportunities that can make the greatest health impact.

In 2022, each BSMH market closed out the 2019 CHNA and CHIP cycle and engaged community stakeholders to complete a 2022 CHNA. Using the information from the 2022 CHNA process, new CHIP processes and strategies will be completed in early 2023.

The 2022 CHNAs include an updated list of community identified, prioritized health needs. These needs address the social determinants of health needs, individuals' social health needs and clinical health needs. See what needs were identified in the market sections of this report.

More than 35,000 community residents, stakeholders and clinical providers were engaged as part of the 2022 Community Health Needs Assessment process.

2022 CHNA ENGAGEMENT

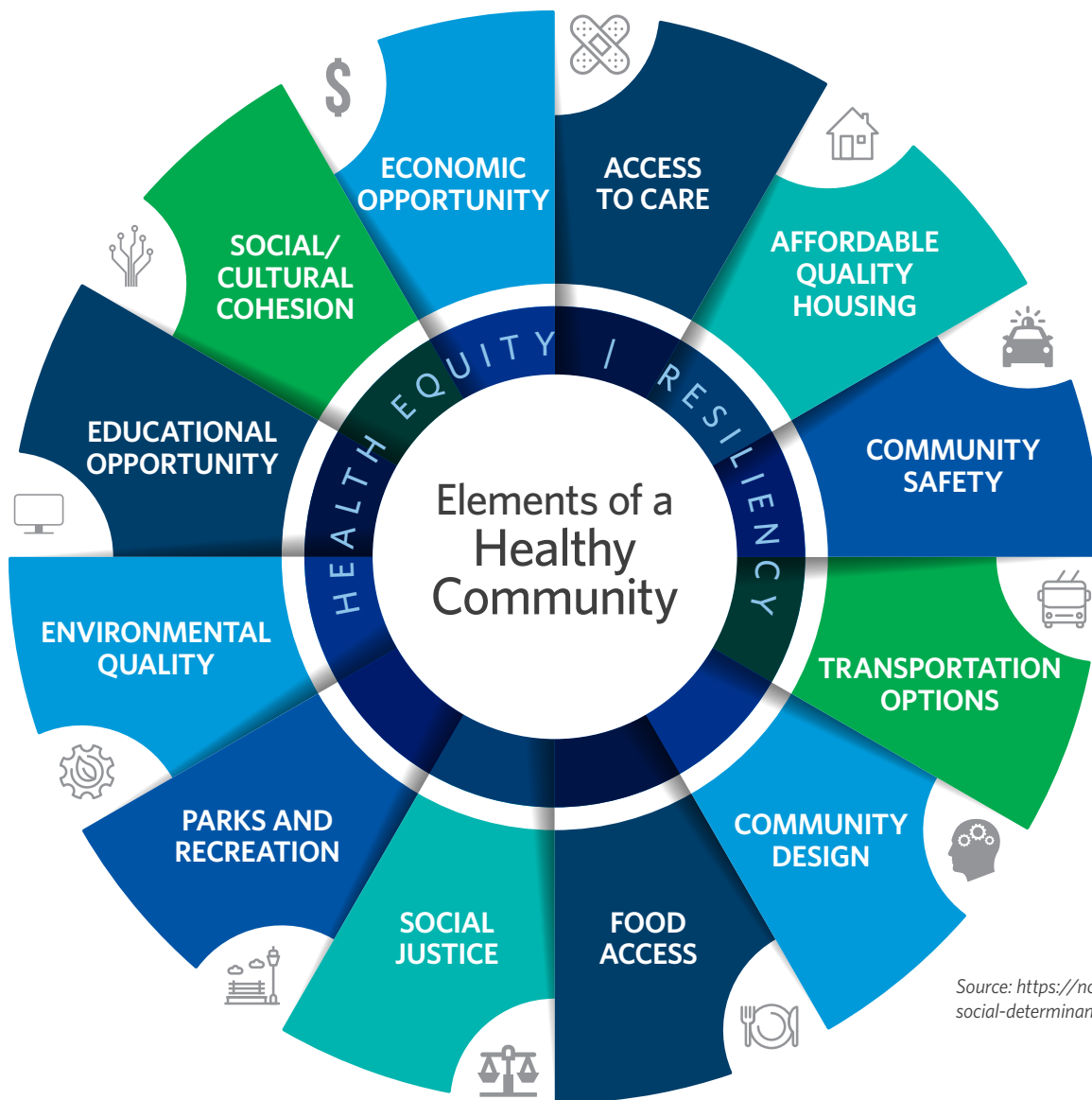
35,440 Total individuals engaged

34,468 Community surveys

899 Health and Social Service provider surveys

73 Dialogues/Town Hall sessions (in person and virtual)





Source: <https://nccollaborative.org/social-determinants-of-health/>

Social Determinates of Health and Social Needs

Our ministry recognizes that the conditions in which people are born, grow, live, work and age and the fundamental drivers of these conditions – known as the social determinants of health – greatly impact an individual’s ability to thrive and be well. Community Health continues to broaden and redefine our approach to addressing both social determinants of health and social needs for patients and communities. Supporting the development and expansion of patient screening, growing the number of partner organizations to address need and incorporating both areas into community-based assessments have allowed our ministry to create a better defined path forward in identifying and addressing social determinants of health and social needs.

In 2022, as in previous years, Community Health utilized our CHNA activity, community investment strategy, advocacy and public policy partnerships, cross sector supports and health education and prevention programs to address a growing number of systemic and individual impediments to health and well-being.



Direct Community Investment Program

Providing capital in underserved communities to address social determinants of health and promote social and racial equity is a key activity for our ministry. Through the Direct Community Investment (DCI) Program, BSMH Treasury and Community Health teams foster improvements in the overall health of communities by partnering to provide loans that enable affordable housing projects, workforce development, education as well as economic and social development initiatives.

In 2022, the DCI program renewed \$3.4 million in loan capital and invested \$18 million in new projects. We closed out the year with \$4.7 million in proposed projects in the pipeline. The 2022 loan activity brings the total program investment to \$43.4 million.

DCI in action in Northeast Kentucky

Community investment has made a significant impact in Northeast Kentucky. Through the program, our locally invested loan dollars have addressed the housing and financial literacy and stability needs of 28 clients, with 24 in the pipeline working with a HUD Certified Housing Advisor. Financial literacy clients currently have a median monthly income of \$2,730 and an average combined

credit score of 498. We are supporting financial education and financial stability counseling with each client, creating a budget and workplan to improve their credit. Loan resources have also supported four homeowners in completing rehab projects in their homes. The average investment per home was \$8,064. The four supported homeowners had a median household income of \$20,034, which is 48% of Area Median Income (AMI). Lastly, our investment has helped broker two USDA loans for homebuyers under 80% AMI, one homebuyer at 58% AMI and the other at 50% AMI. A third homebuyer, who was at 28% AMI, received a loan from a market lender after completing the financial counseling program. Income of all three households was under \$30,000 per year, with one homeowner raising their credit score 75 points—from 605 to 680.

Pictured above is a home purchased through 2022 Kentucky DCI investment.

Community Benefit

Community benefit reporting demonstrates the ministry's commitment to community service, documenting investments we make in our communities and maintaining our non-profit status. Community Health and Finance teams at both the shared service and market levels are responsible for compiling and reporting community benefit data on a yearly basis.

Community benefits are programs or activities that provide treatment and/or promote health and healing as a response to identified community needs. Activities and programs must be an identified community need from the CHNA and improve access to health care services, enhance health of the community, advance medical or health knowledge or relieve or reduce the burden of government or other community efforts.

Community Benefit includes:

- Traditional Charity Care
- Unpaid Cost of Public Programs
- Community Health Improvement Services
- Health Professions Education
- Subsidized Health Services
- Research
- Cash and In-Kind Contributions
- Community Building Activities
- Community Benefit Operations

Community Benefit Numbers (Unaudited) Fiscal Year 2022: YTD November 2022 (Thousands of dollars)

Community Benefit Categories	Dollars
Traditional Charity Care	\$80,364
Unpaid Cost of Public Programs	\$370,453
Community Health Improvement Services	\$19,994
Health Professions Education and Research	\$64,119
Subsidized Health Services	\$34,131
Cash and In-Kind Contributions	\$7,094
Community Building Activities	\$2,513
Community Benefit Operations	\$2,652
TOTAL Quantifiable Community Benefit	\$581,321



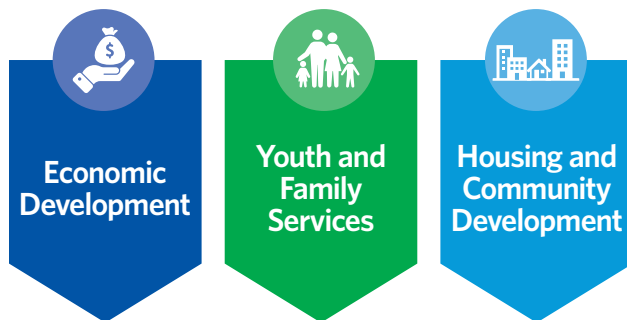
Community Health by Market

Our ministry is working each and every day to build health equity and access in the communities we serve. Through our programs, partnerships and investments, we are community anchors recognized for our high-quality, compassionate care and wraparound services that impact health and well-being and treat people mind, body and spirit. In the pages that follow, see how our Mission comes alive in each of our markets through our Community Health work.

Baltimore

Working to enrich West Baltimore communities with programs, services and affordable housing that contribute to the long-term economic and social viability of neighborhoods, Bon Secours Community Works serves as a key community partner, with a 30-year history of improving well-being and neighborhood conditions. At the heart of our work is a commitment to collaboration and long-term relationship building. We work side-by-side with residents and local leaders to achieve long-lasting, positive outcomes.

Community members set the priorities and we work together to improve lives, generation by generation. We focus on three service delivery areas:



Community Support Center Renovation – Phase 2

Renovations to the Bon Secours Community Support Center continued in 2022, with phase two updates to the second floor of the facility to house office space for administrative and program teams, parking lot and playground area improvements. Started in August of 2022, the renovations will continue through early 2023 to facilitate a better traffic flow for the Early Head Start program as well as expansion from serving 64 to 75 children in-center daily. Together, Phase I for Early Head Start classrooms and Phase II for the parking lot, playground and office renovations on the 2nd floor have a combined investment amount of \$4.6 million.



Unity Park Construction

Construction of Unity Park began in September 2022 and is expected to be completed in January of 2023. Over 140 West Baltimore community members participated in a community design process to outline the desired amenities within the park. The development will include interactive water features and shaded community gathering spaces to help combat the urban heat island effect during summer months. A grand opening is planned for spring 2023.

Early Head Start

The Early Head Start program at Bon Secours Community Works has expanded to serve 64 children, five days per week, in-center. Previously, 56 children were served through a combination model that provided either two or three days of care per week. Having children back in the center after interruptions from building construction and the COVID-19 pandemic has brought new life to the program. The renovated Early Head Start center features nine state-of-the-art classrooms and a children's playroom.



Returning Citizens Program

The Returning Citizens program at Bon Secours Community Works provides support and resources to community members returning to Baltimore City after incarceration or interaction with the criminal justice system. When COVID-19 began, the program was temporarily excluded from working with individuals housed within the prison system. Now, more than two years later, working “behind the wall” has resumed to



provide a blueprint for progress for participants nearing their release from incarceration. Our program combines an evidence-based curriculum focused on life skills and self-empowerment with job placement assistance, wraparound support services for things like housing, food and transportation and case management to help clients reintegrate into their community and reduce the probability of recidivism. In 2021, none of the program’s 46 graduates incurred new charges or returned to prison. In 2022, 105 returning citizens were enrolled in the program, with 89 graduates and 35 placed into employment.

Safe Streets Franklin Square

Safe Streets is an evidence-based public health initiative designed to reduce gun violence in Baltimore communities where homicide is an especially high risk factor for young adults. As the lead institution for the Franklin Square Safe Streets site, Bon Secours Community Works employs outreach and violence prevention professionals to mediate and de-escalate situations that may otherwise result in violence. In June 2022, our Safe Streets team celebrated an important milestone: 365 days without a homicide

within their post, a targeted area in West Baltimore that our outreach workers canvass. This achievement speaks to the effectiveness of the daily canvasses and community events led by Safe Streets throughout the year. Safe Streets staff use their lived experiences to build relationships with high-risk individuals and connect them to resources like educational opportunities, job training programs, mental health services, substance abuse treatment and housing assistance, both within and external to Bon Secours Community Works. These relationships also allow the team to stay informed on potential conflicts and intervene before violence occurs. When violence does occur, the Safe Streets team reacts quickly, organizing community responses that draw neighborhood residents out of their homes to publicly condemn violence. Through their efforts the team is working to create a fundamental shift in norms around violence in West Baltimore.

7th Annual Back to School Event

In August 2022, Bon Secours Community Works hosted their 7th Annual Back to School Event. Staff handed out 500 backpacks filled with school supplies during the event that also included a marketplace with information about Community Works programs, local partnering organizations, food and flower distribution and family-friendly carnival activities.





Bon Secours Community Resource Center

The Bon Secours Community Resource Center (CRC) opened its doors to the public on April 26, 2022, after a years-long development process that included engaging West Baltimore residents in the center’s design and raising \$6.8 million to fund its construction. The center was built on the site of a beloved public library branch that was shuttered in the 1990’s and vacant for over 20 years. A variety of walk-in and scheduled programming is available at the center, with a primary focus on youth services, workforce development and financial wellness. Amenities include:

- Multipurpose rooms for use by in-house programs, partners and community members
- Library and Media Center
- Gymnasium with Yoga/ Fitness Room
- Behavioral Health and Assessment Suite
- Computer Lab and Job Hub
- Health Care Training Room
- Financial Wellness Suite



2023 Goals and Programs

- Complete the renovation of the 2nd floor of our Community Support Center.
- Broaden and expand our impact in workforce development.
 - Establish a construction pre-apprenticeship training program, Project Jump Start, in partnership with Associated Builders and Contractors of Greater Baltimore with the goal of providing 40 individuals with construction training in the first year.
 - Expand our green industry job training program, Clean & Green.
- Scale and increase the impact of our work in community park development work through the establishment of new green spaces and complimentary programming for those spaces.
- Continue to build out youth-focused programming at the new Community Resource Center.

Cincinnati

Operating five hospitals in Hamilton, Butler and Clermont counties, Mercy Health — Cincinnati serves a broad geography and works alongside community leaders and members to address underlying issues and barriers to health. Through programs and partnerships that are intentionally designed to promote health equity and reduce health disparities, our Mercy Health Community Health team is changing health outcomes and improving the overall well-being of patients, families and communities across Greater Cincinnati.

2022 CHNA Identified Community Priorities

- Access to services for behavioral health, cardiovascular disease, dental and vision.
- Access to resources for food and housing.
- Workforce pipeline and diversity in the health care system.

Partnerships and Programs Focused on Housing and Food

In September 2022, our ministry approved a \$4 million investment in affordable housing - the first time Mercy Health has made an investment of this kind in the Cincinnati Market. The investment was made as part of a larger community-wide response to housing challenges and will contribute to a coordinated suite of financial products managed by the Cincinnati Development Fund. The collective investment is intended to dramatically increase the production and preservation of affordable units, support existing developers and encourage participation from contractors and non-profit developers who are African American, Indigenous, people of color and women.

Mercy Health Cincinnati's partnership with Produce Perks Midwest continues to thrive, supporting over \$500,000 in healthy food purchases through nutrition prescriptions, healthy food vouchers and other incentives to assist families experiencing financial challenges and struggling with nutrition-related illness. Through November 2022, 143 patients were active in the nutrition prescription program, including 51 people who are pregnant, 47 with diabetes and 45 with diagnosed diet-related chronic disease. Over \$121,000 worth of produce was delivered to patients and their households in addition to basic cooking



equipment. At a community level, healthy food purchases for SNAP recipients increased 35% over 2021.

Perinatal Outreach

2021 was a record-low year for infant mortality rates in Hamilton County, a Mercy Health — Cincinnati area of community-wide focus since 2015. However, despite the progress, 2021 saw African American infants still dying at a rate five times higher than white infants.

In 2022, Mercy Health — Cincinnati's Perinatal Outreach program continued to respond with creative strategies that center and support African American families. The program consists of two community health workers (CHWs) who provide intentional support to African American pregnant clients as they navigate between clinical and community-based supports. The CHWs serve as a direct link between the patient and the health care system and advocates, educates and coordinates services to ensure clients are appropriately supported throughout pregnancy and beyond.



In June 2022, the Perinatal Outreach Program organized Daddies Do Hair, Too, a partnership with community-based organizations that taught African American fathers how to style their daughters' natural hair, allowing mothers to take a break and focus on themselves. Through November 2022, 93 clients have been served and 45 babies born with healthy birth weights (83% of births).



Mercy Serves

A unique partnership with ServeOhio and the National Corporation for Community Service (CNCS), Mercy Serves places AmeriCorps Members alongside Emergency Department (ED) staff to provide critical support to patients with substance use disorders. The service-learning experience helps build the next generation of service-minded health care leaders, and often brings new, creative problem-solving to the ED setting. In 2022, the team launched a collaboration with First Financial Bank that resulted in more than 600 touchpoints with persons experiencing homelessness. Proposed by Mercy Serves members from their ED experience, “homeless care kits” that included food and hygiene packs and, if needed, clothing, were developed to bridge the gap between hospitals and community resources and provide direct assistance to the unhoused population whose members are under-resourced and who have been disproportionately affected by the COVID-19 pandemic.

Mercy Health Partnership Program

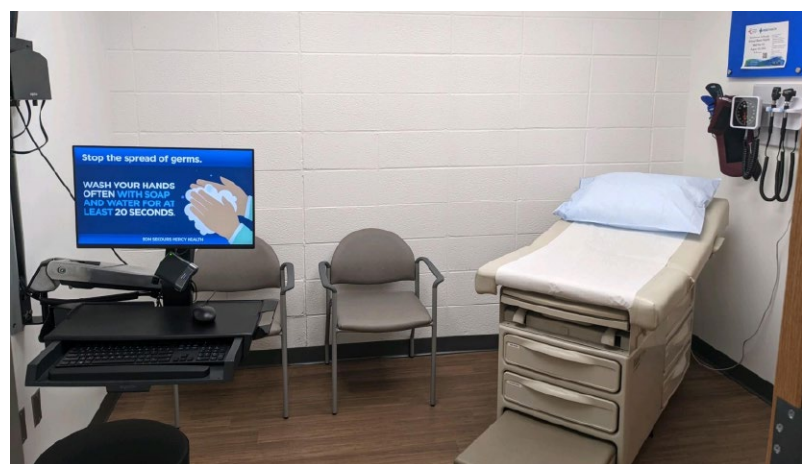
Medicare enrollment is challenging, especially for those persons with lower health literacy. The Mercy Health Partnership Program provides health care access, education and assistance to those who are low income and are uninsured, under-insured and/or experiencing medical financial strain. Through November of 2022, the program’s team of social workers supported 414 patients, of which 89 (21%) were 65 years of age or older. In 2021, staff members became certified volunteers with the Ohio Senior Health Insurance Information Program, expanding the team’s expertise and ability to effectively educate consumers about Medicare benefits and options, including Medicare Savings Programs, RX Extra Help, and a seamless transition to Medicare at age 65.

Partnership with New Life Furniture Bank

Since 2017, Mercy Health — Cincinnati’s partnership with New Life Furniture Bank has provided full residence furnishings for patients with incomes below the poverty line or who are overcoming being unhoused. Patients and their families receive much needed assistance with furniture including beds, sofas, dressers, dining tables and chairs, to create a more stable home and foster family health and wellness. Since inception, the partnership has supported 26 local families and has seen incremental growth with 11 of those families supported from January through November of 2022. The partnership recently expanded to support international nurses coming to Cincinnati to meet workforce challenges precipitated by the COVID-19 pandemic.

Mercy Health — Southwest Schools Community Clinic

School-based community health centers provide local access to primary care and promote healthy behaviors during the adolescent years, when high risk health behaviors affecting future health and well-being are established. In August, Mercy Health — Cincinnati opened a new school-based community health center at Harrison High School in the Southwest Local School District. This school district identified gaps in local entry points to primary care and low adolescent participation in preventive care and routine visits; along with 30.5% of the student population in the school district catchment area as eligible for free and reduced-price lunch. This school-based clinic will remove potential barriers to transportation and scheduling appointments and allow for care delivery in a familiar and convenient environment. The clinic will be open year-round to care for students and staff, as well as members of the community.



Harm Reduction Syringe Exchange at the Clermont Care Clinic

Mercy Health — Clermont Hospital partnered with Clermont County Public Health to reduce harm related to drug use, which is an area of county-wide focus. In 2020, unintentional drug overdose deaths were 1.6 times higher and Hepatitis C infections were 1.7 times higher in Clermont County compared to the prevalence rate in Ohio at-large. The Harm Reduction Syringe Exchange program provides access to sterile needles and syringes, facilitates safe disposal of syringes and connects clients to treatment for substance use, care for bloodborne diseases such as Hepatitis C (HCV) and HIV. It also provides access to vaccinations.

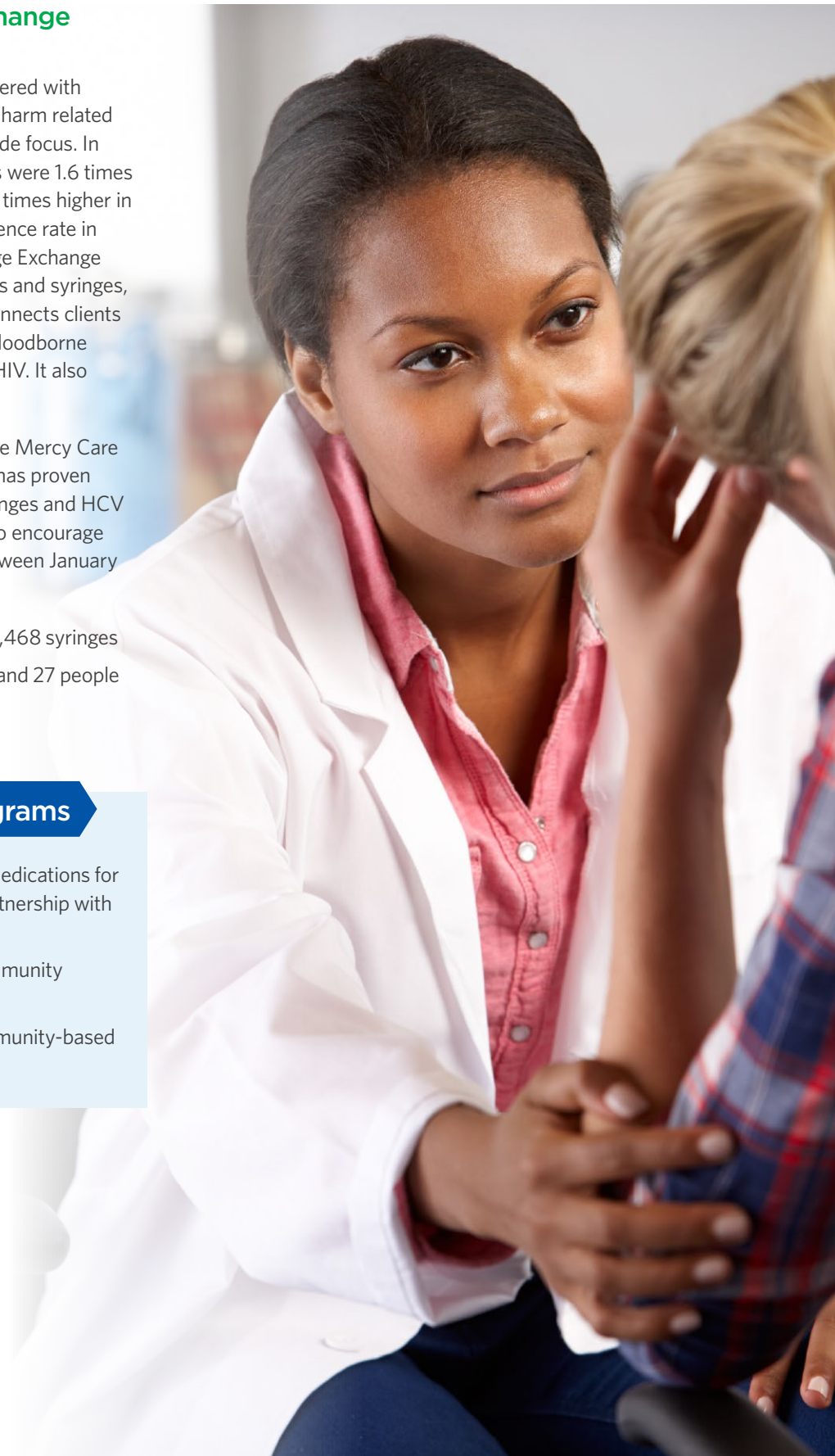
Program services are co-located within the Mercy Care Clinic at Clermont Hospital. The location has proven successful with increases in needle exchanges and HCV and HIV testing as well as opportunities to encourage COVID-19 vaccinations and boosters. Between January and November 2022, the program:

- Collected 75,943 and distributed 100,468 syringes
- Screened 20 patients for Hepatitis C and 27 people for HIV



2023 Goals and Programs

- Increasing access to prescription medications for uninsured patients through our partnership with Dispensary of Hope.
- Building a pipeline of Certified Community Health Workers.
- Strengthening connections to community-based resources for food and housing.



Greenville

Bon Secours St. Francis Health System (BSSF), located in Greenville, SC, is one of the leading health care providers serving the health care needs of those in Greenville County, a rapidly growing and increasingly diverse county that spans 795 square miles in the Piedmont region of South Carolina. Greenville County now has both the largest population and highest population density of any county in the state.

The U.S. Census Bureau's statistics show that Greenville County's residents are 73.5% white, 17.7% African American and 8.1% Asian, two or more races or other. The median household income is \$60,351 and 11% of residents live in poverty.

2022 CHNA Identified Community Priorities

- Affordable housing
- Obesity: Chronic health conditions
- Mental/behavioral health

GACE Workforce Development Initiatives and GACE Claflin University Partnership

Greenville Awareness and Community Engagement (GACE) was initiated to engage and solicit feedback from the African American community in the wake of several high-profile, national instances of social injustice. The intention of GACE is to inform the community of BSSF's commitment to providing high quality and equitable health care to the Greenville community and to gather the residents' feedback for areas in which our health system can be a strong advocate and partner.

Through GACE efforts, in 2022, BSSF initiated a relationship with Claflin University, an in-state Historically Black College and University (HBCU). Claflin, located approximately two hours from BSSF in Orangeburg, SC, offers nursing and other clinical health programs. The market's work with Claflin has two primary objectives:

1. To create a diverse and effective workforce pipeline.
2. To provide educational opportunities for existing staff via Claflin University's RN to BSN online program.

Affordable Housing

Sterling Neighborhood Initiatives

The Greenville Market has a strong history and relationship with the Sterling community, a historic African American community adjacent to BSSF's downtown campus. In 2022, BSSF and Community Health leaders provided funding for consulting to help build capacity for the Sterling Land Trust, a neighborhood initiative focused on building affordable housing. 2022 saw the completion of BSSF's seventh home of a 10-home commitment in the Sterling neighborhood in partnership with Habitat for Humanity.



Mercy Housing South East (MHSE)

BSSF serves as a strategic partner and health education provider for Mercy Housing SE's Ollie Place, a 46-unit affordable housing complex in Mauldin, SC, and for the organization's planned 90-unit affordable housing complex in Greenville. Ollie Place, which opened in the summer of 2022, is home to 87 residents. The complex serves families earning under 60% of the area's median income, with 10% of the units set aside for residents with disabilities.



GACE African American Health Initiatives

GACE spearheads initiatives that elevate engagement, advocacy and education with a focus on health issues in our underserved communities. In 2022, GACE hosted several events, in partnership with the NAACP, that engaged more than 160 community members and small business owners. These events provided education on perinatal/infant mortality, diabetes and cardiovascular health.

Additionally, BSSF hosted trainings for local hair salon and barbershop owners on the dangers and signs of hypertension. Attendees were provided with free blood pressure cuffs, trained on how to take blood pressure readings and received relevant educational materials, including dietary information. Each business owner agreed to take at least 10 customers' blood pressure readings each month, extending the reach of the program to 170 individuals each month. They also agreed to engage in discussions about hypertension and to encourage those with high blood pressure to visit their health care provider.



GACE African American Clergy Leadership Council

GACE created a 25-member Clergy Leadership Council from the African American community to raise awareness of health disparities and help provide solutions. In 2022,

the Council promoted and hosted two African American Men's Health Forums, one focused on prostate and colorectal cancer and the other on mental health education. Over 25% of the 150 attendees participated in prostate and colorectal screenings, an important step in fighting diseases that disproportionately affect African American men.

The Centers for Disease Control & Prevention (CDC) note that African American men are more likely to get prostate cancer than other men, more than twice as likely to die from prostate cancer, and more likely to get it at an earlier age, meaning the cancer is often more advanced when found.

In addition to providing them at the Men's Health Forums, free screening kits were provided at other community events, including barbershop trainings, gospel concerts at the Bon Secours Wellness Arena, the Spiritfest Men's Conference and community health fairs. BSSF's mobile medical van also offered screenings at two locations for African American males aged 45 to 69, or those 40 and up if they had a family history of the disease.



LifeWise Senior Adult Initiatives

The LifeWise Program offers health and SDOH-related education and information to more than 4,000 seasoned adults aged 50 and over. This age group was identified by BSSF's CHNA Advisory Team and town hall participants as a vulnerable population that should be given special consideration in health-related initiatives.

In late summer 2022, LifeWise, in partnership with Wellness Outreach, began offering more senior events and services directly in under-resourced neighborhoods that the BSSF Community Health team serves: Sterling (Seniors on the Go, over 72 members) and Pleasant Valley (The Gathering, 60 members). That shift has extended the program's reach to seniors who do not have

transportation to more centralized locations and provided a more welcoming environment to address health education. These and specific programming needs for 2023 were determined through a survey of existing LifeWise members, representatives of programs in the Sterling and Pleasant Valley; and discussions with community partners, including Appalachian Council of Governments Area Agency on Aging, and Senior Action.

822 individuals responded to the LifeWise member survey. When asked what senior needs the Greenville community should address, 69% of respondents chose “Aging in Place”, making it by far the most significant need identified. The related issues of “Health Care Access” and “Transportation” were identified as the 5th and 6th priorities (18% and 16%, respectively).

Hispanic Health Improvement Initiatives

BSSF’s Wellness Outreach team, which includes three bilingual staff members, serves the Hispanic community by providing health education, navigation to social services and help with establishing a primary care home/related medical care. The team’s clinical lead participates in local media outreach efforts, including WYFF’s first broadcast in Spanish focused on the flu vaccine clinic at the BSSF San Sebastian Catholic Church community site.



BSSF offers many services, programs and events that help the system better serve and improve the health of the Hispanic population of Greenville County. Within the Greenville County School District, BSSF provides services at two schools, Legacy Early College and Alexander Elementary, both with significant Hispanic and African American student populations. The Legacy Early College Health Center, designed to serve the students at Legacy Early College, their families and the surrounding neighborhood, offers services at no charge for those who are underserved/uninsured. The bilingual Faith Communities coordinator, whose purpose is to work with churches and pastors in Greenville County on health initiatives, collaborates with a social worker at Alexander Elementary to help address needs of the school’s students and their families.



2023 Goals and Programs

- Work with local Hispanic business owner and the Bon Secours St. Francis Foundation to coordinate a community health education event, focused on chronic conditions, for the Hispanic community at San Sebastian.
- Host a community forum in collaboration with partners to address legal and administrative issues important to “Aging in Place”.
- Host a forum that convenes partners in the affordable housing space to address “Aging in Place”.
- Partner with African American faith and civil rights community organizations to convene a health forum focused on chronic conditions.

Hampton Roads

Operating three hospitals in Franklin, Newport News and Portsmouth Virginia, in addition to several primary care, specialist, and physical therapy offices throughout the region, Bon Secours Hampton Roads (BSHR) is committed to addressing the physical, emotional and spiritual well-being of the communities we serve.

The Community Health division of BSHR continues to meet the needs of the communities we serve through innovative programming, community health education and community partnerships and investments.

2022 CHNA Identified Community Priorities

- Health care access - mental and behavioral health, including substance use disorders
- Health care access - chronic conditions
- Neighborhood and build environment - violence in the community
- Economic stability - workforce development



Bon Secours Care-A-Van

The Bon Secours Care-A-Van is a free mobile medical service that provides general medical care to uninsured adults and children in neighborhoods throughout Hampton Roads. Care-A-Van services expanded to Western Hampton Roads in 2022 to include Franklin and Suffolk counties. Additionally, the Bon Secours Care-A-Van has supported several community events such as Juneteenth in the Park in Norfolk, Portsmouth PRIDE Fest, National Night Out and the Hispanic Health Fair. As of November 2022, the Care-A-Van had 806 patient encounters, offered 43 school physicals, established care for 169 new patients and provided 101 telemedicine visits.



Community Health Hub New Programs and Partners

The Community Health Hub is a multiservice center established in 2021 that provides resources and education to residents of the Cradock and Greater Hampton Roads communities. Onboarding programming to expand services in its second year was the focus and success of 2022. Recurring clinic days for the Bon Secours Care-A-Van were established to reduce barriers to care for uninsured populations. Additionally, the Healthy Food Pantry was started to address food insecurity throughout the Portsmouth community. We partnered with the American Heart Association to facilitate Simply Cooking with Heart, a five-week interactive cooking class where participants learned about food safety and how to prepare heart-healthy meals. Diabetes and You is a monthly program offering that informs participants about diabetes risks and management. Weekly Narcotics Anonymous sessions have created 150 encounters since April 2022. In total in 2022, the Hub has reached 1,100 community members through its programs.

Kidz'NGrief

Kidz'NGrief (KNG) is a unique program for grieving children and their parents or caregivers who have lost a loved one. Therapists believe that children process their grief best when they are in a safe, supportive environment with other children. KNG does not provide psychotherapy, but offers support through art, games, stories, play and other activities that promote expression of feelings and helps children adjust to the physical loss of their loved one. KNG offers in-person programming twice a month and has had 420 patient encounters through 2022.



Passport to Health

The Passport to Health program offers health and wellness education, focusing on improvements in health literacy, healthy food awareness and physical activity. Bon Secours Hampton Roads operates three cohorts with plans to begin a new cohort in Franklin by year's end. Education is provided by Bon Secours associates, in addition to leveraged partnerships with community organizations such as Virginia Cooperative Extension, American Heart Association and Community Services Board. Participants are provided with a healthy food bag after each lesson to reinforce healthy eating habits. Passport to Health has engaged 50 families as of October 2022.



Healthy Food Pantry

The Healthy Food Pantry opened in 2022 to address the identified community need of food insecurity in the Portsmouth community. While many areas of Portsmouth are not designated as food deserts, residents do experience challenges accessing healthy, nutritious foods due to the lack of retail and grocery locations and costs associated with healthier options. Through November 2022, the Healthy Food Pantry has provided supplemental food assistance to over 628 client encounters and 1,426 household members.

Hispanic Circle of Parents

Hispanic Circle of Parents is a weekly self-help group where parents and caregivers can share ideas, celebrate successes and address the challenges surrounding parenting. Group principles include trust, reciprocity, shared leadership, respect, responsibility and non-violence. The Hispanic Circle of Parents group has been engaged in several community service projects, including the Hispanic Heritage Month Celebration. Hispanic Circle of Parents has had 500 participant encounters throughout 2022.



2023 Goals and Programs

- Increase program offerings and partnerships at the Community Health Hub.
- Increase Care-A-Van patient volume by 5%.
- Strengthen partnerships with organizations focused on violence prevention.

Irvine

Mercy Health — Marcum and Wallace Hospital (MWH) is a 25-bed Critical Access Hospital (CAH) located in Irvine, KY (Estill County), that serves as the center of care for three other rural Kentucky counties including Lee, Owsley and Powell. Utilizing the CHNA and CHIP as a guide, we strategically address the needs of our patients, community partners and stakeholders.

2022 CHNA Identified Community Priorities

- Obesity
- Substance use
- Mental health

Medication Assistance

Between February and November of 2022 MWH with grant funds from the Bon Secours Mercy Health Foundation Mission Outreach Program, provided approximately \$5,000 to more than 50 individuals in Estill, Lee, Owsley and Powell counties to assist with medication copays. These counties experience a high instance of poverty and accessibility to assistance. These factors lead to medication non-compliance when layered with the cost of prescriptions, lack of available assistance opportunities, physical environment barriers and increased cost of living—all which increase medical complications due to medical non compliance. In 2022, MHW, developed the Creating Healthier Communities program. The program included a partnership with Kentucky Homeplace to help patients complete medication assistance program applications, helping to get medications to those most in need. Irvine also added the services of Harness Health Pharmacy powered by Mercy Health in Estill County and implemented the Meds 2 Beds program for discharged patients. These new programs and partnerships will also continue to prioritize patient education on prescribed medications.



Healthy Food Access

MWH applied for grant funds to continue decreasing barriers to accessing healthy food; as well as education and activities to promote health and well-being in the communities we serve. Current efforts have collectively served 480 community members, with plans to expand the geographical footprint for healthy meal kit events and monthly food resources provided to community members in three of the four counties we serve. The first two community meal kit events were held in Powell County in March and May 2022. During those two events, 240 families were served. Our third event, September 2022 in Lee County, served 120 families. Our fourth event, October 2022, in Estill County, saw 120 families receive meal kits.



Addressing Substance Use and Mental Health Needs

United with a coalition of partners, MWH Community Health representatives attended over 75 community events that provided education on substance use disorder and/or mental health. The addition of a staff chaplain and an increase in grant resources allowed for growth of the collaboration between MWH and Project Home to create and foster community partnerships with local EMS, other health care providers, school districts, recovery groups and local spiritual organizations.



Random Acts of Kindness

At the beginning of 2022, MWH leadership chose an organization for each month that would receive a Random Act of Kindness. Addressing community health needs, education and volunteer time, these acts allowed management to stay connected with their fellow community leaders while extending our Mission in the communities we serve. To date, over \$5,000 in supplies and donations have been provided to local nursing homes, food banks, animal shelters, schools, camps and non-profits through the program.



Estill County Recovery Rally

Marcum and Wallace Hospital hosted the first Estill County Recovery Rally in October 2022 featuring guest speakers, musical entertainment and over 20 community resources to help those in active addiction, those seeking or in recovery and friends, family and community members of those in need. Plans are for the rally to become an annual event.

Mental Health First Aid Training

In September 2022, 10 MWH associates attended Mental Health First Aid (MHFA) training. MHFA teaches attendees how to identify, understand and respond to signs of mental health and substance use challenges among adults. This training allows those associates to appropriately respond to patients and peers experiencing mental health challenges. Among those trained were a peer support specialist, chaplain, community health worker and local EMS employees.



2023 Goals and Programs

- Develop Stress Less, Live a Healthier Life program to address mental health, food security and medication assistance.
- Address mental health by introducing monthly Yoga instruction in Estill, Lee, Owsley and Powell counties.
- Address food security by providing a total of 600 registered dietician meal kits to at least 500 unique individuals.

Lima

Serving Allen, Auglaize and Putnam counties, Mercy Health — Lima is focused on the health and well-being of our patients and service to our community. A more than 100-year commitment to address the community's most pressing health needs, St. Rita's Medical Center (SRMC) is a resource for outreach, prevention, education and wellness opportunities where the greatest impact can be realized.

2022 CHNA Identified Community Priorities

- Chronic disease management
- Maternal and infant health
- Mental health
- Substance abuse
- Healthy behaviors
- Access
- Housing/community conditions

Green Prescription Program

The Green Prescription (Rx) program is a collaborative project between SRMC, Activate Allen County and the West Ohio Food Bank. It is designed to help address the social determinants of health, primarily impacting food insecurity, while helping to remove the barriers to overall affordability and access. The program has been implemented in all 13 primary care and family medicine practices, in addition to three specialty practices. Patients are screened utilizing the Hunger Vital Sign Questionnaire, which is an evidence-based questionnaire to help identify food insecurity. Patients who are identified as being food insecure are invited to enroll in the program and are provided a shelf-stable emergency food box and a voucher they can be redeem for additional food items at the Food Bank. Patients are also connected to a care coordinator and provided additional community food resources.

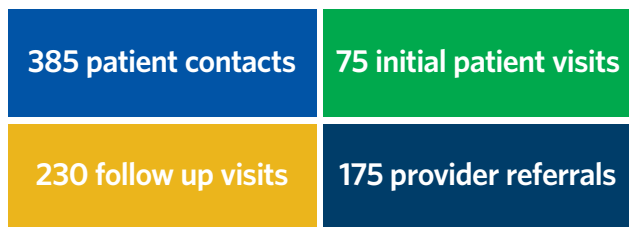
Through the third quarter of 2022, a total of 55 food boxes have been provided with an additional 17 referrals being made to supporting community resources.



Activate Change-QUIT Tobacco Cessation Program

The Activate Change-QUIT tobacco cessation program is a program designed to support and promote smoking cessation within Allen County. The 12-week program offers phone support, group classes and a one-to-one option that connects patients to pharmacists, respiratory therapists and clinical psychologists. It also offers a mobile clinic option that connects patients to a tobacco treatment specialist and pharmacist. Both options coordinate services with patients' primary care providers and serve as a training opportunity for student pharmacists.

Through November 2022, there has been a 9% increase in primary care provider referrals and a 100% increase in oncology referrals. Overall, patient contacts and visits have also increased.





419 Place-Based Disparities

The 419 Place-based Disparities Initiative is a place-based programming model that evaluates and strengthens access to care for underserved individuals within Allen County to address health disparities and determine gaps in services for those most vulnerable in the community. Screenings focus on place-based indicators and upstream social determinants of health including economic stability, neighborhood and physical environment, education, food access, community and social context and health care access.

The two-year initiative aims to connect at least 500 at-risk individuals in our community to established services and as of November 2022, 219 total individual health needs assessments were completed.

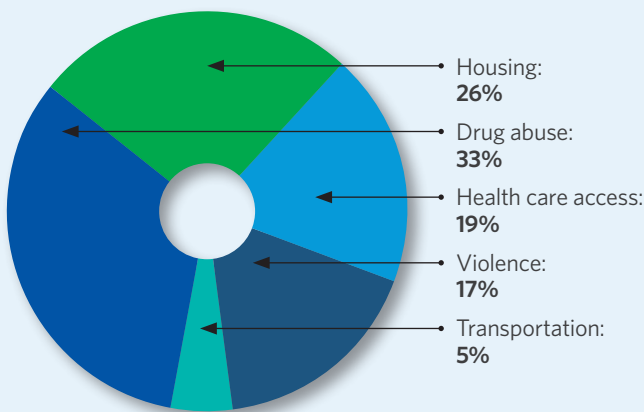
- 157 post-assessment follow-ups
- 59 referred/soft hand-off to services for identified need/s
- 47 referred to services for identified needs
- 15 medical insurance referrals
- 26 PCP referrals
- 13 food assistance referrals
- 11 housing/utility referrals
- 5 Help Me Grow Services referrals

Activate Allen County Block Parties

In partnership with Mercy Health, Activate Allen County hosts their annual Community Block Parties that bring neighbors and neighborhoods together. The goal is not only to connect residents, it is also to provide access to health services, education and start community conversations by way of fun, interactive and informative block parties. Ultimately, they build community and create spaces where all feel seen and heard.

In 2022, two block parties were hosted. Residents were invited to the South Jackson Community Garden and the Bradfield Community Center, both in neighborhoods that experience higher than average disparities in health and economic opportunity but have strong advocates and residents wanting to improve health and well-being. More than 800 children and adults attended the events, and more than 220 community surveys were conducted.

Of those surveyed, residents ranked what they are most concerned about as:



Ohio Northern University Healthwise Mobile Clinic

In partnership with SRMC, Ohio Northern University's Healthwise Mobile Clinic is strategically placed at locations within St. Rita's service area. The mobile clinic helps to provide vital health and wellness services to regional residents within Allen, Auglaize, Hardin and Putnam counties.

The mobile clinic, housed in a fully equipped 38-foot RV, provides county residents with health and wellness services such as lipid, glucose and diabetes screenings; blood pressure checks; vaccinations; disease risk assessment; tobacco cessation and referral of patients to primary medical care.

As of November 2022, the mobile clinic partnership resulted in providing 150 patients visits, 100 glucose screenings, 110 blood pressure checks, 75 cholesterol checks and 28 A1c tests.

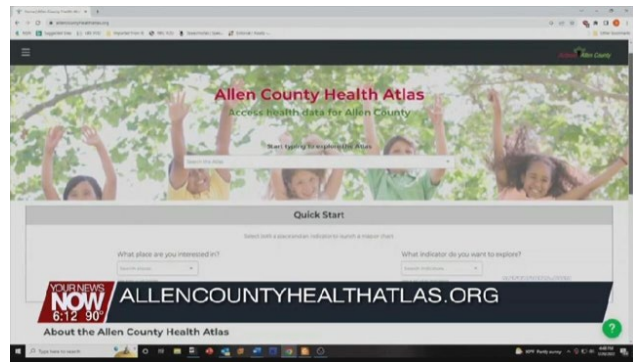


Rising Stars

Developed to increase the diverse pipeline into health care careers by removing barriers and creating pathways for underemployed residents, the Rising Stars program is a paid internship program that provides exposure to and experience in health care careers, fosters professional working relationships and builds interest within the industry. During its second year, SRMC welcomed three Lima Senior High School students who each interned for four weeks, shadowed in multiple hospital departments and units, learned from and networked with key leaders and explored available career pathways in health care.

Art Therapy

The Art Therapy program led to 286 assessments being completed, with 80% of patients showing an improvement in four of the seven indicators, highlighting an 8% increase in improvement from 2021. A total of 10% of respondents reported feeling worse (these continue to trend in the areas of anxiety, stress and pain), while 10% report no change after their Art Therapy sessions. In addition, 95% of respondents indicate that they are likely to continue utilizing Art Therapy and Art Space Lima services upon their discharge from the hospital.



Allen County Health Atlas

Mercy Health — Lima, Allen County Public Health, Activate Allen County and other partner agencies helped to pilot and create the Allen County Health Atlas. The Allen County Health Atlas tool enables community residents and stakeholders to review, explore and compare health-related data over time. In addition, the Health Atlas provides an opportunity for residents to track progress of the local Community Health Improvement Plan (CHIP). This data tool is also being used to develop program plans, supplement grant application materials and grow familiarity with local health priorities.

The Health Atlas (allencountyhealthatlas.org) went live in August 2022 and currently has 337 users, averaging 145 unique and active monthly users, providing 64 different data indicators and approximately 60,120 data points.



2023 Goals and Programs

- Implement 419 Place Based Disparities project, connecting 250 high risk individuals to care and community appropriate resources.
- Begin work as a state grantee of the Ohio Health Improvement Zone pilot grant, prioritizing community engagement, identifying community needs and providing health and SDOH support in three local census tracts.

Lorain

In 2022, Mercy Health — Lorain celebrated 130 years of caring for those in Lorain County and the surrounding service area and continues to prioritize providing quality care and building community partnerships.

2022 CHNA Identified Community Priorities

- Chronic disease
- Cancer
- Mental health
- Substance abuse
- Maternal and child health
- Health equity — social integration and support



Mercy Health Rising Stars

A partnership with the Lorain County Urban League, this program is increasing the diverse pipeline into health care careers. Including this year's seven participants, the program has reached a total of 100 students in its 19 years, with two graduating medical school and entering residency and two beginning doctoral programs this year.

Mercy Health Resource Mothers

The Mercy Health Resource Mothers program was founded 28 years ago by the Sisters of Humility of Mary. This community health worker led program continues to impact the lives of moms and babies by focusing on social determinants of health, including access to food, housing assistance and most importantly infant mortality of people of color. 2022 saw many successes for the program, including:

325 mothers served with all reaching 37 weeks of gestation.

100% of babies born at 5.8 pounds or more

97% of the babies received their immunizations within the first year of life.

Talk to a Provider

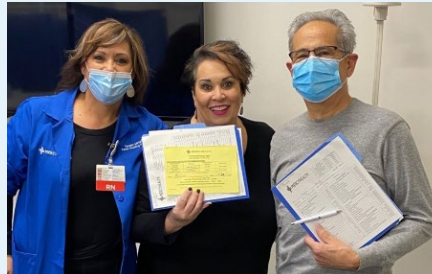
Mercy Health Parish Nursing and Mercy Health Physicians collaborated to create a year-long speaker series to provide community members with greater access to specialists and providers. Addressing the greatest health concerns identified by the community, the 2022 series included 21 education sessions, each averaging more than 75 attendees. The series reached more than 1,575 community members. The 30-minute sessions covered mental health needs, total knee and hip surgery, prostate care, blood pressure management and care needs of the African American, Hispanic, Latino and LGBTQIA+ communities.

Mercy Health Parish Nursing – United in Glory – THRIVE! – It’s a Shore Thing

Focusing on improving chronic disease in our community is critical. Mercy Health — Lorain is committed to supporting and empowering community members to gain control over their blood pressure, blood glucose, cholesterol, triglycerides, HDL, LDL, HbA1c, TSH and PSA (for men). In 2022, more than 100 health screening events were held with local churches and congregations throughout Lorain County.

Three programs allow Mercy Health to expand screenings to focus on priority populations. United in Glory is focused on supporting patients and community residents of color. THRIVE! is focused on patients and community residents in the rural, southern part of the county, and It’s a Shore Thing supports those in the western area of the county. In 2022, the programs served 64 individuals, an increase of two from 2021, positively impacting all chronic disease factors, including collective results of over 120 individuals since the program’s conception in 2021:

198.4 total pounds lost	113.9 total inches lost
HbA1c decreased by 11.7	Total drop in cholesterol by 283 points



2023 Goals and Programs

- Increase the diverse pipeline into health care by increasing the number of students that pursue a career in health care while growing our relationships in the schools and offering volunteers and shadowing during the year for students.
- Increase our impact on the chronic disease measures of the community through increased lab screenings, education opportunities, exercise classes and outreach programs. to give people courage to command control in their health, a Know your Numbers campaign for youth and people of color will be developed, removing the fear of the number and providing empowerment with the number coupled with education.
- Implement an Adopt a Block Pilot Program within the city of Lorain to support the needs of all ages in correlation with the Social Determinants of Health.
- Through Mercy Health Family Outreach, ensure all expectant mothers in our program reach a gestation period of 37 weeks, deliver a baby of at least 5.8 pounds and all enrolled children receive all recommended immunizations by the end of the first year.
- Continue the Talk to a Provider program while providing content that our community is seeking and providing access to providers and topics that reduce barriers to receiving the care and knowledge they need.

Paducah

Mercy Health — Lourdes Hospital is a 359-bed, regional hospital located in Paducah, Kentucky. It serves as a regional referral center for a wide geographic region, including more than a dozen counties in western Kentucky, southern Illinois, Southeast Missouri and northwest Tennessee. Its primary service area has a population of more than 200,000 people within seven-counties and two states (Kentucky, Illinois). Lourdes is home to the region's largest multi-specialty physician network, Mercy Health Physicians — Kentucky, which consists of more than 100 providers serving in over 30 locations throughout Western Kentucky. The market area has a higher-than-state average percentage of people over 65 years of age, living in poverty, with a disability and suffering from chronic illnesses.

2022 CHNA Identified Community Priorities

- Financial insecurity, including:
 - Housing and homelessness
 - Food insecurity
- Transportation
- Mental health, with an emphasis on pediatrics
- Chronic health issues
- Substance use

Free Flu Shot Program

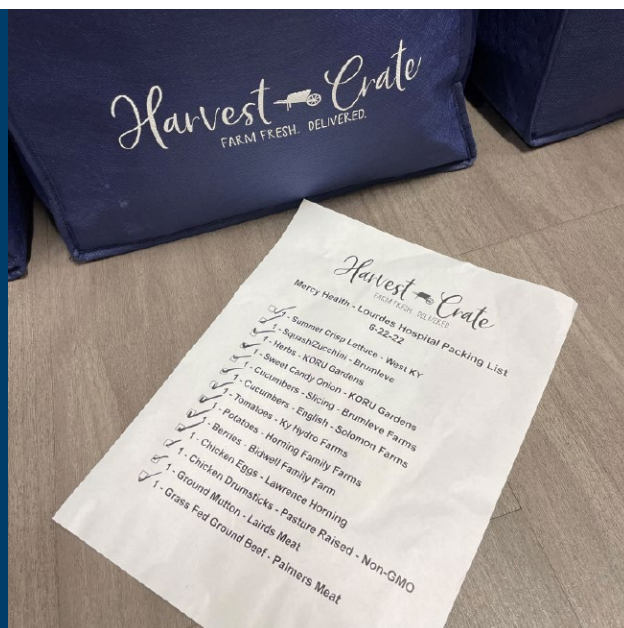
To expand access to the influenza vaccine, Lourdes partnered with a variety of organizations to distribute the flu vaccine throughout the region without charge, specifically targeting populations facing access barriers and challenges (such as lack of insurance or limited financial resources). Partnering organizations included local health departments, West Kentucky Community and Technical College, Purchase Area Diabetes Connection, county public libraries and local non-profit health care organizations. In 2022, five vaccine events were held across three counties in which 318 doses were administered. Additionally, 220 doses were donated to two non-profit health care organizations.

Suicide Prevention Trainings

Lourdes Hospital provided QPR (Question, Persuade, Refer) trainings focused on suicide prevention to 147 associates in 2022. The QPR mission is to reduce suicidal behaviors and save lives by providing innovative, practical and proven suicide prevention training. Quality education on this topic empowers all people, regardless of their backgrounds, to make a positive difference in the life of someone they know. The program focused on three simple steps to help prevent suicide and was offered in partnership with Four Rivers Behavioral Health for free to employees.

Fresh Food Program

In June 2022, Lourdes Hospital launched a Fresh Food Pilot Program with patients in its Marshall County Primary Care practices. On a bi-weekly basis, for 16-weeks, the program provided a bundle of fresh fruits, vegetables, eggs and meat straight from local family farms to program participants at no charge. To qualify for the program, participants must have diabetes, high BMI and demonstrated financial need. Health vitals are checked bi-weekly to check for measurable health improvements among participants adding fresh food into their regular diets. In 2022, a total of 12 participants completed the program. Of those participants, 92% experienced an improvement in at least one of their health metrics and all reported feeling more energetic, healthier and better while participating in the program.





Feminine Hygiene Product Access and Education

The scarcity of puberty education and limited access to feminine hygiene products affect menstrual management for economically disadvantaged young girls. This contributes to shame, fear and anxiety, directly affecting their mental health and ability to thrive at school and other social environments. Lourdes Hospital is combatting period stigma through a program, funded by Mercy Health Foundations, that provides both feminine hygiene products and women's health education to female students and their teachers and coaches.

The program provides adolescent patients with a free three-month supply of feminine hygiene and care products, as well as assists in referring them to the Family Resource Officer at their school to ensure they have continued support. Mercy Health's OB/GYN team hosts open informational discussions about how to manage conversations about menstruation and other women's health topics with students, encouraging empowerment and positive mental health.



In 2022, 1,000 period starter kits were created with availability through eight Mercy Health Physician practices, 25 school-based locations and four local community-based youth organizations.

Fall Prevention

Falls are the leading cause of fatal and nonfatal injuries among older adults. According to the Centers for Disease Control and Prevention (CDC), more than one-third of adults aged 65 and older fall each year in the U.S. These falls lead to millions of emergency department visits, almost one million hospitalizations and thousands of deaths. Additionally, people who survive a fall often experience lingering issues that predispose them to falling again.

In honor of National Falls Prevention Awareness Week in September 2022, outpatient physical therapy provided free fall risk screenings and education throughout the community in hopes of combatting this issue. Events were held in partnership with the Paducah-McCracken County Senior Center, Housing Authority of Paducah, Purchase Area Diabetes Connection, Mercy Housing and West Kentucky Community and Technical College. Fall prevention screenings and education were provided at five community events where 93 community members were screened for fall risk.



2023 Goals and Programs

- Continue work with state-wide Prediabetes Collaborative with the Kentucky Department of Public Health to connect prediabetic patients to Diabetes Prevention Programs and other community-based resources.
- Enhance partnership and collaboration with Heart USA, a non-profit organization dedicated to providing prescription assistance, durable medical equipment and Community Health Workers to vulnerable populations, housed on the Mercy Health Paducah Campus.
- Install and implement Blessing Boxes on all physical Mercy Health locations throughout the service area, to provide free food and hygiene products to community members and patients in need.

Richmond

The Bon Secours Richmond Market (BSR) reflects a rich and diverse history and culture. This region boasts many natural, financial and historical assets that support a healthy standard of living. However, the inverse is true as well. Health outcomes in the urban, suburban and rural communities within the market also reveal the ongoing challenges of systemic racism, poverty, economic disparity and social inequity.

For almost 30 years, the Community Health work of BSR has extended into communities, offering primary and preventative medicine and education, behavioral health and referral services, support to victims of violence and place-based investments. In 2022, over 33,000 individuals and families benefitted from Community Health programs, demonstrating an ongoing commitment to Bon Secours' Mission to advocate for human dignity and provide compassionate care to our patients and community members.

2022 CHNA Identified Community Priorities

- Chronic disease and prevention
- Mental health
- Violence and trauma
- Social and economic disparity
- Engagement and inclusion

Support for Community-Based Organizations

BSR has a demonstrable record of building the capacity of local, community-based organizations to address the social determinants of health. In 2022, Bon Secours Richmond provided \$3.9 million in investments and technical assistance to 54 organizations in the Richmond region for affordable housing and neighborhood assets, educational achievement, economic equity, behavioral health and trauma and access to care.

Positive Vibe Workforce Training Program

BSR builds capacity by investing in the Positive Vibe Workforce Training program that trained 51 students with cognitive and/or physical disabilities, ages 17-29 years old,

in customer service skills required by retail stores, restaurants and other food service environments. Our investment in the program helped Andre, a young man on the autism spectrum, become a volunteer at the Children's Museum of Richmond. His responsibilities included light clean-up activities and storytelling to preschool-aged children who, in turn, gained cognitive development, language skills, imagination opportunity, creativity and improved academic success.

Family Lifeline

BSR's community investments helped fund Family Lifeline, one of our community partners, whose Senior Home Services Project helped a 96-year-old gentleman with glaucoma, hearing aids and no one to help with cleaning and maintenance of his home. Through the program, the man received not only assistance with his home, but also, comprehensive, wrap-around services for his many health and well-being needs.

Instructive Visiting Nurse Association (IVNA)

The IVNA team partnered with local businesses, faith-based organizations, schools and community partners to provide flu vaccinations, biometric wellness screenings, health education and homebound immunizations. Team members also support Community Health's mobile clinic, Care-A-Van, to assist with the pediatric vaccination program to support kids returning to school. In 2022, IVNA hosted over 300 flu clinics, providing nearly 11,000 flu vaccines.

One Care-A-Van staff member shared that having the IVNA nurse collaboration at the Care-A-Van helped to sustain the primary care offerings while also expanding care offerings to include COVID-19 vaccine booster doses for the community.





Primary and Specialty Care Services

The Community Health Primary Care team uses data to provide chronic disease management and preventative care, lessening the burden on emergency rooms and improving the quality of life of underserved neighborhoods. In 2022, Primary and Specialty Health services successfully provided more than 14,000 visits and administered over 4,000 vaccines to ensure children are caught up and ready for school. Additionally in 2022, Bon Secours launched a construction project for a new, strategically placed fixed-site-clinic that will serve as the centralized care hub for the mobile clinical services of the Care-A-Van beginning in 2023.



Cultural Competency in Care Model

With 94% of the clinic patients identifying as Hispanic/Latino, the team recognizes the importance of clear, culturally and linguistically appropriate communication and offers patients a 62% bilingual Spanish-English speaking staff, a language line for interpretation of many different languages and printed materials in languages at a level appropriate for each patient's literacy ability.

Neighborhood Engagement

The neighborhood engagement team builds deep relationships with community members, community-based organizations and local leaders. The team seeks to create sacred spaces of trust and advance the overall health and wellness of neighborhoods throughout the Bon Secours service area. Conversations with community members and engagement activities hosted by the Sarah Garland Jones Center have built new collaborations that seek to address social and economic disparity.

- In 2022, the team was able to engage nearly 1,000 community members by offering programming including: An intensive Diabetes Prevention and management program using a CDC curriculum
- Three outdoor neighborhood events: Jamming in July, Church Hill Gospel Fest and Family Movie Night
- An extensive range of indoor wellness and nutrition community events including Zumba, yoga, Dealing with Grief, The Healing Power of Music for Depression, Speak from your Heart: Move from your Soul, Mindful Movement/Mindful Eating, Crock Pot Cooking class and ServSafe Food Safety Manager Training.



Violence Response Team

In many communities across the nation, a tragic normalcy has evolved in hearing about gun violence. Neighborhoods in the Bon Secours service area are also impacted with a rise in all forms of violence, including in traditionally safe spaces such as school and community gatherings. The Bon Secours Violence Response Team has witnessed this increase in violent acts firsthand and is actively developing programs to bring compassionate and timely care for those impacted by violence.



The team provided individualized care to nearly 3,500 victims of violence in 2022, which is a 24% overall increase in patient volume compared to the prior year. The team is comprised of highly trained forensic nurses and advocates and offers supportive services and resources to individuals who experience:

- Child abuse
- Sexual abuse
- Human trafficking
- Physical abuse
- Domestic and intimate partner violence
- Elder abuse
- Workplace violence

The Victim Response Team also engaged and referred nearly 1,100 victims of violence to community partners and area agencies to further support their recovery journey, as well as delivered focused community-based education through meetings with church leaders, community partners, public service announcements and social media posts.



Every Woman's Life (EWL)

In partnership with the Virginia Department of Health, the EWL program helps uninsured, low-income women gain free access to breast and cervical cancer screening services. Patients receive a clinical breast exam, mammogram, pelvic exam, pap test and any other related services, all at no cost. In 2022, EWL provided lifesaving screenings and care to over 900 women, 20 of whom received a positive cancer screening. The EWL team supports patients along their journey from screening through treatment.

One patient shared her reality, saying "Some days I have to choose between eating or paying my rent. I can only afford to go to the doctor for help when I am sick. I would never have gone for my first mammogram if it hadn't been for this program. The team helped me to understand everything that was going on and what to expect in the future."



2023 Goals and Programs

- Increase prevalence of authentic community engagement and trust building at the neighborhood level.
- Deploy enhanced services through two new fixed locations and one new mobile health van ensuring that uninsured patients have a true medical home, access to same-day care, annual wellness visits to both pediatric and adult patients, wellness education and cancer screenings, and vaccinations.
- Promote safer communities by working with community partners as advocates against violence.
- Expand the reach of the Bon Secours Violence Response Team into Southern Virginia, increasing support services for families experiencing community violence and gun violence by 5%.

Springfield

Through the work of two hospitals, Mercy Health — Springfield Regional Medical Center and Mercy Health — Urbana Hospital, Mercy Health — Springfield has been committed to the communities it serves for more than 150 years. Local work, serving both Clark and Champaign counties, includes addressing prioritized health and well-being needs identified by the community.

2022 CHNA Identified Community Priorities

Clark County prioritized needs:

- Cross-cutting factors: Health risk prevention and healthy living and access to care
- Behavioral health (mental health, addiction and trauma)
- Chronic disease: Cancer (Specific focus on bronchial & lung and colon & rectum), heart failure, diabetes and COPD
- Maternal/Infant health, healthy births and infant mortality

Champaign County prioritized needs:

- Health risk prevention and healthy living
- Behavioral health (mental health, addiction and trauma)
- Chronic disease: Congestive heart failure, COPD, diabetes and cancer (with focus on breast, lung & bronchial and prostate)
- Access to care
- Maternal/infant health, healthy births and infant mortality

Student Education and Recruitment Program

In March, Mercy Health — Springfield partnered with Springfield-Clark Career Technology Center (CTC) to develop the Education, Recruiting and Nursing program, hosting students from three CTC medical programs for an on-site tour as well as connecting interns to interviews and meet and greets with members of Mercy Health's Senior Leadership Team. Through the program,

15 students were hired as paid interns for eight weeks. At the end of the internship two were offered full time employment.

Community Medication Assistance

Mercy Health's Community Medication Assistance (Med Assist) program has served the Springfield community for more than 30 years. Med Assist helps to supports the Meds to Beds program, which helps to discharge patients with necessary medications, in order to remove barriers to filling and taking prescriptions (pharmacy access, transportation, health literacy challenges etc.) As of October 2022, 6,896 patients were served through the MedAssist program, an almost 5% increase in usage over 2021.





Faith Community Nursing and Health Ministry (FCN&HM)

The FCN&HM program continued to grow and develop during 2022. With the addition of six new churches for 2022, a total of 11 churches are engaged in this hybrid faith-based health support program, commonly known as parish nursing. Combining education; management of chronic conditions through trusted relationship, prevention and connection with local support agencies; as well as programmatic equipping of congregation-based nurses and health ministers through West Virginia University, these churches undergo a congregational assessment to better understand the needs of their churches.

2022 highlights include:

- Launched a partnership with The Nehemiah Foundation to offer Pursuing Wholeness: Mental Health & the Church which provides mental health training and builds capacity for the local church. Six local churches completed this training.
- Five new FCN and HM teams worked with their faith community to finalize congregational assessments.
- New partnerships developed with United Senior Services, Community Medication Assistance Program, Wellspring and McKinley Hall and Mercy Medication Assistance Program all providing education at FCN and HM churches.

In August 2022, The Nehemiah Foundation received funds from the Ohio Department of Health to assist in funding Faith Community Nursing and Health Ministry for 2023. Mercy Health — Springfield is thankful for the opportunity to continue this partnership that creates new access points for health and wellness in our community.

Birthing Center Community Educational Supports

In 2022, with the assistance of a grant from the Ohio Department of Health (ODH), the Birthing Center at Springfield Regional Medical Center expanded its childbirth, newborn and breastfeeding education offerings to include times and locations in Clark and Champaign counties. As an added resource, the Birthing Center was instrumental in leading the ministry in the roll out of Yomingo, a pregnancy and newborn educational app for patients across the market footprint. By prioritizing strategic partnerships with the Maternal Infant Health Coalition and Start Strong Clark County, Mercy Health Springfield was part of a coalition that launched startstrongcc.org, a community website to increase access to local information beneficial to new and expectant mothers and their support systems.



Expanding community educational support has allowed Mercy Health — Springfield to reach more moms, babies and families, expand translation services and the use of support materials and more than double in-person and virtual prenatal education options.

Birthing center growth

Class	Attendees: 2021	2022 YTD
Newborn	12	42
Childbirth	31	109
Breastfeeding	12	52



Mercy REACH Expansion

Mercy REACH, a drug, alcohol and tobacco cessation program, well-known for its quality care and commitment to the community, expanded in 2022 to vaping and tobacco cessation. With increases in late-stage lung cancer, instances of smoking, vaping and tobacco use, lung cancer screens throughout the community have become a top priority. REACH has experienced an increase in program referrals to their Vaping and Tobacco Cessation classes to 74 registrations year-to-date in 2022 from 56 in 2021. In 2021, there was a 66% completion rate, while 2022 has seen an 82% completion rate, through October.



Trauma-Informed Care Training Pilot with OB & Emergency Departments

In the spring of 2022, Mercy Health — Springfield worked collaboratively with The Mental Health & Recovery Board of Clark, Greene and Madison counties to secure grant funds to offer trauma-informed and trauma-competent care training to OB/Birthing Center and Emergency Departments. Trauma Free World, the training arm of Back2Back Ministries, lead four, two-hour, in-person sessions for staff and provided an on-demand, virtual version for staff not available to attend in-person. As of fall 2022, more than 2,000 ED and Birthing Center associates were trained as part of this pilot, earning continuing education credits and preparing to use enhanced skills to serve the community better.



2023 Goals and Programs

- Grow and diversify community health program funding in order to expand access to programs.
- Develop new strategies to meet the growing needs of undocumented, underinsured and uninsured patients and other vulnerable community residents.
- Expand Education, Recruiting, Nursing program to Urbana Hospital.

Toledo

Mercy Health — Toledo has served Northwest Ohio for more than 165 years, with eight hospitals located in Lucas, Wood, Defiance, Huron and Seneca counties. In addition to the market’s overall commitment to quality care, Community Health continued to prioritize addressing healthy moms and babies, neighborhood improvement and community identified health needs to improve the health and well-being of the communities served.

2022 CHNA Identified Community Priorities

Lucas County	Wood County	Defiance County	Huron County	Seneca County
<ul style="list-style-type: none"> • Chronic Disease/Obesity • Mental Health • Maternal Infant Health • Addiction/Drug and Opiate Use • SDOH (including health care system and access) 	<ul style="list-style-type: none"> • Chronic Disease • Mental Health/Addiction 	<ul style="list-style-type: none"> • Chronic Disease/Obesity • Mental Health/Addiction • Injury Prevention 	<ul style="list-style-type: none"> • Physical Health • Mental Health/Substance Abuse • Injury and Violence Prevention 	<ul style="list-style-type: none"> • Mental Health • Substance Abuse • Preventative Health/Chronic Disease

Addressing Chronic Health Conditions Among African Americans

African Americans have an increased risk of peripheral arterial disease (PAD) compared to their non-Hispanic white counterparts (CDC, 2021).

Some of the conditions that increase risk for PAD, such as having diabetes and high blood pressure, are more common among African Americans, potentially leading to the increased risk.

To help bring awareness to chronic health conditions, Mercy Health partnered with the African American Male Wellness Agency and Janssen’s Empower PAD to host two events in 2022. At the African American Male Wellness Walk, Mercy Health community nurses screened 93 participants for blood pressure, blood sugar and cholesterol. Of the 93 participants screened, 75% (70) had abnormal blood pressure screenings. The St. Martin de Porres Church, where the Mercy Health Parish Nursing program is housed, partnered to have the Janssen Empower PAD onsite and conducted 31 PAD screenings with 42% of the participants screened having abnormal screenings. Participants with abnormal screenings were referred to their primary care providers for appropriate follow-up care.





Getting Healthy Zone

The Getting Healthy Zone is a community-driven initiative located along the Cherry Legacy Corridor working to increase infant vitality, improve the health of residents and create a community where people want to live, work and visit. Through a continued immersive and intentional community engagement process, residents, with more than 20 community partners, continued to work on the four program goals of the Getting Healthy Zone initiative:

1. Connect residents with information and resources to increase infant vitality and to promote and/or improve their health.
2. Connect residents with living wage jobs and job training and assist them with credit repair and home ownership.
3. Connect entrepreneurs with needed resources.
4. Beautify the neighborhood and create a usable park for residents.

Through November 2022, 79 events that addressed the program goals were held, engaging nearly 4,000 residents.

Mercy Outreach Program

This interdisciplinary team met weekly to coordinate care services for residents with complex social, medical and mental health care needs. In the initial 12 months, the Mercy Outreach Program assisted 37 homeless adults ranging in age from 24-82. Fifteen residents (40%) did not have a primary care physician for medical care and were successfully established with a primary care physician. The team coordinated with behavioral health services of Unison Behavioral Health for wrap around services to assist 30 residents (83%) to engage in behavioral health services and 19 clients (51%) to engage in dual services for both mental health and addiction services. Of those served, 51% (19) were housed with the goal of long-term housing stability.

From January to September of 2022, the Mercy Outreach Program provided an additional 32 residents with services. Thirteen residents were successfully engaged with a primary care physician. Three residents in need of daily personal care services were transitioned into long term care facilities. Twelve residents were assisted to obtain housing and six additional residents have been referred and will transition when housing is available. Wrap around services with Unison Behavioral Health in coordination with Mercy Outreach Program staff assisted eighteen residents with behavioral health and/or addiction services. Additional community engagement included coordinating clients with veteran care services, re-entry services for ex-offenders, services for the blind, specialty care practices for orthopedics, cardiac care, prosthetics, wound care, vision and dental services.

Franklin Avenue Financial Opportunity Center (FOC)

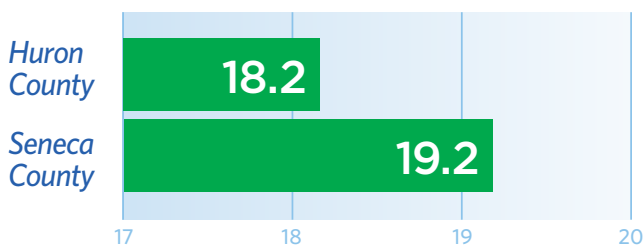
Through a partnership with NeighborWorks Toledo, the Franklin Avenue Financial Opportunity Center helps patients, staff and community members enhance financial literacy and build financial stability through a suite of services focusing on employment assistance, financial education and coaching and access to income supports. Since January 2022, the Franklin Avenue FOC has engaged 809 individuals, with 54 individuals enrolled in one-on-one coaching and having achieved at least one key financial outcome.

- Total unduplicated clients engaged in coaching who achieved a Key Financial Outcome: 46 clients.
- Total clients with increase income: 46% (21 clients)
 - Average increase in monthly income: \$640
- Total clients with increase in net worth: 46% (21 clients)
 - Average increase in net worth: \$6,701
- Total clients with increased FICO credit score: 67% (31 clients)
- Average increase in FICO score: 41 points

Mercy Health — Tiffin and Willard Question, Persuade, Refer (QPR) training

In response to the increase in suicide rates in Huron and Seneca counties, Mercy Health — Tiffin and Willard had one associate at Mercy Health — Tiffin and one at Mercy Health — Willard trained as QPR instructors. QPR is an evidence-based suicide prevention program. Like CPR, people are trained in QPR on how to recognize warning signs of suicide and how to question, persuade and refer someone to help. The newly-trained associates helped lead efforts to train associates and providers in suicide risk awareness and prevention.

2016-2020 suicide rate



*Death Rate per 100,00 Population; Preliminary Data Summary: Ohio Suicide Deaths Updated Jan. 4, 2022.

Mercy Health Senior Wellness Program

The goal of the Mercy Health Senior Wellness Center is to be the health and wellness hub within the community keeping seniors healthy – mind, body and spirit. Some of the many programs offered include group fitness, expert guest speakers, health screenings and social events. Additionally, with a partnership with Owens Community College Dental Hygiene Program, the center offers free dental cleanings for seniors in the community.

From February to October 2022, the Seniors Smiles dental program has cleaned the teeth of 42 clients. The average amount of time since most program participants had their last dental cleaning is six years. The Senior Smiles program has a 98% show rate with a 95% return rate.



2023 Goals and Programs

- Mercy Health — Toledo will expand programs and identify key community partners around the social determinants of health with a focus on access to healthy food and work with key community partners to help reduce the impact of Adverse Childhood Experiences in youth.
- Mercy Health — Tiffin Hospital will be partnering with the local community kitchen to provide education and programming regarding healthy eating and lifestyle practices, using the onsite kitchen to offer cooking demonstrations as part of the programming in addition to offering the Complete Health Improvement Program at the location, a comprehensive lifestyle change program that sees reduction in participant's glucose, lipids, A1c, weight and blood pressure.
- Mercy Health — Defiance Hospital will be adding a community health worker (CHW) in the Defiance Clinic. The CHW will help improve patient outcomes by increasing their health literacy and connecting them to needed community resources such as access to healthy food, transportation and other social barriers to health.
- Mercy Health — Perrysburg will strengthen their relationship with the local health collaborative, Wood County Health Partners. Additionally the community health nurses will conduct two diabetes self-management classes in the Perrysburg community.

Youngstown

Mercy Health — Youngstown's goal is to create a healthier community, one member at a time. With primary support to the Mercy Health Youngstown Foundation and grants from local foundations, our Community Health team continues to provide reduced or no cost health services. Through partnerships with local community health programs, community and faith-based organizations and local and county health districts, our trained staff offers health services or resources to address the needs in underserved communities or neighborhoods identified in the CHNA.

2022 CHNA Identified Community Priorities

- Mental health and substance use
- Community conditions, with an emphasis on community safety
- Access to care



Fatherhood Support

The Fatherhood Support program offers support to new and expectant fathers, as well as men looking to become better fathers through the 24/7 Dads course. 24/7 Dads is an intensive eight-week course that has grown from two participants in 2021 to 62 men who entered and graduated from the program in 2022. The program allows for honest conversation and bonding while developing men to be better fathers and partners. Fatherhood Support not only encompasses a comprehensive curriculum, but it also promotes the opportunity for home

visiting to engage in one-on-one support and encouragement. Through November 2022, Fatherhood Support has made 75 home visits to fathers participating in the program.

Mercy Health Hispanic Health Program (HHP)

Mercy Health Hispanic Health Program was initiated in response to the needs of immigrant and migrant populations in neighboring Columbiana County. The program provides access to care by eliminating cultural and linguistic barriers. In the first and second quarter, HHP has been able to provide 54 immigrant families with a variety of staples, fresh fruits and vegetables and personal care products. Our bilingual staff helps connect patients to medical and social services, participate in health classes or screenings, make provider appointments and assist with interpretation during appointments. Through November 2022, HHP provided 12,979 client/staff interactions. Those interactions include phone calls, assistance with billing or resources. Also, HHP provided 1,910 screenings and 8,404 medical interpretations through November 2022.

Stepping Out Program

Obesity continues to be a major health issue in Mahoning and Trumbull counties. The Stepping Out program provides information, assessments and fitness activities to the community at 11 sites throughout the region, as well as at local health fairs. The majority of the Stepping Out program sites are in areas with the highest rates of obesity. This year, 17,779 attendees have participated in Stepping Out activities and events, both virtually and in person, including aerobic/strength classes, line dancing, ballroom dancing, walking classes, yoga and cooking demonstrations. "Get out, get healthy, and lower your risk for diabetes and heart problems!", is the program motto. Events are free in order to remove barriers to improving health.



Resource Mothers

The Resource Mothers program provides one-on-one support for women and men in Mahoning and Trumbull counties, starting at pregnancy through the child's first year. These one-on-one services are available in English or Spanish.

As of August 2022, staff had completed 860 home visits, 60 Fresh Start classes, 136 Empowering Moms encounters, 32 car seat education classes, distributed 45 Pack and Plays and had a total of 63 newborns born into the program.

Community Health Education Program

The Community Health Education Program provides nutrition and health education, linkage to services and resources and support through funding and participation in events that are specifically designed to target minority and underserved populations at risk for adverse health outcomes. Major events that are supported through Community Health Education funding and participation include:

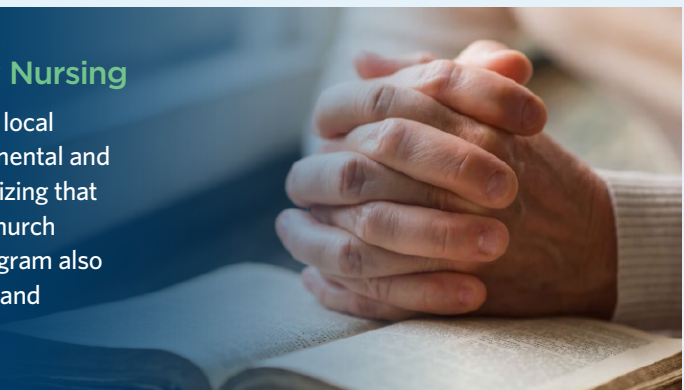
- 300 Sisters in Red
- African American Men's Wellness Walk
- Project Connect
- Know Your Numbers
- Healthier at Home
- Health Literacy Programs, Screenings, Healthy Eating Demonstrations
- Women in Touch Series



As of August, there had been 48 community presentations with 889 participants in attendance. In 2022, staff completed a total of 377 screens.

Caring for Our Own: Faith Community Nursing

The Faith Community Nursing program partners with local churches to help registered nurses provide physical, mental and spiritual care to their fellow church members. Recognizing that not only is it important to provide services to fellow church members, this year the Faith Community Nursing program also initiated a Nursing Support Group to provide support and encouragement for one another.





Mercy Health Prescription Drug Assistance

The Mercy Health Prescription Drug Assistance program pre-screens individuals to see if they meet the initial criteria to obtain no cost medication or co-pay assistance. From October 2021 to 2022, program enrollment increased 35% and the program has provided \$4.5 million in free medication. From January to October 2022 alone, 713 individuals enrolled, 446 of whom were new applicants to the program.



Women, Infant and Children (WIC)

This national program provides healthy food and support services for pregnant women, new mothers and children up to age five. The Mercy Health Youngstown Trumbull County WIC program aims to improve the health status of and prevent health problems for income eligible pregnant and breastfeeding women, women who recently gave birth, infants and children who are at health risk due to inadequate or inappropriate nutrition. Providing nutrition and breastfeeding education/counseling to the target populations, the goal is to improve pregnancy outcomes, to provide education and support to achieve full-term pregnancies, reduce infant mortality, incidences of low birth weight, increase breastfeeding rates among newborns and give infants and children a healthy start in life by providing access to nutritious foods.

Neighborhood Watch

Community Health Nurses regularly visit underserved communities in Mahoning and Trumbull counties to provide no cost services including screenings, education sessions and support while removing barriers to care, keeping watch over our most in need community members. In 2022, 1,775 screenings were completed with more than 340 individuals referred to a physician for elevated or abnormal results.



2023 Goals and Programs

- Expand service of the Mobile Medical Clinic to the Eastside of Youngstown, an area of the city with a high concentration of underserved African American and Hispanic/Latino populations with limited access to numerous resources including health care.
- Establish a hypertension education and management program for participants in the Neighborhood Watch as well as other programs that are offered throughout the Community Health Department.
- Opening of Nurturing Families, the second Centering Pregnancy program location, on Youngstown's southside zip codes that have high rates of African American infant mortality. Like the Centering Pregnancy program, Nurturing Families will also provide support and education to mothers through our Empowering Moms and Fresh Start Nutrition program as well as by providing services to fathers through Fatherhood Support and 24/7 Dads.

Community Health Leadership

Shared Services Leadership

Dave Belde, PhD

Vice President, Community Health-Maryland,
South Carolina, Virginia

Erin Hurlburt, MD

Chief Medical Officer, Population and
Community Health

Shivonne Laird, PhD, MPH

System Director, Community Health Impact

Kendra N. Smith, AICP, MPH, MSUS

Vice President, Community Health-Ohio, Kentucky

Patrick Schmidt

Program Manager, Community Benefit and CHNA

Nancie Stover-Nicholson, MPH

Project Manager, Community Health

Market Leadership

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Becky Clay Christensen

Executive Director, Community Health
Richmond, Virginia

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Leigh A. Greene, MSSA, LSW, CHW

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Gina Hemenway, MPPA

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