

LOYOLA
MEDICINE

A Member of Trinity Health

Fiscal year 2025
(July 1, 2024 - June 30, 2025)

**Community
impact report**

Our mission

We, Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

Our core values

Reverence

Commitment to those experiencing poverty

Safety

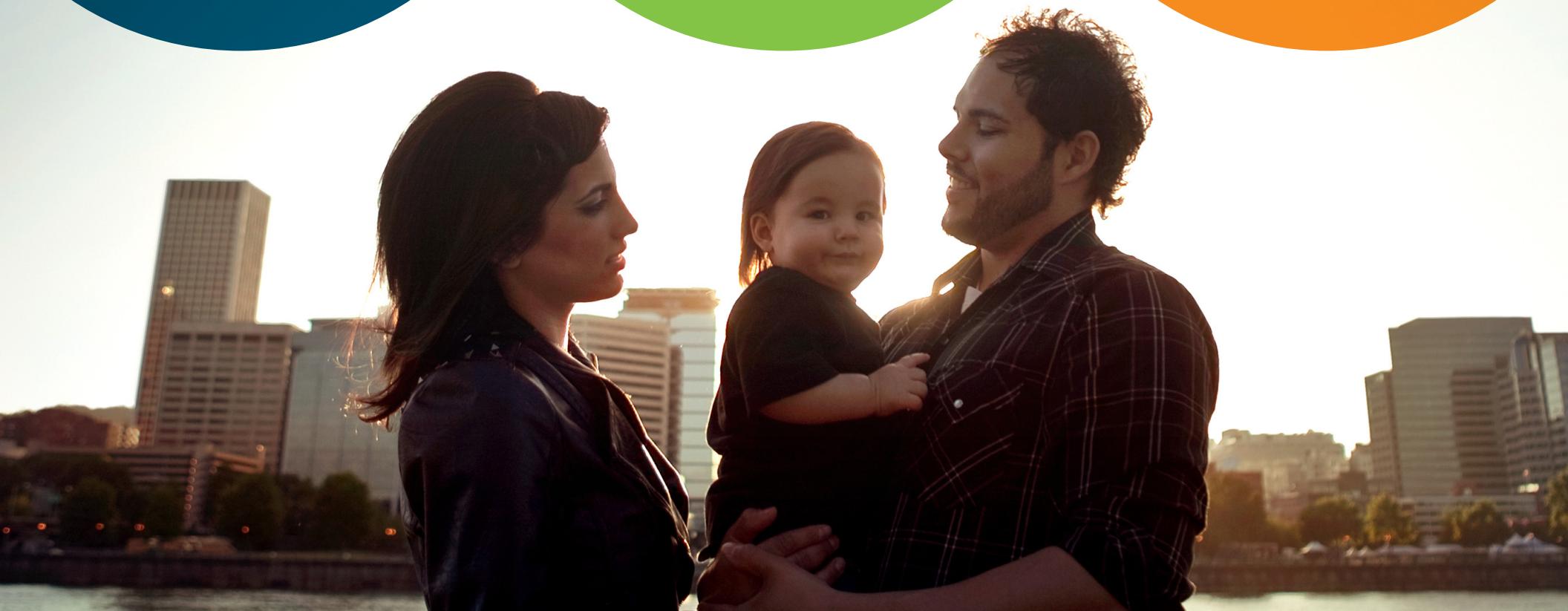
Justice

Stewardship

Integrity

Our vision

As a mission-driven innovative health organization, we will become the national leader in improving the health of our communities and each person we serve. We will be the most trusted health partner for life.



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"From expanding access to care and launching new wellness initiatives, to supporting local families through education, housing and food security programs, our commitment to this community runs deep. We've invested in people, resources and culturally responsive outreach—meeting people where they are, and working to ensure no one is left behind."

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

Loyola Medicine invested over \$402.3 million in Community Impact, including IRS-defined community benefit and other community impact activities. Activities included the delivery of various community health improvement services, the provision of patient financial assistance programs, direct care to uninsured, low-income and other vulnerable populations in the region, and advanced community partnerships advocating for a healthier communities within our service areas.

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



Elizabeth Early
President,
Loyola University
Medical Center



Charles Bareis, MD
President,
MacNeal
Hospital

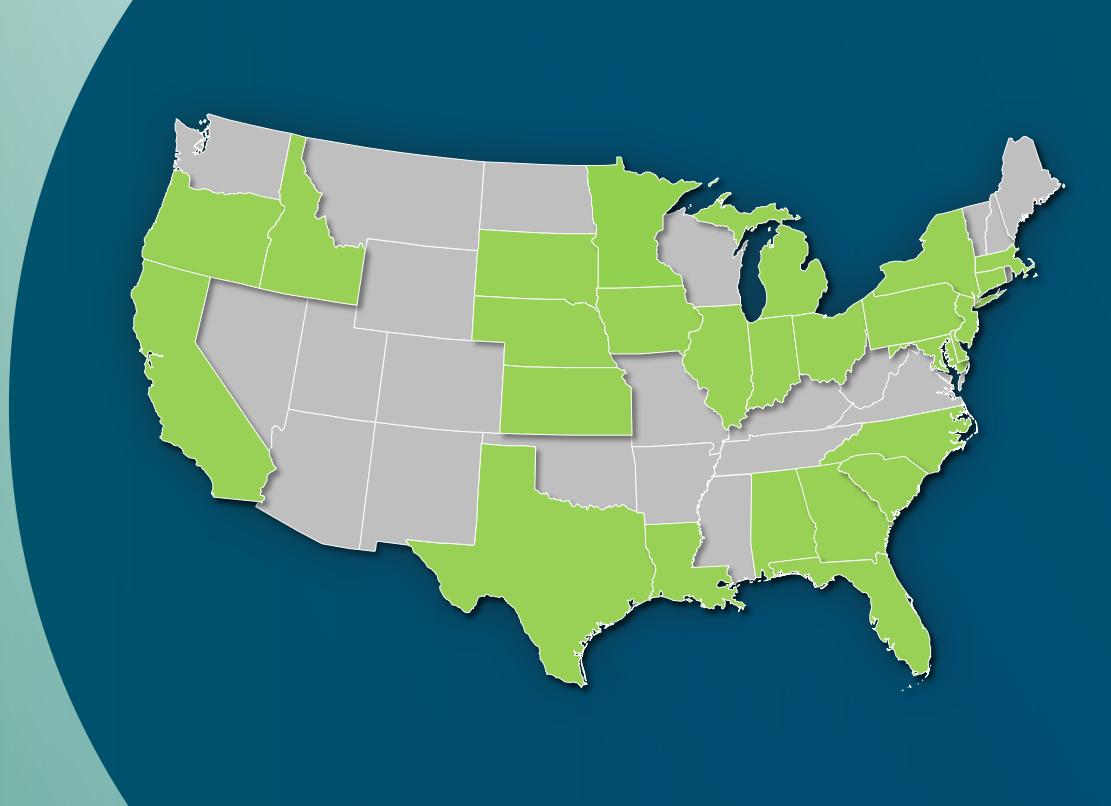


Sarah Hunter
President,
Gottlieb
Memorial
Hospital



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

Trinity Health
**one of the largest catholic
health systems**
in the nation



25 States



1.1M Attributed lives



\$2.9B Community impact^{**}



162 Community health workers



92 Hospitals^{*}



12 Clinically integrated networks



41 Safety net health centers



12 Diabetes prevention programs



Loyola Medicine at a glance



8,384 Colleagues



3 Hospitals



28 Ambulatory centers



1 Mobile health unit



447,982 Outpatient visits



123,301 Emergency visits



34,379 Inpatient discharges



9,105 Specialty services



Community impact: overview

Our community impact includes both our investments in serving patients experiencing poverty and investing in our communities that have been, and continue to be, disinvested.



Loyola Medicine recognizes that achieving improvements in health outcomes (individually or as a community) is not possible until the conditions in the communities we serve are safe and all community members have access to high-quality education, health care, affordable food and housing. This is why Loyola Medicine prioritizes integrating clinical and social care and investing in the social influencers of health.

Our goal is to achieve health equity. Loyola Medicine is committed to applying a health equity lens to our interventions and decision making to ensure we are promoting health and healing.

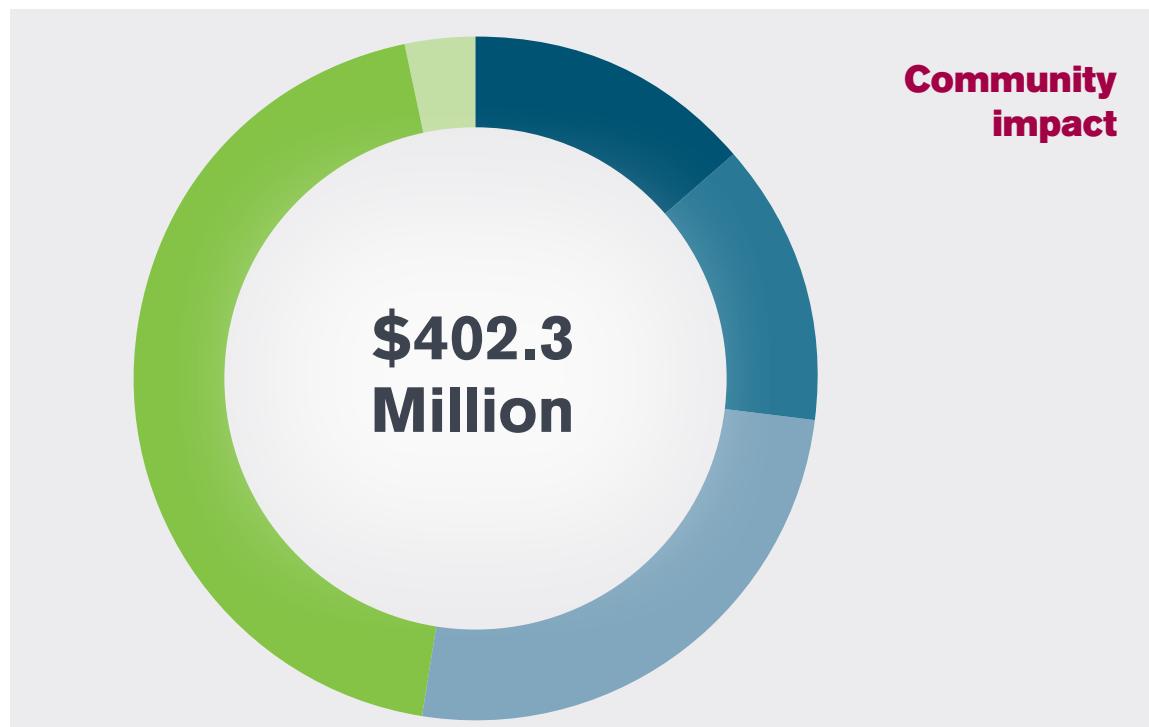
Total community impact

Our community impact is more than community benefit

Loyola Medicine is committed to ensuring we consistently report all the IRS-defined community benefit across our system, as well as our total community impact to fully demonstrate the services and supports we provide in our communities.

Our community impact demonstrates the commitments we are making in the communities we serve – focusing on impacting people experiencing poverty and other vulnerabilities- through our financial investments. In FY25, 53,453 patients received financial assistance.

In fiscal year 2025, Loyola Medicine invested \$402.3 million in community impact.



\$211.6M in community benefit*

Defined by the IRS, community benefit includes

- \$55.7M financial assistance at cost
- \$53.5M unpaid cost of Medicaid
- \$102.3M community benefit programs

\$190.7M in community impact activities

- \$178.1M unpaid cost of Medicare
- \$12.6M workforce development, social impact, local purchasing, capital investments, and other health and well-being investments

*Community benefit data per audited financial statements



Integrating clinical and social care



Social needs screening

Each year we ask our patients about their health-related social needs. Questions include things that make it hard to be healthy like problems with work, housing, food, safety, and transportation. This information helps us:

- Understand our patients' needs and their barriers to care
- Connect patients to helpful resources and services specific to their needs

Last year, 78% of patients seen across both primary and acute care settings were screened for social needs. 42% of those screened identified at least one need. Top needs include:



Housing



Food access



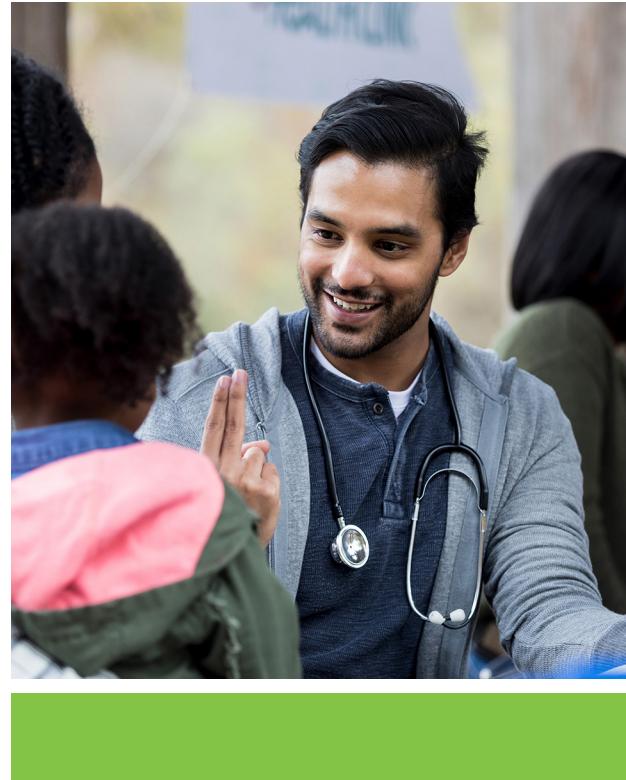
Mental health resources

Community health workers

Community health workers (CHWs) are frontline health professionals who are trusted members of and/or have a deep understanding of the community served.

By combining their lived experience and connections to the community with effective training, CHWs provide patient-centered and culturally responsive interventions. CHWs fulfill many skills and functions including patient outreach and engagement, conducting assessments, resource connection, health and social services system navigation, goal-setting and problem-solving through ongoing education, advocacy and support. When these skills are put into practice, it may look like a CHW helping a patient connect with their primary care doctor, assisting with a Medicaid insurance application, understanding their basic insurance benefits, or empowering a patient to ask clarifying questions about their medications or plan of care at their next doctor's appointment.

Loyola Medicine's CHWs engaged with **7,024 new patients** and completed **19,798 encounters** focused on connecting patients to community resources. Our CHW team continues to connect patients in priority ZIP codes identified by the West Cook Coalition Award to community resources and providing health education to prevent or manage chronic health conditions.



Food insecurity is a significant concern for many patients at the Residency Clinic in Riverside, with some unable to afford meals due to fixed expenses. To address this, the clinic has launched a community health worker (CHW) initiative in partnership with local food banks, schools, and churches. This collaboration ensures that patients receive regular food donations—fresh produce, nonperishable items, and more—stored in a dedicated fridge at the clinic. CHW Lauren Maldonado distributes food directly to patients during their visits, helping to alleviate hunger and reduce the stress associated with food insecurity.

The Greater Chicago Food Depository supports the initiative by providing 8-12 food bundles to the clinic each week, ensuring patients always have access to nutritious food. Beyond offering immediate relief, the program fosters a sense of community and empowers patients to access additional resources, such as local food pantries.

This initiative has had a positive impact, helping patients feel supported and easing one of their most pressing financial burdens.

Community Resource Directory

The Community Resource Directory helps people find free or low-cost resources in their community. In fiscal year 2025, the Community Resource Directory yielded 12,390 searches:



46% searches for food



31% searches for housing.

Visit the Community Resource Directory at
www.communityresources.trinity-health.org.



**Need a
little help?**

Find community
resources quickly
and easily

**¿Necesita
Ayuda?**

Encuentre recursos
comunitarios de
manera rápida y fácil

SCAN
HERE >



< ESCANEAR
AQUÍ

communityresources.trinity-health.org

National Diabetes Prevention Program

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

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

Scale and impact

Loyola Medicine addressed the prevention of diabetes in FY25 through the launching of 2 cohorts and enrollment of 32 participants into The National Diabetes Prevention Program (DPP). This program, branded Fresh Start at Loyola Medicine, was made possible through funding from Trinity Health through a cooperative agreement with the CDC to prevent or delay the onset of type 2 diabetes in communities served.

Additionally, a referral pathway to two area YMCAs, supported by state funding, continued to expand access to diabetes prevention resources. In FY25, 103 participants were referred to the YMCA's DPP, marking a significant increase in community engagement.



Loyola MacNeal Residency Center reached out to their CHW, who has been trained in DPP, asking if she would be willing to run a Spanish speaking cohort for the hospital. The need for prevention of chronic disease among our Spanish speaking community is high. Residents and attending physicians began referring patients to our CHW in the Fall of 2025. In January 2026, 11 participants joined Loyola's first in-person National Diabetes Prevention Program presented in the Spanish language (previously, it was only offered virtually through other health ministries).



Investing in our communities



Community health needs assessment and implementation strategy update

To further our commitment to achieving equity, we engage authentically with community members, organizations, and leaders. Every three years, Loyola Medicine conducts a community health needs assessment (CHNA) to identify community assets, needs, and the current state of health and social well-being. This process involves input from those who live in the community to identify and prioritize needs addressed in the three-year implementation strategy. The CHNA and implementation strategies foster collective action to equitably allocate resources from the hospital and other sources to address these needs in communities most impacted.

Loyola Medicine's 2022 CHNA identified the following significant health needs, which we addressed from fiscal years 23-25:



Mental health



Social and structural
influencers of health

Our 2025 CHNA report, which will guide our strategic priorities for fiscal years 26-28, can be found by visiting <https://www.loyolamedicine.org/about-us/community-benefit>.

Implementation strategy

Addressing mental health

In FY25, Loyola Medicine hosted Adult Mental Health First Aid Trainings for staff and community members. In total, 27 individuals were trained in identifying, understanding, and responding to signs of mental illnesses and substance use disorders. The training aimed to build community capacity, reduce stigma, and promote early intervention. Participants reported increased confidence in supporting individuals experiencing mental health challenges and expressed interest in further mental health education opportunities.

Loyola Medicine, also, partnered with Youth Crossroads, a non-profit community-based organization whose mission is to act in the best interest of youth, guiding them through life's challenges, and inspiring them to discover new opportunities for personal development, healthy relationships, and positive community involvement, to offer a conference for youth serving individuals and educators focused on trauma-informed care. The Building Future Success in Youth Conference was hosted at Gottlieb Memorial Hospital on October 17, 2024 as part of Youth Crossroad's 50th anniversary celebration. The conference had 92 attendees, and 18 individuals were able to apply for CEUs.



Partner spotlight: the history of Youth Crossroads

In 1971, a group of concerned community organizers in Berwyn received state funding to launch a three-year initiative called the Youth In Crisis Project. This program provided crisis intervention for homeless youth, drug abuse counseling, and support services for underserved teens in the western suburbs. Operating out of a small office at MacNeal Hospital, the project quickly proved successful. By 1974, the organizers incorporated as an independent nonprofit, West Suburban Youth Outreach, Inc.

In 1975, the organization changed its name to Youth In Crisis, Inc., and by 1978, it had moved into its own facility in a residential Berwyn neighborhood. In 2007, the agency adopted the name Youth Crossroads, Inc. to better reflect its shift from primarily crisis response to a broader focus on prevention and early intervention.

Today, Youth Crossroads continues to build on its 50-year legacy. Their teen leadership and youth volunteer service projects, after-school enrichment programs, and school-based counseling services now complement the long-standing counseling and crisis intervention work that has been at the heart of our mission since the beginning. Since its founding, Youth Crossroads has served tens of thousands of youth and families in Berwyn, Cicero, Stickney, and neighboring communities and has partnered with more than 100 community organizations to create a strong network of referral sources, ensuring a comprehensive response to the complex challenges youth and families face.

Addressing social and structural influencers of health

MEDICARE INFORMATION



Attend an upcoming
Medicare Educational Seminar!



Learn more
and RSVP

Loyola Medicine continued to partner with MedicareOnDemand in FY25. Over 90 seniors learned how to navigate insurance changes and enrollment options by attending one of their free monthly "Medicare 101" workshops held on our campuses. Our Community Health & Well-being team has partnered with the Mission Integration Team and added an educational component on Medical Power of Attorney to the workshop.

Loyola Medicine acknowledges that access to healthcare and community resources are income-dependent and, thereby, sought to increase the number of diverse local hires and improve access to living wage jobs. In FY25, Loyola Medicine participated in 58 job fairs in the community. Available positions were for a variety of departments including transportation, food and nutrition, pharmacy technicians, nurses, patient care teams, and CHW's.

Additionally, new to FY25, Loyola Medicine held its first exclusive living wage job fair in collaboration with community employers at the West Suburban Cook County American Job Center, located in Maywood, IL. All employers present were required to offer a living wage, per Cook County guidelines, for all available positions and have entry level positions (requiring no more than a high-school diploma or GED) available at the time of the event. 119 job seekers attended the inaugural event, where interviews were conducted on-site, and 12% of attendees were extended an offer of employment within a week of the event. Continued collaboration will occur among employers present on how this work can be expanded into communities of greatest need for economic advancement in the coming years.

Community grants and collaborations

Loyola Medicine invests over \$1.6M in our local communities

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

In fiscal year 2025, Loyola Medicine invested over \$1.6M and partnered with more than 25 organizations supporting the following needs:



Mental health



Access to healthcare



Food insecurity



Housing



Loyola Medicine
annually commits
grant funding
and in-kind support
to community-based
organizations to
accelerate
community health
improvements.

Community investing program

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

Over the last 8 years, our partners, IFF and Cinnaire, supported through low-interest loans from Trinity Health's Community Investing Program, have made a combined \$95M in investments in the communities Loyola Medicine serves. These loans have supported housing development projects, community facilities, youth services, and other community assets.

Transforming Communities Initiative

Maywood, IL is one of nine communities that receives multi-year funding from Trinity Health's Transforming Communities Initiative (TCI). TCI is a partnership between Loyola Medicine and Quinn Center of St. Eulalia to address youth mental health through focused policy, systems, and environment change strategies.

A multi-sector collaborative consisting of two entities, a Youth Advisory Board of 12 youth members and an Advisory Council of 8 adult community members, conducted a root-cause analysis, created a work plan to for a "Safe Space" for youth in the community, and completed their vision for a safe haven for youth in FY25.

Advocacy successes and workforce development

Loyola Medicine participated in health care advocacy on behalf of the communities served. In FY25, efforts included policy changes on improved public health infrastructure, expanded access to care, protection of access to pharmaceuticals for low-income individuals, and promotion of workforce strategies to build and protect the healthcare workforce in Illinois.

Loyola Medicine's Gottlieb Memorial Hospital supports the workforce development of high school students interested in health careers by providing a bi-weekly experiential learning opportunity. In FY25, leaders at GMH engaged with 87 students from East Leyden and West Leyden High Schools enrolled in their Medical Careers course. The Medical Careers course is an elective course designed for Juniors and Seniors which introduces students to foundational concepts in health science while helping them develop essential skills for future success in the field. Through their 8-week rotation at GMH, students received educational information regarding a given health topic, an overview of the leader's career pathway in the medical field, and a tour of the leader's respective area in the facility, providing a glimpse of day-to-day activities in the hospital.



Legislative breakfast

On Sept. 20, MacNeal Hospital hosted a legislative breakfast with Joy Cunningham, Illinois Supreme Court Justice; Dana Kelly, Chief of Staff, Healthcare & Family Services; and Dave Gross, Senior Vice President of Government Relations for the Illinois Health & Hospital Association. The discussion centered on access to care, insurance practices, workforce challenges and the future of health care. Colleagues and community partners were able to ask questions and learn about legislation and laws that impact health care.



Support your Community Health & Well-being Fund



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

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



When you donate to the Community Health & Well-being Fund, you are directly supporting services to patients experiencing poverty and other vulnerabilities and investments in communities to improve community conditions such as access to healthcare and community resources.

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

Fiscal year 2025

Community Health & Well-being impact report



**LOYOLA
MEDICINE**

A Member of Trinity Health