



FISCAL YEAR 2023

Community Health & Well-Being Impact Report



**LOYOLA
MEDICINE**

A Member of Trinity Health

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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SERVING TOGETHER IN OUR COMMUNITIES

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 needy and vulnerable. Loyola Medicine takes this responsibility seriously, as we have a strong commitment and responsibility to the communities we serve, including our patients 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 those who are experiencing poverty and addressing the social influencers of health.

Loyola Medicine invested over \$180 million dollars in community health, with our community health and patient financial assistance programs providing health improvement services, community education and direct care to uninsured, low-income and other vulnerable populations in the region. In partnership with Trinity Health, we have also invested more than \$203 thousand dollars in supportive programs and advanced community partnerships while advocating for a healthier community.

We have continued operation of the Social Care Hub to address the mental, physical and emotional needs of patients during the past year and we look to expanding our efforts this next year. We are grateful for the opportunities we have to serve our community, providing compassionate care and dedicated stewardship to the region and beyond.

Michelle Peters, Regional Vice President,

Saint Joseph Health System and Loyola Medicine, Community Health and Well-Being



“ We strive to be a leader in optimizing wellness and equity and eliminating disparities in our communities”

MINISTRY OVERVIEW

Loyola Medicine, a member of Trinity Health, is a nationally ranked academic, quaternary care system based in Chicago's western suburbs. The three-hospital system includes Loyola University Medical Center (LUMC), Gottlieb Memorial Hospital, MacNeal Hospital, as well as convenient locations offering primary care, specialty care and immediate care services from nearly 2,000 physicians throughout Cook, Will and DuPage counties.

Loyola University Medical Center

The Loyola University Medical Center campus is also home to renowned centers of excellence, including:

- Illinois' largest Burn Center
- Cardinal Bernardin Cancer Center
- Level I Trauma Center
- William G. and Mary A. Ryan Center for Heart & Vascular Medicine

Gottlieb Memorial Hospital

Gottlieb Memorial Hospital is home to a Level II Trauma Center, Loyola Medicine's Marjorie G. Weinberg Cancer Center, a childcare center and the Gottlieb Center for Fitness.

MacNeal Hospital

MacNeal Hospital is a 374-bed teaching hospital with over 550 medical staff members in 50 specialties, advanced inpatient and outpatient medical, surgical and psychiatric services, a 68-bed behavioral health program, advanced diagnostics and treatments in a convenient community setting.



MINISTRY OVERVIEW

Academic Medicine

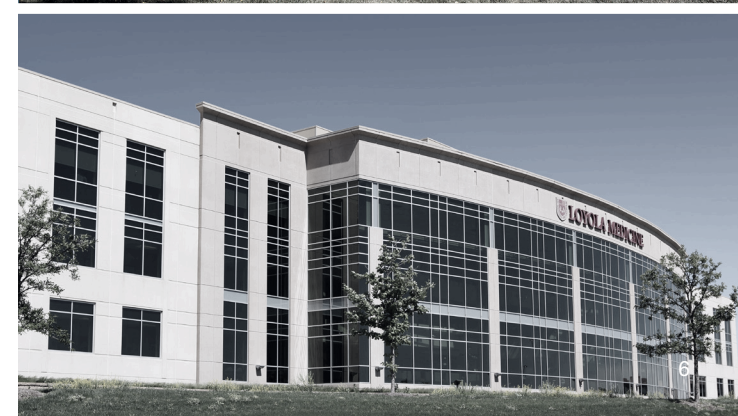
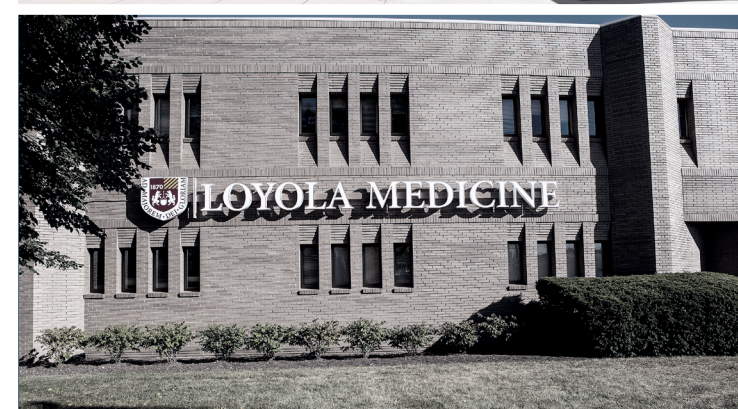
Loyola's doctors teach at Loyola University Chicago Stritch School of Medicine, which is a national role model in reinventing medical education to prepare students for today's healthcare environment.

Stritch is one of only four Catholic-affiliated medical schools in the nation.

Loyola has more than 1,000 physician faculty members, 650 residents and fellows and 600 medical students.

Community Medicine

Loyola Medicine provides primary care and specialty care to over 15 Chicago-area locations; and a large ambulatory network of clinics throughout Cook, Will and DuPage counties. In addition, Loyola Medicine provides Home Health, Pediatric Mobile Health Unit, Diabetes Prevention Program, Support Services and Community Health Workers are embedded in our safety net clinics/ ambulatory sites screening patients for social needs while connecting them with resources.



COMMUNITY BENEFIT



Community Overview

Loyola Medicine, which comprises Loyola University Medical Center (LUMC; Maywood, IL), Gottlieb Memorial Hospital (GMH; Melrose Park, IL) and MacNeal Hospital (Berwyn, IL) serve the western suburbs of Cook County and the west side of Chicago. Loyola Medicine defines the service area as the primary service area for all three hospitals and makes sure to include any nearby communities of highest need. Loyola Medicine provides care to a diverse population of over 1 million community members.

	LUMC/GMH	MacNeal
Population	747,000	811,170
% Non-English Proficiency	10%	12%
Race/Ethnicity		
% Non-Hispanic White	36%	27%
% Non-Hispanic African American	20%	17%
% Hispanic	40%	52%
% Asian	3%	2%
% All others	1.4%	1.2%
Age		
Children/Youth under 18 years of age	24%	26%
18-64 years old	62%	61%
Over 65 years old	14%	13%



COMMUNITY BENEFIT

Community Benefit Spend

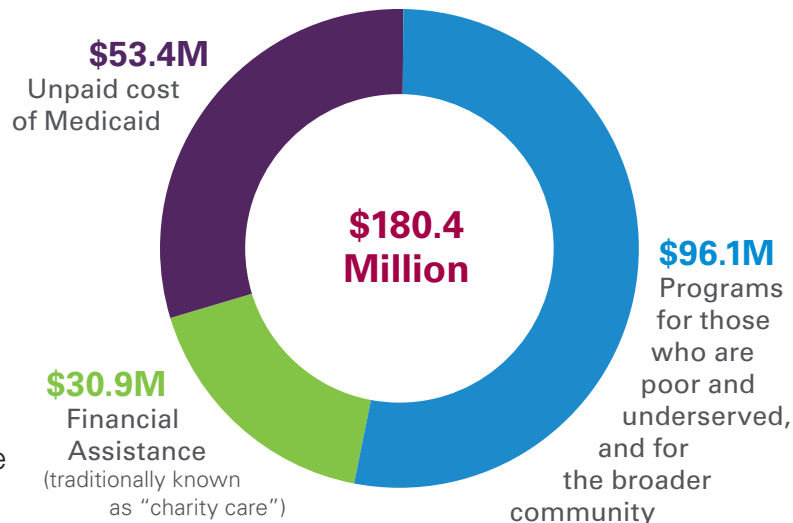
In fiscal year 2023, Loyola Medicine contributed over \$180 million in community benefit spending intended to benefit our vulnerable community members and those experiencing poverty, and to improve the health status of the communities in which we serve.

Loyola Medicine continually evaluates and responds to the most important needs of the community identified through our triennial Community Health Needs Assessment (CHNA) and in partnership with other local not-for-profit organizations and committees. The CHNA intentionally and authentically engages community residents and stakeholders to evaluate the overall health status of the Loyola Medicine service area, identify the most pressing health-related needs and prioritize services relating to such needs.

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

- Mental Health
- Social and Structural Influencers of Health

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



Trinity Health adopted definitions

“**Health equity** means that everyone has a fair and just opportunity to be as healthy as possible. This requires removing obstacles to health such as poverty, discrimination, and their consequences, including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments, and health care.”

-Robert Wood Johnson Foundation

“**Racial equity** is realized when race can no longer be used to predict life outcomes. This requires the intentional and continual practice of changing policies practices, system, and structures by prioritizing measurable a change in the lives of people of color.

-Adapted from: Government Alliance on Race and Equity and "What is Racial Equity," Race Forward

INVESTMENTS IN OUR COMMUNITIES



Transforming Communities Initiative (TCI) – \$95,000

A collaborative that engages Trinity Health, its Regional Health Ministries (RHM), community-based organizations and residents to advance health and racial equity in communities whose populations are 40% or more Black or Latino, experiencing high poverty and have other vulnerabilities. The Quinn Center of St. Eulalia was selected to lead the work addressing the identified priority health needs of youth mental health in Maywood, IL.

In February, Quinn Center Executive Director convened an introductory meeting with RHM leads, TCI core team members and community representatives across multiple sectors in the Maywood community. The group discussed Maywood community assets, strengths and opportunities. Loyola University Chicago's Clinical Assistant Professor and Nurse Practitioner was appointed as the Project Manager of TCI, and two program associates were hired. The team developed a work plan that included facilitating listening sessions with youths, surveying local community-based organizations involved in youth programming and forming a multi-sector collaborative (MSC). In June 2023, listening sessions were completed with a total of 92 participants and the survey was administered to local organizations. Results helped identify potential members of the MSC which will form in FY24.



INVESTMENTS & CONTRIBUTIONS

Food Surplus Project - \$249,176

To eliminate waste in our hospital cafeterias and address food access and insecurity, Loyola Medicine collaborated with local organizations to distribute excess food to families and individuals within our communities.

- The MacNeal Hospital food surplus project delivered and donated over 1,100 meals to a local homeless organization, including Sojourner House medical respite facility in partnership with Housing Forward in Oak Park, IL.
- The Loyola University Medical Center food surplus project collaborated with Edward Hines JR VA (Veteran Affairs) Hospital to deliver and donate over 5,900 meals through the Veteran Program food pantry.

Sojourner House – \$20,534

By offering a safe place for homeless patients to recover after hospital discharge, our Respite Program, located inside Housing Forward's Sojourner House, improves patient outcomes, reduces ED visits and hospital readmissions, and connects patients with ongoing primary care. Sojourner House is designed to provide short-term residency and serves as a "bridge to housing stability" for individuals and families until a long-term housing solution is identified. Once medically stabilized at Sojourner House, patients are then transitioned to long-term supportive housing. Dr. Charles Bareis of MacNeal Hospital provides clinical support to all residents of Sojourner House on a weekly basis. In FY23, Dr. Bareis supported 25 residents who called Sojourner House home and were in need of clinical care.



“ Access has been a big issue for patients navigating in and out of the house. So this is a wonderful new development that will improve safety and ease of access for our patients at Sojourner House.”

INVESTMENTS & CONTRIBUTIONS

Loyola Street Medicine – \$44,940

Loyola Street Medicine was founded in 2020 by a group of enthusiastic Loyola University Chicago Stritch School of Medicine medical students and Loyola Medicine physicians. Inspired by the work of local institutions, they set out to work within the community (Maywood, IL, and its surrounding neighborhoods). They were inspired by the stories of their neighbors who are experiencing homelessness. Partnering with Housing Forward, a local organization that works to end homelessness, they worked diligently to expand services to include healthcare on the street, educational programming and advocacy work.

Loyola Medicine physicians, residents and medical students provide street medicine (wound care, medical questions, medication refills, etc.) to individuals experiencing homelessness at the CTA blue line in Forest Park, Chicago, every Thursday evening from 8pm-1am. In doing so they collaborate with The Night Ministry, a nonprofit organization that provides food, blankets, clothing, and harm reduction (substance needle exchange) as well as a social worker. During FY23, a total of 490 patients were served through this service.



ADVANCING SOCIAL CARE

Social Care addresses social needs – such as access to food, housing, healthcare, employment – and facilitates connections to unmet needs.

Community Health Workers

One way Loyola Medicine facilitates connections is through our Certified Community Health Workers (CHWs), who are trusted members of the community and serve a liaison between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.

In Fiscal Year 23, Loyola Medicine had 3 Certified CHWs. They addressed the needs of over 1200 patients, focusing on patients with congestive heart failure and prediabetes.

They were able to successfully enroll 96 patients into our Congestive Heart Failure (CHF) program. Patients are enrolled into the program for 6 months. During their participation they receive education regarding their diagnosis, a home assessment, and are connected to resources. If patient cannot afford a body weight scale, one is provided.

Top three reasons for CHW referral



Financial Insecurity



Food Insecurity



Transportation Needs

ADVANCING SOCIAL CARE

New Care Model: Social Care for Patients with Congestive Heart Failure

Loyola's CHWs serve as liaisons between medical, social services and the community. All our CHWs are trained to run a CHF program. CHF is a leading driver of preventable hospitalizations. The pilot program is offered to patients using Medicare as their primary insurance and Medicaid as secondary (known as MSSP Duals). CHWs use their skills to help patients understand their CHF and the resources available.

The goals of the program include:

1. Improve patients' CHF self-management by addressing social and cultural needs
2. Reduce preventable hospitalizations among MSSP Duals
3. Reduce overall cost of care for MSSP with CHF
4. Measure CHW impact on patient health outcomes and costs



CHW Success Story: Victoria Prewitt

Just recently Victoria, a CHW, completed outreach to a patient who had not been to their cardiologist in over 2 years and had not seen their primary care provider in over 16 months. Victoria helped make appointments for the patient and she plans to join the patient and her son at the upcoming appointment. CHW Dana Callico also successfully connected the cardiology team with several CHF patients at Loyola and MacNeal. The team is excited about the program and seeing the benefits for the patients we serve.

ADVANCING SOCIAL CARE

7th Annual See, Test & Treat Program

A free cancer screening and health education program that brings the power of diagnostic medicine to underserved communities. In a single day, women aged 30-64 years received a pelvic and clinical breast exam, a Pap test with same-day results, a screening mammogram with same-day results, connection to follow-up care, interpretive services and translated educational materials. 54 mammograms and 39 pap smears were provided free of charge to this year's 59 participating women. 29% of the women screened had abnormal or incomplete results and required additional testing, which was covered under the program costs.

Women's Heart Disease Awareness and Screening Event

76 women were provided free heart and vascular screenings and health promotion education, including smoking cessation information and counseling by a physical therapist and/or dietician. All women who attended were provided blood pressure, electrocardiogram (ECG), and cholesterol screenings, and those with specific risk factors were also provided peripheral artery disease (PAD) and abdominal aortic aneurysm (AAA) screenings at no cost to them. Participants with abnormal results were counseled one-on-one by a vascular surgeon and/or cardiologist, and medical residents were available for any general questions from any participant.



“We hope that this [See, Test & Treat] program will allow women who have had trouble seeing a doctor in the past get connected with services they need to stay healthy.”

— Eva Wojcik, MD

ADVANCING SOCIAL CARE

Walk with a Doc

Loyola Medicine Family Medicine clinic became part of the Walk with a Doc chapter. Walk with a Doc is a international 501(c)3 non-profit organization. The Walk with a Doc program is a physician-led group held by Loyola Medicine physicians from the MacNeal Family Medicine Clinic. The sessions are free and open to patients, staff and community members. During these sessions, Loyola Medicine physicians provide health education on a specific topic while providing a safe and fun place to walk with others within the community, bringing awareness on the specific topic while engaging in health activity for an hour. Participants met outside of the MacNeal Family Medicine clinic and walked to Proska Park, which is located a little less than a mile from the hospital. Community members and staff can gather and receive educational information in both English and Spanish, while building relationships with healthcare professionals to promote health education and physical activity. These walks take place monthly at noon. In FY23, 5 monthly walks occurred, and 100 patients and community members participated.



ADVANCING SOCIAL CARE

Safety Net Health Centers

Loyola Medicine continues its commitment to serving the uninsured and underinsured through their safety net health centers. Over 4,000 individuals have received care at one of our three safety net health centers during fiscal year 2022. The safety net health centers provide wellness education, prevention and a comprehensive array of primary care services. The Access to Care Clinic at Loyola's Maywood Primary Care Clinic is the largest primary care site within Access to Care's network. In addition to primary care, the Loyola Maywood primary clinic expanded to provide free and low-cost mental health counseling sessions to patients and wrap-around care by embedding Community Health Workers into the care teams on-site, providing much-needed same-day resources.

Community Resource Directory

Loyola Medicine increased awareness and utilization of Trinity Health's Community Resource Directory (CRD), a database for the broader community linking those in need to local free resources and programs, by holding an overview session of the tool for 28 community partners. These agencies' work has the potential to be posted on the site, and the overview session involved sharing access to the database with community ambassadors and distributing flyers and window clings with the QR code and webpage in multiple languages to community-based organizations that serve populations most likely to need the listed resources. Additionally, direct distribution of the CRD was made to the community at 40 community events in FY23.



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ADVANCING SOCIAL CARE

Diabetes Prevention Program

Loyola Medicine Fresh Start National Diabetes Prevention Program – Fresh Start – is a Center for Disease Control lifestyle change program.

In 2023, Loyola enrolled 46 participants into Fresh Start, with a total of over 200 pounds lost and 172 average weekly minutes of movement recorded.

Loyola Medicine continued to offer the Fresh Start program online and resumed in-person programming. Through online availability of the Diabetes Prevention Program not only at Loyola Medicine but across Trinity Health, we were able to refer patients to lifestyle change programs across our affiliate sites, including programs offered in Spanish.

Fresh Start lifestyle coaches lead the lifestyle change program and encourage participants. One example of this is seen through coach Kimberly Clayborn, MS, RPh. She graduated a group of 17 participants in 2023, all of whom were diagnosed with prediabetes. She met participants where they were and implemented tools such as holiday meal swaps, guides to help decrease sugar intake and accountability pledges. Overall, her group was able to learn new ways of eating and moving, while collectively shedding 163 pounds in one year. All of these actions make it possible for participants gain control of their health and live a life free from diabetes.

These outcomes are proven to prevent or delay type 2 diabetes in those at risk. Loyola Medicine's program has met the requirements to achieve and maintain the US Centers for Disease Control and Prevention (CDC) recognition. The DPP (Diabetes Prevention Program) staff also conducted tobacco screenings to participants enrolled in DPP and provided the CDC's Ready, Set, Quit information to participants who requested additional information.



Fresh Start

A Fresh Start Participant shared: My weight is 252. A year ago it was 265. My target goal was 246. I am going to keep working on making the lifestyle changes that will help me stay healthy. I have learned a lot from this class. I appreciate your efforts this past year. One important lesson you helped me with is that it is important not to give up. There is always hope.

IMPACTING SOCIAL INFLUENCERS OF HEALTH



Health Advocacy Efforts

Loyola Medicine participated in healthcare advocacy on behalf of the communities served. In FY23, efforts included:

- Policy change on COVID-19 response
- Improved public health infrastructure
- Expanded access to care
- Lengthened maternal health coverage
- Enhanced mental and behavioral health support
- Amplified efforts to curb gun violence
- Secured additional resources to address homelessness

In 2020, racism was declared a public health crisis in an effort to address the racial inequity of COVID-19 outcomes and to advance comprehensive health care for all. Loyola Medicine worked to ensure cultural inclusiveness through two staff trainings during FY23.

- 100% of Loyola's workforce holding positions in management or above completed an extensive anti-racism course
- 90% of the general workforce completed cultural competency training



DIVERSITY, EQUITY, and INCLUSION

FISCAL YEAR 2023

Community Health & Well-Being Impact Report



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