



FISCAL YEAR 2023

Community Health
& Well-Being
Impact Report



ST PETER'S HEALTH
PARTNERS

A Member of Trinity Health

OUR MISSION

We, St. Peter's Health Partners and 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 recognized leader in improving the health of our communities and each person we serve. We will be the most trusted health partner for life.



CONTENTS

Caring For Our Community.....	1
About St. Peter's Health Partners.....	2
Community Benefit	3
Advancing Social Care.....	4
Baby Café	4
MOMS Program.....	4
Healthy Families	5
Lactation Rooms & Mamava.....	5
Food As Medicine.....	6
Emergency Food Bag Program	6
Diabetes Prevention Program	7
South End Grocery Opens.....	7
Smoking Cessation	7
Community Resource Directory.....	8
Transportation – Ride Health.....	8
Medicaid Redetermination	8
Promoting Health Equity	9
Screening for Social Needs.....	9
Community Health Workers.....	9
Spotlight on Lakesha and Luis	9
Safety Net Health Centers	10
Prescription Assistance Program.....	10
Birth Equity Improvement Project.....	10
Communication/Language Access Services	10
Diversity & Inclusion	11
Promoting Compassion & Connection	11
Black History Month	11
Investing In Our Community.....	12
Health Screenings, Sponsorships.....	12
Soccer for Success.....	12
Maria College Farmers Market and Wellness Fair.....	12



CARING FOR OUR COMMUNITY

We are pleased to present the St. Peter's Health Partners (SPHP) Community Health & Well-Being Impact Report for the 2023 fiscal year (July 1, 2022 – June 30, 2023). At SPHP, we always focus on putting our patients, residents and community members at the center of all we do.

In the spirit of this commitment, we are proud to provide important, community-oriented programs and services that deepened our connections to the people we serve. We continued to play an essential role in helping people identify and remove their social barriers to health care. Our services are especially vital given that many people abandoned health screenings and other necessary care during the pandemic.

As we continue to promote optimal health for those populations that are experiencing poverty and other vulnerabilities, we realize the need to integrate social and clinical care by building community capacity and partnerships to address social needs, dismantle oppressive systems, including racism, and reduce health inequities.

In FY23, St. Peter's Health Partners invested more than \$125 million in the health and well-being of our community. These efforts included preventative services, uncompensated care, community partnerships, and other measures to meet the health needs of the uninsured, low-income, and other at-risk populations. Our services benefited both the broader community and vulnerable populations, such as victims of crime, people experiencing homelessness who needed treatment or temporary housing while ill, and people with food insecurities.

At SPHP, we remain steadfast in our Mission to serve as a "compassionate and transforming healing presence within our communities." We do this not only as a caring community member but as a catalyst for change.

We remain thankful for the opportunities and partnerships that help us invest in our communities and optimize wellness in the greater Capital Region and surrounding areas.



Steven Hanks, MD



Katherine DeRosa



Steven Hanks, MD
President & CEO



Katherine DeRosa
*Chief Mission Officer and VP of
Community Health & Well-Being*

ABOUT ST. PETER'S HEALTH PARTNERS

People-centered, integrated care is at the heart of St. Peter's Health Partners (SPHP). Our breadth of services across the continuum of care uniquely positions us to be the region's leader for quality, efficiency, and innovation in delivering compassionate health care and senior services.

OUR SERVICES

- Advanced Medical Care
- Inpatient Acute Care and Rehabilitation
- Outpatient Rehabilitation
- Urgent Care
- Primary and Specialty Physician Practices
- Alzheimer's Services
- Enriched Housing/Adult Homes
- Home Care
- Hospice
- Independent Senior Living
- Nursing Homes
- PACE (Program of All-Inclusive Care for the Elderly)



ABOUT US

Nearly
11,000
Employees

185+
Locations

10
Counties

COMMUNITY BENEFIT

CREATING HEALTHIER COMMUNITIES

As a dedicated provider of health services, our foremost commitment is to ensure the well-being of every individual.

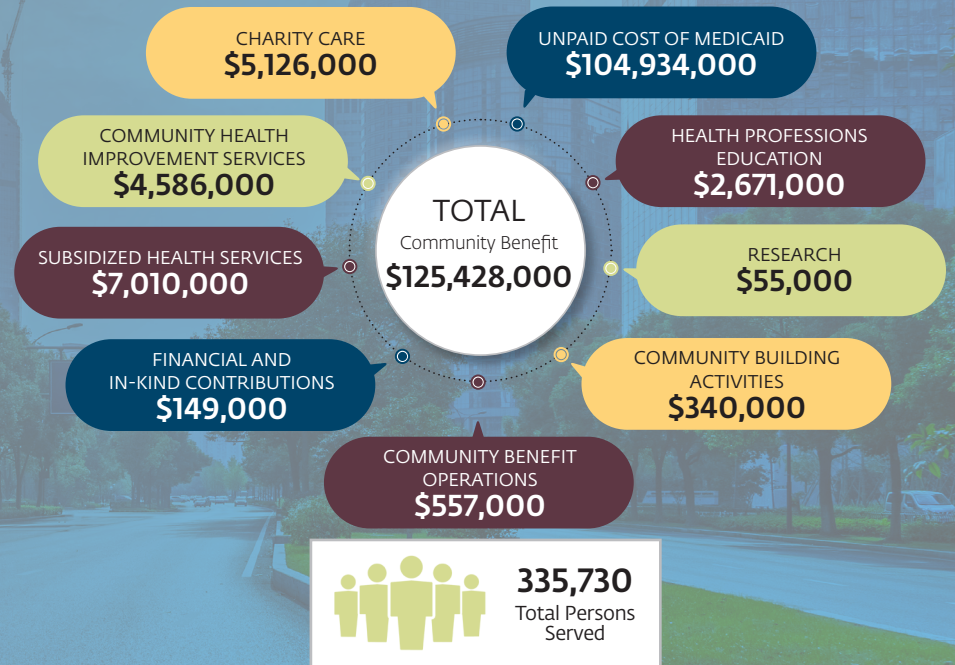
With empathy and respect, we aim to create a space where individuals feel comfortable coming to us with their concerns and needs. It's vitally important that we take care of those experiencing poverty and those living in vulnerable communities. Approximately 80 percent of healthy outcomes are a direct result of social and behavioral conditions.* This reinforces the need for a holistic approach to addressing health disparities.

Collaborating with partners across the greater Capital Region, we've created a network of support that addresses not only physical health, but also mental and emotional well-being.

Together, we are building healthier communities.

**Institute for Clinical Systems Improvement, Going Beyond Clinical Walls: Solving Complex Problems (October 2014)*

FY23 COMMUNITY BENEFIT SUMMARY (July 1, 2022 - June 30, 2023)



ADVANCING SOCIAL CARE

Healthy Starts

We enable a healthy start for mothers, babies and families through several initiatives in the community.

Baby Café

Thanks to a *Creating Breastfeeding Friendly Communities* grant, the Baby Café provides free, professional breastfeeding support in a relaxed, informal environment where participants can share experiences with other breastfeeding moms. In FY23, the Baby Café was able to transition back to offering in-person support as well as virtual support. We have three in-person locations: Mechanicville Public Library, St. Mary's Hospital in Troy, and the newest location opened in January 2023, The Collaboratory in Albany's South End.

MOMS Program (Maternal Obstetrical Mentoring Services)

We assisted over 600 obstetrical patients in FY23. Patients were referred to us by our obstetric practices, local private practices and community agencies. The MOMS Program addresses social determinants of health such as:

- Screening and mitigation of social needs
- Ensuring access to care
- Prenatal, postpartum and pediatric care
- Health insurance enrollment
- Information on childbirth and breastfeeding

(Left to right) Jodie McGarry, RN, MOMS Program, and Tiana Brackin, Program Specialist, MOMS Program, help ensure access to care.



“I am so thankful to the MOMS Program for all they helped me with when I was scared and not sure where to go for help,” says one patient. “I felt supported and prepared when I had my son.”

ADVANCING SOCIAL CARE

Healthy Families

Rensselaer County residents have access to a program, funded by the New York State Office of Children and Family Services, to help expectant parents. Healthy Families of Rensselaer County provides:

- In-home family assessments
- Assistance in the planning for the arrival of your baby
- Regularly scheduled home visits with a trained family support worker
- Information and referral to community agencies (such as job training, ESL classes, legal services, GED preparation courses, and medical insurance)

Lactation Rooms & Mamava



During FY23, we prioritized the expansion of accessible spaces for parents to express milk upon return to work. Through a New York State Department of Health funded project called *Creating Breastfeeding Friendly Communities*, we were able to purchase a Mamava lactation pod, located at Samaritan Hospital, which is open for colleagues and the public. Also, Albany Memorial Campus and St. Peter's Hospital each have two dedicated lactation rooms. St. Mary's Campus, Sunnyview Rehabilitation Hospital and Samaritan

Hospital each have one dedicated space.



ADVANCING SOCIAL CARE

Food As Medicine



Our St. Peter's Health Partners Food Farmacy Program continues its mission of addressing food insecurity to our most needy populations. In our "Food As Medicine" program, participants receive nutrition education in an easy-to-understand format and a five-day supply of fresh produce and healthy proteins. We screen all participants to assess their needs and make referrals to appropriate community agencies. Weight loss and A1C (blood sugar levels) are tracked. Throughout our seven cohorts, there has been an average weight loss of 12.3 pounds, and a drop in A1C of 3.35 percent. Due to our tremendous growth, we were able to move to a bigger, more accessible space.

"One of my patients saw a drop in his A1C from 8.1 percent to 6.7 percent by participating in the Food Farmacy Program. Thank you for this much needed and successful program."

- Endocrine Physician with St. Peter's Health Partners

Emergency Food Bag Program



Our emergency food bag program - providing a three-day supply of shelf-stable food - has greatly expanded. We are distributing an average of 75 bags a month and have established partnerships with community agencies in our most needy areas. Any patient who expresses an immediate food insecurity can receive a bag. Social needs screenings

are completed, with connections to needed community agencies to ensure a closed-loop process.



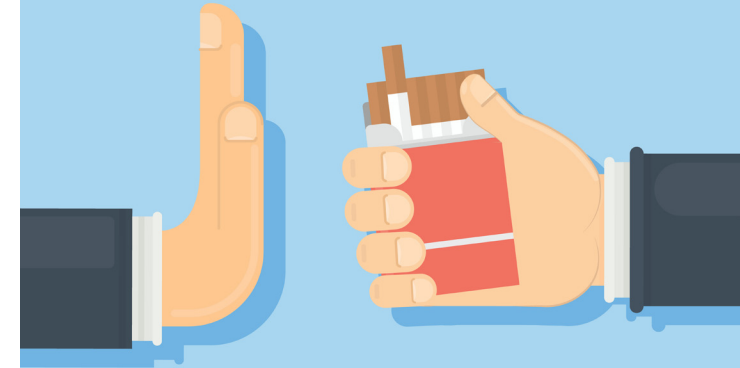
ADVANCING SOCIAL CARE

Diabetes Prevention Program (DPP)

Our program is part of a national initiative to reduce patients' risk of developing Type 2 diabetes, primarily through weight loss. It guides patients toward making healthy lifestyle changes, with a particular emphasis on nutrition and physical activity. Over 314 referrals were received for the program, with 133 new enrollments. Participants lost a collective total of 874 pounds.

The South End Grocery Opens in Albany

St. Peter's Health Partners was honored to support this important community partnership. The South End Grocery is a Black-owned, farm-to-store affordable grocery store ending the "food desert" in Albany's South End. This is a part of the St. Peter's mission to provide the right care, in the right place, at the right time. We look forward to collaborating with The South End Grocery on our food security programs.



The Butt Stops Here®

St. Peter's Health Partners and St. Joseph's Health, in collaboration with Empire Blue Cross, Capital District Physicians' Health Plan, Ellis Medicine, MVP Health Care, and The Independent Living Center of the Hudson Valley, offer The Butt Stops Here, an award-winning program that has helped thousands to stop smoking, including vaping. In FY23, we had over 350 registrations for the program.

ADVANCING SOCIAL CARE

Community Resource Directory

We made significant updates to the free Community Resource Directory (CRD) and expanded its distribution. We collaborate with the City of Albany, the New York State Department of Labor and the University at Albany Educational Opportunity Center to offer the free directory to state employees and college students. With these partnerships, we have extended the reach of the directory exponentially.

Transportation – Ride Health

In collaboration with Healthy Alliance and Ride Health, patients were able to access transportation to pharmacies, grocery stores, and health education classes to ensure that their non-medical needs were being met. This program has become a staple in our community, with 120 SPHP patients served this fiscal year.

Medicaid Redetermination

The sunset of the Medicaid enrollment provisions from the COVID-19 public health emergency was expected to have a significant impact on as many as 140,000 of our patients. We continue to serve as a subject matter expert on community resources to help patients apply for Medicaid, health insurance through the New York State Marketplace and financial assistance through Trinity Health.



PROMOTING HEALTH EQUITY

St. Peters Health Partners promotes optimal health for our community by connecting those most vulnerable with social and clinical care; addressing social needs; dismantling systemic racism; and reducing health inequalities. These are goals are accomplished by:

Screening for Social Needs

TogetherCare – our electronic health record – has made it possible to standardize the screening for social needs and connecting patients to community resources through the Community Resource Directory, community health workers and other social care professionals. Across SPHP, 72 percent of patients seen in primary care settings were screened for social needs in FY23.

Community Health Workers

The Community Health Worker (CHW) is a front-line public health worker. In FY23, we began focusing on patients diagnosed with congestive heart failure (CHF) along with patients who have Medicare and Medicaid. We screened and provided resources within the community to address food insecurity, access to safe and affordable housing, transportation, health literacy, education and access to medical care. We served over 240 patients in FY23, assisting with resources and support while reducing preventable hospitalizations.

Spotlight on Lakesha and Luis

Lakesha is a community health worker, spending time with those most in need. Recently, she helped one patient, Luis Massoro, following an ER visit for uncontrolled diabetes.

Luis, who was living at a hotel due to homelessness, didn't have a refrigerator for his diabetes medication, so Lakesha got the hotel to keep the insulin in their refrigerator, and the patient could access it when needed. This small action earned the patient's trust.

During the next few weeks, Lakesha provided emergency bags of food and helped the patient apply for government assistance. When Luis ran out of food and his benefits would not come in until the next month, she reached out to a community service organization - which provided a \$50 gift card. Lakesha purchased two weeks' worth of medically appropriate food and delivered it to the patient.

Had it not been for Lakesha's quick thinking, Luis would likely have returned to the ER for complications from diabetes.



Patient Luis Massoro received medically appropriate food for his diabetes.



Lakesha Colon helps patients get the support services they need.

PROMOTING HEALTH EQUITY

Safety Net Health Centers

Our six safety net health centers, located in the neediest areas of the Capital Region, play a critical role in ensuring access to quality health care. In FY23, our focus has been improving hours of service that better meet the needs of the population served as well as improving language access services.

Prescription Assistance Program

We helped 1,200 patients obtain long-term prescription medications they may otherwise not be able to afford. This is possible by accessing free or low-cost programs through pharmaceutical companies. The program is available for individuals who are uninsured or underinsured and meet specific income guidelines.

Birth Equity Improvement Project

All nursing staff attended Diversity, Equity and Inclusion training including Unconscious Bias and Anti-Racism training. The team has successfully increased PREM (Patient-Reported Experience Measures) survey participation. This data is shared on a monthly basis to guide us as we improve both the experience of care and perinatal outcomes for birthing people in the communities we serve.

Communication/Language Access Services

We rolled out more than 100 remote interpretation units throughout our ambulatory and acute care locations. These devices provide hands-free, wireless access to qualified medical interpreters in more than 140 languages and dialects. We also offer more than 110 qualified oral language and American Sign Language interpreters at no cost to the consumer.



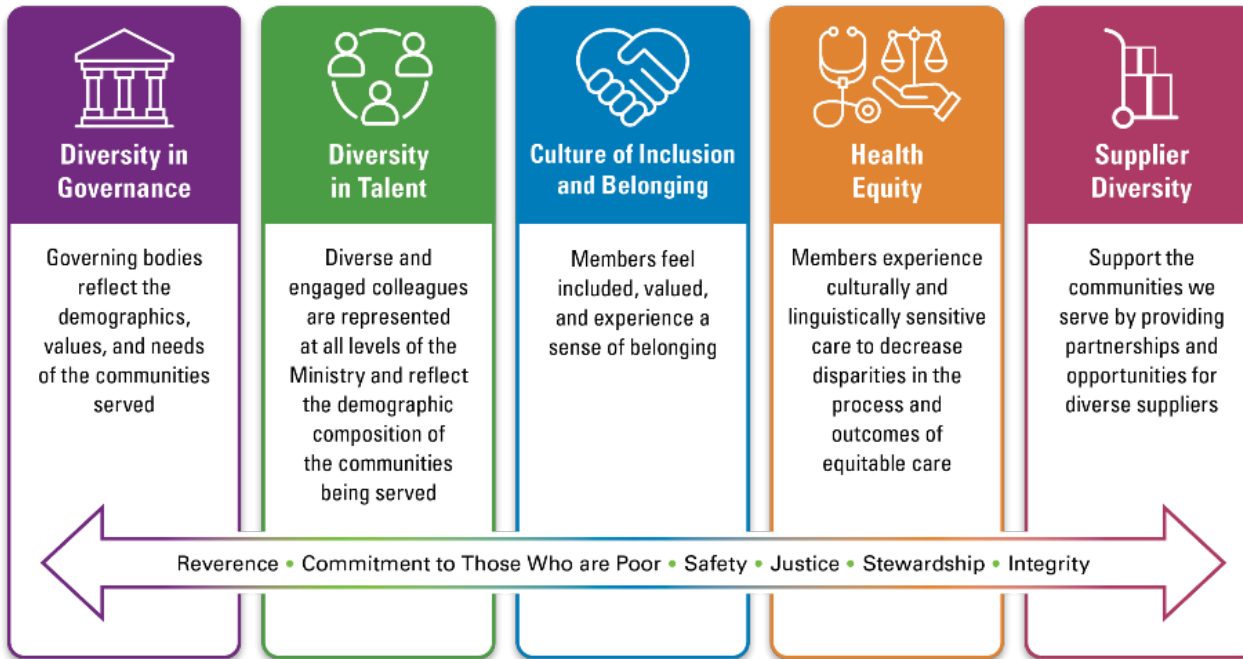
“Active involvement in the New York State Birth Equity Improvement Project and HANYS Advancing Healthcare Excellence and Inclusion initiative allows our colleagues to better understand the experiences of all our patients and proactively improve each person's birth experience.”

Katherine DeRosa,
Chief Mission Officer and
VP of Community Health & Well-Being

DIVERSITY & INCLUSION

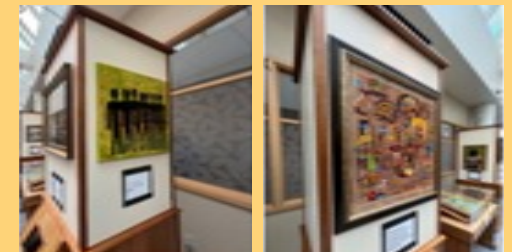
We are committed to active, intentional, and ongoing engagement with diversity – in our facilities and within the communities we serve. Our goal is to identify and eliminate inequities and injustices that plague all minorities.

We promote and practice compassion and connection in order to create strong partnerships within the community, our staff, our patients and their families. We served on many local and national working groups to share knowledge.



Black History Month

St. Peter's Health Partners' Community Health and Well-Being was pleased to showcase the works of Albany-based artist and expressionist, Eric Treece, in recognition of Black History Month. Mr. Treece's works were displayed at St. Peter's Hospital and Samaritan Hospital in the month of February.



INVESTING IN OUR COMMUNITY

St. Peter's Health Partners reinvests in our communities through sponsorships, health screenings, educational events, and research. We thank the many community-based organizations whose passion and commitment to our valuable communities cannot be understated. We are proud to partner with you.

- | | |
|---|--|
| Regional Food Bank of Northeastern NY | Jewish Family Services NENY |
| Boys & Girls Clubs of the Capital Area | Equinox, Inc. |
| Interfaith Partnership for the Homeless | Whitney Young Health Services, Inc. |
| Capital District Latinos | AVillage |
| Shenendehowa STEM Program | African American Cultural Center |
| Homeless and Travelers Aid Society | of the Capital Region, Inc. |
| Healthy Capital District | Independent Living Center |
| Maria College | of the Hudson Valley |
| The Collaboratory | Capital District Physicians' Health Plan |
| The South End Grocery | |

Soccer for Success

The Boys and Girls Clubs of the Capital Area

Since 2017, we have been a proud supporter of *Soccer for Success* which aims to teach kids the fundamentals of soccer, as well as help them establish healthy habits and develop critical life skills. There is no cost to join the program. On average, 1,500 children participate in the program yearly. During FY23, 83 percent of the participants maintained or decreased their body mass index.



Maria College Farmers Market and Wellness Fair

We were proud to partner with Maria College to offer a Farmers Market and Wellness Fair in September 2023. Along with fresh produce and homemade baked goods, we provided social needs screenings, and referrals to community agencies as needed, health care and day care information, assistance with health insurance needs, blood pressure and diabetes screenings, therapy dogs and health education. The event was attended by SPHP colleagues, Maria College students and faculty, and the surrounding community.

FISCAL YEAR 2023

Community Health & Well-Being Impact Report

For more information, visit SPHP.com/CHWB
or contact the Community Health & Well-Being
Program at SPHPSMCHWB@sphp.com



A Member of Trinity Health

315 S. Manning Blvd. | Albany, NY 12208 | www.sphp.com