

2018
REPORT

Mission Through Community Benefit





Dear Friends,

June of 2018 marked the close of the 2018 fiscal year, as well as the completion of the second full year of our strategic plan aimed at getting healthcare right and moving TriHealth from good to great.

The progress we are making on our journey to get healthcare right, particularly our work to build our population health infrastructure and new competencies, has positioned us to emerge from a time of unprecedented industry change as a stronger, more integrated system and an industry leader that's shaping the model healthcare system of the future. In building TriHealth's population health capabilities to deliver on our triple aim of better care, better health, and better value, we can further support, integrate and align with our foundational Community Benefit work and improve the health of the communities we serve.

When our founding ministries—the Sisters of Charity and the German Methodist Deaconesses—established their mission work over a century ago, it was in response to community need and caring for those unable to afford medical treatment. Those same values are rooted in the work we do today at TriHealth, demonstrated through our Community Benefit programs.

As you reflect on the personal stories told in the 2018 Mission Through Community Benefit Report, you will realize the power and impact of Community Benefit that TriHealth provides every day. Between July 1, 2017, and June 30, 2018, TriHealth invested more than \$112 million to make healthcare more accessible to our community and those we serve by providing opportunities in research, workforce development and health-related student supervision and through more than 115 programs in our hospitals, ambulatory care centers, physician practices, health clinics, schools and churches.

We connected to people in their own communities—where they live and where they work—to provide basic healthcare needs. Just as important, we collaborated with other community partners to address healthcare acute epidemics, including the opioid crisis, obesity, access to healthy food in underserved communities, cancer care, and geriatric fall prevention. TriHealth's mission to SERVE is evidenced in these programs, partnerships and—most importantly—the people impacted through our Community Benefit.

As stewards of healthcare, we provided \$320,000 in surplus medical supplies to communities in need far beyond the Greater Cincinnati region, including San Jorge Children's Hospital in Puerto Rico in response to hurricane and natural disaster relief efforts.

TriHealth's Community Benefit directly impacts the health and wellness of our community and prepares us for the future of healthcare delivery.

Thank you for being our partner in this journey to SERVE our patients, our team members and our community.

Sincerely,



Mark C. Clement
President & CEO



Battling Cancer with a Trusted Partner

Misty found her professional passion helping underserved populations while working for a non-profit organization. She enjoyed serving those who need it most. However, last summer Misty found herself in the unfamiliar position of being the one who needed the help.

After discovering a lump in her breast, she was advised she would need a biopsy to determine if she had breast cancer. While dealing with the physical stress and emotional uncertainty of this potential diagnosis, Misty was also faced with a harsh reality. With no health insurance coverage through her employer, she would be responsible for substantial medical bills and feared for her health. She didn't know where to turn.

A friend referred Misty to TriHealth and she soon connected with a nurse navigator from the TriHealth Cancer Institute. During their initial conversation, the nurse navigator assured Misty that TriHealth would provide her the care she needed regardless of her financial and insurance limitations. Misty scheduled an appointment at TriHealth the next day.

After completing her biopsy, Misty was diagnosed with cancer.

Misty and the TriHealth Cancer Institute team immediately began collaborating on her treatment plan. Misty underwent chemotherapy, surgery, and radiation treatment under the guidance of TriHealth's world class cancer care team. Throughout her cancer journey, Misty was grateful for the high quality, compassionate care she received at TriHealth. As she powerfully stated, "TriHealth saved my life."

“TRIHEALTH
SAVED MY LIFE.”



Leading the Way in the Fight Against Obesity

"Alli" has been a type 2 diabetic for most of her life and has struggled with obesity. For the past five years, "Alli" has been insulin dependent and began losing control of her health. With her life-threatening condition continuing to deteriorate, a nurse at the Free Health Center referred "Alli" to TriHealth's Weight Management program. Since enrolling in the program, she has met with a multidisciplinary team of expert clinical providers who have provided screening, counseling, testing and support in preparation for bariatric surgery. Thanks to TriHealth's commitment to addressing the needs of our community, "Alli" will receive the life-saving services and critical care she needs to return to a happy, healthy life.

In addition to the cutting-edge care provided by the Weight Management program, TriHealth collaborated with community partners at the Freestore Foodbank to launch the Healthy Harvest Mobile Market. This mobile grocery store brings fresh, healthy, affordable food to Cincinnati neighborhoods without access to those resources. By promoting good nutrition and encouraging healthy shopping, the Healthy Harvest Mobile Market serves as an innovative tool to battle obesity and deliver on our promise to care for those who need it most.



Providing 'HOPE' in the Battle Against the Opioid Crisis

"Beth" was addicted to heroin when she found out she was pregnant. Terrified to seek prenatal care for fear of judgment and legal repercussions, and uncertain she could quit using drugs, she was referred to TriHealth's HOPE program. HOPE – Helping Opiate-addicted Pregnant women Evolve – provides safe, non-judgmental care to chemically addicted pregnant women with a goal to improve birth outcomes, reduce preterm labor and improve the percentage of patients who remain substance-free during pregnancy.

"Beth" was relieved to find a compassionate, trusting staff interested in caring for her. She discovered a judgement-free environment where she could speak about her addiction without fear or shame. HOPE connected "Beth" to Brightview for individualized medical treatment and counseling for her addiction. The programs collaborated to ensure she had the resources and support system needed to care for herself and her baby while maintaining her sobriety.

Today, thanks to HOPE and Brightview, "Beth" and her baby are living a healthy and happy life. "Beth" attributes her success at achieving and maintaining her sobriety to the care she received from the HOPE program.

HOPE and Brightview are two community-based partnerships developed through TriHealth's multidisciplinary task force established to fight Cincinnati's escalating opioid crisis. Additional outcomes have focused on training and education for nurses and frontline staff to care for patients with substance abuse and withdrawal issues; Narcan distribution at hospitals, ambulatory centers and outpatient pharmacies; and physician training on the opioid crisis and prescribing medication-assisted treatment.



'Stepping On' to Give New Life to Seniors

Ann is a 90-year-old woman, full of life. She goes for walks every day and tends her beautiful flower garden. After sustaining a fall in her home, she was motivated to improve her balance and stability, while increasing her awareness of fall prevention. She soon found the Stepping On **Fall Prevention Program**, which she credits for changing her life.

Offered in connection with Bethesda North Trauma Services and TriHealth Seniority, the Stepping On program promotes positive health for seniors and fall prevention awareness, as well as home modifications to prevent the occurrence of falls.

Thanks to this valuable program, Ann is more confident and understands the importance of support with handrails and her cane. She partnered with a local non-profit to make some safety modifications to her home, exercises regularly to maintain her strength and takes additional measures in her life to avoid falls.

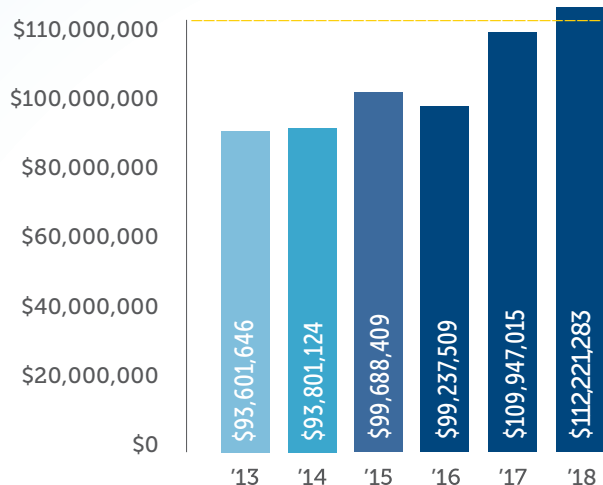
Bethesda North Trauma Services and TriHealth Seniority are just two of the teams that help TriHealth deliver on our mission promise by providing millions of dollars of benefit to our community.

2018 Mission Through Community Benefit Report

July 2017 to June 2018

TriHealth contribution trend for the past five years*

*The unpaid cost of Medicare for all years is excluded.



TriHealth Bethesda North/Butler

Outreach targeted to low income	\$30,613,215
Outreach targeted to the broader community	\$7,124,742
Total	\$37,737,957

TriHealth Good Samaritan Hospital

Outreach targeted to low income	\$41,435,924
Outreach targeted to the broader community	\$27,045,348
Total	\$68,481,272

TriHealth Evendale

Outreach targeted to low income	\$1,236,347
Outreach targeted to the broader community	\$5,000
Total	\$1,268,347

McCullough Hyde Memorial Hospital | TriHealth

Outreach targeted to low income	\$4,561,195
Outreach targeted to the broader community	\$172,512
Total	\$4,733,707

Total for all hospitals \$112,221,283

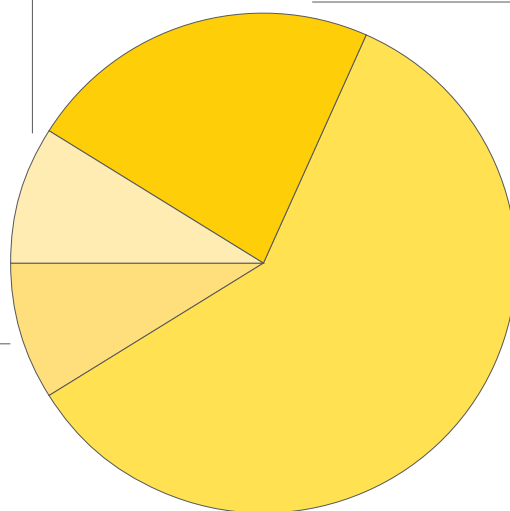
How we helped our community live better

Non-billed and subsidized health services, cash and in-kind donations, and community building \$10,111,902

Costs of services that are subsidized or free and offered because they fill a need in the community. Donations of cash, equipment, supplies or team member time on behalf of the community.

Traditional charity care \$10,867,206

Costs of free or discounted services for people unable to pay because they are poor, they do not have adequate insurance or their care is beyond their financial capabilities. Includes some services provided at the Good Samaritan Hospital Faculty Medical Center and the Bethesda OB-GYN Center.



Medical education and research \$25,288,171

Costs of training health care professionals within TriHealth and throughout the community, such as resident physicians studying obstetrics/gynecology, internal medicine, family practice and surgery.

Unpaid cost of public programs \$65,954,004

Difference between actual cost of care and reimbursement provided for patients with Medicaid and other public programs, not including Medicare.

SERVE

serve

Our mission is to improve the health status of the people **we serve**.

excel

Excellence in safety, quality and service.

respect

Respect for all people, differences and spiritual heritage.

value

Value our time, treasures and talents through stewardship.

engage

Engage our people and community needs to improve health.

TriHealth Community Benefit Reporting

As a faith-based organization, and aligned with our mission to SERVE, TriHealth is called to do the good work of Community Benefit and celebrate and share our story completely by providing accurate reporting of the benefits and impact on health issues our collective work brings to the Greater Cincinnati community.

Community Benefit Mission

Rev. Dr. Frank Nation, DMin,
Vice President,
Mission and Culture

Stephanie Lambers
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Project Consultant

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For questions or more information, please contact the TriHealth Community Benefit team by email at: **Community_Benefit@TriHealth.com.**

