



SSMHealth.

# Community benefit report

# 2020



# Contents

## Our Mission

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Through our exceptional health care services, we reveal the healing presence of God.

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<b>A message from Laura Kaiser</b> .....	<b>1</b>
<b>System overview</b> .....	<b>2</b>
<b>Mid-Missouri</b> .....	<b>3</b>
Open hearts, open doors .....	4
<b>Oklahoma</b> .....	<b>5</b>
Veggie Rx .....	6
<b>Southern Illinois</b> .....	<b>7</b>
Mobile market .....	8
<b>Greater St. Louis metropolitan area</b> .....	<b>9</b>
Safe haven .....	10
<b>Wisconsin</b> .....	<b>11</b>
Education .....	12

# A message from Laura Kaiser

Dear friends and neighbors,

From our earliest beginnings, SSM Health has answered the call to serve God’s people. In 1872, Mother Mary Odilia Berger and our founding sisters arrived in St. Louis amidst a devastating smallpox epidemic. These courageous women were the face of hope and healing in the community, visiting the sick in their homes, bringing food, medicine and supplies to ease the suffering.

Generations later, our health ministry continues to reveal God’s healing presence to our communities through challenging circumstances. Just as we are inspired by the unwavering compassion and service of our founding sisters, future generations will be inspired by the dedication of our team members currently serving on the front lines of this global COVID-19 pandemic.

Now more than ever, we continue the sisters’ legacy by using our expertise and resources to ensure all people have access to the care they need – particularly those who are economically, physically and socially marginalized. In 2020, our community benefit totaled nearly \$414 million across our four states and was used to:

- Improve access to health care for the uninsured or underinsured
- Train the next generation of health professionals to care for those in need
- Fund innovative programs to address the most pressing health needs of our communities

The COVID-19 pandemic has spurred our team to be more courageous, compassionate, agile and innovative than ever before. We thank you for placing your trust in us – and extend our deepest thanks to the caregivers and partners who give their all to our Mission each day.

Sincerely,

*Laura Kaiser*

Laura S. Kaiser  
SSM Health President & CEO



# System overview

Each year, SSM Health reinvests in our communities through charity care, medical education and research, as well as contributions to community health improvement services. Based on findings from Community Health Needs Assessments (CHNA) conducted in each of our communities, we work together with government agencies, charitable foundations, and other local organizations to provide a safety net, helping people access preventative care, investing in critical services, and bringing hope to individuals in difficult times.

In 2020, SSM Health invested more than \$414 million in programs and services that have improved the health of our communities. That’s a community benefit equal to 8.4% of our system’s total annual revenues.



## 2020 system community benefit by the numbers

Total .....	<b>\$414,168,128**</b>
Uncompensated care .....	<b>\$273,710,107</b>
Education and research .....	<b>\$105,617,964</b>
Subsidized health services.....	<b>\$15,820,513</b>
Community benefit activities and programs .....	<b>\$16,705,599</b>
Community building .....	<b>\$282,806</b>



Uncompensated care | Education and research  
Subsidized health services | Community benefit activities  
and programs | Community building

\*\*\$1,399,381 attributable to SSM Health at Home, a systemwide service line of SSM Health. \$751,437 attributable to SSM Health Corporate Office community health improvement and cash/in-kind contributions.



# Mid-Missouri

In 2020, SSM Health operated two Mid-Missouri hospitals, 24 medical group locations, two urgent care centers, a pediatric service location, an outpatient rehab center and home health services spanning 21 counties. SSM Health is committed to improving the lives and health of those we serve, with special focus on the most pressing health needs in these communities: **access to care through health screenings** and **improving health through better nutrition and exercise**.



# Open hearts, open doors:

## Partnering with Catholic Charities

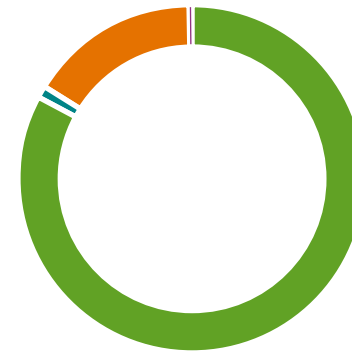
After serving as a clearinghouse for donated furniture, appliances and other items for people recovering from a devastating tornado in 2019, Shikles Auditorium in Jefferson City, Missouri, began a new chapter of service to the community. Thanks to a partnership between SSM Health St. Mary's Hospital - Jefferson City and Catholic Charities of Central and Northern Missouri, the building is being retrofitted into a comprehensive health and social services center, helping individuals with their basic needs.

Located at the heart of one of the most vulnerable neighborhoods in the community, the building's funding included a \$200,000 donation from the hospital's foundation and an additional \$71,000 from the hospital to support programming and staff. Built in the 1950s, it is surrounded by subsidized housing, and its residents are significantly more likely to be living in poverty, receiving public assistance, experiencing social and unmet health needs, including food insecurity, lack reliable transportation, lower job skills and education. The area is comprised of a much higher number of minority residents than other areas in Cole County.



## 2020 Mid-Missouri community benefit by the numbers

Total .....	<b>\$4,971,244</b>
Uncompensated care .....	<b>\$4,106,852</b>
Education and research .....	<b>\$66,325</b>
Community benefit activities and programs .....	<b>\$785,257</b>
Community building .....	<b>\$12,810</b>



Uncompensated care  
 Education and research  
 Community benefit activities and programs  
 Community building

The goal of the partnership is to create a place within the neighborhood that is designed specifically to address the unique social and health service needs of the population.

Plans for this new center include:

- Universal exam rooms for clinical screenings and services
- A modern, client-choice food pantry
- Program staff to integrate health and social services to meet various needs
- Expansive community/classroom space for group education and training opportunities
- A non-denominational chapel for reflection and renewal
- A community garden

The center will provide a “one-stop-shop” of support for individuals who are struggling in multiple parts of their lives.



# Oklahoma

SSM Health has been working to meet the needs of Oklahoma residents since our founding sisters opened the first hospital in the Oklahoma Territory more than 120 years ago. In 2020, SSM Health's ministry in Oklahoma included four hospitals in Oklahoma City and Shawnee, as well as 16 affiliate hospitals, two managed hospitals, four St. Anthony Healthplex campuses, three urgent care centers, two outpatient rehab centers, home health services that reach nine counties, and the SSM Health Medical Group with more than 200 physicians and providers at 39 locations. The health of our patients and communities is our top priority, with special focus on the most pressing health needs in the Oklahoma region, including **food access/insecurity, mental health, substance misuse, tobacco, and chronic disease prevention.**



# Veggie Rx:

Partnering for good nutrition

Veggie Rx, a program implemented by SSM Health St. Anthony Hospital - Shawnee has cropped up to fill the void for individuals who are experiencing food insecurity and those with a chronic disease in which diet modification can help. The program was organized by SSM Health Medical Group provider, Mitchell Wolf, MD, and Andrea Beck, Registered Dietician, with collaboration from Blue Zones of Pottawatomie County, Pottawatomie County OSU Extension, Shawnee Public Library, Shawnee Seventh Day Adventist Church and Firelake Discount Foods.

When a medical provider writes a prescription, it sends a powerful message. That's why a provider prescribing fruits and vegetables has been a great way to emphasize the importance of good nutrition and overall well-being. These prescriptions are "filled" at partnering grocery stores during the 12-week program, free of charge. An important element of this program is the gained knowledge about how nutrition can affect health and well-being, while learning how to cook, identify, and shop for healthy foods that families will enjoy.



## 2020 Oklahoma community benefit by the numbers

Total .....	<b>\$45,865,786</b>
Uncompensated care .....	<b>\$34,603,100</b>
Education and research .....	<b>\$10,131,952</b>
Community benefit activities and programs .....	<b>\$1,122,504</b>
Community building .....	<b>\$8,230</b>



Uncompensated care  
 Education and research  
 Community benefit activities and programs  
 Community building

“Medical providers and patients both need more tools to address food insecurity and diet-related chronic illness. Through Veggie Rx, our hospital and clinic can be a driver to get patients access to the healthy food that they want and need,” said Angi Mohr, president, SSM Health St. Anthony Hospital - Shawnee.

The approach is working. In 2020:

- **76%** reported an average increase of 2 vegetable servings each day
- **74%** reported their family's food insecurity decreased
- **58%** of patients lowered their BMI on average 2 points or more





# Southern Illinois

In 2020 in Southern Illinois, SSM Health operated two hospitals, 15 affiliate hospitals, two managed hospitals, 20 SSM Health Medical Group primary and specialty care offices, seven pediatric service locations, nine outpatient rehab centers, two convenient care locations and hospice and home health services that span 16 counties. Our ministries in this region are operated in partnership with the Felician Sisters. Together, we are committed to improving the lives and health of our patients and communities, with special focus on the region's most pressing health needs: **mental health**, **substance misuse**, and **nutrition**.



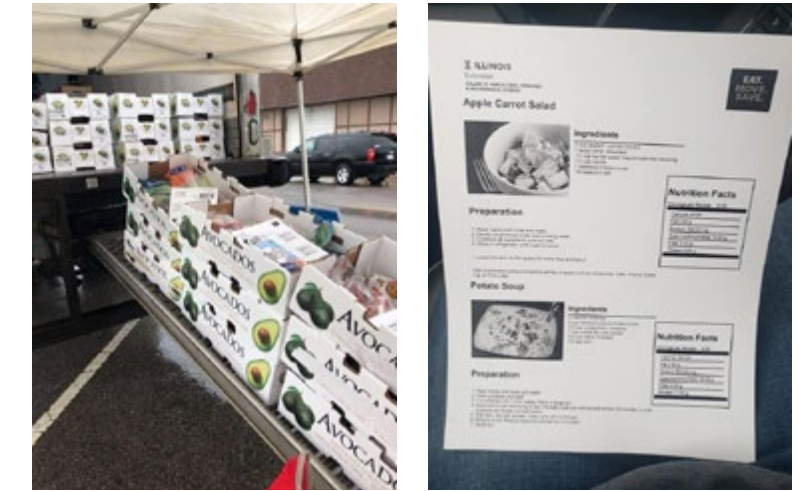
# Mobile market:

Partnering to meet basic needs

SSM Health's commitment to serve the poor and vulnerable hasn't wavered despite the COVID-19 pandemic. One example of this is our work in the Southern Illinois communities of Centralia and Mt. Vernon.

Once a month in each community throughout the pandemic, families lined up in their vehicles in a socioeconomically challenged part of town, and headed for a tent staffed by masked and gloved volunteers who provided them with a contactless delivery of produce, dairy products, recipes, exercise tips, and other health information.

The organizers called it a "Mobile Market." The partnership between the University of Illinois Extension, SSM Health, the United Way of South-Central Illinois and the USDA was a creative way to care for our neighbors while adhering to quarantine mandates and social distancing.



The Mobile Markets were envisioned by educators at the University of Illinois Extension who partnered closely with SSM Health in the past. After huddling with SSM Health's Mission Integration leaders in Southern Illinois, the idea was turned into a reality.

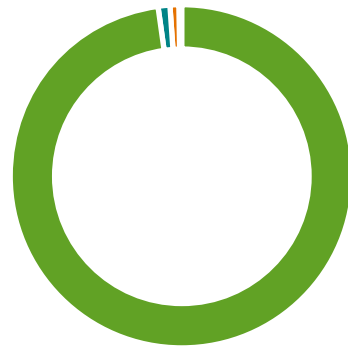
Each family received a 20-pound box of produce (including items such as potatoes, onions, chopped romaine, baby carrots, oranges, apples, etc.) and a seven-pound dairy box (including various cheeses, yogurt, cottage cheese and butter, in addition to a gallon of milk).

The bulk of the food was provided by a USDA grant and administered by Cusumano & Sons, Inc., a produce wholesaler. United Way staffers and volunteers from Mt. Vernon Festivals and the Mt. Vernon Rotary Club assisted on-site.



## 2020 Southern Illinois community benefit by the numbers

Total .....	<b>\$39,756,668</b>
Uncompensated care .....	<b>\$38,787,380</b>
Education and research .....	<b>\$530,978</b>
Community benefit activities and programs .....	<b>\$438,310</b>



Uncompensated care  
Education and research  
Community benefit activities and programs



# Greater St. Louis metropolitan area

Since SSM Health's founding sisters began their ministry in St. Louis with just \$5 among them more than 145 years ago, it has grown into one of the largest integrated delivery systems in the nation. In the St. Louis region in 2020, SSM Health operated eight hospitals, eight affiliate hospitals, six urgent care locations, 23 SSM Health Express Clinic at Walgreens locations, 65 SSM Health Medical Group offices, 34 pediatric service locations, 57 outpatient rehab centers, seven occupational health locations and hospice and home health services that serve nine counties. Improving the health and lives of those we serve has always been at the forefront of the work we do, and in the St. Louis region, SSM Health's efforts concentrate on the most pressing health needs of our communities, including **substance misuse, maternal health, diabetes, heart disease, obesity, and access to care.**



# Safe haven:

## Partnering to house the homeless

Of the almost 6,000 people experiencing homelessness in Missouri, almost 1,000 are in the St. Louis metropolitan area on any given night. Every day, SSM Health Saint Louis University Hospital sees between five and seven patients who are in housing crisis or experiencing homelessness. Many of these individuals overutilize the emergency department for non-health care needs, resulting in inappropriate admissions or readmissions.

Challenged with connecting our patients that would otherwise be a "safe discharge" with community housing resources, Hospital to Housing (H2H), a partnership between SSM Health Saint Louis University Hospital and St. Patrick Center, was born.

After just a few months into the partnership that began in 2020, the program immediately saw some very promising results, helping our most vulnerable patients.



With an initial goal of 22 patients served annually, 20 patients were served in the first five weeks of the program with over 100 interventions.

The hospital is the first in the St. Louis area with a Hospital Homeless Service Coordinator working inside hospital walls to find resources for patients experiencing homelessness who frequently utilize the emergency department. Within the first few months of the program:

- Over **70 referrals** came directly from emergency department social workers
- More than **40%** of those referred patients obtained some form of housing as a direct result of the H2H program
- More than **85%** of active and referred clients improved their access to housing and overall stability
- Emergency department utilization rates continue to **decline** as more individuals are connected to the H2H Program

The coordinator also assists with the St. Patrick Center's "Operation Winter Haven." This project is a collaboration with local agencies and service providers in St. Louis to provide shelter for the homeless.

## 2020 St. Louis community benefit by the numbers

Total .....	<b>\$162,295,675</b>
Uncompensated care .....	<b>\$75,215,048</b>
Education and research .....	<b>\$89,723,385</b>
Subsidized health services.....	<b>\$5,801,052</b>
Community benefit activities and programs .....	<b>\$11,000,443</b>
Community building .....	<b>\$84,732</b>



Uncompensated care  
Education and research  
Subsidized health services  
Community benefit activities and programs  
Community building

# Wisconsin

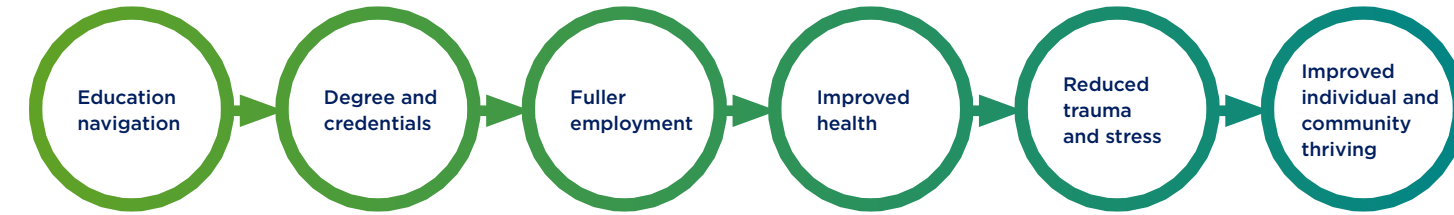
SSM Health's ministry in Wisconsin in 2020 included seven hospitals, eight affiliate hospitals, 89 medical group locations, seven urgent care centers, a free-standing ER, a retail health clinic, 10 post-acute care facilities, hospice and home health services that serve 22 counties, and Navitus, a pharmacy benefit management services company serving more than 6 million people across 50 states. SSM Health also serves over 450,000 lives through Dean Health Plan, one of the largest and most diversified HMOs in the Midwest. SSM Health is committed to improving the lives and health of our patients and communities, with special focus on the most pressing health needs we have identified in the Wisconsin region, including **mental health, chronic disease, smoking, substance misuse, physical activity, nutrition, and obesity.**



# Education:

Partnering to create the pathway out of incarceration and into a healthier life

In partnership with academic experts and county agencies, SSM Health St. Clare Hospital - Baraboo designed and funded an educational training program for individuals engaged in the criminal justice system in Sauk County. The program creates a pathway out of the criminal justice system and into employment, resulting in improved access to health care and a better quality of life for the individuals and their families.



The program began through a partnership with the Sauk County Health Department after the Health Department observed cycles of repeated incarceration with individuals and within families, leading to trauma and a plethora of unmet social needs (food instability, housing instability and clothing), as well as chronic stress.

The program evolved into a broader collaboration with the Sheriff's Department and branches of the University of Wisconsin. The partners realized that a significant percentage of incarcerated individuals lacked high school diplomas - and the Sheriff's Department confirmed that many were seeking educational training and credentials. However, with government budget constraints and an increasing dependence on technology, access to high school equivalency training, testing and credentialing had become much more challenging.

In 2020, SSM Health formalized an agreement with the Sauk County Health Department, created an Education Navigator position and transferred funds to start the project. The goal of the Education Navigator is to improve the health of Sauk County's citizens by establishing and facilitating an educational pathway from incarceration and into employment.

**In 2020, individuals received 91 formal sessions of educational navigation, support and tutoring services.**

## 2020 Wisconsin community benefit by the numbers

Total .....	<b>\$139,598,952</b>
Uncompensated care .....	<b>\$119,598,346</b>
Education and research .....	<b>\$5,248,249</b>
Subsidized health services.....	<b>\$10,019,461</b>
Community benefit activities and programs .....	<b>\$4,555,862</b>
Community building .....	<b>\$177,034</b>



Uncompensated care  
 Education and research  
 Subsidized health services  
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 Community building



