



FISCAL YEAR 2023  
**Community Health  
& Well-Being  
Impact Report**



**MOUNT CARMEL**  
A Member of Trinity Health

## **OUR MISSION**

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

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## **OUR CORE VALUES**

Reverence  
Commitment to Those  
Experiencing Poverty  
Safety  
Justice  
Stewardship  
Integrity

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## **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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# INTENTIONAL. COMMUNITY. CARE.

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Those three words help to underscore why Mount Carmel's Community Health and Well-Being (CHWB) exists: to put action toward good intent, to live out our values, to deliver care deep into the community, and to come alongside our most vulnerable citizens and neighbors who too often go unseen. It is the Catholic Mission of Mount Carmel that compels us to serve all with dignity and respect.

In 2023, we are again witnessing the fruit of intentional community care. New inroads are being established, and lives continue to be transformed through ongoing and expanded programming.

A few highlights from the past 12 months include our collaborative relationship with the Community Shelter Board, where we hired and trained specialists to identify and help place 87 unsheltered Franklin County residents into stable housing. Additionally, our social care team entered a partnership with Mount Carmel Population Health to address the complex social and healthcare needs of patients eligible for both Medicare and Medicaid, helping them navigate their care and wellness. We also celebrated 10 years of community service at the von Zychlin Healthy Living Center with nearly 200 key stakeholders and community members. The Franklinton-based center – established to provide much-needed wellness programming to area residents – has flourished, and service offerings have expanded to include on-site and virtual classes, well-being courses for Mount Carmel colleagues, and wellness and health coaching within faith communities.

This is a small glimpse of the purposeful, life-affirming work to which we are humbly committed. This essential Community Benefit work is not possible without your partnership and engagement. Thank you for your continued support, for these intentional services your generosity empowers, and for every initiative we “get to do” represented in this report.

## **Brian Pierson**

VP, Community Health & Well-Being  
Mount Carmel Health System



This essential Community Benefit work is not possible without your partnership and engagement.

# COMMUNITY HEALTH & WELL-BEING

Mount Carmel's Community Health & Well-Being (CHWB) strategy promotes optimal health for people experiencing poverty and other vulnerabilities in the communities we serve by connecting social and clinical care, addressing social needs, dismantling systemic racism and reducing health inequities. We do this by:



**Investing in  
Our Communities**



**Advancing  
Social Care**



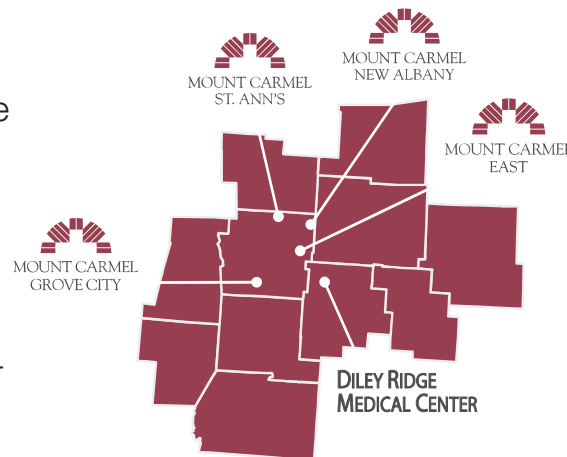
**Impacting Social  
Influencers of Health**

# MINISTRY OVERVIEW

At Mount Carmel, we are dedicated to providing the best in patient-centered care. It is a commitment we have made to our patients and the communities we serve. Your health and well-being will always be at the center of everything we do. You are the reason why we assemble the best medical teams and invest in the best equipment. In addition, why we do everything, at all times to deliver the care that is best for your unique situation and your personal needs.

**Mount Carmel Health System, comprised of over 8,200 employees, 1,900 physicians and 420 volunteers, serves more than one million patients in Central Ohio each year.** As one of the largest integrated health systems in the community, Mount Carmel provides people-centered care at four hospitals: Mount Carmel East, Mount Carmel Grove City, Mount Carmel St. Ann's and Mount Carmel New Albany- as well as Diley Ridge Medical Center, an affiliation of Mount Carmel and Fairfield Medical Center, an inpatient rehabilitation hospital, free-standing emergency centers, outpatient facilities, surgery centers, urgent care centers, primary care and specialty care physician offices, community outreach sites and homes across the region.

Mount Carmel is committed to safe, high quality care and continues to win national recognition for clinical performance and patient experience. Mount Carmel is dedicated to education, with offerings that include ongoing continuing medical education opportunities, six physician residency programs, and one of Ohio's largest undergraduate, graduate and doctor of nursing programs.



# COMMUNITY BENEFIT

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Mount Carmel Health System 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 Central Ohio, identify the most pressing health-related needs and prioritize services relating to such needs.

Our latest CHNA, conducted in 2022, identified three significant health needs, of which we are working to address basic needs.



# IMPACTING OUR COMMUNITY

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## Peer Recovery Support Changes Lives

Alcohol and substance abuse are thieves. They can slowly steal your health and happiness without you even knowing it.

They took a lot from JD. He'd lost parts of his memory and motor skills, which made it extremely difficult to live the life he'd always known. He lost his job, was in financial distress, and was on the verge of losing his housing. He was feeling hopeless, defeated, and depressed. And without family or friends to depend on, he felt isolated, too.

Thankfully he found Mount Carmel Social Care and specifically our Peer Recovery Support program. Working with David, one of our peer recovery supporters, JD learned about a new way of living through the lens of his own personal experience.

With David's help, JD began setting goals, identifying health supports, and finding resources that fostered a sense of unity and purpose in his life. He also began the process of applying for SSDI and securing a place to call home.

Today, JD's health is substantially better and he's taken an active role in his recovery. In addition to eliminating alcohol and other substances from his life, he's connected with multiple health support resources, including a case manager through his insurance, and found an apartment of his own. He's found meaning and purpose in life again, which was the key all along, and he fully credits the support he's received from Mount Carmel Social Care.



JD pictured with Mount Carmel Social Care Peer Recovery Supporter, David Thomas

He's found meaning and purpose in life again, which was the key all along, and he fully credits the support he's received from Mount Carmel Social Care.

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# IMPACTING OUR COMMUNITY

## Welcome Home/HFA Make A Lasting Impact

There's a lot that goes into caring for a newborn, which is why Mount Carmel offers a program called Welcome Home. It's a chance for new moms to have a free home visit with a specially trained nurse for help with things like baby's health, mom's recovery, growth milestones, eating and sleeping habits, safety, postpartum depression, and other issues and challenges. The program is especially beneficial for moms who struggle with complications or access to care.

That was the situation with Elsa, a Spanish-speaking mom who had major complications with the birth of her second child and had just delivered her third. She received perinatal visits from nurse Molly who helped her with her two previous pregnancies, along with Welcome Home Nurse Jessica, and Andres, a bi-lingual member of our Street Medicine team.

Together they talked through Elsa and the baby's needs and offered check-ups, assistance, and resources to make her transition home healthier and happier. And that's something Elsa was very grateful for, as she shared with Andres.

"I love the program and I am very thankful for Molly since (her) first visit a little bit more than 5 years ago. I appreciate the program for educating me about pregnancy and checking my babies' wellness after birth and explaining to me how to keep them safe. I am greatly thankful (that) the day when I was not feeling (my middle child) moving at all and I was very scared. I sent Molly a message. She replied fast and advised me to go to (the) ER right away. I am also thankful for Andres and the mobile unit for helping my uninsured parents with medicines. We love you guys. You are like family to us."

And happy, healthy families are what Welcome Home is all about.



Andres, Elsa and Molly



We love you guys.  
You are like family to us.

# IMPACTING OUR COMMUNITY

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## A Life-Saving Collaboration

Jerry stays at a bus stop bench near downtown. He's been a Street Medicine patient for some time, but his health had been declining. Despite increasing concerns with his circulation and mobility, he wasn't interested in shelter or going to the ED. That had a lot to do with the fact that Jerry was well established on this bench and people often stopped by to give him money and food. He was concerned that leaving would cost him those benefits.

A couple of days before Christmas, though, a sub-zero cold snap loomed over the city. The day before the storm, concerned citizens began calling the police department to express concern for Jerry. As a result, the Columbus Police Department made four runs to check on him. Fortunately, on one of those runs, an officer and squad arrived at the same time as Mount Carmel colleagues. Together they convinced Jerry to go with the squad to the hospital.

Shortly after he arrived, though, Jerry became unresponsive, was admitted, and had to be intubated. Though he was in rough shape, he did survive thanks to his decision to leave the streets and the care he received.

Mount Carmel's Social Care teams continued visiting Jerry at the hospital to check on his recovery and build a stronger relationship with him. Thanks to those connections, Jerry received help from the Housing team and began the application process to find a more permanent place to live. After months in the hospital, he was transferred to an Extended Care Facility. And because the teams assisted Jerry with a social security application during his stay, he received his first Social Security check in July and now has a reliable income to depend on.

Not every story has as positive an outcome as Jerry's, but thanks to Street Medicine, the persistence of the Social Care team, the care he received at Mount Carmel, and the concern of those around him, he's in a much better, safer, healthier place today. And that's nothing short of a Christmas miracle.



# COMMUNITY BENEFIT BY THE NUMBERS



## MOUNT CARMEL'S COMMUNITY BENEFIT BY THE NUMBERS

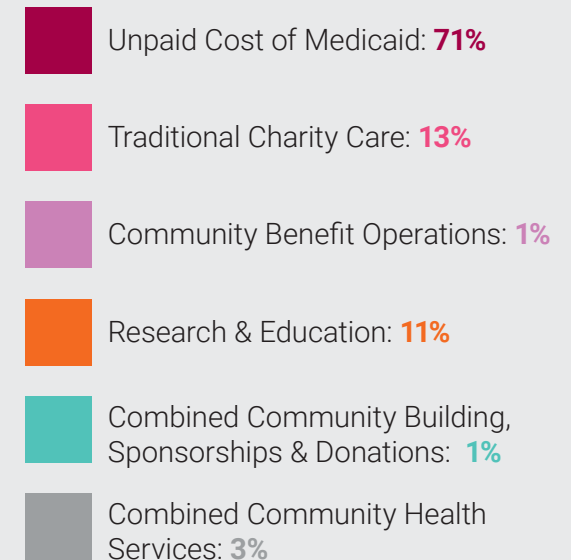
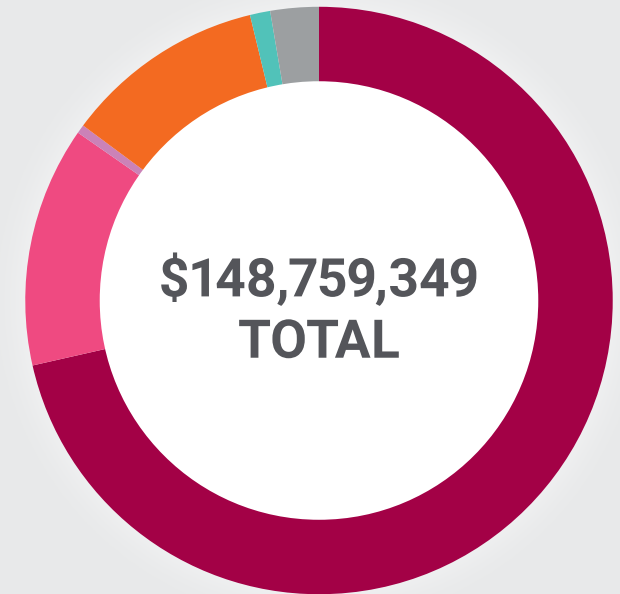
FY23: July 1, 2022 - June 30, 2023

### Community Benefit For Most Vulnerable

Traditional Charity Care	19,681,930
Unpaid Cost Of Medicaid	106,287,529
Community Health Services	2,044,506
Community Building Activities, Sponsorships & Donations	787,600
<b>Total For Most Vulnerable</b>	<b>128,801,565</b>

### Benefits For Broader Community

Community Health Services	1,915,114
Community Building Activities, Sponsorships & Donations	868,171
Research & Education	16,464,223
Community Benefit Operations	710,276
<b>Total For Broader Community</b>	<b>19,957,784</b>
<b>Total Community Benefit</b>	<b>148,759,349</b>



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