



# Community Benefit Report 2021

Helping neighbors. Healing communities.  
*Hello humankindness.*



Dear Friends –

Thank you for being a part of the CHI Health community. The heart of our mission is to serve, help our neighbors and heal our communities. We can not fulfill that mission without you. This requires us to work beyond the walls of our clinics and hospitals - into the streets where people live, work, learn and worship. I am delighted to share with you how we have supported health and healing with our neighbors and in our communities over the past year.

At no other point in our 151-year history serving Nebraska and Southwest Iowa have our communities needed *humankindness* more. We answered the call and continued to respond. In fiscal year 2021, **CHI Health provided \$208.7 million in community benefit and served nearly 400,000 patients through Medicaid or financial assistance, the largest investment in our organization's history.**



Extraordinarily trying times require *extraordinary humankindness*.

I am incredibly proud of our CHI Health staff that continued to serve our communities with humankindness throughout the ongoing COVID-19 pandemic. Collectively, we administered nearly 80,000 vaccines, performed over 92,000 tests and cared for 10,932 patients with COVID-19. We hosted virtual town halls, distributed hand sanitizers and masks to local congregations and provided resources for coping through these unprecedented times. Our 717- HOPE information and referral line received 40,551 calls, averaging 922 calls for mental health and substance misuse treatment services weekly.

Knowing many of our neighbors were hurting in ways not easily remedied by a single office visit or prescription; our system reached out to provide health and social care to those who needed it most. Many of our neighbors needed to put food on the table and a safe place to rest their head at night and that is why nearly 70% of our investments in community health across Nebraska and Southwest Iowa addressed the social determinants of health. Throughout this report, we've shared examples of the kinds of support we provided, such as:

- » **Healthy foods to promote optimal health and prevent chronic disease** through support of farmer's markets, community gardens and scaling nutrition assistance programs for low-income individuals and families via fresh fruit and vegetable vouchers.
- » **Safe and accessible housing** through investments in construction of new homes in East Omaha, the launch of a health and housing coalition, a pilot program to provide housing case management services for our chronically homeless patients and Community Response programs in Grand Island, Kearney and Nebraska City.
- » **Workforce development** through paid internships for youth and case management services for refugees to successfully integrate into society and find gainful employment.

It has been a uniquely difficult year for so many. We are blessed with caregivers who continue to step up, no matter the challenge, to make sure our patients, families, colleagues and communities are well served. I hope you will take a few minutes to read this report. It is a reflection of the *humankindness* that is CHI Health.

Sincerely,

Jeanette Wojtalewicz, MHA  
Interim President & CEO  
CHI Health

# CHI Health Community Benefit Investment FY21



**\$52.5 M**  
Unpaid Cost of Uninsured  
& Underinsured  
25.1%



**\$120.8 M**  
Unpaid Cost of Medicaid  
57.9%



**\$35.4 M**  
Broader Community Health  
17.0%



**\$208.7 M**  
Total Community Benefit

**Community Benefit is reported in two main categories:**

**Access to Care through Financial Assistance - \$173.3M (83.0%) of our total FY21 Community Benefit Investment, including:**

**> \$52.5M (25.1%) - Unpaid Cost of Uninsured & Underinsured**

CHI Health provided financial assistance to 208,953 people who were uninsured or underinsured and could not afford to pay for health care services.

**> \$120.8M (57.9%) - Unpaid Cost of Medicaid**

The unreimbursed cost of serving 184,390 Medicaid patients.

**Broader Community Health - \$35.4M (17.0%) of our total FY21 Community Benefit was invested in internal and external services, programs and partner organizations to improve community health, including:**

**> \$22.7M - Health Professions Education**

Staff time investing in future health care professionals, such as precepting residents and student nurses.

**> \$4.7M - Community Health Improvement Services**

Investment in programs and partnerships to provide health education and to improve the overall health of the community.

**> \$4.9M - Subsidized Health Services**

Clinical programs that provide access to care, despite operating at a loss because they meet an identified community need, such as rural emergency departments, clinics and home health.

**> \$2.1M - Financial and In-Kind Contributions**

Investments in community groups and other not-for-profit organizations with a focus on meeting identified community health needs.

**> \$0.9M - Community Building Activities and Community Benefit Operations**

Funding of proven coalitions and operations that build capacity to address the root causes of health problems.

**> \$0.1M - Research**

Investment in clinical research that is shared with the public.



## Helping neighbors. Healing communities.

Checking in, reaching out, extending a hand. That's what we do for neighbors. It's what makes communities strong. We believe for every person in need, there is a resource, a solution – and a person who cares. That's humankindness and it's what drives everything we do at CHI Health.

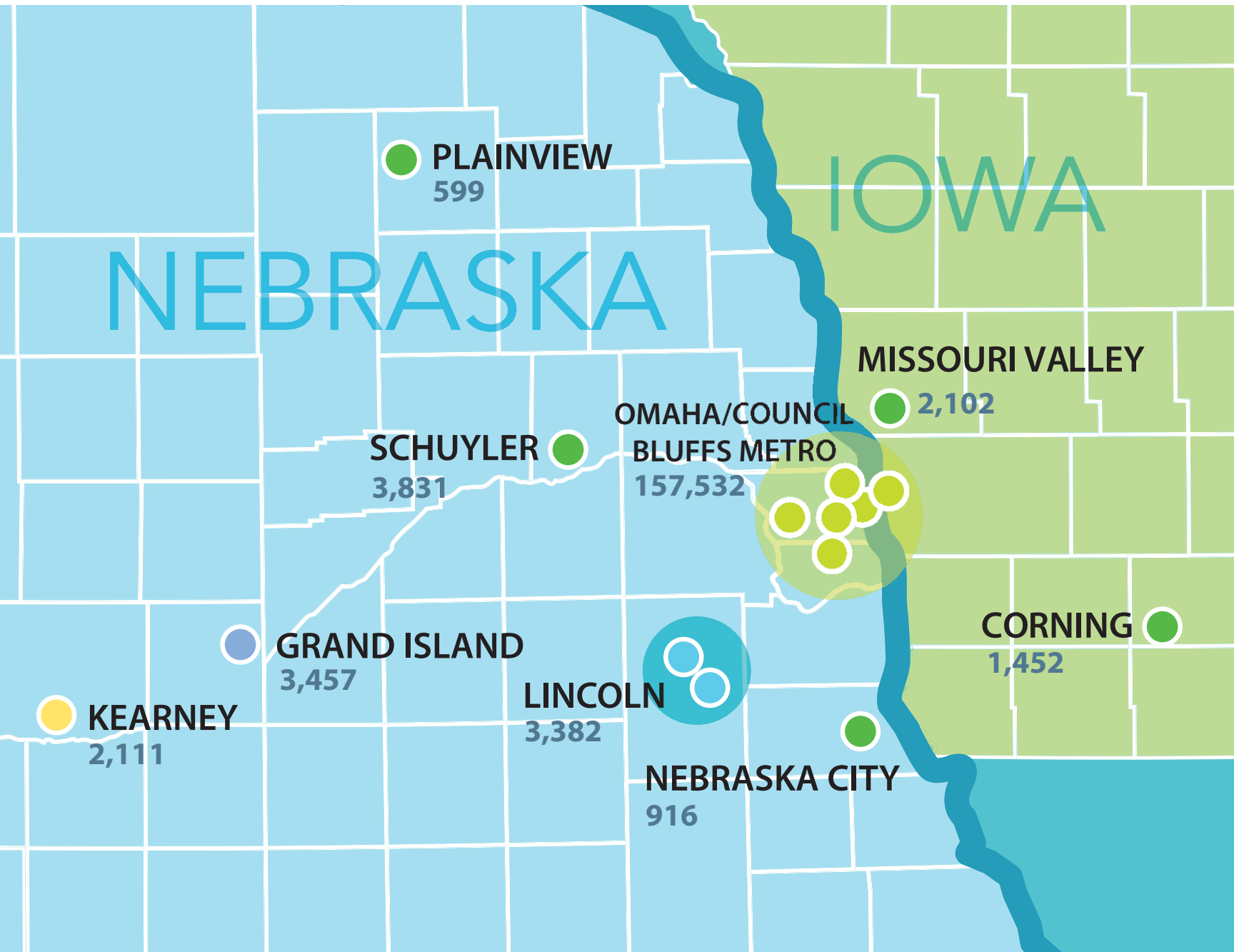
This past year we discovered life does indeed go on, even during a pandemic. The coronavirus tested our ingenuity, but not our resolve. While meeting emerging needs due to the Delta variant, we also attended to the very real day-to-day challenges people were facing. The need for food, housing and employment – those social issues that determine overall wellness – remained a focus of our efforts.

Times can change but our mission remains to make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all. Those words guide us, no matter what the future brings.



## Reaching People in Need:

Number of patients supported through medical financial assistance in fiscal year 2021



*Not shown: 2,922 patients supported by The Physician Network (TPN) serving Lincoln, Kearney, Grand Island and other rural communities. In addition to patients supported through Medical Financial Assistance, CHI Health served 146,128 Medicaid patients.*



**Immanuel:** COVID vaccination clinic staff and volunteers brave the elements (right) during 55 clinic days on campus (left) and at an old Party City (not shown).



**Mercy Council Bluffs:** Retired nurses, "Re-Runs," delivered COVID-19 vaccines.

## Hope and healing in coronavirus times.

The best of humanity shares hope amid despair and finds grace within struggles. Both were needed as the Delta variant's rapid spread temporarily sidelined our aspirations to get "back to normal."

Navigating through COVID-19's continuing challenge required persistence, resourcefulness and a balance of human and technological solutions. Collectively, our hospitals cared for 10,932 unique patients diagnosed with COVID-19.

With steadfast dedication, we adjusted to emerging needs, reached into communities with reliable tools and connected with individuals to offer healing - often for unseen wounds.

When you show communities you can help, hope becomes real and a brighter future feels possible for all, especially the most vulnerable.

### Mobilizing vaccinations

The year began with a glimmer of hope. Eagerly awaited vaccines rolled out to the public in January. Mass vaccination clinics were mobilized throughout the region with CHI Health taking a lead role in partnering with local health departments.

CHI Health Immanuel started administering vaccinations at the hospital and quickly expanded to an old Party City retail location to improve throughput (they administered over 36,000 vaccines alone). On a particularly cold and snowy January

day, there was not one cancellation, such was the eagerness for the vaccine.

A program called "Re-Runs" brought 23 nurses out of retirement at CHI Health Mercy Council Bluffs to assist with vaccine clinics. Help also came from providers, board members, volunteers and "friends of Mercy."

Similar mobilizations happened from Schuyler to Nebraska City and from Missouri Valley to Corning. In total, CHI Health administered 84,447 vaccines through our hospitals and clinics, in addition to thousands more administered through state and local public health.

### Testing our ingenuity, but not our resolve

The vaccine's availability did not diminish the need for testing on a scale not seen in recent history. Creighton University Medical Center-Bergan Mercy's Laboratory team processed the majority of the 92,000 tests for CHI Health patients, staff, Creighton faculty and students across the division.

Lab staff adapted quickly to meet growing testing demands and supply chain issues. St. Elizabeth's Laboratory was tapped to help process over 780,000 tests performed through TestNebraska.

### Delivering care

When monoclonal antibody (MAB) infusions were granted Emergency Use Authorization, infusion sites were set up at CHI Health Midlands and St. Elizabeth, where more than 1,200 infusions improved the prognosis for many patients.

CHI Health Missouri Valley was the first hospital in the Midwest Division to give MAB infusions to COVID-19 outpatients who did not yet require oxygen therapy. This site became the region's "go-to" location for patients as far away as Herman, Nebraska.

Partnerships between metro and critical access hospitals were key to provide rehabilitative care for COVID-19 patients unable to safely return home and without a skilled nursing facility placement. One patient from Lakeside was transferred to Mercy Corning to complete her rehabilitation. At St. Mary's, a patient was transferred from St. Elizabeth after an extended stay on a ventilator.

As staffing shortages intensified, non-clinical CHI Health staff members donated 7,044 hours, "Staffing the Surge" so that clinical staff could focus exclusively on patient care.

### Creating connections

A no-visitor hospital policy that prevented the virus' spread further isolated people who most needed support of loved ones. CHI Health Good Samaritan's virtual services team mobilized, utilizing iPads on carts and training volunteer staff to assist families with Skype, Zoom and Facetime.

For Spanish-speaking patients, interpreters were called on to relay updates to the family and, in some cases, walk patients through the end-of-life journey. Everyone involved felt they were fulfilling their purpose and were in turn emotionally impacted.





**CUMC-Bergan Mercy:** COVID-19 vaccines for physicians/Creighton faculty and students.



**Corning:** Drive-thru testing in Lenox, in partnership with Taylor County Public Health Department.



**Missouri Valley:** BAM (Bamlanivimab) room allows four patients to receive COVID-19 treatment at once.

At St. Francis, a COVID-19 patient in the ICU married his partner of 44 years while still hospitalized. Staff helped organize the ceremony and nurse Hannah Kovarik became an impromptu bridesmaid. “Having something like this changed the whole entire atmosphere of the ICU and even the hospital,” said Kovarik.

Lifesaving care so moved a Lakeside patient that he wrote a song, “[A Better Place](#),” as an enduring thank you to the clinical team.

### Opening doors

Some of our most vulnerable community members found themselves with nowhere to go when nursing home outbreaks forced facilities to close temporarily. CHI Health Midlands and CHI Health Plainview provided these residents a safe place to stay.

Staff strived to create a welcoming environment. “It’s almost like you’re family to them,” said Dani Burr, inpatient care director at CHI Health Midlands.

In Plainview, CHI Health staff assisted with cleaning the evacuated nursing home. CHI Health Plainview also saw a 12-fold increase in their home health care during FY21, with a community benefit contribution of over \$300,000.

### Easing struggles

The need for behavioral health services increased as the pandemic continued. Calls to the Information Referral Line rose 35% in fiscal year 2021. Behavioral Health Services

responded by offering virtual therapy appointments within hours of a call to the Information Referral Line. The program experienced the second highest new patient appointments within the last two years with 235 new patients in one week.

The Partial Hospitalization Program, which had quickly shifted to an Intensive Outpatient Program via telehealth services at the start of the pandemic, resumed in-person programming and totaled more than 9,800 patient days for children, adolescent, adult and geriatric patients.

In Schuyler, CHI Health leadership pivoted the focus of the Behavioral Health Coalition, which included more than 20 community stakeholders, to ensure mental health services reached those who needed them most.

To reach community members wherever they reside, a Winter Wellness Webinar was

held in November for the general public. Another webinar for teachers was held in July to discuss classrooms altered by COVID-19 protocols.

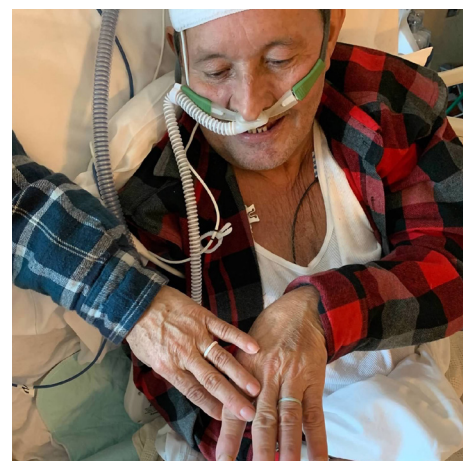
A special edition of Healthy Minds magazine was also sent to school districts to address parenting concerns. More than 30 blog posts and videos were created and loaded on the CHI Health website to deliver hope and healing via real-life strategies.



**Midlands:** Works of art created in the room of a patient being treated for COVID-19



**St. Elizabeth:** Vaccine Crew



**St. Francis:** Patient wedding in the ICU



# Helping neighbors. Healing communities. Hello humankindness.

Life doesn't stop during a pandemic, and challenges to meet one's basic needs can become even more challenging. Essentials like food, housing and employment also impact overall wellness, so our focus on these social issues remained steadfast during these trying pandemic times.

The following partnerships helped us live our mission to improve the health of "the people we serve, especially those who are most vulnerable" – and especially when they need it most.

## Creighton University Medical Center - Bergan Mercy - Omaha, NE

Referred **144 patients** to an onsite housing case manager to prevent eviction and/or find a safe housing placement upon discharge. We successfully connected **102 patients** with the housing case manager for help with rent assistance, enrollment

in eligible housing voucher programs and reversing utility shut-offs.

## Immanuel - Omaha, NE

Provided **\$125,000 in matching funds** to leverage **\$14M** in state funding for affordable housing, with a goal of at least **72 homes** built or renovated in the next two years in east Omaha.

## Lakeside - Omaha, NE

Expanded the Women, Infant and Children (WIC) and Senior Farmer's Market Voucher Program to Sarpy County. Through six farm stand locations, **985 vouchers totaling \$2,955** were collected and matched, translating to **\$6,000** worth of locally-sourced fresh fruits and vegetables for eligible low-income seniors, women, infants and children.

## Midlands - Papillon, NE

Administered **777 routine immunizations** to **544 uninsured** or under-insured children and adults.

## St. Mary's - Nebraska City, NE

Supported the launch of the Community Response program which served **30 families** in need during its first year. The most commonly requested resources were utilities, housing and financial assistance.

## Mercy Council Bluffs - Council Bluffs, IA

Supported **58 individuals** in completing the *Bridges out of Poverty- Getting Ahead* financial literacy and goal-setting program. Graduates increased their net assets by \$445, reported a **\$919 change in average monthly income** and decreased monthly public benefits usage by \$118, post graduation.



CUMC - Bergan Mercy: Together's Housing Case Manager assists patients in finding suitable housing options upon discharge.



Nebraska City: Vanessa Sherman, Central Navigator for the Community Response Program, stands in front of the diaper and emergency food pantry at Southeast District Health Department.



Immanuel: Helped secure \$14M in state funding to increase affordable housing in East Omaha.



Lakeside: Pop up farm stands at senior centers and WIC clinics brought the farmer's market to low-income seniors and women with children.



Midlands: Sarpy/Cass Immunization Clinic provided routine immunizations to uninsured adults and children.



### Missouri Valley - Missouri Valley, IA

Distributed 4,000 fresh fruit and vegetable vouchers for redemption at the Welcome Center Farmer's Market. A total of **\$1,444 worth of fresh, local produce** was redeemed during calendar year 2020.

### Mercy Corning - Corning, IA

Expanded the Parents as Teachers program to serve **40 low-income families** with 62 total children. Participating families received **439 home and virtual visits**, resulting in improved or maintained family functioning. Eighty-two percent of families were connected with additional support.

### St. Francis - Grand Island, NE

Provided primary care services to **201 students** and behavioral health services to **116 students** at Grand Island Senior High School.



Missouri Valley: More than 4,000 vouchers for fresh fruits and vegetables were distributed for redemption at the Welcome Center Farmer's Market.

### Good Samaritan - Kearney, NE

Performed **34 car seat inspections**, **annual bike safety education** and ongoing injury prevention outreach at schools and in the community.

### St. Elizabeth/Nebraska Heart - Lincoln, NE

Provided **\$15,000 to Clinic with a Heart** to support their specialty and urgent care clinics as they provided free health care services to residents of Lincoln and surrounding communities.

### Plainview - Plainview, NE

Provided over **\$500** to distribute **Blessing Bags** filled with hygiene essentials to community members to ensure basic needs were met over the holiday season.



Plainview: CHI Health Plainview shared Blessing Bags with community members who were in need of basic supplies during the holiday season.

### Schuyler - Schuyler, NE

Distributed **4,500 farmers market vouchers** throughout the community to provide healthy food to families.



Mercy Corning: A two-generation approach, the Parents as Teachers is a home visiting program to support families.



Good Samaritan: CHI Health Good Samaritan, in partnership with SafeKids Platte Valley, offers free bike helmet fittings to families throughout the community.



St. Francis: The Grand Island Senior High School Student Wellness Center is operated by The Physician Network, in partnership with CHI Health St. Francis, to ensure that students have access to comprehensive and convenient mental and physical health care.










Schuyler: The vendors offered a variety of fresh produce for the community throughout the farmers market season.



Mercy Council Bluffs: Bridges Out of Poverty graduates.

## CHI Health and CommonSpirit Health: By the Numbers

One of the top five health care mergers to occur 2019 was between Catholic Health Initiatives and Dignity Health. The new, nonprofit Catholic health system called CommonSpirit Health will focus on creating healthier communities.

CHI Health		CommonSpirit Health
central <b>Nebraska</b> to western <b>Iowa</b>		<b>21</b> states
<b>9,570</b> full-time employees		<b>150,000</b> full-time employees
<b>14</b> hospitals <b>175+</b> practice locations		<b>140</b> hospitals
<b>1.2 million</b> inpatient, outpatient and ED visits annually (plus 1.7 million employed clinic visits)		<b>22 million</b> inpatient, outpatient and ED visits annually
Clinically Integrated Network, CHI Health Partners, with <b>4,060</b> physicians and advanced practice clinicians		<b>25,000</b> physicians and advanced practice clinicians
<b>\$2 billion</b> a year organization with <b>\$1.1 billion</b> in payroll		<b>\$33.3 billion</b> combined revenue
<b>\$208.7 million</b> in total community benefit, including charity care, unpaid cost of means-tested government programs and broader community health		<b>\$2.58 billion</b> in total community benefit, including charity care, unpaid cost of means-tested government programs and broader community health





## About CHI Health

CHI Health is a regional health network with a unified mission: nurturing the healing ministry of the Church while creating healthier communities. Headquartered in Omaha, the combined organization consists of 14 hospitals, two stand-alone behavioral health facilities, more than 175 employed physician practice locations and more than 9,570 employees in Nebraska and southwestern Iowa.

In fiscal year 2021, CHI Health invested more than \$208.7 million back into our

communities. The majority of those dollars went to caring for the poor and underserved.

CHI Health is part of CommonSpirit Health, a nonprofit, Catholic health system dedicated to advancing health for all people. It was created in February 2019 through the alignment of Catholic Health Initiatives and Dignity Health. CommonSpirit Health is committed to creating healthy communities, delivering exceptional patient care, and ensuring every person has access to quality health

care. With its national office in Chicago and a team of approximately 150,000 employees and 25,000 physicians and advanced practice clinicians, CommonSpirit Health operates 140 hospitals and more than 1,500 care sites across 21 states. In FY 2020, CommonSpirit Health had revenues of \$33.3 billion and provided \$2.58 billion in charity care, community benefit, and unreimbursed government programs.

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## CHI Health Board of Directors 2021

Sister Maurita Soukup, Board Chair  
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Kevin T. FitzGerald, SJ, PhD  
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Nadine Heimann, OSF  
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Heather Morgan, MD

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Barry G. Sandstrom  
Mardell Wilson, EdD, RDN  
Jeanette Wojtalewicz, MHA  
Bill T. Yates

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## Locations

### IOWA

#### CORNING

CHI Health Mercy Corning

#### COUNCIL BLUFFS

CHI Health Mercy Council Bluffs

#### MISSOURI VALLEY

CHI Health Missouri Valley

### NEBRASKA

#### GRAND ISLAND

CHI Health St. Francis

### KEARNEY

CHI Health Good Samaritan

### LINCOLN

CHI Health Nebraska Heart

CHI Health St. Elizabeth

### OMAHA

CHI Health Creighton University Medical Center - Bergan Mercy

CHI Health Creighton University Medical Center - University Campus

CHI Health Immanuel

CHI Health Lakeside

### NEBRASKA CITY

CHI Health St. Mary's

### PAPILLION

CHI Health Midlands

### PLAINVIEW

CHI Health Plainview

### SCHUYLER

CHI Health Schuyler

### CLINIC NETWORKS

CHI Health Clinic

The Physician Network

To learn more, go to [CHIhealth.com/CommunityBenefit](https://CHIhealth.com/CommunityBenefit).