

JULY 1, 2023 - JUNE 30, 2024

# **Community Impact Report**





# who we are

### **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 national leader in improving the health of our communities and each person we serve.

We will be the most trusted health partner for life.

# CONTENTS

Introduction	5
Trinity Health Overview	6
Ministry Overview	7
Community Impact	8
Integrating Social and Clinical Care	11
Addressing Patient Social Needs	11
Social Needs Screening	11
Community Health Workers	12
Community Resource Directory	12
National Diabetes Prevention Program	13
Safety Net Health Centers	14
Prescription Assistance Program	
Food Farmacy Expands	16
Transportation Initiatives	
Communication/Language Access Services	18
Investing in Our Communities	19
Community Health Needs Assessment	
and Implementation Strategy Update	
Identified Needs & Hospital Commitments	19
Community Grants & Collaborations	
Addressing Priority Needs	
Community Grants & Collaborations	
Soccer for Success Program	
Period Pantry	
FREE Prenatal Screenings	
Backpacks for Kids	
Cancer Services Therapeutic Art Studio	
Caring for Moms	
Birth Equity Improvement Project	
Baby Café Expands	
Doula Services	27



### CARING FOR OUR **COMMUNITY**

We are pleased to present the St. Peter's Health Partners Community Impact Report for the 2024 fiscal year (July 1, 2023 – June 30, 2024). Our focus has been to stem the social inequities in health care in our underserved populations, working to dismantle oppressive systems and racism.

It is always our goal to empower our patients, residents and community members, especially those who are facing poverty and inequities in health care. We work diligently to listen to what the people in our communities need and find a way to make those services available. Just this year, we created a new transportation specialist position to make sure OB/GYN patients with transportation issues can get to their medical appointments. We also expanded our diabetes prevention programs in Black and Hispanic communities, increased health education and access to care for pregnant and breastfeeding women, and our Food Farmacies are experiencing significant growth, among other programs.

We are proud to collaborate with our community members and local organizations to continuously build our community benefits program. We have a robust referral network throughout the Capital Region and continue to strive to improve access to health care services for all people.

Our social needs screenings are well above target as we have expanded into the inpatient settings. In FY24, SPHP invested nearly \$183 million in the health and well-being of our community, serving more than 324,600 people. Our services benefit people experiencing poverty and other vulnerabilities and the broader population as well.

As always, we are grateful to our community partners for their investments and the growing opportunities we are given to uphold our Mission to serve as a "compassionate and transforming healing presence within our communities."

Steven Hanks, MD

Katherine DeRosa
Katherine DeRosa



**Steven Hanks, MD**President & CEO



Katherine DeRosa Chief Mission Officer and Vice President, Community Health and Well-Being

# TRINITY HEALTH IS **ONE OF THE LARGEST CATHOLIC HEALTH SYSTEMS** IN THE NATION





**26** States



.4M Attributed lives



\$ \$2.2B Community Benefit (including \$1.3B in IRS-defined Community Benefit)



**128** Community Health Workers



93 Hospitals\*



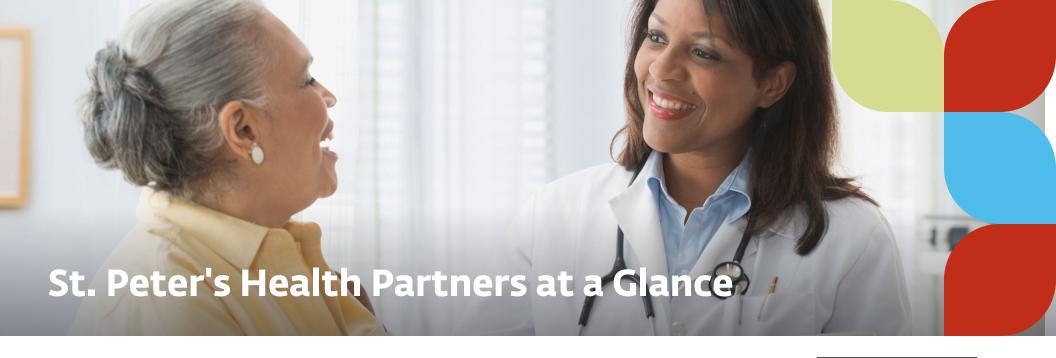
• 15 Clinically Integrated Networks



**60** Safety Net Health Centers



**10** Diabetes Preventation Programs



# 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)



Nearly 11,000 **Employees** 

185+ Locations

10 Counties



Our Community Impact Report underscores our commitment to supporting individuals facing poverty and investing in communities historically impacted by disinvestment due to racism and discrimination.

We know that lasting health improvements require safe communities with access to quality education, health care, affordable food, and housing. Since health care influences only 20% of outcomes, we focus on integrating social and clinical care to address broader social factors.

Recognizing the link between poverty and racism, we are committed to a racial equity foundation in all decisions, actively working to change policies and structures to promote health and healing. Our goal is racial equity - where race no longer predicts life outcomes - by driving measurable progress in our communities.

### **FINANCIAL ASSISTANCE**

Financial Assistance expanded in early 2024, to include insured patient's copays, co-insurance, and deductibles for patients with incomes up to 400 percent of the federal poverty level.

In FY24, St. Peter's Health Partners provided **\$8.8M** in financial assistance at cost.

**16,607** patients benefited.

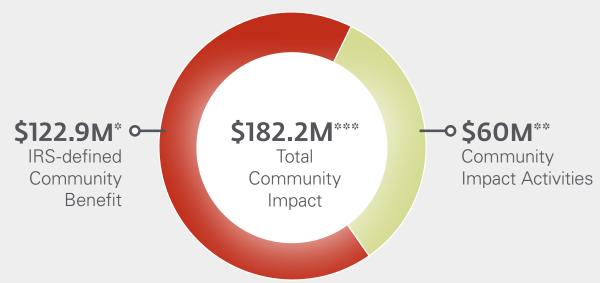


Patients can now sign-up for Financial Assistance in MyChart. Scan this QR code to sign-up.

# **COMMUNITY IMPACT**

The IRS has clearly defined standards for reporting community benefit which includes Unpaid Medicaid Financial Assistance, and other community programs.

Community Impact meets the spirit of community benefit and acknowledges the investments made that are making an impact in the community.



\*Community Benefit Includes:

- Financial Assistance at Cost
- Unpaid Cost of Medicaid
- Community Benefit Programs
- Community Health Improvement; Health Professions Education; Subsidized Health Services; Research; Cash and In-Kind Contributions; Community Building Activities; Community Benefit operations

- \*\*Community Impact Activities:
- Non-community benefit activities that make an impact in the community that the IRS does not consider:
- External funding to offset expenses; The cost of Community Health Workers for whom we bear financial risk; Workforce training and development initiatives; Supplier diversity initiatives; Fair market donated assets and space

\*\*\*Together, both IRS-defined Community Benefit and Community Impact Activities demonstrate our Total Community Impact.



# 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.

**Definition of Community Benefit:** Nonprofit hospitals, in order to maintain their tax-exempt status under section 501(C)(3) of the Federal Internal Revenue Code, are required to provide a benefit to the health of the community they serve. This is commonly known as the Community Benefit.

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

### **FY24 COMMUNITY BENEFIT SUMMARY** (July 1, 2023 - June 30, 2024) FINANCIAL ASSISTANCE UNPAID COST OF MEDICAID \$8.987.259 \$96.531.329 HEALTH PROFESSIONS IMPROVEMENT SERVICES **EDUCATION** \$4.827.700 \$3.113.819 TOTAL Community Benefit SUBSIDIZED HEALTH SERVICES RESEARCH \$122,924,328 \$53.272 \$8,552,858 COMMUNITY BUILDING FINANCIAL AND **IN-KIND CONTRIBUTIONS ACTIVITIES** \$203,249 \$63,885 COMMUNITY BENEFIT **OPERATIONS** \$590.957 335.730



# Addressing Patient Social Needs

Only 20 percent of our overall health and well-being in the U.S. is affected by the health care we receive. The remaining 80 percent is related to social influencers of health (housing needs, financial insecurity) and individual behaviors.

We go beyond our hospital walls to serve our communities and our patients, especially to optimize health for people experiencing poverty and other vulnerabilities.

Everyone deserves to live their healthiest life. And, a healthy life means so much more than receiving care in a healthcare facility.

# Social Needs Screening

We are committed to annually asking our patients about their health-related social needs. These include things that make it hard to be healthy like problems with work, housing, food, safety, and transportation. This information helps us:

- Understand our patients' needs and their barriers to care
- Connect patients to helpful resources and services specific to their needs

St. Peter's Health Partners screened nearly 100,000 patients for social needs in primary care settings. If patients identify a need, our teams are able to connect them to community resources through the Trinity Health Community Resource Directory, community health workers and other social care professionals.





nancial Assistance



Transportation



# Community Health Workers

Community Health Workers (CHWs) serve as liaisons between health/social services and the community to address patients' social needs and mitigate barriers to health. CHWs are trusted members of the community and work closely with a patient by assessing their social needs, home environment and other social risk factors, and ultimately connect the patient (and their family) to services within the community.

St. Peter's Health Partners employs four CHWs as part of our patient care teams. Our CHWs have completed a 40+ hour foundational training, mental health first aid, chronic disease-specific training along with standard and continuing education through our national CHW affinity group. In FY24, our CHWs served more than 1,800 community members.

# Community Resource Directory

The Community Resource Directory (CRD) is an online portal designed to connect those in need to free or reduced-cost health and social service resources. We invite patients, colleagues and community members to access the Community Resource Directory by visiting: https://communityresources.trinity-health.org.

In FY24, over 4,296 searches were conducted in the Community Resource Directory which includes over 532 organizations. This valuable online tool can be used to find local, state and national resources to meet the social needs of our patients, colleagues and those living in the communities we serve.

### **COMMUNITY HEALTH WORKER (CHW) HELPS PATIENTS** MAINTAIN INDEPENDENCE

At first, the patient was referred to our program because he needed help connecting with providers and was experiencing some loneliness.

Upon further assessment, it was determined that the patient was also unable to prepare healthy balanced meals for himself and needed transportation assistance. With the support of the CHW, the patient was connected to:

- Meals on Wheels which created a personalized meal plan for the patient
- Lifepath which has a community daycare program just for seniors
- CDTA STAR Bus so he could have transportation to his medical appointments

With our assistance, the patient was able to maintain his independence in the community while continuing to have a healthy, active lifestyle.



# National Diabetes Prevention Program

More than 1 in 3 American adults have prediabetes and 80 percent of these adults are unaware they have it. Prediabetes is a condition where blood sugar levels are higher than normal, but not enough for a type 2 diabetes diagnosis. Making lifestyle changes can cut the risk of type 2 diabetes in half. St. Peter's Health Partners with Catholic Charities and Community Pharmacy Enhanced Services Network offer an evidence-based, 12-month lifestyle change program. The goal of the program is to lose a percentage of baseline weight, attend sessions regularly and engage in 150 minutes of physical activity minutes a week. The group sessions are facilitated by a Centers for Disease Control & Prevention (CDC) certified, trained lifestyle coach and are offered in-person, distance learning through a web-based meeting platform or virtually (asynchronous) at a self-paced rate.

All participants are screened for health-related social needs (such as transportation, housing, or food insecurities) multiple times during the intervention and are referred to a Community Health Worker (CHW) to address any positive screenings. The CHW works with participants to address these needs, eliminate barriers to full participation, and promote successful outcomes.

# Scale and Impact

From 2023 to 2024, St. Peter's Health Partners has enrolled 101 participants into the lifestyle change program. This program was made possible through funding from Trinity Health through a cooperative agreement with the CDC to advance health equity in diabetes prevention.

**ARE YOU** AT RISK OF PREDIABETES?

¿ESTA EN RIESGO DE PREDIABETES?



96 million American adults more than 1 in 3 - have prediabetes

96 millones de adultos estadounidenses - más de 1 en 3 - tienen prediabetes



More than 8 in 10 adults with prediabetes don't know they have it

Más de 8 en 10 adultos con prediabetes no saben que



earn more and take the Prediabetes Risk Test at trinity-health.org/diabetesprevention

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# Safety Net Health Centers

Our two Safety Net Health Centers, Troy Pediatric Health Center and St. Peter's Family Health Center, play a critical role in ensuring access to quality care. They serve patients and families that experience or are at risk of experiencing health disparities due to income, race and/or ethnicity, and other social, economic, and environmental realities that contribute to poor health outcomes. Both address unmet social needs related to language, culture, income and transportation.

The **Troy Pediatric Health Center** is centrally located in Troy allowing patients easy access. There is an embedded social worker in the practice to manage the complex social needs of patients and their families.

The **St. Peter's Family Health Center** is located in the South End of Albany, one of the most needy areas in the Capital District. The center offers OB/GYN, Pediatric, and Adult Medicine care. This model allows for all members of families at various stages of life to receive ongoing medical care in a supportive and caring environment. The Family Health Center is fortunate to have a community health worker at that location to identify and mitigate social needs that may arise for patients.

### **CHW HELPS MOM OF THREE**



The Community Health Worker at the St. Peter's Family Health Center assisted a mother of three pediatric patients in urgent need of food assistance, health insurance, and housing. The CHW is a certified interpreterand was able to communicate with the mom in Spanish. The CHW was able to schedule transportation to the Department of Social Services, and assisted her in completing the applications for health insurance and housing. The mother was provided an emergency food bag and information on a culturally appropriate food pantry close to her. The mother was thankful, saying she felt she was not alone and was supported in receiving the much-needed assistance.



# Prescription Assistance Program

The focus of the Prescription Assistance Program is to obtain essential, unaffordable medications whenever possible.

This is done through Manufacturer Patient Assistance Programs, discount and/or free trial coupons, discounted cash pricing and, if needed and with program guidelines, accessing patient financial assistance using one of SPHP outpatient pharmacies.

The goal is to reduce patient emergency care and/or re-admissions due to patients not having their medications.

More than 550 patients benefitted from this program in FY24.

### **SUCCESS STORY**



An elderly patient was prescribed a medication after all other possible medications were not effective. The "last resort" medication required prior authorization from the patient's insurance company and was very expensive. The patient was unable to afford the \$700 co-pay for the medication that was delaying the patient's discharge from the hospital. The Prescription Assistance Program was able to expediate the enrollment process with the pharmaceutical company and obtain approval within 24 hours. The patient was able to receive the medication free of charge and be discharged from the hospital.



# Food Farmacy Expands

Our Food Farmacy Programs grew significantly in FY24. As a result, we have three different programs serving various populations.

Our Food As Medicine Program provides fresh produce, lean proteins, low-fat dairy and healthy shelf-stable foods to patients diagnosed with type 2 diabetes and food insecurity. We expanded our program to include pregnant women with gestational diabetes and food insecurity.

Patients participate in the program for 12 weeks and receive personalized nutrition education and healthy meal planning from a registered dietitian. Social needs screenings are completed on 100 percent of participants and referrals are made as appropriate.

In FY24, we served more than 560 patients and their families and saw an overall weight loss of 10.6 pounds and a drop in A1C of 3.6 percent.

Our Emergency Food Bag Program is the second part of our Food Farmacy Program. We provide a three-day supply of shelf stable food to those in our community that have identified an immediate food insecurity need. They are connected to a social worker and appropriate community resources to help find long-term solutions to their food insecurity issue. These bags are available across our network of inpatient and outpatient services and at many community agencies in the Capital Region.

### **COMMENTS FROM PARTICIPANTS**



- Very helpful to eat healthier.
  - Mentally feel better.
  - I have more energy.
  - I have lost weight.
- I find myself shopping better, you think it is more expensive but it's not, avoiding junk food makes it cheaper and healthier.



Our colleague pantries expanded too. In collaboration with the Mother Cabrini Foundation, we were able to open a colleague food pantry at St. Peter's Hospital in addition to the pantry at Samaritan Hospital. Both pantries offer flexible hours to meet the needs of all colleagues. The pantry offered non-perishable items in a confidential location with additional community resources available. In FY24, the Samaritan food pantry assisted more than 60 colleagues weekly, and St. Peter's Hospital assisted more than 90 colleagues weekly.

# Transportation Initiatives

### **Transportation Specialist**

Due to the overwhelming need voiced by our community, we created a position to address the transportation needs of our OB/GYN population to get to appointments, to the pharmacy and to the hospital when needed.

The transportation specialist has developed positive relationships with not only patients, but with Medicaid transportation providers - ensuring that patients receive reliable transportation services. The transportation specialist has assisted more than 75 patients with transportation needs from April to June 2024.

### **FREE Bus Transportation**

SPHP proudly partnered with Capital District Transportation Authority (CDTA) to provide all SPHP colleagues with free, universal access to the entire CDTA bus route network. A total of 2,141 navigator cards have been distributed to our colleagues.

### **SUCCESS STORY**



The transportation specialist assisted a patient who missed several prenatal appointments due to lack of transportation. The patient initially

refused assistance as she had not had a good experience with Medicaid transportation services. The transportation specialist asked for a chance to help the patient. The transportation specialist was able to set transportation up for the patient who immediately provided positive feedback stating that the transportation company contacted her the night before her appointment to confirm the trip and called on arrival. The patient stated she was early for her appointment and was able to relax and focus on her health care.



# Communication/Language Access Services

In FY24, there were 4,429 requests for interpretation services in 82 languages at 190 locations. Our methods of providing services include remote via audio only or video with almost 200 devices distributed to our offices across the network and local in-person, onsite with 120 qualified bilingual colleague/providers speaking 25 languages, along with 29 independent contractors who are qualified interpreters serving 18 languages.

> GG Our motto is "Helping All Understand and Be Understood 55





### **AMERICAN SIGN LANGUAGE AND LANGUAGE ACCESS**



American Sign Language colleagues and Medical Spanish Interpreter Andrew Perez attended a home visit to a patient referred from outside of SPHP. When the team arrived, they discovered that the patient and family did not know about the disease process, or the patient's prognosis. The patient believed this visit was to deliver medicine that would make her feel better. A lack of literacy added to the challenge. But with much compassion, the team took the time to explain the condition and answer any questions. Qualified interpreters are a critical part of the care team.



# Community Health Needs Assessment and Implementation Strategy Update

Furthering our commitment to achieving racial equity, we are committed to authentically engaging with our community members, organizations and leaders. Every three years, we conduct a Community Health Needs Assessment (CHNA) which identifies community assets, needs, and the current state of health and social wellbeing of a community. The process requires input from those who live in the community, on identifying and prioritizing the needs to be addressed in the three-year, Implementation Strategy. Our process applies a racial equity lens in addressing the identified need in order to advance health equity.

Together, the CHNA and implementation strategy foster collective action for the equitable allocation of resources from the hospital and other community sources, directed toward needs being addressed and for those most impacted.

# Identified Needs & Hospital Commitments

- Chronic Disease Preventive Care and Management Diabetes and Obesity
- Promote Well-Being and Prevent Mental and Substance Use Disorders -Mental and Substance Use Disorders Prevention
- Vaccine Preventable Diseases COVID-19



# Community Grants & Collaborations Addressing Priority Needs

As part of demonstrating our Community Impact, [RHM] annually commits grant funding and in-kind support to community-based organizations to accelerate community health improvements, especially toward communitybased initiatives that address the prioritized needs in the CHNA Implementation Strategy.

In FY24, St. Peter's Health Partners collaborated with over 75 organizations supporting the following needs



Behavioral Health



Obesity



Financial Security



Transportation



Food Access





Social Isolation



### **COMMUNITY COLLABORATION SPOTLIGHT**

We have had the pleasure of partnering with The Collaboratory, a division of Albany College of Pharmacy and Health Sciences, to provide unique services to our most vulnerable neighbors living in our priority communities. All participants were able to stabilize their blood pressure, lower A1C results and learned how to prepare healthy food. Our efforts included:

- Coordination of health education and chronic disease management with free healthy food options delivered to participants' homes
- Complete basic blood testing on site or at a client's home to help with clinical management
- Six months of case management to measure health outcomes and work toward long-term food security



# Community Grants & Collaborations

- The Captain John J. McKenna IV Courtesy Room at Albany International Airport
- Interfaith Partnership for the Homeless
- Boys and Girls Club of the Capital Area
- Regional Food Bank of Northeastern NY
- Healthy Capital District
- Homeless and Travelers Aid
- Jewish Family Services NENY

- Educational Opportunity Center
- AVillage
- South End Children's Café
- Circles of Mercy
- Albany College of Pharmacy The Collaboratory
- Independent Living Center of the Hudson Valley
- The Food Pantries of the Capital District
- Whitney M. Young, Jr. Health Center

### SOCCER FOR SUCCESS PROGRAM

St. Peter's Health Partners has supported The Boys and Girls Club of the Capital Area, Soccer for Success Program for the past six years. The program continues to thrive, with over 1,200 kids participating in the 2023-24 program year. This year, the afterschool program introduced a new Social Emotional Learning (SEL) component, pairing it with the existing nutrition curriculum to foster well-rounded development on and off the field.

One shining example is a 10-year-old club member who, after participating in Soccer for Success, has gained confidence in both her athletic abilities and in making positive decisions. She said, "Soccer taught me how to work with my team and how to stay calm when things are tough." With her newfound skills, she has become a leader both at the club and in school, setting a great example for her peers. This program continues to make a lasting impact, helping kids build healthier lifestyles and stronger social connections.



# Period Pantry



Due to financial barriers and social stigma, some individuals lack a sufficient supply of period products. This is especially true for people experiencing homelessness and poverty. Capital Region Menstrual Health addresses this public health issue by bringing period products directly into underserved communities.

As an immediate access option, we sponsored a Free Period Pantry located at the Capital Region Boys and Girls Club on Delaware Avenue in Albany. The Period Pantry is a small, outdoor, weather-proof space housing a multitude of menstrual products in a variety of sizes and absorbencies. All products are free to anyone who may need them. St. Peter's was able to provide products as well as a donation to ensure that the period pantry will be fully stocked for at least one year.

# FREE Prenatal Screenings

SPHP was pleased to offer two, free prenatal screening events on March 26 and June 13, 2024, at our Capital District Midwifery office in Troy. The events provided a safe, secure space for newly pregnant persons to connect privately with prenatal care and social services. Confirmation of pregnancy, prenatal ultrasounds and prenatal bloodwork were offered along with assistance in setting up prenatal care and primary care appointments. No appointment was needed. Free baby clothes and supplies were given to all participants who had their pregnancies confirmed. Community agencies serving pregnant women, including The Capital District Baby

Cafes, Healthy Families of Rensselaer County and the MOMS Program were available to participants offering health education and access to their services.





# Backpacks for Kids

We helped students in our community get off to a great start of the school year.

We were able to provide 100 backpacks filled with school supplies to our pediatric practices and safety net health centers. The goal was to ease the financial burden of returning to school.





# Cancer Services Therapeutic Art Studio

Our cancer care program operates a therapeutic art studio to help anyone who has ever had cancer. Art has been shown to have positive outcomes for those with cancer. The studio - located at Albany Memorial Campus - offers many media styles, visiting artists, some technical guidance, free equipment use, supplies and space.









# Caring for Moms



Linda Bolton. Community Liaison

Mary was a seasoned mother whose older children were born over a decade ago, leaving a wide age gap between them and the new baby she now carried. Curious about the new resources available, she accepted a referral to the MOMS Program, eager to explore the support it could offer.

Throughout her journey, she'd weathered multiple pregnancy losses, making this new pregnancy feel like a precious gift. Mary was the primary caregiver for her older children, and recent challenges added to her load. Despite these hardships, she accepted a referral to

Healthy Families and was connected with essential resources like WIC, childcare support, baby supplies, and mental health services.

Mary had previously experienced postpartum depression and found great relief in her regular meetings with her caseworker. These postpartum appointments became a lifeline, providing her with the support and care she needed during that time. [Name changed to maintain confidentiality.]

### **Growing MOMS Program** (Maternal Obstetrical **Mentoring Services**)

Thanks to a grant from the Mother Cabrini Foundation, the MOMS Program has been able to expand its services. We now have two locations to serve our OB population in Albany and Troy. We assisted over 1,000 patients in FY24.

The MOMS Program addresses social influencers 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





# Birth Equity Improvement Project

The NYS Department of Health, in collaboration with NYSPQC (NYS Perinatal Quality Collaborative) began a comprehensive collaborative project, The NYS Birth Equity Improvement Project (NYS BEIP) in 2021.

The goal of the program is to identify how individual and systemic racism impacts birth outcomes for Black birthing people in the communities they serve. St. Peter's Hospital and Burdett Birth Center have been participants in this project since 2021.

We work to mitigate subjective decisions based on race. We train our staff on the best practices for collecting perinatal demographics data about race, gender identity and language. We are working to improve early access to prenatal care among expectant persons with a primary language listed as something other than English.

Our goal is to improve both the experience of care and health outcomes for Black birthing people, as evidenced by 25% improvement of Patient Reported Experience Measure (PREM) survey reponses and a 5% reduction in Cesarean section rates among Black birthing people.

### **LACTATION ROOMS**

We recognize the importance and benefits of breastfeeding for infants. We provide lactation rooms for colleagues and visitors to support women balancing their return to work with their needs as mothers of young children. Each room offers a clean, secure, user-friendly environment for women who need to express breastmilk during their workday or while visiting our inpatient sites.

"Lactation rooms are a need, not a luxury," says Stephanie Avienu, BS, IBCLC, an international board-certified lactation consultant with St. Peter's. "Frequent nursing or expression of breast milk at least eight to 12 times a day - is critical to maintaining an adequate milk supply, and without the space and time to do so, many parents are forced to end their breastfeeding journey before they desire."



# Baby Café Expands

We expanded access to quality lactation services for underserved families by opening a new Baby Café at the Petersburgh Public Library – bringing us to a total of seven locations around the Capital Region. In addition to Petersburgh, we have Baby Cafés in Albany's South End, Troy, Mechanicville, Stephentown, and two locations in Schenectady. There is also a virtual-only Baby Café based out of St. Peter's Hospital.

New mom Lauren DeMarco was among those in attendance at the Petersburgh event. A labor and delivery nurse at St. Peter's Hospital, Lauren has experienced the benefits of the Baby Café firsthand. After giving birth to her first child, Jackson, now seven months old, Lauren experienced some initial feeding issues, so she began attending the Baby Café in Troy.

"I was a little bit worried about my supply and they were so reassuring in helping me understand that what I was experiencing was normal," Lauren explained. "They helped me with pumping and positioning and knowing that I was not alone and that I had support from them and anything that I needed during my breastfeeding journey."







### **Doula Services**

Evidence demonstrates the benefits of doula care for mothers and infants. For mothers, there is an increase in maternal engagement and higher satisfaction with doula care, and babies are less likely to have low fiveminute Appar health scores at birth. Appar is a quick test that assesses a newborn's health and how well they are adapting to life outside the womb.

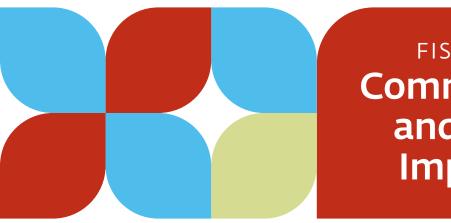
The positive effects of doula care have been found to be greater for women who were socially disadvantaged, low income, lacking a support system, or experiencing language and cultural barriers.

As part of our continued work to improve birth outcomes, we are able to offer doula services on the St. Peter's Hospital Labor & Delivery unit. In FY24, they have assisted 35 patients.

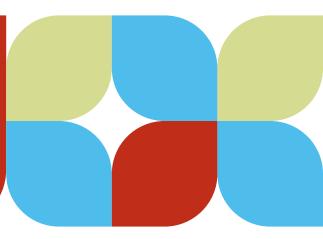
### **SUCCESS STORY**

Terry Messina, RN, FCN, CEAS, SANE-A had the honor to assist a couple with the birth of their first baby at St. Peter's Hospital. The couple desired a natural childbirth, and Terry was able to coach them using full body relaxation methods and controlled breathing techniques for contraction management along with water therapy to deliver a healthy baby girl without medication.

The couple shared, "We really appreciate all of your support during the labor process at St. Peter's. We were able to have our daughter with no medication. She is healthy and sweet and we love her so much. Just wanted you to know how much we appreciated your help. All the best with your future."



# Community Health and Well-Being Impact Report





A Member of Trinity Health