

Dear Friends of WellSpan,

Welcome to the **Community Benefit Report!** Each year, this report serves as an outstanding opportunity to reflect on and share with you the many ways WellSpan leads, partners and supports efforts to improve the health and well-being of our neighbors. Our commitment to and investment in our community is stronger than ever. With an annual Community Benefit contribution for fiscal year 2023 totaling \$344.4 million, WellSpan continues to give back through programming, outreach, charity care, unreimbursed Medicaid costs and supplemental medical, dental and pharmaceutical services.

Good health is so much more than the absence of illness and disease. It is a state of physical, mental and social well-being that everyone who calls our community home deserves. That's why WellSpan and our many dedicated community partners are **Reaching Out and Making Health Happen Together.**

WellSpan's **Community Health Improvement Plan**, built upon our comprehensive health needs assessment, guides our approach to these partnerships and investment. In fiscal year 2023, WellSpan along with our valued partners made great strides in advancing our identified priorities. Some highlights for the year include:



Access to Care

- Received the Health Equity Accreditation from the National Committee for Quality Assurance (NCQA) for serving as a leader in addressing health equity and analyzing clinical performance and consumer experience through a comprehensive framework. WellSpan is one of just three health systems across the country, and the first in Pennsylvania, to become accredited.
- Increased screening rates for colorectal and breast cancers for all patients while closing the disparity gap for people of color.
- Launched the Restorative Pain Clinic to address the needs of those with unmet functional goals due to chronic pain, serving 52 patients in the first six months.



Mental Health & Well-Being

- Invested \$182,000 in community grants to promote mental wellness, largely geared toward adolescent mental well-being and peer support.
- Collaborated with county health coalitions to initiate a shared approach to promoting the importance of mental well-being through common social media messaging, community engagement and education.



Children's Health

- Launched the comprehensive Spotlight on Children's Health program, focused on early childhood development, medical care, infant and child safety, and unique needs, including caregiver support.
- Established consistent hospital-based education for new parents related to infant sleep and car transportation safety and access to free/reduced cost car seats and cribs for those in need.



Social Determinants of Health

- Introduced HeretoHelpAll.org, an online resource and referral tool with over 1,100 referrals made to community-based social service providers in the first 6 months.
- Expanded our ability to identify patients with social insecurities by incorporating screening into the echeck-in process at hospital emergency departments.
- Invested funds and staffing resources to support many innovative community-driven projects addressing food and housing insecurity across our entire service area.

These collective efforts are delivering results. Potentially serious cancers are being diagnosed earlier for more patients, resulting in improved prognoses. More community members who are eligible for food and housing assistance programs are being enrolled. Every new parent who delivers a baby at a WellSpan hospital is receiving valuable safety information. And so much more.

WellSpan's FY2023 Community Benefit Report highlights so many examples of the real impact of community partnerships and investment. WellSpan's commitment to our communities is stronger than ever, and we continue to strive to serve as a trusted partner, reimagining healthcare and inspiring health for our families, friends and neighbors.



In good health,

Roxanna Gapstur, Ph.D., R.N.

President and CEO, WellSpan Health



In 2023, WellSpan:



Cared for
59,870
inpatients in our hospitals



Provided more than
2.5 million
primary/specialty
care visits



Provided
179,305
home health patient visits



Received
273,536
visits to our hospital
emergency departments



Provided a total of
315,266
telehealth visits



Supported
25,000
participants in
health programs



Provided more than
9.7 million
inpatient/outpatient lab tests



Welcomed
6,471
babies into our
communities



Employed
2,000
primary care & specialty
care physicians & advanced
practice providers



Provided more than
1 million
imaging services



Supported the efforts of
community nonprofit
organizations by investing
\$1.5 million
into community grant
programs across the region



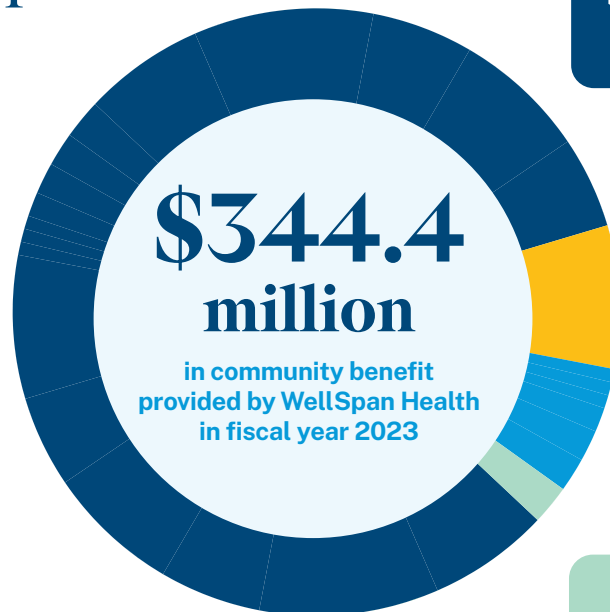
Worked as One with
20,000
employees

WellSpan Health Community Impact

July 1, 2022-June 30, 2023

There are many ways to measure the impact WellSpan has on the communities of central Pennsylvania. Here are four important ways. →

WellSpan also provided more than **\$560,523,068 in care** that was not reimbursed by Medicare and **\$46,901,610 in services** to patients who received care for which they did not pay and who did not participate in WellSpan's charity care program.



\$297.8 million

Medicaid Shortfall

\$20.1 million

Community Programs
& Outreach

\$17.1 million

Charity Care

\$9.4 million

Medical, Dental &
Pharmaceutical

Read the full Community Benefit Report at [WellSpan.org/CommunityBenefit](https://www.wellspan.org/CommunityBenefit)