



2024 Community Benefit Report



Community Benefit Report

At WellSpan Health, our mission is to enhance the health and well-being of the communities we serve. As a nonprofit health system, we are dedicated to delivering exceptional care, fostering lifelong wellness and creating healthier, more vibrant communities. Every day, we listen to and collaborate with our patients, community partners and local leaders to identify and address the healthcare needs of our region.

I'm proud to share this year's Community Benefit Report, which reflects our efforts and successes over the past fiscal year. In 2024, WellSpan contributed \$346 million in community benefit to support Central Pennsylvanians in living their healthiest lives. These contributions are more than just numbers — they represent

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our commitment to ensuring that everyone in our community has access to the resources they need for better physical, mental and social health.

We understand good health goes beyond the care you receive at the doctor's office. It's why we focus on building partnerships and investing in programs to address the broader social and economic factors

influencing health. Whether through our community outreach, mental health initiatives or support for families and children, WellSpan is dedicated to making a difference in the lives of those we serve.

Thank you for joining us in our ongoing efforts to create a healthier future for all.



Sincerely,
Roxanna Gapstur, PhD, RN
*President & CEO,
WellSpan Health*

Advancing Community Health Together

In fiscal year 2024, WellSpan, in collaboration with our partners, made significant strides in improving the health of our communities. Here are a few key highlights:

Access to Care



Providing access to exceptional, safe, culturally appropriate and equitable care for all is a top priority for our team at WellSpan. Our model focuses on improving the individual experience of care and improving the health of everyone in our communities – regardless of gender, age, income or ethnic and racial backgrounds – all while reducing costs and passing the savings on to our patients.

- **\$57.5 million was provided** to almost 9,500 patients at WellSpan in FY24, including over 600 attributed to preventive screenings that were covered for patients who may otherwise have delayed care because of cost, and 8,900 who were eligible for assistance and were engaged proactively so that they never received a bill.
- Our mobile mammogram coach expanded access to cancer screenings, helping close the gap in care for Black, Hispanic and Latino patients. Rates of breast cancer screening have increased 6.11% since FY22 to 76.37% and among people of color, rates have increased 6.31% to 74.58%. Among patients who identified as Hispanic, speak Spanish, and required an interpreter, rates of screening increased 10.1% to 77.4%. This means an additional 3,455 women were screened for breast cancer.
- We supported six partner organizations to better reach historically underrepresented groups, ensuring that no one is left behind when it comes to accessing quality health care.
- Broke ground on three neighborhood hospitals located in York and Cumberland Counties, which will provide patients in these areas convenient, around-the-clock emergency care, diagnostic imaging and laboratory services close to home and family.

Mental Health & Well-Being

As one of the region's largest providers of behavioral health services, we offer expert care to improve mental well-being – but we go beyond the doctor's office by investing in community partners who share our mental well-being community health goals.

- WellSpan invested **over \$173,000 in community grants to improve mental health**, with a particular focus on adolescent wellness and peer support.
- In a groundbreaking move to address growing behavioral health needs, WellSpan partnered with Concert Health and KeyCare to offer same-day virtual behavioral health services integrated with primary care, making it easier for more than 54,000 patients to get the support they needed.
- Collaborating with Lebanon County health and human services, we opened a new crisis walk-in center, providing timely mental health assistance to those in need.
- Partnered with county health coalitions to adopt a unified approach in emphasizing the importance of mental well-being through coordinated community engagement, awareness campaigns and educational initiatives.

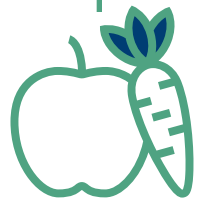




Children's Health

Investing in children's development, especially in their earliest years, is key to breaking the cycle of disadvantage. Using a trauma-informed, culturally aware approach, we strive to address the physical, emotional, intellectual and developmental needs of children ages 0 to 6.

- WellSpan's pediatric and primary care offices are offering lead testing to children in an effort to improve children's health through early detection of abnormal lead levels. Throughout our region, **WellSpan noted a 160% increase in lead testing.** This results in timely referrals for developmental services and helps ensure readiness for school.
- In partnership with Safe Kids South Central Pennsylvania, we are focused on bettering the health, safety and well-being for children in Adams, Franklin, and York Counties. Our efforts to engage and inform families with education and tools that encourage safer habits, train community partners and healthcare providers to share education with caregivers and advocate for laws and organizational policies in support of childhood injury prevention were extremely successful in FY24. Our team held 145 community safety training events, hosted 12,270 educational sessions and distributed 342 car seats, 205 sleep sacks and 185 bike helmets. Additionally, we provided families with 71 gun locks, 215 medicine lock bags/deactivation kits, 186 cribs and fitted sheets, 211 childproofing items, 1,494 bicycle reflectors, 257 "Clifford the Big Red Dog" safety books and 71 smoke detectors.
- Supporting literacy, WellSpan distributed a total of 6,741 books at well-child medical visits across York, Franklin, Cumberland and Adams Counties through the Reach Out and Read program.
- WellSpan understands that access to high-quality early childhood education can be challenging, and we are committed to ensuring all children are prepared to thrive when they reach kindergarten. Our \$500,000 investment in the Every Child Has Opportunities (ECHO) initiative in FY24 in York County exemplifies our commitment to collaboration to inspire change and improve access.
- In partnership with county libraries and parks, we've engaged nearly 11,000 children, and 31,000 total registrants, across six counties in our Get Outdoors (GO!) scavenger hunt, an engaging summer activity that combines fun, fitness and learning across South Central Pennsylvania. Participants in the program collectively read for 8.3 million minutes!

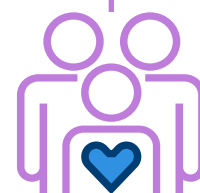


Social Drivers of Health

A person's health is influenced by education, income, employment, physical environment and personal health behaviors. These social determinants of health are the conditions in which you are born, live, learn, work, play, worship and age that impact health, function and quality of life. Improving these conditions can affect health more than just medical care alone.

That's why we seek to understand barriers and make connections to resources and services. Our care management team works diligently to identify and address these issues in a variety of ways, including:

- WellSpan enhanced screening for social drivers of health – **we screened 388,439 total individuals for food, housing and transportation insecurity**, identified 50,600 individuals for at least one social issue from July 1, 2023, to June 30, 2024, and connected those in need with services.
- Advanced our strong commitment to addressing food insecurity with a continued investment in ongoing projects as well as support of 13 new projects aimed to improve access to healthy foods for all, a combined investment of more than \$665,000. WellSpan's grant investment in a mobile Women, Infants and Children (WIC) unit has resulted in a 14% increase in WIC enrollment in Lebanon County since its launch in FY23.
- Invested and collaborated in localized assessments, such as hunger mapping and affordable housing strategy, throughout the region to broaden community-wide perspectives of housing, food and other social drivers of health.
- Explored enhanced strategies to support five different community partners addressing the complexity of housing affordability, homelessness and street outreach.



Supporting Our Communities Through Grants

More than **450,000 people were positively impacted** by WellSpan's \$1.9 million investment through our Community Grants Program and Summit Endowment, funding 60 programs that aligned with our Community Health Improvement Plan goals.

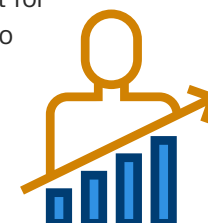
These initiatives are just a snapshot of the work WellSpan Health is doing to enhance the well-being of our communities. Together, we are advancing community health, addressing disparities and ensuring that everyone has the opportunity to thrive.



Health Equity and Life Expectancy

WellSpan's journey to addressing health equity and improving life expectancy is worthy of celebration, though there is much more work ahead. As we strive to stand out as a national leader in health equity, FY24 has been a year of celebration and focus:

- The American Hospital Association selected WellSpan as the winner of the 2024 Quest for Quality Prize, a prestigious award that celebrates our deep collaborative commitment to community partnership and our relentless pursuit of quality, equitable care for all.
- WellSpan is addressing health inequity by setting their sights on reducing observed disparities in life expectancy across the region.
- Already, WellSpan is demonstrating their commitment to improving life expectancy by enhancing access to necessary cancer screenings, like colon cancer screening and mammography, which are proven to prevent death and lengthen life. An estimated 4,200 years of life were gained with more than 23,000 screenings between FY23-FY24 alone, preventing 375 premature deaths.



In 2024, WellSpan:



Cared for
72,645
inpatients
in our hospitals

Provided more than
8.2M
inpatient/
outpatient
lab tests

Employed
more than
2,500
primary care
and specialty care
physicians
and advanced
practice providers

Received more than
279,032
visits
to our hospital
emergency
departments

Provided
169,869
home health
patient visits

Provided
more than
3,028,527
primary/
specialty
care visits

Provided
228,917
telehealth/
virtual
visits

Supported
more than
2.2M
primary/
specialty
visits

Welcomed
6,574
new babies
into our communities

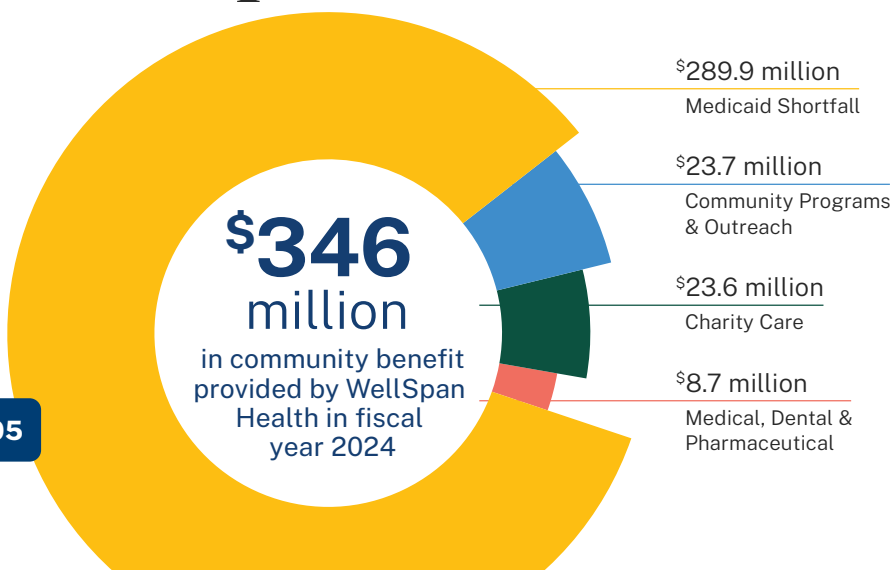
Worked as One
with more than
23,000
team members

Supported
more than
28,000
participants
in health
programs

Supported
community efforts by
investing in more than
\$1.9M
in community
grants
across the region

Provided
1,228,402
imaging
studies

WellSpan Health Community Impact



WellSpan also provided more than \$590 million in care that was not reimbursed by Medicare and \$61.2 million in services to patients who received care for which they did not pay and who did not participate in WellSpan's charity care program.

Prior to joining WellSpan Health on July 1, 2024, Evangelical Community Hospital provided an additional \$56.5 million in community benefit to improve health in the six counties that make up the Greater Susquehanna Valley. Learn more in their 2024 Community Benefit Report: www.evanhospital.com/about/publications