



At UnityPoint Health – Trinity, our mission is to improve the health of the people and communities we serve. Not only do we care for patients in our hospitals and clinics, but we also focus on being a strong community partner to identify other people who could benefit from health care services, ranging from disease prevention, health education and treatment. **Here is a sampling of 2019 Trinity initiatives:**

Parish Nurse Program

In its thirty-first year, Trinity’s Parish Nurse Program continued to serve the community with holistic health services, which include many aspects of care such as emotional and spiritual support, health education and prevention services. Forty churches participated in the Parish Nurse Program during all or part of 2019 with 16 paid positions and 34 volunteers. These programs served a combined church membership of approximately **28,616** people through 26 Illinois churches and 14 Iowa churches.

Their activities resulted in the following:

- Individual contacts – **21,675**
- Educational programs – participants **5,171** in **530** classes
- Support groups – participants **3,750** in **526** groups
- Blood pressure (B/P) screenings – **3,822** individuals
- Abnormal B/P readings with subsequent referrals – **526** individuals (**14%**)

Trinity’s parish nurses worked a total of **21,680** hours and supervised an additional **7,117** hours volunteered by church members. Total contacts averaged **1,807** per month, of those **40 percent** were brief client visits of less than 15 minutes, while **60 percent** exceeded that time frame. The breakdown of visits by gender is **32 percent** male clients and **68 percent** female. The following chart provides distribution of individual contacts by all age groups. (Note: age was not given for all contacts.)

Age	Number of Clients
0 – 14 years	444
15 – 19 years	186} 3%
20 – 24 years	190
25 – 44 years	1,440 > 6.7%
45 – 59 years	2,706 > 12.5%
60 – 84 years	11,723 > 54%
85+years	5,184 > 24%

In 2019, most contacts pertained to health education and surveillance of clients. Referrals comprise a large part of parish nurse activities. For diagnosis and treatment of issues and connecting clients to health services, parish nurses made **5,051** referrals to pastors and church resources, **786** to physicians, **699** to health care professionals, **627** to community agencies, **167** to walk-in clinics and **213** to new physicians.

Parish nurses saw clients in several locations: **2,374** home visits, **2,374** hospital visits, **2,108** assisted living facilities, **2,647** individuals who came to their church office and **4,108** phone contacts were made. The client base is very similar to past years with: **97 percent** Caucasian, **2 percent** African-American, **1.3 percent** Hispanic, **0.5 percent** Asian and **0.2 percent** for all other ethnicities.

We again participated in the ELCA Synod meeting at Augustana College in June with a Parish Nurse Program display along with various wellness materials. We offered blood pressure screenings and first aid services throughout the entire weekend. This provided a great opportunity to promote parish nursing with many pastors, health ministers as well as lay leaders.



Our Parish Nurse course was offered in the fall with five RNs and two health advocates completing the 36-hour class. Two RNs are current employees and one RN recently retired from Trinity after 43 years of service.

During September the parish nurse team met at Our Lady of Victory Church in Davenport to honor local pastors. Breakfast was provided to pastors as well as time to share the work each church was focusing on in our faith communities. There were 50 in attendance with time devoted to getting to know new team members and network as a team.

A grant was received from Christian Care and Trinity Health Foundation to continue a parish nurse working one day a week for two hours at the homeless shelter in Rock Island. Rhonda has met with many individuals promoting wellness, offering blood pressure screenings, foot care, medication education, and referrals, as well as spiritual care to homeless individuals. The staff are happy to have a dedicated health professional at their site, have worked to find funding for this position for a second year, and want to continue this partnership.

We had numerous opportunities to serve in our community during the year: volunteering to serve meals at homeless shelters, taking blood pressures, providing health education and blood pressure screenings at Riverbend Food Pantry sites, serving as Nursing Honor Guard at nurses' funerals, assisting with high school sports physicals, helping at the Boys and Girls Clubs, teaching CPR, BP and health education at Mercado on 5th, providing diabetes education and nutrition classes in the Floreciente neighborhood, and other community presentations on parish nursing and wellness topics.

As the year ended one nurse retired from Trinity Lutheran Church in Moline after six years of service. The church leaders decided not to continue with a parish nurse position after being with the program since 1989. One RN resigned as volunteer at St. John's Lutheran after three years due to family responsibilities. One RN joined our team, who had been a parish nurse several years ago, and is volunteering at Mighty Fortress Church in Moline, a new church to our program. She also works part time at Trinity. Brandon joined our team as a Health Advocate in Woodhull, IL, after the parish nurse there retired in November 2018. In October, an RN who retired after over 40 years serving in nursing leadership from Genesis joined our team and is working at Our Lady of Victory with a team of two RNs and two health advocates. Also, in October a new church was added and is participating in our grant program for two years. Their parish nurse is in a paid position working 16 hours/week. She had previously coordinated the parish nurse program at Genesis before it was eliminated last year. They all have a heart to serve in their faith communities.

Stories continue to be captured of how the parish nurse team demonstrates UnityPoint Health - Trinity FOCUS values every day in our community. With one of our areas of focus - mental health - there were many educational opportunities to promote services and classes offered in the churches to help remove the stigma of mental illness. Another area we focused on was falls prevention. Several churches offered the Matter of Balance class, which is evidence-based to assist in preventing falls. A class was also presented on the Trinity Rock Island campus that was open to the public.

On November 14, we celebrated our Parish Nurse Program's 30th Anniversary. Rev. Scott Morris, MD, President and CEO from the Church Health Center in Memphis was our keynote speaker at Augustana College Gerber Center. A dinner was provided to 120 attendees, many of whom commented on how inspirational his presentation was and how nice the evening was celebrating parish nursing and connecting with others involved with our program in the past. Dr. Heidi Storl collaborated with our effort, helping to plan the event and providing the room to keep our expenses at a minimum. We were able to raise approximately \$6,000 for our Parish Nurse Fund. The next day Dr. Morris spoke at Augustana to Dr. Heidi Storl's Philosophy of Medicine class. The students were engaged in the information he shared, and several may pursue GAP year opportunities at the Church Health Center.

Volunteers/Friends of Trinity

Health care volunteers have been a community tradition as long as there have been hospitals in the Quad Cities. Many of our current volunteers began their service with us long before we became UnityPoint Health - Trinity.

Our volunteer groups are actively involved in supplementing several hospital services provided to patients and community members, as well as assisting UnityPoint Health - Trinity team members in the important work of providing exceptional health care to our community.

One way this is accomplished is through 446 volunteers, including high school and college students. In 2019, Trinity volunteers logged 52,617 hours of service in a variety of ways including the following:

- Dozens of volunteers have regular weekly time slots on three different campuses, providing assistance to patients, visitors and staff members.
- Three community blood drives were held, one in the following months: February, June and October.
- 3,249 hours were spent on community projects including the Patient Advisory Council, associate and community flu clinics, American Heart Association fundraisers and Gilda's Club partnership.
- 30 Caring Canine teams, certified pet therapy teams, made visits to over 20,150 patients.
- Volunteers made the following for distribution to patients: baby hats and blankets for newborns and stillborn babies, prayer shawls, cancer hats, pillow cases, infusion pillows, lap pads/robes, ostomy covers and wee-care gowns.
- Volunteers distributed 364 "Get Well" emails sent to patients from family and community members.
- Trinity volunteers served in over 50 different departments in the hospital in many roles throughout the three Quad City campuses, helping Trinity provide a better experience for patients, staff and the community.

The second way this is accomplished is through Friends of Trinity, an organization whose mission is to support UnityPoint Health – Trinity and the community through fundraising and service. In 2019, Friends of Trinity accomplished the following:

- Friends of Trinity has 312 members.
- In 2019, Friends of Trinity granted \$256,818 to UnityPoint Health – Trinity and the Quad City community through the following grants:
 - \$250,000 for the Bettendorf Birthplace Expansion (\$50,000 paid in 2019)
 - \$69,000 for the purchase of (2) Zoll Thermoguard Advanced Temperature Systems for Bettendorf & Rock Island ICU
 - \$67,000 for the purchase of SimMan Essential Simulation Mannequin for Trinity College of Nursing & Health Sciences
 - \$25,000 for the Cardiac Nutrition Center at Trinity Rock Island
 - \$10,000 towards the purchase of the 3D Tomographic Mammography Unit for Women's Imaging Department
 - \$50,000 for the Bettendorf Birthplace Expansion (\$250,000 total grant paid over five years)
 - \$20,000 Healthcare Scholarships
 - \$8,400 Caring Community Projects Ongoing Funding (Caring Closet, Caring Canines & Prayer Shawl Ministry)
 - \$7,418 (3) Advanced Ultraviolet Systems for Rock Island, Bettendorf and Moline's Surgical Suites
- Friends of Trinity put on a major community-wide event and held nine vendor sales.
- Friends of Trinity have donated over \$4.3 million since their inception in 1993.
- The Trinity Caring Closet served over 2,500 patients by providing new clothing to wear when discharged, if clothing was retained for evidence, destroyed or soiled.
- Operated three gift shops and an award-winning floral service.

Pastoral Care

In 2019, Trinity's Pastoral Care department continued to train new volunteer Befrienders and educate staff about the importance of advance care planning.

Pastoral Care members also served on the Parish Nursing Program steering committee, Mission Effectiveness committee, Ethics committee, the Institutional Review Board for reviewing medical research proposals, and the Vera French Mental Health Center board.

During the year, numerous in-patient visits were made by our staff of three chaplains, focusing on providing psychosocial, emotional and spiritual support to patients and their families in the face of crisis, transition, grief, anxiety, pain, joy, hopelessness or loneliness. Our chaplains also made in-patient visits on behalf of pastors who were unable to come to the hospital due to weather, vacation, illness, or other conflict bearing greeting and concern from the patient's faith leader.

Additional pastoral care accomplishments:

- Fifteen volunteer befrienders made 6,002 in-patient visits focusing on screening newly admitted patients, 3,590 of which were first day admissions.
- Sponsored three grief support gatherings for families affected by perinatal loss with graveside burial services for miscarried infants as well as Butterfly Blessings, an intergenerational memorial event, with 135 total attendees.
- Hosted two blessing events, including Blessing of the Hands for Nurses and Hospital Week and blessing of the canines for the Friends of Trinity Caring Canines Program.
- Provided distribution of ashes on Ash Wednesday to patients, families, and staff.
- Held two continuing educational programs for current befrienders with 10 attending each program.
- Called local faith communities when a member both identified the faith community and gave us permission to call. Calls were placed Monday through Friday, averaging 15 calls per day.
- Provided patient care staff orientation on the basics of spiritual care and ethics twice a month.
- Taught Clinical Pastoral Education (ACPE) Extended course to six local faith leaders.
- Provided 24/7 pastoral care coverage for the UnityPoint Health – Trinity Quad Cities hospitals, responding to the emotional and spiritual crisis of patients, family and staff.

Community Health Needs Assessment / Community Health Improvement Plan

The Community Health Needs Assessment for Rock Island, Scott and Muscatine Counties was completed in September 2018. The results from this assessment were used to guide future efforts and decisions regarding areas of greatest impact to the health of our community.

The Community Health Assessment Steering Committee includes the primary health sector partners that design and implement a coordinated health assessment process and then meet to coordinate the implementation of community health improvement plans. In the most recent cycle, the partners included Community Health Care, Inc., Genesis Health System, Muscatine County Board of Health, Quad City Health Initiative, Rock Island County Health Department, Scott County Health Department and UnityPoint Health-Trinity. The 2018 Community Health Assessment is available at www.quadcities.healthforecast.net.

In 2019, the Steering Committee supported the community planning process that convened community stakeholder groups to develop goals for the three community priority health areas: Nutrition, Physical Activity and Weight, Mental Health and Access to Healthcare. These planning sessions led to the creation of the Scott and Rock Island Counties Community Health Improvement Plan. In the latter part of 2019, the Steering Committee began planning for the next assessment cycle.

Also in 2019, Trinity's Community Health Improvement Plan for 2019-2021 was developed from the thirteen areas of improvement identified in the CHNA. The five focus areas are Diabetes/Nutrition/Physical Activity/Weight, Heart Disease/Stroke, Mental Health/Substance Use, Cancer, and Access to Healthcare. Goals and strategies were developed for these key areas which guided community outreach activities.

Quad Cities Behavioral Health Coalition

The Quad Cities Behavioral Health Coalition was launched in April 2019 to support community behavioral health in Rock Island and Scott Counties. The primary functions of the Coalition are to promote awareness, tell the community's story, measure progress, innovate, and increase resources. During 2019, the Coalition held three meetings and established four functioning teams and one steering committee, engaging more than 70 community members. The Quad City Health Initiative and the Robert Young Center for Community Mental Health are among the initial members of the steering committee.

Since mental health is one of the priority areas identified in the 2018 Community Health Assessment, the overall objectives of the Coalition relate to the Scott and Rock Island Counties Community Health Improvement Plan. The Coalition established guiding statements, created an online presence, partnered with a local college class to conduct research on perceptions of mental health, created a draft dashboard of community behavioral health measurements, surveyed members regarding funding/grant writing capacity, and explored an innovative model for suicide prevention. More information about the Quad Cities Behavioral Health Coalition is available at www.facebook.com/QCBHC.

Be Healthy QC Coalition

The Be Healthy QC Coalition's vision is that all sectors of the bi-state community align and work together on program, policy, systems and environmental changes in order to create a culture of wellness that supports healthy eating and active living. During 2019, as a project of the Quad City Health Initiative, the Be Healthy QC Coalition hosted seven meetings to share program information and make connections with other organizations. Three of these meetings were focused specifically on access to healthy foods and one was a meeting addressing state level initiatives in Iowa and Illinois.

Throughout the year, the Coalition shared information from Bi-State Regional Commission regarding the built environment and discussed program opportunities such as Safe Routes to School. The Coalition also promoted messages regarding healthy eating and physical activity and the use of QCTrails.org, a free, user-friendly interactive website that highlights multi-purpose trails in the community. Coalition members provided input to the development of the Scott and Rock Island Counties Community Health Improvement Plan and worked to align future Coalition activities with activities from the plan. Additional information about Be Healthy QC is available at www.qchealthinitiative.org.

Military Advisory Council/Community Veterans Engagement Board

In 2019, UnityPoint Health – Trinity continued to partner with many organizations to support and provide resources to the local military community. These organizations include USO, Association of the United States Army, Rock Island Arsenal, Illinois and Iowa Veterans Affairs, VA National Cemetery, NAMI, Quad-Cities Veterans Outreach Center, Quad City Vet Center, and more.

As a result of these partnerships, the Community Veterans Engagement Board moved forward with plans to host a Veterans Experience Action Center event, the first in the region. Over two days in July, 613 Veterans were served via onsite services provided by the VA, state, county and local agencies and the community. Services included benefits, healthcare, mental health, legal, financial, employment, caregiver support, dental, veteran services, housing, healthy living, burial and other. Over 40 VA representatives, 140 volunteers, 34 sponsors and donors and 31 community partners supported this event. More than \$250,000 in VA compensation benefits were processed and over \$13,000 was raised for the Trinity Health Foundation Military & Veteran Services Fund. Ninety-eight percent of veterans responding to an exit survey said the event was beneficial.

Following the success of the VEAC, the CVEB wrote and approved a three-year strategic plan to build additional resources within the communities where Veterans live. The majority of the strategic plan has been

identified as and modeled after best practices under the VA's Veterans Experience Office and aligns with the U.S. Department of VA's goals of serving the Veteran community.

Finally, due to the success of Trinity's first-ever targeted military and veteran fundraising initiative, a Military and Veteran Services Endowment Fund was created at Trinity Health Foundation using \$25,000 raised from individual, corporate, and community donations, including from Trinity employees. As the endowment grows, its spendable interest will be a source of funding for Veteran-related programs.

Health Fairs and Community Health Education

UnityPoint Health – Trinity works with a number of community partners to live out its mission of improving the health of the people and communities it serves. Throughout the past year, Trinity has collaborated with a multitude of community partners, including those below:

Health Literacy and Access

- Global Communities
- The Esperanza Center
- One Eighty
- The Project of the Quad Cities
- Project NOW
- LULAC Moline Chapter
- NAACP – Rock Island

Nutrition and Wellness

- River Bend Foodbank
- School Health LINK
- Heart of Hope Ministries
- March for Babies
- Quad City Marathon

Community Health Needs

- Community Health Needs Assessment Steering Committee
- Quad City Health Initiative

Behavioral Health Care and Access

- National Alliance on Mental Illness (NAMI)
- Rock Island Arsenal
- Quad City Mental Health Coalition
- Stand Down
- Center for Alcohol and Drug Services (CADS)
- Community Health Care
- Area Physician Offices

Social Support

- Boys and Girls Club
- YouthHope
- The Arc of the Quad Cities
- Skip-a-Long
- Children's Therapy Center
- Bethany for Children & Families
- Junior Achievement
- Girl Scouts
- Gilda's Club
- Family Resources
- Child Abuse Council
- Big Brothers Big Sisters

Advocacy

- Rock Island Arsenal
- Quad Cities Chamber of Commerce, IL
- Iowa and Illinois Hospital Association

Community Impact Initiative | Mission Effectiveness Committee

The Mission Effectiveness Committee was created to assist and guide UnityPoint Health – Trinity to align decisions and actions with the goal of achieving its mission of improving the health of the community it serves.

Project SEARCH

Project SEARCH is a nine-month internship for persons with disabilities established to help adults gain the skills needed to be successfully employed, and a contributing member of the Quad Cities community. UnityPoint Health – Trinity has partnered with North Scott, Bettendorf, and Pleasant Valley school districts, as well as, Iowa Vocational Rehabilitation Services, Mississippi Bend AEA and Goodwill to support this initiative.

Throughout the year at our Bettendorf campus, Trinity employees provided 4,088 of mentorship hours to the interns who rotate through various positions within the hospital. Trinity is proud to recognize the six interns who graduated from the Project SEARCH program in its fourth year of implementation.

In 2019, we also added seven new members to our Business Advisory Council, important members of the program who bring awareness to the community about Project SEARCH, assist interns with skills needed to be successfully employed in a wide-range of fields, and share job duties, requirements and openings within their organization with the ultimate goal of all interns being employed.

2019 Community Benefit Summary by Category

A *community benefit* is defined as programs or activities that address community health and health-related needs which can provide measurable improvement in health access, health status and the use of health resources. Annually, the community benefits provided by Trinity are tracked. Attached is the Impact to the Community Report that explains benefits provided to the community, in addition to the quality patient care normally expected of our health system. The 2019 Community Benefits totals will be finalized and released to the public in the spring of 2020.

Respectfully submitted,

Robert J. Erickson, President/CEO, UnityPoint Health – Trinity