

2021 Community Benefit Report



As WellSpan continues to address the pandemic by encouraging vaccination and providing exceptional care to those with COVID-19, we have continued to find a better way to achieve our vision of inspiring health for all.

Our goal is to reimagine healthcare; open doors to high-quality care; and ensure affordable services are readily accessible. In addition, we are deepening community partnerships to address barriers to good health.

We know that only 20 percent of health outcomes are the result of direct health care. The other 80 percent are related to social and behavioral conditions impacting health and quality of life. These barriers, or social determinants of health, are the conditions in the environments where people are born, live, learn, work, play, worship and age – and they reinforce the need for a holistic approach to addressing health disparities across our communities.

This work to provide access to safe housing, reliable transportation, education, job opportunities, nutritious foods and literacy skills can close the gap of health disparities and inequities. But this goal is bigger than WellSpan. We are fortunate to have many amazing community partners. Although Wellspan can address the physical and mental health needs of our patients, we need to help addressing these basic needs that impact overall wellbeing. WellSpan's 2021 Community Benefit Report highlights many examples of what the power of partnerships has accomplished across our entire service area.

Closing the gap in vaccination rates in at-risk populations was a priority this past year. Along with partner organizations, we engaged more than 1,740 individual community members through a volunteer program that delivered thousands of



vaccines to underserved populations. More than 7,000 volunteer hours supported this work in mobile vaccination clinics and home visits across our community.

The 2021 Community Benefit Report highlights even more of the impact we have made by working with our partner organizations and volunteers to engage tens of thousands of people across our communities in improving their health and well-being. Together we are making a difference in the lives of our most vulnerable community members. Collaboratively, we are building a stronger and healthier community for us all. I want to give a heart-felt thank you to all our community partners and volunteers. I look forward to what we can accomplish together in the coming year.

I also want to invite others to join us in addressing the health challenges facing our community. It takes all of us to reimagine healthcare, so we are all a healthy step ahead.

Stay well,
Roxanna Gapstur, Ph.D., R.N.
President and CEO, WellSpan Health

Care for All

2,221 Healthy Care Card participants accessed
123,696 services.

Filled **15,764** prescriptions for those who couldn't afford their medication.

Community Engagement

>11,200 community members engaged in outreach activities.

1,740 Community Volunteers delivered **400,000** COVID-19 vaccines in the community.

Lifelong Health & Wellness

>25,000 people benefited from health and wellness initiatives and educational programs.

Nearly **3,000** parents, individuals, school nurses, counselors, and other providers trained to recognize and respond to those in behavior health crisis.

>1,500 people served in opioid use disorder treatment and intervention programs.

Healthy Communities

>1,493 persons enrolled in transitional Housing programs.

>3,500 community members & families served in food-related initiatives.

In 2021, WellSpan:



Read the full Community Benefit Report at WellSpan.org/CommunityBenefit

Community Impact

July 1, 2020 - June 30, 2021

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 **\$376.4 million in care** that was not reimbursed by Medicare and **\$49.6 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.

