

2023

Community

Report



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A message from the President & CEO

At Corewell Health, people are at the heart of everything we do. We are here to help people be well, so they can reach their full health potential.

Our vision is a future where health is simple, affordable, equitable and exceptional. And every day, we are focused on relentlessly pursuing better health.

From over 10,000 potential lives saved with blood donations and 20,000 students receiving free heart checks to over \$1 billion dollars provided in community benefits. The work we do matters.

Our integrated model of care and coverage provides a robust health network serving urban, suburban and rural markets across the state of Michigan. And as an integrated system, we develop greater value and address the full health needs of our communities. It is a privilege and honor to serve our neighbors.

I am incredibly proud of our team of more than 65,000 people who are passionate about caring for the whole person with respect, dignity and love. Together, we believe in supporting the entire health and wellness journey, which starts with prevention and continues with partnership.

We continue to invest in innovative technology, expand our services and recruit new physicians to better meet the changing and diverse health care needs of our communities. As a not-for-profit health system, we want to ensure everyone has access to care regardless of financial or social standing.

Our partnerships and investments in our communities reflect our commitment to making a positive, sustainable impact on people, our environment and the economic health of the communities we serve. And as our communities grow, we pledge to grow with them to continue being the most trusted source of advanced, compassionate care in Michigan.

Everyone deserves opportunities and resources for better health, and every day we have the opportunity and privilege to help people be healthy and well.

Together, we can make health better for all.



Tina Freese Decker
President & CEO
Corewell Health



Fresh produce distributed to communities

In Southwest and West Michigan, the Veggie Van helps improve access to fresh, local produce by making deliveries to communities. Corewell Health's partnership with the YMCA ensures over 4,250 bags of seasonal fresh fruits and vegetables purchased from local farms are distributed in these communities each year.



2023

Fruits and vegetables: **46,466 pieces**
Miles driven: **5,743 miles**
Bags distributed: **4,280**
Counties reached: **13**
Distribution events: **58**



Providing vital blood donations

Blood is a precious resource needed by most clinical service areas. To help provide these vital blood donations, Corewell Health hosts regularly scheduled blood drives throughout the organization.

A small but meaningful act

With no substitution for blood, the selfless act and voluntary support for our blood program is vital to taking care of our patients and community—often in the moments of greatest need.

Tricia Boot, lead communications specialist, Corewell Health, recently grew motivated to donate blood after hearing how donations are needed in the summer months.

“Working in health care communications, we often talk about the various needs of the communities we serve, and blood shortages are nearly always on that list,” she said. “I can’t help on the front lines like our clinical and patient-facing teams, but this is a small way I can support the health of the community.”

Did you know?

More than a quarter of the U.S. blood supply treats patients battling cancer.

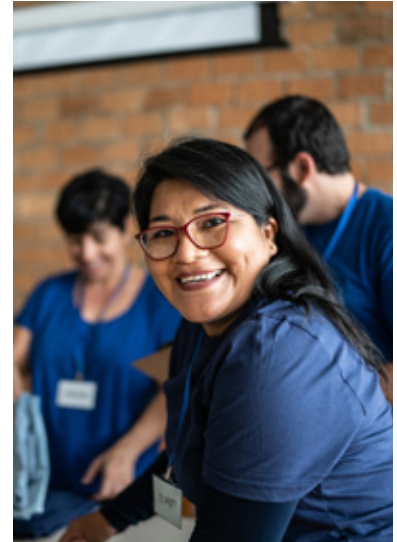
Transfusions are needed in 1 out of every 83 deliveries.



Local programs for health and healing

Corewell Health provides millions of dollars in community benefits to East, South and West Michigan every year. In 2022, the amount of our community benefit donation totaled **more than \$1 billion**.

- Community partnership programs: **\$8.4 million**
- All other community benefit programs: **\$9.8 million**
- Health clinics and other subsidized health services: **\$193.5 million**
- Health professions education: **\$153.2 million**
- Research: **\$9.3 million**
- Donations and contributions: **\$6.6 million**
- Uninsured charity care: **\$29 million**
- Discounted care (under 250% federal poverty level): **\$6.4 million**
- Gaps in funding for Medicare and Medicaid rates: **\$680 million**



Advocating for health

As part of our commitment to our patients and community, Corewell Health advocates for programs and initiatives that support safe, affordable, equitable and best-in-class care. Through advocacy, we elevate our patients' expressed needs for:

- Sustaining access to critical health services important in every community – services like adult and pediatric emergency care, community health education, health screening and more.
- More innovative health care payment models to make health care more affordable and payment structures simpler.
- Digital health solutions such as virtual nursing.
- A strong clinical workforce for our future.



Fit and Healthy Families in the Kitchen

**How many fruits and veggies do we need in a day?
“Five!” answers 11-year-old Reina Hori.**

Fit and Healthy Families in the Kitchen classes are offered free of charge thanks to a partnership between Corewell Health Zeeland Hospital and Community Action House in Holland. Community members learn about nutrition during fun and interactive classes taught by a registered dietitian.



20,000th student receives free Student Heart Check

At just 15, Karl Wolski plays soccer and basketball at Dearborn High School and runs track for a club team in the city. He also was the 20,000th recipient of a Student Heart Check screening.

“As a high school athlete, my son pushes his body to the limit every day,” said his dad, Rich Wolski. “We take all three of our kids to the pediatrician for an annual physical each year. But the Student Heart Check program at Corewell Health in Southeast Michigan offers another layer of protection to keep Karl as safe as possible.”

The Student Heart Check is staffed by Corewell Health volunteer practitioners and takes about one hour. The screening includes a full medical history, blood pressure check, electrocardiogram and a quick look echocardiogram or ultrasound image of the heart. Its primary purpose is to detect hypertrophic cardiomyopathy, the leading cause of sudden cardiac arrest in student athletes.



Providing child passenger safety in Michigan

Vehicle passenger safety studies reveal that nearly 80% of children's car seats used nationwide are not properly installed. To address this problem, Corewell Health offers help through several programs across the state.

In Southeast Michigan, we teamed up with Mike Savoie Chevrolet in Troy and George Matick Chevrolet in Redford to offer free safety seat checks and installation instructions for area families.

In West Michigan, at Zeeland, Helen DeVos Children's Hospital and Greenville hospitals, access to certified child passenger safety technicians is available.

In-room car seat safety education is offered at our Helen DeVos Children's Hospital and Butterworth, Troy, Royal Oak and Zeeland hospitals to help answer questions and show families how to properly use and install their children's car seats.



Drug discount program supports community growth

The federal 340B Program helps with discount pricing on certain drugs for qualifying providers. In 2023, our participating hospitals reported a cost savings of **\$149,926,511**, which was used to expand health care services and increase the number of patients we serve.

How we use 340B savings

Savings received through the 340B program fund a portion of our community programs, including:

- Community collaborations.
- School clinics.
- Health education.
- Diabetes prevention and management.
- Health screenings.
- Direct clinical services.
- Wellness and healthy lifestyle coaching.
- Walking clubs.
- Drug take-back events for safe and secure disposal of unused pharmaceuticals.
- Generous financial assistance.





Affordable health care can save lives

A surprising hereditary disease haunts Heather Ramirez, of Grand Rapids, and her firstborn, Sage, who seemed like a healthy baby boy. Until he wasn't.

"When he was around four months old, he got really sick," said Ramirez. "He didn't want to eat. He didn't want to be touched. He was just sick all the way around."

An MRI revealed a large blood clot near Sage's spine and emergency surgery was performed.

"While he was in surgery, he bled out terribly," said Ramirez. "That's when they tested his blood and found out he had hemophilia. They gave him blood transfusions. It was pretty scary."

Ramirez took Sage to the hospital twice each week to receive infusions to help prevent bleeding. Thanks to the 340B Drug Discount Program, these costly treatments are made affordable to patients.

"The 340B Drug Discount Program is critically important to our patients living with hemophilia," said Beth Kurt, M.D., division chief, pediatric hematology, oncology and bone marrow transplant, Helen DeVos Children's Hospital. "The cost of hemophilia medications is astronomically high. To be able to purchase these medications at a low cost means that patients can focus on leading active lives rather than worrying about access to their medications. Having a 340B program as part of Corewell Health is just one more way that we can give the best comprehensive care to our patients."

As Sage entered second grade, Ramirez gave her son infusions at home. At age 12, Sage learned to manage the infusion treatments himself. Today, Sage is a healthy young man who is finishing college and is looking at graduate school programs in psychology.

We continue to improve diversity and workforce equity

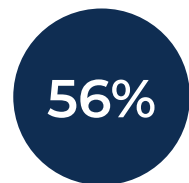
Advancing diversity, equity and inclusion is important to realizing our vision of a future where health is more equitable. We know that when we embrace diversity and inclusion, the care we deliver is more appropriate and the outcomes are better. Together, we are making health better for all by creating more belonging and well-being for our teams, patients, health plan members and communities.

Benefits of diverse and inclusive workforces

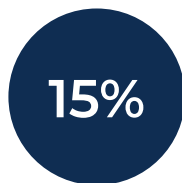
Retain talent: 20% of an employee's desire to stay is linked to feelings of inclusion

Foster innovation: 60% increase in creativity when inclusive cultures and policies are established

Diversity dashboard (based on self-reporting)



women within leadership
goal: 58%



racial/ethnic diversity within leadership
goal: 17%



diverse interview/panel slates*
goal: 80%



supplier diversity spend
goal: \$50 million

349 providers who have obtained "Safe and Affirming" designation**

8 Business Resource Groups (BRGs are employee-led affinity groups)

27% increase in BRG membership (compared to prior year)

(Source: Healthcare Financial Management Association 2022 Annual Conference, McKinsey & Company, Catalyst)

In 10 years, Michigan's diverse population increased by more than 6%.

Michigan's diverse population

2010: 39.1%* 2020: 45.2%*

(Source: U.S. Census, Diversity Index)

Our commitment to be more diverse and culturally sensitive was recognized with these designations:

"Top Scorer" in Disability Equality Index

Named in the National Diversity Council's 2023 Index of Best U.S. Companies for Diversity



*Diverse interviewing panel of employees and diverse slate of candidates that are interviewing. In this context, "diverse" refers to gender, race and ethnicity.

** To earn the "Safe and Affirming" designation, providers individually complete an online training program developed by the National LGBTQIA+ Health Education Center and implemented by Corewell Health



The Urban Hydration Product Trial helps patients feel more comfortable

While hospitalized, feeling clean and well-cared for brings comfort to many patients. And keeping up a hair care routine often helps patients feel better during a hospital stay. The Diversity Equity and Inclusion team noticed and sought to help more patients access the hair care supplies they needed during their stay.

To address the lack of hair care products for the different hair types and textures, a hair product trial program was initiated.

“The Urban Hydration Product Trial has been a collaborative effort between our DEI team, value analysis procurement, nursing leaders from Corewell Health and our nursing DEI council,” said Phallon LoveLady, DNP, manager, Corewell Health’s Healthier Communities. “Hair care may seem like a minor thing for some, but small changes like offering diverse hair care products can have significant impacts on patient well-being,” Phallon said.

To meet the need, the team added Urban Hydration Honey Health & Repair Haircare Collection shampoo and conditioner to hair care selections available to patients and is working to provide additional supplies to serve to a variety of patient hair types.

Corewell Health will continue to be curious and courageous while we gain clarity, and we will be collaborative and show compassion in our pursuit of improving health, instilling humanity and inspiring hope—even in the hair care products we provide.

Corewell Health is making progress on our 2020 goal to double our spending with certified women-and minority-owned business by 2025.

Achieving health equity can improve the future of health

To grow equity across our service areas, we expanded funding, created infrastructure designed to sustain long-term gains and aligned on a systemwide health equity strategy that focuses on:



Cardiovascular health



Mental and behavioral health



Maternal and infant health

Progress highlights

- Community engagement – Corewell Health and Grand Rapids African American Health Institute have enjoyed a partnership since 2012. We recently participated in a Health Disparities Transformational Summit where the event aimed to shed light on the critical issue of health disparities and explored solutions and change for our most vulnerable and marginalized communities.
- Maternal Health Equity Series – In collaboration with Michigan State University's Affiliated Obstetric & Gynecological Residency Network, Corewell Health offered the Advancing Maternal Health Equity Series. The series elevated pressing issues impacting maternal health. In addition to Corewell Health, the MSU network includes providers from five Michigan health systems: Ascension, Corewell Health, Henry Ford Health, Hurley Medical Center and Sparrow Health System.
- Celebration of Black Breastfeeding Week – The health equity team, in collaboration with our women's health team, launched an initiative across Corewell Health featuring virtual and in-person events to celebrate Black Breastfeeding Week (Aug. 25–31) and to bring awareness to disparities in breastfeeding rates.
- Empowering students through Project SEARCH – Corewell Health received the Project SEARCH Outstanding Employment Outcome Award for involvement in preparing young adults with intellectual and developmental disabilities for the workforce through internship opportunities.





Narrowing racial health inequities

The Center for Wellness opened its doors in October 2020 thanks to a \$1.2 million federal grant to help narrow racial inequities in COVID-19 infections and deaths among Benton Harbor residents.

Supported by Corewell Health in Southwest Michigan, the center now provides cardiology, mental health as well as social and legal navigation services.

“The center helped many people including a gentleman who was recently able to have his criminal record expunged,” said Nicki Britten, director, health equity, Corewell Health in Southwest Michigan. “He was able to get gainful employment, which changed his health trajectory. From expungement, stable housing becomes more readily available and food insecurities lessen. This impacts overall mental health, well-being and a person’s sense of contributing to and belonging in the community.”

In 2024, the center will relocate to a larger facility – from 1,200 to more than 20,000 square feet – thanks to a donation from Whirlpool Corporation. Corewell Health in Southwest Michigan invested \$4 million in renovations to expand services to include integrative medicine, 12 exam rooms, exercise area, teaching kitchen and community spaces.

How do we define health equity?

No avoidable gaps in health outcomes or life expectancy. We aim for everyone to have a fair and just opportunity for a healthy life.

Providing health care in schools

For over 25 years, Corewell Health and its legacy organizations have partnered with the Michigan Department of Health and Human Services and the Michigan Department of Education to operate and provide in-school comprehensive health care to children in need.

Corewell Health in West Michigan operates in 10 counties and 29 school districts, offering 90,000 students access to in-person or telehealth support from a registered nurse. Corewell Health in Southeast Michigan operates nine child and adolescent in-school clinics, seven behavioral health school clinics and one free-standing teen center in Wayne County. All locations in Southeast and West Michigan serve low income and underserved communities.

The newest clinic, Corewell Health School Based Clinic - Detroit Edison Public School Academy, opened in Detroit in January 2024. This clinic will provide 1,425 students access to a nurse practitioner, medical assistant and social worker. Medical services will be provided, in addition to mental health counseling, sports physicals, immunizations and health education. Students will also have the opportunity to shadow medical and social service professionals at the clinic to learn more about the health care field.

“I am so proud of our teams in our clinics who are passion-driven, working every day to partner with schools and communities to provide health care to children,” said Leslie Meyer, senior director, health equity and community, Corewell Health in Southeast Michigan. “These clinics remove barriers to health care for children and families. Families often carry other social burdens that may limit their access to care. These school care teams fill the gaps to overcome barriers such as provider shortages in communities, transportation or financial burden. They also focus on prevention and education to improve the quality of lives in the children we serve.”



Making an impact together

While numbers are only part of our story, they help demonstrate our positive impact on the lives across Michigan.

65,000+
Team
members

21
Hospitals

300+
Outpatient
locations

12,000+
Practice
providers

15,500+
Nurses

1.3+
million
Priority Health
members

27,920
Births

208,369
Surgeries

264,179
Inpatient
admissions

949,658
ED visits

3,748
Pints of blood
collected
through blood
drives

10,652
Potential lives
saved with blood
donations

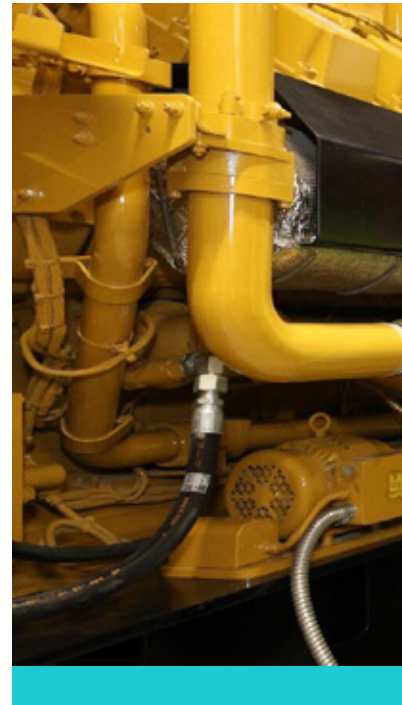
How can we achieve sustainable health care?

Our pledge

As an organization, we pledge to minimize our environmental impact by developing strategies that amplify and expand existing efforts—intentional purchasing practices, team member engagement, resource management, responsible waste disposal and operational efficiency—leading to our ultimate goal of operating carbon neutral facilities by 2040.

Our progress

Since 2020, Corewell Health completed energy savings projects that include building performance optimization and infrastructure upgrades that resulted in over 10 million kWh in electricity savings and 800,000 therms in natural gas savings. These projects have resulted in over **\$1 million in energy savings** for the organization, all of which is invested into patient care.



“One of the first commitments we made as a new health system was our Sustainability Pledge. We committed to protect the natural environment by greening our operations and investing in the health of our local and global communities. We know that this work requires us to purposefully choose actions which make a positive and sustainable impact, and that innovation is key to our success.”

Tina Freese Decker
President & CEO, Corewell Health



Our goals

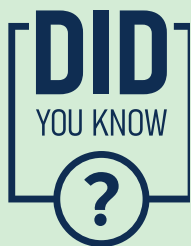
- Recycle, compost or reprocess 40% of waste.
- Purchase 20% of total food products from local, diverse and sustainable sources.
- Reduce carbon emissions from energy consumption by 15%.
- Half of newly purchased or leased fleet vehicles will be electric, hybrid or alternative fuel vehicles.
- All Corewell Health facilities will be carbon neutral by 2040.



Partnering with our community for greater impact

Corewell Health and Anu Sushi began a partnership at Butterworth Hospital in West Michigan to provide a healthier food selection for patients, families and team members who visit the cafeteria. Anu Sushi is a local and minority-owned company with a commitment to social responsibility.

This partnership helped them expand their business from four to eight locations. They also employ dozens of refugees and have donated tens of thousands of meals to orphans in Myanmar, Southeast Asia. Corewell Health expanded Anu Sushi's presence to include Corewell Health Lakeland Hospital and additional locations are under consideration.



Our 2.35-acre solar array generates 16% of Corewell Health Rehab and Nursing Center's energy needs.

72% of Butterworth Hospital's electricity is provided by two natural gas-fired, five megawatt co-generation facilities.

“Our partnerships and investments in our communities reflect our commitment to purposely choose actions that make a positive, sustainable impact on people, our environment and the economic health of the communities we serve. And as our communities grow, we pledge to grow with them to continue being the most trusted source of advanced, compassionate care in Michigan because everyone deserves opportunities and resources for better health.”

-Tina Freese Decker
President & CEO, Corewell Health



corewellhealth.org