

COMMUNITY BENEFIT REPORT





WakeMed Health & Hospitals is the only independent, not-for-profit health system in Wake County. We are committed to fulfilling our mission of improving the health and well-being of our community. This report is intended to demonstrate how we deliver upon our powerful mission by addressing the dynamic and growing health care needs of Wake County.

WakeMed is proud to provide exceptional patient care where and when it's needed to engage and empower the people we serve to improve their lives. We do this by reaching beyond our walls and partnering with community agencies, non-profit organizations and other providers to develop and implement innovative programs that address our community's most pressing needs.

As Wake County's safety net health system, WakeMed's contributions to the community extend far beyond those referenced in this report.

Support Where It's Needed Most

Based on the data outlined in Wake County's 2022-2024 Community Health Needs Assessment (CHNA) as well as feedback from the communities we serve, WakeMed continues to focus on the following key priorities:

- > Access to Health Care
- > Mental Health
- Affordable Housing & Homelessness





ACCESS TO HEALTH CARE

Growing Services, Specialties & Capacity

WakeMed continues to grow and evolve to meet the growing needs of our community by adding services and care locations.

- 24 new physician practice locations
- 110+ new physicians and advanced practice providers
- 16 new primary and urgent care sites
- **32** new inpatient beds
- 9 new ICU beds at WakeMed North Hospital
- 20 new ICU beds at WakeMed Raleigh Campus
- 2 new outpatient surgery centers in Cary and North Raleigh

New **28-bed**, inpatient Mental Health & Well-Being Hospital (Wakebrook)

New 12-bed, 24/7 emergency department in Wendell

3 new medical parks in Wake Forest, Fuquay-Varina and Morrisville

New/Expanded Services

- > Expanded Cancer Care, including oncology specialists, infusion locations and the addition of a PET scanner and theranostics program
- > Back & Spine Center
- > Wound Care in Cary
- > Atrial Fibrillation Center
- > Plastic & Reconstructive Surgery

Wake County remains one of the fastest-growing, diverse and dynamic regions in the country. Ensuring all residents have access to the health care services they need is one of WakeMed's top priorities. We are also focused on addressing health disparities and inequities.

Primary & Urgent Care Expansion



We continue to increase access with the addition of 16 new primary and urgent care sites for both adults and children. WakeMed

also offers Virtual Urgent Care, a service that makes it easier for anyone to access affordable urgent care services.

Virtual & Telehealth Programs



Virtual care allows WakeMed to improve access with programs, including TeleBehavioral Health and

Telehealth Hospitalist programs that provide behavioral and hospital medicine consults for all eight emergency departments as needed; our TeleHeart Care program, which supports patients remotely after heart surgery; our Teleneurology service, which offers hospital patients access to neurology consults; plus virtual visits across our Primary & Specialty Care practices.

Identifying & Addressing Social Drivers of Health

WakeMed's Your Whole Health screening program helps identify and support patients facing social barriers, connecting them with necessary community resources to promote improved health outcomes. To date, more than 68 percent of patients are screened annually and thousands are served by our community health workers and have been referred to community partners through NCCARE360 for ongoing resources and support.

Health Equity Awareness & Education



A Health Equity Scholars training program for leaders and frontline clinicians helps raise awareness of

structural racism and its impact on the health of historically marginalized communities. More than 100 providers and caregivers have participated in this 10-month program, along with six program facilitators.

Wake III Health Education Campus

In partnership with Wake Technical Community College and Wake County Government, WakeMed is helping develop a comprehensive, 138-acre Health & Education District aimed at eliminating the siloed approach to health care training and treatment, while enhancing pedestrian and vehicular circulation around the intersection of Sunnybrook Road and New Bern Avenue.

Community Research Program

PreciselyYou is a free community health research program open to WakeMed patients and the community. It aims to increase awareness of genetic risk factors around four specific CDC areas of focus, including BRCA 1 & 2, Lynch Syndrome, and familial hypercholesterolemia. The goal is to improve access to personalized health care, while supporting new research discoveries.

Oncology & Cancer Care Expansion



Since launching a new oncology service line in mid-2022, the program has expanded significantly. The team now includes

more than 20 providers and five patient navigators, who have cared for more than 10,000 unique patients. A new inpatient unit was added on Raleigh Campus, and there are now three outpatient Cancer Care offices in Raleigh and Cary, plus a PET/CT scanner and theranostics practice. Future plans include the addition of a radiation oncology linear accelerator, pending Certificate of Need (CON) application approval.

Focus on the Growing Geriatric Community



In February 2024, WakeMed Cary Hospital became Wake County's first Level 1 accredited Geriatric Emergency Department and a

full-time geriatric pharmacist was hired. A new Outpatient Geriatric Consult program allows primary care patients with mild cognitive impairment or dementia to meet with a geriatrician for assessment. In addition, WakeMed provides programmatic care services at several of our geriatric communities in Wake County.

Supporting Community Organizations



WakeMed provides financial assistance to and collaborates with many like-minded non-profit community

organizations to improve care access. Some of these include:

- > Alliance Medical Ministry
- > Advance Community Health
- > CASA King's Ridge
- > Healing Transitions
- > Hilltop Home
- > InterAct
- > Inter-Faith Food Shuttle
- > NeighborHealth Center
- > Oak City Cares
- > Raleigh Police Department ACORNS Unit
- > Raleigh Rescue Mission
- > SafeChild
- > Tammy Lynn Center
- > The Women's Center
- > Triangle Family Services
- Urban Ministries
- > Wake County



ACCESS TO HEALTH CARE

Community Outreach & Health Education

Through WakeMed Corporate & Community Health programs, we:

- > Reached nearly 70,000 community members.
- > Provided more than 30,000 health screenings, 17,000 vaccines, 1,500+ mobile wellness physicals, 400+ health education classes, and participated in more than 250 health fairs.
- > Implemented a bi-weekly Mobile Wellness Community Clinic at Centro para Familias Hispanas, providing health screenings, vaccines and minor illness care to uninsured patients.
- > Collaborated with Siemens Healthineers on an annual Mobile Mammography screening event for uninsured women over age 40, giving access to mammograms for more than 1,000 women.
- > Established an Exercise with WakeMed program for underserved community members, aimed at improving health.
- Supported the distribution of the Calm mental health app to underserved populations in partnership with community organizations including the Southeast Raleigh YMCA, Boys & Girls Club, Oak City Cares and Step Up Ministry. To date, nearly 3,000 subscriptions have been provided, free of charge.



Population Health – Innovative Models of Care

WakeMed's population health initiatives are designed to coordinate care while addressing the unique needs of the most vulnerable patients in our community, aiming to improve quality and value for all.

- > WakeMed Community Case Management A program that connects highest risk, highest hospital utilization patients with a primary care medical home and social services that can address social drivers of health.
- WakeMed Population Health Newly established inhouse program that provides care management, social work and community health workers to support our highest risk primary care patients.

WakeMed participates in two **accountable care organizations (ACOs)**, both of which have been recognized for exceptional quality outcomes.

- WakeMed Key Community Care (WKCC) An accountable care organization (ACO) made up of WakeMed facilities and providers plus 1,650 independent primary and specialty care providers.
- Collaborative Medicare Shared Savings (MSSP)
 Plan ACO An accountable care organization offering coordinated, high-quality care to more than 7,000 Medicare beneficiaries.

WakeMed Center for Community Health

- > Since opening in October 2022, the Center for Community **Health** has provided coordinated, holistic care to many of Raleigh's most vulnerable residents while engaging community partners for additional support. The innovative approach to care based on population health principles and trauma-informed care is addressing the needs of the community's highest risk patients. To date, the Center has cared for more than 3,000 patients and saved more than \$19M in avoidable care costs.
- WakeMed Transitional Health This program is designed to improve outcomes for high-risk patients through follow-up home visits, mobile services and community resources.

Expanding Access & Support for Medicaid Patients

WakeMed has developed a new high-risk pediatric care management team that supports approximately 5,000 pediatric Medicaid patients with care management, as well as our Internal Medicine Residency Continuity Clinic, which cares for roughly 1,500 high-risk Medicaid patients each year.

WakeMed Mental Health & Well-Being Hospitals

WakeMed Mental Health & Well-Being Hospital - WakeBrook

Since opening this 28-bed hospital in May 2024, we have served 1,200+ patients with a focus on dignity and respect – leading to a significant decrease in involuntary commitments (IVCs), seclusions and restraints.

Continued Planning for Garner Whole Health Campus



Recognizing the link between mind, body and spirit, WakeMed is preparing to build a 150-bed, mental health hospital

connected to a 45-bed acute care hospital to serve the medical, mental health and substance use needs of the community. Site planning is underway, following our fall 2025 groundbreaking, with opening anticipated in early 2029.

WakeMed Mental Health & Well-Being



This multidisciplinary team provides wholeperson care using a population health model that includes psychiatry, psychology,

counseling, neuropsychology and crisis stabilization. This team has significantly enhanced the experience and outcomes for mental health and substance use patients who come to WakeMed for care. On average, the team sees roughly 1,200 consults per month.

WakeMed Behavioral Health Network



This network brings together WakeMed providers, community inpatient and outpatient mental health providers and

community services to help children and adults access the right mental health and substance use services, while also addressing social drivers of health such as food, shelter, transportation, etc. This highly collaborative model is decreasing length of stay, while accelerating access to the right mental health services in the community. The statewide network includes:

- > The Network for Advancing Behavioral Health (NABH) A statewide network of outpatient mental health providers who work with WakeMed Mental Health & Well-Being, primary care and emergency department providers and use advanced referral technology to help patients receive the right care in the right care setting in a timely manner.
- Connected Community A network of organizations aimed at reducing food, housing, transportation and other insecurities for people with mental health and substance use issues.
- > Triangle Behavioral Health Council The council consists of eight inpatient mental health care providers, working together to streamline the admissions process for patients.

Violence Recovery Program



This program offers six to 12 months of ongoing community case management for WakeMed patients who are victims of

violence-related injuries (such as gun violence or stabbing) to address social determinants of health and help connect patients with resources to prevent reinjury and retaliatory violence.

Behavioral Health Services in Emergency Departments & Nursing Units

WakeMed offers several services to stabilize, care for and refer patients facing mental health or substance use crises to the right community provider after their stay.

- WakeMed Behavioral Health Crisis & Consultation Liaison Service WakeMed mental health clinicians work with local mental health organizations to connect patients with appropriate outpatient services when medical care is not required.
- WakeMed Psychiatric Consultative Care Care for hospitalized patients who have psychiatric co-morbidities and are awaiting bed availability to a psychiatric facility.
- WakeMed Telepsychology One-on-one virtual mental health care in WakeMed's eight emergency departments.

Community Case Management



Community case managers work with highest risk, highestutilizing patients to connect them with medical and mental health care homes to

ensure continuity of care.

Addiction Prevention & Support

- WakeMed helped fund the initial construction and recent expansion of Healing Transitions, a campus for people struggling with addiction, especially those who are homeless and underserved.
- Ongoing focus on reducing opioid use and using alternatives for pain management in both inpatient and outpatient settings, especially for surgical patients, across the WakeMed system.
- Extended distribution of naloxone and educational materials in Wake County at WakeMed's Emergency Departments, Urgent Cares and MyCare 365 locations.
- Outpatient providers began co-prescribing naloxone with any opioid prescription.
- Created an Addiction Medicine inpatient consult service with a full-time Boardcertified addiction medicine physician.
- Support offered for patients who want to quit using tobacco through Quit With WakeMed - Tobacco Cessation Program.
- Implemented a dose verification process for verifying methadone OTP dosing before dispensing in the hospital.
- Offered a lecture series on the opioid epidemic at Oak City Cares along with naloxone kit distribution.

WakeMed recognizes the critical importance safe and stable housing has on the overall health of our patients. As such, WakeMed strives to connect vulnerable patients to housing resources available throughout the county. We actively support our community's homeless population by offering unique services and partnering with community organizations.



- > Homeless Engagement and Resources Team WakeMed caregivers work with Wake County homeless programs to care for people living on the streets and in the woods of Raleigh.
- > WakeMed Community Population Health A community-wide effort that provides one-on-one care, education and access to a Mobile Medication Program for our community's most vulnerable individuals.
- > Behavioral Health and Medical Respite Program WakeMed provides 21 days of respite care for homeless individuals in need of crisis stabilization. In 2024, WakeMed added a medical respite pilot project at The Women's Center, providing homeless patients discharged from a WakeMed facility with food, shelter, medical follow-up and case management.
- > Oak City Outreach Center WakeMed connects homeless patients from Healing Transitions, the Wilmington Street Shelter and Oak City Cares with WakeMed ED providers and virtual services through RelyMD for triage and treatment. Services have expanded to include transportation and pharmacy support.



- > CASA King's Ridge WakeMed provides on-site nursing support, point-of-care testing, immunizations and case management for adults and children living in this 100-unit affordable housing community. WakeMed also donated equipment for a fitness room and hosts regular health and wellness education seminars for residents.
- > Wake County Cornerstone Center For this bridge housing program, WakeMed offers medical care and case management for people experiencing chronic homelessness and living with disabling health and mental health conditions. Participants receive enhanced support services to address their needs and prepare them for independent living in the community.



Direct Community Benefit

	FY2022	FY2023	FY2024
Unreimbursed Cost of Treating Charity Care Patients	\$116,562,311	\$116,034,706	\$99,159,299
Unreimbursed Cost of Treating Medicare Patients	\$126,509,171	\$248,117,775	\$228,344,798
Unreimbursed Cost of Treating Medicaid Patients	\$45,258,586	N/A	N/A
Health Professions Education	\$5,684,025	\$7,591,387	\$9,790,247
Community Education, Health Improvement, Outreach & Contributions	\$13,993,479	\$16,133,654	\$16,358,667
Total Direct Community Benefit	\$308,007,572	\$387,877,522	\$353,653,011



3 Acute Care Hospitals

Rehab Hospital

1 Mental Health Hospital

1 Children's Hospital

8 Emergency Departments

175+ Physician Practices

12,500+ Employees

2,100+ Medical Staff

Learn more about WakeMed and its many contributions to the communities we serve.

wakemed.org



To improve the health and well-being of our community with outstanding and compassionate care to all

VISION

To be the preferred partner for quality care and health through collaboration and transformation of care delivery

VALUES

- > Foster trust and transparency
- > Quality experiences
- > Financial stewardship
- > Leadership in safety, innovation and education
- > Empower and partner with health care team
- > Partner with others who value our culture











FINANCIAL HEALTH

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THE WAKE WAY TO EXCELLENCE