



Community Health Needs Implementation Plan 2023-2025



Introduction

Phelps Health serves over 200,000 residents in south-central Missouri. Phelps Health is county-owned, non-tax supported and is overseen by a five-member elected board. Phelps Health employs more than 1,900 people, including more than 100 physicians and advanced practice providers.

Phelps Health, which includes a hospital licensed for 242 patient beds, serves a six-county area, with its main campus and several clinics located in Rolla, Missouri. Phelps Health also has clinics in Salem, St. James, Vienna and Waynesville, Missouri. More information is available at phelpshealth.org.

Phelps Health conducts a Community Health Needs Assessment (CHNA) at least once every three years and completed one in tax year 2022. The current CHNA was presented to, and approved by, the Board of Trustees on December 21, 2022.

Summary of 2022 CHNA Findings

The following community health needs were identified based on the information gathered and analyzed through the CHNA conducted by Phelps Health. These needs have been prioritized based on information gathered through the CHNA.

Identified Community Health Needs include the following:

1. Access to care
2. Community wellness

Strategies to Address Prioritized Health Needs

For each health need Phelps Health plans to address, the following implementation plan describes the following:

- Identified health need, goal and action steps
- Anticipated impact of those actions
- Planned partnerships and collaborations

Access to Care

Identified Health Need #1: Access to Care	
Goal	Improve access, navigation and coordination of services to reduce healthcare barriers for vulnerable and underserved community members.
Anticipated Impact	<ul style="list-style-type: none"> • Increase the availability of access to primary and preventive care services by reducing barriers. • Coordinate, integrate and streamline access to behavioral and dental healthcare for at-risk individuals. • Increase access to financial resources and education for under or uninsured community members. • Improve access to clear, understandable and usable information so community members can make well-informed healthcare decisions.
Strategy or Program	Summary Description
Virtual Care	Increase urgent care access for children and adults via a virtual care platform available 24 hours a day, 7 days a week.
Dental Care	Increase access to dental care services for under and uninsured patients presenting to the Emergency Department.
Behavioral Health	Increase, coordinate and streamline behavioral health services for members of the community.
Financial Assistance	Increase community awareness and provide navigation support to help community members access Phelps Health financial assistance resources.
Health Literacy	Address health terminology barriers and inform community members about how to improve their overall health and wellness.

Community Wellness

Identified Health Need #2: Community Wellness	
Goal	Create and establish opportunities to increase access, education and support to improve community health and wellness.
Anticipated Impact	<ul style="list-style-type: none"> • Increase community partnerships to promote and improve coordination of available services at community-based health and wellness programs and events. • Expand and enhance community awareness about available resources and access to healthcare services for vulnerable and at-risk community residents. • Increase community efforts and collaborations to address social determinants of health (SDOH), with a focus on health equity, access to care and community health.
Strategy or Program	Summary Description
Establish Health Equity and Community Health Department	Work with the Health Equity and CHNA Steering Committee at Phelps Health as well as community partners to identify opportunities and strategies to address social determinants of health (SDOH).
Build and Expand Community Partnerships	Create a coalition with community-based health organizations to coordinate and integrate an approach to address SDOH for vulnerable and underserved community members.
Immunizations and Screenings	Increase education and improve access to immunizations and preventive screenings in the community.
Health and Wellness Awareness	Implement plan to educate community members on health and wellness strategies to address SDOH in the community.

Planned Partnerships and Collaborations

The following partnerships and collaborations are in progress and is expected to expand over the next two-year community implementation cycle.

Planned Partnerships and Collaborators	Compass Health Four Rivers KeyCare Missouri Ozarks Community Action (MOCA) Phelps Connections for Seniors Phelps/Maries County Health Department Pulaski County Health Department The Centre
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