

**Ozarks Healthcare**  
**Community Health Needs**  
**Assessment Implementation Plan**  
**FY 2023 - 2025**



# **Ozarks Healthcare Community Health Needs Assessment Implementation Plan FY 2023-2025**

## **Mission**

The Ozarks Healthcare (OZH) mission is to provide exceptional, compassionate care to everyone served. OZH’s vision encompasses changing lives by nurturing hope, improving health and encouraging wellness – every person, every time.

The intention of this implementation plan is to highlight how OZH anticipates addressing the priority issues while at the same time meeting the regulatory components set forth by the Internal Revenue Service Section 501(r)(3) with respect to the community health needs assessment (CHNA) and implementation plan. The CHNA focused on Howell and Oregon counties which constitute the primary service area of OZH. The secondary service areas include Ozark, Wright, Douglas, Shannon and Texas in Missouri, as well as Fulton County in Arkansas.

## **2022 CHNA Priority Issues**

Below is a list of the top priority issues identified by OZH partners that were involved in the CHNA process.

1. Mental health and substance use
2. Access to care/affordable health care
3. Chronic conditions (including diabetes, heart disease, cancer and obesity)

## **CHNA Implementation Process**

The Quality Works CHNA consultant presented 2019 CHNA findings, 2022 primary data including the community survey results and secondary data findings derived from the [exploremohealth](https://exploremohealth.org/) (<https://exploremohealth.org/>) platform and the [Health Equity Dashboard](https://web.mhanet.com/health-equity-dashboards/) (<https://web.mhanet.com/health-equity-dashboards/>). The table that follows highlights the prioritization methodology used to determine the priority health issues.

Examples of Prioritization Criteria	
Magnitude of the Problem	The health need affects many people within the community.
Severity of the Problem	The health need has serious consequences (morbidity, mortality and/or economic burden) for those affected.
Health Disparities	The health need disproportionately impacts the health status of one or more vulnerable population groups.
Community Assets	The community can make a meaningful contribution to addressing the health need because of its relevant expertise and/or assets as a community, and because of an organization commitment to addressing the need.
Ability to Leverage	There is opportunity to collaborate with existing community partnerships working to address the health need, or to build on current programs emerging opportunities, etc.

Ozarks Healthcare conducted the first implementation plan meeting on February 8, 2023, at 4:30 p.m. A diverse group of community members were invited to gather key information as required of the CHNA process. Hospital staff representatives sent invitations to key partners within the primary service area to ensure diverse representation. A total of 24 individuals, representing twelve different organizations, attended this in-person meeting which was held at the West Plains Civic Center. This location was easy-to-find, accessible and comfortable. The meeting was scheduled in the evening to avoid time conflicts with work and school. The CEO and other leadership staff at the hospital set a friendly tone welcoming all the attendees. The meeting coordinator at the hospital provided refreshments during this session. Quality Works staff facilitated the session and provided an agenda to help organize the events of the meeting.

After the presentation of the priority health issues identified through the CHNA process, the partners were divided into three groups to start discussing key goals, strategies, actions/tactics and measures of success. Each group was given a copy of MHA’s CHNA implementation plan template with best practices key to addressing the priority issues identified through the CHNA process. Each group identified an individual to facilitate the conversations within their respective groups, including scribing key points of their discussion. At the end of the day, each group presented the results of their discussion with everyone in attendance. It is important to note that while other issues were identified through the CHNA process but not selected as priorities, they will be incorporated into ongoing efforts within OZH and beyond. The implementation plan will highlight the health needs in which the hospital anticipates addressing directly, as well as those it will address in collaboration with other community partners.

According to the IRS final rule, an implementation strategy is “adopted” on the date the strategy is approved by the organization’s Board of Directors, by a committee of the board or other parties legally authorized by the board to act on its behalf. Further, the formal adoption of the implementation strategy must occur by the end of the same taxable year in which the written report of the CHNA findings was made available to the public. Hospitals are required to have a policy that highlights the process for adopting the implementation plan, including how it

is adopted and operationalized. Additional reporting requirements were added to the IRS code relating to Section 501(r) for hospitals to include in their annual reporting on Schedule H (Form 990). A description of the actions taken during the taxable year to address significant health needs identified in the CHNA now is required. If the organization did not address the issues identified in the CHNA, they are required to document the reasons why no action was taken.

According to IRS requirements, a CHNA and implementation plan should be done every three years to follow federal law. However, implementation strategies may need to be updated more frequently based on factors such as changing community needs and priorities, changes in resources, and evaluation of results. This process is not any different from performance improvement processes used in health care and other industries and should be ongoing to sustain the required momentum. This step of the process is critical as it helps the implementation team determine the next course of action. Based on evaluation of the results, the team may decide to proceed as planned, tweak the process, or implement a completely different approach.

OZH will commit financial and in-kind resources to address the top issues identified through the CHNA process. The plan will be reviewed frequently and shared with the steering committee, highlighting the successes and barriers identified by the different workgroups driving this work in the primary service areas.

Attached are the templates for the priority issues.

1. Mental health and substance abuse
2. Access to care/affordable health care
3. Chronic conditions (including diabetes, heart disease, cancer and obesity)

### **Community Partners**

The list below provides the partners that will be involved in the CHNA implementation process.

1. Ozarks Healthcare
2. City of West Plains
3. Community Foundation of the Ozarks
4. Greater West Plains Area Chamber of Commerce
5. Howell County Health Department
6. Howell County Next Steps
7. Missouri State University-West Plains
8. Office of Congressman Jason Smith
9. Ozark Action, Inc.
10. United Way
11. University of Missouri Howell County Extension Office
12. 37<sup>th</sup> Judicial Court Appointed Special Advocates (CASA)

## Ozarks Healthcare Community Health Improvement Plan Mental Health and Substance Use

**Desired Outcome:** Using a well-coordinated and inclusive approach to increase availability of mental and substance use resources to support individuals residing in the primary service areas of Ozarks Healthcare.

**Goals:**

1. Reduce the prevalence of mental health diagnosis per 1,000 in five zip codes of Howell and Oregon counties combined by December 2025 per the data derived from the [exploreMOhealth](#) platform.
2. Reduce the prevalence of substance use disorder diagnosis per 1,000 in five zip codes of Howell and Oregon counties combined by December 2025 per the data derived from the [exploreMOhealth](#) platform.
3. Reduce the prevalence of opioid use disorder diagnosis per 1,000 in five zip codes of Howell and Oregon counties combined by December 2025 per the data derived from the [exploreMOhealth](#) platform.

**NOTE:** Based on the data for FY 2019-2021 hospital inpatient, emergency department and outpatient diagnosis.

**Strategy: Screening/Education/Training/Outreach and Awareness/Health Promotion.**

Activity or Action	Internal/External Partners	Key Process or Outcome Measure	Timeline
Host community events to expand awareness for mental health and substance use	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of events held</li> <li>• Number of people participating in the community events</li> </ul>	2023 - 2025
Mobilize volunteers for community programs to improve awareness and process for mental health and substance use	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of volunteers training community on mental health and substance use (establish a baseline)</li> </ul>	2023 - 2025
Conduct more psychological evaluations	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of evaluations completed per month/quarter or year? (establish a baseline)</li> </ul>	2023 - 2025
Create the needed awareness of family therapy within the community	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of trainings on family therapy</li> </ul>	2023 - 2025

Activity or Action	Internal/External Partners	Key Process or Outcome Measure	Timeline
Create more support groups in the community i.e., Autism etc.	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of new support groups implemented</li> </ul>	2023 - 2025
Increase trained and certified individuals to assist in long wait lists; includes the following certifications: Board <i>Certified</i> Behavior Analyst (BCBA), Applied Behavioral Analysts (ABA)	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of new individuals trained and certified in BCBA, and ABA</li> </ul>	2023 - 2025
Explore educational opportunities to train more individuals in Mental Health First Aid	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of educational opportunities offered</li> <li>• Number of people participating in the training events</li> </ul>	2023 - 2025
Participate in area mental health coalitions and alliances	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of coalitions and alliances OZH is engaged</li> </ul>	2023 - 2025
Promote stigma elimination education and messaging	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of opportunities to promote stigma elimination</li> <li>• Number of individuals reached</li> </ul>	2023 - 2025
Educate public entities about mental health resources within the community to assist with employee retention and development	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of public entities educated</li> <li>• Number of resources disseminated</li> <li>• Number of attendees of the educational sessions</li> </ul>	2023 - 2025
Provide education and promote the use of debriefings after critical incidents, counseling options and use of EAPs	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of educational sessions offered</li> <li>• Number of people attending the educational sessions</li> </ul>	2023 - 2025
Partner with primary care providers to integrate mental health screenings in well visits to build the capacity to better serve individuals with mental health and substance use issues	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of primary care providers engaged</li> </ul>	2023 - 2025

<b>Activity or Action</b>	<b>Internal/External Partners</b>	<b>Key Process or Outcome Measure</b>	<b>Timeline</b>
Develop a community wide mental and substance use triage system in partnership with community organizations and agencies	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Implement one triage system in partnership with other community organizations and agencies.</li> </ul>	2023 - 2025
Partner with schools and other social service agencies to build sustainable systems for increasing access to mental health services	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of schools recruited to participate</li> <li>• Number of social service agencies recruited to participate</li> </ul>	2023 - 2025
Participate in regional collaborative with mental health/substance use providers	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of events OZH participates in the collaborative</li> </ul>	2023 - 2025
Expand substance abuse services to further reduce the cycle and provide additional access to treatment	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of substance use services offered</li> <li>• Number of patients accessing the services offered</li> </ul>	2023 - 2025
Collaborate on community events that keep youth engaged and away from illegal substances	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of community events targeting youth</li> <li>• Number of youths attending community events</li> </ul>	2023 - 2025
Educate health care and community-based agencies on Medication First Model	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of educational events held</li> <li>• Number of agencies participating in the events</li> <li>• Number of individuals attending the sessions</li> </ul>	2023 - 2025
Leverage/integrate peer recovery coach support (or similar positions) to assist in patient resource navigation and service delivery	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of staff assisting in patient resource navigation and service delivery</li> </ul>	2023 - 2025
Establish referral and linkage to Recovery Community Centers	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of referrals completed</li> </ul>	2023 - 2025

Activity or Action	Internal/External Partners	Key Process or Outcome Measure	Timeline
Collaborate with local law enforcement to sponsor annual day of proper disposal of prescription medications	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of collaborative events held</li> <li>• Number of individuals participating in the events</li> <li>• Weight of prescription medication collected (<i>usually in pounds</i>)</li> </ul>	2023 - 2025
Promote proper use and disposal of opioid prescriptions through handouts given at time of prescription	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of handouts disseminated</li> </ul>	2023 - 2025
Seek opportunities to host Narcan training sessions in area schools	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of training sessions held</li> <li>• Number of schools participating</li> <li>• Number of students participating</li> </ul>	2023 - 2025
Incorporate practices that promote health equity into planning and execution of strategies under the mental health/substance use priority	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of practices incorporated.</li> </ul>	2023 - 2025



**Ozarks Healthcare  
Community Health Improvement Plan  
Access to Care/Affordable Health Care**

**Desired Outcome:** Improve access to care and affordability by implementing strategies and actions that seek to remove the barriers to achieving health and wellness for individuals, and the community at large.

**Goals:**

1. Reduce the percent of uninsured adults under age 65 from 17% in Howell County by December 2025. (Source data is [exploreMOhealth](#)).
2. Reduce the percent of uninsured adults under age 65 from 18% in Oregon County by December 2025. (Source data is [exploreMOhealth](#)).
3. Reduce the percent of uninsured children under age 19 from 7% in Howell County by December 2025. (Source data is [exploreMOhealth](#)).
4. Reduce the percent of uninsured children under age 19 from 7% in Oregon County by December 2025. (Source data is [exploreMOhealth](#)).

**Strategy: Education, Training/Education, Screening and Outreach**

<b>Activity or Action</b>	<b>Internal/External Partners</b>	<b>Key Process or Outcome Measure</b>	<b>Timeline</b>
Educate the public about multiple health care sites in the primary and secondary service areas of Ozarks Healthcare. This is because patients seek emergency care when it is not necessary due to a lack of awareness about less costly care facilities.	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of educational sessions offered</li> <li>• Number of participants to events</li> </ul>	2023 - 2025
Improve cultural responsiveness by training staff and creating policies that do not perpetuate bias. Hospitals can take measures to expand translation services, as needed, for areas with bilingual and trilingual populations.	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of training sessions offered to staff</li> <li>• Number of staff educated on cultural competency</li> </ul>	2023 - 2025
Investment in mobile clinics – This would be a key action to address issues with transportation due to geographic barriers and improve access to care. Many patients can access care at mobile clinics closer to where they live and work.	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of mobile clinics implemented and fully functional</li> <li>• Number of patients accessing and utilizing the mobile clinics</li> </ul>	2023 - 2025

Activity or Action	Internal/External Partners	Key Process or Outcome Measure	Timeline
Extending telehealth services – This technology provides remote access to physicians and other medical service providers to patients without a physical clinic in their area. Telehealth can allow rural providers to connect their patients with specialists to help them provide better overall care.	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of telehealth services offered in the community</li> <li>• Number of patients utilizing telehealth services</li> </ul>	2023 - 2025
Expanding insurance to cover health care costs – with Medicaid expansion in Missouri, working with community partners and elected officials in the primary and secondary service areas to increase the current enrollment can help coverage.	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of new individuals enrolled in the Medicaid program</li> </ul>	2023 - 2025
Extend supportive services to help patients navigate through coverage options	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of patients assisted with services aimed at helping them navigate the coverage options</li> </ul>	2023 - 2025
Charitable Health Coverage – Provide access to comprehensive health care and to coverage for low-income individuals and families who do not have access to public or private health coverage	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of patients offered with charitable health coverage</li> </ul>	2023 - 2025
Provide temporary financial assistance to low-income individuals who receive care at OZH and cannot afford medical expenses and/or cost sharing	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of individuals offered with temporary financial assistance</li> </ul>	2023 - 2025
Support organizations that build capacity, provide information about coverage options, assist with eligibility screening, application and enrollment, and advocate for increasing coverage options for low-income individuals	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of organizations supported to build capacity in the community</li> </ul>	2023 - 2025
Provide connectivity to financial advocacy help to uninsured and underinsured patients and their families	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of patients assisted with connectivity to financial advocacy</li> </ul>	2023 - 2025

<b>Activity or Action</b>	<b>Internal/External Partners</b>	<b>Key Process or Outcome Measure</b>	<b>Timeline</b>
Increase opportunities for preventive care	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of opportunities for preventive care</li> </ul>	2023 - 2025
Implementing a well-coordinated, centralized united food bank with other partners in the region	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• One centralized food bank for the community</li> </ul>	2023 - 2025
Promote patient/provider longevity relationships	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Increase the number of patients maintaining their provider for a long time</li> </ul>	2023 - 2025

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## Ozarks Healthcare Community Health Improvement Plan Chronic Conditions

**Desired Outcome:** Reduce prevalence of chronic diseases such as cancer, diabetes, heart disease and obesity in Howell and Oregon counties which constitute the primary services areas of Ozarks Healthcare.

**Goals:**

1. Reduce the heart disease diagnosis rates per 1,000 in at least two ZIP codes in Howell and Oregon County per the 2021 ZIP Health Rankings results derived from the [exploreMOhealth](#) platform.
2. Reduce the cancer diagnosis rates per 1,000 in at least two ZIP codes in Howell and Oregon County per the 2021 ZIP Health Rankings results derived from the [exploreMOhealth](#) platform.
3. Reduce the diabetes diagnosis rates per 1,000 in at least two ZIP codes in Howell and Oregon County per the 2021 ZIP Health Rankings results derived from the [exploreMOhealth](#) platform.
4. Reduce the obesity diagnosis rates per 1,000 in at least two ZIP codes in Howell and Oregon County per the 2021 ZIP Health Rankings results derived from the [exploreMOhealth](#) platform.

**Strategy: Awareness, Education/Training, Screening and Outreach**

Activity or Action	Internal/External Partners	Key Process Measures	Timeline
Offer free blood pressure screenings to the community and aim to increase the number of screenings offered annually	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of events held</li> <li>• Number of individuals screened</li> </ul>	2023 - 2025
Staff meetings within businesses which creates opportunities to screen more people	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of meetings held in businesses</li> <li>• Number of screening opportunities</li> </ul>	2023 - 2025
Monthly newsletters dissemination – specifically covering information about chronic disease prevention and management	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of newsletters disseminated monthly</li> </ul>	2023 - 2025

<b>Activity or Action</b>	<b>Internal/External Partners</b>	<b>Key Process Measures</b>	<b>Timeline</b>
Submit grant applications for nutrition programs	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of grant applications submitted</li> <li>• Number of grants receiving funding to address chronic conditions</li> </ul>	2023 - 2025
Expansion of bike trails	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Length of new bike trail expansion (measurement in miles)</li> </ul>	2023 - 2025
Implement a comprehensive plan for exercise opportunities	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• One comprehensive plan to be completed</li> </ul>	2023 - 2025
Increase physician engagement opportunities on chronic conditions	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of physicians participating in events/trainings</li> </ul>	2023 - 2025
Increase marketing opportunities on chronic conditions	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of times resources on chronic conditions are marketed</li> </ul>	2023 - 2025
Implement Diabetes Prevention Program; Implement Diabetes Education and Empowerment Program	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of patients participating in the DPP</li> </ul>	2023 - 2025
Collaborate with local partners to host community wellness/fitness events and activities such as walking, running, and biking for youth, adults and families at large	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of collaborating partners</li> <li>• Number of attendees participating in the events</li> <li>• Number of events held</li> </ul>	2023 - 2025
Offer low-cost or free community education classes and materials on importance of diet and exercise to prevent chronic diseases such as cancer, diabetes, heart disease among others	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of educational events held</li> <li>• Number of individual participants</li> <li>• Number of resources shared</li> </ul>	2023 - 2025
Recruit employers to offer wellness screening programs for their employees to promote health and wellness	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of employers recruited</li> <li>• Number of employees participating</li> </ul>	2023 - 2025

Activity or Action	Internal/External Partners	Key Process Measures	Timeline
<p>Create resource guide with information about the different activities/programs in the community that address chronic diseases</p> <p>Create resource cards with “quick” information about specific chronic diseases with QR code that links to more information about disease. Place them in doctor’s offices, cafeterias, additional locations for people to take as needed. Topics may include diabetes signs and symptoms, exercise at desk, how to prevent falls, tips for deep breathing, smoking cessation strategies, cancer screenings.</p>	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• One comprehensive and updated resource guide to be completed</li> </ul>	2023 - 2025
<p>Create educational material content for social media campaign to bring awareness to chronic diseases</p>	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of educational materials created on chronic diseases</li> </ul>	2023 - 2025
<p>Bring awareness to issues with vaping to schools and local businesses; possibly do presentations at schools and local businesses</p>	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of presentations given</li> <li>• Number of attendees at the sessions</li> </ul>	2023 - 2025
<p>Collaborate and participate in community health fairs</p>	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of individuals attending the fairs</li> <li>• Number of community fairs</li> <li>• Number of individuals screened</li> <li>• Number of resources disseminated</li> <li>• Number of partners collaborating</li> </ul>	2023 - 2025
<p>Share chronic disease prevention information on radio or other channels readily available</p>	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of times information is shared on radio or other channels</li> <li>• Number of listeners during the session</li> </ul>	2023 - 2025
<p>Incorporate practices that promote health equity into planning and execution of strategies under chronic disease priority.</p>	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of priorities incorporated</li> </ul>	2023 - 2025

Activity or Action	Internal/External Partners	Key Process Measures	Timeline
Active participation in the Transformation of Rural Community Health, ToRCH, through MO HealthNet pilot to help reduce avoidable utilization, avoidable readmissions	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of ToRCH meetings attended</li> <li>• Number of readmissions during the baseline and intervention phases</li> <li>• Number of avoidable utilizations during the baseline and intervention phases</li> </ul>	2023 - 2025
Through the ToRCH pilot, increase collection of social determinants of health data such as transportation, food, housing, among others, and referring patients through the designated social referral platform to help improve health outcomes while lowering the cost of care	<ul style="list-style-type: none"> <li>• Ozarks Healthcare</li> <li>• Other community partners</li> </ul>	<ul style="list-style-type: none"> <li>• Number of SDOHs collected during the baseline and intervention phases</li> <li>• Number of patients referred to the designated social referral network</li> <li>• Number of patients whose SDOH needs are met after referral</li> <li>• Data showing improved health outcomes and cost savings (available through HIE vendors who have access to claims data)</li> </ul>	2023 - 2025