

# COMMUNITY HEALTH IMPROVEMENT PLAN

2022





# Ozarks Health Commission

Since 2016, Freeman Health System has joined Ozark Health Commission to publish regional Community Health Needs Assessments.

OHC is a collaborative of health systems and public health agencies using data-driven approaches to produce high quality assessments and align priorities among community-based organizations to promote good health.

The process has been recognized at the annual meeting of the American Public Health Association, honored as a Promising Practice by the National Association of County and City Health Officials, and awarded the Group Merit Award from the Missouri Public Health Association.



# Overview

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- During 2021, Freeman Health System collaborated with multiple hospitals and public health departments to produce a data-driven regional Community Health Needs Assessment (CHNA).
- The resulting CHNA identified 8 key health issues where the region underperformed national averages, including Heart Disease, Lung Disease, Cancer, Diabetes, Mental Health, Substance Use and Oral Health. Of these, the top 4 priorities for the Joplin Community emerged as Heart Disease, Lung Disease, Mental Health and Diabetes.
- Freeman is a nonprofit, charitable corporation operated for the sole purpose of improving the health of the people it serves. It does so by making sure that necessary hospital and health services appropriate for the service area are available to all on a cost-effective basis, without regard to their ability to pay.
- Its mission is “to improve the health of the communities we serve through contemporary, innovative, quality healthcare solutions.” To that end, the health system is pleased to present this Community Health Improvement Plan.





# Freeman Hospital West



**Freeman Hospital West**, located in Joplin, Missouri, is a 338-bed teaching hospital, which operates 308 beds. It offers a Level II Trauma Center providing 24/7 emergency care, 41-bed intensive care unit, 24-bed neonatal intensive care unit, 9 birthing suites, 25 private postpartum rooms, state-of-the-art operating suites, and radiology services. In addition, Freeman Heart & Vascular Institute is a 3-story adjacent wing, providing all cardiac services in one convenient location. Services include:

Allergy Services  
Cancer Care  
Cosmetic Surgery  
Family Care  
Hearing Services  
Infectious Disease  
Internal Medicine  
Maternity Center  
Neurosurgery  
Pain Management  
Pulmonology  
Rheumatology  
Sleep Medicine  
Sports Medicine  
Women's Services

Bariatric Surgery  
Children's Services  
Ear, Nose and Throat  
Geriatric Medicine  
Heart/Vascular Care  
Infusions  
Lab Services  
Neonatal Intensive Care  
Orthopaedics  
Palliative Care  
Radiology  
Stroke Care  
Spinal Care  
Transitional Care Unit  
Wound Care

Bladder Care  
Clinical Trials  
Emergency Medicine  
Health Screenings  
Home Care  
Intensive Care Unit  
Lung Care  
Neurology  
Occupational Medicine  
Pharmacy  
Reconstructive Surgery  
SANE Program  
Spiritual Care  
Urgent Care



# Freeman Hospital East

**Freeman Hospital East**, located in Joplin, Missouri is a 72-bed hospital. Freeman East offers a variety of medical care services. It is also home to the Freeman Radiation Oncology Center, dedicated to providing high-quality radiation oncology services to cancer patients. Investment in the most recent, state-of-the-art technology available provides patients with the best possible treatment. Services include:

- Alzheimer's Disease Unit
- Physical Rehabilitation Unit
- Laboratory
- Nephrology & Dialysis
- Pediatric Therapy
- PET/CT Scanner
- Radiology
- Radiation Oncology
- Stephens Adult Psychiatric Unit





# Freeman Neosho Hospital

**Freeman Neosho Hospital**, located in Neosho, Missouri, is a 25-bed critical access hospital. Over the past several years, it has been ranked as one of the busiest critical access emergency departments in Missouri. The Medical/Surgical inpatient unit at Neosho provides exceptional care to patients and families. This is reflected in their quality indicators and HCAHPS results. In addition to emergency and inpatient services, the physician clinic is a tremendous resource and is growing to meet the needs of the community and region. Services include:

Cardiac rehabilitation	Critical care (ICU)
Medical and surgical care	Occupational therapy
Physical therapy	Respiratory care
Skilled nursing	Speech therapy
Surgical services	Wound care and consultation
Emergency services and Midwest AeroCare 1 air ambulance	





# Ozark Center

**Ozark Center** has been providing behavioral health services since February 1965 and became an entity of Freeman Health System in 1996. Employing about 600 employees in 30 locations across Jasper, Newton, McDonald and Barton counties in Missouri, Ozark Center serves approximately 14,000 clients. As the area's largest and most comprehensive behavioral healthcare provider, qualified staff provide effective, caring and confidential services for adults, families and children, including:

Adult services

Crisis services

Emergency room assessments

Psychiatry residency program

Substance use services

Urgent behavioral services

Veteran services

Autism services

Children's services

Housing programs

Reconnect ED program

Transcranial Magnetic Stimulation

Youth residential treatment services

VR exposure treatment

Biofeedback

Family services

Mental health phone apps

Spravado Clinic



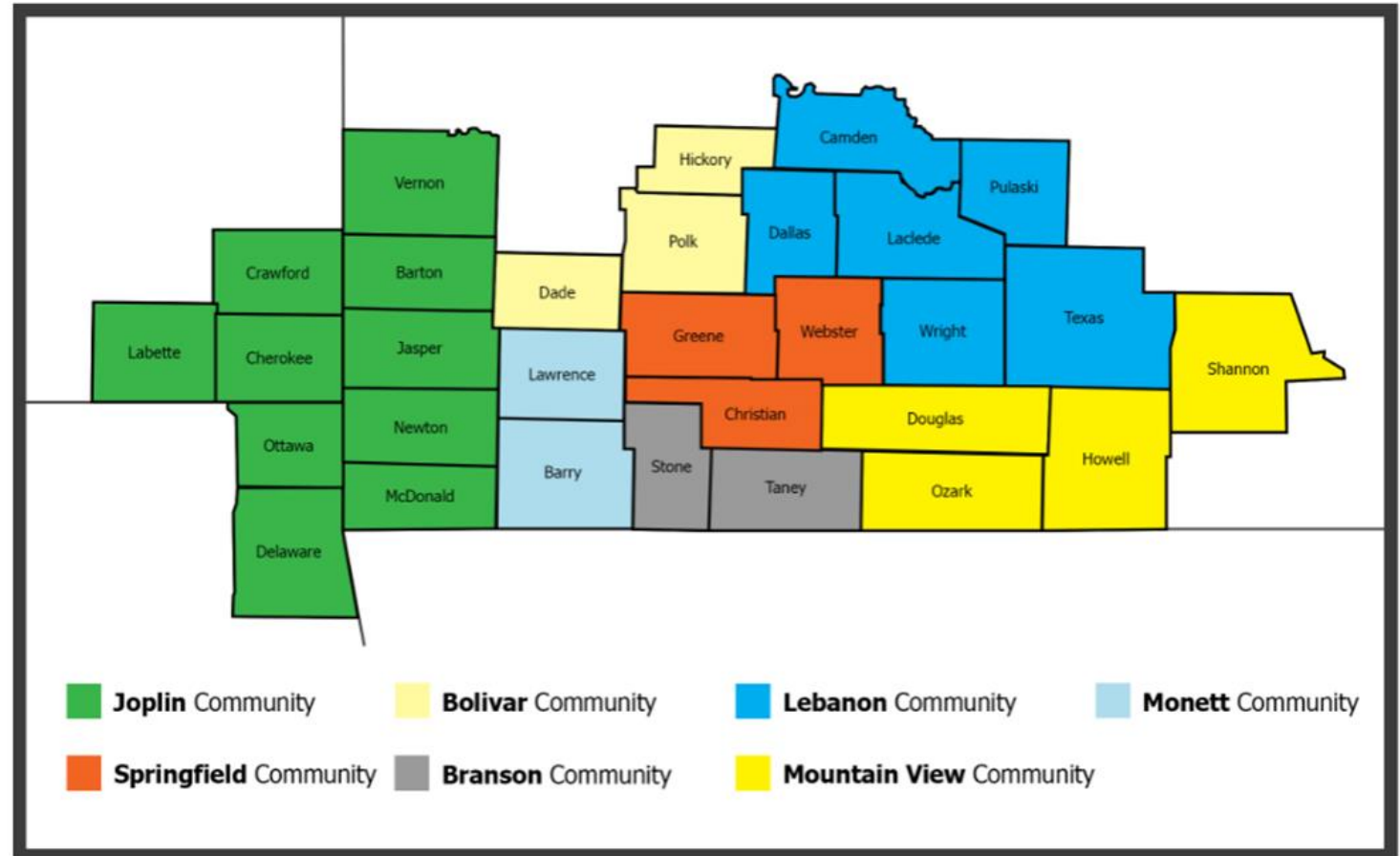


# Collaborative Strategy

Freeman intends to continue to work in collaboration with Ozarks Health Commission partners on issues revealed by the 2022 CHNA.

The combined service areas of OHC health systems cover 30 counties in Missouri, Kansas and Oklahoma.

Freeman's service area is represented by the green Joplin Community.







**Access to  
Care**



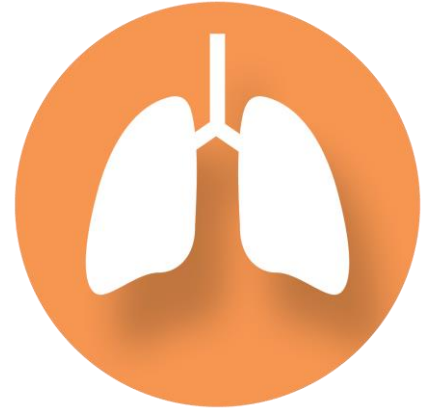
**Mental  
Health**



**Diabetes**



**Heart  
Disease**



**Lung  
Disease**

## Prioritized Health Needs

Freeman Health System has adopted a joint implementation strategy that includes Freeman Hospital West, Freeman Hospital East, Freeman Neosho Hospital, and Ozark Center. At the organizational level, Freeman Health System has adopted five Prioritized Health Needs for its Community Health Implementation Plan for the period 1/1/2022 through 12/31/2024.





# Access to Care

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Freeman's focus on Access to Care contributes to its mission to assure the communities it serves have access to needed health care services.

**Objective: Increase access to health services by enhancing health professional education, recruitment and retention efforts.**

Strategy 1: Increase access to medical and behavioral health care for rural residents through telehealth.

Strategy 2: Launch a new Family Practice residency program.

Strategy 3: Address health-related social needs of patients in collaboration with community-based organizations.





# Mental Health

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**Objective: Decrease the long-term incidence of mental health conditions using ongoing prevention, detection, and treatment strategies.**

Strategy 1: Support community health initiatives that address mental health.

Strategy 2: Offer new therapies for treatment-resistant depression.

Strategy 3: Educate and train psychiatric residents.







# Diabetes

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**Objective: Decrease the long-term incidence of diabetes using ongoing prevention, detection, and treatment strategies.**

Strategy 1: Provide evidence-based treatment of obesity for children ages 5 to 12.

Strategy 2: Build partnerships with employers and schools that increase awareness, knowledge, and treatment of health factors impacting diabetes.

Strategy 3: Offer training to patients with diabetes on best practices for using detection technologies.





# Heart Disease

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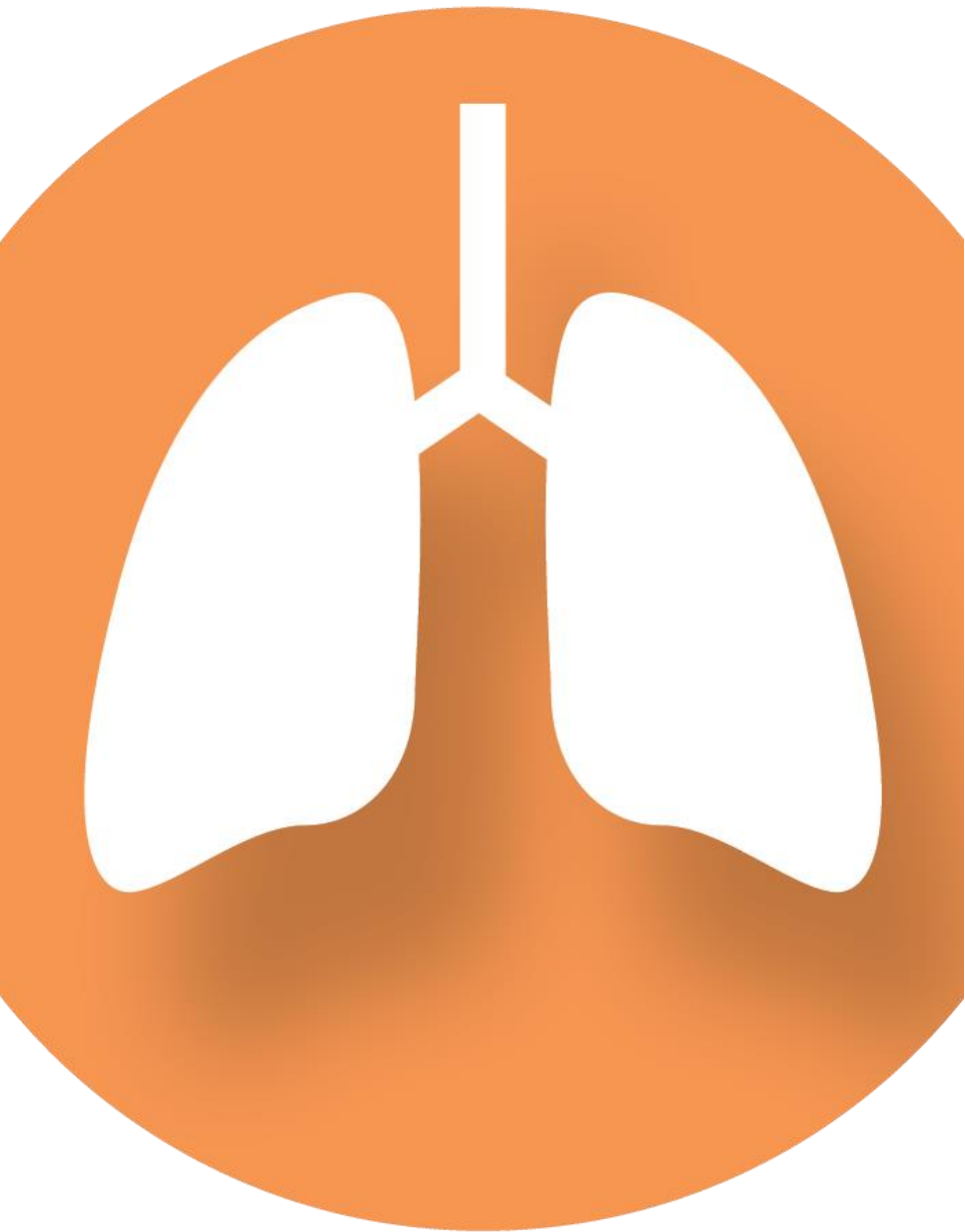
**Objective: Reduce the long-term prevalence of heart disease by increasing awareness of prevention and risk factors.**

Strategy 1: Support community health initiatives that address prevention and screenings.

Strategy 2: Serve rural patients through Freeman Heart & Vascular Institute outreach clinics.

Strategy 3: Reduce risk of stroke by offering innovative implant procedures as an alternative to blood thinner medication.





# Lung Disease

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**Objective: Reduce the long-term incidence of lung disease by increasing awareness of prevention and risk factors.**

Strategy 1: Support community health initiatives that address lung disease prevention.

Strategy 2: Invest in new technologies to prevent and treat lung disease more rapidly.





# Planned Collaboration

Each of the prioritized health needs represents a complex health condition that requires multi-stakeholder collaboration to effectively address. Freeman Health System is committed to working in collaboration with stakeholders at the local, regional, and state level. Intentional collaboration includes participation and leadership in coalitions, including:

- Jasper-Newton County Health Collaborative, representing health care providers and community-based organizations providing health and social services.
- McDonald County Health Coalition, a county-wide coalition of community-based organizations providing health and social services.
- One Joplin, a coalition of nonprofit agencies and businesses promoting community health and well-being.
- Missouri Council for Activity and Nutrition (MOCAN), a state-wide stakeholder network for healthy eating and active living.
- Universities with nursing, medical, and health professional programs, including: Missouri Southern State University (MO), Pittsburg State University (KS), Northeastern Oklahoma A&M College (OK), Crowder College (MO) and Kansas City University Medical School (MO).
- Southwest Missouri School-based Health Network, a regional coalition of school districts working to improve access to care and quality health outcomes.



# Steering Committee

The Freeman Health System Steering Committee represented the health system to the Ozarks Health Commission for this work. Special thanks to committee members for their time and commitment:

- Shelby Allen, Supervisor, Prevention and Wellness
- Wes Braman, Vice President of Business Development
- Cathy Brown, Grant Coordinator
- Del Camp, Chief Clinical Officer, Ozark Center
- Kris Drake, Wellness Coordinator
- Steve Graddy, Chief Financial Officer
- Mark Hensley, Senior Financial Analyst
- Renee Denton, Chief Operating Officer, Freeman Neosho Hospital
- Vicky Mieseler, Chief Administrative Officer, Ozark Center
- Mary Parrigon, Chief Operating Officer, Ozark Center
- Kelli Perigo, Director, Freeman Hearts Service Line
- Paul Petry, DO, Pediatric Medical Director
- Susan Pittman, Diabetes Program Coordinator
- Michael Sanders, Controller
- Lisa Nelson, Grant Program Supervisor and Ozarks Health Commission Liaison



# Learn More

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Freeman Health System welcomes and encourages feedback and suggestions on future assessments and action plans.

- Electronic (PDF) versions of the CHNA and CHIP are available at:  
<https://freemanhealth.com/about-us/community-health-needs-assessment>
- Full printed copies of the CHNA and CHIP are available upon request via an email to [CommunityHealth@freemanhealth.com](mailto:CommunityHealth@freemanhealth.com) or by calling (417) 347-4987. Visitors to the health system may also call to request a copy for review at each of the hospital information desks.

