



2026 – 2028 Community Health Needs Assessment Implementation Plan

Priority	Tactics	Measurement
PRIORITY 1 Enhance Continuity of Care Through Streamlined Coordination and Navigation	<ul style="list-style-type: none">✓ Develop and promote provider education initiatives—including specialty-focused learning and annual competencies—to support consistent, coordinated care delivery.✓ Expand person-centered programs that prepare individuals for successful transitions back into the community (e.g., re-entry support and community resource support).✓ Leverage internal committees to raise awareness and align care coordination efforts across departments and partners.✓ Explore and support innovative care models and research	<p>We will track:</p> <ul style="list-style-type: none">✓ How many patients or families receive care coordination support✓ How many patients participate in re-entry or transition programs✓ How many workgroups are created to align care coordination across departments or partners

	<p>collaborations (e.g., hybrid care for complex conditions, Innovation grants, Long COVID study).</p> <ul style="list-style-type: none"> ✓ Expand palliative and supportive care services that promote coordinated, holistic care for individuals with complex conditions 	
<p>PRIORITY 2</p> <p>Expand Access to Community Resources and Foster Social Connection</p>	<ul style="list-style-type: none"> ✓ Partner with local organizations to support community-based programs such as food access, health screenings, and school-based education. ✓ Promote and grow support groups and peer-led programs that address chronic conditions and reduce isolation. ✓ Collaborate with new and existing partners (e.g., Amputee Coalition, Christopher Reeve Foundation) to enhance resource sharing and outreach. ✓ Encourage participation in community events and wellness activities that foster connection and engagement (e.g., Mind Your Brain conferences, support groups, annual gatherings). 	<p>We will track:</p> <ul style="list-style-type: none"> ✓ How many community benefit activities we provide ✓ How many community partnerships we build or maintain (like the Community Fridge) ✓ How many support groups and/or social activities we offer each year

<p>PRIORITY 3</p> <p>Improve Disability-Competent Care Through Training and System Readiness</p>	<ul style="list-style-type: none"> ✓ Provide ongoing training for staff in disability-competent care, including respectful communication and understanding of functional needs. ✓ Invest in educational platforms and tools (e.g., MedBridge) to support therapy and rehabilitation professionals in delivering person-centered care. ✓ Engage people with lived experience through Patient and Family Advisory Councils, surveys, and other bi-directional feedback loops to inform system improvements and accessibility. ✓ Provide Crisis Prevention Institute (CPI) de-escalation and behavioral response training to frontline staff to ensure safe, respectful care for patients with complex needs. 	<p>We will track:</p> <ul style="list-style-type: none"> ✓ How many staff complete training ✓ How many staff engage with specialized education tools (like MedBridge) ✓ How often the Patient and Family Advisory Council meets ✓ How many staff are trained in CPI de-escalation and behavioral health training ✓
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