



2019-2021

Freeman Health System
Community Health
Improvement Plan



Overview

During 2017-2018, Freeman Health System collaborated with hospitals and public health departments to produce a data-driven regional Community Health Needs Assessment (CHNA).

The resulting CHNA identified key health issues where the region underperformed national averages, including Cancer, Cardiovascular Disease, Diabetes, Lung Disease, Mental Health and Oral Health. Of these, the top three priorities for the Freeman service area emerged as Cardiovascular Disease, Lung Disease and Mental Health.

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.



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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 compassionate care and high quality radiation oncology services to cancer patients. Investment in the most recent, state-of-the-art technology available to provide patients with the best possible treatment allows Freeman to deliver treatment utilizing IMRT (Intensity Modulated Radiation Therapy) and/or IGRT (Image Guided Radiation Therapy) techniques. Services include:

Alzheimer's Disease Unit

Laboratory

Pediatric Therapy

Radiology

Stephens Adult Psychiatric Unit

Physical Rehabilitation Unit

Nephrology & Dialysis

PET/CT Scanner

Radiation Oncology



Freeman Neosho Hospital



Freeman Neosho Hospital, located in Neosho, Missouri, is a 49-bed critical access hospital, which operates 25 beds. 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 always 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
- Medical and surgical care
- Physical therapy
- Skilled nursing
- Surgical services
- Emergency services and Midwest AeroCare 1 air ambulance
- Critical care (ICU)
- Occupational therapy
- Respiratory care
- Speech therapy
- Wound care and consultation



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, 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:

Autism services

Biofeedback

Children's services

Emergency room assessments

Mental health phone apps

Addiction services

Virtual reality exposure treatment

Adult services

Crisis services

Family services

Housing programs

Substance use services

Veteran services

Support groups

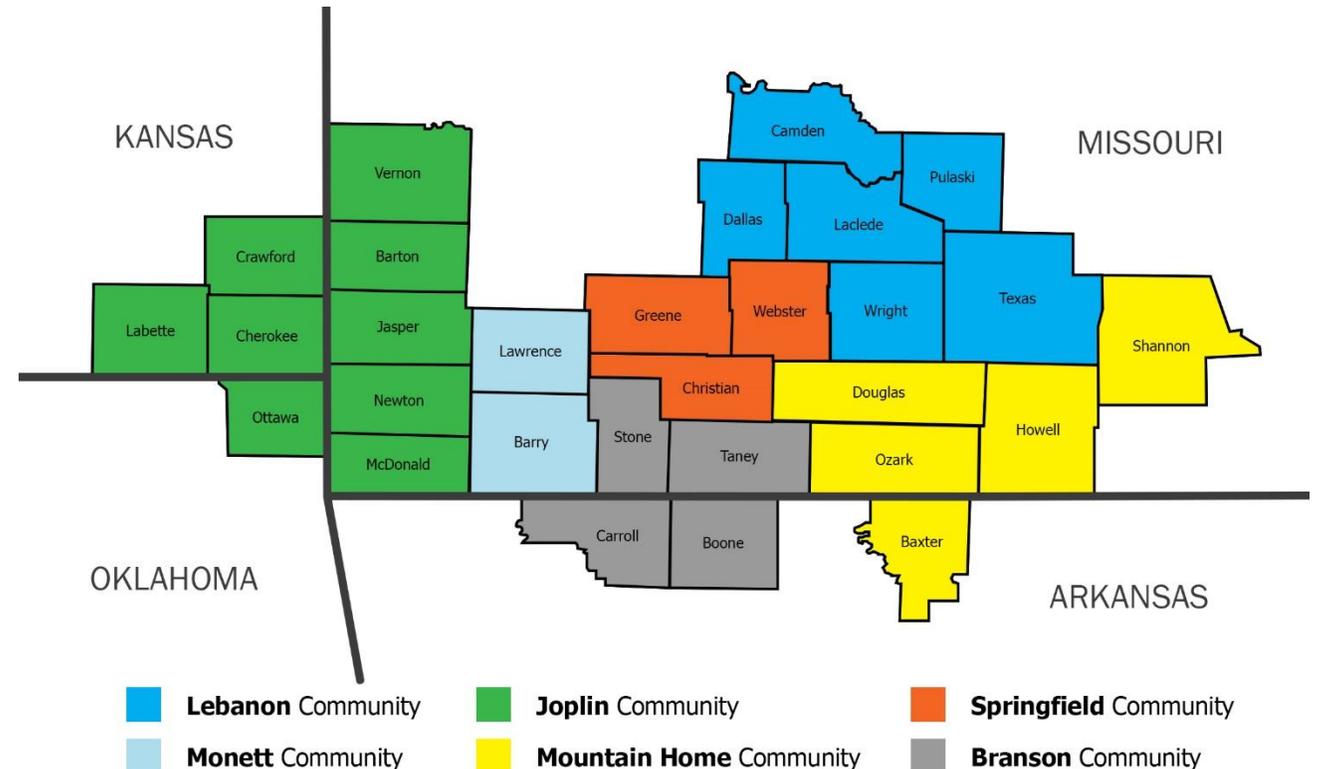


Collaborative Strategy

Freeman intends to continue to work in collaboration with Ozarks Health Commission on issues revealed by its 2019 Community Health Needs Assessment.

The service areas of Ozarks Health Commission partners cover 29 counties in Missouri, Kansas, Oklahoma and Arkansas.

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



Prioritized Health Needs Addressed

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 the following Prioritized Health Needs for its Community Health Implementation Plan for the period 1/1/2019 through 12/31/2021:

- Cancer
- Diabetes
- Heart Disease
- Lung Disease
- Mental Health
- Healthcare Workforce





Cancer

Objective: Reduce the long-term incidence of cancer by using ongoing prevention, detection, and treatment strategies.

Strategy 1: Provide assistance for patients who can't afford cancer medications.

Strategy 2: Support vulnerable populations with prevention, education, and financial support for health services.

Strategy 3: Offer screenings for early detection to improve treatment efficacy.



Diabetes

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

Strategy 1: Improve health and reduce diabetes through services of the Bariatric Center.

Strategy 2: Participate in local, regional, and state initiatives working to reduce the prevalence of diabetes through collective impact.

Strategy 3: Build partnerships with employers and schools that increase awareness, knowledge, and treatment of health factors impacting diabetes.



Heart Disease

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 patients through the Freeman Heart & Vascular Institute.

Strategy 3: Participate in local, regional, and state collaboratives working to reduce the prevalence of heart disease through collective impact.



Lung Disease

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 tobacco cessation and lung disease prevention.

Strategy 2: Serve patients through the Freeman Lung Institute.





Mental Health

Objective: Coordinate patient care to include both behavioral and medical health.

Strategy 1: Support community health initiatives that address substance use disorders and behavioral health.

Strategy 2: Maintain psychiatric inpatient unit to allow patients to receive care in the area.

Strategy 3: Educate and train psychiatric residents.





Healthcare Workforce

In addition to the prioritized medical and behavioral conditions, Freeman has also elected to focus on Healthcare Workforce development. To fulfill its mission in ensuring the communities it serves have access to needed healthcare services, potential gaps in the availability of health professional services must be identified. It is in the best interest of the health system and the service area to have a plan to develop a medical staff that is comprised of individuals with the background, training, skills, and expertise needed by the citizens served.

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

Strategy 1: Enhance efforts to recruit and retain health professionals.

Strategy 2: Partner with local schools and universities offering health professional education.

Strategy 3: Expand the graduate medical education program.



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
- 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).
- Ozarks Health Commission (OHC), a collaborative of health systems and public health agencies using data-driven approaches to produce high quality community health needs assessments and align priorities among community-based organizations to promote good health.



Freeman Steering Committee

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

- Steve Graddy, Chief Financial Officer
- Renee Denton, Administrator, Freeman Neosho Hospital
- Michael Leone, Controller
- Connie Mock, Director, Freeman Cancer Institute
- Kelli Perigo, Director, Freeman Hearts Service Line
- Shelby Allen, Supervisor, Prevention and Wellness
- Kris Drake, WellBalance Coordinator
- Cathy Brown, Grant Coordinator
- Lisa Nelson, Grant Program Supervisor and Ozarks Health Commission Liaison



Learn More

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 or by calling (417) 347-4987. Visitors to the health system may also call to request a copy for review at each of the health system information desks.

