



Community Health Improvement Plan

Expanding Access to Care

2026 - 2028



Patients First. Always!

Our Focus - Access to Health Care Services

The 2024 Community Health Needs Assessment (CHNA) identified Access to Health Care Services as an area of opportunity. As a result, this will be our focus for this community health improvement plan.

Our Plan

We will improve access to health care services at Good Shepherd Health Care System by focusing on strategies and tactics that drive measurable outcomes resulting in improved access. The next two slides show the strategies, tactics and measures we will focus on.

Improve Access to Health Care Services

Strategy - Tactics – Measures - Status

STRATEGY	TACTICS	MEASURES	STATUS
<p>1. Increase Access to Care Key Person: VP of Clinics, COO/CFO</p>	<p>Create Centralized Call Center and Scheduling</p>	<ul style="list-style-type: none">• Answer Rate, Abandoned Calls, Wait Times & Talk Times.• Scheduling Appointments	<ul style="list-style-type: none">• Hired call center manager• Started cubicle installation for call center staff
<p>2. Optimize Telecommunications Key Person: VP of Clinics</p>	<p>Purchase New Phone System</p>	<ul style="list-style-type: none">• Successful Phone System Implementation• Measures – Answer Rate, Abandoned Calls, Wait Time & Talk Times	<ul style="list-style-type: none">• Phone system installed• Currently evaluating and validating new phone system call data

Improve Access to Health Care Services

Strategy - Tactics – Measures - Status

STRATEGY	TACTICS	MEASURES	STATUS
<p>1. Align Current and Future Recruitment Needs with Master Facilities Plan Key Person: Executive Team</p>	Develop Provider Staffing Plan	<ul style="list-style-type: none">• Determine Provider Staffing and Space Alignment Plan	<ul style="list-style-type: none">• Provider staff plan completed• Aligning plan with available space
<p>2. Develop Morrow County Expansion Key Person: CEO, COO/CFO</p>	Develop Boardman Master Site Plan	<ul style="list-style-type: none">• Fully Developed Plan	<ul style="list-style-type: none">• Interviewing several development companies to manage the project
<p>3. Expand MyChart Utilization Key Person: VP of Clinics, CNO</p>	Increase and Standardize MyHealth Utilization	<ul style="list-style-type: none">• Increase MyHealth Usage by Patients	<ul style="list-style-type: none">• Evaluating opportunities to increase utilization• Implementing MyHealth scheduling in Primary Care