



Community Health Needs Assessment (CHNA) Implementation Strategy

Fiscal Years FY26-28



MercyOne Centerville Medical Center completed a comprehensive Community Health Needs Assessment (CHNA) that was adopted by the Board of Directors on April 25, 2025. MercyOne Centerville Medical Center performed the CHNA in adherence with applicable federal requirements for not-for-profit hospitals set forth in the Affordable Care Act (ACA) and by the Internal Revenue Service (IRS). The assessment considered a comprehensive review of secondary data analysis of patient outcomes, community health status, and social influencers of health, as well as primary data collection, including input from representatives of the community, community members and various community organizations.

The complete CHNA report is available electronically at <https://www.mercyone.org/about-us/community-health-and-well-being> or printed copies are available at One St. Joseph's Drive, Centerville, IA 52544.

Our Mission

We, MercyOne, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

Our hospital

MercyOne is a connected system of health care facilities and services dedicated to helping people and communities live their best lives. The system's more than 220 clinics, medical centers, hospitals and care locations are located throughout the state of Iowa and beyond. MercyOne employs more than 22,000 colleagues. MercyOne is a member of Trinity Health, based in Livonia, Michigan.

MercyOne Centerville Medical Center, a member of MercyOne, is a faith-based, full-service community health system-serving residents of Appanoose County. The hospital provides comprehensive inpatient and outpatient services, as well as specialist physician clinics. A full listing of services include:

- Emergency Care
- Acute Care
- Long Term Care
- General Surgery
- Medical Clinic (Family Medicine, Pediatrics, General Surgery & Podiatry)
- Laboratory
- Radiology
- Infusion
- Cancer Care
- Rehabilitation Services
- Respiratory Therapy
- Sleep Studies
- Specialist Physicians (Audiology, Cardiology, Oncology, Orthopedics, Dermatology, Urology, Nephrology, Pain Management, Podiatry, Wound Management)
- Health/Nutrition/Diabetes Education
- Health Coaches
- Geriatric Mental Health
- Support Groups



Our community-based services

The hospital operates a nursing home unit, geriatric mental health service and medical clinic with primary care physicians and advanced registered nurse practitioners, including Quick Care open seven days a week.

MercyOne Centerville Medical Center participates in a clinically integrated network (CIN) where providers work together to improve health, increase patient satisfaction and lower health care costs for members and the communities served.

Our community

The geographic area for this assessment is Appanoose County. A total of 12,279 people live in the 497.30 square mile service area defined for this assessment according to the U.S. Census Bureau American Community Survey 2018-22 5-year estimates. The population density for this area, estimated at 25 persons per square mile, is less than the national average population density of 94 persons per square mile. Much of the population is rural (57.22%).

17.06% of the population is under 18 years old, and 23.46% of the population is over the age of 65. The majority of the population is White (94.88%); 0.41% are Black or African American, 0.28% are Asian, 0.13% are American Indian or Alaska Native, 0.00% are Native Hawaiian and Other Pacific Islander, 0.00% are some other race, and 4.31% are two or more races. 2.37% of the population is Hispanic or Latino.

In the service area, 41.86% of individuals are living in households with income below 200% of the Federal Poverty Level (FPL). The majority of jobs in the service area are manufacturing, health care and social assistance, retail trade, and government enterprises.

Our approach to health equity

While community health needs assessments (CHNA) and Implementation Strategies are required by the IRS, Trinity Health ministries have historically conducted CHNAs and developed Implementation Strategies as a way to meaningfully engage our communities and plan our Community Health & Well-Being work. Community Health & Well-Being promotes optimal health for people experiencing poverty or other vulnerabilities in the communities we serve by addressing patient social needs and investing in our communities through dismantling oppressive systems, including racism, and building community capacity. Trinity Health has adopted the Robert Wood Johnson Foundation's definition of Health Equity - "Health equity means that everyone has a fair and just opportunity to be as healthy as possible. This requires removing obstacles to health such as poverty, discrimination, and their consequences, including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments, and health care."

This implementation strategy was developed in partnership with the community and will focus on specific populations and geographies most impacted by the needs being addressed. Racial equity principles were used throughout the development of this plan and will continue to be used during the implementation. The strategies implemented will mostly focus on policy, systems and environmental change as these systems changes are needed to dismantle racism and promote health and well-being for all members of the communities we serve.

Health and social needs of the community

The CHNA conducted in 2024 identified the significant needs for health and social drivers of health within the Appanoose County community. Community stakeholders then prioritized those needs during a facilitated review and analysis of the CHNA findings. The significant health needs identified, in order of priority include:

1. Access to care

- 25% of survey respondents were unable to see a doctor/community resource when they needed to in the last year.
 - 84% of survey respondents have received health care services outside of Appanoose County in the last 2 years.
 - 42% of survey respondents state that health care & community services in Appanoose County are not meeting their needs.
 - Women's health and primary care were the second and third top services identified as needing improvement on the community survey.
 - Secondary data indicates that the rate of primary care providers and dental providers in Appanoose County is significantly lower than state and national rates.
 - Secondary data indicates that the infant mortality rate is significantly higher in Appanoose County than Iowa overall.
 - Secondary data indicates that the teen birth rate in Appanoose County is significantly higher than state and national rates.
 - Secondary data indicates that the child immunization rate at
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	age 2 is lower than the state of Iowa. • Secondary data indicates that more Appanoose County residents experience poor physical health days and rate their health poor or fair overall than state and national rates. • Access to care was rated as the top issue at the Community Town Hall.
2. Mental health	• Mental health was rated the most important community health concern by survey respondents. • Mental health was rated the top service that could use improvement by survey respondents. • Limited access to mental health care was identified as the No. 1 root cause of poor health by survey respondents. • Mental health was the top health concern of individual interviewees. Interviewees also reported that it was difficult to get an appointment/there are not enough resources. Stigma was also noted as a factor in seeking help. • Secondary data indicates that the rate of mental health providers in Appanoose County is significantly lower than state and national rates. • Secondary data indicates that more Appanoose County residents rate their mental health as poor than state and national rates. • Mental health was rated the second priority issue at the Community Town Hall.
3. Financial stability	• 43% of survey respondents identified having trouble paying for at least one of the below needs: ○ Housing ○ Food ○ Transportation ○ Childcare ○ Utilities ○ Medication ○ Medical bills • 6% of survey respondents stated they have a place to live today but are worried about losing it in the future. • Secondary data indicates that Appanoose County has significantly higher rates of food insecurity and households that are receiving SNAP benefits than state and national rates. • Secondary data indicates that the median household income in Appanoose County is significantly lower than the state and national medians.

	• Secondary data indicates that the percentage of the population below 200% FPL is significantly higher than state and national rates. • Financial stability was rated a top three priority issue at the Community Town Hall.
4. Substance use & misuse	• Substance use and misuse was rated the second most important community health concern by survey respondents. • Substance use and misuse was the rated as the number four service that could use improvement by survey respondents. • Addiction was one of the top health concerns discussed during individual interviews. Interviewees stated that substance misuse contributes to crime and homelessness in the community. • Secondary data indicates that the rate of addiction/substance abuse providers in Appanoose County is significantly lower than state and national rates. • Secondary data indicates that the tobacco use rate in Appanoose County is higher than state and national rates. • Substance use and misuse was rated a top four priority issue at the Community Town Hall.
5. Obesity	• Obesity was rated the third most important community health concern by survey respondents. • Secondary data indicates Appanoose County residents are less active than their Iowa and United States peers. • Secondary data indicates Appanoose County residents have lower access to parks than their Iowa and United States peers. • Secondary data indicates Appanoose County residents experience higher rates of the below compared to state and national rates: ○ Diabetes ○ High blood pressure ○ Heart disease ○ Obesity ○ Coronary heart disease mortality • Obesity was rated a top five priority issue at the Community Town Hall.
6. Cancer	• Cancer was rated the fifth most important community health concern by survey respondents. • Secondary data indicates Appanoose County has higher rates of cancer incidence and cancer mortality than state and national rates.

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- Secondary data indicates that, for the top five most commonly diagnosed cancers in Appanoose County, the County experiences higher rates than state or national rates:
 - Breast cancer
 - Colon & rectum cancer
 - Prostate cancer
 - Lung & bronchus cancer
 - Bladder cancer
 - Cancer was rated a top six priority issue at the Community Town Hall.
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Hospital Implementation Strategy

Significant health and social needs to be addressed

MercyOne Centerville Medical Center, in collaboration with community partners, will focus on developing and/or supporting initiatives and measure their effectiveness to improve the following needs:

- 1 **Access to care** – CHNA pages 12-17, 19-20, 27-29, 34-37, 82.

Significant health and social needs that will not be addressed

MercyOne Centerville Medical Center acknowledges the wide range of priority health and social issues that emerged from the CHNA process and determined that it could effectively focus on only those needs which are the most pressing, under- addressed and within its ability to influence.

MercyOne Centerville Medical Center does not intend to address the following needs:

- **Mental health** – This need was not selected due to resource limitations. MercyOne Centerville Medical Center will continue to offer the Senior Life Solutions program to meet the unique needs of older adults who are experiencing symptoms of anxiety, depression, and other mental health disorders.
- **Financial stability** – This need was not selected due to resource limitations. MercyOne Centerville Medical Center will continue to provide financial assistance options to help people who are unable to pay and those with limited financial means.
- **Substance use and misuse** – This need was not selected due to resource limitations. MercyOne Centerville Medical Center will continue to partner with local organizations to address this need.
- **Obesity** – This need was not selected due to resource limitations. MercyOne Centerville Medical Clinic will continue to offer weight management services, providing medically supervised weight loss through nutrition, physical activity, and lifestyle counseling with medication assistance when appropriate.
- **Cancer** – This need was not selected as it was ranked a lower priority by community stakeholders.

This implementation strategy specifies community health needs that the hospital, in collaboration with community partners, has determined to address. The hospital reserves the right to amend this implementation strategy if circumstances warrant. For example, certain needs may become more pronounced and require enhancements to the described strategic initiatives. During these three years, other organizations in the community may decide to address certain needs, indicating that the hospital should refocus its limited resources to best serve the community.

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Access to care



Goal: Increase awareness of medical and social care resources and enhance community partnerships to improve access to care

CHNA Impact Measures

**2025
Baseline**

2028 Target

Hire additional primary care providers to serve Appanoose County

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Update the digital Community Resource Directory to include accurate, local, priority resources in Appanoose County

**10 local
resources
listed**

**30 local
resources
listed**

Financially contribute annually to community-based organizations that address transportation in Appanoose County

**\$18,000/
year**

**\$21,700/
year**

Increase number of people served in Appanoose county by Senior Health Insurance Information Program (SHIIP) volunteer counselors

0

50

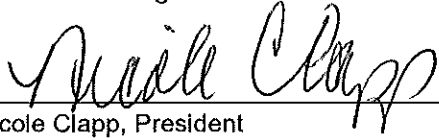
Strategy	Timeline Y1 Y2 Y3			Hospital and Committed Partners (align to indicate committed resource)	Committed Resources (align by hospital/committed partner)
Recruit and hire primary care providers to serve Appanoose County	X	X	X	MercyOne Centerville Medical Center	Staff time, staff salaries and benefits
				MercyOne Des Moines Medical Center	Provider recruitment resources
				Jackson Physician Search	Provider recruitment services
	Focus location(s)				Focus Population(s)
	Appanoose County				Appanoose County residents
Strategy	Timeline Y1 Y2 Y3			Hospital and Committed Partners (align to indicate committed resource)	Committed Resources (align by hospital/committed partner)
Explore partnership opportunities between MercyOne Centerville Medical Center and River Hills Community Health Center to increase access to care	X	X	X	MercyOne Centerville Medical Center	Staff time
				River Hills Community Health Center	Staff time
	Focus location(s)				Focus Population(s)
	Appanoose County				Residents seeking women’s health, family planning, and/or dental care
Strategy	Timeline Y1 Y2 Y3			Hospital and Committed Partners (align to indicate committed resource)	Committed Resources (align by hospital/committed partner)
Utilize ‘Go Pitch’ to share information on MercyOne resources and partnerships	X	X	X	MercyOne Centerville Medical Center	‘Go Pitch’ advertising spots
	Focus location(s)				Focus Population(s)

	Appanoose County				Appanoose County residents
Strategy	Timeline			Hospital and Committed Partners (align to indicate committed resource)	Committed Resources (align by hospital/committed partner)
	Y1	Y2	Y3		
Integrate community resource education into existing community events	X	X	X	MercyOne Centerville Medical Center	Staff time, promotional resources
				PACT	Staff time, promotional resources
				Appanoose County Public Health	Staff time, promotional resources
				River Hills Community Health Center	Staff time, promotional resources
	Focus location(s)				Focus Population(s)
	Appanoose County				Appanoose County residents
Strategy	Timeline			Hospital and Committed Partners (align to indicate committed resource)	Committed Resources (align by hospital/committed partner)
	Y1	Y2	Y3		
Educate MercyOne providers on current community resources and how to connect patients to these resources	X	X	X	MercyOne Centerville Medical Center	Staff time
	Focus location(s)				Focus Population(s)
	Appanoose County				MercyOne Centerville Medical Clinic providers
Strategy	Timeline			Hospital and Committed Partners (align to indicate committed resource)	Committed Resources (align by hospital/committed partner)
	Y1	Y2	Y3		
Identify and gather information on community resources that address the top six needs identified in the CHNA	X			MercyOne Centerville Medical Center	Staff time
				Appanoose County Public Health	Staff time
				Centerville City Council	Staff time
				Mental Health Agency of Southeast Iowa	Staff time
				EveryStep	Staff time
	Focus location(s)				Focus Population(s)
	Appanoose County				Appanoose County residents
Strategy	Timeline			Hospital and Committed Partners (align to indicate committed resource)	Committed Resources (align by hospital/committed partner)
	Y1	Y2	Y3		
Update Community Resource Directory to include resources on the top six needs identified in the CHNA	X			MercyOne Centerville Medical Center	Staff time
				Appanoose County Public Health	Staff time
				Centerville City Council	Staff time
				Mental Health Agency of Southeast Iowa	Staff time
				EveryStep	Staff time
	Focus location(s)				Focus Population(s)
	Appanoose County				Appanoose County residents
Strategy	Timeline			Hospital and Committed Partners (align to indicate committed resource)	Committed Resources (align by hospital/committed partner)
	Y1	Y2	Y3		
Promote Community Resource Directory to community through various marketing channels and community events	X	X	X	MercyOne Centerville Medical Center	Staff time, marketing collateral
				PACT	Staff time, marketing collateral
				Appanoose County Public Health	Staff time, marketing collateral
				Centerville City Council	Staff time, marketing collateral
				Mental Health Agency of Southeast Iowa	Staff time, marketing collateral
	EveryStep	Staff time, marketing collateral			
Focus location(s)				Focus Population(s)	
	Appanoose County				Appanoose County residents
Strategy	Timeline			Hospital and Committed Partners (align to indicate committed resource)	Committed Resources (align by hospital/committed partner)
	Y1	Y2	Y3		
Financially contribute to 10-15 Transit to increase access to transportation	X	X	X	MercyOne Centerville Medical Center	Financial contribution

	Focus location(s)					Focus Population(s)
	Appanoose County					Appanoose County residents
Strategy	Timeline			Hospital and Committed Partners		Committed Resources
	Y1	Y2	Y3	(align to indicate committed resource)		(align by hospital/committed partner)
Recruit and onboard SHIIP volunteers	X	X		MercyOne Centerville Medical Center		Staff time
	Focus location(s)					Focus Population(s)
	Appanoose County					Appanoose County residents
Strategy	Timeline			Hospital and Committed Partners		Committed Resources
	Y1	Y2	Y3	(align to indicate committed resource)		(align by hospital/committed partner)
Implement and sustain SHIIP program		X	X	MercyOne Centerville Medical Center		Staff time, space, technology, office supplies
	Focus location(s)					Focus Population(s)
	Centerville					Medicare beneficiaries & Caregivers

Adoption of Implementation Strategy

On July 25, 2025, the Board of Directors for MercyOne Centerville Medical Center met to discuss the 2026-2028 Implementation Strategy for addressing the community health and social needs identified in the 2025 Community Health Needs Assessment. Upon review, the Board approved this Implementation Strategy and the related budget.



Nicole Clapp, President

07/25/2025

Date