

INTEGRIS Health Community Hospitals
(Council Crossing, Del City, Moore, and OKC West)

Community Health Improvement Plan

(For Fiscal Years 2026, 2027, 2028)

Access to Healthy Food • Access to Healthcare • Education • Employment • Housing



INTEGRIS Health

Mission, Vision and Values

Mission

Partnering with people to live healthier lives.

Caring for our patients is our top priority. As the largest health care system in Oklahoma, we feel it's our responsibility to improve the health of the citizens of our great state. But we learned a long time ago that we can't fully care for our community by staying exclusively within the walls of our facilities.

At INTEGRIS Health, caregivers take their education and skills into the community to make a difference in the lives of fellow Oklahomans. Their dedication, combined with our resources, helps accomplish a variety of things – from providing free clinical services, screenings, and education programs to working with juvenile offenders and providing activities for senior citizens.

We also realize the health of a community isn't just physical and mental – it's economic and spiritual as well. That's why we offer a myriad of programs that address all these important issues.

Vision

Most Trusted Partner for Health

Values

iCare

Integrity, Compassion, Accountability, Respect and Excellence



Executive Summary

The Patient Protection and Affordable Care Act (ACA) requires each not-for-profit hospital to conduct a Community Health Needs Assessment (CHNA) every three years to identify significant health needs in the community, report impact of previous community health improvement initiatives, and develop an implementation plan to address and measure community health activities created to address the significant health needs.

INTEGRIS Health reports compliance with the requirements on the IRS Form 990 Schedule H annually. Through INTEGRIS Health, INTEGRIS Health Community Hospitals (Council Crossing, Moore, Del City, and OKC West) collaborated with local community partners on the CHNA. The results identified Access to Healthy Food, Access to Healthcare, Education, Employment, and Housing as the priority issues.

Since the hospitals have limited resources, not every health indicator which has an identified need for improvement will be directly addressed. Those community needs identified, but not “prioritized” for improvement included the following:

- Access to Education
- Access to Meaningful Employment

The issues were chosen based on state and local data, surveys, identifiable gaps, available resources, and input from small focus groups.

INTEGRIS Health Community Hospitals has developed a three-year Community Health Improvement Plan (CHIP) designed to meet the needs of the community based on the results of the CHNA which was completed in 2024. The plan aligns with the INTEGRIS Health pillars of excellence.

This implementation plan addresses the following priority issues.

- Access to Care
- Access to Health Food

During this plan cycle, INTEGRIS Health Community Hospitals will collaborate with community partnerships to improve the health for low-income, underserved, and uninsured populations. INTEGRIS Health and the Community Hospitals are committed to the successful completion of the CHIP, utilizing a collaborative, systemwide approach. Outcome measures will be tracked quarterly and annually through the evaluation process.

Access to Healthy Food

Access to sufficient nutritious food influences physical and mental well-being. Financial barriers contribute to lack of access to healthy food, perpetuating health inequities. Improving food environments in communities is essential for increasing access to healthy foods and reducing disparities in diet-related health outcomes. Food insecurity is a significant issue in the Oklahoma City metro area. In Oklahoma County, 15.3% of the population, or 121,570 people were considered food insecure in 2022. This is a significant portion of our population, and it is above the national rate of food insecurity, 13.5%.¹

Program	Supporting Activities	Current/Potential Partnerships	Yearly Targets
Food Bank Volunteer	Hospital staff volunteer their time, and hospital provides 8 hours of volunteer time to work at the food bank/outlet/pantry	Regional Food Bank of Oklahoma	1 event each year
		Moore Food and Resource Center	1 event each year
Internal Food Drives	Staff bring food to each location for donation to local food banks		1 event each year

¹ Hunger and Poverty in Oklahoma County, Oklahoma | Map the meal gap. (n.d.). <https://map.feedingamerica.org/county/2022/overall/oklahoma/county/oklahoma>

Access to Healthcare

Access to healthcare is fundamental in ensuring optimal health outcomes and well-being for individuals within a population. Having access to comprehensive and quality healthcare services plays a vital role in promoting and maintaining health, managing and preventing diseases, reducing unnecessary disability, and achieving health equity. Limited health insurance coverage and financial hardship are major barriers to access.² Difficulties in transportation to healthcare appointments further hinder accessibility. This was further emphasized in the OCCHD's Community Context Assessment performed alongside the COHIT needs assessment. Of the 175 people in Oklahoma County who reported having trouble accessing healthcare, lack of transportation options was selected as a barrier.³ However, the biggest barriers in that survey were: the availability of healthcare providers, long wait times and financial constraints. Shortages of healthcare workers and their availability pose challenges barriers to receiving timely care. While affordable health insurance is part of the solution, a comprehensive approach must consider economic, social, cultural, and geographic barriers to healthcare.⁴

Program	Supporting Activities	Current/Potential Partnerships	Yearly Targets
Helping Hands Financial Assistance Program	Financial Specialist available to provide information and to see if eligible for other programs for assistance.	Oklahoma HealthCare Authority	Provide financial assistance information to all patients

² Call, K. T., McAlpine, D. D., Garcia, C. M., Shippee, N., Beebe, T., Adeniyi, T. C., and Shippee, T. (2014). Barriers to care in an ethnically diverse publicly insured population. *Medical Care*, 52(8), 720-727. <https://doi.org/10.1097/mlr.000000000000172>

³ The Oklahoma City County Health Department's 2024 Community Context Assessment data output.

⁴ US Department of Health and Human Services. (2020). Access to Health Services. *Healthy People 2030*; U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion.