IMPLEMENTATION PLAN – PRIORITY AREAS

Priority Area #1 – Access to Care

Overarching Goal: Improve access to quality health care services and connect patients to resources (i.e., SDOH) to improve health and wellbeing.

Actions	Responsible Parties/ Partners	Timeline	Metrics for Success	Status
Expanded office hours to increase access for new and existing patients	Dr. Gregory Small Health Partners	CHNA 3-year Cycle	- New patient enrollment for new providers - Utilization of available appointments - ED utilization - Expanded office hours impact	
Implementation of Compass Rose to ensure patients are connected with community resources to address SDOH	EPIC Team Martin Raffel Care Management	CHNA 3-year Cycle	- Referrals made via Compass Rose - Closed loop referrals	
Fund local community-based initiatives via community benefit funding	Karen Thompkins D'Ambra Anderson	CHNA 3-year Cycle	Fund at least **two to three** organizations who meet the criteria of our overarching goal	

Priority Area #2 – Behavioral Health (Mental Health and Substance Use Disorder)

Overarching Goal: Increase access to services and resources to address unmet behavioral and mental health needs.

Actions	Responsible Parties/ Partners	Timeline	Measures/Outcomes	Status
Expand and improve access to mental health care within the primary care practices	Rachel Smolowitz Marketing	CHNA 3-year Cycle	• Number of patients screened • Percent of patients getting better • ED hospitalization utilization	
Expand and improve access to mental health care in the Emergency Department	Mark Fisher Dr. Robin Motter-Mast Marketing	CHNA 3-year Cycle	• ED utilization	
Fund local community-based initiatives via community benefit funding	Karen Thompkins D'Ambra Anderson	CHNA 3-year Cycle	• Fund at least **two to three** organizations who meet the criteria of our overarching goal	
Participate in the DEA's National Prescription Drug Take Back Day events (2 per year) MyChart Notification for patients	Karen Thompkins D'Ambra Anderson Marketing EPIC	CHNA 3-year Cycle	• Total weight collected (drug collection) • Number of patients who acknowledge MyChart message	

Priority Area #3 – Physical Health

Overarching Goal: Reduce the morbidity and mortality of preventable chronic conditions through screenings, education, and other health promotion efforts.

Actions	Responsible Parties/ Partners	Timeline	Measures/Outcomes	Status
Fund local community-based initiatives via community benefit funding	Karen Thompkins D'Ambra Anderson	CHNA 3-year Cycle	• Fund at least **two to three** organizations who meet the criteria of our overarching goal	
Create and advertise a walking trail that includes various lengths and locations (include Towson University, Sheppard Pratt and GBMC). Add walking trails to GBMC app Advertise the walking trails at new employee orientation.	Facilities Marketing Karen Thompkins D'Ambra Anderson	CHNA 3-year Cycle	• Number of people utilizing the trails • App usage	
HERC enrollment and advertising	HERC Team	CHNA 3-year Cycle	• New patients enrolled at Jonestown • New patients enrolled at EMC	