



**SSM**Health.

# 2024

## Community Health Needs Assessment



### **SSM Health Illinois**

Good Samaritan Hospital | 1 Good Samaritan Way, Mt. Vernon, IL 62864

St. Mary's Hospital | 400 N. Pleasant, Centralia, IL 62801

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# Message to our community

SSM Health Good Samaritan Hospital and St. Mary's Hospital , members of SSM Health, have delivered exceptional, compassionate care to our community for the past 71 years. Guided by our Mission – Through our exceptional health care services, we reveal the healing presence of God – we cherish the sacredness and dignity of each person as demonstrated through our Values of compassion, respect, excellence, stewardship and community.

Over the past 12 months, we have worked with our community to conduct a Community Health Needs Assessment to identify top community health priorities for focused and intentional engagement for the next 3 years. We are grateful for the participation of community leaders, public health colleagues, nonprofit organizations and community members in the community health needs assessment process and truly look forward to their continued engagement as we develop strategies and interventions for these priorities in our upcoming 2025-2027 Community Health Improvement Plan.

The health and well-being of our community is a priority for all of us and we look forward to continuing to deepen our relationships with community partners to address these pressing needs.

Sincerely,



Damon Harbison, President  
SSM Health Good Samaritan Hospital – Mt. Vernon  
SSM Health St. Mary's Hospital – Centralia



# Executive summary

Under the Patient Protection and Affordable Care Act, SSM Health hospitals are required to conduct and publish a Community Health Needs Assessment (CHNA) every three years. The goal of the CHNA process and this report is to provide a deeper understanding of the community-level health needs identified in partnership with community members and leaders and establish community health priorities to focus on in partnership over the next three years. The identified CHNA priorities outlined in this report will be further defined including strategies for engagement in our 2025-2027 Community Health Improvement Plan which will be available in early 2025. This CHNA report was conducted and published in accordance with IRS regulations and standards and approved by the SSM Health Illinois Regional Board on December 12, 2024.



SSM Health Illinois prioritized taking an intentional community-focused approach to our 2024 CHNA process- building on lessons learned in past experiences, incorporating emerging best practices from national organizations, such as the American Hospital Association and the Catholic Hospital Association, and deepening our collaboration with community partners. This CHNA report is specifically focused on to the communities in Marion and Jefferson counties served by SSM Health St. Mary's - Centralia and SSM Health Good Samaritan Hospital - Mount Vernon. Through localized efforts including a community survey, key informant interviews and community conversations, as well as the incorporation of publicly available data, SSM Health Illinois has identified the following as our 2024 Community Health Needs Assessment priorities:



## Behavioral Health

- Mental Health/Wellbeing
- Substance Use



## Food and Nutrition Security

# About SSM Health

Nationally recognized for quality and innovation, SSM Health is a Catholic, not-for-profit, fully integrated health system working to advance health equity and empower all people to achieve their full potential. With care delivery sites in Illinois, Missouri, Oklahoma, and Wisconsin, SSM Health provides convenient access to high-quality community-based services as well as world-class academic medicine, clinical trials, and research studies. The organization's footprint includes hospitals, physician offices, outpatient and virtual care services, senior care, comprehensive home care and hospice services, a fully transparent pharmacy benefit company, a health insurance company, and an accountable care organization. As one of the largest employers in every community it serves, the organization's 40,000 team members and 13,900+ providers are dedicated to fulfilling SSM Health's Mission: "Through our exceptional health care services, we reveal the healing presence of God." Like our founding sisters, we care deeply for our communities -- SSM Health reported \$470 million in community benefit in 2023, including the provision of more than \$346 million in uncompensated care.

## SSM Health Fast Facts at a Glance

Community Benefit	\$470 million
Team Members*	40,000
Providers on Medical Staff*	13,900+
Dean Health Plan members**	485,000+
Navitus members**	14 million+ across 50 states
Inpatient Admissions	149,221
Outpatient Visits	21 million
Completed Medical Group Appointments	6.1 million
Outpatient Surgeries	94,588
Virtual Visits	229,574
Home Care Visits	240,189

*Fast Facts reflect 2023 totals, unless otherwise noted.*

*\* Values are approximate as of April 2024*

*\*\* Values for Dean Health Plan (including Prevea360) and Navitus as of January 2024*



*Through our exceptional healthcare services,  
we reveal the healing presence of God.*

# SSM Health Good Samaritan Hospital - Mt. Vernon



## Exceptional Services

### HCAHPS | YTD 2023

January - September 2023	Good Samaritan Hospital	CMS 50 <sup>th</sup> Percentile Benchmark
Recommend the Hospital	69.2	No CMS benchmarking for this question. SSM Health minimum goal for Southern Illinois is 74.1
Communication with Nurses	79	87.7
Communication with Physicians	75.7	87.97
Discharge Information	88.1	92.2

### Awards

- 2023 Chest Pain – MI Registry Platinum Performance Achievement Award
- Healthgrades
  - Gastrointestinal 5 Star 2020 – 2022
  - Critical Care Excellence Award 2021 – 2022
  - Top 10% in the Nation Critical Care 2021 – 2022
  - Treatment of Sepsis 5 Star 2012 – 2022
  - Treatment of Diabetic Emergencies 5 Star 2022
  - Labor & Delivery/Vag Delivery 5 Star 2020 – 2021
- 2023 American Heart Association Get with the Guidelines Stroke Gold Plus Achievement Award
- 2023 American Heart Association Get with the Guidelines Rural Stroke Bronze Award
- RestorixHealth Center of Excellence 2023
  - RestorixHealth Clinical Distinction Wound Center Recognition 2023
  - RestorixHealth Patient Satisfaction Wound Center Recognition 2023

### Accreditations/certifications

- Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) Accreditation for Weight Management Services
- American College of Cardiology Chest Pain Center with

### Location:

1 Good Samaritan Way  
Mt. Vernon, IL 62864

### Contact:

618-242-4600

**Licensed beds:** 134

**Medical/surgical beds:** 94

**Intensive care beds:** 16

**OB/Gynecology beds:** 14

**Rehabilitation beds:** 10

### Key statistics:

Admissions: 7,246  
Births: 1,259  
Emergency visits: 19,894  
Outpatient visits: 81,683  
Inpatient surgeries: 1,305  
Outpatient surgeries: 1,801

[ssmhealth.com](http://ssmhealth.com)



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**Good Samaritan Hospital**  
MT. VERNON

Primary PCI and Resuscitation Accreditation

- Advanced Primary Stroke Center Recertification
- American College of Radiology for Mammography/  
Ultrasound/Stereotactic Breast Biopsy
- Commission on Cancer Accredited  
Program – Oza Cancer Center

## Services offered at SSM Health Good Samaritan Hospital - Mt. Vernon

24-Hour Emergency Room

Anesthesia

Anticoagulation Clinic

Bariatric Surgery

Cardiology

Cath Lab

Diabetic Education

Endocrinology

Endoscopy

Family Medicine

Gastroenterology

General Surgery

Imaging (CT, Diagnostic, Mammography, MRI, Nuclear Medicine,  
PET, Ultrasound)

Infection Prevention

Infectious Disease

Infusion Center

Intensive Care Services (CCU/ICU)

Internal Medicine

Inpatient Rehabilitation

Laboratory

Music Therapy

Nephrology

Neurology/Neurodiagnostic testing

OB/GYN

Observation Pediatric Services

Oncology

Pet Therapy

Pharmacy (Inpatient and retail)

Physical Medicine (Physical, Occupational, Speech Therapy)

Podiatry

Procedure Center

Psychiatry

Psychology

Pulmonology

Radiation Oncology (Joint Venture)

Respiratory Therapy

Rheumatology

Robotic Surgery

Sleep Lab (Joint Venture)

Social Services

Surgery

Telemetry

Urology

Vascular Surgery

Weight Management Services

Wound Management

To continue the healing  
ministry of Jesus Christ by  
improving and providing  
regional, cost effective, quality  
health services for everyone,  
with a special concern for the  
poor and vulnerable.



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**Good Samaritan Hospital**

MT. VERNON

# SSM Health St. Mary's Hospital - Centralia



## Exceptional Services

### HCAHPS | YTD 2023

January - September 2023	St. Mary's Hospital	CMS 50 <sup>th</sup> Percentile Benchmark
Recommend the Hospital	58.9	<b>No CMS benchmarking for this question. SSM Health minimum goal for Southern Illinois is 74.1</b>
Communication with Nurses	80.1	<b>87.7</b>
Communication with Physicians	79.2	<b>87.97</b>
Discharge Information	82.2	<b>92.2</b>

### Awards

- Leapfrog | Grade A - Spring 2023 - Past 9 surveys have been Grade A
- US News and World Report - COPD 2023
- Healthgrades Clinical Achievements
  - 5-Star - Treatment of COPD for 11 years in a row
  - 5-Star - Treatment of Sepsis 3 years in a row
  - 5-Star - Treatment of Respiratory Failure for 15 years in a row
  - U.S. News & World Report High Performing Hospitals - COPD 2023 - 2024
  - RestorixHealth - Wound Center Clinical Distinction Award 2023

### Accreditations/certifications

- American College of Radiology - Breast MRI
- Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) Accreditation for Weight Management Services
- Comprehensive Center with Obesity and Medicine Qualifications - 3 years
- 5-Year Accreditation by the American Academy of Sleep Medicine (AASM)
- American College of Radiology for MRI/Mammography/Ultrasound

### Location:

400 N. Pleasant Ave.  
Centralia, IL 62801

### Contact:

618-436-8000

**Licensed beds:** 115

**Medical/surgical beds:** 69

**Intensive care beds:** 12

**Inpatient behavioral beds:** 24

**Pediatrics beds:** 10

### Key statistics:

Admissions: 3,574  
Emergency visits: 15,031  
Outpatient visits: 80,768  
Inpatient surgeries: 442  
Outpatient surgeries: 1,123

[ssmhealth.com](https://www.ssmhealth.com)



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**St. Mary's Hospital**  
CENTRALIA

## Services offered at SSM Health St. Mary's Hospital - Centralia

Anesthesia  
Anticoagulation Clinic  
Bariatric Surgery  
Behavioral Medicine  
Cardiology  
Diabetic Education  
Emergency Room  
Endoscopy  
Family Medicine  
General Surgery  
Imaging (CT, Diagnostic, Mammography, MRI, Nuclear Medicine, PET, Ultrasound)  
Infection Prevention  
Infusion Center  
Intensive Care Services (ICU)  
Internal Medicine  
Laboratory  
Music Therapy  
Neurology/Neurodiagnostic testing  
Orthopedics  
Outpatient Psychiatric Services  
Pet Therapy  
Pharmacy  
Physical Medicine (Physical, Occupational, Speech Therapy)  
Podiatry  
Psychiatry  
Psychology  
Radiation Oncology  
Respiratory Therapy  
Sleep Lab  
Social Services  
Spine Surgery and Pain Management  
Surgery  
Telemetry  
Vascular Surgery  
Weight Management Services  
Wound Management

To continue the healing ministry of Jesus Christ by improving and providing regional, cost effective, quality health services for everyone, with a special concern for the poor and vulnerable.



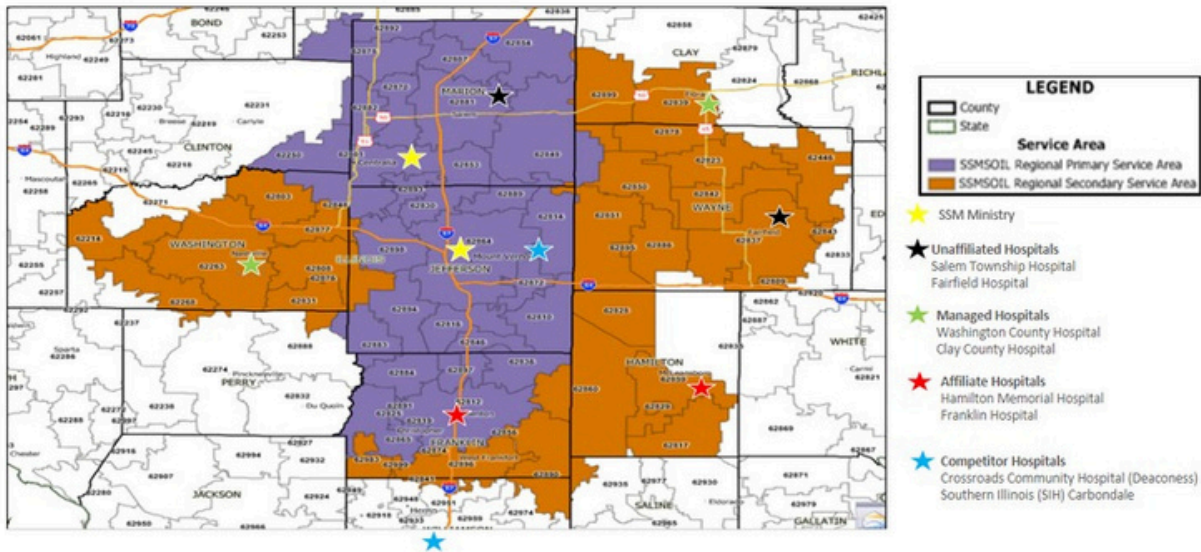
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**St. Mary's Hospital**  
CENTRALIA

# Definition of community

In 2024, SSM Health Illinois Community Health team gathered data to determine the health needs of community members in Jefferson and Marion County, Illinois. Jefferson County hosts SSM Health Good Samaritan Hospital in Mount Vernon, IL. Marion County hosts SSM Health St. Mary’s Hospital in Centralia, IL. Both counties make up the primary service area for the patients of SSM Illinois’ ministries. For the purpose of this assessment, both county and zip-code specific data was utilized to support the identification of health needs. There are 30 zip codes that are contained within or overlap the service area. **In 2023, the Southern Illinois Market had an estimated population of 95,295 persons (Advisory Board).**



Primary Service Area Zipcodes				
Hoffman - 62250	Bonnie - 62816	Luka - 62849	Patoka - 62875	Valier - 62891
Centralia - 62801	Buckner - 62819	Kell - 62853	Salem - 62881	Vernon - 62892
Alma - 62807	Benton - 62825	Kinmundy - 62854	Sandoval - 62882	Walnut Hill - 62893
Belle Rive - 62810	Dix - 62830	Mount Vernon - 62864	Scheller - 62883	Waltonville - 62894
Benton - 62812	Ewing - 62836	Odin - 62870	Sesser - 62884	Whittington - 62897
Bluford - 62814	Ina - 62846	Opdyke - 62872	Texico - 62889	Woodlawn - 62898

# Population Demographics

Demographics help us to understand the size, status, and behavior of our community. Seeing our population can inform where it is now and where it may be in the future.

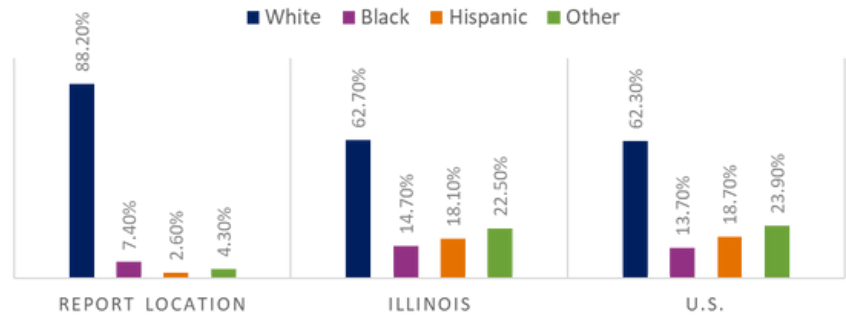
Source: Advisory Board

## AGE

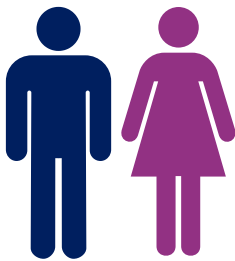


■ 0-4 years ■ 5-19 years  
■ 20-64 years ■ 65+ years

## RACE/ETHNICITY

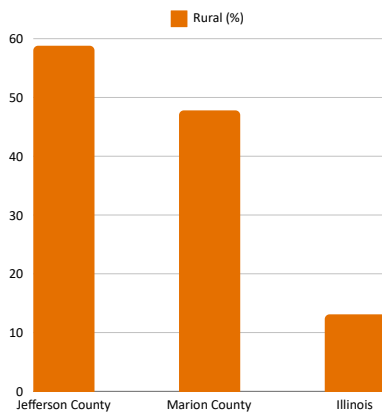
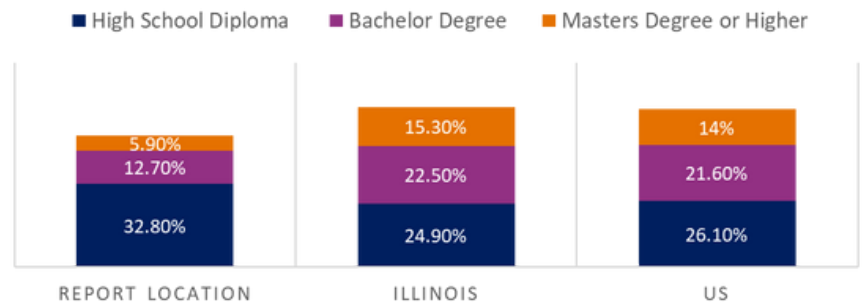


## Sex



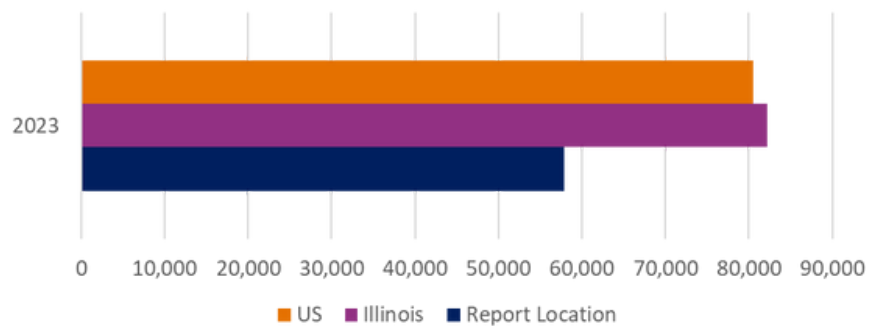
51% Male  
49% Female

## EDUCATIONAL ATTAINMENT



Source: County Health Rankings

## Median Household Income \$



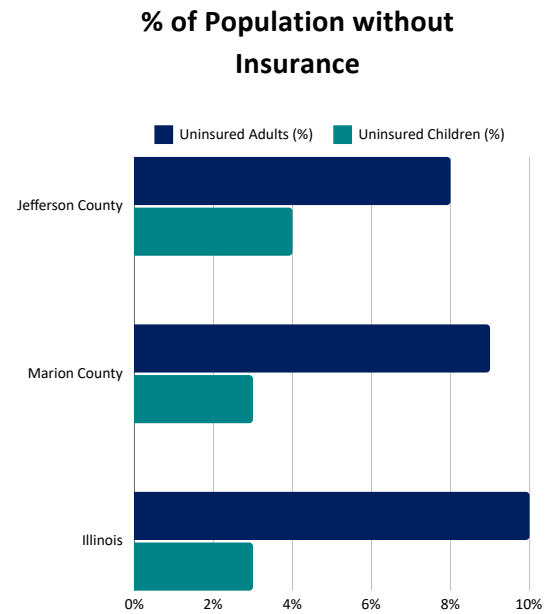
Source: Advisory Board Demographic Profiler – Applied Geographic Solutions (AGS). AGS licenses data from the U.S. Census, U.S. Bureau of Labor Statistics, American Community Survey (ACS), Annual Estimate of Housing Units, and Current Population Survey.

# Population Demographics

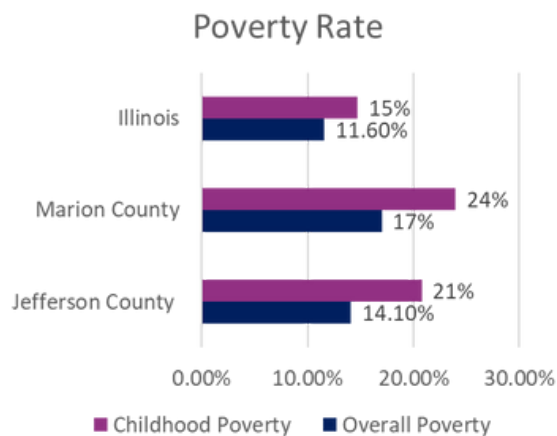
Demographics help us to understand the size, status, and behavior of our community. Seeing our population can inform where it is now and where it may be in the future.

POPULATION CHANGE				
Report Area	Total Population, 2010 Census	Total Population, 2020 Census	Population Change, 2010-2020	Population Change, 2010-2020, Percent
Jefferson County	38,827	37,113	1,714	-4.4%
Marion County	39,437	37,729	-1,708	-4.3%
Illinois	12,830,632	12,812,508	-18,124	-0.14%
United States	308,745,538	331,745,538	+22,703,743	+7.4%

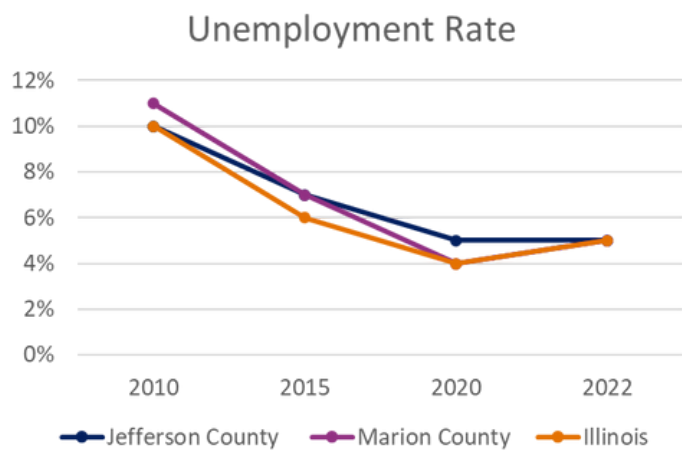
Source: United States Census Bureau



Ratio of Population: Provider	Jefferson Co.	Marion Co.	Illinois
Primary Care Physicians	2,050:1	2,880:1	1,260:1
Mental Health Providers	340:1	240:1	320:1
Dentists	1,730:1	2,840:1	1,190:1



Source: United States Census Bureau



Source: County Health Rankings

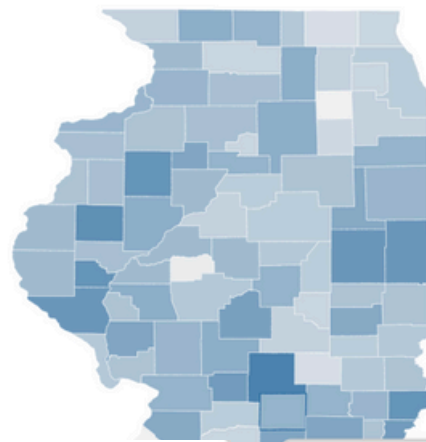
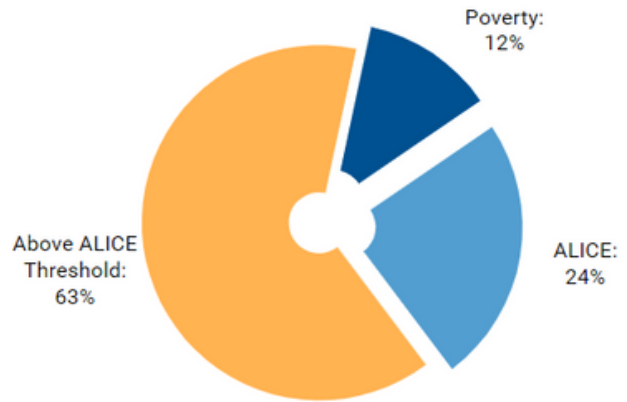
# Secondary Data: ALICE Households

## Asset Limited, Income Constrained, Employed

ALICE represents our neighbors, loved ones, friends, and acquaintances who are living above the poverty line, but do not earn enough to afford the necessities of housing, child care, food, transportation, health care, and technology.

### Of Illinois's 5,040,533 households in 2022...

- **12%** earned below the Federal Poverty Level (FPL)
- **24%** were ALICE, in households that earned above the FPL but not enough to afford the basics in the communities where they live
- Together, **37%** of households in Illinois were below the ALICE Threshold (poverty + ALICE divided by total households)



Jefferson County, Illinois		Marion County, Illinois	
Total Households:	14,778	Total Households:	15,236
Poverty (%):	14%	Poverty (%):	16%
ALICE (%):	30%	ALICE (%):	25%
Above ALICE Threshold (%):	56%	Above ALICE Threshold (%):	59%

Source: Illinois | UnitedForALICE

# 2024 CHNA Process: Deepening Collaboration and Anchoring Community Voice

SSM Health Illinois committed itself to a CHNA process centered around actively engaging and listening to the lived experience of our Marion and Jefferson county residents and leaders through a community health survey, key informant interviews and community conversations. Publicly available secondary data was also incorporated in the CHNA process to enhance and further illuminate learnings from community.

Collaboration is key to not only conducting the Community Health Needs Assessment, but more importantly in aligning priorities and strategies with a shared focus on collective impact with our partners. As our work continues to focus efforts on root causes of social and structural determinant of health factors, it is important to collectively identify priorities and collaboratively work towards improvement. Alone our efforts have less impact on structural issues affecting the health and well-being of our communities. Community Health Improvement efforts have better outcomes and stronger impact when we work together with our partners.

It is with this commitment to equity-focused collaboration that SSM Health Illinois engaged members of the community, as well as community stakeholders (those that do community work professionally such as public health, educators, nonprofit leaders, community-based service providers, etc.) in our CHNA process. Our goal was to deepen our understanding of the strengths and challenges within the community and prioritize collaboration, direct community member engagement and anchoring our process in community voice. The direct lived experience of community members and professionals are the driving voice in our CHNA process.



# 2024 CHNA Process

## Community Health Needs Survey

SSM Health Illinois facilitated a 13-question community health needs survey from March 2024 through July 2024. The survey was developed after reviewing previous surveys and taking into account factors such as ensuring questions were aligned with our process goals, ensuring health literacy, and keeping it brief to promote completion. The survey was primarily available electronically, however paper copies were available in certain locations. The survey was open to anyone who called the SSM Health Illinois region home and efforts to invite participation in the survey included direct outreach to stakeholders and community organizations, presence at community events, and the use of various social and news media options. **In total 459 survey responses were collected from across the region.**

**Your Input Matters!**  
**Take the Community Health Needs Survey**

We need your help to better understand your community! Please take a few minutes to complete the community health needs survey. Your thoughts and experiences will guide us in creating plans to address health needs in our area. Survey responses will be anonymous and no identifiable information will be collected.

To access the survey, please go to  
<https://forms.office.com/r/URVqsY8Rk4>  
 or scan the QR code with your smartphone camera

For questions or more information, please contact Julie.Robertson-Brooks@ssmhealth.com or call 618-899-1082

**SSM Health**  
 In partnership with the Falconer Sisters

## SSM Health Community Health Needs Survey Summary

Community Resources Identified as Least Available	Top Identified Health Problems for Adults	Top Identified Health Problems for Youth	Top Identified Barriers to Accessing Healthcare	Open Ended Questions
Mental Health Services	Mental and Behavioral Health	Mental and Behavioral Health	Cost Associated with Getting Healthcare	Mental Health
Good Paying Jobs	Cancers	Abuse and Neglect	No Health Insurance	Transportation
Transportation	Substance Abuse	Obesity and Maintaining Healthy Weight	Not enough Health Care providers	Food
Services that support people as they age	Obesity and Maintaining Healthy weight	Substance Abuse	Transportation to appointments	
Affordable Healthy Food	<i>Data of community health survey located in Appendix A</i>			

# 2024 CHNA Process

## Stakeholder Conversations: Key Informant Interviews

Following the community survey, data was disaggregated and analyzed within SSM Health Illinois focus geographies. Using the data collected from the community survey to guide conversations with stakeholders through 60-minute key informant interviews. SSM Health Illinois facilitated 9 key informant interviews with the following stakeholders:

- Amy Harrison- Jefferson County Health Department
- Melissa Mallow- Marion County Health Department
- Aaron Davis- Community Resource Center
- Natalie Shook- United Way of South-Central Illinois
- Ken Jackson- Family Life Shelter
- Kara Boozer- University of Illinois Extension
- Sarah Draper- Rend Lake College
- Michaela Wharton- The Amy Center
- Whitney Hodge- CASA of Jefferson County



Data on Key Informant Interviews located in Appendix B

## Community Conversations

Aligning with our commitment to anchoring our CHNA efforts in community voice, SSM Health Illinois facilitated conversations directly with community members asking for their reactions to survey data results and for their owned lived experience and perspectives on identifying relevant community health priorities. In total, 18 community members engaged with Community Health staff in 4 community conversations. Community Conversations are intended to be an on-going process and SSM Illinois is committed to continuing to grow and develop community relationships to further engage stakeholders in facilitating strategies to improve the identified community health priorities.



*"At United Way of South-Central Illinois, we believe that collaboration is the foundation for lasting community health. Working together allows us to address complex issues with the combined strength, resources, and passion of our community partners, ultimately creating a healthier and more resilient community."*

NATALIE SHOOK, DIRECTOR  
UNITED WAY OF SOUTH-CENTRAL ILLINOIS

## Inclusion of Secondary Data:

Throughout the CHNA process, secondary data sources are used to offer additional insights on the communities we serve as well as priorities/needs raised throughout the CHNA process. Secondary data assist in providing a fuller understanding of the communities served by our hospitals and the disparities that exist within health and social outcomes. Secondary data used in our CHNA/CHIP process included but not limited to:

- County Health Rankings & Roadmaps <https://www.countyhealthrankings.org/>
- Advisory Board <https://www.advisory.com/>
- United for ALICE <https://www.unitedforalice.org/>
- Mental Health America <https://www.mhanational.org/>
- US Census <https://data.census.gov/>

# Moving from identified Health Problem to CHNA Priority

Identifying a health problem experienced by community is not the same as identifying a community health priority. The Illinois region of SSM Health used our CHNA process to first identify problems through the survey and then dive deeper into root causes and social determinant of health factors impacting the health problems through intentional conversation with both stakeholders and community members. It is through this intentional process engaging with active listening that CHNA priorities truly begin to emerge. SSM Health Community Health team members also worked to incorporate publicly available health data to further inform the process and regularly engaging hospital leaders in the CHNA process.

As SSM Health Illinois worked to identify our 2024 CHNA priorities, the commitment was made to ensure all priorities and the resulting strategies be grounded in the following:

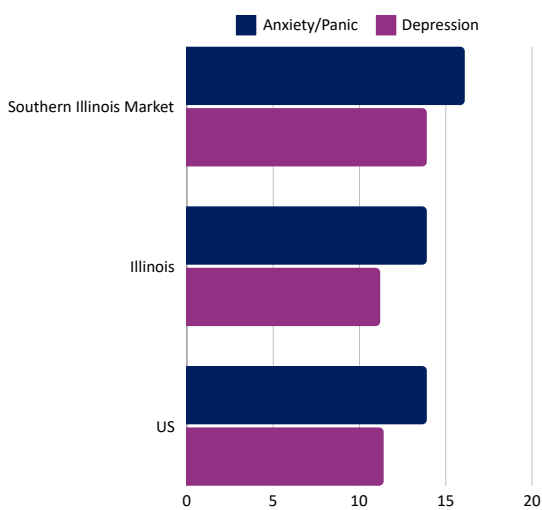


# Behavioral Health: Mental Health & Wellbeing and Substance Use



The American Medical Association describes Behavioral Health as “generally referring to mental health and substance use disorders, life stressors and crises, and stress related physical symptoms. Behavioral Healthcare refers to the prevention, diagnosis, and treatment of those conditions.” [1] With a focus on prevention, supporting individuals and communities, and increasing resilience, SSM Health Illinois has chosen to identify a key 2024 CHNA priority as Behavioral Health. With intention, SSM Health Illinois is also further identifying Mental Health & Wellbeing and Substance Use as individually named priorities under the umbrella of Behavioral Health. Behavioral Health allows for both the intersectionality and the individuality of both mental health and substance use.

Mental health was definitively defined as the top health problem through the community survey and unanimously confirmed in stakeholder and community conversations. Stakeholders affirmed the importance of the wholistic approach for improving Behavioral Health in our community while focusing individual strategies on mental health and substance use. Stakeholders also definitively shared their interpretation of the survey results and their professional experience that mental health being named as the top problem was not referring as much to diagnosable disorders (much of what is treated in acute hospital settings) but more the general feelings of increased stress in community and overall feelings of depression and anxiety.



Source: Advisory Board

Stakeholders shared that key factors like economic stability, poverty, food insecurity and other factors greatly impact the overall feelings of wellbeing in community and lead to depression and anxiety for many – both children and adults. It was acknowledged in conversations that access to outpatient mental health services and specialized mental health providers are limited in the area, causing community members to experience long waits for services and/or travel longer distances to access services. Community members focused much of their discussion on mental health and substance use concerns on the unique needs of their communities such as the stress of living in a rural/isolated environment, aging or living in poverty.

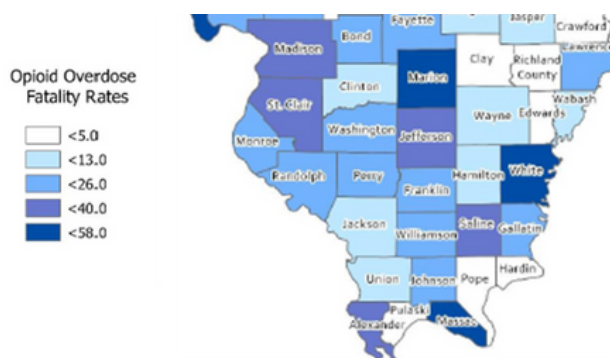
[1] <https://www.ama-assn.org/delivering-care/public-health/what-behavioral-health>

# Behavioral Health: Mental Health & Wellbeing and Substance Use

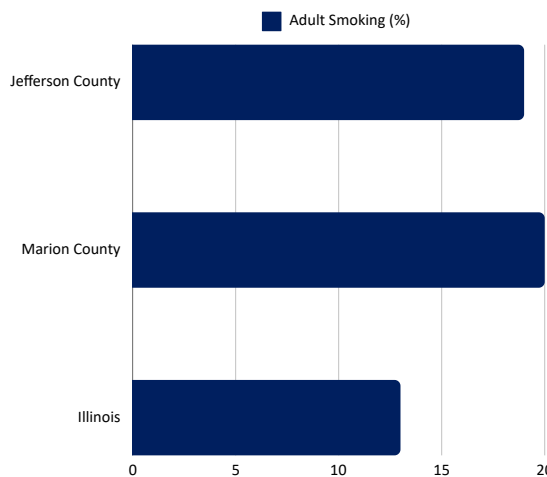
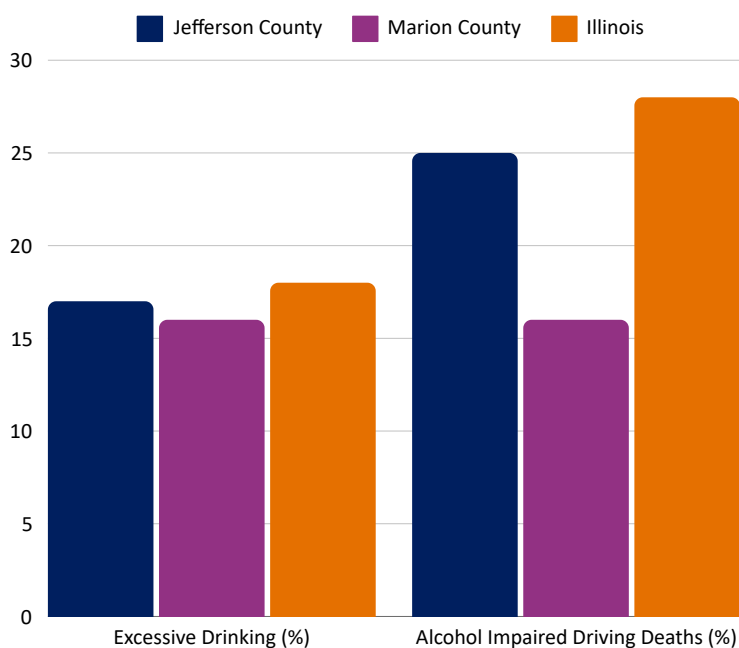


While mental health was clearly identified as the top health problem, substance use was not far behind and in all community conversations, stakeholders and community members stated that the connection between mental health, drug use and alcohol abuse were too connected to not address together. Data from the SSM Health Illinois' community health needs survey ranked substance use as the 3rd highest rated health problem in both adults and youth.

Community partners in this CHNA process were clear and the data affirms the need for a CHNA Priority focused on Behavioral Health with specific focus areas of mental health & wellbeing and substance use. Our CHNA process also revealed engaged and willing partners in this work and SSM Health Illinois looks forward to partnering with our community to make a difference.



Location	Number of Opioid Fatalities (2022)	Opioid Fatality Rate per 100,000 capita
Jefferson County	12	32.5
Marion County	19	50.8
Illinois	3,261	26



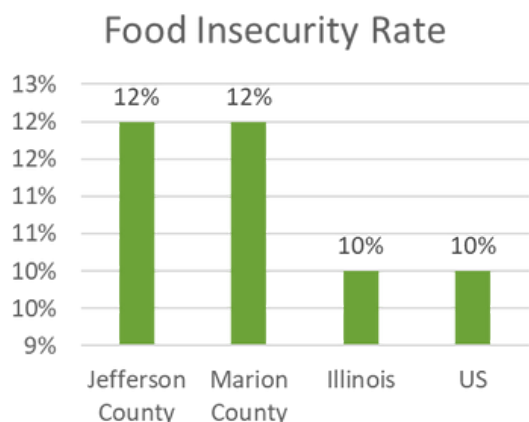
Source: County Health Rankings

# Food & Nutrition Security



Neither food nor nutrition were identified health problems on the community health survey. They were not choices on the survey at all – yet when actively listening to community stakeholders and members throughout the CHNA process, food insecurity and lack of knowledge on nutrition came up as root cause factors for multiple identified top health problems including obesity & maintaining healthy weight, heart conditions, diabetes, and chronic diseases in general.

Fundamentally, community loudly stated that “food is medicine” and needs to be a focused CHNA priority. They firmly believed that by naming it a priority, SSM Health Illinois and its partners could positively impact multiple identified health problems experienced in our community

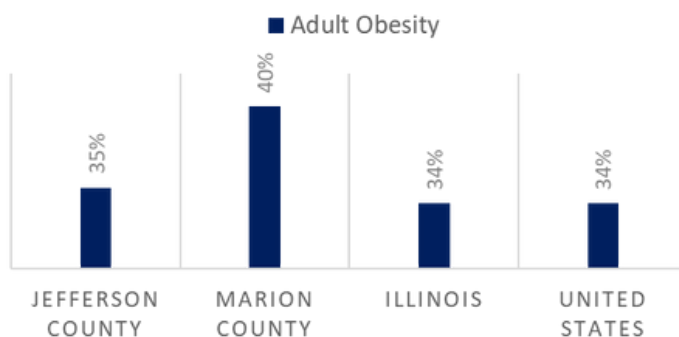


**A 2019 study by Feeding America estimated that food insecurity costs the US health care system an additional \$53 billion annually.**

The United States Food and Drug Administration (USDA) defines food insecurity as “a household-level economic and social condition of limited or uncertain access to food.”[1] Simply put, food insecurity is not having enough food to sufficiently feed yourself or your family on a regular basis. Feeding America, the nation’s largest network of food banks, pantries, and community-based organizations, further expands on the importance of addressing not only the need for food but ensuring that need is met with healthy foods that directly impact the health and well-being of individuals, families, and communities.

Households experiencing food and nutrition insecurity have to choose less expensive food options often with less nutritional value creating a cycle that greatly impacts health. More than half of the households the Feeding America network serves have at least one member living with high blood pressure and more than one third have a member with diabetes[2]. Children experiencing prolonged food insecurity and hunger are at higher risk of both developmental and behavioral health problems.

## ADULT OBESITY



# Food & Nutrition Security



Participants throughout the 2024 CHNA process identified food and nutrition insecurity as fundamental factors impacting every health problem named and discussed. They strongly believe that focusing on increasing the food and nutrition security of our community was paramount for eventually impacting the direct health outcomes of individual community members. Increasing the community's knowledge of nutrition in culturally competent, age-appropriate and age-specific ways was also a theme in both stakeholder and community conversations.



*"We've known our communities struggle with food insecurity, and we are now addressing a new issue: nutritional insecurity. Nutritional insecurity is the inability to access affordable and nutritious foods. We want SSM Health and Extension to work to not only feed the community but also increase nutritional food for those most vulnerable to increase overall health."*

-KARA BOOZER,  
EXT EDUCATOR, SNAP-ED  
UNIVERSITY OF ILLINOIS EXTENSION

## Moving Forward...

The CHNA process utilized by SSM Health Illinois not only provided a robust process to learn from community for the identification of our 2024 CHNA priorities, but this process also revealed engaged and willing partners in this work moving forward. SSM Health Illinois is looking forward to working with community partners to create meaningful strategies to address Behavioral Health and Food/Nutrition Security to be outlined in our 2025-2027 Community Health Improvement Plan and putting those strategies into action for the benefit of our community.

[1] <https://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-u-s/definitions-of-food-security/>

[2] <https://www.feedingamerica.org/hunger-in-america/impact-of-hunger/hunger-and-nutrition>

# Our CHNA Progress since 2021

## Nutrition, Weight and Exercise

### The Bread Basket Program:

In July 2024, SSM Illinois implemented the Bread Basket Program at Good Samaritan Hospital and St. Mary's Hospital- Centralia. Through a partnership with Central Illinois Area Food Bank and Feeding America, SSM Health's Bread Basket Program in Southern Illinois provides a short-term supply of nutritionally dense shelf-stable food items to qualifying patients, along with a list of community resources for longer term food access. Through this collaborative effort with several hospital departments, including nursing, social work, and guest relations, SSM Health Good Samaritan and St. Mary Hospitals ensure eligible patients easily receive needed nutrition with information on additional food resources for themselves and their families.



## Nutrition, Weight and Exercise Mobile Markets:

SSM Health partners with the United Way of South-Central Illinois and University of Illinois Extension to provide Mobile Markets in Jefferson and Marion county. Food is purchased through local food vendors, including Cusumano and Sons and Prairie Farms to provide nutrient dense food options to community members. **Through the 2021-2024 CHNA cycle, \$160,000 has been contributed to purchasing food for the Mobile Market program.** In 2023, approximately 6,900 households were served across our communities.

# Our CHNA Progress since 2021

## Mental Health

### Intensive Outpatient

#### Program:

SSM St. Mary's Hospital in Centralia IL re-implemented the Intensive Outpatient Program in March 2024. With a tailored curriculum involving individual and group-based therapy, the St. Mary's IOP program provides more rigorous support than typical outpatient mental health services. The program offers patients up to nine hours of therapeutic services per week. In addition to therapy, patients have access to several psychiatric providers who are specifically trained to prescribe and manage medications for mental health-related issues.



## Substance Abuse

### Medication Disposal Kiosks:

SSM Health Good Samaritan Hospital - Mt. Vernon and SSM Health St. Mary's Hospital - Centralia partnered with Stericycle, Inc. to offer their communities MedDrop. Medication collection kiosks. Accessible year-round and located in the hospitals' emergency department entrances, the kiosks provide a safe, secure, and convenient way to dispose of unused or expired household medications that could otherwise have been diverted or abused. They also protect the environment by mitigating the contamination of waterways and drinking water systems because of improper disposal from flushing. **Since its implementation in 2023, 991 pounds of unused or expired medication have been safely disposed. .**





**SSMHealth.**

*In partnership with the Felician Sisters*

# 2024

## Appendices

# Appendix A:

## Community health survey questions and results

### SSM Community Health Needs Survey

We need and value your input! Please tell us about the health of your community and areas that need to be focused on. Complete this 5-8 minute and help SSM Health Southern Illinois hospitals prioritize their community health efforts. Share with friends, family, and neighbors to have them participate. Every voice matters and the health of our communities will benefit.

#### Tell Us About Your Community:

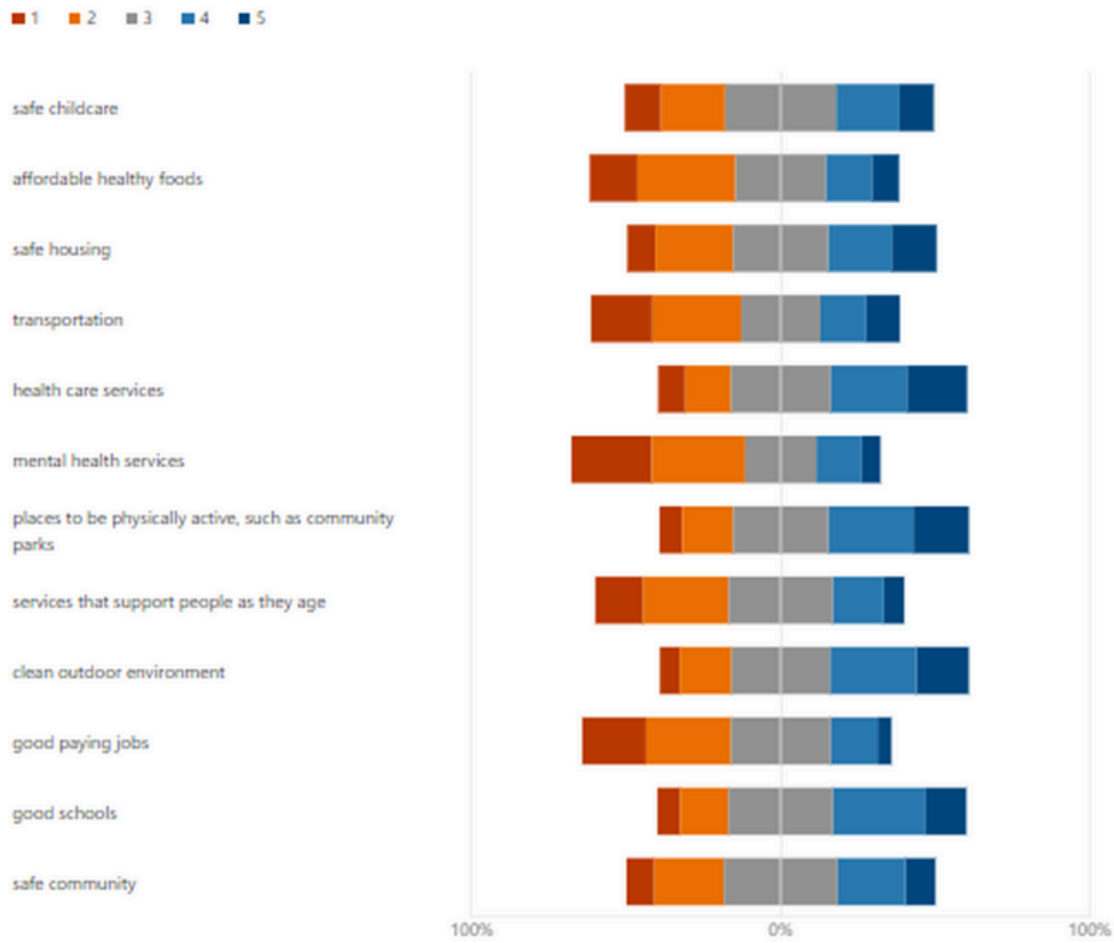
What is your zip code? \_\_\_\_\_

1. Thinking about the community where you live, how accessible are the following? Select a number from 1 to 5, where 1 means rarely or not at all accessible, and 5 means readily or frequently accessible.

	1	2	3	4	5
Safe childcare					
Affordable healthy foods					
Safe housing					
Transportation					
Health care services					
Mental health services					
Places to be physically active, such as community parks					
Services that support people as they age					
Clean outdoor environment					
Good paying jobs					
Good schools					
Safe community					

# Appendix A:

## Community health survey questions and results



	safe childcare	affordable healthy foods	safe housing	transportation	health care services	mental health services	places to be physically active, such as community parks	services that support people as they age	clean outdoor environment	good paying jobs	good schools	safe community
Sum	1206	1136	1280	1136	1375	1021	1390	1127	1384	1076	1349	1243
Average	2.94	2.69	3.05	2.69	3.29	2.44	3.30	2.70	3.30	2.55	3.22	2.95
Count 1 (least accessible)	49	67	39	83	36	109	32	65	27	87	32	39

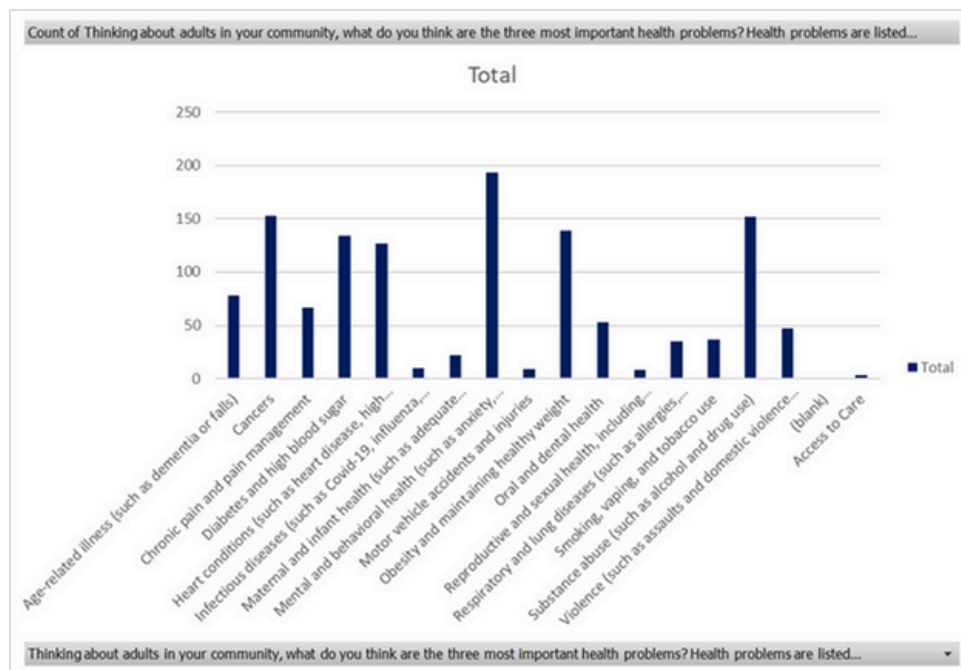
# Appendix A:

## Community health survey questions and results

### Health Needs of Your Community

1. Thinking about adults in your community, what do you think are the three most important health problems? Health problems are listed alphabetically. Choose three items that are a concern for your community.

- Age-related illness (such as dementia or falls)
- Cancers
- Chronic pain and pain management
- Diabetes and high blood sugar
- Infectious diseases (such as Covid-19, influenza, pneumonia, and measles)
- Heart conditions (such as heart disease, high blood pressure, and stroke)
- Maternal and infant health (such as adequate prenatal care and postpartum support)
- Mental and behavioral health (such as anxiety, depression, loneliness, stress and suicide)
- Moto vehicle accidents and injuries
- Obesity and maintaining healthy weight
- Oral and dental health
- Respiratory and lung disease (such as allergies, asthma, and COPD)
- Continue to next page:
- Reproductive and sexual health, including sexually transmitted infections (STI's and STD's)
- Smoking, vaping, and tobacco use
- Substance abuse (such as alcohol and drug use)
- Violence (such as assaults and domestic violence and gun violence)
- Other: \_\_\_\_\_



### 3 most important health problems Adults: Top responses

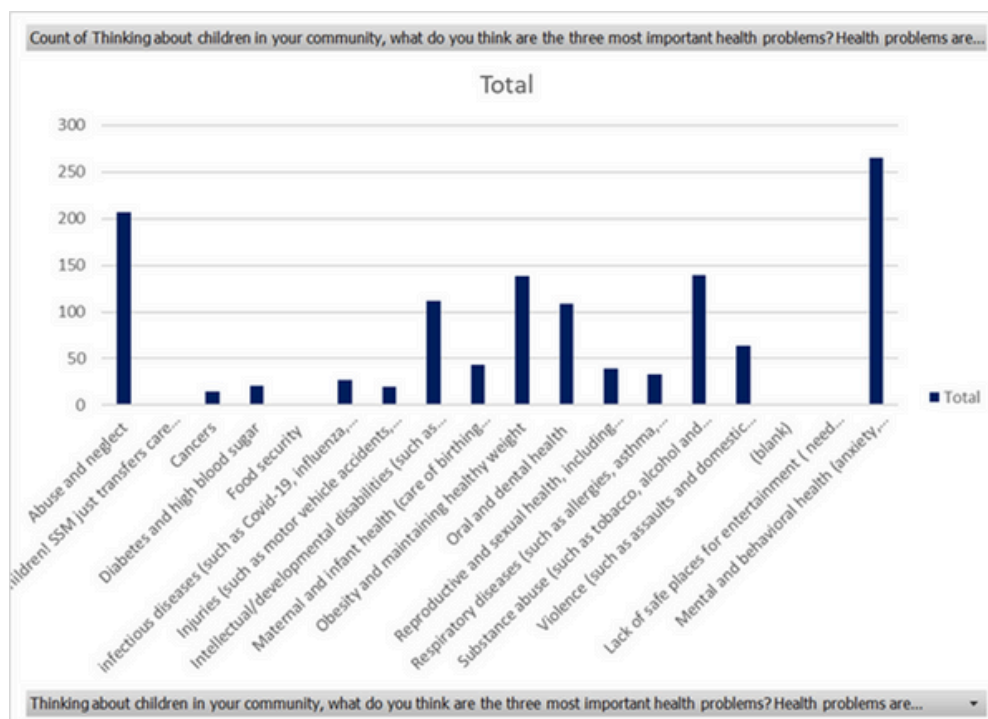
1. Mental and behavioral health
2. Cancers
3. Substance Abuse
4. Diabetes/High blood sugar
5. Heart conditions

# Appendix A:

## Community health survey questions and results

2.Thinking about children in your community, what do you think are the three most important health problems? Health problems are listed alphabetically. Choose up to three items or provide a description of others that come to mind.

- Abuse and neglect
- Intellectual/development disabilities (such as autism, Down Syndrome, ADHD)
- Blood disease (such as lead poisoning, anemia, sickle cell)
- Cancers
- Diabetes and high blood sugar
- Infectious diseases (such as Covid-19, influenza, pneumonia, and measles)
- Maternal and infant health (care of birthing people and their babies)
- Mental and behavioral health (anxiety, depression, loneliness, stress, and suicide)
- Injuries (such as motor vehicle accidents, poisonings, drownings, and burns)
- Obesity and maintaining healthy weight
- Oral and dental health
- Respiratory diseases (such as allergies, asthma, and COPD)
- Reproductive and sexual health, including sexually transmitted infections and teen pregnancy.
- Substance abuse (such as tobacco, alcohol and drug use)
- Violence (such as assaults and domestic violence, and school shootings)
- Other: \_\_\_\_\_



### 3 most important health problems Youth: Top responses

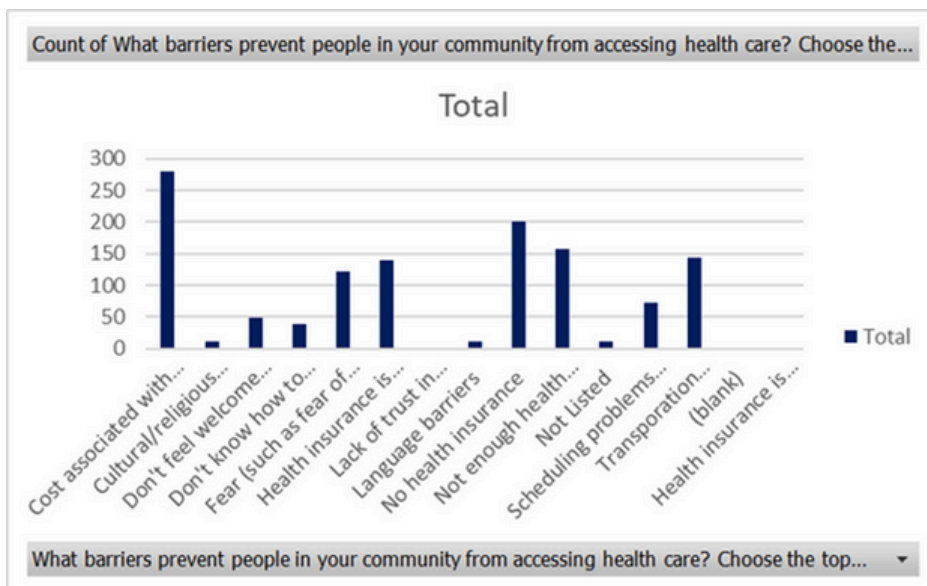
1. Mental and behavioral health
2. Abuse/neglect
3. Substance Abuse
4. Obesity/maintaining healthy weight

# Appendix A:

## Community health survey questions and results

3. What barriers prevent people in your community from accessing health care? Choose the top three items that are a concern for your community.

- Cultural/religious beliefs
- Language barriers
- Fear (such as fear of doctors/health systems, not ready to face/discuss health problems)
- Don't feel welcome or respected
- No health insurance
- Cost associated with getting healthcare
- Health insurance is not accepted
- Transportation (getting to and from doctor's appointments)
- Don't know how to find healthcare services or providers
- Not enough health care services or providers nearby
- Scheduling problems (health services not open when available)
- Not Listed
- Other: \_\_\_\_\_



### Top barriers to accessing health care:

1. Cost
2. Insurance
3. Limited providers
4. Transportation

# Appendix A:

## Community health survey questions and results

### Demographic Information:

1. What is your age group?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+

2. Which of the following best describes you? Listed in alphabetical order. Select all that apply.

- African American or Black
- American Indian or Alaskan Native
- Asian or Asian American
- Hispanic, Latinx or Spanish Origin
- Middle Eastern or North American
- Native Hawaiian or Pacific Islander
- White
- Prefer Not to Answer.
- Other: \_\_\_\_\_

3. Which of the following best describes you?

Select one answer

- Woman
- Man
- Transgender Woman
- Transgender Man
- Non-Binary
- Prefer not to answer.
- Other \_\_\_\_\_

4. What is the highest level of education you have completed?

- Less than high school
- High School Diploma/GED
- Some College Credit, no degree
- 2-year college/ Vocational training
- 4-year college/ Bachelor's degree
- Master's, Professional, or Doctorate Degree
- Prefer not to answer
- Other: \_\_\_\_\_

5. Which languages do you speak at home?

- English
- Spanish
- German
- French
- Tagalog
- Hindi
- Chinese
- Prefer not to answer
- Other: \_\_\_\_\_

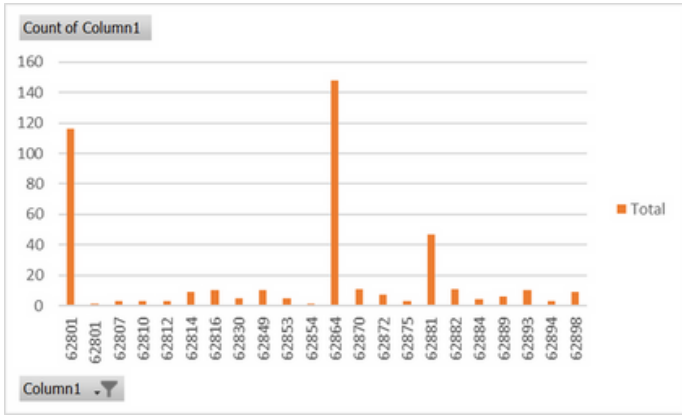
6. What best describes your employment status?

- Employed Full-Time (includes self-employed)
- Employed Part-Time (includes self-employed)
- Out of work for more than 1 year
- Out of work for less than 1 year
- Caregiver
- Student
- Retired
- Unable to work
- Prefer not to answer.
- Continue to next page:
- Other: \_\_\_\_\_

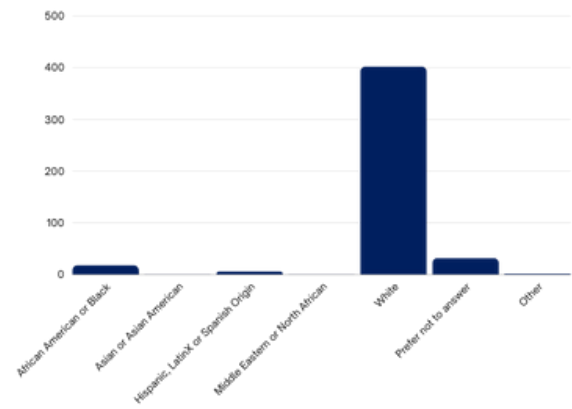
# Appendix A:

## Community health survey questions and results

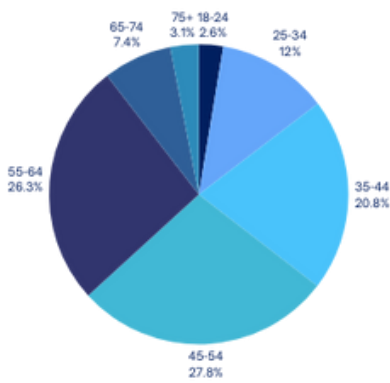
Zipcodes



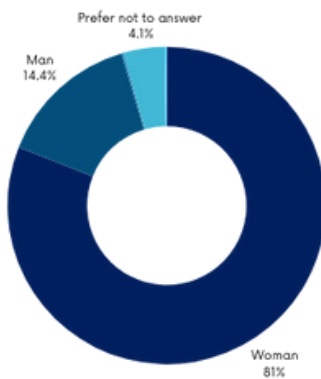
Race/Ethnicity



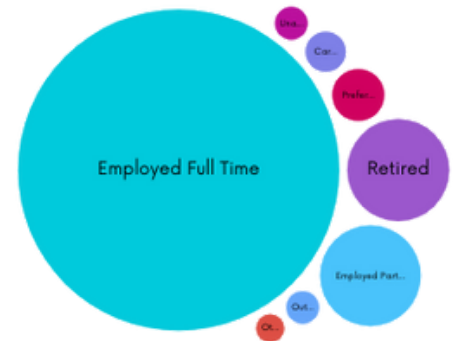
Age



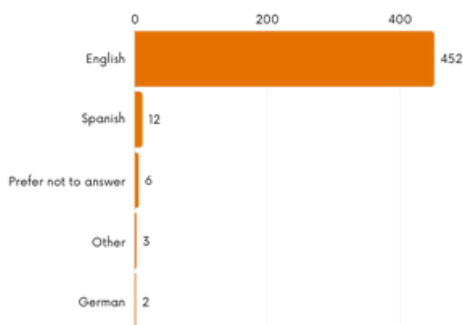
Gender



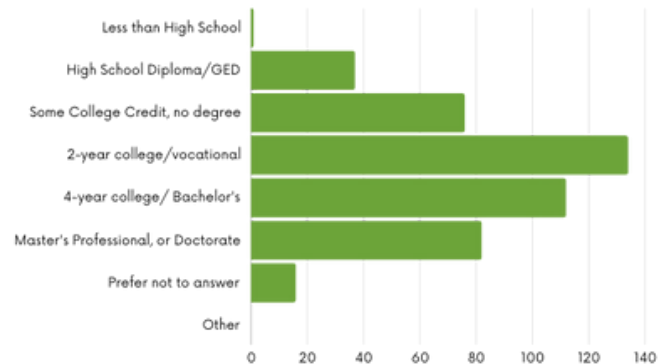
Employment



Language



Education



# Appendix B: Stakeholder Conversations

## Key Informant Interviews: Sample Agenda

2024 SSM Community Health Needs Assessment: Southern Illinois Market  
Key Informant Interview Agenda  
60 minutes total

- Introductions/Role
- Review of CHNA survey data
  - Review survey structure
  - Survey demographic data
  - Discuss trends in survey responses
  - Changes/consistencies with previous CHNA cycle
- Overview on 2021-2024 CHNA activities
  - YTD progress
  - Methods
  - Data reflection/Initial reactions to survey questions
  - Discussion Prompts:
    - Based on your professional experiences, how does the survey data align/challenge your opinion on the needs of the community?
    - Were there unexpected results that you took from the survey data?
    - What is missing?
- Prioritizing Community Health Needs
  - Discussion Prompts:
    - What do you feel are the most critical needs impacting our communities' health?
    - What community-level factors are impacting these health needs?
    - What other programs/services/activities currently exist in the area that address these needs?
    - How can SSM do to better connect/provide support/enhance these community activities? How could we collaborate moving forward?
    - What tangible actions would you like to see to address these community health need?
- Capturing ideas for Community Conversations
  - Discussion Prompts:
    - What information should we be seeking from community members?
    - How do we provide an upstream approach to disrupting the path of these community needs?
      - Ex. Mental Health- education? Stigma? Access? Issues with existing providers?
    - How can we keep the momentum going and maintain engagement with the community after the conversations have concluded?
    - Are there connections to groups/orgs you are involved with in community that we should be seeking?

# Appendix B: Community Stakeholder Conversation Summary Report

## Stakeholder Conversation Summary Report

*Geographic Region: Southern Illinois*

*Number of Participants: 9*

### Executive Summary

The SSM Health Illinois Community Health team conducted 9 key informant interviews with community stakeholders as part of the ongoing Community Health Needs Assessment (CHNA) process. These interviews allowed the opportunity to connect with various community-based organizations, healthcare providers, and service organizations through one-on-one conversation to discuss key health challenges across the SSM Health Southern Illinois region. This report focuses on the insights gathered accumulatively through the conversations held with each organization's representative.

Interviews were conducted with each individual with a focus around health priorities, social determinants of health, and the challenges and opportunities for improving health equity in their communities. Key themes emerged, particularly around the urgent need for expanded mental health services, addressing substance abuse, and tackling food insecurity.

### Introduction

Through July 2024, SSM Health Illinois conducted interviews with 9 community stakeholders, including local community-based organizations, educational institutions, and public health professionals. These conversations utilized unique perspectives on health disparities, service gaps, and community needs based on the organizations' experience in Southern Illinois. One-on-one interviews were conducted with each organization's representative either in-person or virtually based on the partner's preference and lasted 60-minutes. The goal of the meeting was to collaboratively identify strategies to address health disparities and improve community health outcomes.

### Survey Process and Participant Feedback

Each interview began with a briefing on the survey methodology used for collecting data for the CHNA and invited them to provide feedback. Some of the stakeholders raised concerns regarding the survey's sample diversity, with several attendees noting that middle-aged, educated white women predominantly provided the responses, potentially skewing the results. Those stakeholders emphasized the need for broader outreach strategies to ensure more inclusive data collection in future assessments.

# Appendix B: Community Stakeholder Conversation Summary Report

## Key Health Concerns Identified

Three primary health concerns consistently arose in each key informant interview:

**1. Mental Health:** There was a strong consensus that mental health is the most pressing health issue in Southern Illinois. Participants highlighted a growing demand for mental health services, especially among low-income and uninsured individuals. Multiple stakeholders raised concern for extended wait lists and the need to travel great distance to access mental health care.

- *“Mental health affects all areas of our health, mental and physical are connected. So I think finding a way to increase not only mental health providers, but find ways to help community members deal with stress and dive a little deeper into what those stressors are.”*

**2. Substance Abuse:** Frequent discussions included the co-occurrence of mental health issues and substance use disorders. Participants expressed concern about the lack of integrated care models that address both issues holistically and recommended more comprehensive support systems for individuals with addiction.

**3. Food Insecurity:** Discussions around food insecurity focused on access to food and nutrition quality. While food pantries provide essential services, many offer primarily non-perishable, unhealthy items that contribute to long-term health issues such as obesity and diabetes. Participants stressed the importance of shifting focus from food security to nutrition security, with educational programs on healthy eating and nutrition as central components.

## Social Determinants of Health (SDOH)

Several social determinants of health emerged as barriers to achieving optimal health outcomes in South County:

- **Transportation:** Multiple stakeholder interviews cited transportation limitations as a significant obstacle to accessing healthcare, employment, and other essential services. Participants noted that while public transit exists to some extent, such as South-Central Transit, there are limitations to the services and no alternatives that are not costly or unreliable.
- **Safe/Affordable Housing:** Interviewees recognized the need for safe and affordable housing in the area. Those who are unable to own their own home struggle to find appropriate housing, either because it is too expensive, or those that are affordable are not well-maintained.
- **Education:** Multiple interviews identified a lack of education around health, nutrition, and healthcare resources as a critical driver of poor health outcomes. Many individuals lack the knowledge or resources to make healthy choices, which exacerbates chronic diseases such as obesity, diabetes, and cardiovascular conditions. Conversations also recognized that a barrier to accessing healthcare services could be due to patient’s lack of knowledge and insight to their insurance providers.

# Appendix C: Community Stakeholder Conversation Summary Report

## Community Conversation Summary Report

*Geographic Region: Southern Illinois*

*Number of Participants: 18*

### Executive Summary

Through October 2024, The SSM Illinois Community Health Team facilitated conversations with members of the community to discuss feedback from the Community Health Survey and Stakeholder conversations and propose priorities for 2024. A total of 4 engagement opportunities were presented for community conversations. Two were located at the Mount Vernon YMCA in Jefferson County and another two were located at the Centralia Community Recreation Center in Marion County. A total of 18 community members were engaged through these conversations.

### Sample Community Conversation Feedback form:

- Do you agree that the following are identified needs of our community?
  - Mental Health (yes / no)
  - Substance Abuse (yes / no)
  - Nutrition/Food Insecurity (yes / no)
  - If no, what needs would you prioritize in the community?
    - \_\_\_\_\_
  
- What community-level factors are impacting these health needs?
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  
- What other programs/services/activities currently exist in the area that address these needs?
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  
- How can SSM do to better connect/provide support/enhance these community activities?  
How could we collaborate moving forward?
  - \_\_\_\_\_
  - \_\_\_\_\_
  
- How can we keep the momentum going and maintain engagement with the community after the conversations have concluded?
  - \_\_\_\_\_
  - \_\_\_\_\_
  
- Are there connections to groups/orgs you are involved with in community that we should be seeking?
  - \_\_\_\_\_
  - \_\_\_\_\_

# Appendix C: Community Stakeholder Conversation Summary Report

- Responses: *Do you agree the identified needs of our community?*
  - Mental Health- 100% (18/18) reported **yes**
  - Substance Use- 100% (18/18) reported **yes**
  - Nutrition/Food Security- 100% (18/18) reported **yes**
- Responses: *What community-level factors are impacting these health needs?*



- Responses: *What other programs/services/activities currently exist in the area that address these needs?*
  - School activities
  - Summer food programs
  - Senior citizen discounts at farmers markets
  - NExT program
  - Church food programs
  - Celebrate Recovery
  - Meals on Wheels
- Responses: *How can SSM do to better connect/provide support/enhance these community activities? How could we collaborate moving forward?*
  - Referrals to community programs
  - Share resources on social media/radio/newspapers
  - Community Events
- Responses: *How can we keep the momentum going and maintain engagement with the community after the conversations have concluded?*
  - Webpage/social media pages specific to community initiatives
  - Town meetings
  - Outreach opportunities with stakeholders
- Responses: *Are there connections to groups/orgs you are involved with in community that we should be seeking?*
  - Church groups
  - Community clubs/lodges (Elks, Legions, Rotary, Moose Lodge)