



**SSM**Health.

# 2025-2027

## Community Health Improvement Plan



### **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 in Mount Vernon IL and SSM Health St. Mary's Hospital, in Centralia IL are committed to providing exceptional, compassionate care to our community. Inspired by our founding Franciscan Sisters of Mary and 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.

The health and well-being of our community is a priority for all of us and we look forward to deepening our relationships with community partners to address the pressing needs in our community including the priorities identified in our Community Health Needs Assessment process: Behavioral Health and Food/Nutrition Security. The Community Health Improvement strategies and partnerships outlined in this report provide a strong roadmap for our engagement on these priorities moving forward over the next 3 years and beyond.

SSM Health and our individual hospitals teams remain committed to providing exceptional care to each patient we care for and improving the health and well-being of the communities we serve.

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 must undertake a process every 3 years focused on engaging with the communities we serve to identify community health needs, prioritizing those needs, and ultimately designing actionable strategies to impact the named priorities. The Community Health Needs Assessment (CHNA) and Community Health Improvement Plan (CHIP) are created and published to collectively reflect all these efforts and provide a roadmap for continued collaboration with community in the coming 3 years to address our shared priorities.

The CHNA for the hospitals within SSM Health Illinois' region was approved on December 12, 2024 and is available here: [Community Health Needs Assessment](#).

The CHNA Report outlines the process followed to identify community health needs and the resulting priorities to be addressed during 2025-2027:



## Behavioral Health

- Mental Health/Wellbeing
- Substance Use



## Food and Nutrition Security

This Community Health Improvement Plan report strives to take each of the identified priorities and create actionable strategies to continue to address the needs of the communities we serve. This CHIP report will serve as the guiding document for community health improvement efforts by SSM Health individual hospitals, collectively as a region, as well as in collaboration with regional partners including other hospitals systems, public health departments and community-based organizations and social service providers. This report was approved on March 13, 2025, and will remain in place through 2027.

The CHNA process embraced by the SSM Health Illinois hospitals focused on engaging both community members and stakeholders (those who do work in community professionally). This intentional community-centered process provided a collective understanding of the needs from community as well as the clear mandate from community that community health improvement efforts are most effective when done collaboratively. In creating our Community Health Improvement Plan (CHIP), collaboration with partner organizations and community serves as our foundation. Our goal and focus is to not only improve the lives of those we provide direct care to but also to positively impact the broader communities of Marion and Jefferson counties.



# 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

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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.



**SSMHealth**

*In partnership with the Felician Sisters*

**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	No CMS benchmarking for this question. SSM Health minimum goal for Southern Illinois is 74.1
Communication with Nurses	80.1	87.7
Communication with Physicians	79.2	87.97
Discharge Information	82.2	92.2

### 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

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**SSMHealth.**

*In partnership with the Felician Sisters*

**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.



**SSMHealth**

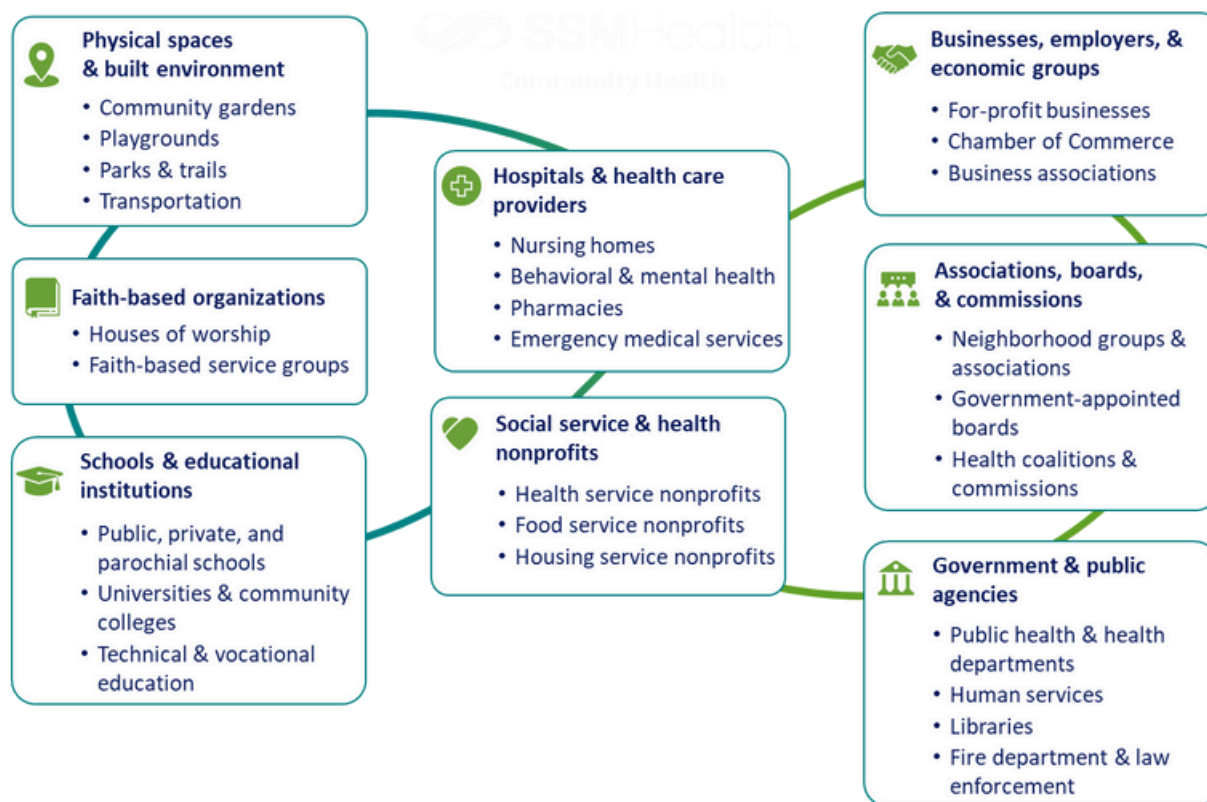
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**St. Mary's Hospital**  
CENTRALIA

# CHIP Process, Partners and Guiding Principals

Community Health, as defined by the American Hospital Association, refers to the non-clinical approaches for improving health, preventing disease, and reducing disparities through addressing social, behavioral, environmental, economic, and medical determinants of health in a geographic area.[i] The Community Health Needs Assessment (CHNA) and Community Health Improvement Plan (CHIP) are two important processes that assist SSM Health Illinois hospitals gain stronger understanding of the community, develop and deepen relationships with our community, as well collectively identify shared priorities and strategies to address them.

SSM Health Illinois' Community Health Needs Assessment was conducted with the priority of centering community voices through actively engaging and listening to the lived experience of our Marion and Jefferson County residents and leaders. Methods of data collection included 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. This process is fully outlined in the [SSM Health Illinois CHNA report](#) and the graphic below demonstrates the broad outreach engaged in both the CHNA and CHIP efforts to fully engage the expertise and experience of all of our partners.



[i] <https://www.aha.org/center/community-health-well-being#:~:text=What%20is%20Community%20Health%3F,in%20a%20geographically%20defined%20population.>

# CHIP Process, Partners and Guiding Principals

SSM Health Illinois Hospitals are committed to collaboration and value the impact that community partnerships bring not only our patients, but also the larger community. As healthcare providers, SSM Health Illinois Hospitals' primary focus is providing exceptional health care services. We value the expertise and experience of our community partners in providing social services and acknowledge the importance of us working together to positively impact community health. We are committed to actively engaging with community/regional partners in this work moving forward.

Throughout our CHNA and CHIP process, SSM Health Illinois Hospitals have committed to a set of guiding principles to anchor our efforts, community engagement, strategies, and collaborations. These guiding principles ensure we remain focused on community-driven approaches that reach those in community experiencing the most significant challenges and disparities.

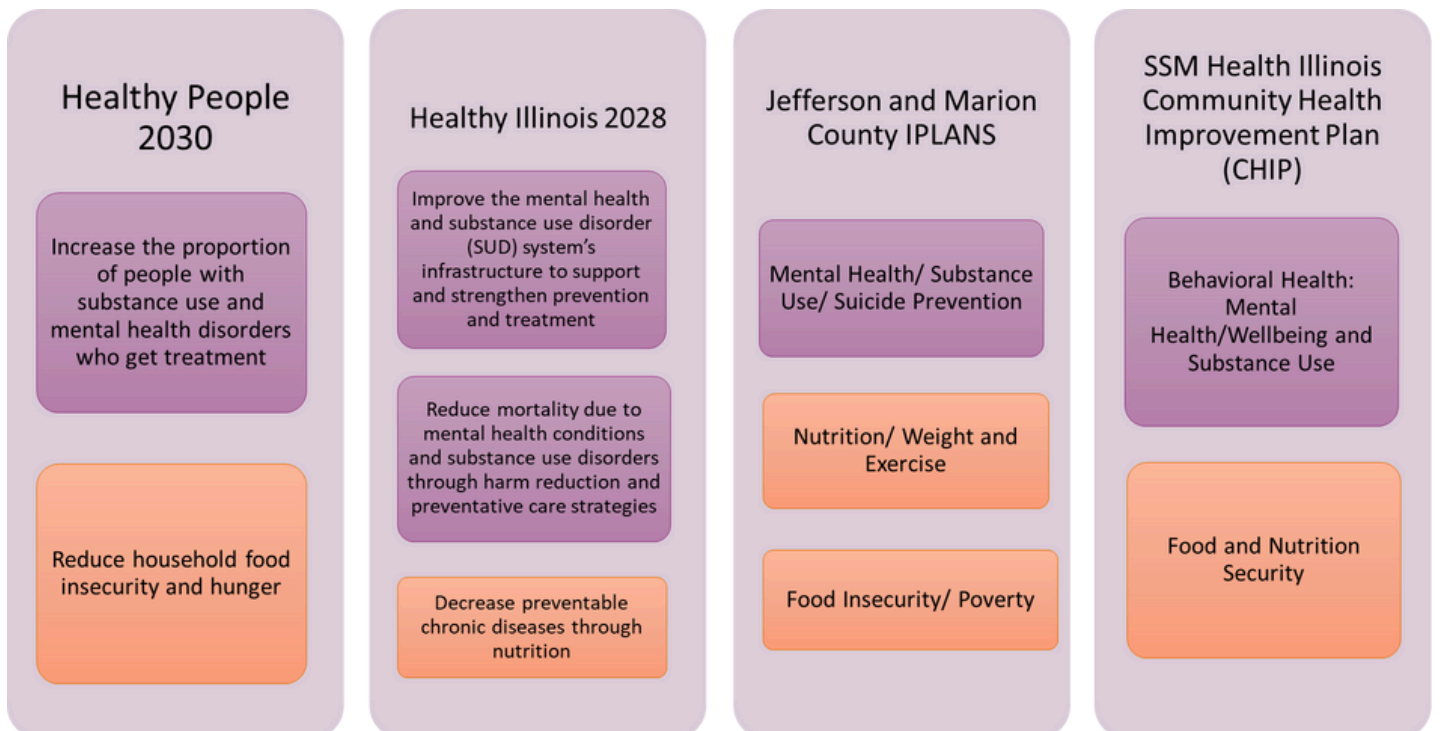
Our guiding principles include:



The commitment to these guiding principles for CHIP strategies and initiatives is essential for our collective work and for achieving the outcomes our community deserves.

# Aligning SSM Health Illinois CHIP Efforts with National, State and Regional Initiatives

When creating the SSM Health Illinois Community Health Improvement Plan, it was important for SSM Health Illinois Hospitals to align whenever possible with county, state and national plans for improving health outcomes. Healthy People 2030 strives to set data-driven national objectives to improve health and well-being over a 10-year period. In addition, the state of Illinois and then each county creates Health Improvement plans further identifying goals, objectives and activities with a specific focus on their specific population. By ensuring alignment with goals and efforts at multiple levels, the Southern Illinois community-centered initiatives embraced by the SSM Health strive to have a deeper impact.



# SSM Health Illinois Hospitals: CHIP Goals

Through the intentional, community-centered CHNA and CHIP process, SSM Health Illinois Hospitals identified improving Behavioral Health and increasing Food & Nutrition security as our CHIP priorities. CHIP goals and objectives aim to benefit both the patients served by SSM Health as well as the broader communities where our hospitals are located. The goals outlined below are further defined through objectives and identified Community Partners outlined in the pages that follow. All goals and objectives outlined in this CHIP are subject to further refinement and development as community partnerships and collaborations continue to evolve.

Priorities	Goals
Behavioral Health: Mental Health/Wellbeing	Improve mental health and well-being within Jefferson and Marion counties through increased education/community awareness and ensure the availability, accessibility, and affordability of integrated and consistent, coordinated, patient-centered care for our most impacted populations.
Behavioral Health: Substance Use	Increase education/community awareness of the dangers of substance use within Jefferson and Marion counties and ensure the availability, accessibility, and affordability of integrated and consistent, coordinated, patient-centered care for our most impacted populations.
Food and Nutrition Security	Increase healthy/nutritious food availability, accessibility and consumption in Jefferson and Marion counties through community nutrition education and the continued development of programs and partnerships focused on providing or connecting community member to direct food assistance and/or food assistance programs.

# Behavioral Health: Mental Health & Wellbeing and Substance Use



**Goals:**

- Improve mental health and well-being within Jefferson and Marion counties through increased education/community awareness and ensure the availability, accessibility, and affordability of integrated and consistent, coordinated, patient-centered care for our most impacted populations.
- Increase education/community awareness of the dangers of substance use within Jefferson and Marion counties and ensure the availability, accessibility, and affordability of integrated and consistent, coordinated, patient-centered care for our most impacted populations.

**Objectives:**

Optimize partnerships with public health institutions, community organizations and regional collaboratives to expand community education efforts and increase services for mental and emotional wellness.

**Collaboration:**

- Community Resource Center
- United Way of South-Central Illinois
- Jefferson County Health Department
- Marion County Health Department
- Mount Vernon Area Community Collaborative
- Clinton, Marion and Washington County Community Collaborative.
- University of Illinois Extension

Increase community awareness and utilization of SSM Health Behavioral Health outpatient programs located at SSM Health St. Mary's Hospital in Centralia IL through active engagement and information sharing with community, community providers and regional collaborations.

Increase Behavioral Health supports within SSM Health primary care settings through the SSM Health Virtual Behavioral Health Integration program. Explore expansion from adult primary settings to additional specialty care settings including but not limited to: pediatrics, Obstetrics & Gynecology, and oncology.

# Behavioral Health: Mental Health & Wellbeing and Substance Use



<p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Improve mental health and well-being within Jefferson and Marion counties through increased education/community awareness and ensure the availability, accessibility, and affordability of integrated and consistent, coordinated, patient-centered care for our most impacted populations.</li> <li>• Increase education/community awareness of the dangers of substance use within Jefferson and Marion counties and ensure the availability, accessibility, and affordability of integrated and consistent, coordinated, patient-centered care for our most impacted populations.</li> </ul>	
<p><b>Objectives:</b></p>	<p><b>Collaboration:</b></p>
<p>Optimize partnerships with community organizations and regional collaboratives to expand substance use prevention initiatives and increase services for those with substance use disorders.</p>	<ul style="list-style-type: none"> <li>• Community Resource Center</li> <li>• Marion County Coalition Against Drug Use</li> <li>• United Way of South-Central Illinois</li> <li>• Mount Vernon Area Community Collaborative</li> <li>• Clinton, Marion and Washington County Community Collaborative.</li> </ul>
<p>Increase community knowledge and utilization of drug take back bins located throughout the community and at SSM Health Illinois hospitals</p>	<ul style="list-style-type: none"> <li>• Community Pharmacies</li> <li>• Police Departments</li> <li>• Community Resource Center</li> </ul>
<p>Explore opportunities to enhance tobacco and vaping prevention efforts in the community.</p>	<ul style="list-style-type: none"> <li>• Community Resource Center</li> <li>• Jefferson County Health Department</li> <li>• Marion County Health Department</li> <li>• Illinois Tobacco Quit Line</li> <li>• Southeastern Illinois Tobacco Free Alliance</li> </ul>

# Food & Nutrition Security



**Goal:** Increase healthy/nutritious food availability, accessibility and consumption in Jefferson and Marion counties through community nutrition education and the continued development of programs and partnerships focused on providing or connecting community member to direct food assistance and/or food assistance programs.

<b>Objectives:</b>	<b>Collaboration:</b>
<p>Optimize SSM Health Illinois regional food insecurity initiative known as the Bread Basket. This program seeks to provide direct food assistance and referral for ongoing support to SSM Health inpatients</p>	<ul style="list-style-type: none"> <li>• Central Illinois Foodbank</li> <li>• Local Food Pantries</li> <li>• University of Illinois Extension</li> </ul>
<p>Continue support for Mobile Market and other food distribution opportunities in Jefferson and Marion County, IL</p>	<ul style="list-style-type: none"> <li>• United Way of South Central Illinois</li> <li>• University of Illinois Extension</li> <li>• St. Louis Area Foodbank</li> <li>• Cusumano and Sons</li> <li>• Prairie Farms</li> </ul>
<p>Optimize partnerships with food and nutrition support organizations to increase food security and nutritional education for specific populations such as those with chronic disease, cancer or during pregnancy</p>	<ul style="list-style-type: none"> <li>• SSM Health Chronic Disease Education Teams</li> <li>• Food Works</li> <li>• Local Food Pantries</li> </ul>
<p>Explore collaborative opportunities and support for focused nutrition education programming.</p>	<ul style="list-style-type: none"> <li>• University of Illinois Extension (SNAP-Ed)</li> <li>• Central Illinois Food Bank</li> <li>• United Way of South-Central Illinois</li> </ul>

# Moving Forward



The partnerships, goals, objectives and activities outlined in this Community Health Improvement Plan are ambitious. The priorities identified are complex and the disparities in outcomes experienced within our communities for each priority is significant. It will take time, resources, committed partnerships and most importantly community-driven collaboration to achieve our stated goals. While this CHIP will guide our efforts through 2027, the work in each of these priority areas began years ago and will need to continue well beyond this 3-year CHNA/CHIP cycle.

Collaboration is vital to accomplishing the goals of the Community Health Improvement Plan, and the Illinois region of SSM Health has the opportunity to expand and enhance efforts to work collaboratively between public health and human services entities that serve Jefferson and Marion counties. The opportunity for community-centered collaborative work to truly impact health outcomes is real and SSM Health Illinois Hospitals are ready to be active and committed partners in this work. SSM Health Illinois Hospitals have been committed to providing exceptional healthcare services to communities in Southern Illinois for years and remains committed to continuing to do so for years to come. We look forward to working closely with community members, public health entities, community organizations, and service providers to earnestly strive for improved health and well-being for the Southern Illinois community.