

**Lindner Center of Hope  
Community Health Needs Assessment  
June 2025**

**IMPLEMENTATION PLAN**

1. **Mental Health Treatment and Prevention:** Over the last twenty years, increased attention has been paid nationally to the level of mental illness present in our society, partially due to the increased number of violent incidents in schools, places of entertainment and even places of worship. Since March 2020 and the emergence of the COVID pandemic, the need for mental health services has increased exponentially in all age groups and especially in the young adult age group of 18-29. Recent data is showing a climb in suicide deaths as well. These factors have led to a decrease in the stigma related to mental health issues. However, the increase in demand has only magnified the access and reimbursement needs to provide appropriate and quality care. It should be noted that Lindner Center of Hope (LCOH) can treat children, adolescents, and adults.

LCOH will follow up on this area of focus as follows:

- LCOH recognizes that physicians, healthcare providers and first responders also experience mental health issues at least at the rate of 1 out of 5, yet their roles in our community are even more critical in their impact on others. LCOH has created exclusive access programs to services for these groups to eliminate barriers to receiving treatment, in the hopes of positively impacting the lives of those our community depends upon. In addition, LCOH has benefited from donor funding to support first responders' access to care.
- In 2021, Lindner Center of Hope Professional Associates (LCOHPA), a medical professional multi-disciplinary medical staff, went in network with the largest commercial payer in the region to expand access through insurance channels vs. self-pay for provider services to our community. LCOH continues to work with payers to secure reimbursement commensurate with the quality and services provided. LCOH also continues to investigate other channels to create programs to enhance services and access to patients.
- In 2024, LCOH with support from the City of Mason and other sponsors, sponsored our fourth community-wide mental health education event as part of mental health month, which was intended to help decrease the stigma associated with mental health diagnosis as well as to educate attendees on various topics surrounding mental health and mental well-being. Over 300 community members attended the day-long series of education modules. The event has been a bi-annual event; however, it was not held in 2021 due to the pandemic. The plan is to hold the event in May 2026 dependent on the ability to secure funding.
- LCOH medical staff provide at least monthly Community Education free of charge on assorted topics related to mental health and mental wellbeing both in person and virtually. Each offering regularly draws more than one hundred participants. In 2024, LCOH expanded its professional education reach with a virtual option through TPN Health that allows participants across the country to join. Prior to the new platform, LCOH was reaching hundreds of professionals with webcast presentations. LCOH now regularly exceeds over one thousand registrants for each webcast session and continuing education units are provided for free.

- LCOH has tripled its medical staff since 2022 to be able to meet more of the mental health needs. LCOH is also launching a significant expansion project to almost double its square footage to provide more therapeutic office space, group space, residential treatment spaces and partial hospitalization and intensive outpatient spaces to both meet more demand for services as well as provide more services in person. As part of our growth in medical staff we currently see approximately 65% of our outpatients via telehealth, which allows us to reach more people who may not want to or be able to travel to the Center, including rural and underserved areas.
- LCOH also continues to both grow service line capabilities, for example, increasing the number of outpatient medical management and therapy appointments available and developing new services, such as esketamine and mental health intensive outpatient. These new services allow patients to take advantage of care pathways that meet their needs.
- LCOH continues to invest in research for discoveries to aid in the treatment of mental health diagnoses. LCOH has received several federal grants from NIMH in the past year. LCOH also participates in pharmaceutical studies. LCOH was part of the esketamine clinical trial for the treatment of depression. Upon obtaining FDA approval, LCOH launched an outpatient clinic and is one of the leading Centers in the nation, based on treatments, per the drug manufacturer.

In addition to the above, LCOH is also active in other efforts surrounding mental health care.

- LCOH will continue to participate in efforts to educate legislators about mental health needs and the importance of parity in health care coverage. LCOH is also looking to partner with employers and payers to continue the conversation to improve access to quality mental healthcare at reasonable rates.
- Additionally, to address the shortage of providers and access issues, LCOH has a Rapid Access program for adults to quickly be seen by a psychiatrist and social worker with recommendations for next steps to be coordinated following the appointment. Appointments for this program significantly reduce the wait time for those looking for an outpatient assessment.
- On a monthly basis, LCOH offers Grand Rounds presentations for LCOH providers as well as community-based healthcare providers. These sessions provide these providers with ongoing training and development in the areas of mental health diagnosis and treatment. In addition, at least four additional education and development opportunities are offered by LCOH on an annual basis to selected groups such as area hospital staff, primary care providers and other defined groups. LCOH has also recently launched national CME offerings through a partnership with TPN Health. LCOH plans to continue to investigate additional opportunities to access the development and education of local mental healthcare providers, as resources are available for this purpose.

- Like other organizations, LCOH has expanded its social media presence and routinely posts relevant information and short video clips from providers related to environmental issues that impact mental health. LCOH providers have also been active with radio and television stations as well as speakers for interested groups and corporations.
- LCOH also continues its commitment to community outreach with clinicians presenting educational offerings through organizations such as NAMI, MHA, and local school systems. LCOH also participates in community health fairs. Additionally, LCOH offers an ongoing community education series and began a webcast continuing education series in 2018. It is expected that LCOH's growing focus on the need for and support of ongoing professional training and development will result in a higher level of state-of-the-art mental healthcare available to residents as well as those who travel to receive care at LCOH. Community education will also remain a priority.
- LCOH more formally expanded efforts to area businesses in 2019 with the launch of Start the Conversation in conjunction with Tier I Performance. This program uses educational videos, surveys, emails, and web landing pages to increase awareness of employees of the businesses that engage with the effort. In 2024, LCOH partnered with Tier I Performance on the creation of the next phase of Start the Conversation entitled "Lead the Conversation on Mental Health". It is designed to empower people leaders with skills and confidence they need to navigate mental health discussions effectively and compassionately. In addition, LCOH has commenced a CARES program whereby services such as Coaching/Advisory and Rapid Access are offered to employees on a priority status for employers who enroll. LCOH expects to expand this service to more area businesses.

It is expected that improved access to care will continue to be a major challenge. All mental healthcare providers should share responsibility for improving access to care as much as possible.

As a follow up to the 2021 CHNA, one of the initiatives was to strengthen the workforce pipeline. LCOH continues to be engaged in this initiative as there continues to be a shortage of mental health care providers from clinicians to patient care staff to take care of the needs of the community. In addition, like with other healthcare staff, there is an aging staff that will be retiring soon.

Prior to the COVID pandemic and the increased need for mental health services there was a national shortage of providers, including nursing staff. The impact of the pandemic has only magnified such shortages due to both the increase in demand for services coupled with the "Great Resignation" and qualified personnel choosing to retire or leave the healthcare profession.

LCOH has almost tripled their medical staff since 2021 and has been successful in hiring patient care staff for care in our hospital-based services.

LCOH will follow up on this area of focus as follows:

- LCOH is continuing to evaluate its participation in training programs for all provider types, including nurses and allied health professionals. LCOH engages with higher learning organizations to partner for clinical rotations and other needs to be on the forefront of training healthcare providers of the future as well as creating a pipeline of talent.

LCOH serves as a clinical rotation site for various healthcare disciplines such as medical students and residents, nursing students, social work and counseling students, psychology interns, chefs in training and dietician students. Although there is a time commitment as well as a cost to LCOH associated with these efforts, the organization feels that each healthcare provider that has a commitment to continuation of high-quality healthcare services in the future has an obligation to support local students in their educational efforts.

- LCOH has focused on growing our clinician recruitment and retention endowment funds to assure resources for a good supply of mental healthcare providers for our patients. It is intended that the endowment fund will continue to be a major source of support for clinician recruitment and retention in future years.
- LCOH also works to educate primary care providers in mental health and addiction diagnosis and treatment via training and educational articles in our newsletters, with the goal of helping them be better positioned to manage mental health concerns in their offices, as may be appropriate.

As it relates to the remaining prioritized health needs identified in the CHNA, LCOH chose not to focus on homelessness prevention and housing stability and heart disease and stroke prevention and treatment as those are not areas of LCOH expertise nor is there internal funding available to support such initiatives.

#### MONITORING AND FOLLOW UP

Compliance with the implementation plan components and results will be monitored and reported periodically to the LCOH leadership team and Board of Directors.