

IMPLEMENTATION STRATEGY

Community Health Needs Assessment



Phoebe Sumter Medical Center

Implementation Strategy (2026–2028)

Upon completion of the Community Health Needs Assessment (CHNA), the Planning and Strategy Team convened with service line administrators and key personnel to review and update the implementation plan for the newly identified priority areas: **Access to Healthcare; Mental Health; Wellness & Quality of Life and Women's Health.**

Each plan was revised in collaboration with subject matter experts and approved by the respective service line directors or their designees, followed by a final review by the Health System Chief Medical Officer, Dianna Grant. The final draft of the 2026–2028 Implementation Strategy was presented to Phoebe Sumter Medical Center's Community Benefit Subcommittee and recommended for approval to the full board in December 2025.

Please note that the CHNA and Implementation Strategy remain living documents, continuously adapted to meet the evolving needs of citizens, communities, and stakeholders. Any list of partners included is not exhaustive. Phoebe Sumter Medical Center welcomes additional organizations and stakeholders engaged in priority-focused work to join these efforts.

Priority: Access to Healthcare

Goal: Improve Access to Healthcare for residents of Sumter and surrounding counties, with a focus on transportation, specialty care availability, and affordability.

Strategy: Implement an integrative approach that addresses transportation, workforce development, community engagement, and strategic partnerships to reduce barriers to care and improve health outcomes.

Key Actions	Lead Person	Activities	Where	Metric/Intended Outcome
Transportation Solutions	Pres/CEO PSMC Co-Lead Chief Community Engagement and Health Impact Officer.	<ul style="list-style-type: none"> Implement appointment transport vans with compliance approval. Identify high-need areas and create pickup/drop-off points. Explore partnerships for senior-specific transit options. 	Primary Service Area	<p>Short-Term</p> <ul style="list-style-type: none"> Increased patient compliance and reduced appointment cancellations. Improved access to specialty services and telehealth. Enhanced community engagement and trust. <p>Mid-Term</p> <ul style="list-style-type: none"> Expanded transportation network serving rural and senior populations. Noticeable reduction in wait times for specialty appointments. Increased workforce
Workforce Development	Pres/CEO PSMC Co-Lead Chief Community Engagement and Health Impact Officer.	<ul style="list-style-type: none"> Launch early recruitment programs (elementary through college). Offer scholarships and use simulation mobile units for training. Collaborate with local colleges to address staffing shortages. 	Primary Service Area	
Community Engagement	Pres/CEO PSMC Co-Lead Chief Community Engagement and Health Impact Officer.	<ul style="list-style-type: none"> Conduct strategic scans to identify underserved areas. Meet with local officials and chambers for buy-in. Partner with churches and community leaders for outreach. 	Primary Service Area	
Healthcare Access Enhancements	Pres/CEO PSMC	<ul style="list-style-type: none"> Expand telehealth options for specialty services. Improve appointment availability and 	Primary Service Area Primary Service Area	

	Co-Lead Chief Community Engagement and Health Impact Officer.	<ul style="list-style-type: none"> reduce wait times. Utilize mobile units for rural outreach and weekend testing. 		<p>capacity through local recruitment and scholarships.</p> <ul style="list-style-type: none"> Stronger partnerships with community organizations and local colleges. Improved continuity of care and reduced gaps in follow-up.
Accountability & Monitoring	<p>Pres/CEO PSMC</p> <p>Co-Lead Chief Community Engagement and Health Impact Officer.</p>	<ul style="list-style-type: none"> Create a steering committee and timeline. Schedule monthly and yearly progress updates. Track metrics like appointment cancellations and readmissions. 	Primary Service Area	<p>Long-Term</p> <ul style="list-style-type: none"> Decreased hospital readmissions. Improved community health and seamless care delivery. Attraction of new employers and economic growth. Preparedness for senior population growth by 2030.

Priority: Mental Health

Goal: Improve mental health services and accessibility in Sumter County by reducing stigma, increasing resources, and enhancing collaboration among community stakeholders..

Strategy: Expand mental health service capacity and accessibility through telehealth, community education, and collaborative partnerships.

Key Actions	Lead Person	Activities	Where	Metric/Intended Outcome
Telehealth Implementation	Pres/CEO PSMC Co-Lead Chief Community Engagement and Health Impact Officer.	<ul style="list-style-type: none"> Develop telehealth processes for local hospitals and clinics. Select and set up telehealth platforms and hardware. Train staff on telehealth procedures and billing. Schedule providers for telehealth psychiatry consults. 	Primary Service Area	<p>Short-Term</p> <ul style="list-style-type: none"> Telehealth psychiatry consults available in emergency centers. MHFA training schedule launched and initial sessions completed. Additional outpatient behavioral health offices identified and prepared. <p>Mid-Term</p> <ul style="list-style-type: none"> 100+ community members trained in MHFA. Telehealth fully operational with consistent provider schedules. Increased awareness and reduced stigma
Increase Service Capacity	Pres/CEO PSMC Co-Lead Chief Community Engagement and Health Impact Officer.	<ul style="list-style-type: none"> Identify and secure additional outpatient behavioral health office space. Set up provider schedules for new locations. Educate patients on available behavioral health services. 	Primary Service Area	
Community Education Awareness	Pres/CEO PSMC Co-Lead Chief Community Engagement and Health Impact Officer.	<ul style="list-style-type: none"> Establish targets for Mental Health First Aid (MHFA) training (e.g., 100 trainers). Develop and advertise MHFA training schedule. Create a marketing plan to reduce stigma around mental health. Book venues and promote community-based training sessions. 	Primary Service Area	
Collaborative	Pres/CEO PSMC	<ul style="list-style-type: none"> Re-establish monthly meetings with law 	Primary Service	

Partnerships	Co-Lead Chief Community Engagement and Health Impact Officer.	<p>enforcement, educators, and local agencies.</p> <ul style="list-style-type: none"> Engage partners in yearly updates. Explore and implement a co-responder model for crisis response. 	Area	<p>through marketing campaigns.</p> <ul style="list-style-type: none"> Co-responder model piloted with law enforcement and crisis teams.
Data-Driven Interventions	<p>Pres/CEO PSMC</p> <p>Co-Lead Chief Community Engagement and Health Impact Officer.</p>	<ul style="list-style-type: none"> Use Outcome and Assessment Information Set (OASIS) data to prioritize interventions. Pilot evidence-based prevention models before full implementation. Monitor and evaluate outcomes regularly. 	Primary Service Area	<p>Long-Term</p> <ul style="list-style-type: none"> Decrease in ER visits for mental health crises. Reduction in crime and homelessness related to mental health issues. Healthier families and communities with normalized mental health services. Strong, sustainable collaboration between law enforcement, educators, and health providers.

Priority: Wellness and Quality of Life

Goal: Strengthen and expand the Healthy Sumter initiative to create a unified, sustainable wellness movement that improves health outcomes and fosters community collaboration.

Strategy: Revamp Healthy Sumter's structure, clarify its purpose, and build strong partnerships to ensure long-term impact through funding, governance, and community engagement..

Key Actions	Lead Person	Activities	Where	Metric/Intended Outcome
Define and Structure Healthy Sumter	Pres/CEO PSMC Co-Lead Chief Community Engagement and Health Impact Officer.	<ul style="list-style-type: none"> Establish a steering committee with clear mission, vision, and goals. Develop measurable objectives and action plans. Create a charter and governance framework. 	Primary Service Area	<p>Short-Term</p> <ul style="list-style-type: none"> Clear identity and purpose for Healthy Sumter. Increased community participation and awareness. Stronger partnerships and resource sharing. <p>Mid-Term</p> <ul style="list-style-type: none"> Expanded health programs and outreach across Sumter. Measurable improvements in access to fresh produce and healthcare. Increased funding streams and
Community Engagement, Collaboration, and Awareness	Pres/CEO PSMC Co-Lead Chief Community Engagement and Health Impact Officer.	<ul style="list-style-type: none"> Launch a marketing campaign to promote Healthy Sumter. Re-engage churches, schools, and local businesses. Organize an annual signature health event to build momentum. Strengthen ties with public health departments. Hold quarterly stakeholder meetings with actionable agendas. 	Primary Service Area	
Funding and Sustainability	Pres/CEO PSMC Co-Lead Chief Community Engagement and Health Impact Officer.	<ul style="list-style-type: none"> Pursue grants, donations, and government funding. Partner with the local farming industry for fresh produce programs. Identify diverse funding sources for long-term viability. 	Primary Service Area	

Program Expansion	Pres/CEO PSMC Co-Lead Chief Community Engagement and Health Impact Officer.	<ul style="list-style-type: none"> • Enhance Fresh Produce Giveaway and Community Gardens. • Provide health education and lifestyle workshops. • Improve transportation options for medical visits. 	Primary Service Area	<p>financial stability.</p> <ul style="list-style-type: none"> • Reduction in silos and improved collaboration among organizations. <p>Long-Term</p> <ul style="list-style-type: none"> • Healthier population with reduced chronic disease rates. • Sustainable wellness infrastructure. • Greater community pride and economic benefits.

Priority: Women's Health

Goal: Improve women's health outcomes in Sumter and surrounding counties by increasing access to care, education, and resources while fostering collaboration among stakeholders.

Strategy: Build an Integrated Community Health Approach by focusing on expanding provider availability, enhancing DV education and awareness, by leveraging partnerships for sustainable interventions..

Key Actions	Lead Person	Activities	Where	Metric/Intended Outcome
Expand Access to Care	TBD Co-Lead Chief Community Engagement and Health Impact Officer.	<ul style="list-style-type: none">Recruit additional OBGYNs and pediatricians.Implement telehealth options for mental health and DV counseling.Deploy mobile health units for prenatal checks.Continue to grow Nurse Family Partnership in the PSMC service area.Explore urgent care/women's health clinic establishment.	Primary Service Area	Short-Term <ul style="list-style-type: none">Increased awareness of women's health resources.Improved collaboration among healthcare providers and community organizations.Enhanced access to mental health and DV support services.
Collaboration & Resource Integration	TBD Co-Lead Chief Community Engagement and Health Impact Officer.	<ul style="list-style-type: none">Form a Women's Health Steering Committee.Develop a referral and information-sharing plan among providers.Apply for grants to support women's health initiatives.Engage local mental health professionals for integrated care.	Primary Service Area	
Education Awareness	TBD Co-Lead Chief Community Engagement and Health Impact Officer.	<ul style="list-style-type: none">Conduct DV education sessions with law enforcement and first responders.Launch community outreach campaigns on women's health issues.Partner with schools and colleges for health education programs.Create and distribute resource guides on DV, pregnancy, and safer sex.	Primary Service Area	Medium-Term <ul style="list-style-type: none">Reduction in domestic violence incidents.Increased gestational periods (>36 weeks) and improved birth

Needs Assessment & Evidence-Based Interventions	TBD Co-Lead Chief Community Engagement and Health Impact Officer.	<ul style="list-style-type: none"> Collect local crime and SDOH (Social Drivers of Health) data. Conduct strategic scans of Sumter and surrounding counties. Expand Nurse Family Partnership (NFP) and create mom/baby support groups. Explore the use of midwives, doulas, and community health workers (CHWs). 	Primary Service Area	<p>weights.</p> <ul style="list-style-type: none"> Greater utilization of preventive care and prenatal services. <p>Long-Term</p> <ul style="list-style-type: none"> Improved overall women's health outcomes. Stronger family units and community resilience. Sustainable women's health infrastructure in Sumter County.

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