



WAYNE MEMORIAL

2025

Community Health Needs Assessment

IMPLEMENTATION STRATEGY

Prepared by WMH Community Relations Department

Coordinated with:



THE INSTITUTE
for Public Health
Research & Innovation
East Stroudsburg University



WAYNE MEMORIAL

Responding to any CHNA is not simply the responsibility of the health network and providers. Rather, an examination of efforts across multiple community sectors and agencies and subsequent collaborative actions are most likely to have a sustained impact on the community's health. When community leaders come together to prioritize needs, determine next steps, and to work toward health improvements in collaboration with each other, success is more likely. This is a collective impact approach and Wayne Memorial is committed to working with community partners in an effort to systematically improve the region's health.

1. Significant Health Need: Access to Care and Transportation- As a rural community, the Wayne Memorial service area has limited public transportation, limited ambulance service, and encompasses a wide geographic area. In addition, Wayne and Pike counties has healthcare provider shortages which pose challenges to access and quality of care. Together, these can hinder access to available care for community members, particularly for those households with limited vehicle access and those located further from population centers.

Unmet Need Indicators:

- Transportation remains a barrier to healthcare access in the Wayne Memorial (WM) service area, particularly for seniors, individuals with disabilities, low-income families, and those living in the further reaches of the service area.
- High appointment cancellation rates stemming from no transportation causes strain for the healthcare system.
- Long wait times for shared rides, resulting in full-day commitments for medical appointments cause strain for patients.
- Emergency Medical Services (EMS) in the Wayne Memorial service area, and across rural Pennsylvania, continue to struggle with long response times, staffing shortages, and financial constraints.
- There are far fewer primary care physicians, mental health providers, dentists and specialty services including orthopedics, neurology and dermatology, for the WM service area.

Wayne Memorial Action Plan	Potential Partners	Time Frame
❖ WMH expanded physician specialty services to other geographical areas, besides the hospital to help decrease travel time for patients. ❖ WMH augments its staffing resources to facilitate patient transport when EMS agencies experience staffing shortages. ❖ WMCHC is working to provide mobile school-based health centers to help decrease the transportation barrier and access to care.	Wayne Memorial Hospital (WMH), Wayne Memorial Community Health Centers (WMCHC), The Wright Center (TWC), Indiana University of Pennsylvania (IUP), Lackawanna College, Wayne Tomorrow! -Transportation Task Force, Wayne County Comprehensive Plan, Wayne County Human Services, Emergency Medical Services, other county agencies and non-profit organizations.	2025 - 2028

❖ Pike County allocated \$4.4 million to fund 24/7 EMS services, reducing response time. ❖ WMH is supporting EMS training courses and offering clinical rotations in the emergency department and other hospital departments to help increase the number of qualified responders within the service area. ❖ Wayne County Transportation Task Force under Wayne Tomorrow! is working to increase availability of accessible and affordable public transportation; additional share ride programs and shuttle service in frequent high travel roadways. ❖ Continue to work with county government and agencies to help increase efforts to improve issues with transportation. ❖ WMH, partnered with educational institutions, is a clinical training site for fellows, residents and medical students, providing supervised rotations in their areas of interest. ❖ WMH has open recruitment for orthopedic and neurology services. ❖ WMCHC has implemented a Family Medicine Residency Program, providing doctors who have completed medical school and are currently in their three-year training program, rotations through various clinical settings.		
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2. Significant Health Need: Mental Health Services - Despite recent progress in expanding local services, the demand for care far exceeds current capacity. Our local counties have fewer mental healthcare providers per population size than does the state, on average. 880:1 population-to-provider ratio in Wayne County; 1080:1 in Pike County VS 350:1 population-to-provider ratio across Pennsylvania.

Unmet Need Indicators:

- There continues to be a shortage of mental health providers which places additional strain on providers who are trying to meet the needs of residents in our communities.

- Barriers continue to exist including limited transportation, childcare challenges, long wait time, and ongoing stigma around mental health conditions which prevent individuals from seeking or receiving care when they need it.
- Individuals experiencing a mental health crisis often turn to hospital emergency departments for help, placing additional strain on hospitals already facing limited resources and highlighting the urgent need for more accessible outpatient mental health services.
- There continues to be a growing need for mental health services across all age groups - including young children in daycare, school-aged children and their parents, as well as adults – along with increased demand for mental health support groups and related services.

Wayne Memorial Action Plan	Potential Partners	Time Frame
❖ WMH will continue to provide an inpatient telehealth psychiatry program and ongoing staff education on mental and behavioral health (BH) crises and issues. MOAB (Management of Aggressive Behavior) training is currently being offered to staff. ❖ Support and help increase the awareness of the current WMCHC Integrated Behavioral Health Services – a collaborative team approach which provides BH access to WMCHC patients within the primary care offices. ❖ WMH and WMCHC provides clinical training for fellows, residents and medical students which include rotations in BH areas, in hopes these individuals seek employment in BH fields. ❖ WM Physician Specialty Clinics conduct routine depression screenings to ensure timely intervention and appropriate referral to BH services. ❖ Support and increase awareness of the new 24/7 crisis service opening soon. The Northeast Regional Crisis Stabilization Center helps individuals in crisis avoid the emergency department. ❖ Continue collaborating with community partners to enhance awareness of available services and support for individuals experiencing mental health challenges.	Wayne Memorial Hospital, Wayne Memorial Community Health Centers, Wayne Memorial Behavioral Health, Wayne County Office of Behavioral and Developmental Programs & Early Intervention (WCOBDPEI), Wayne County Center for Community Resources (CCR), Wayne and Pike County Human Service agencies, The Wright Center, NE Region of National Alliance on Mental Illness (NAMI), area school districts: Wayne Highlands, Wallenpaupack Area, Western Wayne, Forest City and Delaware Valley, and other academic partners in higher education settings; TWC, IUP and Lackawanna College.	2025 - 2028

3. Significant Health Need: Transitional Senior Housing - Wayne and Pike Counties have two of the four oldest populations in Pennsylvania; 26% of the population is age 65 or older in Wayne County and 25% in Pike County. The average for PA is 20%. Despite having a disproportionately high number of older adults, the region lacks assisted living and transitional senior housing options that allow residents to age safely and comfortably. Many existing homes are older and not designed for accessibility, leaving seniors vulnerable to falls, social isolation, and unsafe living conditions.

Unmet Need Indicators:

- Wayne County has one assisted living, no transitional senior housing communities and three nursing homes.
- Most nursing homes operate below capacity due to staffing shortages and regulatory constraints, and private pay facilities present a significant financial burden for many families.
- Many older adults who would like to downsize or move into transitional housing, do not find it economically viable and options are limited.

Wayne Memorial Action Plan	Potential Partners	Time Frame
❖ WMH provides grant funding for non-profit organizations that provide in home support services for seniors. ❖ Wayne Tomorrow! – Housing Task Force has been working with community partners to address issues with senior housing. WMH supports these efforts. ❖ Maintain efforts to identify and communicate available support services and resources to enhance awareness among seniors. ❖ Work with area agencies to help increase awareness and availability of existing housing opportunities.	Wayne Memorial Hospital and Wayne Memorial Community Health Centers, Wayne and Pike Area Agency on Aging, Wayne Tomorrow! -Housing Task Force NeighborWorks, Shared Housing and Resource Exchange (SHARE) program, United Neighborhood Centers, Alzheimer's Association, and other local organizations that assist seniors like Growing Older Together and The Cooperage Project.	2025- 2028

4. Significant Health Need: Health Literacy - Health literacy is the degree to which individuals have the ability to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.

Unmet Need Indicators:

- Community members relay challenges and frustrations in using patient portals, especially among older adults.
- Understanding the health system overall is a challenge and there is a disconnect between patient expectations, the standard of care, and the limits of different health services.
- Community members use multiple sources to obtain health-related information including health-care providers, online sources and family/friends – yet conflicting or inaccurate information remains a concern.

Wayne Memorial Action Plan	Potential Partners	Time Frame
❖ Community education on what level of care to access and current level of care services available including emergency departments, walk-in vs urgent care centers and primary care services. ❖ Maintain resources of services available in the community to assist with health literacy – Aging office of Wayne County works with elderly population to navigate their portals, manage bills, and appointments. Local libraries provide computer classes for the public. ❖ Collaborate with local healthcare providers, public health agencies, schools, libraries and senior centers to share consistent health messages. ❖ Utilize community health workers, social workers, case managers, printed materials and media to highlight trusted health information sources.	Wayne Memorial Hospital, Wayne Memorial Community Health Centers, Wayne and Pike County Human Services Departments, local school districts, Department of Health, local libraries, Workforce Alliance and other community resources.	2025 - 2028

5. Significant Health Need: Vaccine Hesitancy and Mistrust – Decline in vaccination rates, misinformation and mistrust in the healthcare system make it harder for individuals and families to make confident decisions.

Unmet Need Indicators:

- Decline in vaccinations due to COVID 19 vaccination controversies and politicization of vaccines have complicated provision of this preventive healthcare.
- Lower vaccination rates increase risks of outbreaks across communities – as seen with the recent measles outbreak.
- Mistrust of the medical community can be a barrier to care for some within the Wayne Memorial service area with 18.2% reported fear or mistrust of doctors as a rationale for not obtaining needed care

Wayne Memorial Action Plan	Potential Partners	Time Frame
❖ WMH and WMCHC provides education and documentation for staff and patients, on efficacy and safety of vaccines. ❖ WMH offers flu vaccines and pneumonia vaccine to eligible inpatients. ❖ WMCHC plans to work with the local Department of Health on vaccine hesitancy.	Wayne Memorial Hospital and Wayne Memorial Community Health Centers, Wayne and Pike County Departments of Health, human service agencies, local school and other community partners.	2025 - 2028

❖ Offering clear and accessible education, and strengthening partnerships between healthcare providers, schools, and community organizations to help rebuild confidence and support informed decision-making. ❖ Collaborate with local healthcare providers, public health agencies, schools, libraries and senior centers to share consistent health messages. ❖ School-based health clinics and hospital-school collaborations to increase local access to basic care, including vaccinations, are effective strategies for increasing vaccination rates. ❖ WMH provides mandatory flu vaccines to employees with enforced masking requirements for employees who refuse. Employees who are hesitant, receives education along with printed material to help them make informed decisions on the flu vaccine. ❖ WMH participates in non-mandated documentation of flu vaccine rates and submits this information which is used by the CDC.		
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