Executive Summary

In early 2015, a variety of organizations across the Ozarks came together to better understand the health status, behaviors and needs of the populations they serve.

Under the umbrella of the local Ozarks Health Commission, this first-time collaboration is the largest in the region spanning four states—Missouri, Oklahoma, Arkansas and Kansas—51 counties and four hospital systems.

The working group saw the value of using a systematic, data-driven assessment to inform decisions and guide efforts to improve community health and wellness on a regional level. This larger, concerted approach will leverage common strengths and strategies to move in the same direction on significant health concerns.

This assessment, along with the resulting action plan, will allow decision-makers to have a more holistic and up-to-date picture with which to strategically address community health concerns in their own jurisdictions.
### Key Participants

<table>
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<tr>
<th>Organization</th>
<th>Category</th>
<th>Service Area</th>
<th>Organization Type</th>
</tr>
</thead>
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<tr>
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<td>Nonprofit</td>
<td>MO</td>
<td>Outpatient behavioral health</td>
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<td>MO</td>
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<td>MO</td>
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<td>MO, KS, OK</td>
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<td>Mercy</td>
<td>Nonprofit</td>
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<td>Health system</td>
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<td>Taney County Health Dept.</td>
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<td>Health Department</td>
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### The Assessment Process

The priorities for each community emerged as a result of data and feedback collection from a variety of sources, including:

- a survey open to members of the public and partner agencies in all jurisdictions;
- secondary data collected from CommunityCommons.org and other sources;
- focus groups targeting underserved, chronically ill and low-income populations in each community; and
- emergency department data from hospital partners.

These sources were combined and compared to develop community priorities which weighed morbidity, mortality and a variety of other factors. More on the results of the survey, focus group, data analysis and priority ranking can be found in the Methodology section of this report.

### Themes for the Region

It quickly became apparent through this assessment that health issues transcend State and County boundaries and health system catchment areas. Health problems such as cardiovascular disease and behavioral health manifest themselves in a similar manner.
throughout the entire 51-county footprint. As we move forward, it’s not difficult to imagine a scenario where we have consensus on what the health challenges are, how to best address those challenges and end up with improvements to the public’s health based on collective impact.

**We Want to Hear From You**

The Ozarks Health Commission (OHC) welcomes and encourages feedback and suggestions on future assessments and action plans as this effort continues. Questions, comments or concerns can be submitted at OzarksHealthCommission.org.

***Signed, top leadership*****
Rogers Community Executive Summary

Mercy Hospital Northwest Arkansas is a 208 bed acute-care hospital located in Rogers, Arkansas affiliated with Mercy, one of the largest Catholic health systems in the United States. Headquartered in St. Louis, Mercy serves millions of people each year in multiple states across the central United States. Mercy Hospital Northwest Arkansas serves patients primarily from Benton and Washington Counties in Arkansas (known as Northwest Arkansas). For the purposes of this Community Health Needs Assessment (CHNA) and in keeping with the geographic areas defined by our collaboration with the Ozarks Health Commission Regional Assessment process, the Rogers Community also includes Madison County, Arkansas and Delaware and Adair Counties, Oklahoma. Mercy Northwest Arkansas’s Primary Service Area for marketing purposes includes Benton, Washington, Carroll, and Madison Counties in Arkansas and McDonald and Barry Counties in Missouri.

Mercy has recently announced a five-year, $247 million expansion plan which will significantly increase hospital and clinic capacity. A new patient tower will add over 100 beds initially with the ultimate goal of a total of 360 beds. Addition of multiple primary care and specialty clinics is part of the plan as well as enhancements to the heart and vascular center and women’s and children’s services. The expansion will create over 1,000 new jobs in the area.

Mercy has partnered with the Ozarks Health Commission (OHC) and three other hospital systems to produce this Community Health Needs Assessment (CHNA) to study the health of the entire region and the specific needs of each individual community. The Ozarks Health Commission identified seven Assessed Health Issues for the OHC region by studying secondary data in the form of publically available health indicators and primary data for the Rogers Community. Primary data included the results of two community surveys, a focus group, and analysis of emergency department utilization data. Using a further prioritization process describe in this report, 13 Identified Health Needs for the Rogers Community area were identified. With the input of community stakeholders, four of these health needs were prioritized to be addressed during the 2016-2019 CHNA cycle.

These Prioritized Health Needs are:

- Access to Care for At-Risk Persons
- Behavioral Health
- Homelessness
- Diabetes
Mercy’s mission is to deliver “compassionate care and exceptional service” to every community member. In keeping with this mission and our goal to promote the health of the Rogers Community, a Community Health Improvement Plan (CHIP) will be developed for each of the Prioritized Health Needs and published separately from this CHNA.