



Community Health Needs Assessment 2026-2028 Implementation Plan

Mayo Clinic in Florida





Introduction

Mayo Clinic

Guided by our integrated Practice, Research and Education mission, Mayo Clinic is committed to innovating treatments and cures and providing compassionate care, expertise and answers to patients around the world.

We are focused on transforming healthcare, ensuring the best possible care is available to those in need and enabling more people to heal at home. Our researchers relentlessly pursue breakthroughs that yield earlier diagnoses and new cures, and we are educating the next generation of healthcare professionals, including allied health and the physician workforce.

In 2025, Mayo Clinic cared for patients from every U.S. state and 140 countries, reflecting a model of care that combines deep community roots with global expertise. Across the communities it serves, Mayo Clinic invests in prevention and education, while providing highly specialized care for serious, complex and rare conditions. Mayo Clinic encompasses three destination medical center campuses, as well as other clinics and hospitals, with locations in Arizona, Florida, Minnesota and Wisconsin. Further extending our reach, Mayo Clinic provided over a million digital outpatient appointments in 2025.

Mayo Clinic in Florida

Mayo Clinic in Florida is a destination of hope for thousands of patients seeking answers to complex medical questions, not only from Northeast Florida, but also from around the state, nation, and world. Mayo Clinic in Florida is both a teaching and research hospital with an integrated approach to care. This consolidated team approach brings together specialty physicians, researchers and educators who collaborate to do what is best for patients.

Mayo Clinic is ranked #1 in Florida in the U.S. News & World Report's annual rankings of top hospitals. In addition, Mayo Clinic in Florida is nationally ranked in 10 adult specialties, including cancer, cardiology, heart and vascular surgery, and diabetes and endocrinology.

Mayo Clinic Hospital in Florida has 304 beds and 34 operating rooms, offers care in over 50 adult medical and surgical specialties, and has a full-service emergency department with 36 bays. The Florida site is an accredited campus of the Mayo Clinic College of Medicine and Science, with residents in 60-plus graduate medical education programs and full-time medical school and allied health students in the Mayo School of Health Sciences.

Mayo Clinic's campus in Florida has one of the largest transplant programs in the country, with some of the highest volumes, the lowest median wait times, and the highest survival rates, according to data published by the Scientific Registry of Transplant Recipients. The Florida program includes liver, kidney, lung, heart, pancreas, and multi-organ procedures. Mayo Clinic was the first hospital in Florida to receive National Comprehensive Stroke Center Certification.

The stroke care program includes a multidisciplinary team of physicians who specialize in emergency medicine, neurology, neurosurgery, interventional radiology, nursing, rehabilitation services, pharmacy, radiology, and social work. The program participates in numerous clinical trials in stroke prevention, treatment, and genetics.

The hospital has also earned designation from the National Cancer Institute (NCI) as a Comprehensive Cancer Center; the National Institutes of Health (NIH) as an Alzheimer's Disease Center; Ventricular Assist Device certification, and as a Florida Memory Disorder Center. All these programs bring critical and unique resources to our local community.

Community Health Needs Assessment Execution & Community Collaborations

The Community Health Needs Assessment (CHNA) represents a significant commitment by nonprofit hospitals to improve health outcomes in the communities they serve through rigorous assessment of community health status, incorporation of stakeholders' perspectives, and adoption of implementation strategies to address priority health needs. The CHNA is conducted not only to meet federal requirements under the Affordable Care Act of 2010 ("ACA") and Section 501(r)(3) of the Internal Revenue Code, but also to guide community investments by nonprofit hospitals that will have a sustainable impact on community health and well-being.

For its 2025 CHNA, Mayo Clinic in Florida collaborated with the Jacksonville Nonprofit Hospital Partnership (JNHP) to conduct its CHNA. Comprised of the five non-profit health systems serving Northeast Florida, the JNHP selected an approach that would align with and deepen what is already known about the communities they serve. This approach began with a framework that included twelve categories of community health needs commonly identified within the social determinants of health literature, organized across three domains – People, Places and Equity. Each health needs category had several sub-categories, or drivers, associated with it. Using a deductive interview approach, input was gathered from representatives of the communities served, including local public health officials, community-based organizations, and medical providers.

Input was also gathered from under-resourced populations and community members experiencing health needs through intercept surveys conducted in the five-county region.

Mayo Clinic in Florida has long-standing relationships with agencies contributing to community/population health, with significant relationships including:

AGAPE Family Health – AGAPE provides care to everyone regardless of race, national origin, gender, age, or socioeconomic status. AGAPE's mission is to facilitate relationships with community collaborations to create healthier families and environments in the City of Jacksonville, including providing primary care and nutritional services, chronic disease management, a mobile medical bus, and an on-site pharmacy.

Florida Department of Health – Florida Department of Health represents the vision that health belongs to everyone and every group – not just a governmental agency. The Florida Department of Health works with individuals, families, communities, and local and state-level stakeholders to create a culture of health in Florida. The Florida Department of Health helps assess community needs and contributes to the development of the Community Health Improvement Plan.

Sulzbacher – Sulzbacher is the largest provider of comprehensive services for homeless people in the area. Sulzbacher offers a continuum of care approach that addresses all aspects of homelessness, including housing, income, and healthcare. Since opening in 1995, Sulzbacher's services have grown to include street medicine outreach, primary health, behavioral health and dental care for all ages, permanent housing, job placement, and early learning.

Volunteers in Medicine – Volunteers in Medicine is Jacksonville's only free healthcare clinic providing outpatient primary and specialty medical services offered to Northeast Florida's working, low-income and uninsured individuals and families, with a priority of keeping them healthy, employed, and helping to minimize the use of hospital emergency rooms for routine care. In addition to patients' immediate, primary needs, Volunteers in Medicine also focuses on health promotion and prevention of disease, illness, and social problems.

We Care Jacksonville, Inc. – We Care Jacksonville is a care referral organization coordinating a community-wide network of medical volunteers and donated health care services to serve the uninsured and underserved. We Care Jacksonville's focus includes collaborating with strong primary care networks to donate time, skills, and services to those in need, and a network of over 500 primary and specialty volunteer providers, including diagnostics, consultations, and treatments.



Prioritized Health Needs

After completing an extensive analysis of the Northeast Florida Community Health Assessment data and Duval and St. Johns County Health Rankings—and in alignment with our expertise and resource capacity—Mayo Clinic in Florida has identified three top health priorities for strategic action.

These top three health priorities are:

- 1. Access to Care**
- 2. Mental Health**
- 3. Access to Nutritious Foods**

Jacksonville, Florida, hosts five nonprofit health systems, each uniquely positioned and with clearly defined community health objectives, offering a range of community health activities. A community benefit collaboration between the hospitals provides a forum to share community outreach efforts to maximize collaborative opportunities and avoid redundancies. This framework is ideal for Mayo Clinic resources, which can focus on highly subspecialized healthcare needs. Utilizing clinical, educational, and research expertise, Mayo Clinic will reach all focus areas as appropriate.

In addition to local health system collaborations, Mayo Clinic in Florida's internal oversight will be provided by the Office of Community Relations, the Office of Belonging, Research, Education, and the Clinical Practice. Monitoring and evaluation will occur continuously with periodic reporting of outcomes.

Community Health Implementation Plan Overview

Priority 1 Summary: Access to Care

CURRENT SITUATION AND DATA

Access to healthcare was identified as a health need, with health insurance and transportation being the top two areas.

According to the recent CHNA (2025), in Duval and St. Johns Counties, fewer residents are enrolled in Medicaid compared to the US average. At the same time, the share of uninsured adults is high nearly 16% in Duval and 11.15% in St. Johns resulting in over 115,000 uninsured adults across both counties. More than 7% of children in these counties also lack insurance. Adult males in Duval County have the highest uninsured rate at 13.32%, compared to 10.24% for females.

Transportation also poses a major barrier to accessing health care (CHNA, 2025). While 38.9% of Duval County residents live within a half mile of public transit, only 5.47% of St. Johns residents do. This leaves over 965,000 people across the two counties living more than a half mile from transit access. Even for those technically within a half mile, public transit may still be inaccessible for people with disabilities, health conditions, extreme heat exposure, or other factors that make walking difficult.

To better understand how transportation influences access to care, refer to the [Community Health Needs Assessment \(CHNA\)](#) for additional information.

Goal: Improve access to comprehensive, high-quality specialized health care for residents of the Northeast Florida region by ensuring services are safe, affordable, timely, and well-coordinated.

Strategy 1: Address access to care barriers through sponsorship and grant funds

Initiative 1: Fund community and program initiatives through Mayo Clinic in Florida's annual grant Contribution program that address access to care.

Initiative 2: Prioritize sponsorships to organization address access to care needs in Northeast Florida

Strategy 2: Increase access to and utilization of health care resources by providing primary and range of specialty care services

Initiative 1: Offer Free and In-kind Services in a range of specialties at Northeast Florida safety net clinics.

Activities:

- Expansion of Community Clinic at Duval Family Health Center (Sulzbacher) through collaborative efforts with our Educational Rotations and Clinical Practice areas at Mayo Clinic in Florida
- Mayo Clinic in Florida continues to develop and enhance a sustainable program to provide opportunities for community care, health education, and resources to clinical practices and enhance patient and clinical team experience. The community clinic at Duval Family Health Center will incorporate medical students, allied health students, residents, fellows, social work/case management, administrative fellows, and Mayo Clinic Faculty. The program will provide access and continuity of care to under-resourced community members through primary and subspecialty services. Success will be measured by the number of clinic days, patient encounters, patient experience and specialty services provided.
- Volunteers in Medicine – continue providing in-kind services, such as oncology and gastroenterology, lab and vaccination access at the center and refer high-risk cases to Mayo Clinic in Florida for charitable care services.
- We Care Jacksonville – continue as a participating provider, provide specialty care for complex patient needs, such as oncology, general surgery, and gastroenterology, through charitable care services
- AGAPE Family Health – continue providing in-kind services, such as Dermatology and Family Medicine
- Wildflower Healthcare – provide financial contributions to initiatives, such as a new program to increase access for underserved residents of St. Johns County by creating a technological infrastructure to provide telemedicine care virtually.

- Barnabas Clinic – provides health services, crisis assistance, and food programs that help people recover. It's the only comprehensive service center in Nassau County.
- The Way Clinic – provides health education and in-kind services through family medicine
- Mission House - provides in-kind services through Community Internal Medicine

Measurement:

- # of patients seen
- The implementation of at least one new specialty service at a community clinic each year
- Health outcome metrics as defined by specialties

Initiative 2: Increase knowledge about the services available in these clinics

Activities:

- Participate in community health events to provide awareness of Mayo Clinic's programs at the safety net clinics and participate in free health screening initiatives

Measurement:

- Survey participants

Initiative 3: Support transportation initiatives to ensure that patients can access these clinics

Activities:

- Provide funding support for transportation initiatives in Northeast Florida where individuals and families are connected to clinical appointments, grocery stores and mental health services
- Participate in community conversations to develop transportation solutions for Northeast Florida

Strategy 3: Collaborate with local faith-based organizations and nonprofit organizations to increase awareness to prevention, signs and symptoms of chronic diseases.

Initiative 1: Participate in community town halls and local health fairs to provide health information

Activities:

- Host/Participate in educational workshops on preventive care and chronic disease information
- Conduct community screening events
- Provide scheduling/navigation assistance for events for community clinics and Mayo Clinic
- Provide information on insurances accepted at Mayo Clinic for an increased understanding of community access to Mayo Clinic
- Actively participate in Blue Zones Engagement and Health events
- Active engagement on Blue Zones executive steering committee

Measurement:

- # of outreach events conducted
- # of individuals reached through education screenings

Priority 2 Summary: Mental Health

CURRENT SITUATION AND DATA

Mental health was identified as a significant concern, with 81% of interviewees highlighting it as problematic and 51% specifically noting challenges with accessing mental health care (CHNA, 2025).

According to the recent CHNA (2025), the availability of mental health providers is notably low in Duval and St. Johns Counties, which have a combined rate of 150 providers per 100,000 residents compared to the US rate of 314. St. Johns County alone has 146 providers per 100,000. Access to addiction and substance abuse providers is also limited, with only 6.5 providers per 100,000 across both counties compared to the US rate of 27.9.

Despite some improvements in access and stigma reduction, community feedback continues to point to a significant ongoing need for mental health care. This need is intensified by higher exposure to violent crime in Northeast Florida, particularly in Duval County, which has a violent crime rate of 633.5 per 100,000 residents compared to 433.9 in Florida and 416 in the US. The mental health impacts of trauma, anxiety, and stress are substantial (Florida Community Health Needs Assessment, 2025).

Goal: Address the community's mental health needs through reducing barriers to care and increasing awareness of available resources.

Strategy 1: Address access to mental health barriers through sponsorship and grant funds

Initiative 1: Fund community and program initiatives through Mayo Clinic in Florida's annual grant Contribution program that address mental health needs

Initiative 2: Prioritize sponsorships to organization address mental health needs in Northeast Florida

Strategy 2: Reduce wait time to mental health care/improve triaging

Initiative 1: Integrated Behavioral Health and collaborative care model to treat common mental health conditions like depression and anxiety within a primary care setting.

Activities:

- Participate in a clinic at Mission House to provide mental health services and triage support from a Mayo Clinic psychiatrist

- Mayo Clinic representative participates in monthly 988 calls for Northeast Florida to continue to understand the current wait time for mental healthcare and clinics available to see patients

Measurement

- # of patients seen
- # of mental health referrals

Strategy 3: Facilitate connection to community-based mental health resources through structured navigation and community education

Initiative 1: Host Here Tomorrow Mental Health First Aid Training for Mayo Clinic staff and the community.

Activities:

- Collaborate with Here Tomorrow to host Mental Health First Aid training sessions on Mayo Clinic's campus
- Offer at least one session annually for
 - Staff
 - Community Members and partner organizations
- Promote training through internal communications and community networks
- Provide participants with resource guides and educational materials on mental health warning signs
- Provide education on mental health resources in the community

Measurement:

- # of MHFA sessions hosted
- # of staff and community members attending
- % of participants completed pre and post survey
 - Noting an increase in participant knowledge

Initiative 2: Facilitate connection to community health resources

Activities:

- Mayo Clinic staff utilize closed loop referral system
 - Facilitate referrals for Mayo Clinic patients
 - Facilitate referrals for patients seen at community clinics

Measurement:

- # of referrals made to mental health resources.

Priority 3 Summary: Access to Nutritious Foods

CURRENT SITUATION AND DATA

Food environment was identified as a concern by 81% of interviewees and 40% of community conversations (CHNA, 2025).

According to the recent CHNA (2025), across Northeast Florida, 31.36% of the population has low food access, with Duval County at 29.38% and St. Johns County at 28.65%, both higher than the US rate of 22.22%. Baker County has the highest proportion locally at 55.56%. Grocery store access is also limited. Northeast Florida has 15.63 grocery stores per 100,000 residents, lower than the US rate of 23.18. Duval County exceeds the regional average at 17.88 per 100,000, while St. Johns County falls lower at 12.43.

Low-income populations face heightened challenges: 29.94% of low-income residents in Northeast Florida have limited access to food. Duval County's rate is 28.18%, and St. Johns County's is 26.92%, both exceeding the US rate of 19.41% (CHNA, 2025).

Food access disparities also vary by race and ethnicity. Northeast Florida has a disparity index score of 21.52, reflecting unequal access, with Duval County at 16.14 and St. Johns County at 10.98. Non-Hispanic Black residents consistently face the highest food access barriers across counties. (Florida Community Health Needs Assessment, 2025).

Goal: Improve access to affordable, nutritious, and culturally appropriate foods throughout the Northeast Florida region by supporting healthy food retail and addressing barriers related to transportation, affordability, and food literacy.

Strategy 1: Address access to nutritious food barriers through sponsorship and grant funds

Initiative 1: Fund community and program initiatives through Mayo Clinic in Florida's annual grant Contribution program that address food insecurity needs

Initiative 2: Prioritize sponsorships to organizations addressing food insecurity needs in Northeast Florida

Strategy 2: Increase Awareness of locations where affordable, healthy food can be obtained

Initiative 1: Collaborate with local farmers to increase community awareness and engagement in local fresh produce initiatives.

Activities:

- Participate in at least 1 co-hosted community health event annually, allowing increased awareness of health food choices and promoting awareness of local farmers
- Participate in Food Environment Subcommittee for Blue Zones Jacksonville
- Participate at Blue Zones community events

Measurement:

- Events held
- Event Attendance
- Participant feedback surveys

Strategy 3: Address food insecurity through Mayo Clinic Employee Engagement and Strategic Food Pantry and local grocery stores collaborations

Initiative 1: Collaboration between Deb's Store, Lyft Jax, Duval Family Health, WeCareJax and Goodwill of Northeast Florida to execute a Free Grocery Pilot Program for Historic Eastside Jacksonville Residents

Activities:

- Goodwill, in collaboration with Jax Care Connect and Duval Family Health, will identify eligible participants in the program. Mayo Clinic will assist in developing survey questions for participants and health outcomes measures.
- Mayo Clinic primary care and specialty providers will see patients pre, during and post pilot program

Measurements:

- # of individuals completed 1-year program
- Survey responses and feedback
- Health outcomes measured and defined by the care team

Initiative 2: Host an Annual Institution-Led Food Drive in Collaboration with a Local Food Pantry

Activities:

- Host one institutional food drive annually in collaboration with other hospital systems in Northeast Florida
- Achieve participation from 5% of employees

Measurements:

- Total pounds/meals collected
- Number of participating staff/departments
- Pantry-reported distribution impact

Initiative 3: Host 4 Staff Volunteer Events Addressing Food Insecurity

Activities:

- 4 volunteer events will be held for Mayo Clinic employees to participate in food distribution or food sorting in collaboration with local organizations addressing food insecurity
- Once annually, Mayo Clinic will collaborate to support organizations supporting children in Northeast Florida with nutritional needs over the weekend

Measurements:

- # of events held
- # of Meals served
- Volunteer hours

Strategy 4: Increase knowledge about ideal food choices based on disease status

Initiative 1: Provide healthy food demonstrations at local stores, community clinics, and faith-based organizations.

Activities:

- Recruit Mayo Clinic clinicians and dieticians to give presentations at Deb's Store at least 3 times a year
- Participate in Blue Zones Jacksonville Food Environment Subcommittee
- Provide monthly nutrition visits at Duval Family Health Center

Measurement:

- # of events attended
- # of Blue Zones committee meetings attended by Mayo Clinic representative
- # of patients seen at Duval Family Health Center by Mayo Clinic Nutritionists and/or dieticians



Summary of health needs not addressed

When considering all the community's health needs, a narrow focus was determined to be the best option for yielding the greatest benefit. Other factors included (1) Mayo Clinic can offer the most value to focus areas 1-3 elements (2) Due to limited resources, it is in the best interest to focus on fewer program efforts rather than dilute efforts across numerous projects and (3) there are various efforts underway in the community which is designed to address focus areas 4-9. A decision was made to defer this from other community agencies to avoid redundancy.

Examples include:

- **Transportation:** Mayo Clinic chose not to prioritize transportation specifically because health needs can be addressed within our top three priorities. Also, several nonprofits in Northeast Florida provide transportation options to the community, such as the Jacksonville Transportation Authority, United We Ride through United Way, and Hart Felt Ministries. We will continue to see how we can support this organization through awareness and grant funding to increase access to care.
- **Housing:** Mayo Clinic Chose not to prioritize addressing Housing due to Changing Homelessness, which has set solving homelessness as a priority. Changing Homelessness works to end homelessness in Nassau, Duval, and Clay counties by engaging communities in efforts to prevent and end it. Mayo Clinic chose not to prioritize addressing Housing due to Ability Housing. Ability Housing prioritizes providing safe and affordable housing to all.
- **Built Environment:** Mayo Clinic chose not to prioritize addressing Built Environment due to Blue Zones Project Jacksonville focusing on transforming the built environment by making healthy choices easier, integrating natural movement, and creating walkable, bike-friendly spaces through policy and infrastructure, like the new Traffic Gardens at schools and encouraging better urban design to foster community connection and physical activity, alongside work with local businesses, schools, and government to create healthier settings for residents.
- **Community Safety:** Mayo Clinic chose not to prioritize addressing Community Safety issues. Jacksonville city leadership, including the Mayor's office (COJ), City Council, JFRD, and the Sheriff's Office (JSO), is addressing community safety through a collaborative approach focused on record funding for first responders, infrastructure improvements, and targeted violence reduction initiatives



Additional Mayo Clinic resources that benefit community health

BUILDING A HEALTHIER WORLD

At Mayo Clinic, we think big and act boldly to improve the health of communities and accelerate equality and diversity in healthcare. We share our knowledge globally, impact policy and partner with others to create lasting — and much-needed — change for a healthier world.

IMPROVING HEALTH EQUITY

We partner with community organizations to [end health disparities](#) through educational programs, personalized healthcare and community-engaged research. We're accelerating recruitment of diverse investigators and clinical

trial participants to eliminate bias in medicine and science and ensure more cures for all. We're strengthening our pipelines for healthcare professionals and leadership development. We're also using our [Mayo Clinic Platform](#) to make innovative care accessible for all.

Through our extensive research and education efforts, Mayo Clinic brings the breadth and depth of its expertise in all specialties of medical practice to all communities we serve. Since much of our research takes place in and around our locations, our local communities oftentimes are the first to benefit from practice improvements developed from new discoveries.

OVERARCHING MAYO CLINIC RESOURCES THAT BENEFIT LOCAL HEALTH NEEDS INCLUDE:

Biomedical Research at Mayo Clinic

Mayo Clinic research programs encompass thousands of active and new studies to improve the prevention and treatment of disease. Research teams at Mayo Clinic comprise experts from multiple disciplines and Mayo Clinic sites. Mayo Clinic brings our unique expertise and integrated, multidisciplinary approach to medicine to benefit community health. For more information, visit [Research at Mayo Clinic](#).

Mayo Clinic Robert D. and Patricia E. Kern Center for the Science of Health Care Delivery

The Kern Center for the Science of Health Care Delivery analyzes and coordinates resources to improve care delivery models and increase value for patients. Advanced care models are applied to our local communities first.

For more information, visit the [Kern Center for the Science of Health Care Delivery](#).

Center for Clinical and Translational Science (CCaTS)

Mayo Clinic's CCaTS works to speed up the translation of research results into therapies, tools and patient care practices that improve community health. CCaTS makes connections, finds best practices, bridges gaps, and engages the community in medical research and education expertise. For more information visit: <http://www.mayo.edu/ctsa/> and <http://www.mayo.edu/ctsa/community>.

EDUCATIONAL PATHWAYS, TRAINING AND SIMULATION ACTIVITIES

Experiential health education training of area health professionals in the J. Wayne and Delores Barr Weaver Multidisciplinary Simulation Center is dedicated to improving clinical learning and patient care and reducing patient risk through new technologies coupled with realistic medical scenarios and educational debriefings.

Educational pathway programs and volunteer opportunities are offered for high school and college students. Some of these initiatives include, but are not limited to:

#NextGenMed

- Through Mayo Clinic's Office of Non-Clinical Education Programs, we established a collaboration with Duval County Public Schools to provide experiential learning through mentorships and career exploration programming.

Jacksonville University

- Mayo Clinic in Florida has a strong relationship with Jacksonville University. Through our collaboration, Mayo Clinic and Jacksonville University provide educational opportunities and training for various allied health professionals and clinical education.

The Mayo Clinic in Florida Innovation team strives to create an inclusive environment that meets employees wherever they are in their innovation journey. The Innovation team is informed by engagement with the Mayo Clinic in Florida community.

- Educational partnerships through Mayo Clinic's Innovation include but are not limited to;
 - i. The Convergence Science Program, in collaboration with Georgia Tech and Emory University, has expanded to include Florida A&M University and FSU, with future opportunities to expand to other Universities. This program pairs senior-level undergraduate engineering students with clinical mentors at Mayo Clinic.
 - ii. Mayo Clinic Physics, Chemistry, and Engineering Internship is a newer program being offered to students who are currently enrolled in an undergraduate or graduate degree in an accredited U.S. college or university.

Office of Belonging

A unique collaboration is underway between some Mayo Clinic Employee Resource Groups (MERGs) and Community Relations activities on the Florida campus and in Northeast Florida. In particular, prioritizing events and activities that relate to the Community Health Needs Assessment and its priorities.

[Explore more about our community engagement.](#)

JOINT COMMISSION REQUIREMENTS

The Joint Commission (TJC) is an independent, not-for-profit organization that “improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.”¹²

These new requirements have been identified to reduce health care disparities in ambulatory health, behavioral health and human services, critical access hospitals and accreditation programs. They include:

Standard LD.04.03.08: REDUCING HEALTH CARE DISPARITIES FOR THE [ORGANIZATION’S] [PATIENTS] IS A QUALITY AND SAFETY PRIORITY.	
Requirement EP 1:	<p>The [organization] designates a person(s) to lead activities to reduce health care disparities for the [organization’s] [patients].</p> <p>Note: Leading the [organization’s] activities to reduce health care disparities may be an individual’s primary role or part of a broader set of responsibilities</p>
Requirement EP 2:	<p>The [organization] assesses the [patient’s] health-related social needs and provides information about community resources and support services.</p> <p>Note: [Organizations] determine which health-related social needs to include in the [patient] assessment. Examples of a [patient’s] health-related social needs may include the following:</p> <ul style="list-style-type: none"> • Access to transportation • Difficulty paying for prescriptions or medical bills • Education and literacy • Food insecurity • Housing insecurity
Requirement EP 3:	<p>The [organization] identifies healthcare disparities in its [patient] population by stratifying quality and safety data using the sociodemographic characteristics of the [organization’s] [patients].</p> <p>The [organization] identifies healthcare disparities in its [patient] population by stratifying quality and safety data using the sociodemographic characteristics of the [organization’s] [patients].</p> <p>Note 1: [Organizations] may focus on areas with known disparities identified in the scientific literature (for example, [Hospital/Critical Access Hospital: organ transplantation, maternal care, diabetes management; Ambulatory Health Care: kidney disease, maternal care, diabetes management; Behavioral Health Care: treatment for substance abuse disorder, restraint use, suicide rates]) or select measures that affect all [patients] (for example, experience of care and communication).</p> <p>Note 2: [Organizations] determine which sociodemographic characteristics to use for stratification analyses. Examples of sociodemographic characteristics may include the following:</p> <ul style="list-style-type: none"> • Age • Gender • Preferred language • Race and ethnicity
Requirement EP 4:	The [organization] develops a written action plan that describes how it will address at least one of the health care disparities identified in its [patient] population.
Requirement EP 5:	The [organization] acts when it does not achieve or sustain the goal(s) in its action plan to reduce health care disparities.
Requirement EP 6:	At least annually, the [organization] informs key stakeholders, including leaders, licensed practitioners, and staff, about its progress

REFERENCES

Blue Zones and Jacksonville Nonprofit Hospital Partnership. (2025). *Community Health Needs Assessment*.

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