



Community Health Needs Assessment 2026-2028 Implementation Plan

Mayo Clinic Health System in La Crosse





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 Health System

Mayo Clinic Health System (MCHS) provides quality healthcare to local communities by bringing the Mayo Clinic Model of Care closer to home. MCHS consists of 45 clinics, 16 hospitals and other facilities across multiple communities in Minnesota and Wisconsin. MCHS providers bring the knowledge and expertise of Mayo Clinic to these communities and surrounding areas to ensure our patients receive world-class healthcare. MCHS serves more than 600,000 patients each year and is recognized as one of the most successful community healthcare systems in the U.S.

MCHS is elevating and redefining community and rural healthcare. With more than 100 clinical specialties (medical and surgical services), patients have access to a full spectrum of healthcare options. To best meet the unique needs of the communities, patients receive quality healthcare at MCHS and have access to highly specialized care at Mayo Clinic's campus in Rochester, Minnesota.

The Bold. Forward. strategy centers on establishing MCHS as a category-of-one community health system by 2030. This strategic approach focuses on people and communities and is supported by three key pillars: Cure, Connect, and Transform. This framework aims to reimagine care in an evolving healthcare landscape, ensuring that diverse patient needs are met through advanced in-person services and innovative digital solutions.

Mayo Clinic Health System in La Crosse (MCHS in La Crosse) is a legal entity that operates in five counties of southwest Wisconsin. Commonly referred to as Mayo Clinic Health System in Southwest Wisconsin, the entity has two hospitals: Mayo Clinic Health System in La Crosse, in La Crosse County, and Mayo Clinic Health System in Sparta, in Monroe County. The purpose of the CHNA report is to specifically address the CHNA requirements for MCHS in La Crosse.

Mayo Clinic Health System in Southwest Wisconsin is a non-profit organization employing approximately 3,000 people, including 300 medical care providers. It is an anchor organization and one of the largest employers in the region. Patient care and services are provided at hospitals in La Crosse and Sparta, and seven community clinics in Arcadia, Holmen, La Crosse, Onalaska, Prairie du Chien, Sparta, and Tomah.

PRACTICE – CARE AND SERVICES

As part of a system of sites in Minnesota and Wisconsin, MCHS in La Crosse serves the community through routine, preventive and specialized care services, wellness support and community engagement. Collaboration with Mayo Clinic connects the community with the most trusted specialty care in the US, bringing the most recognized medical expertise close to where the patients live. Local providers can help you with seamless referrals to Mayo Clinic, if necessary.

EDUCATION – AFFILIATIONS

The information below covers the ongoing educational programs and professional education events.

Ongoing Education Programs

- [Family Medicine Residency](#)
- [Franciscan Healthcare School of Anesthesia](#)
- [Pharmacy Residency](#)
- [Nursing and Allied Health Clinical Experiences](#)

Training Center

The Mayo Clinic Health System in Southwest Wisconsin Training Center is a Community Training Center affiliated with the American Heart Association. It provides a valuable service to community organizations by enabling them to offer training to their staff. The Training Center offers courses for Mayo staff and the public, including CPR, Basic Life Support, First Aid, Pediatric Advanced Life Support, Advanced Cardiac Life Support, Pediatric Emergency Assessment, Recognition, and Stabilization.

RESEARCH

Mayo Clinic Health System in Southwest Wisconsin has a highly active clinical research program, involving patient-focused studies that can lead to improved methods to detect, prevent, control, and treat diseases and other health conditions. Research studies are available to eligible oncology patients, including those with breast, colon, leukemia, lung, lymphoma, prostate, and other cancers. Thousands of patients have participated in our research studies over the years, helping to advance the science of healthcare while remaining close to home.



Mayo Clinic Health System in La Crosse

Executive Summary

The [Patient Protection and Affordable Care Act](#) (PPACA or ACA), a U.S. federal statute that was enacted on March 23, 2010, added requirements for non-profit organizations that operate hospital facilities. The healthcare reform bill requires non-profit hospitals to complete a Community Health Needs Assessment and Community Health Implementation Plan that addresses local, prioritized health needs.

To adhere to the requirements placed into effect by the IRS, tax-exempt hospitals must:

- Conduct a CHNA every three years
- Create and adopt an implementation strategy to meet the needs of the community identified by the assessment

The IRS requires a CHNA to:

- Define the community it serves
- Assess the health needs of that community
- Solicit and consider input received from the community, including those with expertise in public health and people from, or representing, medically underserved, low-income, and minority populations
- Document the CHNA in a written report that is adopted by a hospital facility
- Make the CHNA report available to the public

The [2025 Community Health Needs Assessment](#) (CHNA) for Mayo Clinic Health System in La Crosse represents a rigorous, collaborative effort to evaluate and address the health needs of La Crosse County, Wisconsin. This assessment fulfills federal requirements under the Affordable Care Act (ACA) and IRS Section 501(r)(3) and guides the hospital's strategic investments to improve community health outcomes.

PURPOSE AND PROCESS

The CHNA aims to provide an updated, data-driven understanding of the population's health needs and to identify priorities for 2026–2028. The process involved:

- Systematic review of local and regional health assessments and datasets.
- Use of the American Hospital Association's Community Health Assessment Toolkit, which outlines nine steps for assessing and improving community health.
- Collaboration with key stakeholders, including local healthcare organizations, county health departments, community organizations, and academic institutions.

- Incorporation of both quantitative and qualitative data, including surveys, focus groups, and secondary sources such as the Compass Now Report, County Health Rankings, ALICE Report, and internal EHR data.

This report is to supply an overview of Mayo Clinic Health System (MCHS) in La Crosse's 2026–2028 Community Health Needs Assessment (CHNA) Implementation Plan. The plan outlines the strategies, partnerships, and investments that will be used to address the most significant health needs identified through the community assessment process. The plan advances Mayo Clinic's primary value that the needs of the patient come first and reflects MCHS's commitment to improving health equity by addressing social drivers of health.

KEY FINDINGS

- **Demographics:** La Crosse County serves a diverse population of approximately 122,678 residents, with notable subgroups including children, older adults, racial and ethnic minorities, and ALICE households (Asset Limited, Income Constrained, Employed).
- **Socioeconomic Factors:** The county faces challenges such as poverty (13.1% below the poverty line), housing insecurity, transportation barriers, and food insecurity, all of which contribute to health disparities.
- **Health Status:** Leading causes of death include heart disease, cancer, and accidents. Chronic diseases are prevalent, especially among low-income residents, older adults, and racial/ethnic minorities. Mental health concerns and substance misuse are significant issues, particularly among youth and adults with chronic conditions.

COMMUNITY PRIORITIES

Based on stakeholder input and data analysis, the CHNA identified three top priorities for the 2026–2028 implementation plan:

- 1 **Access to Care:** Improving healthcare access and quality, especially for underserved populations.
- 2 **Mental Health and Substance Misuse:** Addressing behavioral health gaps and substance misuse.
- 3 **Chronic Disease and Contributing Factors:** Reducing the burden of chronic illness through targeted interventions and addressing social drivers of health

For each priority, the plan identifies evidence-based strategies and actionable initiatives designed to improve health behaviors, outcomes, and environments across La Crosse County and the surrounding service area.

NEXT STEPS

Implementation will be carried out in collaboration with clinical teams and community-based organizations, with an emphasis on reducing barriers for underserved and vulnerable populations. Strategies include improving access to affordable services (including financial assistance and navigation support), expanding flexible care models (such as digital and mobile options), strengthening community partnerships and referral pathways, and increasing community capacity through workforce development and community health worker engagement.

The plan aligns with the [La Crosse County Implementation Plan](#), [Wisconsin State Health Improvement Plan \(SHIP\)](#) and [Healthy People 2030](#) objectives to ensure local efforts contribute to broader state and national health goals.

The four areas of work highlighted in this document will include:

- **Community Health:** Initiatives, programs, or actions focused on improving the overall health and well-being of community members.
- **Community Investment:** Resources, funding, or partnerships dedicated to supporting community health, infrastructure, and access to care.
- **Community Events:** Activities, gatherings, or outreach efforts organized to engage residents, promote health awareness, and foster community connections.
- **Staff Engagement:** Programs and opportunities for healthcare staff to participate in community efforts, support initiatives, and collaborate with local organizations.

Progress will be monitored through defined processes and outcome measures tied to each priority area, supported by routine reporting and ongoing evaluation. Findings will be used to refine strategies over the 2026–2028 period, strengthen sustainability, and communicate impact to internal and external stakeholders.



Prioritized Health Needs

After careful assessment and consideration, it was concluded that MCHS in La Crosse would focus on the following three priorities:

- 1. Access to Care**
- 2. Mental Health (including Substance Misuse)**
- 3. Chronic Disease and Contributing Factors**

Community Health Implementation Plan Overview

PRIORITY 1 SUMMARY: ACCESS TO CARE

Access to care is defined as the ability of people and populations to obtain timely, appropriate, and affordable health services when needed. This includes:

- **Healthcare Access and Quality:** Ensuring that all community members, especially underserved populations, can reach and use healthcare services, including preventive, primary, specialty, and emergency care.
- **Addressing Barriers:** Tackling obstacles such as poverty, transportation, and lack of insurance that prevent people from receiving care.
- **Resource Availability:** Providing information about local organizations and programs that help connect people to medical, dental, behavioral health, and social services.
- **Digital and On-Demand Services:** Expanding options like 24/7 digital primary care to increase convenience and reach for patients.
- **Community Partnerships:** Collaborating with local agencies and organizations to bridge gaps in care and support vulnerable groups.

Access to care issues in La Crosse County include several interconnected barriers and challenges:

Poverty and Economic Instability

- **13.1% of residents live below the poverty line**, which is above both the state and national averages.
- Economic hardship limits access to preventive care, healthy food, and stable housing, increasing health disparities.

Transportation Barriers

- Limited transportation options restrict access to medical appointments, screenings, and pharmacies, especially for underserved populations.

Insurance and Financial Barriers

- Lack of insurance or underinsurance prevents some residents from seeking timely and appropriate care.
- Even employed people may struggle with underemployment or low wages, making healthcare unaffordable.

Digital Divide

- While digital and on-demand services (like 24/7 digital primary care) are expanding, not all residents have reliable internet access or digital literacy, which can limit their ability to benefit from these services.

Resource Awareness and Navigation

- Residents may not be aware of available local organizations and programs that connect people to medical, dental, behavioral health, and social services.
- Navigating the healthcare system can be challenging, especially for vulnerable groups.

Cultural and Linguistic Barriers

- Some populations may face additional barriers that make accessing care more difficult.

Workforce Shortages

- There are ongoing challenges in recruiting and retaining healthcare professionals, which can affect the availability and quality of care.

The CHNA emphasizes that improving access to care involves not only increasing the availability of services but also reducing disparities and ensuring that care is equitable, culturally competent, and responsive to the needs of all residents.



Access to Care

According to a recent survey, the majority of La Crosse County residents felt that they had good or excellent access to care for health, mental health, and dental.

The majority of La Crosse County residents have some type of health insurance to help pay for medical costs. Only 3% of children and 7% of adults are uninsured.

Living Conditions



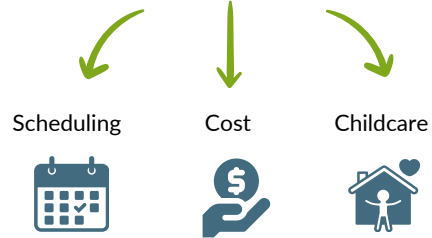
1 : 710

La Crosse County has 1 primary care provider for every 710 people

1 in 3

people have at least one barrier to getting health care

The most common barriers are:



Cancer Screenings

8 out of 10 women got a Cervical Cancer Screening

8 out of 10 women got a Breast Cancer Screening

6 out of 10 La Crosse County residents got a Colon Cancer Screening

Primary care providers are where we seek preventive screenings for cancer and overall health care.



Health Behavior

In a recent survey, some residents voiced that they don't go to the doctor to avoid medical bills.

Desired solutions are lower costs, shorter wait times, language services, and visit time outside of the work day.

Disease & Injury



18%

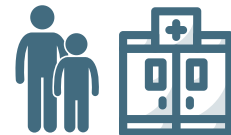
of adults

AND

20%

of children

Use the Emergency Room as their usual source of care



ACCESS TO CARE GOALS, STRATEGIES & INITIATIVES

Mayo Clinic Health System's goal is to ensure access to comprehensive, quality healthcare for community members that is safe, affordable, timely and coordinated.

LEGEND

- **Community Health:** Initiatives, programs, or actions focused on improving the overall health and well-being of community members.
- **Community Investment:** Resources, funding, or partnerships dedicated to supporting community health, infrastructure, and access to care.
- **Community Events:** Activities, gatherings, or outreach efforts organized to engage residents, promote health awareness, and foster community connections.
- **Staff Engagement:** Programs and opportunities for healthcare staff to participate in community efforts, support initiatives, and collaborate with local organizations.

ACCESS TO CARE

Strategy 1: Improve access and reduce barriers to healthcare services

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Provide financial assistance to reduce health care cost barriers to care for low-income individuals</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> Coulee Cap St. Clare Health Mission Scenic Bluffs <p>Resources:</p> <ul style="list-style-type: none"> FindHelp Charity Care Social Work Teams Care Management Population Health 	<p>Establish referral workflows with at least 3 community-based organizations (CBOs) serving low-income/underserved residents</p> <p>Provide financial assistance/charity care navigation and complete referrals for eligible individuals</p> <p>Document and report on the number of connections made to cost-assistance resources (e.g., FindHelp programs, charity care, sliding-fee services)</p>	<p>Reduce the proportion of people who can't get medical care when they need it – AHS-04</p> <p>Increase the proportion of people with a usual source of care – AHS-07</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> # of referral workflows established with CBOs # of financial assistance/charity care navigation encounters # of connections/referrals completed to cost-assistance resources
<p>Expand awareness for Primary Care on Demand</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> Coulee Cap St. Clare Health Mission Scenic Bluffs <p>Resources:</p> <ul style="list-style-type: none"> Social Work Teams Care Management Population Health Primary Care on Demand Team MCHS CE Team & Nursing Team 	<p>Create and distribute Primary Care on Demand education materials (print and/or digital) tailored for community partners</p> <p>Conduct outreach/education with partner organizations (e.g., briefings, tabling, or classes) to increase awareness and appropriate use</p> <p>Develop a simple “how to access Primary Care on Demand” quick-reference guide for community members (steps, eligibility, what to expect)</p>	<p>Increase the proportion of adults who get recommended evidence-based preventative health care – AHS-08</p> <p>Increase the use of telehealth to improve health services – AHS-RO2</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> # of education materials/quick-reference guides created # of outreach/education touchpoints with partner organizations # of individuals supported in accessing Primary Care on Demand (when available)

Strategy 1: Improve access and reduce barriers to healthcare services (continued)

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Expand the use of the Mobile Health Unit</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • St. Clare Health Mission • La Crosse County Health Department • La Crosse Pathways <p>Resources:</p> <ul style="list-style-type: none"> • Mobile Mammography • Mobile Health Unit • Residency Program 	<p>Increase the number of Mobile Health Unit community stops in underserved locations (including preventive screenings and education as available)</p> <p>Establish recurring coordination with partner sites (e.g., health departments/CBOs) for scheduling, outreach, and follow-up referrals</p> <p>Track and report service outputs (e.g., visits completed, screenings provided, referrals made to primary care/specialty care/social services)</p>	<p>Increase the proportion of adults who get recommended evidence-based preventative health care – AHS-08</p> <p>Reduce the proportion of people who can't get medical care when they need it – AHS-04</p> <p>Increase the proportion of people with a usual source of care – AHS-07</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of Mobile Health Unit community stops/locations served • # of visits/screenings completed • # of referrals made for follow-up care and/or social services
<p>Address rising prescription medication costs</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Coulee Cap • St. Clare Health Mission • Scenic Bluffs <p>Resources:</p> <ul style="list-style-type: none"> • Social Work Teams • Care Management • Population Health • Pharmacy 	<p>Provide medication cost-assistance navigation (e.g., manufacturer assistance, discount programs, formulary alternatives) for eligible patients</p> <p>Connect patients to community resources and pharmacy supports that reduce out-of-pocket costs</p> <p>Track and report the number of medication assistance connections completed and/or cost-saving interventions identified</p>	<p>Reduce the proportion of people who can't get prescription medicines when they need them – AHS-06</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of medication cost-assistance navigation encounters • # of connections to assistance programs/discount resources • # of cost-saving interventions identified (when available)

Strategy 1: Improve access and reduce barriers to healthcare services (continued)

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Address transportation barriers to and from appointments</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Transportation Organizations • St. Clare Health Mission • Scenic Bluffs <p>Resources:</p> <ul style="list-style-type: none"> • Find Help • Mobile Mammography • Mobile Health Unit • Social Work Teams • Care Management • Population Health • Community Health Workers 	<p>Implement/refine a transportation resource pathway (screening for need, referral process, and community partner handoffs)</p> <p>Provide navigation support (e.g., CHW/social work) to connect patients to available transportation options for medical visits</p> <p>Track and report transportation assistance provided (e.g., referrals completed, rides arranged, vouchers distributed) and related access barriers identified</p>	<p>Reduce the proportion of people who can't get medical care when they need it – AHS-04</p> <p>Increase the proportion of people with a usual source of care – AHS-07</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of transportation screenings/referrals completed • # of transportation supports arranged (e.g., rides, vouchers) (when available) • # of patients receiving navigation support for transportation
<p>Provide financial support for community-based services</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Internal Grants • Smartsheet 	<p>Increase the number of internal funds provided to the community addressing access to care</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of grants awarded (access to care-related) • Total dollars distributed • % of grantees submitting required deliverables/reporting
<p>Create outreach educational materials and promote access to care resources, programs and services</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • MCHS displays • Collateral • Smartsheet 	<p>Increase the number of internal funds provided to the community addressing access to care</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of resource materials created/updated (access to care) • # of distribution partner sites/locations • # of outreach touchpoints/events where materials were shared
<p>Ensure leaders and staff have active roles in community coalitions, partnerships and board membership</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Internal Funds • Smartsheet 	<p>Increase the number of leaders and staff engaged in organizations that address access to care</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of coalition/board seats held (access to care) • # of meetings attended or supported • # of coalition deliverables/actions contributed to

Strategy 2: Simplify health education and build understanding

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Partner to provide digital access and care navigation</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • La Crosse Public Library • Coulee Cap • St. Clare Health Mission • Scenic Bluffs <p>Resources:</p> <ul style="list-style-type: none"> • Social Work Teams • Care Management • Population Health MCHS CE Team • Nursing Team • Community Health Workers 	<p>Deliver digital access and care-navigation support with partners (e.g., scheduled help sessions at the library/ CBO sites)</p> <p>Create and distribute a simple digital-access “how-to” guide (MyChart/portal basics, telehealth visit steps, where to get help)</p> <p>Track and report outputs (e.g., number of navigation encounters completed, telehealth set-ups supported, and referrals to care management/social work)</p>	<p>Increase the proportion of adults who get recommended evidence-based preventive health care – AHS-08</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of digital-access “how-to” guides/materials created or updated • # of digital-access/ navigation sessions completed • # of telehealth set-ups supported
<p>Increase the resources for the updating of language services including translation efforts and interpretation service</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Language services team • Office of Health Equity and Inclusion 	<p>Expand availability and use of interpretation services (in-person/phone/video as applicable) for patients with limited English proficiency</p> <p>Translate and refresh priority patient-facing materials (e.g., appointment instructions, care navigation handouts, consent/ education materials) based on community need</p> <p>Track and report outputs (e.g., number of interpretation encounters supported, materials translated/updated, and languages prioritized)</p>	<p>Reduce the proportion of people who can’t get medical care when they need it – AHS-04</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of interpretation encounters supported • # of materials translated/ updated • # of languages prioritized/ covered (annual list)

Strategy 2: Simplify health education and build understanding (continued)

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Continue to utilize the social drivers of health questionnaire and support the CBOs that are registered in FindHelp for referrals to community resources</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • St. Clare Health Mission • Scenic Bluffs <p>Resources:</p> <ul style="list-style-type: none"> • FindHelp • Social Work • Care Management • Population Health 	<p>Continue routine use of the social drivers of health (SDOH) questionnaire in participating settings to identify priority needs</p> <p>Generate and complete referrals to community resources through FindHelp (including warm handoffs when needed)</p> <p>Support CBOs registered in FindHelp (e.g., outreach for updates, helping maintain accurate service listings and referral pathways)</p> <p>Track and report outputs (e.g., number of SDOH screenings completed, referrals submitted, and follow-up/closed-loop confirmations when available)</p>	<p>Increase the proportion of people with a usual source of care – AHS-07</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of SDOH screenings completed • # of FindHelp referrals submitted • # of closed-loop follow-ups confirmed (when available)

Strategy 3: Expand community health worker and navigation support

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Increase the number of CBOs in FindHelp</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • La Crosse area CBOs <p>Resources:</p> <ul style="list-style-type: none"> • FindHelp 	<p>Conduct outreach to priority CBOs to onboard them into FindHelp (orientation, account set-up, and basic listing requirements)</p> <p>Support CBOs in maintaining accurate FindHelp listings and referral pathways (e.g., periodic updates, service changes, eligibility/contact info)</p> <p>Track and report outputs (e.g., number of CBOs onboarded, listings updated, outreach touchpoints completed, and referral activity when available)</p>	<p>Increase the proportion of people with a usual source of care – AHS-07</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of new CBOs onboarded/added in FindHelp • # of outreach/support touchpoints with CBOs (updates, listing maintenance) • # of FindHelp listings created/updated • # of referrals initiated/completed via FindHelp (when available)
<p>Continue the relationship with St. Clare Health Mission with the utilization of their Community Health Worker</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • St. Clare Health Mission <p>Resources:</p> <ul style="list-style-type: none"> • Community Health Workers 	<p>Establish/maintain a CHW referral and documentation workflow with St. Clare Health Mission (intake, eligibility, handoffs, and points of contact)</p> <p>Provide CHW navigation encounters for community members (needs assessment, care planning, appointment support, and resource navigation as applicable)</p> <p>Generate and support referrals/linkages to medical care, behavioral health, and social services (including warm handoffs when feasible)</p> <p>Track and report outputs (e.g., number of CHW encounters, referrals/linkages supported, and follow-ups completed toward closed-loop connection when available)</p>	<p>Increase the proportion of people with a usual source of care – AHS-07</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of CHW navigation encounters completed (through St. Clare partnership) • # of individuals served (unduplicated count, when available) • # of referrals/linkages to medical care, behavioral health, or social services supported (when available) • # of follow-ups completed toward closed-loop connection (when available)

Strategy 3: Expand community health worker and navigation support (continued)

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Research grant funding opportunities to support further MCHS community health worker engagement</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • St. Clare Health Mission • Wisconsin Association of Free and Charitable Clinics • CHW Association of Wisconsin 	<p>Maintain a grant opportunity pipeline for CHW/community navigation (routine scans, funder calendar, and internal go/no-go process)</p> <p>Develop and submit grant proposals (including partner coordination, budgets, and required narratives/ attachments)</p> <p>Implement and support funded CHW engagement activities when awarded (e.g., staffing support, training, outreach, and reporting requirements)</p> <p>Track and report outputs (e.g., number of opportunities identified, applications submitted, dollars requested/ awarded, and funded deliverables completed)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of grant opportunities identified (CHW/ community navigation) • # of grant applications submitted • Total dollars requested and/or awarded (when available) • # of funded CHW engagement activities/ roles supported (when applicable) • # of funded deliverables/ reporting milestones completed (when applicable)

Strategy 4: Expand telehealth and remote patient monitoring

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Increase the use of the Mobile Medicine</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Mobile Mammography • Mobile Health Unit 	<p>Increase the number of Mobile Medicine visits completed for patients who face access barriers (as available through program scope)</p> <p>Establish/maintain referral and scheduling workflows with partner sites serving underserved populations</p> <p>Track and report outputs (e.g., visits completed, locations served, and referrals made for in-person follow-up when needed)</p>	<p>Increase the proportion of adults who get recommended evidence-based preventive health care – AHS-08</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of partner sites served • # of referral/scheduling workflows established with partner sites • # of referrals made for in-person follow-up (when available)
<p>Continue developing the CareLink project</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • La Crosse Area School District • La Crosse County Health Department <p>Resources:</p> <ul style="list-style-type: none"> • Nursing Team 	<p>Complete defined CareLink implementation milestones with partners (e.g., workflow design, pilot launch, and iterative improvements)</p> <p>Provide care coordination/communication touchpoints (as applicable through CareLink) between schools/public health and clinical teams</p> <p>Track and report outputs (e.g., participating sites, users trained/onboarded, referrals or connections to services supported)</p>	<p>Increase the proportion of people with a usual source of care – AHS-07</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of CareLink implementation milestones completed (e.g., workflow design, pilot launch, iteration cycles) • # of participating sites • # of users trained/onboarded • # of referrals/connections to services supported (when available)

Strategy 5: Strengthen workforce recruitment and career pathways

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Continue the relationship with the La Crosse School District and Health Science Academy</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • La Crosse Area School District • Health Science Academy <p>Resources:</p> <ul style="list-style-type: none"> • HSC Building 	<p>Develop and maintain an annual engagement plan with the Health Science Academy (touchpoints, roles, and scheduled activities)</p> <p>Deliver student-facing activities (e.g., career talks/guest lectures, facility tours, skills demonstrations, or panels) as feasible</p> <p>Provide experiential learning opportunities when available (e.g., job shadowing, mentoring, volunteer placements)</p> <p>Track and report outputs (e.g., student touchpoints, sessions hosted, and student participants)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of student engagement touchpoints completed (Health Science Academy) • # of sessions hosted/delivered (e.g., career talks/guest lectures, tours, panels) • # of experiential learning opportunities supported (e.g., shadowing, mentoring, volunteer placements) (when applicable) • # of students participating (headcount)
<p>Explore upstream solutions to create opportunities and pathways for students and new graduates within the organization</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • La Crosse Area School District • University of Wisconsin – La Crosse • Viterbo University • Western Technical College <p>Resources:</p> <ul style="list-style-type: none"> • Residency Team • Nursing Team • Workforce Development 	<p>Identify and pilot pathway opportunities for students/new graduates (e.g., internships, clinical rotations, apprenticeships, residencies, or training tracks as applicable)</p> <p>Host or participate in recruitment and hiring touchpoints with partner schools (e.g., career fairs, information sessions, interview days)</p> <p>Implement onboarding/transition supports for new graduates when feasible (e.g., preceptor pairing, mentorship touchpoints, resource guides)</p> <p>Track and report outputs (e.g., pathway initiatives launched, participants, partner programs engaged, and hires when available)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of pathway initiatives launched or expanded (e.g., internships, rotations, residencies, training tracks) (when applicable) • # of student/new graduate participants • # of partner schools/programs engaged • # of recruitment/hiring touchpoints with partner schools (e.g., career fairs, info sessions, interview days) • # of onboarding/transition supports delivered (e.g., preceptor pairings, mentorship touchpoints) (when applicable) • # of students/new graduates hired or placed into roles (when available)

Strategy 5: Strengthen workforce recruitment and career pathways

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Provide financial support for community-based services</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Internal Grants • Smartsheet 	<p>Award internal community benefit/grant funding to organizations expanding healthcare workforce development (e.g., training programs, career pathways, certification support, recruitment/retention initiatives)</p> <p>Define grant scope, expected deliverables, and reporting requirements for funded partners</p> <p>Provide consultation/technical support to partners when feasible (e.g., program design, evaluation, or connections to subject matter experts)</p> <p>Track and report outputs (e.g., grants awarded, dollars distributed, partners supported, and deliverables completed)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of grants awarded (workforce development-related) • Total dollars distributed • % of grantees submitting required deliverables/reporting • # of workforce development deliverables completed by funded partners (when available)
<p>Create outreach educational materials and promote awareness of access to care resources, programs and services</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • MCHS displays • Collateral • Smartsheet 	<p>Develop and distribute workforce/career pathway materials (print and/or digital) (e.g., “careers at MCHS” overview, training programs, how to apply, internship/residency options)</p> <p>Promote opportunities through partner channels (schools, colleges, workforce partners) and at recruitment events</p> <p>Maintain/update materials at least annually or as programs change</p> <p>Track and report outputs (e.g., materials created/updated, distribution channels used, and outreach touchpoints completed)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of workforce-related resource materials created/updated • # of distribution locations/partner channels used (e.g., schools, colleges, workforce partners) • # of outreach touchpoints/events where materials were shared (when tracked) • # of materials distributed (print and/or digital) (when tracked)

Strategy 5: Strengthen workforce recruitment and career pathways (continued)

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Ensure leaders and staff have active roles in community coalitions, partnerships and board membership</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Internal Funds • Smartsheet 	<p>Maintain active participation by leaders/ staff in workforce coalitions, partnerships, and boards</p> <p>Contribute to coalition deliverables (e.g., workforce planning, pipeline events, shared recruitment initiatives, or policy recommendations) as applicable</p> <p>Support at least one workforce-related event or initiative annually when feasible (host, sponsor, or provide speakers)</p> <p>Track and report outputs (e.g., seats held, meetings attended, and deliverables/ actions supported)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of coalition/board seats held (workforce development) • # of meetings attended or supported • # of coalition deliverables/actions contributed to • # of workforce-related events/initiatives supported (hosted, sponsored, or staffed) (when applicable)

PRIORITY 2 SUMMARY: MENTAL HEALTH INCLUDING SUBSTANCE MISUSE

Mental health refers to a person's emotional, psychological, and social well-being. It affects how people think, feel, act, handle stress, relate to others, and make choices. Good mental health is essential for overall health and quality of life. The CHNA highlights mental health concerns such as anxiety, depression, suicide risk, and behavioral health gaps, especially among youth and adults.

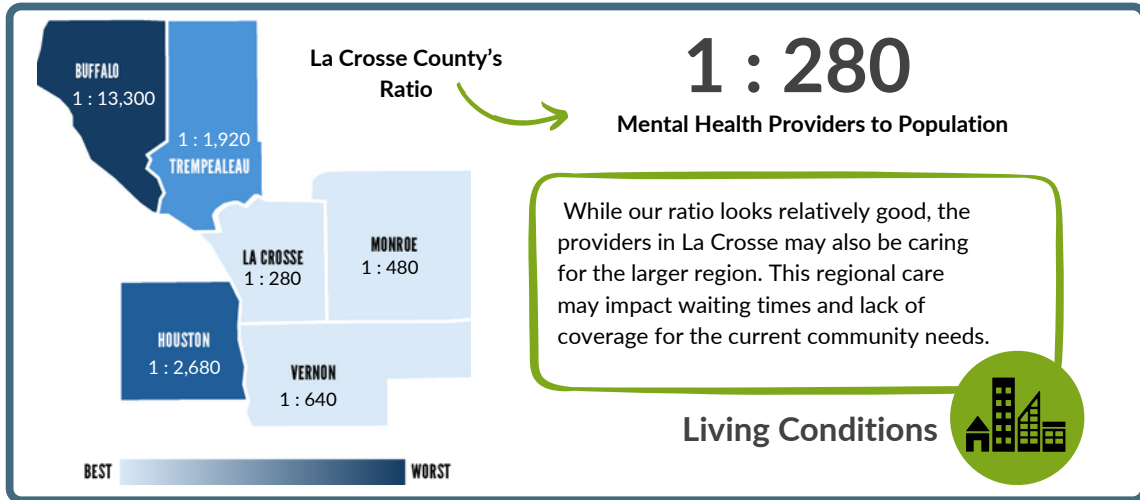
Mental Health Issues in La Crosse County

- **High prevalence of anxiety and depression among youth:**
 - 6 out of 10 teens report anxiety.
 - 3 out of 10 teens report depression.
 - 2 out of 10 teens have considered suicide.
- **Protective factors:**
 - 8 out of 10 teens report at least one supportive adult besides a parent.
- **Rising rates of mental health concerns:**
 - In La Crosse County, 14% of adults rated their mental health as “not good” for over two weeks in the past month.
- **Provider shortages:**
 - While the ratio of mental health providers to population is relatively good, providers in La Crosse may also be caring for the larger region, which can limit coverage for current community needs.
- **Behavioral health gaps:**
 - There are gaps in behavioral health services, especially for youth and adults with chronic conditions.
- **Stigma and lack of awareness:**
 - Stigma around mental health and lack of awareness about available resources can prevent people from seeking help.



Mental Health

La Crosse County residents feel that mental health and self-care should be a priority for everyone in the community. Mental health is a top priority for community improvement.



Protective factors can provide support and create a positive impact for people during stressful events or situations.

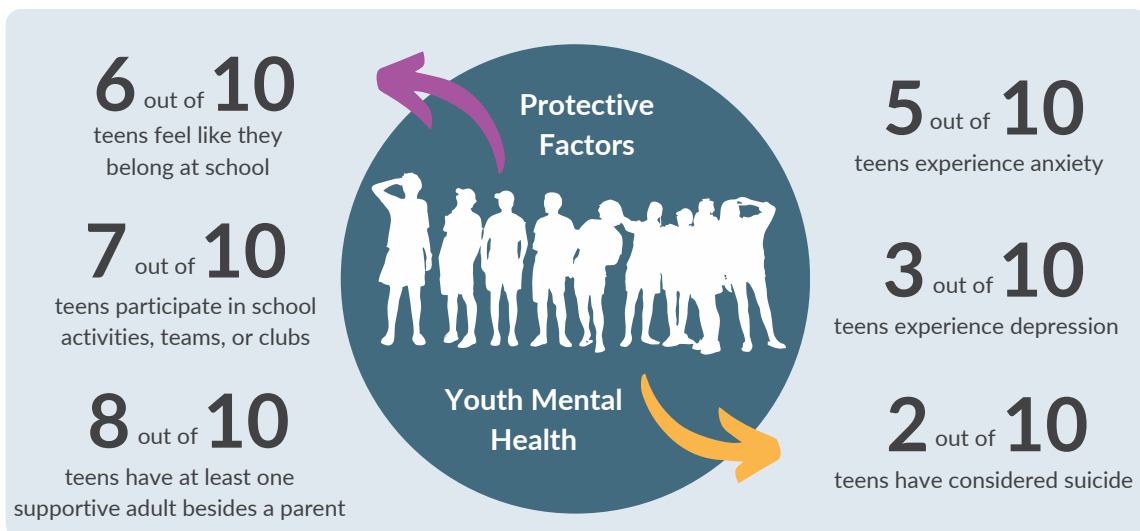


Health Behavior

The number of adults with mental health concerns is rising. In La Crosse County, 14% of adults rated their mental health as "not good" for over 2 weeks in the past month.



Disease & Injury



PRIORITY 2 CONTINUED - SUBSTANCE MISUSE

Substance misuse is the use of alcohol, drugs, or other substances in a way that is harmful to oneself or others. This includes binge drinking, opioid use, and other forms of addiction that negatively impact physical and mental health, relationships, and community safety. Substance misuse is closely linked to mental health issues and is a significant concern in La Crosse County, contributing to hospitalizations, deaths, and poor disease management.

Substance Misuse Issues

- **Alcohol misuse:**
 - 1 in 4 adults binge drank in the past 30 days.
- **Opioid-related hospitalizations and deaths:**
 - More common among men aged 18–44.
- **Substance use is linked to 7 of the top 10 causes of death** in La Crosse County.

- **Co-occurrence with mental health issues:**
 - Substance misuse is closely linked to mental health challenges, contributing to hospitalizations, deaths, and poor disease management.
- **Barriers to treatment:**
 - Limited access to addiction support and recovery services, especially for vulnerable populations.

La Crosse County faces significant challenges with youth and adult mental health, including high rates of anxiety, depression, and suicide risk. Substance misuse, particularly alcohol and opioids, is prevalent and closely tied to mental health concerns. Barriers include provider shortages, stigma, gaps in behavioral health services, and limited access to treatment and recovery resources.



Substance Use

The environment and culture of a community impacts the availability and use of alcohol and other substances. La Crosse County residents are concerned about substance use in our community and would like to see improvements.

Residents are concerned about the high visibility of drug and alcohol use in our community and the impact it has on youth.

Living Conditions



1:397

La Crosse County has 1 licensed alcohol retailer for every 397 people

8%

of La Crosse County youth were offered drugs on school property



7 out of 10

teens have NEVER tried vaping products



8 out of 10

teens have NEVER drank alcohol



9 out of 10

teens have NEVER tried cigarettes, marijuana, or misused prescription drugs

Binge drinking is a concern for both youth and adults because of the serious health effects it can have on all parts of your body.



Health Behavior

1 out of 4

adults binge drank in the last 30 days

7%

of high school youth binge drank in the last 30 days

Substance use is a main reason for accidents that result in hospitalizations, injury and death.

Disease & Injury



35%

of car crash deaths involved alcohol



Opioid-related hospitalizations and deaths are more common among men and people 18-44 years old.



Substance use is connected to **7 of the top 10** leading causes of death in La Crosse County.

- 1 Heart Disease
- 2 Cancer
- 3 Accidents
- 5 Stroke
- 6 Chronic Lung Disease
- 8 Diabetes
- 9 Chronic Liver Disease

MENTAL HEALTH INCLUDING SUBSTANCE MISUSE GOALS, STRATEGIES & INITIATIVES

Mayo Clinic Health System's goal is to address the community's mental health and/or substance abuse health needs through prevention, screening, assessment, and treatment.

LEGEND

- **Community Health:** Initiatives, programs, or actions focused on improving the overall health and well-being of community members.
- **Community Investment:** Resources, funding, or partnerships dedicated to supporting community health, infrastructure, and access to care.
- **Community Events:** Activities, gatherings, or outreach efforts organized to engage residents, promote health awareness, and foster community connections.
- **Staff Engagement:** Programs and opportunities for healthcare staff to participate in community efforts, support initiatives, and collaborate with local organizations.

Strategy 1: Expand youth mental health supports

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Continue to support behavioral health efforts and partnership with the Boys and Girls Club of Greater La Crosse</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> Boys and Girls Club <p>Resources:</p> <ul style="list-style-type: none"> Behavioral Health 	<p>Conduct scheduled outreach/engagement touchpoints with Boys and Girls Club of Greater La Crosse and Hamilton Elementary School</p> <p>Provide or coordinate youth behavioral health education/support activities (e.g., group sessions, classroom supports, family education nights) as available through partners</p> <p>Establish/maintain a referral and follow-up pathway for youth identified as needing additional services (school supports, community providers, crisis resources)</p> <p>Track and report outputs (e.g., number of outreach touchpoints, youth/families reached, education sessions delivered, and referrals made)</p>	<p>Increase the proportion of people with substance use and mental health disorders who get treatment for both – MHMD-07</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> # of outreach/engagement touchpoints completed # of youth/families reached through partner activities # of referrals/linkages to additional services supported
<p>Provide financial support for community-based services</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> Non applicable <p>Resources:</p> <ul style="list-style-type: none"> Internal Grants Smartsheet 	<p>Track and report outputs (e.g., number of grants awarded, dollars distributed, partner organizations supported, and key deliverables reported)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> # of grants awarded Total dollars distributed % of grantees submitting required deliverables/reporting
<p>Create outreach educational materials and promote awareness of mental health resources, programs and services</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> Non applicable <p>Resources:</p> <ul style="list-style-type: none"> MCHS displays Collateral Smartsheet 	<p>Develop and distribute mental health/substance misuse resource materials (print and/or digital) for community members and partner organizations</p> <p>Promote resources through community channels (e.g., tabling/events, school communications, partner newsletters, or clinic/community locations)</p> <p>Track and report outputs (e.g., materials created, distribution locations/partners, and outreach touchpoints completed)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> # of resource materials created/updated # of distribution partner sites/locations # of outreach touchpoints/events where materials were shared

Strategy 1: Expand youth mental health supports (continued)

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Ensure leaders and staff have active roles in community coalitions, partnerships and board membership</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Internal Funds • Smartsheet 	<p>Maintain active participation by leaders/ staff in behavioral health coalitions, task forces, and boards addressing mental health and substance misuse</p> <p>Contribute to coalition deliverables (e.g., planning, policy recommendations, event support, or workgroup leadership) as applicable</p> <p>Track and report outputs (e.g., number of coalition/ board seats held, meetings attended, and roles/actions completed)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of coalition/board seats held • # of meetings attended or supported • # of coalition deliverables/actions contributed to
<p>Provide professional presentations in the community to help educate on the mental health/substance use topics</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Behavioral Health • La Crosse School District <p>Resources:</p> <ul style="list-style-type: none"> • MCHS Displays • Collateral 	<p>Deliver professional/ community presentations on mental health and substance use topics (e.g., stigma reduction, resources, prevention, overdose response) for schools and community audiences</p> <p>Develop/maintain standardized slide deck(s) and handouts for community education and update annually as needed</p> <p>Track and report outputs (e.g., number of presentations delivered, partner sites served, attendance estimates, and materials distributed)</p>	<p>Reduce the proportion of people who misused prescription drugs in the past year – SU-12</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of presentations delivered • Attendance estimate (# of participants reached) • # of partner sites/ audiences served

Strategy 2: Expand access to mental health services and resources

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Continue partnership with Coulee Recovery Center including the peer support specialist program, substance abuse care provider, and clinic supervision</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Coulee Recovery • St. Clare Health Mission <p>Resources:</p> <ul style="list-style-type: none"> • Behavioral Health 	<p>Sustain delivery of peer support specialist services through Coulee Recovery Center partnership (peer encounters and care coordination as available)</p> <p>Provide/maintain substance use care provider support and clinic supervision capacity (as defined in partnership scope)</p> <p>Track and report outputs (e.g., peer support encounters, individuals served, referrals to treatment/recovery supports, and partner deliverables)</p>	<p>Increase the proportion of people who need alcohol and/or drug treatment who got treatment in the past year – SU-01</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of peer support encounters completed • # of individuals served • # of referrals to treatment/recovery supports
<p>Further develop the Opioid Stewardship program</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • La Crosse County <p>Resources:</p> <ul style="list-style-type: none"> • Behavioral health • Pharmacy 	<p>Implement Opioid Stewardship program activities (e.g., safe prescribing education, guideline updates, and clinical decision support as applicable)</p> <p>Collaborate with county/community partners on prevention and harm-reduction efforts (e.g., medication take-back promotion, naloxone access education, and referral pathways to treatment)</p> <p>Track and report outputs (e.g., stewardship trainings delivered, clinical areas reached, and process measures monitored such as prescribing and follow-up/referral activity)</p>	<p>Reduce the proportion of people who misused prescription drugs in the past year – SU-12</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of stewardship trainings/education sessions delivered • # of departments/clinics reached • Selected process measures monitored (per stewardship dashboard)

Strategy 2: Expand access to mental health services and resources (continued)

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
Provide financial support for community-based services	Collaboration: <ul style="list-style-type: none"> • Non-applicable Resources: <ul style="list-style-type: none"> • Internal Grants • Smartsheet 	Increase the number of internal funds provided to the community addressing mental health and substance misuse	Internal tracking: <ul style="list-style-type: none"> • # of grants awarded (access to care-related) • Total dollars distributed • % of grantees submitting required deliverables/ reporting
Create outreach educational materials and promote awareness of mental health resources, programs and services	Collaboration: <ul style="list-style-type: none"> • Non-applicable Resources: <ul style="list-style-type: none"> • MCHS displays • Collateral • Smartsheet 	Increase the number of internal funds provided to the community addressing mental health and substance misuse	Internal tracking: <ul style="list-style-type: none"> • # of resource materials created/updated • # of distribution partner sites/locations • # of outreach touchpoints/events where materials were shared
Ensure leaders and staff have active roles in community coalitions, partnerships and board membership	Collaboration: <ul style="list-style-type: none"> • Non-applicable Resources: <ul style="list-style-type: none"> • Internal Funds • Smartsheet 	Increase the number of leaders and staff engaged in organizations that address mental health and substance misuse	Internal tracking: <ul style="list-style-type: none"> • # of coalition/board seats held • # of meetings attended or supported • # of coalition deliverables/actions contributed to
Provide professional presentations in the community to help educate on mental health	Collaboration: <ul style="list-style-type: none"> • La Crosse School District • CBOs Resources: <ul style="list-style-type: none"> • MCHS Displays • Collateral • Behavioral Health 	Deliver professional/ community presentations on mental health and substance use topics (e.g., stigma reduction, resources, prevention, overdose response) for schools and community audiences Develop/maintain standardized slide deck(s) and handouts for community education and update annually as needed Track and report outputs (e.g., number of presentations delivered, partner sites served, attendance estimates, and materials distributed)	Internal tracking: <ul style="list-style-type: none"> • # of presentations delivered • Attendance estimate (# of participants reached) • # of partner sites/ audiences served

PRIORITY 3 SUMMARY: CHRONIC DISEASE AND CONTRIBUTING FACTORS

The definition of chronic disease is “conditions that last 1 year or more and require ongoing medical attention or limit activities of daily living or both.” (Centers for Disease Control and Prevention, 2025)

Chronic diseases such as [heart disease](#), [cancer](#), and [diabetes](#) are the leading causes of death and disability in the US. They are also leading drivers of the nation’s \$4.9 trillion in annual [healthcare costs](#).

Three in four American adults have at least one chronic condition, and over half have two or more chronic conditions.

- Among adults ages 65 and older, more than 90% have at least one chronic condition.
- Among midlife adults ages 35–64, more than 75% have at least one condition.
- Among younger adults ages 18–34, 60% have at least one condition.
- Many preventable chronic diseases are caused by a short list of risk behaviors: smoking, poor nutrition, physical inactivity, and excessive alcohol use.

CONTRIBUTING FACTORS

1. Poverty and Economic Instability

- Chronic disease in La Crosse is strongly tied to poverty, especially among ALICE households (Asset Limited, Income Constrained, Employed).
- Economic hardship limits access to healthy food, preventive care, and stable housing, contributing to higher rates of colon, breast, and lung cancer, diabetes, and heart disease.

2. Housing Insecurity

- Housing instability is a recurring theme across multiple assessments and stakeholder presentations.
- Lack of safe, affordable housing exacerbates stress and limits the ability to manage chronic conditions effectively.

3. Transportation Barriers

- Limited transportation options restrict access to medical appointments, screenings, and pharmacies, especially for underserved populations.

4. Behavioral Health Gaps

- Mental health and substance misuse are deeply intertwined with chronic illness. Behavioral health gaps in La Crosse contribute to delayed treatment and poor disease management.

5. Food Insecurity and Nutrition

- Inadequate access to nutritious food is linked to obesity, diabetes, and other chronic conditions. Trempealeau and Monroe counties show similar patterns, reinforcing regional trends.

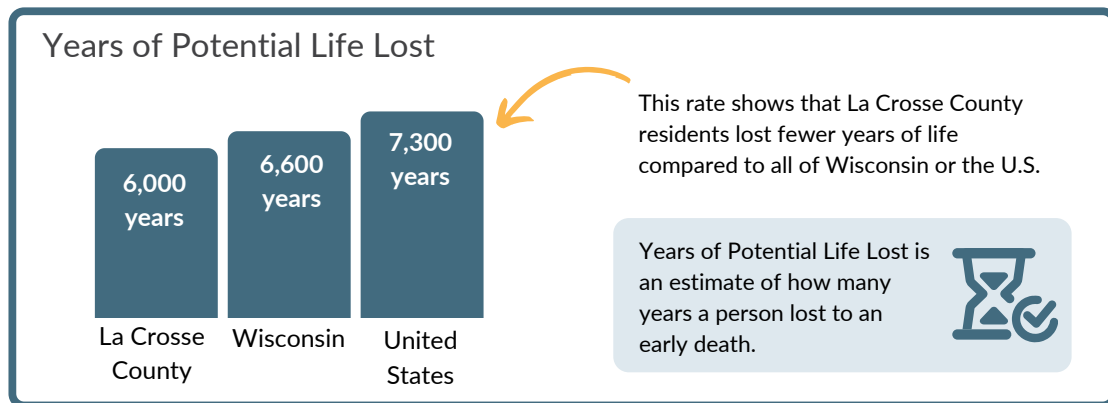
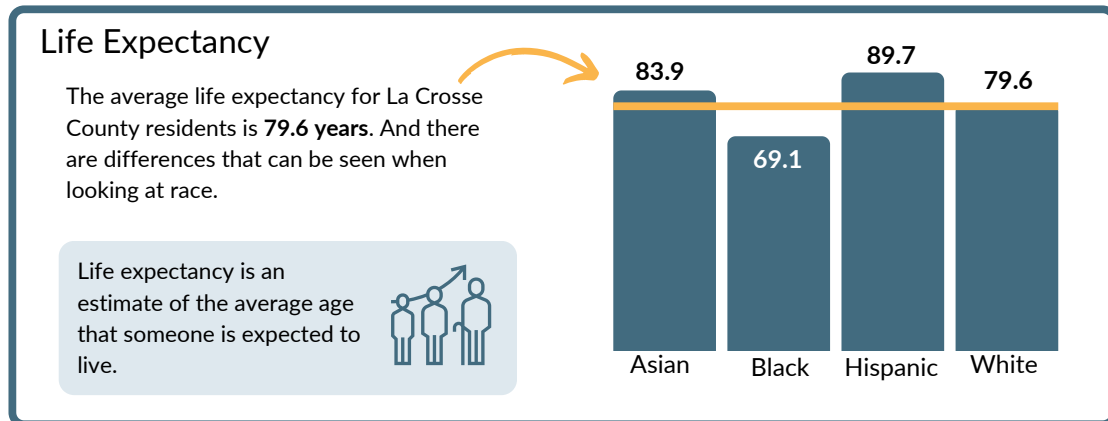
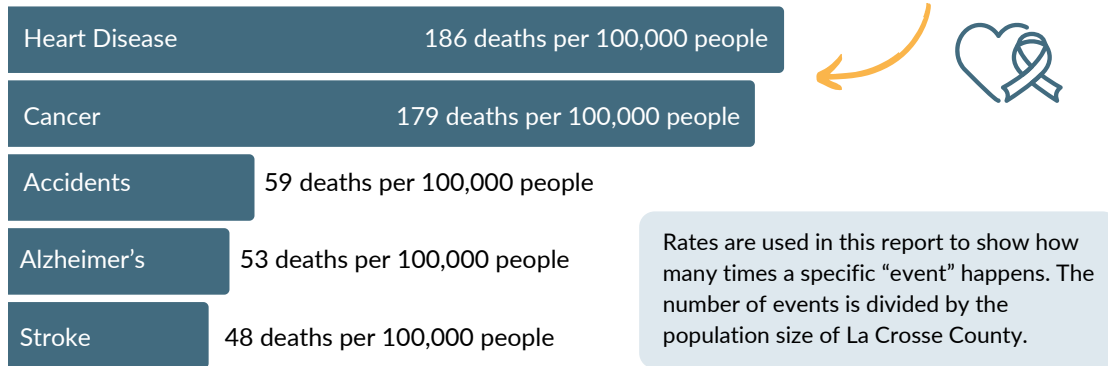
6. Residents with Substance Use Disorders

- **1 in 4 adults** binge drank in the past 30 days
- **Opioid-related hospitalizations and deaths** are more common among men aged 18–44
- Substance use is linked to **7 of the top 10 causes of death**

Length of Life

Here are three common ways to understand more about the health and the length of life in our community. Take a look at the leading causes of death, life expectancy, and years of potential life lost for La Crosse County.

In 2021-2023, La Crosse County's leading causes of death were **heart disease and cancer**.



**PRIORITY 3 SUMMARY CONTINUED:
CHRONIC DISEASE AND CONTRIBUTING FACTORS**

Poverty and Economic Instability

- Chronic disease is strongly tied to poverty, especially among ALICE households (Asset Limited, Income Constrained, Employed).
- Economic hardship limits access to healthy food, preventive care, and stable housing, contributing to higher rates of cancer, diabetes, and heart disease.

Populations Most Affected

- **Older Adults:** Higher rates of Alzheimer’s disease, stroke, chronic lung disease, and limited mobility.
- **Low-Income Residents:** Chronic illness is more common among those earning less than \$35,000/year.
- **Youth:** Mental health concerns and poor nutrition linked to chronic conditions.
- **Racial and Ethnic Minorities:** Higher rates of food insecurity, lower life expectancy, and barriers to care.
- **Residents with Substance Use Disorders:** Substance use is linked to 7 of the top 10 causes of death.

Chronic diseases such as heart disease, cancer, diabetes, and lung disease are leading causes of death and disability in La Crosse County. These conditions are driven by poverty, housing and transportation barriers, behavioral health gaps, and food insecurity. Vulnerable populations—including older adults, low-income residents, youth, racial/ethnic minorities, and those with substance use disorders—are disproportionately affected.



Employment & Income

Many residents are concerned about the cost of living and the increase in price for food, gas, and housing costs.



2.5%
of La Crosse County residents are unemployed and seeking work

68%

of La Crosse County residents participate in the labor force (16+ years old)



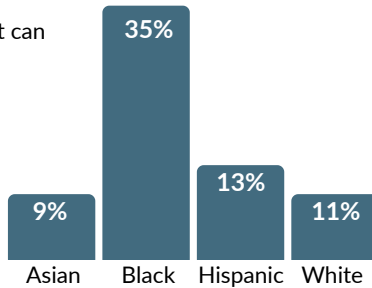
“ No PTO at work to take time off for medical appointments. If I take time off it's unpaid and then it's harder to survive. ”
- Community Member

6 out of **10** La Crosse County residents are not prepared for a job loss



12% La Crosse County's average poverty rate

There are differences that can be seen when looking at race



Many homes in La Crosse County struggle to afford the basic costs of living. When money is tight, we have to make tough choices that can affect our health in the long run.

Living Conditions



La Crosse County's poverty rate is similar to WI and the U.S.

11%	13%
WI	U.S.

1 out of **3**



La Crosse County households are living in poverty or struggle to meet the basic costs of living

11% of children in La Crosse County are living in poverty



There are some census tracts where childhood poverty reaches 25-50% of the children in our community.

PRIORITY 3 SUMMARY CONTINUED - CHRONIC DISEASE AND CONTRIBUTING FACTORS

Housing Insecurity

- Housing instability is a recurring theme, exacerbating stress and limiting the ability to manage chronic conditions effectively.
- 35% of the population lives in renter-occupied housing units, which is higher than neighboring counties, partly due to student populations.
- Housing instability contributes to stress and makes it harder for people to manage chronic conditions and access to care.



Housing

Housing is a top priority for La Crosse County residents. Most residents are concerned about homes that can provide a space that is healthy, affordable, and safe, and creating access for all people, including those that are currently unsheltered.

Home Ownership Experience in La Crosse County

Most housing experts agree that housing is “affordable” if you pay no more than 30% of your household income toward housing costs.

Let's apply this concept to an average household in our community.



The average annual income for a La Crosse County household is

\$62,300

30% of that amount is roughly **\$1550/month**



In 2022, the average price of a home in La Crosse County was

\$231,300



With no down payment on a 30-year loan and the average interest rate at 6.9%, the monthly cost for your house will be about

\$2,000

For most households in La Crosse County, the average home price is about **\$500** more than what would be considered affordable.

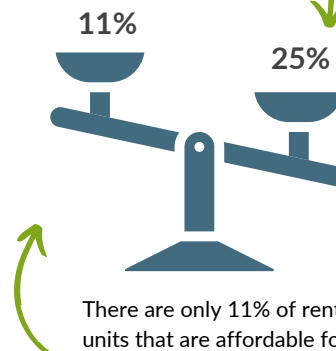
An average home becomes more affordable with a 20% down payment for the home. This down payment would be over \$45,000.

This may seem out of reach for many households, especially for those with low income.



Renting Experience in La Crosse County

There are almost 25% of renter households that earn less than \$20,000 each year.



There are only 11% of rental units that are affordable for a household that earns \$20,000 annually.

There are not enough affordable rental units for households with low income. Over 20% of renters experience a severe housing cost burden and pay over half of their income on housing.

In La Crosse County, 12% of people experience severe housing costs. Severe housing costs are when a household pays over 50% of their annual income on housing alone. There are still another 12% who pay over 30% of their income on housing. Almost 1 out of 4 households are paying for homes outside of an affordable range.

Living Conditions



Food Insecurity and Nutrition

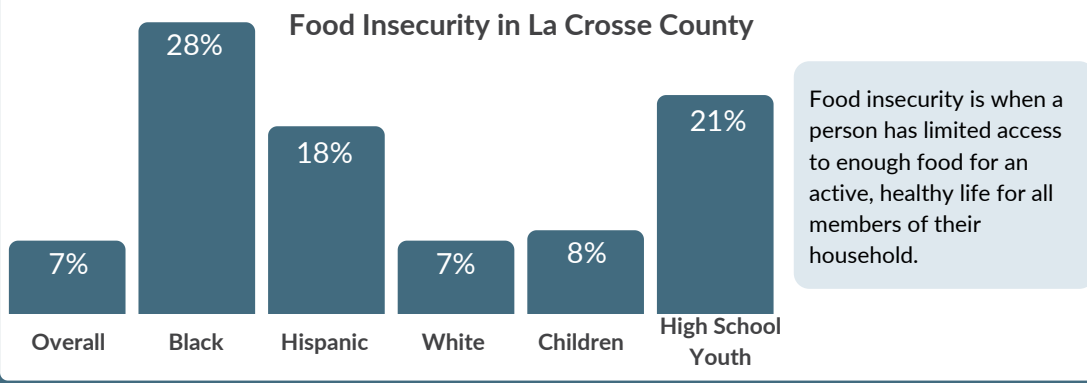
- Inadequate access to nutritious food is linked to obesity, diabetes, and other chronic conditions.
- Food insecurity affects over 40% of low-income residents.



Nutrition & Food Access

Food access is a top concern for La Crosse County residents. This concern includes access to affordable food, healthy options, and food resources that are available close to people's homes.

In a recent survey, 16% of people said that the food they bought just didn't last and they didn't have money to get more. This increases to over 40% for people who make less than \$35,000 annually.



The average cost of a meal in La Crosse County is \$4.00. This is higher than both Wisconsin and the U.S. overall. Higher food costs = more food insecurity in our community.

Living Conditions





Over 1/3 of kids are eligible for free meals at school. School meals are helping support youth by offering healthy options at breakfast and lunch.

Health Behavior



 **50%**
of youth eat fruit every day

 **47%**
of youth eat veggies every day

 **33%**
of youth eat breakfast every day

A lack of healthy nutrition can impact many chronic diseases, including these leading causes of death.

Disease & Injury



Nutrition impacts these leading causes of death in La Crosse County

- 1 Heart Disease
- 5 Stroke
- 8 Diabetes

CHRONIC DISEASE AND CONTRIBUTING FACTORS GOALS, STRATEGIES & INITIATIVES

Mayo Clinic Health System's goal is to provide comprehensive, high-quality healthcare to community members with chronic disease, including screenings, patient self-management, and education.

LEGEND

- **Community Health:** Initiatives, programs, or actions focused on improving the overall health and well-being of community members.
- **Community Investment:** Resources, funding, or partnerships dedicated to supporting community health, infrastructure, and access to care.
- **Community Events:** Activities, gatherings, or outreach efforts organized to engage residents, promote health awareness, and foster community connections.
- **Staff Engagement:** Programs and opportunities for healthcare staff to participate in community efforts, support initiatives, and collaborate with local organizations.

Strategy 1: Increase child and adolescent immunizations

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Partner with the quality department along with nursing to improve childhood and adolescent immunization</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • La Crosse Area School District <p>Resources:</p> <ul style="list-style-type: none"> • Quality • Nursing 	<p>Implement/improve immunization outreach workflows with nursing/ quality and community partners (e.g., reminder/ recall, school/clinic coordination, scheduling support)</p> <p>Provide vaccine education materials and/or outreach touchpoints for families (as feasible through school/ community channels)</p> <p>Track and report outputs (e.g., outreach touchpoints completed, education materials distributed, and immunizations administered or scheduled when available)</p> <p>Increase vaccination rates among children and adolescents</p>	<p>Reduce the proportion of children who get no recommended vaccines by age 2 years — IID-02</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of immunization outreach touchpoints completed (reminders, school/clinic coordination) • # of education materials distributed / partner sites reached • # of immunizations administered or appointments scheduled (when available)
<p>Provide financial support for community-based services</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Internal Grants • Smartsheet 	<p>Award internal community benefit/grant funding to organizations addressing chronic disease prevention/ management and contributing factors (e.g., screening access, nutrition, physical activity, health education)</p> <p>Define grant scope, expected deliverables, and reporting requirements for funded partners</p> <p>Track and report outputs (e.g., number of grants awarded, dollars distributed, and key deliverables completed)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of grants awarded (chronic disease/ immunization-related) • Total dollars distributed • % of grantees submitting required deliverables/ reporting

Strategy 1: Increase child and adolescent immunizations (continued)

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Create outreach educational materials and promote awareness of chronic disease and contributing factors resources, programs and services</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • MCHS displays • Collateral • Smartsheet 	<p>Develop and distribute chronic disease prevention materials (print and/or digital) focused on immunizations and preventive care (e.g., where to get vaccinated, reminders, FAQs)</p> <p>Promote materials through schools, clinics, and community partner channels</p> <p>Track and report outputs (e.g., materials created/updated, distribution partner sites/locations, outreach touchpoints completed)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of materials created/updated (immunization/preventive care) • # of distribution partner sites/locations • # of outreach touchpoints/events where materials were shared
<p>Ensure leaders and staff have active roles in community coalitions, partnerships and board membership</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Internal Funds • Smartsheet 	<p>Maintain active participation by leaders/staff in coalitions, task forces, and boards advancing immunizations, preventive care, and chronic disease prevention</p> <p>Contribute to coalition deliverables (e.g., community campaigns, planning efforts, shared referral pathways, or event support) as applicable</p> <p>Track and report outputs (e.g., seats held, meetings attended, and actions/deliverables supported)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of coalition/board seats held (immunizations/prevention) • # of meetings attended or supported • # of coalition deliverables/actions contributed to

Strategy 2: Increase patient cancer screening participation rates

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Partner with the Commission of Cancer, St. Clare Health Mission and the Center for Breast Care for screening events and opportunities</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • St. Clare Health Mission • Commission of Cancer <p>Resources:</p> <ul style="list-style-type: none"> • Center for Breast Care 	<p>Plan and deliver cancer screening events/ opportunities with partners (e.g., breast, colorectal, lung screening outreach as applicable)</p> <p>Provide screening education, eligibility guidance, and scheduling/ navigation support to reduce barriers</p> <p>Track and report outputs (e.g., number of events held, individuals reached, screenings completed/ scheduled, and referrals for follow-up when needed)</p>	<p>Increase the proportion of adults who get screened for lung cancer – C-03</p> <p>Increase the proportion of females who get screened for breast cancer – C-05</p> <p>Increase the proportion of adults who get screened for colorectal cancer – C-07</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of screening events/ opportunities held • # of individuals reached/ receiving navigation support • # of screenings completed or scheduled; # of follow-up referrals (when available)
<p>Provide financial support for community-based services</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Internal Grants • Smartsheet 	<p>Award internal community benefit/grant funding to organizations increasing cancer screening access and navigation (e.g., transportation support, education, outreach, follow-up support)</p> <p>Define grant scope, expected deliverables, and reporting requirements for funded partners</p> <p>Track and report outputs (e.g., number of grants awarded, dollars distributed, and key deliverables completed)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of grants awarded (cancer screening/ navigation-related) • Total dollars distributed • % of grantees submitting required deliverables/ reporting

Strategy 2: Increase patient cancer screening participation rates (continued)

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Create outreach educational materials and promote awareness of chronic disease and contributing factors resources, programs and services</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • MCHS displays • Collateral • Smartsheet 	<p>Develop and distribute cancer screening education materials (print and/or digital) describing eligibility, how to schedule, and what to expect (breast/colorectal/lung as applicable)</p> <p>Promote screening opportunities through partner channels (CBOs, clinics, events, and community locations)</p> <p>Track and report outputs (e.g., materials created/updated, distribution partner sites/locations, outreach touchpoints completed)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of screening education materials created/updated • # of distribution partner sites/locations • # of outreach touchpoints/events where materials were shared
<p>Ensure leaders and staff have active roles in community coalitions, partnerships and board membership</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Internal Funds • Smartsheet 	<p>Maintain active participation by leaders/ staff in coalitions, task forces, and boards focused on cancer prevention and screening access</p> <p>Contribute to coalition deliverables (e.g., screening campaigns, navigation improvements, event support, or workgroup leadership) as applicable</p> <p>Track and report outputs (e.g., seats held, meetings attended, and actions/ deliverables supported)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of coalition/board seats held (cancer prevention/ screening) • # of meetings attended or supported • # of coalition deliverables/actions contributed to

Strategy 3: Expand chronic disease screening and education

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Continue to build upon primary care and nursing efforts including screenings, fasting glucose, blood pressure, and vaccination</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • St. Clare Health Mission • Scenic Bluffs <p>Resources:</p> <ul style="list-style-type: none"> • Family Medicine • Nursing 	<p>Deliver chronic disease screening and education touchpoints through primary care/nursing and partner sites (e.g., blood pressure checks, glucose screening, vaccines as applicable)</p> <p>Provide patient education and self-management resources (e.g., blood pressure education, diabetes education referrals, preventive care guidance)</p> <p>Track and report outputs (e.g., screenings completed, abnormal results identified with follow-up/referrals, and education encounters provided)</p>	<p>Increase control of high blood pressure – HDS-05</p> <p>Increase the proportion of people with diabetes who get formal diabetes education – D-06</p> <p>Increase the proportion of adults with subjective cognitive decline who have discussed their symptoms with a provider – DIA-03</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of screening encounters completed (e.g., BP checks, glucose screening, vaccines as applicable) • # of abnormal results identified with follow-up/referrals supported (when available) • # of education encounters and/or referrals to diabetes education/self-management resources
<p>Provide financial support for community-based organizations</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Internal Grants • Smartsheet 	<p>Award internal community benefit/grant funding to organizations supporting chronic disease prevention/management (e.g., screening events, education, self-management supports, nutrition/physical activity initiatives)</p> <p>Define grant scope, expected deliverables, and reporting requirements for funded partners</p> <p>Track and report outputs (e.g., number of grants awarded, dollars distributed, and key deliverables completed)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of grants awarded (chronic disease screening/education-related) • Total dollars distributed • % of grantees submitting required deliverables/reporting

Strategy 3: Expand chronic disease screening and education (continued)

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Create outreach educational materials and promote awareness of chronic disease and contributing factors resources, programs and services</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • MCHS displays • Collateral • Smartsheet 	<p>Develop and distribute chronic disease education materials (print and/or digital) focused on risk reduction and self-management (e.g., blood pressure, diabetes, preventive care)</p> <p>Promote materials through partner channels and incorporate into screening/ education touchpoints</p> <p>Track and report outputs (e.g., materials created/ updated, distribution partner sites/locations, outreach touchpoints completed)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of chronic disease education materials created/updated • # of distribution partner sites/locations • # of outreach touchpoints/events where materials were shared
<p>Ensure leaders and staff have active roles in community coalitions, partnerships and board membership</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Internal Funds • Smartsheet 	<p>Maintain active participation by leaders/staff in coalitions, task forces, and boards focused on chronic disease prevention and health equity</p> <p>Contribute to coalition deliverables (e.g., community education campaigns, screening access improvements, or workgroup leadership) as applicable</p> <p>Track and report outputs (e.g., seats held, meetings attended, and actions/ deliverables supported)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of coalition/board seats held (chronic disease prevention) • # of meetings attended or supported • # of coalition deliverables/actions contributed to

Strategy 4: Increase access to healthy nutritious foods

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Continue working with Clinical Dietetic department to advance initiatives</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Dietetics/Diabetes education 	<p>Provide nutrition and weight management education/ resources through clinical dietetics/diabetes education (e.g., counseling, classes, or referrals as available)</p> <p>Increase awareness of available weight management and nutrition support options and how to access them</p> <p>Track and report outputs (e.g., counseling encounters/ classes delivered, referrals to weight management/ diabetes education, and materials distributed)</p>	<p>Increase the proportion of health care visits by adults with obesity that include counseling on weight loss, nutrition, or physical activity – NWS-05</p> <p>Increase cholesterol treatment in adults – HDS-07</p> <p>Internal tracking:</p> <ul style="list-style-type: none"> • # of nutrition/weight management counseling encounters or classes delivered • # of referrals to dietetics/ diabetes education/ weight management programs • # of nutrition/food-access materials distributed (when applicable)
<p>Provide financial support for community-based services</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Internal Grants • Smartsheet 	<p>Award internal community benefit/grant funding to organizations improving access to healthy foods and nutrition supports (e.g., food pantry partnerships, SNAP/ WIC enrollment support, healthy cooking education, food access initiatives)</p> <p>Define grant scope, expected deliverables, and reporting requirements for funded partners</p> <p>Track and report outputs (e.g., number of grants awarded, dollars distributed, and key deliverables completed)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of grants awarded (food access/nutrition-related) • Total dollars distributed • % of grantees submitting required deliverables/ reporting

Strategy 4: Increase access to healthy nutritious foods (continued)

ACTION	INPUTS	ANTICIPATED OUTCOMES	MEASUREMENT
<p>Create outreach educational materials and promote awareness of chronic disease and contributing factors resources, programs and services</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • MCHS displays • Collateral • Smartsheet 	<p>Develop and distribute nutrition and food-access education materials (print and/or digital) (e.g., healthy eating on a budget, where to access food resources, dietetics/diabetes education options)</p> <p>Promote materials through community partners and clinic/community locations</p> <p>Track and report outputs (e.g., materials created/updated, distribution partner sites/locations, outreach touchpoints completed)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of nutrition/food-access education materials created/updated • # of distribution partner sites/locations • # of outreach touchpoints/events where materials were shared
<p>Ensure leaders and staff have active roles in community coalitions, partnerships and board membership</p>	<p>Collaboration:</p> <ul style="list-style-type: none"> • Non-applicable <p>Resources:</p> <ul style="list-style-type: none"> • Internal Grants • Smartsheet 	<p>Maintain active participation by leaders/ staff in coalitions, task forces, and boards focused on food security, nutrition, and healthy environments</p> <p>Contribute to coalition deliverables (e.g., food access initiatives, policy/ advocacy efforts, event support, or workgroup leadership) as applicable</p> <p>Track and report outputs (e.g., seats held, meetings attended, and actions/ deliverables supported)</p>	<p>Internal tracking:</p> <ul style="list-style-type: none"> • # of coalition/board seats held (food security/ nutrition) • # of meetings attended or supported • # of coalition deliverables/actions contributed to



Summary of health needs not addressed

MCHS in La Crosse analyzed the local health need outcomes identified in the CHNA and chose strategies and initiatives where the organization could make the greatest impact and effect change in our communities.

With a narrowed vision of the local priorities, MCHS in La Crosse will be able to:

- Set goals and measurable objectives to guide evidence-based policies, programs, and other actions to improve health and well-being.
- Supply accurate, prompt, and accessible data that can drive targeted actions to address regions and populations that have poor health or are at elevated risk for poor health.

- Foster impact through public and private efforts to improve health and well-being for all ages and the communities in which they live.
- Share and support the implementation of evidence-based programs and policies that are replicable, scalable, and sustainable.
- Stimulate research and innovation toward critical research, data, and evaluation needs.

The health needs not addressed will be addressed by the hospital based on available resources and/or by other agencies/ organizations within the community that are better aligned to address those needs.



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>.

[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.”

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:	<p>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.</p>
Requirement EP 5:	<p>The [organization] acts when it does not achieve or sustain the goal(s) in its action plan to reduce health care disparities.</p>
Requirement EP 6:	<p>At least annually, the [organization] informs key stakeholders, including leaders, licensed practitioners, and staff, about its progress</p>

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