



Community Health Implementation Plan (CHIP) 2025-2027

In 2025, AtlantiCare worked with Rutgers Walter Rand Institute to conduct its triennial Community Health Needs Assessments. Through focus groups, key informant interviews and a resident survey, the following needs were identified:

1. **Accessibility of Health Care:** This area encompasses the primary systemic and financial obstacles encountered by community members when seeking healthcare services. Challenges include limited appointment availability, extended wait times, and travel requirements to reach providers, as well as economic constraints such as co-payments and insufficient insurance coverage.
2. **Health Care Specialists and Services for Special Populations:** The findings identify deficiencies in access to necessary healthcare specialists and tailored expertise, highlighting the need for services that support special populations and provide culturally responsive care.
3. **Quality of Health Care and Compassionate Care:** This finding reflects patient experiences during care delivery, focusing on perceptions of care quality and communication effectiveness between patients and healthcare staff.
4. **Housing:** The assessment emphasizes the importance of access to high-quality, affordable housing. It also considers the availability of resources and support services for individuals experiencing housing insecurity.
5. **Clean and Safe Community:** The community values access to nutritious foods and residence in well-maintained, secure neighborhoods. Addressing unsafe or deteriorating conditions is considered a critical priority.
6. **Holistic Care and Allocation of Resources:** Enhanced access to diverse resources, including alternative treatments and care options such as nutritionists and complementary practices, was identified as a significant area of need.

Addressing Each Priority

The following outlines specific strategies to ensure that we meet each priority identified via the 2025 Community Health Needs Assessment. The metrics to monitor our success and enabling supports are also listed.

Goal	Strategies	External Needs /Enabling Supports
<p># 1 Provide accessible health care</p>	<p>Enhance appointment accessibility by upgrading website and online scheduling technologies to facilitate improved access to care.</p> <p>Decrease wait times for new and existing patients by expanding providers and their availability to meet demand at convenient times when care is most needed. This includes having virtual care options available.</p> <p>Continue investing in technologies that enhance patient care, such as upgrades to patient portals, remote monitoring systems, telehealth solutions, and other innovations that broaden access and support for patients.</p> <p>Deliver affordable care and coverage by informing the community about appropriate care options, resources, and support for clinical and social needs.</p>	<p>Expanded availability of devices, broadband and user training to benefit from technological enhancements enabling further adoption.</p> <p>Training of community connectors, care managers and community health workers to support clients with affordability challenges in accessing health insurance coverage and other available benefits and subsidies that enable patients to afford and participate in recommended treatment strategies.</p>
<p>#2 Broaden care by increasing specialist access and services for special populations.</p>	<p>Recruit and hire specialized providers and practitioners to address the needs of the community.</p> <p>Expand medical and professional education offerings to develop well-trained and specialized workforce.</p>	<p>Educational partnerships to develop workforce pipelines.</p> <p>Training and advocates to support special populations and ensure the development of needed services.</p>

Goal	Strategies	External Needs /Enabling Supports
<p># 3 Provide high-quality compassionate care.</p>	<p>Continue to strengthen the patient experience via team member training.</p> <p>Provide comprehensive care by meeting patients' physical, mental, and social needs.</p> <p>Enhance support for care teams by implementing advanced safety protocols and comprehensive burnout prevention measures.</p>	<p>Enhanced training opportunities.</p> <p>Established partnerships with care partners and community agencies to meet patient complex needs.</p> <p>Safety training, technology, and other healthcare safety best-practice investments.</p>
<p>#4 Ensure that all in our community have a place to call home.</p>	<p>Provide housing counseling services, connecting those in greatest need to available resources within the community.</p> <p>Enable the development of high quality housing.</p>	<p>Establish partnerships that result in housing solutions for patients.</p> <p>Funding sources and developer partnerships.</p>
<p>#5 Create healthy, safe communities with access to nutritious food.</p>	<p>Facilitate internal and external interventions that solve for food insecurity and enable access to healthy foods. These include food pantries, mobile market, meals programming, SNAP navigation, and other expanded services.</p>	<p>Partnerships that enable expanded access and healthy food options.</p> <p>Funding sources to support ongoing programming and operations.</p>

Goal	Strategies	External Needs /Enabling Supports
#6 Deliver holistic care to an informed community.	<p>Ensure a robust set of offerings and services that reflect patient cultures and customs.</p> <p>Increase outreach activities which expand access and serve as educational opportunities.</p>	<p>Complementary services designed to enhance traditional care strategies, giving patients greater flexibility and options in their care plans.</p> <p>Community partners to extend access and knowledge to their constituents</p>

Closing Statement

AtlantiCare is dedicated to building healthy communities and actively responds to the changing needs of Atlantic County and nearby areas. In 2028, it will complete a new Community Health Needs Assessment to guide its work. While AtlantiCare provides many health services, it cannot address every need alone; therefore, it collaborates with social service agencies and community partners to support residents. AtlantiCare remains committed to working together to meet the community's complex needs.



Community Health Needs Assessment-2025

