



Renown Health Implementation Strategy & Plan, 2025-2027

Renown Health's Community Benefit Health Focus Areas are based on the [2023 Community Health Needs Assessment](#) (CHNA) as required by state and federal regulations guiding tax-exempt hospitals. The CHNA includes an analysis of input from community stakeholders who represent the broad interests of the diverse communities served by the hospitals (Renown Regional Medical Center and Renown South Meadows Medical Center), including those stakeholders with expertise in community and public health. Health needs were identified in the CHNA and subsequently prioritized by community stakeholders. From the prioritized health needs, Health Focus Areas were chosen based on criteria that consider the Renown Health's team capacity to impact community needs, the strength of community partnerships and the alignment with Renown's organizational strategic planning efforts. Through this Implementation Strategy, Renown Health is committed to identifying and closing health equity gaps in communities that are historically marginalized and vulnerable.

Health Focus Areas

- 1. Mental Health:** Based on the secondary data scoring results, Mental Health was again ranked as a high need topic area in Washoe County. This health topic area includes indicators such as Poor Mental Health: 14+ Days, Teens who have Attempted Suicide, Adults Ever Diagnosed with Depression, Intentional Injury (Suicide) Mortality Rate and Teens who Felt Sad or Hopeless.
- 2. Access to Health Care and Community Services:** Community Benefit efforts focus on increasing and supporting access to essential health care and community services for communities and groups that have been historically underserved through direct programs and partnerships with other local not-for-profit community-based organizations. The Access to Care effort is grounded in the knowledge that social determinants of health and health equity impact health outcomes. Indicators include Children without Health Insurance, Adults Unable to Afford to See a Doctor and Physician Provider Rates.
- 3. Maternal and Child Health:** The Infant Mortality Rate for Washoe County is on the rise and Maternal and Child Health indicators are worsening. Both Primary and Secondary Data collection for the CHNA process showed this health need as a priority for the community. Improvements in healthcare services, access to prenatal care, and education on maternal and child health can help to decrease the infant mortality rate and improve the health outcomes for mothers and children in Washoe County. Community outreach programs and support systems can play a crucial role in providing resources and assistance to families in need. Collaboration between healthcare providers, community organizations and government agencies can also lead to more effective interventions and solutions. By working together, a positive impact on the health and well-being of our community can be sustained.

Priority Geography

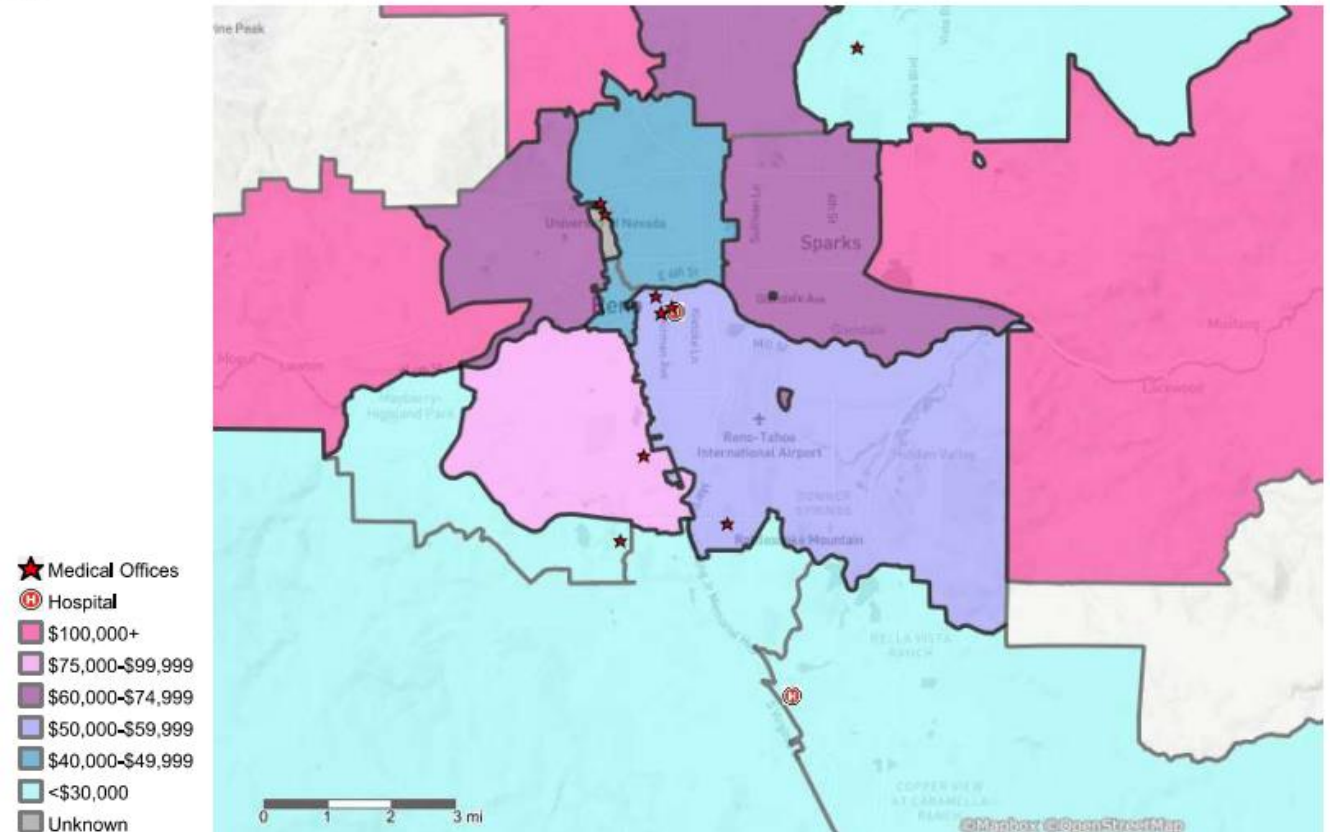
Renown Health is a healthcare provider serving multiple communities in northern Nevada and eastern California, located east of the Sierra Nevada Mountain range. The primary focus of Renown Health is to provide healthcare services to residents of the Reno-Sparks area, which is situated in Washoe County. Renown Health provides various services to all affiliates including Renown Regional Medical Center, an 826-bed full service regional hospital located at 1155 Mill St., Reno, NV, 89502. The Community Benefit Service Area is Washoe County which has a population of 502,193 residents, making it the second most populous county in Nevada. Community Health Needs are greatest in zip codes: 89412, 89405, 89510, 89424, 89442, 89508, 89506, 89502, 89439, 89434, 89521, 89511, 89451, 89704. Over 90% of the county's population lives in the Reno-Sparks metropolitan area, which has undergone significant growth in the last decade. Although most patients reside in Washoe County, Renown Health serves an area of 100,000 square miles and many rural communities across northern Nevada.

The health needs and outcomes in Washoe County are significantly impacted by the demographic composition of the region. To address these needs, the CHNA comprehensively assessed population dynamics, considering aspects such as age, ethnicity, and socioeconomic status, among other factors. By acknowledging the unique health requirements of various groups and communities, targeted interventions are being developed that address specific health disparities. Such a population-centric approach will ensure inclusivity and effectiveness in Renown's community health initiatives.

Renown Health provides a significant benefit to the region, providing 66.5% of the care for the Reno/Sparks market. As the same time, Renown provides 72.7% of the Medicaid and uninsured care provided to the region. Renown will continue to address health needs in communities that are historically marginalized and underserved, located primarily in Washoe County. These areas include diverse communities that experience greater health challenges.

Renown Health Community Care Sites by Median Household Income Zip Code, 2024

Record Map
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Map by Kevin Crofton, Senior Data Analyst, Enterprise Data Analytics, Renown Health

Mental Health Goal

- Increase access to care for mental health and the capacity of health care partners to improve the mental health of individuals in our community – particularly in Washoe County’s Community Benefit Service Area – who have been historically underserved. Zip codes 89501, 89512 and 89431 are the areas with the highest mental health needs and higher rates of self-reported poor mental health status, emphasizing the importance of addressing mental health needs in high-risk areas.

Impact

- Increase availability and access to mental health care services
- Increase availability and access to health insurance enrollment

Community Health Indicators

- ✓ Poor Mental Health: 14+ Days
- ✓ Teens who have Attempted Suicide
- ✓ Adults Ever Diagnosed with Depression
- ✓ Intentional Injury (Suicide) Mortality Rate
- ✓ Teens who Felt Sad or Hopeless

Health Focus Area #1	Mental Health Care	
	Programs and Strategies	Leaders; Partnerships and Collaborations
Identify Target Population	Conduct demographic analysis to identify communities with limited access to care, including underserved populations, low-income individuals, elderly, children, and those with chronic conditions.	Renown Community Health Manager; Director, Customer Engagement Center; Renown Population Health Committee; Enterprise Data Analytics department
Foster Multi-Stakeholder Collaboration	Leverage the knowledge of local medical professionals, public health experts and indigenous communities and leaders to accomplish objectives within a particular community or region. This requires identifying individuals who possess a comprehensive understanding of the culture, traditions, and norms of the area. By engaging with these experts this process will gain valuable insights enhancing future approaches and fostering strong relationships with the local community.	Renown Community Health Manager; Director, Customer Engagement Center; Renown Health and University of Nevada Reno School of Medicine, Nursing and School of Public Health departments, local medical professionals, public health experts and indigenous community leaders
Assessment of Current Services	Evaluate existing hospital services and resources related to mental health care including emergency services, urgent care, outpatient clinics, telehealth options, transportation and food assistance, and language interpretation services.	Renown Community Health Manager; Director, Customer Engagement Center; Renown Population Health Committee and Renown Health and University of Nevada Reno School of Medicine departments
Strengthen Shared Data Collection & Monitoring	Maintain free access for community members to www.NevadaTomorrow.org Community Health data website as a single source of truth for timely information on CHNA health indicators. This approach will ensure the precise and timely monitoring of progress towards achieving goals within the CHNA.	Renown Community Health Manager; Director, Customer Engagement Center; Truckee Meadows Tomorrow.
National, State Government Policy	Address the unique challenges of Washoe County and its residents by educating and integrating national and state government and legislative efforts.	Renown Chief Government Affairs Officer; Renown Health CEO; Nevada Hospital Association

General Access to Care and Community Services	Community resource referral platforms. Investigate (i.e. www.FindHelp.org) to help patients and Washoe County residents navigate to needed community services. Integrate services within the www.Renown.org public-facing website, providing information on how to connect to needed resources.	Renown Community Health Manager; Renown Population Health Committee; Supply Chain; Marketing & Communications
	Renown Health and University Health Primary, Urgent Care and Ambulatory Care Clinics In addition to acute, trauma and emergency hospital services, Renown Health provides primary and mental health care services to uninsured and underinsured residents of Washoe County and northern Nevada. The clinic services include screening, preventive health measures, management of diabetes and cardiovascular disease, as well as other specialty services available within the clinics. Medical residents and fellows are supervised by attending physicians who are members of Renown Medical Group. *=Community Benefit Area. Current care sites include: <ul style="list-style-type: none"> • Renown Women’s Health Center, 975 Ryland St., Reno, NV 89502* • Renown Healthcare Center, 21 Locust St., Reno, NV 89502* • University Health-UNR Moana Family Medicine, 745 W Moana Ln., Reno, NV 89509 • University Health-Psychiatry & Behavioral Health-5190 Neil Rd., Reno, NV 89502* 	Renown Medical Group leadership, University Health, and Renown internal departments, including imaging, pharmacy, and laboratory services.
	Renown Pharmacy Community Outreach. Beginning on 4/29/24 Renown Pharmacy- Pringle will expand hours to serve as the only 24/7 pharmacy in the area to serve all customers. The Renown Pharmacy located inside Renown Regional Medical Center will fill a gap left in the community after Walgreens on N. Virginia Street in Reno announced that they will no longer operate on a 24-hour, seven day a week schedule. Renown’s “all-hours, around the clock” pharmacy access will allow patients post-discharge from any area hospital the ability to fill their pharmaceutical prescriptions at any time, along with granting all community members the opportunity to pick up their prescriptions when it is most convenient for them.	Renown President’s Council and Pharmacy leadership, Marketing & Communications
	Financial Assistance and Health Insurance Enrollment. While more people have access to insurance coverage through the Affordable Care Act, many commercial insurance plans carry a high deductible or copay, causing financial hardship for patients. Based on the financial status at the time of service, Renown Financial Assistance Specialists assist with determining eligibility for Government Assistance Programs. If denied for these programs, the Financial Assistance Specialists assist with eligibility determination for the Financial Assistance Program. Assistance is also available to enroll eligible people into health insurance programs.	Chief Financial Officer; Financial Assistance Program Staff
	Support Groups. Renown Health provides comprehensive support groups that focus on assisting people, their families, and caregivers.	Renown Health clinical departments, faith groups and community-based organizations.
Assessment of Medical Provider Workforce	Evaluate existing medical provider workforce and resources related to mental health care. Determine future workforce needs and resources to meet demand.	Renown Medical Group CEO and leaders, UNR School of Medicine; President’s Council; Human Resources; Marketing
Stakeholder Engagement	Engage with community leaders, non-profit organizations, Federally Qualified Health Centers, and patient advocacy groups to gather input and identify collaborative opportunities to meet the need.	Renown Manager of Community Health; Director of Customer Engagement Center with key partners including community-based health and social service providers serving populations historically marginalized and underserved.

Needs Prioritization for Grant Funding	Prioritize identified needs based on severity, feasibility, and potential impact. Consider factors such as Community Benefit zip code areas of need, geographic barriers, transportation limitations, cultural competence, and affordability of services.	Renown Manager of Community Health; Director of Customer Engagement Center; President's Council
Grantmaking: Civic Engagement	Renown Health grants address unmet needs that impact health, social determinants, health equity and well-being through strategic coordination with local not-for-profit community organizations.	Renown Manager of Community Health; Director of Customer Engagement Center; President's Council
Service Expansion and Enhancement	In conjunction with the Renown Health Strategic Plan for 2025+, develop strategies to expand and enhance access to care services, such as: <ul style="list-style-type: none"> • Establishing satellite clinics in underserved areas • Establishing Renown Crisis Care Center, an assessment and triage center for mental health and substance abuse is needed in underserved community areas • Implementing telemedicine services and broadband service access for virtual consultations • Providing additional financial assistance programs for low-income patients • Partnering with transportation partners to offer free or discounted rides to medical appointments • Recruiting multilingual staff and providing expanded on-site interpretation services 	President's Council, Renown Manager of Community Health; Director of Customer Engagement Center
Education and Outreach	Develop educational programs to raise awareness about available services, eligibility criteria, and how to access them. Utilize various communications channels, including electronic outreach, community events, social media, local newspapers, and businesses.	Renown Manager of Community Health; Director of Customer Engagement Center; Marketing & Communications
Data Monitoring & Evaluation	Establish metrics to monitor the effectiveness of the implemented strategies, such as: <ul style="list-style-type: none"> • Number of patients served; Reduction in emergency room visits for non-emergency conditions. • Number of non-profit organizations partners. • Patient satisfaction with access to care services. • Changes in health outcomes and disparities over time. 	Renown Manager of Community Health; Director of Customer Engagement Center with community partners and grantees; Patient Experience Office; Population Health Committee
Continuous Improvement	Regularly review data and feedback to identify areas for improvement and adjust strategies accordingly. Maintain ongoing communication with stakeholders to ensure alignment with community needs, strategic plans, and priorities.	Renown Manager of Community Health; Director of Customer Engagement Center
Sustainability Planning	Develop long-terms sustainability plans to ensure the continued availability and effectiveness of access to care services. Explore funding opportunities, partnerships, grants, and public advocacy efforts to support ongoing initiatives.	Renown Manager of Community Health; Director of Customer Engagement Center; President's Council
Documentation and Reporting	Document implementation activities, grant solicitations and funding, outcomes, and lessons learned to inform future CHNA processes and meet reporting requirements for regulatory agencies, accreditation bodies, and community stakeholders.	Renown Manager of Community Health; Director of Customer Engagement Center; Marketing & Communications

Access to Health Care and Community Services Goal

- Increase access to health care and the capacity of health care partners to improve the health of individuals in our community – particularly in Washoe County’s Community Benefit Service Area – who have been historically underserved.

Impact

- Increase availability and access to primary care services
- Increase availability and access to health insurance enrollment

Community Health Indicators

- ✓ Children without Health Insurance
- ✓ Adults Unable to Afford to See a Doctor
- ✓ Physician Provider Rates

Health Focus Area #2	Access to Health Care	
	Programs and Strategies	Leaders; Partnerships and Collaborations
Identify Target Population	Conduct demographic analysis to identify communities with limited access to care, including underserved populations, low-income individuals, elderly, children, and those with chronic conditions.	Renown Community Health Manager; Director, Customer Engagement Center; Renown Population Health Committee; Enterprise Data Analytics department
Foster Multi-Stakeholder Collaboration	Leverage the knowledge of local medical professionals, public health experts and indigenous communities and leaders to accomplish objectives within a particular community or region. This requires identifying individuals who possess a comprehensive understanding of the culture, traditions, and norms of the area. By engaging with these experts this process will gain valuable insights enhancing future approaches and fostering strong relationships with the local community.	Renown Community Health Manager; Director, Customer Engagement Center; Renown Health and University of Nevada Reno School of Medicine, Nursing and School of Public Health departments, local medical professionals, public health experts and indigenous community leaders
Assessment of Current Services	Evaluate existing hospital services and resources related to access to care including emergency services, urgent care, outpatient clinics, telehealth options, transportation and food assistance, and language interpretation services.	Renown Community Health Manager; Director, Customer Engagement Center; Renown Population Health Committee and Renown Health and University of Nevada Reno School of Medicine departments
Strengthen Shared Data Collection & Monitoring	Maintain free access for community members to www.NevadaTomorrow.org Community Health data website as a single source of truth for timely information on CHNA health indicators. This approach will ensure the precise and timely monitoring of progress towards achieving goals within the CHNA.	Renown Community Health Manager; Director, Customer Engagement Center; Truckee Meadows Tomorrow
National, State Government Policy	Address the unique challenges of Washoe County and its residents by educating and integrating national and state government and legislative efforts.	Renown Chief Government Affairs Officer; Renown Health CEO; Nevada Hospital Association
General Access to Care and Community Services	Community resource referral platforms. Investigate (i.e. www.FindHelp.org) to help patients and Washoe County residents navigate to needed community services. Integrate services within the www.Renown.org public-facing website, providing information on how to connect to needed resources.	Renown Community Health Manager; Renown Population Health Committee; Supply Chain; Marketing & Communications

	<p>Online Scheduling System for Primary Care Patient Appointments. To improve accessibility and convenience, the appointment booking, and reminder process will allow all people access to the website and MyChart scheduling platform on a 24/7 basis, encouraging patients to select the most convenient appointment slot from available options that fit their schedules. Automatic reminders will be sent directly to email or mobile phone, allowing people to easily view and manage upcoming appointments and reschedule if necessary.</p>	<p>Renown Chief Marketing & Customer Officer; Renown Medical Group CEO; Renown Chief Information Officer; Director, Customer Engagement Center; Digital Patient Scheduling Team (multidisciplinary); Marketing & Communications, and vendor partner/s.</p>
	<p>Renown Health and University Health Primary, Urgent Care and Ambulatory Care Clinics In addition to acute, trauma and emergency hospital services, Renown Health provides primary and specialty care services to uninsured and underinsured residents of Washoe County and northern Nevada. The clinic services include screening, preventive health measures, management of diabetes and cardiovascular disease, as well as other specialty services available within the clinics. Medical residents and fellows are supervised by attending physicians who are members of Renown Medical Group. *=Community Benefit Area. Current care sites include:</p> <ul style="list-style-type: none"> • Renown Women’s Health Center, 975 Ryland St., Reno, NV 89502* • Renown Healthcare Center, 21 Locust St., Reno, NV 89502* • Renown Infusion Center, 1155 Mill St., Reno, NV 89502* • Renown Health Urgent Care, 975 Ryland St., Reno, NV 89502* • Renown Urgent Care- Los Altos, 202 Los Altos Pkwy., Sparks, NV 89436 • Renown Urgent Care- USA Parkway, 440 USA Pkwy, Sparks, NV 89434* • Renown Urgent Care- North Carson, 2814 N Carson St., Carson City, NV 89706 • Renown Urgent Care – Fernley, 1343 W Newlands Dr., Fernley, NV 89408 • Renown Urgent Care- Fallon, 560 E Williams Ave., Fallon, NV 89406 • University Health-UNR Moana Family Medicine, 745 W Moana Ln., Reno, NV 89509 • University Health-Internal Medicine-6130 Plumas St., Reno, NV 89509 • University Health-Psychiatry & Behavioral Health-5190 Neil Rd., Reno, NV 89502* • University Health-Sports Medicine, E. Stadium Way, Reno, NV 89557 • University Health-Speech Pathology & Audiology, University of Nevada, E. Stadium Way, Reno, NV 89557 	<p>Renown Medical Group leadership, University Health, and Renown internal departments, including imaging, pharmacy, and laboratory services.</p>
	<p>Renown Pharmacy Community Outreach. Beginning on 4/29/24 Renown Pharmacy- Pringle will expand hours to serve as the only 24/7 pharmacy in the area to serve all customers. The Renown Pharmacy located inside Renown Regional Medical Center will fill a gap left in the community after Walgreens on N. Virginia Street in Reno announced that they will no longer operate on a 24-hour, seven day a week schedule. Renown’s “all-hours, around the clock” pharmacy access will allow patients post-discharge from any area hospital the ability to fill their pharmaceutical prescriptions at any time, along with granting all community members the opportunity to pick up their prescriptions when it is most convenient for them.</p>	<p>Renown President’s Council and Pharmacy leadership, Marketing & Communications</p>

	<p>Healthy Nevada Project® Genetics Program. The Healthy Nevada Project study offers ancestry information and no-cost genetic screening for certain hereditary cancers and heart disease risks that are often missed in routine clinical care alone. This includes screening for the following genetic risks associated with:</p> <ul style="list-style-type: none"> • Familial Hypercholesterolemia (FH): Increased risk for early heart disease and high cholesterol • Breast & Ovarian Cancer Syndrome (BRCA 1&2 genes): Increased risk for Breast, Ovarian, Prostate, and Pancreatic cancers • Lynch Syndrome: Increased risk for colon and endometrial cancers 	Renown and UNR Med Healthy Nevada Project® team, Renown Health medical professionals, Marketing & Communications, local partners, and stakeholders
	<p>Financial Assistance and Health Insurance Enrollment. While more people have access to insurance coverage through the Affordable Care Act, many commercial insurance plans carry a high deductible or copay, causing financial hardship for patients. Based on the financial status at the time of service, the Renown Financial Assistance Specialists assist with determining eligibility for Government Assistance Programs. If denied for these programs, the Financial Assistance Specialists assist with eligibility determination for the Financial Assistance Program. Assistance is also available to enroll eligible people into health insurance programs.</p>	Chief Financial Officer; Financial Assistance Program Staff
	<p>Support Groups. Renown Health provides comprehensive support groups that focus on assisting people, their families, and caregivers.</p>	Renown Health clinical departments, faith groups and community-based organizations.
Assessment of Medical Provider Workforce	Evaluate existing medical provider workforce and resources related to access to care including primary care and specialists. Determine future workforce needs and resources to meet demand.	Renown Medical Group CEO and leaders, UNR School of Medicine; President’s Council; Human Resources; Marketing
Stakeholder Engagement	Engage with community leaders, non-profit organizations, Federally Qualified Health Centers, and patient advocacy groups to gather input and identify collaborative opportunities to meet the need.	Renown Manager of Community Health; Director of Customer Engagement Center with key partners including community-based health and social service providers serving populations historically marginalized and underserved
Needs Prioritization for Grant Funding	Prioritize identified needs based on severity, feasibility, and potential impact. Consider factors such as Community Benefit zip code areas of need, geographic barriers, transportation limitations, cultural competence, and affordability of services.	Renown Manager of Community Health; Director of Customer Engagement Center; President’s Council
Grantmaking: Civic Engagement	Renown Health grants address unmet needs that impact health, social determinants, health equity and well-being through strategic coordination with local not-for-profit community organizations.	Renown Manager of Community Health; Director of Customer Engagement Center; President’s Council
Service Expansion and Enhancement	<p>In conjunction with the Renown Health Strategic Plan for 2025+, develop strategies to expand and enhance access to care services, such as:</p> <ul style="list-style-type: none"> • Establishing satellite clinics in underserved areas • Implementing telemedicine services and broadband service access for virtual consultations • Providing additional financial assistance programs for low-income patients • Partnering with transportation partners to offer free or discounted rides to medical appointments • Recruiting multilingual staff and providing expanded on-site interpretation services 	President’s Council, Renown Manager of Community Health; Director of Customer Engagement Center

Education and Outreach	Develop educational programs to raise awareness about available services, eligibility criteria, and how to access them. Utilize various communications channels, including electronic outreach, community events, social media, local newspapers, and businesses.	Renown Manager of Community Health; Director of Customer Engagement Center; Marketing & Communications
Data Monitoring & Evaluation	Establish metrics to monitor the effectiveness of the implemented strategies, such as: <ul style="list-style-type: none"> • Number of patients served; Reduction in emergency room visits for non-emergency conditions. • Number of non-profit organizations partners. • Patient satisfaction with access to care services. • Changes in health outcomes and disparities over time. 	Renown Manager of Community Health; Director of Customer Engagement Center with community partners and grantees; Patient Experience Office
Continuous Improvement	Regularly review data and feedback to identify areas for improvement and adjust strategies accordingly. Maintain ongoing communication with stakeholders to ensure alignment with community needs, strategic plans, and priorities.	Renown Manager of Community Health; Director of Customer Engagement Center
Sustainability Planning	Develop long-term sustainability plans to ensure the continued availability and effectiveness of access to care services. Explore funding opportunities, partnerships, grants, and public advocacy efforts to support ongoing initiatives.	Renown Manager of Community Health; Director of Customer Engagement Center, President's Council
Documentation and Reporting	Document implementation activities, grant solicitations and funding, outcomes, and lessons learned to inform future CHNA processes and meet reporting requirements for regulatory agencies, accreditation bodies, and community stakeholders.	Renown Manager of Community Health; Director of Customer Engagement Center

Maternal & Child Health Goal

- Reduce maternal and child health mortality rates and improve the capacity of health care partners to improve overall maternal and child health outcomes in our community – particularly in Washoe County's Community Benefit Service Area – who have been historically underserved.

Impact

- Increase availability and access to services
- Increase availability and access to health insurance enrollment

Community Health Indicators

- ✓ Percent of Women Receiving Prenatal Care in the First Trimester
- ✓ Infant Mortality Rate
- ✓ Low Birth Weight Babies
- ✓ Percent of Babies Born Preterm

Health Focus Area #3	Maternal & Child Health	
	Programs and Strategies	Leaders; Partnerships and Collaborations
Identify Target Population	Conduct demographic analysis to identify communities with limited access to care, including underserved populations, low-income individuals, elderly, children, and those with chronic conditions.	Renown Community Health Manager; Director, Customer Engagement Center; Renown Population Health Committee; Enterprise Data Analytics department
Foster Multi-Stakeholder Collaboration	Leverage the knowledge of local medical professionals, public health experts and indigenous communities and leaders to accomplish objectives within a particular community or region. This requires identifying individuals who possess a comprehensive understanding of the culture, traditions, and norms of the area. By engaging with these experts this process will gain valuable insights enhancing future approaches and fostering strong relationships with the local community.	Renown Community Health Manager; Director, Customer Engagement Center; Renown Health and University of Nevada Reno School of Medicine, Nursing and School of Public Health departments, local medical professionals, public health experts and indigenous community leaders
Assessment of Current Services	Evaluate existing hospital services and resources related to maternal and child health including emergency services, urgent care, outpatient clinics, telehealth options, transportation and food assistance, and language interpretation services.	Renown Community Health Manager; Director, Customer Engagement Center; Renown Population Health Committee and Renown Health and University of Nevada Reno School of Medicine departments
Strengthen Shared Data Collection & Monitoring	Maintain free access for community members to www.NevadaTomorrow.org Community Health data website as a single source of truth for timely information on CHNA health indicators. This approach will ensure the precise and timely monitoring of progress towards achieving goals within the CHNA.	Renown Community Health Manager; Director, Customer Engagement Center; Truckee Meadows Tomorrow
National, State Government Policy	Address the unique challenges of Washoe County and its residents by educating and integrating national and state government and legislative efforts.	Renown Chief Government Affairs Officer; Renown Health CEO; Nevada Hospital Association
General Access to Care and Community Services	Community resource referral platforms. Investigate (i.e. www.FindHelp.org) to help patients and Washoe County residents navigate to needed community services. Integrate services within the www.Renown.org public-facing website, providing information on how to connect to needed resources.	Renown Community Health Manager; Renown Population Health Committee; Supply Chain; Marketing & Communications
	<p>Renown Health and University Health Primary, Urgent Care and Ambulatory Care Clinics</p> <p>In addition to acute, trauma and emergency hospital services, Renown Health provides maternal and child services to uninsured and underinsured residents of Washoe County and northern Nevada. The clinic services include screening, preventive health measures, management of diabetes and cardiovascular disease, as well as other specialty services available within the clinics. Medical residents and fellows are supervised by attending physicians who are members of Renown Medical Group. *=Community Benefit Area. Current care sites include:</p> <ul style="list-style-type: none"> • Renown Women’s Health Center, 975 Ryland St., Reno, NV 89502* • Renown Healthcare Center, 21 Locust St., Reno, NV 89502* • Renown Infusion Center, 1155 Mill St., Reno, NV 89502* • Renown Health Urgent Care (with pediatrics), 975 Ryland St., Reno, NV 89502* • University Health-Psychiatry & Behavioral Health-5190 Neil Rd., Reno, NV 89502* 	Renown Medical Group leadership, University Health, and Renown internal departments, including imaging, pharmacy, and laboratory services.

	<ul style="list-style-type: none"> University Health-Speech Pathology & Audiology, University of Nevada, E. Stadium Way, Reno, NV 89557 	
	<p>Financial Assistance and Health Insurance Enrollment. While more people have access to insurance coverage through the Affordable Care Act, many commercial insurance plans carry a high deductible or copay, causing financial hardship for patients. Based on the financial status at the time of service, Renown Financial Assistance Specialists assist with determining eligibility for Government Assistance Programs. If denied for these programs, Financial Assistance Specialists assist with eligibility determination for the Financial Assistance Program. Assistance is also available to enroll eligible people into health insurance programs.</p>	Chief Financial Officer; Financial Assistance Program Staff
	<p>Support Groups. Renown Health provides comprehensive support groups that focus on assisting mothers, children, their families, and caregivers.</p>	Renown Health clinical departments, faith groups and community-based organizations.
Assessment of Medical Provider Workforce	Evaluate existing medical provider workforce and resources related to maternal and child health. Determine future workforce needs and resources to meet demand.	Renown Medical Group CEO and leaders, UNR School of Medicine; President’s Council; Human Resources; Marketing
Stakeholder Engagement	Engage with community leaders, non-profit organizations, Federally Qualified Health Centers, and patient advocacy groups to gather input and identify collaborative opportunities to meet the need.	Renown Manager of Community Health; Director of Customer Engagement Center with key partners including community-based health and social service providers serving populations historically marginalized and underserved
Needs Prioritization for Grant Funding	Prioritize identified needs based on severity, feasibility, and potential impact. Consider factors such as Community Benefit zip code areas of need, geographic barriers, transportation limitations, cultural competence, and affordability of services.	Renown Manager of Community Health; Director of Customer Engagement Center; President’s Council
Grantmaking: Civic Engagement	Renown Health grants address unmet needs that impact health, social determinants, health equity and well-being through strategic coordination with local not-for-profit community organizations.	Renown Manager of Community Health; Director of Customer Engagement Center; President’s Council
Service Expansion and Enhancement	<p>In conjunction with the Renown Health Strategic Plan for 2025+, develop strategies to expand and enhance maternal and child health, such as:</p> <ul style="list-style-type: none"> Establishing satellite clinics in underserved areas Implementing telemedicine services and broadband service access for virtual consultations Providing additional financial assistance programs for low-income patients Partnering with transportation partners to offer free or discounted rides to medical appointments Recruiting multilingual staff and providing expanded on-site interpretation services 	President’s Council, Renown Manager of Community Health; Director of Customer Engagement Center
Education and Outreach	Develop educational programs to raise awareness about available services, eligibility criteria, and how to access them. Utilize various communications channels, including electronic outreach, community events, social media, local newspapers, and businesses.	Renown Manager of Community Health; Director of Customer Engagement Center; Marketing & Communications
Data Monitoring & Evaluation	<p>Establish metrics to monitor the effectiveness of the implemented strategies, such as:</p> <ul style="list-style-type: none"> Number of patients served; Reduction in emergency room visits for non-emergency conditions. Number of non-profit organizations partners. Patient satisfaction with access to care services 	Renown Manager of Community Health; Director of Customer Engagement Center with community partners and grantees; Patient Experience Office

	<ul style="list-style-type: none"> • Changes in health outcomes and disparities over time. 	
Continuous Improvement	Review data and feedback to identify areas for improvement and adjust strategies accordingly. Maintain ongoing communication with stakeholders to ensure alignment with community needs, strategic plans, and priorities.	Renown Manager of Community Health; Director of Customer Engagement Center
Sustainability Planning	Develop long-term sustainability plans to ensure the continued availability and effectiveness of access to care services. Explore funding opportunities, partnerships, grants, and public advocacy efforts to support ongoing initiatives.	Renown Manager of Community Health; Director of Customer Engagement Center
Documentation and Reporting	Document implementation activities, grant solicitations and funding, outcomes, and lessons learned to inform future CHNA processes and meet reporting requirements for regulatory agencies, accreditation bodies, and community stakeholders.	Renown Manager of Community Health; Director of Customer Engagement Center

Health Equity Lens

CMS has released an updated framework, with the objective of improving health outcomes and expanding coverage for the millions of individuals currently supported by CMS programs across the nation. The framework prioritizes health equity, evaluates infrastructure, creates synergies in health care systems, and overcomes barriers to CMS-supported services, benefits, and coverage. The CMS Framework for Health Equity forms the cornerstone of CMS's efforts to promote health equity, increase coverage, and enhance health outcomes. As an essential provider for northern Nevada, Renown Health utilized this framework during its CHNA process, providing additional guidance while supporting inclusion, innovative community input, and equitable access throughout the CHNA process. By incorporating an equity lens into the CHNA process, Renown Health identified significant disparities in health outcomes across various demographics. The analysis highlighted inequities based on race/ethnicity, age, and location. Notably, the Black/African American and Hispanic/Latino populations face significant challenges. The health issues of teenagers and adolescents are prominent, and specific geographic regions exhibit higher levels of socioeconomic need, leading to potential health disparities. This equity-based understanding has enabled us to develop strategies and interventions aimed at addressing these disparities and fostering a more inclusive and equitable healthcare system for the community.

Evaluation of Impact

The three health focus areas identified above were determined through data collection, analysis and a prioritization process that incorporated community input. Due to the quantity and scope of the community's health needs identified, it is necessary to identify focus areas and to ensure the community benefit initiatives are effective in improving the health of populations that are underserved and historically marginalized. In support of our mission to improve the health of the community, Renown Health has committed to ongoing program evaluation to ensure maximum impact of our community benefit strategies. Renown Health will incorporate evaluation results into program strategy, planning and implementation.

Health Needs the Hospital Will Not Address

There were significant health needs identified in the CHNA that did not meet the criteria for developing and implementing a health focus area and, as a result, are not addressed in this Implementation Strategy & Plan. This is not intended to minimize the importance of those health needs; it is a reality of having a strategic focus on effectiveness to improve community health, utilizing the relevant expertise, and allocating resources of Renown Health in a thoughtful manner with our charitable mission as a hospital and a not-for-profit healthcare organization. The health needs identified in the CHNA that are not included in the health focus areas for this Implementation Strategy are; Preventable Health Behaviors; Substance Use; Violence Prevention & Safety; Social Determinants of Health; Environmental Health. Other facilities and organizations in Washoe County are helping to address these needs. Additionally, the hospital does not intend to directly emphasize COVID-19 interventions in the Implementation Strategy & Plan but will continue to deliver acute medical care to address COVID-19. Renown Health will continue to look for opportunities to address community needs where we can make a meaningful contribution.

Report Adoption, Availability and Comments

This Implementation Strategy & Plan was adopted by the Renown Health Board of Directors on April 9, 2024. Date of adoption was before the 15th day of the fifth month after the end of the taxable year in which the hospital (Renown Regional Medical Center) finished conducting the Community Health Needs Assessment (Dec. 31, 2023), meeting IRS Section 501 [®](3). The report is widely available to the public on the hospital's web site and can be accessed at <https://www.renown.org/About/Community-Commitment/Community-Health-Needs-Assessment>. To send comments or questions about this report, please send your feedback to: news@renown.org.

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