



Community Health Needs Assessment

IMPLEMENTATION PLAN EXECUTIVE SUMMARY FY26–FY28



Main Line Health’s implementation plan outlines key community health need goal areas the System is prioritizing to address through community and organizational strategies over the next three-year cycle (July 2025–June 2028).

Priority Areas

 STRENGTHEN COMMUNITY TRUST	 BRING CARE TO THE COMMUNITY	 PREVENT AND MANAGE CHRONIC DISEASES
• Trusted venue networks across communities • Improved provider and staff communications with patients	• Community collaborations to provide care • Healthcare navigation community education • System strategies to improve ease of access to care	• Chronic disease management and prevention community education

Priority Area Details



STRENGTHEN COMMUNITY TRUST

GOAL:

Strengthen trust and improve communication between healthcare providers and staff and community members.

STRATEGIES:

- Accelerate work with community collaborations and coalitions
- Educate staff to improve communication with patients and community

DESCRIPTION:

Nationwide, trust in healthcare is declining. In our region, it's the top community health concern. Closures of health systems, physician turnover and limited access to care have all contributed to this erosion of trust. We are committed to strengthening trust by expanding our community partnerships — building networks with trusted organizations like faith-based groups, schools, senior centers, and other local settings to share health information and resources. We also see an opportunity to deepen trust through stronger patient-staff relationships. By enhancing how our staff communicates, we will ensure patients feel seen, heard and supported in meeting their healthcare needs.

Priority Area Details



ACCESS TO PRIMARY AND SPECIALTY CARE

GOAL:	Improve equitable access to timely primary and specialty care services.
STRATEGIES:	• Explore partnership models to bring care to communities • Educate the community on how to navigate the healthcare system and resources • Improve system access for patients and community to find and schedule the care they need
DESCRIPTION:	Access to care remains challenging due to health system closures in the region, limited availability of primary and specialty care services, and barriers like lack of insurance, transportation, and language support. While telehealth and virtual care options have expanded, many platforms are difficult to navigate and overwhelming for patients. By partnering with other health organizations and meeting people where they are, we can bring care, resources, and education directly into communities. Internally, we are continuing to pursue growth opportunities in our ambulatory network to open access, and improve how patients and community members find the right care, connect with providers and schedule appointments easily.

Priority Area Details

 PREVENT AND MANAGE CHRONIC DISEASES	
GOAL:	Reduce the burden of chronic diseases in the community.
STRATEGIES:	Educate the community on disease prevention and management resources.
DESCRIPTION:	Limited access to local resources and education on chronic conditions — like heart disease, diabetes, and high blood pressure — is a top health concern in our region. To address this, our Community Health and Outreach, Community Health Worker, Social Work and clinical teams will collaborate with local organizations to deliver practical education on prevention and management strategies, as well as connect with our specialty care programs that address chronic disease. We will tailor topics to match the most common health issues in each community, and may include guidance on accessing healthy food, disease screenings and other preventive services.