

Executive Summary

Understanding and Responding to Community Needs

Asante Rogue Regional Medical Center is a 378-bed hospital serving Jackson and Josephine counties in Southern Oregon. The hospital conducted a Community Health Needs Assessment (CHNA) in partnership with other regional health care providers to identify and prioritize the most pressing health needs in the community.

Where We Began: Gathering Community Health Data and Community Input

The assessment used both quantitative public health data and qualitative community input from over 350 survey respondents and 56 key informant interviews. Key findings included needs for more primary care and specialty providers, behavioral and mental health services, and attention to chronic conditions. Notable barriers included cost, limited clinic hours, transportation challenges, and long wait times.

Identifying Top Health Priorities for Our Shared Community

Asante Rogue Regional Medical Center identified three priority areas for the 2025-2028 cycle:

Priority 1: Access to Care - Focus on availability of primary and specialty care providers through telehealth, inclusivity of marginalized populations, reduced barriers to care, improved care coordination, and enhanced access for people without means to pay.

Priority 2: Chronic Conditions - Focus on prevention and treatment of diabetes, hypertension, high cholesterol, asthma, cancer and other chronic conditions.

Priority 3: Mental Health - Focus on prevention, education and treatment for depression, anxiety and PTSD, increased crisis care availability, stigma mitigation, improved access for youth and elders, and enhanced community partnerships.

Measuring Our Success: Results from the 2022 CHNA and 2023 CHIP

During the previous cycle, Asante made significant investments including a new patient pavilion that expanded surgical capabilities, intensive care capacity, and introduced The Olsrud Family Women's and Children's Hospital. The hospital also increased primary and specialty care providers, expanded cancer care services, and enhanced mental health support through behavioral health programs and care navigation services.

Biggest Gaps in Service and Barriers to Care

Provider Availability

The community identified significant needs for more primary care providers and specialists, bilingual and bicultural providers, and better care coordination across the region. Staffing and retention concerns have resulted in lengthened wait times for appointments.

Cost and Access Barriers

Key barriers include cost of services, service restrictions, limited clinic hours, and proximity to care facilities. There are particular access challenges for vulnerable populations including rural residents, elders, individuals with disabilities, and people experiencing homelessness.

Transportation

Transportation was highlighted as a major barrier, especially for elders, rural residents, individuals with disabilities, and unhoused community members.

Mental Health and Behavioral Health Services

There is limited availability of mental health resources in the region, with long wait times, limited provider selection, and concerns about cultural competence. Community members expressed dissatisfaction with telehealth solutions and preference for in-person care. Over half of survey respondents reported at least one mental health condition.

Health Disparities

The report noted health disparities for vulnerable and minority community members, with emphasis on the need for more culturally competent care and services that address the specific needs of marginalized populations.

Emergency Department Wait Times

Community members reported excessive wait times in the emergency department, with some waits exceeding 8 hours.

The Unique Needs of the Community

High Prevalence of Chronic Conditions

Only 9% of survey respondents had never been diagnosed with a chronic illness. Jackson and Josephine Counties have higher recorded prevalence of heart disease, cancer, COPD, asthma, diabetes, and mental health concerns compared to broader benchmarks. The top conditions requiring specialty care are high blood pressure, high cholesterol, and diabetes.

Mental Health Crisis

52% of survey respondents reported at least one mental health condition (anxiety, depression, PTSD), with an additional 4% disclosing substance use concerns. Among parents, 26% disclosed mental health diagnoses for children under 18. The community expressed concern about mental health impacts from economic instability, chronic illness, disability, and housing issues.

Pediatric Health Challenges

Only 43% of parents stated their children had never been diagnosed with a health condition. The top concerns were behavioral and mental health conditions (anxiety, depression, PTSD, ADHD, autism), with over 10% reporting developmental delays or learning disabilities. Asthma was the most common physical ailment, affecting 16% of children.

Rural and Geographic Challenges

The hospital serves a large geographic area including Jackson and Josephine counties as primary service area, plus secondary service areas in Southern Oregon and Northern California. This creates unique challenges for proximity to care and transportation access.

Cultural and Linguistic Diversity

The community identified specific needs for bilingual and bicultural providers to serve Hispanic/Latino/a/x populations and other diverse community members, indicating gaps in culturally competent care.

Housing Instability and Homelessness

While not a direct health care need, homelessness and housing instability were identified as significant community concerns affecting health outcomes and access to care.

Strengths of the Community

New Infrastructure and Expanded Services

Asante Rogue Regional's new patient pavilion immediately enhanced access to surgical, cardiovascular, and intensive care services. The expansion includes The Olsrud Family Women's and Children's Hospital, bringing advanced care for pregnant and parenting families closer to home and greatly expanding pediatric care options in the region.

Increased Provider Capacity

Asante successfully increased the number of employed primary and specialty care providers and aided community-based Asante Health Network providers with recruitment and retention efforts.

The health system also supported certification and licensure of emerging health care professionals through supervised clinical experiences.

Specialized Cancer Care

The hospital centralized and expanded locally available specialized cancer care through its Heiman Cancer Center, providing comprehensive oncology services to the region.

Behavioral Health Services

Asante Rogue Regional has an established behavioral health unit that provides mental health care, along with care navigation teams that address social determinants of health and coordinate with outside agencies.

Mobile Health Services

The lab outreach department's mobile phlebotomy services ensure that patients in skilled nursing facilities and residential treatment programs receive essential services without having to leave their facilities.

Community Partnerships

The collaborative CHNA process involved partnerships with other hospitals, Jackson and Josephine County Public Health, and AllCare Health, demonstrating strong inter-organizational cooperation to address community health needs.

Palliative and Bereavement Support

The hospital offers palliative and complementary care for terminal patients, plus community-wide bereavement support services for anyone navigating the loss of a loved one, regardless of their affiliation to Asante.

Priorities and Goals

Priority 1: Access to Care

The hospital is focusing on availability of primary and specialty care providers through alternate access such as telehealth, intentional inclusivity of marginalized populations, reduced barriers to care, improved care coordination, and enhanced access for people without the means to pay for care.

Priority 2: Chronic Conditions

The hospital is focusing on prevention and treatment of diabetes, hypertension, high cholesterol, asthma, cancer, and other chronic conditions.

Priority 3: Mental Health

The hospital is focusing on prevention, education, and treatment for depression, anxiety, and PTSD; increased availability of crisis care; stigma mitigation through community health education; improved access for youth and elders; and enhanced relationships with community partners to improve access to mental health care across community sectors.

Recent Actions Taken (2022-2025)

The hospital made major infrastructure investments including the new patient pavilion that increased surgical capabilities in trauma, cardiovascular, neurological, orthopedics, and urology. The expansion also increased capacity in intensive care and introduced The Olsrud Family Women's and Children's Hospital. Asante expanded the Heiman Cancer Center for specialized cancer care, implemented mobile phlebotomy services for facility-bound patients, partnered with Oregon Health and Sciences University on an opioid treatment study, and enhanced care navigation services to address social determinants of health.

Ongoing Commitment

The hospital will develop a Community Health Improvement Plan (CHIP) that considers the prioritized health needs identified through the CHNA and develops strategies to address needs considering resources, community partnerships, capacity, and core competencies.