

Community Health Needs Assessment (CHNA)

Implementation Strategy

NCH Healthcare System

350 Seventh Street North

Naples, Florida 34102

September 24, 2025

Contact Person: Mara Hammond, Chief Impact Officer

Date of Written Plan: September 9, 2025

Date Written Plan Was Adopted by Organization's Authorized Governing Body:

- Board of Trustees of the NCH Healthcare System on September 24, 2025

Date Written Plan Was Required To Be Adopted: September 30, 2025

Authorized Governing Body that Adopted the Written Plan: Board of Trustees of the NCH Healthcare System

Was Written Plan Adopted by Authorizing Governing Body by End of Tax Year in Which CHNA was Made Available to the Public? Yes

Date Facility's Prior Written Plan Was Adopted: September 30, 2022

Name and EIN of Hospital Organization Operating Hospital Facility:

- NCH Healthcare System EIN number is 59-0694358
- Marco Island Hospital, Inc. EIN number is 59-2315435

Address of Hospital Organization: 350 Seventh Street North, Naples, Florida 34102

I. Purpose of Implementation Strategy

This Implementation Strategy has been prepared in order to comply with the federal tax law requirements set forth in Internal Revenue Code section 501[®] requiring hospital facilities owned and operated by an organization described in Code section 501(c)(3) to conduct a community health needs assessment at least once every three years, and adopt an implementation strategy to meet the community health needs identified through the community health needs assessment (Section 501(r)(3). This Implementation Strategy is intended to satisfy each of the applicable requirements set forth in proposed regulations.

II. Joint Implementation Strategy

As part of an integrated healthcare system, the CHNA for Naples Community Hospital and Marco Island Hospital was prepared jointly. As noted previously, NCH also collaborated with the Florida Department of Health in Collier County (DOH-Collier), the Healthcare Network (HN), and the Health Planning Council of Southwest Florida, Inc. (HPC) to complete the CHNA.

III. List of Community Health Needs Identified in Written Report

The list of community health needs identified in the report (for both Collier County and Lee County) are primarily access related and include access to affordable healthcare services (including the need for more doctors and scheduling barriers), access to transportation to health facilities, and limited access to healthcare services due to financial constraints. Both counties also cite the topics of chronic disease, and the health of older adults as needed focus areas.

IV. Health Needs Planned to be Addressed by the Facility

Select members of the NCH Executive Team and staff attended monthly meetings with the Florida Department of Health in Collier County (DOH-Collier), the Healthcare Network (HN), and the Health Planning Council of Southwest Florida, Inc. (HPC), during the development of the CHNA and the results of these meetings were reviewed with the NCH Executive Team. Upon completion of the (CHNA), the Executive Team met to prioritize community healthcare needs that are (1) consistent with NCH's mission, (2) align with NCH's Vision 2030 strategy, and (3) that NCH is in a favorable position to address and make a significant impact on the health of Collier County and Lee County.

The three key areas of focus include access to care, chronic disease, and health of older adults. The implementation plan was developed by the NCH Executive Team and reviewed and approved by the NCH Board of Trustees. Many parts of the implementation plan are also incorporated into the NCH Vision 2030 strategic plan. The Implementation Plan is outlined on the following page.

Attachment A: 2025 Implementation Plan

Community Benefit Category	Name of Program	Description of Program	Method of Evaluation
Access to Care	Expand Access Center	Expand access center to include more clinics, hospital discharge follow up calls, and centralized authorization and referrals hub to drive quicker access.	Call Volumes and Response Times
	Expand access to healthcare in Collier County	<ul style="list-style-type: none"> Continue to expand services in Ave Maria including clinic offerings and planning for a free-standing ED. Complete assessment for the development of a Randall curve service location. Open new urgent care and expand outpatient care on Marco Island. 	Service Volumes
	Work with providers and leverage Epic tools to increase access	<ul style="list-style-type: none"> Work with providers to create additional availability by optimizing their schedules. Continue to use the full Epic suite to increase access, including both direct and open scheduling capabilities in MyChart. 	Service Volumes
	Payor Relationships	Work with payors to assess the expansion of healthcare services at NCH locations to increase access.	Service Volumes
Chronic Disease	Open new cardiovascular and stroke center	Expand cardiology services via the new Schulze Center in downtown Naples and add EP/cath labs in North Naples.	Service Volumes
	Explore standardization of nurse navigation program	Assess standardization of nurse navigator programs to improve chronic disease outcomes including readmission rates.	Quality Metrics
	Start comprehensive oncology program	Expand existing oncology services to include gynecological, medical, and radiation oncology clinics.	Service Volumes
Health of Older Adults	Maintain geriatric emergency department accreditation (GEDA)	Elevate ED geriatric certification from bronze to silver.	Maintain or improve accreditation
	CMS – Age Friendly Care	Align interventions with CMS: Age Friendly Care requirements.	Program Revisions
	Expand Orthopedics across the region	Expand existing orthopedic services, including OrthoNow capabilities across the Collier and Lee County region.	Service Volumes