



*Photo Credit: Peterson Regional Medical Center*

# 2025-2028

## Community Health Improvement Plan

Kerr County, TX

Peterson Regional Medical Center



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## Perspective / Overview

### About Peterson Health and Peterson Regional Medical Center

Peterson Health is an independent, nonprofit healthcare organization comprised of 18 rooftops serving Kerrville and nine surrounding counties in the Texas Hill Country. Our daily operations, personal interactions, and strategic initiatives are driven by our Mission, Vision, and Values with the core competency of elevating health.

Our Mission

Exceptional, Compassionate, Patient-Centered Care

Our Vision

World-Class Care –

Today, Tomorrow, Always

Our Values

Caring, Accountability, Learning, Leadership, Integrity, Nurturing, Going the Extra Mile

Peterson Health is more than just a hospital. We are an independent, nonprofit healthcare organization with 18 rooftops spanning nine counties. We offer extensive health care through a robust network of providers, state-of-the-art facilities, and a growing regional footprint.

Supported by more than 100 volunteers and the strong belief and commitment of our hospital and foundation boards, Peterson Health continues to grow, thrive, and advance.

As we continually work to improve the health and wellness of our regional residents, Peterson Health is always searching for more ways to take the health of our community to new heights. Offering big-city services in a small-town setting, Peterson takes great pride in providing the most comprehensive services in the region and featuring the highest level of technology and resources to ensure our residents can keep their health care close to home.

About Peterson Health

What started as a single hospital in 1949 has expanded to 18 rooftops spanning four counties, each united with a singular purpose to elevate the health of our community. Peterson Regional Medical Center, our flagship hospital, is a 124-bed, nonprofit hospital located in Kerrville. This hub of our health network began a legacy of exceptional, compassionate, patient-centered care – forming the foundation of Peterson's vision to offer world-class care, today, tomorrow, and always.

The Peterson Health Team

As the largest employer in Kerr County, we are home to more than 1,300 full-time employees and 300+ medical professionals. We are thankful for the dedication of individuals who see healthcare as their calling. Their efforts have not gone unnoticed both here at home and on a national scale. Named Best Places to Work by Modern Healthcare four years in a row is a testament to the environment we've created for our team.

Dedicated to Patient Experience and Quality

Elevating Health is our commitment, and that dedication has earned many regional and national awards, including the highest distinction as a Top Rural Hospital in 2023 by The Leapfrog Group, and the Chartis Top 100 Rural and Community Hospitals list in 2025. These honors elevated Peterson Health's status in the healthcare arena on a national scale, serving as a benchmark for other rural hospitals as they strive to navigate the future of healthcare.

Although proud of numerous awards and accolades, we never lose focus on the real mission to provide the best patient experience and quality outcomes across all services.

#### Our Services and Locations

The Peterson Health Campus in Kerrville is home to Peterson Regional Medical Center, Amanda and J. David Williams Surgery Center, Pevehouse Ambulatory Care Center, Cailloux Professional Building, and Peterson Hospice and Home Care.

Our main hospital, Peterson Regional Medical Center, offers 26 key service lines, including the Emergency Department, Acute Rehabilitation Unit, The Baby Place (Texas Ten Step designated maternity unit), Women's Services, Intensive Care Unit, Heart and Vascular Clinic, seven surgical suites, and an award-winning joint replacement program, "Back to Life."

In June of 2024, we opened the doors to the new Amanda and J. David Williams Surgery Center. This state-of-the-art facility boasts four operating rooms, four endoscopy suites, and a procedure room, doubling previous capacity for outpatient surgery procedures. The Pevehouse Ambulatory Care Center offers outpatient radiology, imaging, labs, outpatient rehabilitation, and an advanced Wound Healing Center featuring two hyperbaric oxygen chambers.

Peterson's roster of facilities includes Peterson Hospice and Home Care, Peterson Medical Associates, Peterson Women's Associates, Peterson Health Medical Plaza, Peterson Community Care, and Peterson Urgent Care.

Our footprint continues to expand in neighboring counties to include primary care clinics in Bandera, Comfort, and Fredericksburg, as well as an outpatient rehabilitation clinic in Comfort. We have no intention of stopping there and will continue to discover new opportunities to provide world-class care to the Texas Hill Country at large.

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## Overview

The Community Health Needs Assessment (CHNA) defines priorities for health improvement, creates a collaborative community environment to engage stakeholders, and an open and transparent process to listen and truly understand the health needs of the community served by General Hospital (My County, State). This document is the General Hospital (GH) Implementation Plan outlining how the hospital plans on addressing significant health needs in the community.

The CHNA is contained in a separate document.

Peterson Health's Board of Directors approved and adopted this Implementation Strategy on November 21, 2025

Starting on December 1, 2025, this report is made widely available to the community via Peterson Health's website, [www.petersonhealth.com](http://www.petersonhealth.com), and paper copies are available free of charge at Peterson Regional Medical Center.

## Community Health Improvement/ Implementation Plan 2025-2028

To successfully make our community healthier, it is necessary to have a collaborative venture which brings together all of the care providers, citizens, government, schools, churches, not-for-profit

organizations and business and industry around an effective plan of action. The community health needs assessment was completed previously and posted on Peterson Health's website.

## Significant Health Priorities

Based on the previous CHNA priorities, Health Department priorities, secondary data, and focus groups, the summit participants prioritized the following significant health needs to be the focus of the work of community over the next three years.

- Mental health services
- Living wages and cost of living
- Attainable housing
- Knowledge of and awareness of resources
- Substance use disorder
- Lack of activities for kids/youth
- Access to care
- Childcare
- Issues of aging
- Access to insurance

Based on the results of the CHNA, Peterson Health has selected six of the identified significant health needs to address.

1. Mental health services
2. Knowledge and awareness of resources
3. Substance use disorder
4. Access to Care
5. Issues of aging
6. Access to insurance

Due to resource limitations and lack of expertise in these areas, Peterson Health does not intend to address the following significant health needs:

1. Living wages and cost of living
2. Attainable housing
3. Lack of activities for kids/youth
4. Childcare

Peterson Health plans to meet the significant health needs by:

1. The actions the hospital facility intended to take to address the significant health need
2. The anticipated impact of these actions
3. The programs and resources the hospital plans to commit to address the health need
4. Any planned collaboration between the hospital facility and other facilities or organizations

## Significant Health Priorities with Action Plans

### 1. Mental health services

Actions	Anticipated Impact	Programs and resources	Collaborations
Expand Telehealth Access	Assists primary care physicians with expedited patient access to mental health support	Peterson Medical Associates, other local physicians, Legion Health	Peterson Health, Peterson Medical Associates, MHDD
Work with local non-profits and MHDD to educate the community on access points	Greater understanding of community-based resources	Local area non-profits in the mental health space	Peterson Health, Local non-profits
Conduct Support Groups	Assist recovering patients and family across a variety of conditions with coping mechanisms for recovery	Peterson Health will conduct monthly support groups across many areas of need.	Peterson Health subject matter experts, community groups

### 2. Knowledge and awareness of resources

Actions	Anticipated Impact	Programs and resources	Collaborations
Consolidate and update existing resource lists	Allows for more accurate accounting of local healthcare resources	Peterson Health website, Kerr Together website, City/County website, patient navigators	Local Government, Kerr Together, Chamber of Commerce, all local service organizations
Improve Public education	Broader awareness of resources	Monthly education series, social media, websites, local media outlets	Community Centers, churches, radio, civic groups, media



### 3. Substance use disorder

Actions	Anticipated Impact	Programs and resources	Collaborations
Identify existing resources	Better awareness for physicians, providers, and caregivers of available resources	Non-profits, Alcoholics Anonymous, Support groups	Local government, law enforcement agencies, recovery groups, faith communities
Create educational material	Better awareness of impact of substance use/abuse and how to access care	Peterson Health, D.A.R.E. Drug/Alcohol rehab facilities	Local government, law enforcement, MHDD, Treatment Centers

### 4. Access to care

Actions	Anticipated Impact	Programs and resources	Collaborations
Expand Physician Recruitment	Improved access to care	Peterson Health, Peterson Medical Associates	Recruiters, Medical Schools
Partner with Health Systems and Medical Groups	Improved access to medical specialties not provided locally	Peterson Health	San Antonio area health systems and medical groups
Explore additional telemedicine opportunities	Improved access to care	Peterson Health	Third party providers

### 5. Issues of aging

Actions	Anticipated Impact	Programs and resources	Collaborations
Conduct Community Education and Health Fairs	Broader awareness and education for seniors and people with chronic disease	Peterson Home Care and Hospice, Peterson Case Management, patient navigators	Dietert Center, Center for Fitness
Improve Transportation	Improved transportation for home-bound seniors	Peterson Health, Kerr Konnect, Alamo Regional Transit	Local government, non-profits, Community volunteers

## 6. Access to insurance

Actions	Anticipated Impact	Programs and resources	Collaborations
Partner with local insurance agents	Improved understanding of available options	Annual education series, websites	Chamber of Commerce, Local insurance agents.
Educate on Charity Care	Allows for access and treatment of uninsured/under-insured populations	Peterson Community Care Clinic, Peterson Health charity care program	Peterson Health
Explore grant opportunities	Increased funding for uninsured/under-insured care.	Needs to be developed	Philanthropists, State and local government



## Community Health Improvement Plan for Kerr County

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