

2025 -  
2027

# COMMUNITY HEALTH IMPROVEMENT PLAN



## Providence Seward Medical Center

Seward, Alaska

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# EXECUTIVE SUMMARY

Providence continues its Mission of service in Seward, Alaska, through Providence Seward Medical Center. The following Community Health Improvement Plan (CHIP) outlines our strategic response to addressing the prioritized needs from the 2024 Community Health Needs Assessment (CHNA).

Providence Seward Medical Center is a critical-access hospital located in Seward, Alaska. The hospital's service area includes not only the City of Seward (population about 2,700), but also the communities of Bear Creek (population about 2,100) and Moose Pass (population about 220).

Providence Seward Medical Center dedicates resources to improve the health and quality of life for the communities it serves, with special emphasis on the needs of people experiencing social inequities and health disparities. The Community Health Needs Assessment (CHNA) is an opportunity for Providence Seward Medical Center to engage the community every three years with the goal of better understanding community strengths and needs. The results of the CHNA are used to guide and inform efforts to better address the needs of the community. Through a mixed-methods approach, using quantitative and qualitative data, the CHNA process relied on several sources of information: state and national public health data, qualitative data from interviews with key informants and listening sessions with community members, primary data from a community survey, and hospital utilization data.

## Providence Seward Medical Center Community Health Improvement Plan Priorities

As a result of the findings of our [2024 CHNA](#) and through a prioritization process aligned with our Mission, resources, and hospital strategic plan, Providence Seward Medical Center will focus on the following areas for its 2025-2027 Community Benefit efforts:

### PRIORITY 1: HEALTHY BEHAVIORS / PHYSICAL HEALTH

Roughly thirty percent of factors affecting an individual's health are related to their behaviors and lifestyle choices, with socioeconomic, environmental and healthcare related factors making up the remaining seventy percent. Creating an environment that favors the adoption of healthy behaviors related to preventive dental hygiene, physical activity, nutrition, sleep and stress management can prevent the onset of chronic diseases, reduce the need for healthcare services and substantially improve quality of life and longevity. In addition to healthy behaviors, appropriate access to preventive and acute care has an impact on individuals' ability to maintain good health. Appropriate healthcare means receiving the right care at the right time and in the right place or setting, with the aim of better health outcomes - the timely use of personal health services to achieve the best outcomes. Barriers to achieving that include the lack of locally available and accessible primary, acute and specialty care and dental services, lack of means to pay or being uninsured, and can include cultural, language and even transportation challenges.

## PRIORITY 2: BASIC NEEDS / ECONOMIC SECURITY

There is substantial and increasing evidence that socio-economic factors, also known as the “social determinants of health,” are just as important to an individual’s health as genetics or certain health behaviors. Economic or financial insecurity is chief amongst those factors that have a tremendous impact on health. With economic insecurity comes an increased risk of food insecurity, homelessness and inability to meet basic needs. Education, job security and opportunities, transportation and availability of affordable childcare are also significant factors in ensuring economic stability.

## PRIORITY 3: BEHAVIORAL HEALTH

Behavioral health is foundational to quality of life, physical health and the health of the community, and includes our emotional, psychological and social well-being. Substance misuse and mental health disorders such as depression and anxiety are closely linked. Poor mental health and substance misuse have significant health and social impacts on the well-being of individuals and the community. Community conditions that support resilience and well-being, along with timely access to behavioral health care and services are fundamental to healthy individuals and a healthy community.

Providence Seward Medical Center has developed and adopted a three-year Community Health Improvement Plan (CHIP) to respond to these prioritized needs in collaboration with community partners, considering resources and community strengths and capacity. The 2025-2027 CHIP was approved by the Providence Alaska Region Board April 15, 2025, and made publicly available by May 15, 2025.

# INTRODUCTION

## Who We Are

**Our Mission** As expressions of God’s healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

**Our Vision** Health for a Better World.

**Our Values** Compassion — Dignity — Justice — Excellence — Integrity

Providence continues its mission of service through Providence Seward Medical Center (PSMC) and Providence Seward Mountain Haven.

PSMC is a critical-access hospital with six licensed beds with roughly 50 employees. PSMC provides quality healthcare to residents and visitors with an array of inpatient and outpatient services. These services include a 24-hour emergency department, laboratory and radiology services, and physical, speech, and occupational therapies.

Providence Seward Mountain Haven has 40 beds – four homes designed for 10 elders each – with about 95 employees. Seward Mountain Haven is part of the nationwide Green House Project, creating a new way of living in later years. In Green House homes, elders are actively involved in all facets of life, including cooking, planning menus and activities, picking furnishings and decor, and controlling their own schedules. Caregivers offer a different kind of support, working in the home to build strong relationships while providing for elders’ health needs and personal care.

## Our Commitment to Community

Providence Seward Medical Center dedicates resources to improve the health and quality of life for the communities we serve. For more information on the resources invested to improve the health and quality of life for the communities we serve, please refer to our Annual Report to our Communities:

<https://www.providence.org/about/annual-report>.

## Health Equity and Social Determinants of Health

At Providence Swedish, we are committed to addressing the underlying and root causes of inequities and health disparities. We work to address not only the clinical factors that determine a person’s length and quality of life, but also the social and economic dimensions, physical environment, and other factors that play a role in determining health outcomes. Addressing these factors includes leveraging community strengths and utilizing evidence-based and leading practices.

## Financial Assistance Program

Our mission is to improve the health and well-being of each person we serve, regardless of ability to pay. We believe that no one should delay seeking needed medical care because they lack health insurance. Providence Swedish has a [Financial Assistance Program](#) (FAP) that provides free or discounted services to eligible patients.

# OUR COMMUNITY

## Description of Community Served

Providence Seward Medical Center’s service area is the City of Seward and Bear Creek and Moose Pass communities. Seward is located on Resurrection Bay, a fjord of the Gulf of Alaska on the Kenai Peninsula. Seward is situated on Alaska’s southern coast and at the southern terminus of the Seward highway, which is the only road in or out of Seward. The greater Seward area, and CHNA service area, includes the City of Seward (population about 2,700) and the communities of Bear Creek (population about 2,100) and Moose Pass (population about 220). Bear Creek is located just north of and adjacent to the City of Seward. Moose Pass is located 28 miles north of Seward and is a small community that is largely reliant upon the services available in Seward.

PSMC is the only hospital in the Seward area. The service area of PSMC is defined as the greater Seward community, as described above, based on the availability of data and geographic access to the facility. The service area was defined with input from the PSMC and Providence leadership teams, as well as the Seward CHNA Advisory Committee.

**Table 1. CHNA Service Area for Providence Seward Medical Center**

Community	ZIP Code
Seward/Bear Creek	99664
Moose Pass	99613

The next nearest communities that offer services, including acute care hospital services, are the following:

- Soldotna, Alaska: 94 miles northwest
- Anchorage, Alaska: 125 miles north



**Figure 1. Map of Alaska, Including Seward’s Location**

## Community Demographics

Secondary data sources do not support sufficient sample sizes to provide data at the community level for Seward, Bear Creek and Moose Pass. Therefore, the following demographics are provided for the Kenai Peninsula Borough, as these communities are located within the borough. It is for this reason that PSMC has conducted an extensive community survey to ensure accurate community level data, where available, to drive the CHNA and CHIP processes.

The following population demographics are from the 2022 American Community Survey 5-Year Estimates.

Many demographic indicators in the Kenai Peninsula Borough are similar to those in the State of Alaska, overall. Notable differences include:

- The percentages of aging adults in the Borough are substantially higher than the state. The Kenai Peninsula Borough has 33.5% of residents aged 55 and over (14.9% aged 55-64 and 18.6% aged 65 and over), compared to 25.2% statewide (12.4% aged 55-64 and 12.8% aged 65 and over)
- The percentage of the population identifying as white is 18.3 percentage points higher in the Borough (79.6%) than in Alaska, overall (61.3%).
- Compared to statewide, considerably lower percentages of Borough residents identify as American Indian and Alaska Native, Asian or Hispanic.

### SOCIAL DETERMINANTS OF HEALTH (SDOH)

We reviewed SDOH indicators for the Kenai peninsula Borough compared to Alaska overall in the 2024 PSMC CHNA. The following are highlights from the data:

- Median household income in the Borough is \$10,098 less than statewide.
- While the percentage of households receiving SNAP benefits in the Borough (9.2%) is slightly lower than statewide (10.5%), a higher percentage of the population lives below 200% of the Federal Poverty Level (26.4% vs. 24.7%).
- The unemployment rate in the Borough is 7.2%, slightly higher than the statewide rate of 6.4%.
- 10.9% of households in the Borough lack internet access, which is higher than the statewide percentage (8.3%).

Source: 2022 American Community Survey 5-Year Estimates.

**Full demographic and socioeconomic information for the service area can be found in the [2024 CHNA](#) for Providence Seward Medical Center.**



# COMMUNITY NEEDS AND ASSETS ASSESSMENT PROCESS AND RESULTS

## Summary of Community Needs Assessment Process and Results

Every three years, PSMC conducts a Community Health Needs Assessment (CHNA) for the Seward community. In 2025, PSMC established a CHNA advisory group comprised of community members and leaders that represent the broad interests of the community to collaboratively identify community needs, assets and resources to improve health and wellbeing in Seward. The members identified, analyzed and prioritized community health needs using quantitative and qualitative data. Quantitative data included secondary data, hospital utilization data, as well as the results of a communitywide survey fielded in 2025. Qualitative data was collected through key informant interviews with the following community members and leaders:

Organization	Name	Title	Sector
Alaska SeaLife Center	Melissa Provost	Human Resources Manager	Marine Education and Research
Alaska Vocational Technical Center (AVTEC)	Cathy LeCompte	Director	Workforce Development
American Legion	Clare Sullivan	Seward Post 5 Commander	Veterans' Services
He Will Provide Food Pantry	Sharon Stevens-Ganser	Board President	Food Security
Major Marine Tours	Tom Tougas	Owner	Business
Providence Seward Medical Center	Helena Jagielski	Hospital Administrator	Health Care
Qutekcaq Native Tribe	Dolly Wiles	Tribal Administrator	Alaska Native Community
SeaView Community Services	Tommy Glanton	Chief Executive Officer	Health Care
Seward Community Health Center	Craig Ambrosiani	Executive Director	Federally Qualified Health Center
Seward High School	Ronn Hemstock	Teacher & Athletic Director	Education
Seward Prevention Coalition	Katie Cornwell	Executive Director	Child and Family Programming
Seward Senior Center	Dana Paperman	Executive Director	Senior Services
Spring Creek Prison	Lynne Lawrence	Corrections Nurse	Corrections Health Care
State of Alaska Division of Public Health	Amanda McKinley	Public Health Nurse	Public Health

## Significant Community Health Needs Prioritized

As a result of the findings of the 2024 CHNA and through a prioritization process aligned with our Mission and resources, Providence Seward Medical Center will focus on the following areas for its 2025-2027 Community Benefit efforts:

- Healthy Behaviors / Physical Health
- Basic Needs / Economic Security
- Behavioral Health

## Needs Beyond the Hospital's Service Program

Providence Seward Medical Center is committed to improving the health of the communities we serve and investing in spaces where we can have the greatest impact. By leveraging our expertise and core competencies as health care providers, we can meaningfully contribute to high-impact solutions for expanded access to high-quality, equitable health care.

All health needs identified as part of the 2024 CHNA touch on core social determinants of health and share commonalities. Given limited capacity, resources, and expertise, Providence will focus its efforts on the significant need areas outlined in this CHIP to maximize our impact.

For areas outside our immediate focus, we will continue to support community programs and initiatives that work to address social determinants of health and expand our capacity to reach those in need through collaboration, referrals, in-kind donations, and grant making.

# COMMUNITY HEALTH IMPROVEMENT PLAN

## Summary of Community Health Improvement Planning Process

The following strategies for addressing priority needs were developed by Providence Seward Medical Center leadership in partnership with the Community Health Investment team and subject matter experts in the identified needs areas. The resulting strategies and metrics were reviewed and approved by Providence Alaska leadership. They were intentionally selected with the understanding that some community health needs may evolve during the duration of the CHIP, and that subsequent implementation strategies may require adjustments based on resources and to best meet the needs of our communities. While Providence Alaska’s response to community need must remain flexible to changing dynamics, our commitment to improving the health of our communities is unwavering.

## Addressing the Needs of the Community: 2025- 2027 Key Community Benefit Initiatives and Evaluation Plan

### COMMUNITY NEED ADDRESSED #1: HEALTHY BEHAVIORS/PHYSICAL HEALTH

(INCLUDES PREVENTION, UTILIZATION AND HEALTHCARE UTILIZATION AND ACCESS)

Table 2. Strategies and Strategy Measures for Addressing Healthy Behaviors/Physical Health

	Goal	Strategy	Population Served	Measure	Baseline	2027 Target
A.	Increase access to lab services	Collaborate with Seward Community Health Center to expand lab services access to Saturdays	Low-income, vulnerable, and broader community	Saturday Access to lab services	Saturday Access to lab services launched in March 2025	Maintain Saturday access to lab services
B.	Support health literacy and healthy behaviors in the community	Provide support for and staff a table at Seward community health fairs to provide health education to the community	Low-income, vulnerable, and broader community	Number of Seward community health fairs PSMC supports and participates in with a staffed education table	Support and staff education table at two Seward Health Fairs annually	Maintain support and staff education table at two Seward Health Fairs annually
C.	Support health literacy regarding avoidable injury and falls in senior population	Provide occupational therapy education sessions to seniors at the Seward Senior Center	Seniors	Number of physical and occupational therapy education sessions offered at Seward Senior Center	Quarterly physical and occupational therapy education sessions for seniors at the Seward Senior Center was initiated in 2024	Maintain four physical and occupational therapy education sessions at the Seward Senior Center

*Resource Commitment*

Providence will commit staff time, supplies and equipment, cash and in-kind donations to support these strategies.

*Key Community Partners*

We partner with various community organizations and agencies to advance our community health improvement work. Partners include Seward Community Health Center and Seward Prevention Coalition.

**COMMUNITY NEED ADDRESSED #2: BASIC NEEDS/ECONOMIC SECURITY**

Table 2. Strategies and Strategy Measures for Basic Needs/Economic Security.

	<b>Goal</b>	<b>Strategy</b>	<b>Population Served</b>	<b>Measure</b>	<b>Baseline</b>	<b>2027 Target</b>
<b>D.</b>	Support community capacity to address identified community needs in underserved populations	Provide grant funding and/or in-kind support to community programs and initiatives addressing identified community needs, including basic needs and economic security	Underserved and low-income adults, youths and families	# of community programs / initiatives supported through in-kind and/or grant funding	4 community programs / initiatives supported through in-kind and/or grant funding	Maintain support for 4 or more community programs / initiatives through in-kind and/or grant funding
<b>E.</b>	Support access to care by building tomorrow's healthcare workforce and give youths a path to economic security through education about careers in healthcare	Establish health professions ambassador program with job shadow opportunities in collaboration with Seward Middle and High Schools with the goal of building relationships with teachers and students to encourage interest in and exploration of healthcare careers	Youth, low-income, vulnerable, and broader community	# of health professions educational events or presentations per semester  # of hours per academic year committed to health professions ambassador program	Program established January 2025. Baseline metrics to be defined within first year of operation.	At least 1 health professions educational event or presentation per semester  At least 20 hours per academic year committed to health professions ambassador program

*Resource Commitment*

Providence will commit staff time, supplies and equipment, cash and in-kind donations to support these strategies.

*Key Community Partners*

We partner with various community organizations and agencies to advance our community health improvement work. Partners include Seward Middle School and Seward High School.

COMMUNITY NEED ADDRESSED #3: **BEHAVIORAL HEALTH**

Table 3. Strategies and Strategy Measures for Behavioral Health

	<b>Goal</b>	<b>Strategy</b>	<b>Population Served</b>	<b>Measure</b>	<b>Baseline</b>	<b>2027 Target</b>
<b>F.</b>	Reduce morbidity and mortality due to opioid overdose	Establish 24-hour community access to Naloxone at PSMC as a Project Hope distribution site	Individuals with Substance Use Disorder (SUD) or who experience accidental opioid overdose	24-hour community access to Naloxone at PSMC as a Project Hope distribution site	Program established January 2025. Baseline metrics to be defined within first year of operation.	Maintain 24-hour community access to Naloxone at PSMC as a Project Hope distribution site

*Resource Commitment*

Providence will commit staff time, supplies and equipment, cash and in-kind donations to support these strategies.

*Key Community Partners*

We partner with various community organizations and agencies to advance our community health improvement work. Partners include City of Seward; SeaView Community Services; Seward Community Health Center; and Seward Prevention Coalition.

# 2025- 2027 SEWARD CHIP GOVERNANCE APPROVAL

This Community Health Improvement Plan was adopted by the Providence Alaska Region Board on April 15, 2025. The final report was made widely available by May 15, 2025.

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Ella Goss, MSSN, RN  
Alaska Region Chief Executive

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Chair, Providence Alaska Region Board

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To request a printed copy free of charge, provide comments, or view electronic copies of current and previous Community Health Improvement Plans please email [CHI@providence.org](mailto:CHI@providence.org).