

Needs Assessment Finding	Implementation Plan	2025-2026 Strategies	Progress 2025-2026
Objective A:			
Mental Health	Improve access to mental health services	Utilize Boys Town's unique continuum of care across multiple areas to ensure access and improve outcomes at the least restrictive level, regardless of initial point of contact for care, including Hotline, IPU, PRTF, Youth Care, Chemical Use Program, Center for Behavioral Health, MST, Foster Care, and At Home Family Services.	Admission processes have been changed and are working well, transitioning several cases through the continuum. Current staff levels have been maintained to support care with recruitment continuing.
		Improve admission process when patients are identified as needing a higher acuity level of treatment from clinics and rural partners.	Clinic patients are no longer sent to an ER prior to admission. Direct admits are allowed.
		Assess feasibility for additional unit of Psychiatric Residential Treatment Facility to serve patients 12 and under.	Objective is ongoing and will be moved to the third year of this PCHNA cycle due to hospital expansion project, time and resource allocation permitting.
	Objective B:		
	Assist patients in accessing mental health resources	Expand resource information for community partners to help guide to most appropriate services to leverage Boys Town's unique continuum of care.	The hospital website has been redesigned. Work continues to integrate all aspects of care on the BoysTown.org site.

		Assess need to expand telehealth outreach to additional communities.	Volume has been maintained or increased at most locations. Locations which saw a decrease are attributable to an increase in local resources. Working with other locations to optimize time dedicated to telehealth services and appropriately allocate resources.
	Objective C:		
	Provide opportunities for mental health education and resources to employees, patients and the public	Host a Mental Health Symposium led by Boys Town experts across the care continuum for professionals who work with children.	Help and Healing Across the Continuum of Care held April 4, 2025.
		Expand online and printed materials on anxiety, depression and other mental health topics.	Marketing has sent out information to patients to inform them of the availability of psychiatry at the East location. Internal education has been provided to staff on the following topics: Behavioral Pediatrics, Clinical Concepts Derived from the Science of Behavioral Analysis, Mental health Awareness Anxiety, Pediatric Anxiety, and Mental health Awareness-Depression.
		Expand Mental Health week offerings provided by CBH to include psychiatric resources and information.	Work has begun to include information on BTNRH resources.
Improve Access, Education and Family Support	Objective A:		
	Expand Access to Services	Quality project to improve oral health initiatives and services.	A draft of a potential CME presentation is in development, quality improvement and potential report. This will be shared with the pediatricians to gauge interest.

	· Transition Physical Therapy at Center for Human Performance Optimization to clinical service in addition to research focus.	Transition completed with associated referral education provided. Additional physical therapists have been hired, including vestibular PT.
	· Improve internal referral processes to expedite access to services within Boys Town, including PT, SLP, specialty services, etc.	Provided education, direct referral for services, internal referral document refresh and rolled out. The processes are working. Additional information to be provided to continue improvement.
	· Assess feasibility of utilizing research van/RV to provide audiology services in rural communities.	Increasing community hearing, speech and language screening utilizing the mobile resources.
	· Improve focus on quality project to improve vaccination rates in primary care.	Staff continues to work reports and reach out regarding patients who are behind on immunizations. CDC recommendations and uncertainties have had a negative impact on immunization acceptance. Work continues with Patient Centered Medical Home initiatives with payers as well as development of internal reporting.
	· Maintain and expand as feasible Same Day Pediatric services and same day appointments within primary care to reduce utilization of Urgent Care and ER.	Same Day Peds has moved to appointment based services to lessen wait times. Also working on increasing providers and modified templates to increase access to see 4 patients per hour.
Objective B:		
Expand Boys Town support to families	· Implement improved nursing follow-up for patients following ER visits to reduce utilization rates for return visits.	All ER is external and the process is dependent on receipt of reports from other facilities. Follow-up calls are made when ER reports are received.

		·Improve charitable care process with implementation of presumptive eligibility.	Policy changes approved by the Board, presumptive eligibility implemented, related resources are being worked on. Need to monitor charity care over time to determine impact.
		·Pursue improved Medicaid payments through new quality based payment methodology to allow for expansion of services.	Directed payments are being received for 2025. The program has been approved for 2026 on the federal level. Program continued as part of the OBBB. A decrease in payments will take effect in 2028 as defined in OBBB.
		· Implement changes to nondiscrimination policies and language assistance.	Policies, processes and staff education completed. Assessment continues of documents requiring translation.
Objective C:			
	Promote Boys Town Parenting education and resources to parents and the public	· Develop financial literacy content to aid with financial resilience of families and the community.	Looking at Epic resources as a starting point to build from and ensure at appropriate comprehension level. Implementing financial advocates to help manage patient resources for re-enrollment, etc.. Staff are supporting patients/families by providing Patient Financial Services resources and educating them on coverage and benefit information.
		· Review Boys Town parenting education and resources for plain language content as a health literacy strategy for our patients and families.	Looking at Epic resources as a starting point to build from and ensure at appropriate comprehension level. Verifying if materials are at 6th grade level for increased understanding.

		· Implement health literacy tools for our staff to aid our patients in understanding and acting on their health information.	Utilizing Epic workflow to complete learning assessment for patients and guardians. This is a starting point to build from and ensure at appropriate comprehension level. Evaluating what actions are being taken when positive responses are received on SDOH questions. Improve resources that can be provided, including from ECRI.
Nutrition, Physical Activity and Weight Management	Objective A: Promote healthy eating and physical activity for patients and the community	· Offer parenting classes on breastfeeding and nutrition conducted by Boys Town pediatricians and certified lactation consultants through Facebook Live, Newborn Expos, and other opportunities.	Newborn week with multiple topics related to education. Event held in April and October, 60-100 families sign up each time. Child Life demonstrates pain management and comfort holds to internal staff and community providers and staff. Have implemented new videos for patients on MRI, MRE, EEG, and pill swallowing.
		· Explore sponsorship opportunities for activities and events in community, i.e., YMCA.	Ongoing support for Camp Kitaki and All Play Field. Beeping Egg Hunt 4-15-25, Nebraska Sci Fest April.
		· Expand on participation opportunities for SPARK camp.	SPARK Camp held June 13th.
		· Develop educational resources for families to help guide them in healthy cooking, healthy grocery shopping and adaptive exercises for all abilities.	Soft partnership and referral to community center for SPARK clinic patients.
	Objective B:		
	Support and expand services of SPARK clinic at east campus	· Maintain and expand services provided in SPARK clinic, including surgical cases.	Volumes are steadily increasing. Receiving more referrals from Children's Hospital providers.

		· Pursue Comprehensive Weight Management certification to include all required elements of service.	This is an ongoing goal. The certification requires completion of defined number of services prior to application.
Hearing and Speech Conditions	Objective A:		
	Expand screening services to underserved areas	· Maintain and expand Educare partnership to provide audiology screenings at daycare and preschool facilities.	This is ongoing at a steady pace.
		· Partner with OPD PACE to provide audiology and language screenings in south Omaha.	This objective was met with provision of services in south Omaha.
		· Partner with Nelson Mandela School to provide audiology and language screenings.	Speech, language and hearing screenings were done for all students at Nelson Mandela School (300 students).
		· Screen for otitis media in community at various events/locations.	Funding by and large still on hold, but with good progress in 2026. Internal funding provided to continue research. NIH funding has now been reinstated.
	Objective B:		
	Expand clinical services related to hearing and speech conditions	· Provide clinical services in conjunction with screenings where licensure will allow.	Created a pathway for referral to ENT or return to primary care. Also doing follow-up assessments. Audiology has been integrated into clinical services from research.
		· Refer to clinical services in conjunction with screenings where needed.	Patients are referred back to primary care, or, if they have a known diagnosis, they are referred to ENT from a list of providers including, but not limited to, Boys Town providers.
	Objective C:		

	Integrate new research labs	· Incorporate lab researching brain development in adolescents in puberty to explore the association between behavior, hormones and brain development with focus on collaboration with other research and clinical processes.	Projects are ongoing, enrolling and progressing.
		· Incorporate lab exploring the impact of trauma on language development through partnering with youth care, behavioral health services to determine if trauma causes delays in communication with focus on collaboration with other research and clinical processes.	Projects are ongoing, enrolling and progressing.
		· Incorporate lab with focus on neurological development and autism in adolescence as most research is focused on early childhood diagnosis and treatment with focus on collaboration with other research and clinical processes.	Projects are ongoing, enrolling and progressing
	Objective D	· Provide professional educational opportunities.	Hosted 2025 Pediatric Audiology Translational (PAT) Research Conference-130 attendees from 5 countries and 18 U.S. states with focus on pediatric audiology care across all ages and abilities.