

Watertown Regional Medical Center

Phone: 920.261.4210

Website: www.watertownregional.com

Community Health Improvement Plan & Process 2025-2028



**Watertown Regional Medical Center
125 Hospital Drive
Watertown, WI 53098**



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Overview

Mission of Watertown Regional Medical Center (WRMC)

Watertown Regional Medical Center provides healthcare to the residents of Dodge and Jefferson Counties. WRMC is located throughout five different cities including Watertown, Juneau, Waterloo, Lake Mills and Johnson Creek. WRMC offers world class technology, advanced clinical programming, and state-of-the-art facilities locally so that residents of Dodge and Jefferson Counties can stay close to home while receiving skilled healthcare. WRMC providers and employees are committed every day to “Making Communities Healthier®”.



Watertown Regional Medical Center is owned by a joint-venture partnership between ScionHealth and the Greater Watertown Community Health Foundation. ScionHealth, based in Louisville, KY, operates 79 hospital campuses, in 25 states, including WRMC. ScionHealth is focused on driving innovation, serving its communities, and investing in people and technology to deliver compassionate patient care and excellent health outcomes.

The Greater Watertown Community Health Foundation, located in Watertown, WI, has a mission to inspire collaboration, mobilize resources and encourage innovation that measurably contributes to the well-being of our community. ScionHealth and Greater Watertown Community Health Foundation are committed to making WRMC a place where residents of Dodge and Jefferson Counties choose for healthcare.

Services Offered

“There is nothing our dedicated team holds more sacred than the honor of serving this community and being entrusted to care for our friends and neighbors. Their hard work and compassion allow us to provide high-quality, safe care using advanced technology and a wide range of services — all close to home.”

-Richard Keddington, CEO

Watertown Regional Medical Center

Serving the residents of Dodge and Jefferson Counties for over 115 years. Below is a list of some of the services offered at WRMC.

- Emergency Care
- Primary Care
- General Surgery
- Heart & Vascular
- Neurology
- Ophthalmology
- Orthopedics & Spine
- Pain Management
- Psychiatry
- Pulmonology
- Urology
- Women’s Health

Please visit www.watertownregional.com to see all services.



Commitment to Community

Watertown Regional Medical Center is dedicated and committed to fulfilling the mission of Making Communities Healthier®. In 2024 we added 39 employed and affiliated providers to the community, we invested over \$2 million to capital improvements and paid \$43 million to more than 650 employees. Many of whom live in Dodge and Jefferson counties. Furthermore, WRMC paid \$617,798 in state, local, and property taxes and donated over \$11.5 million in services to those in need.

Watertown Regional Medical Center is committed to keeping the promise of quality healthcare close to home. To fulfill this promise, WRMC has continued to invest in its facilities, technology, and services. In recent years, the hospital has renovated its Cardiac Catheterization Lab, installed an upgraded MRI machine, and introduced robotic-assisted surgery. WRMC also expanded its Senior Behavioral Health Unit to better meet the growing mental health needs of older adults. Orthopedic Services have been broadened to include specialized care in Spine, Foot and Ankle, and Hand and Upper Extremity. In addition, interventional cardiology and urology services are now available 24 hours a day, seven days a week — ensuring patients have access to advanced care when they need it most.



The 2025 Community Health Needs Assessment (CHNA) was completed by the Dodge-Jefferson Healthier Community Partnership (DJHCP). The purpose of a CHNA is to collect and analyze the current state of our community's health. Watertown Regional Medical Center is an active partner in the DJHCP.

The CHNA process began in December 2024. Over the following months, data was gathered from a variety of sources, including seven community data walks, eight focus groups with youth, parents, schools, and Hispanic/Latinx residents, 211 youth-led interviews, and a parent perception survey. Additional secondary data was collected from public health and socioeconomic sources such as state and county health rankings, hospitalizations, and employment and insurance trends. The process continued through September 2025 and concluded with the publication of the final report and engagement of key community stakeholders.

The Steering Committee selected the following vital conditions to be the focus of the work of the community over the next three years:

1. Belonging and Connection
2. Basic Needs
3. Housing
4. Financial Stability

The 2025 Community Health Needs Assessment (CHNA) was presented to Watertown Regional Medical Center's Board of Trustees on December 4th, 2025. Watertown Regional Medical Center's Board of Trustees approved this assessment on December 4th, 2025.

The Community Health Assessment is available online at www.watertownregional.com/about/community-health-assessment. Paper copies are available to the community by calling 920.261.4210.

Watertown Regional Medical Center (WRMC) has developed this Community Health Improvement Plan to drive improvement in the aforementioned focus areas.

1. Belonging and Connection

Watertown Regional Medical Center understands the importance of mental health care in promoting belonging and connection. As such, WRMC will continue to provide the following services:

- **Outpatient Behavioral Health Services:** Directions Counseling Center, located at 123 Hospital Drive Suite 110, offers outpatient mental health services. Directions Counseling Center offers individual counseling, children and adolescents counseling, marriage and family counseling, Alcohol and Other Drug Counseling as well as medication management. This clinic consists of two licensed therapists and a psychiatric nurse practitioner. Directions Counseling Center understands the importance of making behavioral health services accessible and convenient for patients and, as such, WRMC will continue to offer behavioral health appointments. The appointments will be provided in Watertown at the Directions Counseling Center and virtually using secure technology.
- **Columbia Suicide Screening:** Watertown Regional Medical Center utilizes the Columbia Suicide Severity Rating Scale throughout the hospital and clinics to screen all patients 12 years and older for risk of suicide. Those individuals who rate moderate to high risk are referred to community behavioral health resources to ensure their safety. WRMC will continue to screen patients.
- **Inpatient Geriatric Psychiatry:** Watertown Regional Medical Center has expanded the Senior Behavioral Health Unit due to the increased need, now a 26-bed inpatient behavioral health program specific to serving adults 55 years and older who are experiencing acute psychiatric symptoms that are putting the individual or others at immediate risk or danger due to their mental illness. This unit has served hundreds of older adults who need acute crisis stabilization and will continue to do so.
- **Harvest Market:** continues to host Senior Supper on the first Wednesday of every month to promote community through a discounted meal for seniors and welcomes community members to come for lunch and supper on a regular basis.

2. Basic Needs

Watertown Regional Medical Center strives to ensure all patients have equal access to community-based resources and support.

- **Rock River Community Clinic:** The Rock River Community Clinic provides medical and dental care to those that are underinsured and uninsured in Dodge, Jefferson, and Walworth County. The Rock River Community Clinic has a clinic located in Watertown. WRMC has agreed to donate \$250,000 in 2026 to the clinic and will reassess annually.
- **Medicaid Eligibility Assistance:** Watertown Regional Medical Center is committed to assessing whether current patients who enter our organization are eligible for Medicaid. Often the process of applying for Medicaid can be overwhelming to patients due to the number of forms and documentation that is required of them. Medicaid offers a variety of services that patients may benefit such as medical care and transportation. WRMC will continue to assist patients through the Medicaid application process to determine eligibility.
- **Case Management:** Watertown Regional Medical Center currently has a case management team that provides patients discharging from the hospital resources to maintain health and wellness. Our case management team assists with arranging services such as long-term care placement, home health services, wound-care, palliative and hospice services, after-care follow up with primary care, behavioral health follow up, and in-home health agencies. Our case management team works closely with Dodge and Jefferson County Adult Protective Services (APS) and the Aging and Disability Resource Centers (ADRC) as well as County Crisis Teams. Our case management team makes referrals to county ADRCs for long-term care funding, meals on wheels, support groups, and additional resources. WRMC will continue to screen patients for potential needs post-medical care.
- **Social Determinants of Health Screening:** WRMC screens all inpatients and expectant mothers at the Center for Women’s Health for social determinants of health as part of its partnership with the local Welcome Baby Coalition. Screenings occur at weeks eight and twenty of prenatal care to identify needs related to housing, transportation, food access, and more. When needs are identified, referrals are made to local agencies such as Public Health, Watertown Family Connections, and WIC. Through this partnership, WRMC supports Welcome Baby’s mission to help families build safe, stable, and supportive environments for newborns—while also contributing population-level health data, advocating for policies that expand access to early care and education, and providing Tiger Connect, a HIPAA-compliant texting tool that enables rapid communication and follow-up.

- **Spanish Translation Services:** WRMC now provides video translation services available in all areas 24/7 and will continue to make more hospital and clinic signage, forms, and documents available in Spanish.

3. Access to affordable, quality housing

Access to safe, affordable, and quality housing plays a vital role in the overall health and well-being of a community. Stable housing not only provides individuals and families with security and comfort, but it also contributes to better physical and mental health outcomes, stronger family stability, and a more vibrant local economy.

As one of the largest employers in the Watertown area, Watertown Regional Medical Center recognizes the importance of housing as a foundation for community health. Many of our team members live, work, and raise families right here, and we understand firsthand how critical it is for our community to have a range of housing options that meet the needs of our workforce and residents at all income levels.

Watertown Regional Medical Center actively supports efforts to expand housing opportunities in our region. We work closely with community partners such as the Greater Watertown Community Health Foundation and other local organizations to advocate for projects that promote safe, accessible, and affordable living spaces. This includes supporting new housing developments through letters of endorsement to the Watertown City Council and other local decision-makers, helping move projects forward that align with our shared vision of a thriving, healthy community. We also contribute annually to Thrive Economic Development, a non-profit organization with a focus on creating diverse housing opportunities in Jefferson county.

By championing these initiatives, Watertown Regional Medical Center demonstrates its commitment to addressing the social determinants of health — understanding that good health begins not only with access to medical care, but also with access to the resources that help people live stable, fulfilling lives

4. Financial Stability

WRMC is one of the largest employers in Watertown, supporting families and community organizations throughout the area through various means including local, state, and property taxes and sponsorships and donations. WRMC also supports their patients and employees through the following initiatives:

Conclusion

- **Medicaid Eligibility Assistance:** As earlier stated, Watertown Regional Medical Center is committed to helping patients navigate the Medicaid eligibility and application process. This support not only ensures that individuals gain access to essential healthcare services but also plays an important role in promoting financial stability across our region. By helping eligible patients secure coverage for medical care, transportation, and other needs, WRMC reduces out-of-pocket costs and financial strain—allowing families to better manage expenses and focus their resources on other essentials that contribute to long-term stability.
- **Charity and other uncompensated care:** WRMC helps strengthen the region’s financial stability by ensuring access to care regardless of a person’s ability to pay. Through charity care, uninsured discounts, and uncompensated care, WRMC reduces the financial strain on individuals and families, prevents medical debt, and supports a healthier, more productive community—benefiting both patients and the local economy.
- **Employee Payroll:** Watertown Regional Medical Center will continue to strengthen the community’s financial stability by providing quality local jobs across a wide range of education and skill levels. With half of our more than 600 employees living in Watertown and 80% residing within Dodge and Jefferson counties, the majority of our payroll dollars will continue to stay local—supporting families, small businesses, and the overall economic health of our region.

In conclusion, Watertown Regional Medical Center thanks our local partners for their continued efforts in addressing the findings of the Community Health Needs Assessment. WRMC will remain dedicated to actively addressing the needs listed in this Community Health Improvement Plan. Addressing the needs of our community requires all community organizations to come together and be seated at the table, and we as an organization are honored to help the community of Watertown and surrounding areas.

This Community Health Improvement Plan & Process was approved by the Board of Trustees on on December 4th, 2025.

For any questions regarding Watertown Regional Medical Center’s Community Health Improvement Plan, please call 920.261.4210.