



2026–2028 Community Health Implementation Plan

Bon Secours St. Francis Health System
GREENVILLE, SC

2026–2028 Community Health Implementation Plan

Bon Secours St. Francis Health System

Adopted by the Bon Secours St. Francis Health System Board of Directors,
April 29, 2026

As part of Bon Secours Mercy Health, Bon Secours St. Francis Health System is honored to uphold nearly two centuries of dedication to the communities we serve. This commitment continues to evolve to address the most pressing needs in each community, based on input from residents, businesses, and other community members.

Guided by our Mission to extend the compassionate ministry of Jesus, Bon Secours works to improve the health and well-being of our communities and bringing good help to those in need — especially people who are poor, underserved and dying.

By listening to community voices from our partners and neighbors, Bon Secours St. Francis Health System has identified the greatest needs in our community. The Community Health Implementation Plan (CHIP) ensures that our resources and strategies for outreach, prevention, education, and wellness are directed where they can make the greatest impact.

We welcome written comments regarding the health needs identified in this CHIP. Please direct your feedback to Sean Dogan at RichardSean_Dogan@bshsi.org.

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Bon Secours CHIP
Short Link:
[Bon Secours CHIPs](#)



Introduction

This Community Health Implementation Plan will address the prioritized significant community health needs listed in the 2025 CHNA. The Plan indicates which needs Bon Secours St. Francis Health System will address and how, as well as which needs will not be addressed and why.

Bon Secours St. Francis Health System, including Bon Secours St. Francis Hospital, intends to take a regional approach to address its CHNA and the identified prioritized needs; therefore, the needs and strategies the hospitals intend to address are the same and combined into one Community Health Implementation Plan.

Beyond the programs and strategies outlined in this plan Bon Secours St. Francis Health System will continue to address the needs of the community by operating in accordance with its mission to extend the compassionate ministry of Jesus by improving the health of its communities with an emphasis on the poor and underserved. This includes providing care for all individuals regardless of their ability to pay.

The strategies in the Implementation Plan will provide the foundation for addressing the community’s significant needs between 2026 and 2028. However, Bon Secours St. Francis Health System anticipates that some strategies and needs may evolve over that period. Bon Secours St. Francis Health System plans a flexible approach to addressing the significant community identified needs that will allow for the adaptation of potential changes and collaboration with other community agencies and partners.

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Executive Summary

Background and Process

For the Bon Secours St. Francis Health System Community Health Needs Assessment (CHNA), 1344 community surveys were collected from Greenville County residents aged 18 and over. Input also was requested from members of the CHNA Community Advisory Committee; the internal CHNA Committee; advisors that included the Vice President of Mission for Bon Secours St. Francis Health System and the Manager of Alliance for a Healthier SC, South Carolina Hospital Association; key secondary data sources; and five community focus groups.

The secondary data sources included the United States Census Bureau; Healthy People 2030; County Health Rankings & Roadmaps (CHR&R); Centers for Disease Control and Prevention (CDC); and South Carolina Department of Health and Environmental Control (SC DHEC) biostatistics, vital records, county health profiles and hospital discharge data.

Focus groups consisted of faith-based participants, senior adults, health and human service providers, representatives of the Hispanic community, and representatives of a neighborhood community center.

Identifying Significant Needs

To determine areas of focus for the CHIP, the Community Advisory Committee met several times, the last of which was a two-and-a-half-hour prioritization workshop, to review data, select and prioritize needs, and recommend potential action steps and strategies.

The significant needs in Greenville County were identified through the community input process detailed above:

- Housing insecurity (affordable housing and homelessness)
- Food insecurity
- Transportation
- Jobs with fair wages
- Mental and behavioral health
- Access to care

Implementation Plan

Bon Secours St. Francis Health System is committed to addressing the prioritized significant health needs of the community through the strategies described in this Implementation Plan.

Prioritized Significant Health Needs

The table below lists the prioritized significant health needs that were identified through the CHNA and specifies which needs Bon Secours St. Francis Health System will address.

Bon Secours St. Francis Health System is committed to addressing the prioritized significant health needs of the community through the strategies described in this Implementation Plan. Bon Secours St. Francis Health System will address each need with regional strategies that have various activation dates throughout the three-year implementation life cycle. Some of the strategies will take place in communities that are geographically associated/tagged to a specific hospital.

Prioritized Health Needs	Hospital Addressing Need (Y/N)			
	Bon Secours St. Francis Downtown	Bon Secours St. Francis Eastside	Bon Secours St. Francis Millennium	Bon Secours St. Francis Medical Campus at Simpsonville
Housing Insecurity	Yes	Yes	Yes	Yes
Food Insecurity	Yes	Yes	Yes	Yes
Mental & Behavioral Health	Yes	Yes	Yes	Yes
Access to Care	Yes	Yes	Yes	Yes
Chronic Conditions*	Yes	Yes	Yes	Yes
Transportation*	Yes	Yes	Yes	Yes

*Addressed within "Access to Care" strategy.

Implementation Strategies to Address Community-Level Social Determinants of Health Needs

Housing Insecurity

Description

Both the survey and the focus groups identified affordable housing as the top concern.

Greenville County's rapid growth, escalating housing prices and property tax increases are forcing underserved residents either into homelessness or into outlying areas of the county, where they have a more difficult time accessing resources and services. Bon Secours St. Francis works with affordable housing-related organizations that have proven track records in the affordable housing space.

Goal

To increase funding for and awareness of housing-related assistance throughout the Greenville community.

Strategies

Strategy 1

Bon Secours St. Francis will continue to provide financial support to external partners who provide key/critical housing services.

Strategic Measures Years 1-3

- Number of housing-related organizations that receive funding from Bon Secours St. Francis

Strategy 2

Provide a comprehensive housing resource guide for community partners.

Strategic Measures Years 1-3

- Number of community partners to whom Community Health distributes the housing guide

Accountable Partners

Bon Secours St. Francis Health System will work in partnership with the following accountable partners on the above listed strategy to address housing insecurity:

- Habitat for Humanity of Greenville County
- Sterling Land Trust
- Rebuild Upstate
- Greenville Together

Expected Impact of the Strategy

- Improvement in knowledge of housing resources and regulations
- Reduction in the number of unhoused individuals

Targeted Populations

- The Greenville community
- Local organizations who provide key/critical housing services

Food Insecurity

Description

For the first time, food insecurity was identified in the Bon Secours St. Francis Health System CHNA survey and focus group discussions as one of the most critical concerns in Greenville County. In the past year, 13.3% of respondents have been unable to acquire food resources. Greenville has many organizations, including Bon Secours St. Francis, that connect community members to SNAP, WIC, and senior farmers' market vouchers. LiveWell Greenville has compiled a document that lists Greenville's considerable food resources with hours of food pantry operation and requirements, as well as a map of the locations. Even with these extensive resources, there is concern that donations will not be able to keep pace with the growing need in community and that healthy food remains too costly for many residents.

Goal

To reduce food and nutrition insecurity for low-income and senior community members by supporting food availability, connection to food resources, and education.

Strategies

Strategy 1

Bon Secours St. Francis will partner with community organizations and faith-based organizations to reduce food insecurity by connecting individuals to resources such as SNAP and senior farmers' market vouchers, donating funds to proven programs, and providing food in areas of food insecurity through programs like the Bon Secours St. Francis Blessing Box program (small, freestanding food pantries open to all).

Strategic Measures Years 1-3

- Pounds of food donated by Bon Secours St. Francis
- Number of individuals connected to food assistance programs and/or organizations
- Increase in number of Bon Secours St. Francis Blessing Box locations

Strategy 2

Partner with faith-based and other community organizations to improve nutrition insecurity through education about cooking, healthy meal planning, and meal preparation on a budget.

Strategic Measures Years 1-3

- Percentage of class participants who indicate an increase in their ability to prepare healthy meals on a budget.
- Percentage of class participants who indicate intent to change behavior after attending classes about healthy meal planning and preparation.

Accountable Partners

Bon Secours St. Francis Health System will work with the following accountable partners on the above listed strategy to address food insecurity:

- XSEED
- Feed and Seed
- Greenville County Parks, Recreation and Tourism community centers
- Independent community centers
- Disciples Fellowship Baptist Church
- Rock Hill Baptist Church
- Dixie Circle mobile home park property management
- Sunbelt mobile home park property management

Expected Impact of the Strategy

- Reduction of food insecurity
- Increase in the amount of free food available to those in need
- Increase in knowledge of planning and preparing nutritious, low-cost meals
- Increase in the number of community members who understand where to go to receive food and how to apply for SNAP and other assistance

Targeted Populations

- Greenville County residents, particularly those who are low-income.

Implementation Strategies to Address Individual Level Health-Related Social Needs

Housing Insecurity

Description

As noted above under community level needs, both the survey and the focus groups identified affordable housing as the top concern. According to the Greenville Housing Authority, Greenville's affordable housing inventory is thousands of units below what is needed. Requests for housing aid continue to increase and exceed the capacity of existing organizations and agencies.

Goal

To increase the number of Moving to Work participants who remain stably housed and become financially self-sufficient.

Strategies

Strategy 1

The Greenville Housing Authority has just been approved to participate in the "Moving to Work" federal program that supports the development of self-sufficiency by providing housing assistance and individually tailored, localized solutions. As one of several participating partners, Bon Secours St. Francis will support participants by carefully assessing their needs and providing appropriate resource referrals for participants in Greenville Housing Authority's Moving to Work program.

Strategic Measures Year 1-3

- Number of individuals participating in Greenville Housing Authority's Moving to Work program supported by Bon Secours St. Francis
- Number of referrals made to community-based organizations on behalf of Moving to Work participants
- Number of participants who remain stably housed

Strategy 2

Bon Secours St. Francis will partner with housing-related organizations to provide community education on rental assistance, renters' rights, or ways to improve the chance of home ownership.

Strategic Measures Year 1-3

- Increased knowledge of renters' rights, how to obtain rental assistance, or steps to home ownership for low-to-moderate income community members

Accountable Partners

Bon Secours will work in partnership with the following accountable partners on the above listed strategy to address housing insecurity:

- Greenville Housing Authority
- Greenville County Human Relations Commission
- Self-Help Federal Credit Union
- Greenville Housing Fund

Expected Impact of the Strategy

- Increase in the number of individuals whose housing needs are met
- Increase in the number of community members who are self-sustaining

Targeted Populations

- Low-to-moderate income, under-resourced, and housing-insecure individuals.

Implementation Strategies to Address Clinical Health Needs

Behavioral and Mental Health

Description

Mental and behavioral health were consistently identified by the community as a high-priority clinical concern. South Carolina ranks 49th out of 51 (including Washington DC) in the nation for mental health care access.

The cost of care and lack of insurance were cited as the most prominent barriers to behavioral health services. Other common barriers included stigma, lack of resources, no insurance, long wait times, and lack of trained health staff.

Greenville is home to many mental/behavioral health and substance use providers, including SC Department of Mental Health — Greenville, Greer and Simpsonville Clinics; Phoenix Center; Carolina Behavioral Health; Just Say Something; National Alliance on Mental Health – Greenville; and major health systems and network of care services: Bon Secours St. Francis Health System and Prisma Health. Although the person-to-provider ratio has improved since the last CHNA in 2022, increased demand from Greenville County’s rapidly growing population is straining current capacity.

Goal

To decrease stigma by increasing community members’ comfort level when talking about MH/BH issues and increasing knowledge of when mental and behavioral issues need interventions and where to go for help.

Strategies

Strategy 1

Through Mental Health First Aid, National Alliance for Mental Illness courses (Ending the Silence/Terminando El Silencio and Sharing Hope/Compartiendo Esperanza), and grief coping education, Bon Secours St. Francis will provide community members with the tools and skills to navigate mental and behavioral health issues for themselves and others.

Years 1-3 Strategic Measures

- Percentage of class participants who indicate improvement in their ability to recognize when mental and behavioral health issues need professional intervention
- Percentage of senior adults who indicate improvement in their knowledge of and ability to use tools and techniques for navigating grief
- Percentage of participants who indicate improvement in their comfort level when discussing MH/BH topics

Accountable Partners

Bon Secours St. Francis will work with the following accountable partners on the above listed strategy to address mental and behavioral health:

- Faith community organizations, including members of Bon Secours St. Francis's Faith Communities and Greenville Awareness and Community Engagement (GACE) groups
- Thomas McAfee Funeral Home's Director of Grief Resources and Education

Expected Impact of the Strategy

- Increase in knowledge of mental and behavioral issues that need interventions
- Increase in the knowledge about where to go for MH/BH help
- Increase in the comfort level of talking about MH/BH issues
- Increase in the number of senior adults who understand tools and techniques for dealing with grief and how and when to access help

Targeted Populations

- Senior adults, young adults, and low-to-moderate income community members.

Access to Care (including Transportation and Chronic Conditions)

Description

Although Greenville County has fewer Medically Underserved Area/Population (MUA/P) designated places than the rest of the state and the county has seen an improvement in the number of care facilities in Healthcare Professional Shortage Areas (HSPA), access to care remains a concern, particularly for the aging and under-resourced communities. Those groups include community members who are uninsured or underinsured and who lack transportation for appointments.

In 2023, Greenville County experienced an increase in the percentage of uninsured adults (ages 18-64). In addition, the county has seen a consistent increase in emergency department visits since 2020, which could indicate an increase in community members who lack a primary care home. Bon Secours St. Francis and other health systems regularly connect low-income and uninsured residents to primary care homes, which helps transition patients with chronic conditions into care management programs.

Senior adults who are not technologically experienced face additional challenges as health systems have moved to MyChart for access to appointments and medical records.

Goal

To increase access to care in community for low-income, uninsured individuals and senior adults through health screenings, referrals and education.

Strategies

Strategy 1

Bon Secours St. Francis will offer targeted services, events, and classes that connect low income, uninsured individuals to primary care providers and provide preventive services and education about appropriate prevention and treatment of health issues for low-income individuals and senior adults. By providing services in community, Bon Secours St. Francis will help alleviate transportation issues. To focus senior adult health education on that population's greatest needs, Bon Secours St. Francis has surveyed LifeWise members (program for adults aged 55 and over) and members of community center-led senior programs. Given the inclusion of chronic conditions, the team at Bon Secours St. Francis has focused on tracking outcomes for the blood pressure class participants.

Strategic Measures Years 1-3

- Number of individuals who receive health screenings in community
- Number of referrals to primary care or other providers
- Percentage of BP class participants who indicate that they understand normal BP ranges and when an intervention is required
- Percentage of senior adult class attendees who indicate that they have a better understanding of specific health issues' prevention and/or treatment

Strategy 2

Bon Secours St. Francis will offer technology classes to senior adults to improve their access to and understanding of their medical information and Bon Secours St. Francis online resources.

Strategic Measures Years 1-3

- Percentage of senior class attendees who indicate that they understand how to locate their medical information and related resources.

Accountable Partners

Bon Secours will work with the following accountable partners on the above listed strategy to address access to care:

- Greenville County Parks, Recreation and Tourism community centers
- District 25 independent community centers

Expected Impact of the Strategy

- Early identification of health issues in under-resourced populations
- Increased number of community members with primary care homes and when appropriate, connection to specialists
- Increase in the knowledge about health issues and where to seek help for senior adults and under-resourced community members
- Increase in the senior adults' ability to use MyChart to make appointments, pay bills and locate notes and results

Targeted Populations

- Low income, under-resourced community members and senior adults

Prioritized Needs Not Being Addressed

All prioritized needs have been included in this implementation plan.

Resources Available

Due to the considerable and complex nature of the prioritized needs, there are several organizations within the community that may be available to address one or more of the needs listed in this implementation plan:

Health Care Facilities & Services

- Bon Secours St. Francis Health System – Housing and food security, mental and behavioral health, access to health care, transportation, aging
- Prisma Health – Housing and food security, mental and behavioral health, access to health care, transportation, aging

Health Departments

- South Carolina Department of Health – Access to health care
- South Carolina Department of Behavioral Health and Developmental Disabilities – Access to mental and behavioral health

Other Local and National Resources

- United Housing Connections – Housing security, mental and behavioral health
- Safe Harbor – Housing security, mental and behavioral health
- Homeless Coalition – Housing security
- Greenville Together – Housing security
- Homes for Hope – Housing security
- Triune Mercy Center – Housing security
- United Ministries – Housing security
- United Way of Greenville County – Housing security
- Piedmont Health Foundation – Housing security, mental and behavioral health
- First Christian Fellowship – Housing security
- Sterling Land Trust – Housing security
- Habitat for Humanity – Housing security
- Rebuild Upstate – Housing security
- SC Works – Housing security
- Thrive Upstate – Housing security

- Jasmine Road – Housing security
- Continuum of Care, SC Department of Children’s Advocacy – Housing security
- City and County Law Enforcement – Housing security
- Loaves & Fishes – Food security
- Meals on Wheels – Food security, aging
- Project Host – Food security
- Local food pantries (<https://livewellgreenville.org/greenville-county-food-resources/>) - Food security
- LiveWell Greenville – Food security, access to health care
- FoodShare Greenville – Food security
- Greenville Free Medical Clinic – Food security, access to health care, mental and behavioral health
- Greer Relief – Food security
- North Greenville Food Crisis Ministries – Food security
- Piedmont Emergency Relief Center – Food security
- Salvation Army – Food Security, Housing security
- Sterling Community Center – Food security, access to health care, aging,
- Pleasant Valley Connection – Food security, aging
- Mt. Pleasant Community Center – Food security, aging
- Senior Action – Food security, aging
- Triune Mercy Center – Food security
- Upstate Food Not Bombs – Food security
- Unity Health – Food security, mental and behavioral health, access to health care
- Upstate Behavioral Health Coalition – Mental and behavioral health
- Briggs Psychiatry & Behavioral Health, PC – Mental and behavioral health
- Greenville Crisis Response Team – Mental and behavioral health
- SC Hospital Association Behavioral Health Coalition – Mental and behavioral health
- Greenville Shared Solutions – Mental and behavioral health
- FAVOR – Faces and Voices of Recovery – Mental and behavioral health
- Well-Being Partnership for Greenville – Mental and behavioral health
- NAMI – National Alliance on Mental Illness – Mental and behavioral health
- Mental Health America of Greenville County – Mental and behavioral health
- The Carolina Center for Behavioral Health – Mental and behavioral health
- Phoenix Center – Mental and behavioral health
- Rize Prevention – Mental and behavioral health
- Just Say Something – Mental and behavioral health

- Compass of Carolina - Mental and behavioral health
- New Horizon Family Health Services - Mental and behavioral health
- Springbrook Autism Behavioral Health - Mental and behavioral Health
- Greenville County Schools - Mental and behavioral health
- New Horizon Family Health Services - Access to health care
- Hispanic Alliance - Access to health care
- PASOS - Access to Health care
- Taylors Free Medical Clinic - Access to health care
- Area Agency on Aging - Aging
- Senior Solutions - Food security, aging, transportation
- Greenville County Parks and Recreation - Senior Programs - Food security, aging, transportation
- Greenlink Transit (Greenville Transit Authority) - Transportation, general
- Uber - Transportation, general
- Lyft - Transportation, general
- Yellow Cab Co. of Greenville - Transportation, general
- GVL Taxi - Transportation, general
- A Taxi Alternative - Transportation, general
- Greenville Area Paratransit (Greenville Transit Authority) - Transportation, medical non-emergency
- Tandem Transport - Transportation, medical non-emergency
- Transportation on Demand - Transportation, medical non-emergency
- Modivcare - Transportation, medical non-emergency
- Spiritual Hands Transportation - Transportation, medical non-emergency
- Freedom 1st Medical Transport - Transportation, medical non-emergency
- Uber Health - Transportation, medical non-emergency
- Elite Home Care & Day Centers - Transportation, medical non-emergency
- STR Transport Services - Transportation, medical non-emergency
- Volunteer Support for Veterans (DAV) - Transportation, medical non-emergency

Board Approval

Bon Secours St. Francis Health System 2026-2028 Community Health Implementation Plan was approved by the Bon Secours St. Francis Health System Board of Directors on April 29, 2026.

Board Signature: Wendy Walker

Date: 4.29.26

For further information or to obtain a hard copy of this Community Health Implementation Plan, please contact Sean Dogan at richardsean_dogan@bshsi.org.

Bon Secours CHIP Website: <https://www.bonsecours.com/about-us/community-commitment/community-health-needs-assessment>



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