



## **Novant Health Medical Park Hospital**

**Community Benefit Implementation Plan**

**Forsyth County, North Carolina**

**2019-2021**

**Approved by the Novant Health Medical Park Hospital Board of Directors on August 28, 2019**

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## I. Introduction

Novant Health Medical Park Hospital, in partnership with the Forsyth County Department of Public Health, Forsyth County community partners and Wake Forest Baptist Health, conducted a community health needs assessment in 2017 to identify the most pressing health needs in our community. Forsyth Medical Center will enhance the community's health by offering health and wellness programming, clinical services and financial support in response to the specific health needs identified.

### ***a. Organization Overview***

Novant Health Medical Park Hospital is an integral part of the Novant Health system (collectively known as "Novant Health." Novant Health (NH) is a non-profit integrated health care system of 15 medical centers and a medical group with over 575 clinic locations. Other facilities and programs include outpatient surgery and diagnostic centers, charitable foundations, rehabilitation programs, and community health outreach programs. Novant Health and its affiliates serve their communities with programs including health education, home health care, prenatal clinics, community clinics and immunization services. Novant Health's over 28,000 employees and 2,500 physician partners care for patients and communities in North Carolina, South Carolina, and Virginia.

### ***Mission***

Novant Health exists to improve the health of our communities, one person at a time.

Our employees and physician partners strive every day to bring our mission, vision and values to life. We demonstrate this commitment to our patients in many different ways. Our organization:

- Maintains an active community health outreach program.
- Demonstrates superior outcomes for many health conditions as indicated by our state and national quality scores.
- Creates innovative programs that address important health issues, with many of our programs and services being recognized nationally.
- Believes in its role as a socially responsible organization, working with community agencies and organizations to make our communities better places to live and work.

**Novant Health Medical Park Hospital (NHMPH)**, is a 22-bed not-for-profit hospital that specializes in elective inpatient and outpatient surgeries. Our team of highly skilled surgeons, anesthesiologists, nurses and technicians perform more than 12,000 elective surgical procedures per year. Novant Health Medical Park Hospital proudly provides the *DaVinci*® Surgical System for gynecological, colorectal and urological procedures. The system provides surgeons with an alternative to open surgery and conventional laparoscopy, putting the surgeon's hands at the controls of a state-of-the-art robotic platform.

**b. Our Community**

Primary and Secondary Service Areas

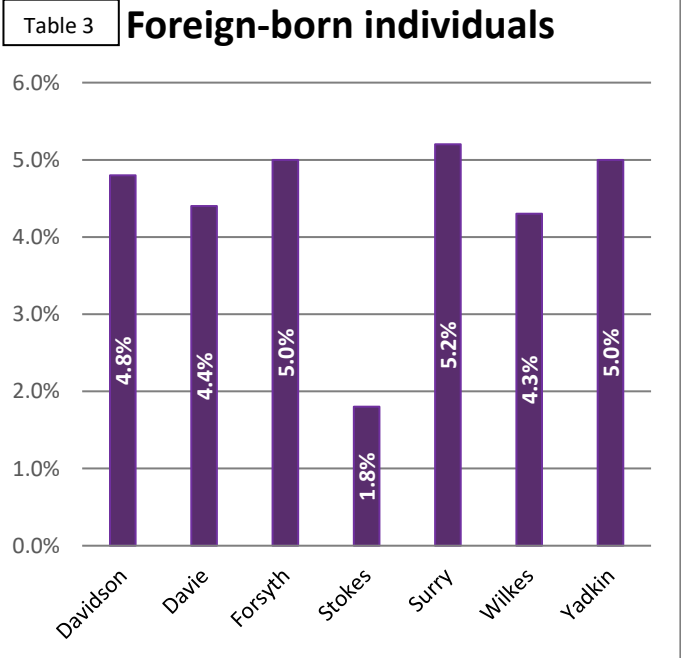
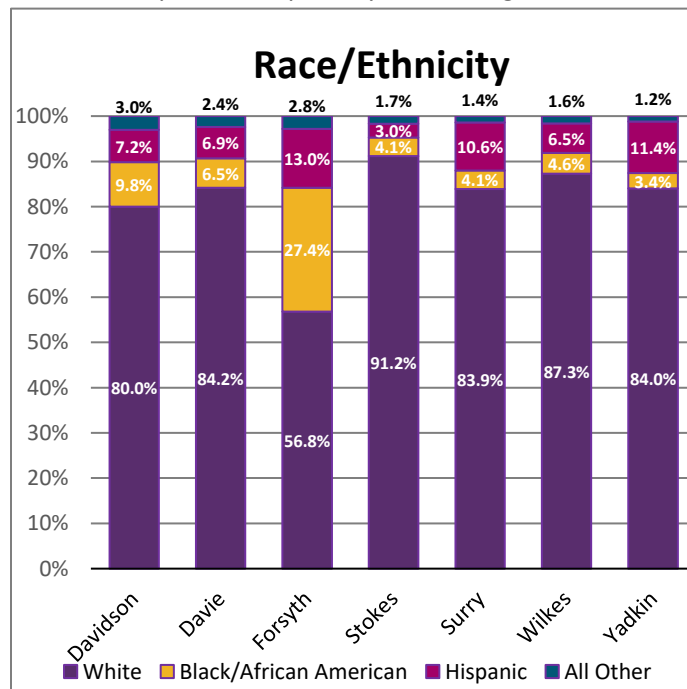
The Primary Service Area for Novant Health Medical Park Hospital Medical Center is defined by the zip codes that represent more than 75% of the hospital’s in-patient population as outlined below in table 1:

Table 1

Zip Code	City	County	Zip Code	City	County
27006	Advance	Davie	27055	Yadkinville	Davie
27012	Clemmons	Forsyth	27101	Winston-Salem	Forsyth
27018	East Bend	Yadkin	27103	Winston-Salem	Forsyth
27021	King	Stokes	27104	Winston-Salem	Forsyth
27023	Lewisville	Forsyth	27105	Winston-Salem	Forsyth
27028	Mocksville	Davie	27106	Winston-Salem	Forsyth
27030	Mount Airy	Surry	27107	Winston-Salem	Forsyth
27040	Pfafftown	Forsyth	27127	Winston-Salem	Forsyth
27041	Pilot Mountain	Surry	27284	Kernersville	Forsyth
27043	Pinnacle	Stokes	27292	Lexington	Davidson
27045	Rural Hall	Forsyth	27295	Lexington	Davidson
27051	Walkertown	Forsyth	27360	Thomasville	Davidson
27052	Walnut Cove	Forsyth	28659	North Wilkesboro	Wilkes

Medical Park Hospital’s Primary Service Area includes seven counties including Davidson, Davie, Forsyth Stokes, Surry, Wilkes and Yadkin counties. 66% of the patients in the Primary Service Area reside in Forsyth County, while 57% of the patients in the Primary and Secondary Service Areas reside in Forsyth County. A comparison was conducted to ensure that the community assessment did not exclude medically underserved, low-income, or minority populations who live in the geographic areas from which the hospital draws its patients. A comparison of race/ethnicity, median income, educational attainment, persons in poverty, and foreign born individuals is outlined below in tables 2-7.

Table 2



Source for all graphs: U.S. Census Bureau (2017)

Table 4

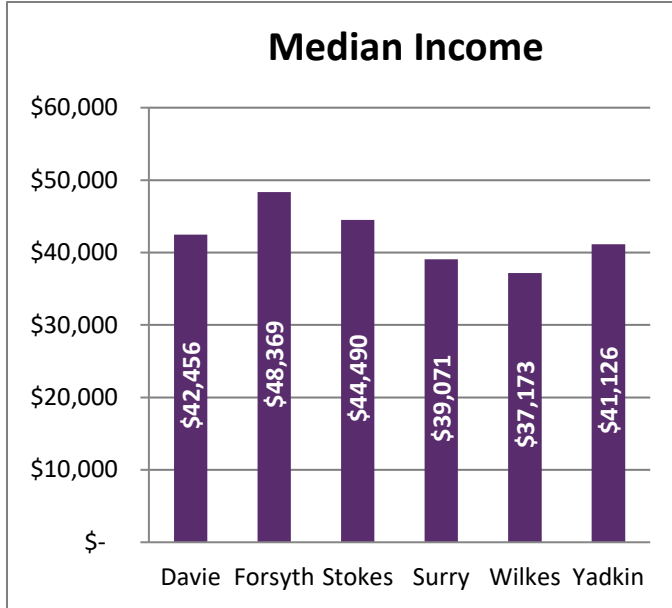


Table 5

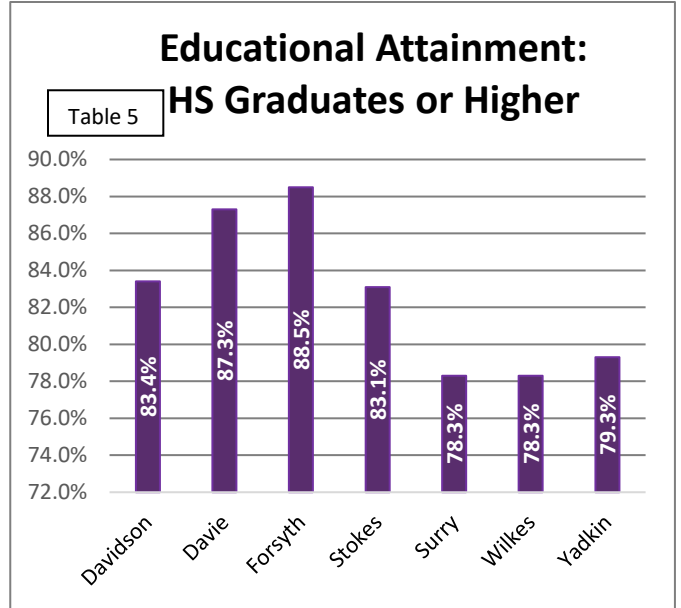
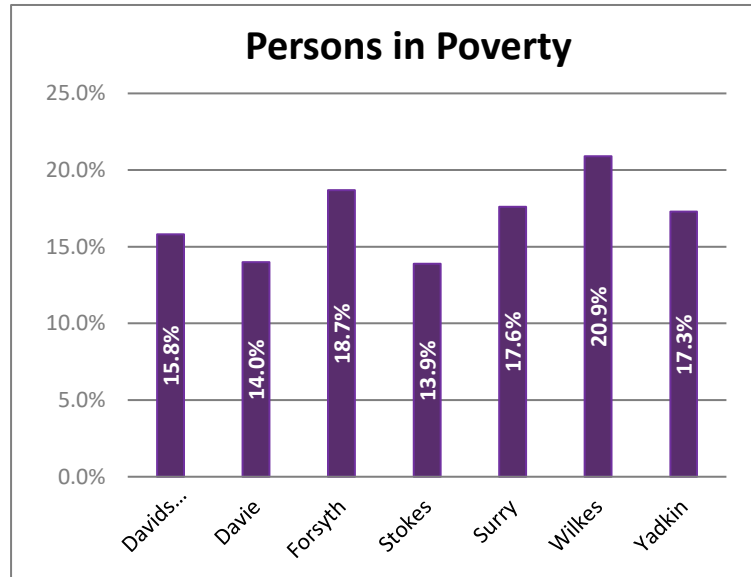


Table 6



Forsyth County Population By Race & Ethnicity (2017)

Table 7

	Forsyth County	North Carolina
Population Estimate	376,320	10,273,419
Persons Under 5 Years	6.0%	5.9%
Persons Under 18 Years	23.2%	22.4%
Person 65 Years & Over	15.6%	15.9%
Female Persons	52.5%	51.3%
White Alone,	56.8%	70.8%
Black/African-American Alone	27.4%	22.2%
American Indian & Alaska Native Alone	0.8%	1.6%
Asian Alone	2.5%	3.1%
Native Hawaiian & Other Pacific Islander Alone	0.1%	0.1%
Two or More Races	2.2%	2.2%
Hispanic or Latino	13.0%	9.5%

Children and adolescents make up an estimated one-third (30.0%) of the population in Forsyth County, while seniors make up 14.4% of the population. From 2014 to 2019, the population of Forsyth County is projected to grow by 0.8%. Non-white minorities currently make up almost half (45%) of the racial demographic in Forsyth County.

Forsyth County Population: Social Indicators

Table 8 depicts Forsyth County residents earn a median income that is slightly lower than the North Carolina state average. According to the U.S. Census 2017 American Community Survey, roughly one-third (33.7%) of Forsyth County residents have attained a bachelor’s degree or higher<sup>2</sup>. A key indicator to evaluate economic condition of Forsyth County is the poverty rate. The poverty rate for Forsyth County residents continues to be higher than the North Carolina state average by 3.0%, and the poverty rate for children (ages 0-17) in Forsyth County, is 5.8% higher than the NC State average.

Table 8

Median Household Income		Population Educational Attainment (≥ 25 yrs. old)		Poverty Rate	
Forsyth County	\$48,369	< HS diploma/GED	11.5%	All ages (Forsyth County)	19.1%
		HS diploma/GED	25.3%	All ages (North Carolina)	16.1%
North Carolina	\$50,320	Some college or associate's degree	29.4%	Children (0-17) (Forsyth County)	28.7%
		Bachelor's degree	20.7%	Children (0-17) (North Carolina)	22.9%
		≥ Graduate degree	12.6%		

Source: U.S. Census Bureau (2017)

## II. Prioritized Health Needs

### a) Identified Significant Health Needs

Through various data collection measures, and after analyzing and interpreting Forsyth County’s primary and secondary data these issues have been identified as social, clinical, behavioral and health outcomes. The identified health outcomes included the following:

- Drug Overdose
- Mental Health
- Chronic Diseases including Oral Health
- Communicable Diseases & Sexual Health
- Maternal & Infant Health
- Health Disparities/Quality of Life
- Lack of Trust
  - Lack of cultural competency of clinical staff

<sup>2</sup> U.S. Census Bureau, Small Area Income and Poverty Estimate Program. December 2017. <http://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkml>

- Poor Treatment or misdiagnosis from clinical staff
- Stress influenced by political environment
- Lack of Resources
  - Lack of time
  - Lack of Money
  - Overwhelmed by cost of care, insurance, and /or health foods
  - Overwhelmed by feeling of stress/anxiety
- Lack of Awareness
  - Limited understanding of how to access care
  - Limited health literacy
  - Learning how/where to access available resources is challenging
- Hesitancy to take medication

## **b) Analysis and Prioritization**

In 2017, a combination of online surveys and paper surveys were conducted to ask constituents to rank the top health issues impacting the community. The calculated scores were used to rank the focus areas, and the weighted rankings from the community opinion surveys and the priority focus exercise were combined.

The findings of the health assessment were shared with Forsyth County residents and they were given the opportunity to rank the health issues that they believe the County should address first, second, third and fourth. Priority setting events were held at the W.R. Anderson, Jr. Recreation Center in zip code 27127, and at the Head Start Gymnasium in zip code 27105. A priority setting email survey was also sent to people who live and/or work in Forsyth County. Five hundred and forty-six (546) persons completed the Health Issue Priority Survey. Fifty nine percent (59%) of the respondents were Black, non-Hispanic, 35% were White, non-Hispanic, and 6% were Hispanic/Latino. Seventy one percent (71%) of the total number of respondents were females. The top 4 priorities identified are listed below:

1. Chronic Diseases with a Focus on Physical Activity
2. Oral health (age 0-5 years)
3. Sexual Health
4. Maternal and Infant Health.

### ***Recommended Prioritized Health Outcomes***

From the prioritization activity, four broad health outcomes were recommended for prioritization by Forsyth County. In the coming months, recommendations will be made to address each of the priority areas below:

- Chronic Diseases with a Focus on Physical Activity
- Oral Health (age 0-5 years)
- Sexual Health

- Maternal and Infant Health.

**Facility Prioritization**

In addition to the community rankings, Novant Health Medical Park Hospital reviewed the top five diagnosis codes for inpatient and outpatient hospital emergency room visits at Novant Health Forsyth Medical Center (NHFMC) year-to-date July to December 2018.

Novant Health Forsyth Medical Center Emergency Department  
Top 5 Diagnoses July – December 2018

Inpatient		Outpatient	
Diagnosis	Volume	Diagnosis	Volume
Sepsis, unspecified organism	573	Chest pain, unspecified	1,044
Hypertensive heart & chronic kidney disease with heart failure and stage 1-4/unspecified chronic kidney disease	232	Other chest pain	1,011
Chronic obstructive pulmonary disease with (acute) exacerbation	170	Headache	628
Pneumonia, unspecified organism	158	Urinary tract infection, site not specified	580
Hypertensive heart disease with heart failure	154	Syncope and collapse	470

A review of the hospital emergency room visits indicated that many of the top inpatient diagnosis codes are correlated with chronic issues affecting the aging population. Upon analysis of the outpatient diagnosis codes, it was apparent that many of the patients seen had symptoms that could be related to a number of chronic conditions, including (but not limited to) heart disease, obesity, diabetes, chronic stress, and chronic issues related to aging.

Upon a comprehensive review of the community’s recommended prioritized outcomes and NHFMC’s ED top 5 diagnosis codes, the Novant Health Medical Park Hospital’s leadership team and Novant Health Medical Park Board of Trustees evaluated this information based upon the scope, severity, health disparities associated with the need, and the estimated feasibility and effectiveness of possible interventions. Through this thorough evaluation, and in consideration of Novant Health Medical Park Hospital’s services and resources, the team agreed on the following top significant health priority for Novant Health Medical Park Hospital:

1. Chronic Disease: Specific focus on Cancer.



### III. Issue identified for remediation

Novant Health Medical Park Hospital is committed to working to address the identified area of need through resource allocation and support of the following programs:

SIGNIFICANT HEALTH NEED		
CHRONIC DISEASE: SPECIFIC FOCUS ON CANCER		
PROGRAM	COMMUNITY BENEFIT ACTIONS	INTENDED OUTCOME
Community Cancer Screenings	Novant Health mobile mammography unit and community cancer screenings in the community for targeted populations based on risk and health inequality data.	Increase in awareness of available screenings and early detection of various cancers.

### IV. Unaddressed health needs

Although Novant Health Medical Park Hospital is working to address several significant needs in the community, we are unable to impact all identified county priorities, but will support community partners as appropriate with the following known issues:

Need	Explanation
<ul style="list-style-type: none"> <li>Mental Health</li> </ul>	Other agencies addressing need
<ul style="list-style-type: none"> <li>Lack of Trust</li> </ul>	Community coalitions in existence to help address need from a collaborative-based approach.

### V. Role of the Board and Administration

The Novant Health Medical Park Hospital Board of Trustees and Novant Health Medical Park Hospital administration are active participants in the community benefit process. Through strategic planning initiatives focused on chronic disease, community health outreach, and access to care, leadership provides direction on actions and intended impact, and serves as the approving body for the community health needs assessment and community benefit implementation plan. Administrative leaders serve on the County assessment process teams, priority setting committee and action planning team and hospital board members participate and provide influence to the community benefit plans. All members are actively involved in the priority setting discussion and outreach planning process. Additionally, community benefit reports are provided to the board and facility leadership teams throughout the calendar year for ongoing education.

## Appendix A: Healthy People 2020 Indicators

### Diabetes

- Increase the proportion of persons with diabetes whose condition has been diagnosed (Healthy People 2020; D-15).
- Increase the proportion of persons with diagnosed diabetes who receive formal education (Healthy People 2020; D-14).

### Obesity

- Increase the proportion of adults who are at a healthy weight (Healthy People 2020; NWS-8).
- Reduce the number of children and adolescents who are considered obese (Healthy People 2020; NWS-10).