



Novant Health Presbyterian Medical Center

Community Benefit Implementation Plan

Mecklenburg County, North Carolina

2019-2021

Approved by the Novant Health Southern Piedmont Region Board of Trustees on October 23, 2019

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I. Introduction

Novant Health Presbyterian Medical Center, in partnership with the Mecklenburg County Health Department and other community partners established a community health needs assessment in 2017 and in 2019 to identify the most pressing health needs in our community. Novant Health Presbyterian 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 Presbyterian Medical Center is an integral part of the Novant Health system (collectively known as "Novant Health"). Novant Health 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 25,000 employees and 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 good corporate citizen, working with community agencies and organizations to make our communities better places to live and work.

Novant Health Presbyterian Medical Center (NHPMC) serves as a regional facility with the latest in diagnostic and treatment services. Novant Health Presbyterian Medical Center is a leader in providing specialized care to patients with cancer and heart disease. The 622 bed hospital also provides maternity care and specialized neonatal intensive care to infants.

Novant Health Hemby Children's Hospital is located within Novant Health Presbyterian Medical Center. The hospital provides compassionate care in a family-centered environment. Large patient rooms include a parent bed and other conveniences that allow families to be comfortable during their child's hospital stay. Other features include a colorful playroom, outdoor playground, activities for children led by a child-life specialist and a pediatric intensive care unit specializing in the care of critically ill children.

b. Our Community

Primary and Secondary Service Areas

The Primary Service Area for Novant Health Presbyterian Medical Center is defined by the zip codes that represent 75% to 85% of the hospital’s in-patient population as outlined below:

Zip Code	City	County	Zip Code	City	County
28208	Charlotte	Mecklenburg	28226	Charlotte	Mecklenburg
28205	Charlotte	Mecklenburg	28078	Huntersville	Mecklenburg
28216	Charlotte	Mecklenburg	28105	Matthews	Mecklenburg
28215	Charlotte	Mecklenburg	28273	Charlotte	Mecklenburg
28212	Charlotte	Mecklenburg	28209	Charlotte	Mecklenburg
28227	Charlotte	Mecklenburg	28270	Charlotte	Mecklenburg
28269	Charlotte	Mecklenburg	28173	Waxhaw	Union
28214	Charlotte	Mecklenburg	28262	Charlotte	Mecklenburg
28206	Charlotte	Mecklenburg	28079	Indian Trail	Union
28211	Charlotte	Mecklenburg	28110	Monroe	Union
28210	Charlotte	Mecklenburg	28104	Matthews	Mecklenburg
28213	Charlotte	Mecklenburg	28203	Charlotte	Mecklenburg
28217	Charlotte	Mecklenburg	28278	Charlotte	Mecklenburg
28277	Charlotte	Mecklenburg	28202	Charlotte	Mecklenburg

The Primary Service Area includes the City of Charlotte and the Towns of Cornelius, Davidson, Pineville, Huntersville and Matthews which are all located in Mecklenburg County. The Secondary Service Area for Novant Health Presbyterian Medical Center includes counties in both North Carolina and South Carolina that are beyond Mecklenburg County proper. These areas (outlined below) include Alexander, Cabarrus, Gaston, Iredell, Lancaster, Lincoln, Rowan, Union, and York Counties.

Zip Code	City	County	Zip Code	City	County
28678	Stony Point	Alexander	28092	Lincolnton	Lincoln
28107	Midland	Cabarrus	28080	Iron Station	Lincoln
28027	Concord	Cabarrus	28037	Denver	Lincoln
28075	Harrisburg	Cabarrus	28168	Vale	Lincoln
28083	Kannapolis	Cabarrus	27013	Cleveland	Rowan
28124	Mount Pleasant	Cabarrus	28138	Rockwell	Rowan
28025	Concord	Cabarrus	28146	Salisbury	Rowan
28081	Kannapolis	Cabarrus	27054	Woodleaf	Rowan
28021	Cherryville	Gaston	28023	China Grove	Rowan
28052	Gastonia	Gaston	28144	Salisbury	Rowan
28101	McAdenville	Gaston	28147	Salisbury	Rowan
28164	Stanley	Gaston	28071	Gold Hill	Rowan
28012	Belmont	Gaston	28088	Landis	Rowan
28034	Dallas	Gaston	28125	Mount Ulla	Rowan
28056	Gastonia	Gaston	28159	Spencer	Rowan
28006	Alexis	Gaston	28079	Indian Trail	Union
28016	Bessemer City	Gaston	28110	Monroe	Union
28032	Cramerton	Gaston	28103	Marshville	Union
28054	Gastonia	Gaston	28173	Waxhaw	Union
28098	Lowell	Gaston	28104	Matthews	Union
28120	Mount Holly	Gaston	28112	Monroe	Union
28115	Mooresville	Iredell	28174	Wingate	Union
28660	Olin	Iredell	29708	Fort Mill	York
28117	Mooresville	Iredell	29730	Rock Hill	York
28166	Troutman	Iredell	29733	Rock Hill	York
28625	Statesville	Iredell	29743	Smyrna	York
28677	Statesville	Iredell	29710	Clover	York
28634	Harmony	Iredell	29717	Hickory Grove	York
28689	Union Grove	Iredell	29734	Rock Hill	York
29058	Heath Springs	Lancaster	29704	Catawba	York
29722	Lancaster	Lancaster	29715	Fort Mill	York
29067	Kershaw	Lancaster	29726	McConnells	York
29720	Lancaster	Lancaster	29732	Rock Hill	York
29707	Fort Mill	Lancaster	29742	Sharon	York
28033	Crouse	Lincoln	29745	York	York

Population

Mecklenburg County has the largest population of any county in the State of North Carolina. The County includes the City of Charlotte; towns of Cornelius, Davidson, and Huntersville (north of Charlotte); and the towns of Matthews, Mint Hill, and Pineville (south and southeast of Charlotte). Mecklenburg County is home to just under 1,100,000 residents, making it the most populous county between Atlanta, Georgia and Washington, D.C. In fact, from 2007 to 2017, Mecklenburg County's population growth rate was 24% and expected to grow in excess of 1.5 million people by 2037.

Mecklenburg County Population by Race & Ethnicity (2017)

	Mecklenburg County	North Carolina
Population Estimate	1,076,837	10,273,419
Persons Under 5 Years	6.7%	5.9%
Persons Under 18 Years	23.9%	22.4%
Person 65 Years & Over	10.9%	15.9%
Female Persons	51.9%	51.3%
White Alone	47.0%	70.8%
Black/African-American Alone	32.8%	22.2%
American Indian & Alaska Native Alone	0.8%	1.6%
Asian Alone	6.1%	3.1%
Native Hawaiian & Other Pacific Islander Alone	0.1%	0.1%
Two or More Races	2.4%	2.2%
Hispanic or Latino	13.3%	9.5%

Source: U.S. Census Bureau (2017).

Children and adolescents make up almost one-third (30.6%) of the population in Mecklenburg County, while seniors only make up 10.9% of the population.¹ From 2010 to 2020, the population of Mecklenburg County has been projected to grow by 24%. North Carolina's population is projected to grow by 11% during the same time period. Over the next 15 years, it is expected that persons age 65 and older will be the fastest growing segment of Mecklenburg County's population. Non-white minorities currently make up over one-half (53.0%) of the racial demographic in Mecklenburg County.

¹ U.S. Census Bureau (2017). State & County QuickFacts. <http://quickfacts.census.gov/qfd/states/37/3712000.html>

According to the U.S. Census 2017 American Community Survey, 44.1% of Mecklenburg County residents have attained a bachelor’s degree or higher². According to the U.S. Census 2013-2017 data, the median household income in Mecklenburg County is \$61,695. The poverty rate for Mecklenburg County residents continues to be lower than the North Carolina state average by 2.7%, and the poverty rate for children (ages 0-17) in Mecklenburg County, is 4.5% lower than the NC State average. The poverty rate for Mecklenburg County residents decreases as the amount of education increases.

Unemployment Rate ⁴		Limited Access to Healthy Foods ⁵		Renters spending more than 30% Of Household Income on Rent ⁴		Percent of Households without a Vehicle ⁴	
Mecklenburg County	3.8%	Mecklenburg County	5%	Mecklenburg County	46.4%	Mecklenburg County	6.2%
North Carolina	3.9%	North Carolina	7%	North Carolina	48.7%	North Carolina	6.1%

II. Prioritized Health Needs

Identified Significant Health Needs

The nine topic areas included in the 2017 CHNA were selected and validated using a survey tool that was administered to community leaders and representatives of key health agencies in the county. The survey included 15 health topics for consideration and asked respondents to rank the issues in order of importance. The top nine issues identified were the same nine issues included in the 2013 CHA and are as follows:

- | | |
|-------------------------------|---------------------------|
| 1. Access to Care | 6. Injury |
| 2. Chronic Disease Prevention | 7. Mental Health |
| 3. Environmental Health | 8. Substance Use Disorder |
| 4. Healthy Pregnancy | 9. Violence Prevention |
| 5. HIV and STDs | |

While the categories remained the same as those in the 2013 assessment, the steering committee recommended changing terms used to describe each category to be more descriptive. Those changes are as follows:

- Responsible Sexual Behavior → HIV & STDs
- Maternal & Child Health → Healthy Pregnancy
- Substance Abuse → Substance Use Disorder

² <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>

Health disparities and social determinants of health are not addressed as separate categories but rather are incorporated within the analysis of each of the nine topic areas.

Residents were asked to describe their community in terms of six categories: access to health care, community living, senior living, economic opportunity, safety and support for those in need. Residents utilized a five-point Likert Scale to express how much they agreed or disagreed with a particular statement. For purposes of this report, neutral responses were excluded.

In general, residents had highly favorable opinions on most issues. Nearly 1 in 5 residents rated health care access, senior living, economic opportunity and providing support for those in need as issues for their community (scored as disagree or strongly disagree).

a) County Prioritization

Steering committee members gave a brief 15-minute presentation on the CHA process and the nine health topics included and asked meeting participants to select the top 4 issues they thought needed to be addressed. Nearly 300 community members participated in the Priority Setting “In a Box” events.

Community groups who participated in these events included:

- Generation Nation
- On the Table CLT, Mecklenburg County
- Public Health Lunch & Learns
- Black Treatment AIDS Network (BTAN)
- Leadership Charlotte
- Safe Kids parent meeting
- Parenting classes
- Head Start family class
- YMCA older adult education class
- Kohl’s staff meeting
- Atrium Health Emergency Medicine

Recommended Prioritized Health Outcomes

Input from all three prioritization methods were combined to arrive at the final list of priorities for Mecklenburg County.

The nine health issues ranked in order of priority are:

1. Mental Health
2. Access to care
3. Chronic Disease Prevention
4. Violence Prevention
5. Substance Use Disorder

- 6. Healthy Environment
- 7. HIV & STD Prevention
- 8. Healthy Pregnancy
- 9. Injury Prevention

Action Plans were created for the top two prioritized health needs:

- 1. Access to care
- 2. Mental health, substance use disorder.

b) Facility prioritization

In addition to the community rankings, Novant Health Presbyterian Medical Center reviewed the top five diagnosis codes for inpatient and outpatient hospital emergency room visits year-to-date July-December 2018.

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

Inpatient		Outpatient	
Diagnosis	Volume	Diagnosis	Volume
Not Specified	1558	Acute upper respiratory infection unspecified	369
Viral infection unspecified	427	Urinary tract infection site not specified	299
Major depressive disorder single episode unspecified	418	Chest pain unspecified	244
Essential (primary) hypertension	274	Other chest pain	210
Alcohol abuse with intoxication unspecified	259	Chronic obstructive pulmonary disease with (acute) exacerbation	199

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, common symptoms related to heart disease and mental and behavioral health conditions. 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, stroke, diabetes, chronic stress and chronic issues related to aging.

Upon a comprehensive review of the community’s recommended prioritized outcomes and NHHMC’s ED top 5 diagnosis codes, the Novant Health Presbyterian Medical Center leadership team and Board of Trustees evaluated this information based on the scope, severity, health disparities associated with the need, and the estimated feasibility and effectiveness of possible interventions. Through this thorough evaluation, the team agreed on the following top two significant health priorities for Novant Health Presbyterian Medical Center:

1. Access to care
2. Mental Health, substance use disorder

III. Issues identified for remediation

In the following section Novant Health Presbyterian Medical Center will address each of the top two prioritized needs. Each need includes actions that must be taken to achieve improved community health. Outlined within each need, Novant Health Presbyterian Medical Center will identify the description of need, programs, resources and intended actions, anticipated impact, priority populations, evaluation plan, intervention strategies, tactics for achievement, growth targets, and community partners.

<u>Identified Priority</u>	<u>Program</u>	<u>Action:</u>	<u>Intended Outcome:</u>
Mental Health – Substance use disorder	Mental Health TIC/Resiliency Training and Screenings Substance Use recovery and prevention	Provide information and train individuals from various sectors including the nonprofit, and faith community. Develop database of regional resources for appropriate behavioral health and SDOH referrals	Awareness of the impact of trauma and provision of tools/skills to build resiliency Awareness of ways to access resources and increased number of individuals connected to appropriate treatment and services within the community.
Access to care	Wellness Education and Screenings	Host screenings and provide related referrals, assessment of resources	Increased number of community stakeholders connected to a primary medical home and appropriate care

IV. Unaddressed health needs

Although Novant Health Presbyterian Medical Center 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:

<u>Health Needs</u>	<u>Local Community Resources Addressing Needs</u>
- <i>Chronic disease Prevention</i> - <i>Healthy Pregnancy</i>	<ul style="list-style-type: none"> • CW Williams Health Center • Charlotte Community Health Clinic

<ul style="list-style-type: none"> - HIV & STD Prevention 	<ul style="list-style-type: none"> • Charlotte Volunteers in Medicine Clinic • Care Ring • CMC Biddle Point • CMC Elizabeth Family Practice • CMC Meyers Park • CMC North Park • Free Clinics of Our Town (Davidson) • Matthews Free Medical Clinic • Mecklenburg County Health Department • NC MedAssist • Lake Norman Community Health clinic • Physicians Reach Out (administered by Care Ring) • Shelter Health Services • Bethesda Health Center
<p>Community resources addressing:</p> <ul style="list-style-type: none"> - Environmental health - Injury - Substance abuse - Violence 	<ul style="list-style-type: none"> • Children’s Alliance • Charlotte Mecklenburg Drug Free Coalition • Community Domestic Violence Review Team • Community Child Fatality Prevention and Protection Team • Charlotte Housing Authority • Homeless Services Network • HIV Community Task Force • Mecklenburg Safe Routes to School • MAPPR – Mecklenburg Area Project for Primary Care Research • Mecklenburg Food Policy Council • Mecklenburg Fruit & Vegetable Coalition • MedLink of Mecklenburg

V. Role of the board and administration

The Novant Health Southern Piedmont Region Board of Trustees and Novant Health Presbyterian Medical Center 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).

Heart Disease and Stroke

- Increase the proportion of adults who have had their blood pressure measured within the preceding 2 years and can state whether their blood pressure was normal or high (Healthy People 2020; HDS-4)
- Reduce the proportion of persons in the population with hypertension (Healthy People 2020; HDS-5)

Cancer

- Increase the proportion of women who receive a breast cancer screening based on the most recent guidelines (Healthy People 2020; C-17).

Infant Mortality

- Increase the proportion of pregnant women who attend a series of prepared childbirth classes (Healthy People 2020; MICH-12)

Mental Health

- Reduce the suicide rate (Healthy People 2020; MHMD-1)
- Increase the proportion of adults with mental health disorders who receive treatment (Healthy People 2020; MHMD-9)