



## **Novant Health Huntersville 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 Huntersville Medical Center, in partnership with the Mecklenburg County Health Department and other community partners established a community health needs assessment in 2017 to identify the most pressing health needs in our community. Novant Health Huntersville 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 Huntersville Medical Center 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 5 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,

#### ***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 Huntersville Medical Center (NHHMC)** is located in the Town of Huntersville, North Carolina, and opened in November 2004. The 91-bed facility provides a wide range of health services including emergency care, maternity care, cardiovascular care, cancer care, orthopedic care, laboratory services, radiology services, and sleep services. The expert medical team delivers the care you need, close to home and ensures that you receive personalized attention and a remarkable experience at the hospital.

### ***b. Our Community***

Primary and Secondary Service Areas

Mecklenburg County contains seven municipalities including the City of Charlotte, and the towns of Cornelius, Davidson, Huntersville, Matthews, Mint Hill and Pineville. 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 2018, Mecklenburg County’s population growth rate was 19% and expected to grow in excess of 1.5 million people by 2037.

The Primary Service Area for Novant Health Huntersville 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
28078	Huntersville	Mecklenburg
28269	Charlotte	Mecklenburg
28031	Cornelius	Mecklenburg
28216	Charlotte	Mecklenburg
28037	Denver	Lincoln
28117	Mooresville	Iredell
28036	Davidson	Davidson
28115	Mooresville	Iredell
28214	Charlotte	Mecklenburg
28027	Concord	Cabarrus

The Secondary Service Area for Novant Health Huntersville Medical Center covers a two-county radius, including: Catawba and Gaston.

Population

Mecklenburg County is the center of the country's fifth largest urban area with over seven million people living within a 100-mile radius. The county consists of a large urban center surrounded by smaller, more rural communities.

**Mecklenburg County Population by Race & Ethnicity (2018)**

	Mecklenburg County	North Carolina
Population Estimate	1,093,901	10,383,620
Persons Under 5 Years	6.6%	5.9%
Persons Under 18 Years	23.6%	22.2%
Person 65 Years & Over	11.2%	16.3%
Female Persons	51.9%	51.4%
White Alone	46.4%	62.8%
Black/African-American Alone	32.9%	22.2%
American Indian & Alaska Native Alone	0.8%	1.6%
Asian Alone	6.4%	3.2%
Native Hawaiian & Other Pacific Islander Alone	0.1%	0.1%
Two or More Races	2.4%	2.3%
Hispanic or Latino	13.6%	9.6%

Source: U.S. Census Bureau (2018).

Children and adolescents make up almost one-third (30.2%) of the population in Mecklenburg County, while seniors only make up 11.2% of the population.<sup>1</sup> 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 (53.6%) of the racial demographic in Mecklenburg County.

Source: Mecklenburg County 2015 Community Pulse

Median Household Income		Population Educational Attainment (≥ 25 yrs. old)		Poverty Rate	
Mecklenburg County	\$61,695	< HS diploma/GED	10.1%	All ages (Mecklenburg County)	13.4%
		HS diploma/GED	17.9%	All ages (North Carolina)	16.1%
North Carolina	\$50,320	Some college or associate's degree	27.9%	Children (0-17) (Mecklenburg County)	18.4%
		Bachelor's degree	29.2%	Children (0-17) (North Carolina)	22.9%
		≥ Graduate degree	14.9%		

<sup>1</sup> U.S. Census Bureau (2018). 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 higher<sup>2</sup>. According to the U.S. Census 2018 data, the median household income in Mecklenburg County is \$61,695. A key indicator to evaluate economic condition of Mecklenburg County is the poverty rate.

## II. Prioritized Health Needs

### Identified Significant Health Needs

The nine topic areas included in the 2017 (Community Health Assessment) 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
- 2. Chronic Disease Prevention
- 3. Environmental Health
- 4. Healthy Pregnancy
- 5. HIV and STDs
- 6. Injury
- 7. Mental Health
- 8. Substance Use Disorder
- 9. Violence Prevention

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

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.

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

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: Access to care and mental health, substance use disorder.

**b) Facility prioritization**

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

Novant Health Huntersville 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 Huntersville 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 Huntersville Medical Center:

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

### III. Issues for remediation

In the following section Novant Health Huntersville 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 Huntersville 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 Huntersville 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>
- <b><i>Chronic disease Prevention</i></b> - <b><i>Healthy Pregnancy</i></b>	<ul style="list-style-type: none"> <li>• CW Williams Health Center</li> <li>• Charlotte Community Health Clinic</li> </ul>

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

**V. Role of the board and administration**

The Novant Health Southern Piedmont Region Board of Trustees and Novant Health Huntersville 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)