



Novant Health Thomasville Medical Center

Community Health Needs Assessment

Davidson County, North Carolina

2016-2018

Approved by the Novant Health Thomasville Medical Center Board of Trustees on September 20, 2016

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I. Introduction

Novant Health Thomasville Medical Center, in partnership with the Davidson County Health Department and Wake Forest Baptist Health Lexington Medical Center conducted a community health needs assessment in 2015 to identify the most pressing health needs in our community. Novant Health Thomasville 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 Thomasville 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 14 medical centers and a medical group with over 500 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, Virginia, South Carolina and Georgia.

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 Thomasville Medical Center (NHTMC), a 146-bed community hospital, offers a full range of inpatient and outpatient services, birthing suites and an emergency department. Novant Health Thomasville Medical Center specialty programs include The Heartburn Treatment Center, The Total Joint Center, The Heart and Vascular Institute and Sleep Health.

b. Our Community

Primary and Secondary Service Areas

The Primary Service Area for Novant Health Thomasville 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
27239	Denton	Davidson
27280	Denton	Davidson
27292	Lexington	Davidson
27293	Lexington	Davidson
27294	Lexington	Davidson
27295	Lexington	Davidson
27299	Linwood	Davidson
27351	Lexington	Davidson
27360	Thomasville	Davidson
27361	Thomasville	Davidson
27374	Lexington	Davidson

Davidson County, NHTMC’s primary service area and defined community, has 18 municipalities, including Thomasville, the most populated city, and Lexington, the County seat. Based on 2014 estimates, Davidson County had just over 164,000 residents¹, which is a 0.7% increase since the 2010 U.S. Census. With the county covering a 553 square mile area, Davidson County averages 294.7 persons per square mile.

When compared to Randolph County, a peer county to Davidson County, Davidson County has a 13% larger total population, but very similar percentages in its male and female populations (0.991% and .992% difference, respectively).

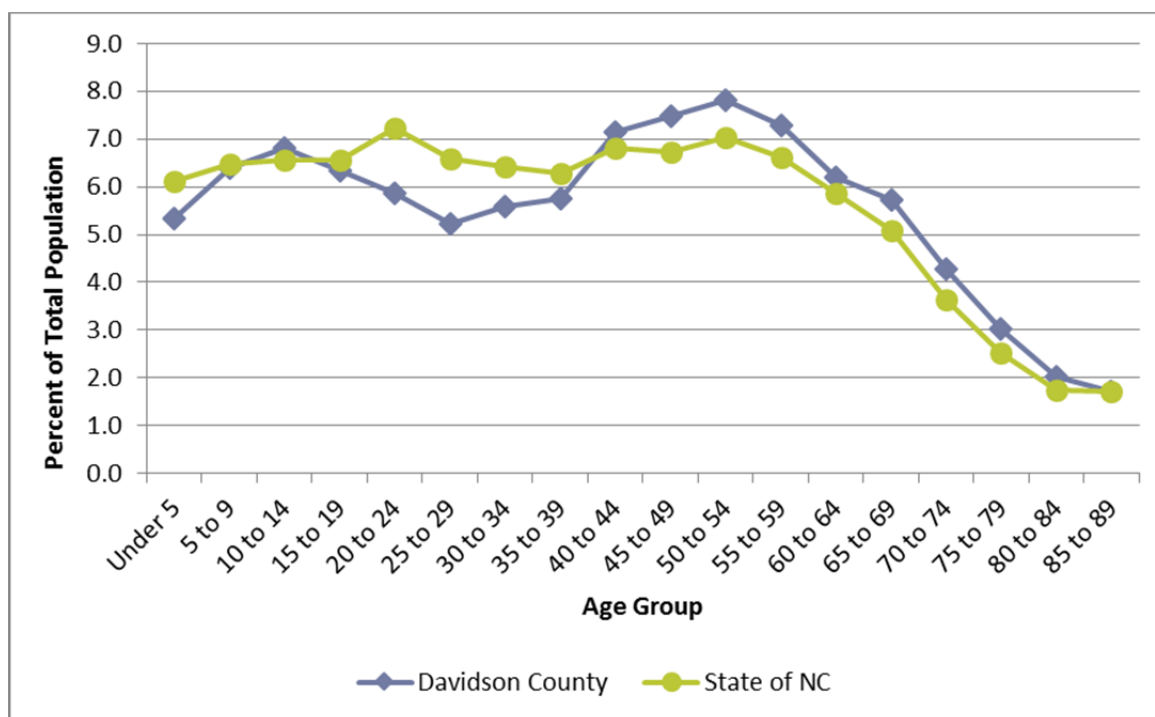
Location	Total Population	Number Males	% Population Male	Median Age Males	Number Females	% Population Female	Median Age Females	Overall Median Age
Davidson County	164,072	80,435	49.0	41.0	83,637	51.0	43.0	42.1
Randolph County	142,778	70,548	49.4	39.9	72,230	50.6	42.0	41.0
State of NC	9,943,964	4,844,593	48.7	36.7	5,099,371	51.3	39.7	38.2

While some demographic attributes are similar between Randolph and Davidson County, when compared to the State of North Carolina, there are a number of demographic elements that are unique to Davidson County. Racially, Davidson County has lower proportions of African Americans and Hispanics than the North Carolina average, and has lower proportions in most age categories of people

¹ U.S. Census Bureau (2015). State & County QuickFacts. <http://quickfacts.census.gov/qfd/states/37/38057.html>

under age 40 and higher proportions in most age categories of people over age 40²:

Location	Percent of Overall Population					
	White	Black	American Indians	Asian	Multiple Races	Hispanic
Davidson County	86.9	9.4	0.8	1.5	1.5	6.8
Randolph County	89.8	6.3	1.0	1.3	1.5	11.1
State of NC	71.5	22.1	1.6	2.8	2.1	9.0



In 2014, there were an estimated 27,527 persons age 65 and older in Davidson County. According to figures from the North Carolina Office of State Budget and Management, the population in every major age group age 65 and older in Davidson County is projected to increase between 2010 and 2030.³

Population

Davidson County is more rural in nature. The estimated median monthly mortgage cost among Davidson County homeowners is \$140 less than the North Carolina median, and the estimated median gross monthly rent among Davidson County renters is \$139 less than the North Carolina median. Detailed demographic data for Davidson County is outlined below:

² US CENSUS State & County QuickFacts (2015). <http://quickfacts.census.gov/qfd/states/37/37057.html>

³ NC Budget and Management. Projected Annual County Population Totals, 2020-2029: https://ncosbm.s3.amazonaws.com/s3fs-public/demog/countytotals_2020_2029.html

Davidson County Population By Race & Ethnicity (2014)

	Davidson County	North Carolina
Population Estimate	164,072	9,943,964
Persons Under 5 Years, percent 2014	5.3%	6.1%
Persons Under 18 Years, percent 2014	22.7%	23.0%
Person 65 Years & Over, percent 2014	16.8%	14.7%
Female Persons, percent 2014	51.0%	51.3%
White Alone, percent 2014	86.9%	71.5%
Black/African-American Alone, percent 2014	9.4%	22.1%
American Indian & Alaska Native Alone, percent 2014	0.8%	1.6%
Asian Alone, percent 2014	1.4%	2.7%
Native Hawaiian & Other Pacific Islander Alone, percent 2014	2%	0.1%
Two or More Races, percent 2014	1.5%	2.1%
Hispanic or Latino, percent 2014	6.8%	9.0%

Source: U.S. Census Bureau (2014).

Children and adolescents make up just under one-third (28.0%) of the population in Davidson County, while seniors make up 16.8% of the population. Over the next 15 years, the senior population in Davidson County is projected to steadily increase. Non-white minorities currently make up 19.9% of the racial demographic in Davidson County.

Davidson County residents earned less than the average resident in the State of North Carolina. In Davidson County, the 2014 median household income was approximately \$3,500 below the North Carolina average. A key indicator to evaluate economic condition of Davidson County is the poverty rate. The poverty rate for Davidson County residents is marginally lower than the North Carolina state average by 1.2%, and the poverty rate for children (ages 0-17) in Davidson County, is 0.6% lower than the North Carolina State average.

Median Household Income		Population Educational Attainment (≥ 25 yrs old)		Poverty Rate	
Davidson County	\$43,083	< HS diploma/GED	22.6%	All ages (Davidson County)	16.3%
		HS diploma/GED	39.6%	All ages (North Carolina)	17.5%
North Carolina	\$46,596	Some college or associate's degree	33.2%	Children (0-17)	23.5%
		Bachelor's degree	4.7%	Children (0-17) (North Carolina)	24.1%

II. Assessment

The following are excerpts and findings from the 2015 Davidson County Community Health Assessment. To access the full report, please visit

<http://www.dchdnc.com/Docs/HealthED/community%20health%20assessmnets/2015communityassessment.pdf>

a) Collaborative community partners

Local Health Departments in North Carolina are required to conduct a comprehensive community health needs assessment to maintain local health department accreditation. In Davidson County, the 2015 Community Health Assessment (CHA) was led by collaboration with Novant Health Thomasville Medical Center and Wake Forest Baptist Health Lexington Medical Center (LMC). These partner agencies contracted an independent consultant for assistance in conducting the 2015 assessment. As part of this assessment process, special attention was paid to the needs of the underserved. The process emphasized collaboration among community partners to improve the overall health of the community.

The primary partners in the 2015 Davidson County CHA project were the Davidson County Health Department, Novant Health Thomasville Medical Center and Wake Forest Baptist Health Lexington Medical Center, with the health department supplying staff to coordinate the project. To ensure input from public health professionals, leaders of medically underserved communities, and persons with broad knowledge of the community, the Davidson County Health Department, Wake Forest Baptist Health Lexington Medical Center, Novant Health Thomasville Medical Center, members from partner agencies, and community representatives formed the Davidson County Community Health Assessment Planning Team in 2015.

(See Appendix A for a complete list of agencies represented on the planning team. Please visit <http://www.dchdnc.com/Docs/HealthED/community%20health%20assessmnets/2015communityassessment.pdf> for a listing of individual participant names).

b) Solicitation

We solicited input from persons who represent the broad interest of Davidson County, North Carolina including Hispanics, persons living in poverty and those without a high school degree. Through the stratified convenience sampling methodology that was employed for the Community Health Opinion Survey, a diverse sample of the community was surveyed that is closely proportionate to the population size and demographic of Davidson County. Demographic data from the sample of survey participants collected is illustrated below:

Demographic Parameter	%, 2015 Survey (n=962)	%, Davidson County 2010 US Census
GENDER		
Male	20	48.5
Female	80	51.5
RACE		
White/Caucasian	83.5	86.9

Black/African American	9.7	9.4
Hispanic	5.7	6.8
AGE		
20-29	12.9	11.0
30-64	73.6	47.3
65 and Older	11.1	16.7
EDUCATION		
Less than HS Diploma or GED	8.5	19.6
High School Diploma or Above	91.5	80.4
Bachelor's Degree or Higher	36.8	17.6
UNEMPLOYED	5.0	5.9

Areas identified as gaps in the quantitative data sampling included an underrepresentation in those less well educated, an overrepresentation from college (and above) educated persons, and an overrepresentation from those aged 30-64 years of age.

c) Data collection and analysis

Primary Data

The Community Health Opinion Survey

In April 2015, the primary partners and CHA team members began work on developing the community health survey for Davidson County residents. Input for the survey was solicited from a variety of leaders in city and county government, community-based organizations, foundations, churches, colleges/universities, coalitions and other social service agencies. The leaders included experts in public health, minority populations, health, health disparities, and social services. Surveys were created with input from community stakeholders and included questions on community issues, preventive care and health behaviors, mental health issues, environmental health issues, disaster preparedness, access to healthcare, and various personal and household demographics.

Throughout the data collection process particular attention was given to identifying at-risk and vulnerable populations. A stratified convenience sample approach was used and collected responses from 961 citizens of the county. The 2015 survey respondent pool can be generally characterized as predominately female, ethnically diverse and racially-balanced, and more highly educated than the general population. The survey was made available to the community from July 13, 2015 to August 14, 2015. Data was analyzed by the independent consultant. To avoid biased estimates, data analyses included a mathematical weight for probability of selection.

Secondary Data

Along with the outlined primary data, secondary data was collected from other sources and reviewed. Health data was gathered and analyzed from the following sources:

- Centers for Disease Control and Prevention
- North Carolina Department of Health & Human Services, State Center for Health Statistics
- North Carolina Office of State Budget and Management
- North Carolina Center for Health Statistics
- North Carolina Department of Commerce
- North Carolina Department of Justice
- Novant Health Thomasville Medical Center
- North Carolina Action for Children
- North Carolina Department of the Environment and Natural Resources
- The County Health Rankings & Roadmaps
- The US Bureau of Census
- Vital Statistics and Cancer Registry units
- Wake Forest Baptist Health Lexington Medical

III. Identification & Prioritization of Health Needs

a) Identified Significant Health Needs

From participant responses, it was apparent that chronic health problems, aging problems, mental health, drug abuse, teen pregnancy and economic issues are the most important concerns of Davidson County residents. Other key data points included:

- When asked to identify the five health problems having the greatest overall effect on health in Davidson County, survey respondents identified 1) obesity/overweight, 2) diabetes, 3) cancer, 4) aging problems, and 5) heart disease/heart attack
- When asked to identify the five unhealthy behaviors having the greatest overall effect on health and safety in Davidson County, respondents identified 1) drug abuse, 2) alcohol abuse, 3) lack of exercise/poor physical fitness, 4) poor eating habits and 5) smoking/tobacco use.
- When asked to select the five social issues that have the greatest overall effect on quality of life, respondents identified 1) low income/poverty, 2) unemployment/underemployment, 3) affordability of health services, 4) homelessness, and 5) crime.

Based on these identified health needs, the CHA data team identified these issues as 12 community health problems, unhealthy behaviors and community social issues. The identified health issues included the following:

- 1) Access to healthcare
- 2) Aging population
- 3) Alzheimer's disease
- 4) Chronic diseases
- 5) Chronic lower respiratory disease
- 6) Food insecurity
- 7) Infant/maternal health

- 8) Lack of education
- 9) Mental health
- 10) Obesity
- 11) Smoking/tobacco use
- 12) Substance abuse

b) Prioritization

Community health forums were held to provide county residents the opportunity to share their opinions and inform the community health assessment priority selection process. Three forums were conducted over a two week period, geographically dispersed throughout the county: 1) The Lexington Public Library, 2) the Thomasville Public Library, and 3) the Denton Public Library. The forums were advertised in local papers, fliers, via email and participants were recruited by Davidson County Healthy Communities Coalition members. To prioritize the needs, each forum included a presentation about initial Davidson County community health assessment research, with the ten most prominent issues discussed. Finally, through a structured ranking process, the team asked participants to prioritize the issues that emerged during earlier research.

The participants were invited to take part in a facilitated discussion, answering the following questions:

- 1) Which statistics were most surprising?
- 2) Which issue appeared most important?
- 3) How well did findings correspond with personal experience and day-to-day observations?
- 4) What resources in the community are addressing any of these issues?
- 5) What strategies would better address any of these issues?

Participants then scored the areas from 1 (least weight) to 10 (most weight) using the following five criteria: magnitude, severity, intervention effectiveness, public concern and urgency. 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 with the following results:

- 1) Obesity
- 2) Smoking/tobacco use
- 3) Mental health
- 4) Chronic disease
- 5) Access to care*
- 6) Aging population*
- 7) Substance abuse
- 8) Chronic lower respiratory disease
- 9) Infant/maternal health
- 10) Alzheimer's disease

**Access to care and aging population received the same weighted sum*

Recommended Prioritized Health Outcomes

For each of the identified areas, recommendations were made for the top five prioritized health needs. Below is a listing of the priorities:

- Chronic disease – especially heart disease and diabetes

- Mental health
- Overweight/Obesity
- Smoking
- Substance Abuse

Facility prioritization

In addition to the community rankings, Novant Health Thomasville Medical Center reviewed the top five diagnosis codes for inpatient and outpatient hospital emergency room visits year-to-date January to July 2015.

Novant Health Thomasville Medical Center Emergency Department
Top 5 Diagnoses YTD Jan-July 2015

Inpatient		Outpatient	
Diagnosis	Volume	Diagnosis	Volume
Pneumonia, organism NOS	107	Chest pain NOS	384
Urin tract infection NOS	20	Bronchitis NOS	340
Chest pain NOS	4	Headache	331
Headache	1	Lumbago	305
		Urinary tract infection NOS	300

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, chronic lower respiratory disease, and chronic issues related to aging.

Upon a comprehensive review of the community’s recommended prioritized outcomes and NHTMC’s ED top 5 diagnosis codes, the Novant Health Thomasville 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 four top significant health priorities for Novant Health Thomasville Medical Center:

1. Chronic Disease – Diabetes, Heart Disease, Obesity
2. Chronic Disease – Aging Population
3. Smoking & Maternal Health
4. Mental Health/Substance Abuse

IV. Addressing needs

Novant Health Thomasville Medical Center is committed to working to address each of the identified areas of need through resource allocation and support of the following programs:

Chronic Disease – Diabetes, Heart Disease, Obesity:

- Diabetes (A1C) community screenings
- Diabetes education
- BMI screening
- Community education
- Blood Pressure screening
- Community health education
- Cancer wellness and prevention classes

Chronic Disease – Aging Population

- General health education

Smoking & Maternal Health:

- Community education on healthy pregnancy
- Smoking cessation courses

Mental Health:

- Community education programs and partnerships

In addition to the programs and services offered to the community through Novant Health Thomasville Medical Center, there are several existing community assets available throughout the Davidson County community that have additional programs and resources tailored to meet all of the identified health needs. The following is a list of those existing community assets:

Identified Significant Health Need	Local Community Resources Addressing Needs
<ul style="list-style-type: none"> - <i>Access and affordability of care</i> - <i>Chronic disease</i> - <i>Drug and alcohol abuse</i> - <i>Mental health</i> - <i>Smoking and tobacco use</i> - <i>Quality of care</i> 	<ul style="list-style-type: none"> • ARC of Davidson County • Autism Services - Lexington • Positive Wellness Alliance • Triad Health Project • Alcohol/Drug Council of NC • Cardinal Innovations • Daymark Lexington • Lexington Treatment Associates • Path of Hope Inc. • Cancer Services of Davidson County • Davidson Medical Ministries Clinic • Novant Health Thomasville Medical Center Diabetes Support Group • Thomasville Clinic • ACTT Rowan and ACTT Davidson • Cancer Services of Davidson County

	<ul style="list-style-type: none"> • Cardinal Innovations • CareNet Counseling • Carolina Counseling and Consultation • Consumer Planning and Support Services • Daymark Recovery Services, Inc. • Family Services of Davidson County, Inc. • Green Center of Growth and Development • High Point Behavioral Health • Lexington Assessment Center • Lexington Treatment Associates • Lifeskills Counseling Center • Monarch Behavioral Services, Inc. • Novant Health Thomasville Medical Center • Geriatric Behavioral Health
<p>Lifestyle factors related to:</p> <ul style="list-style-type: none"> - Lack of physical activity - Poor eating habits - Obesity/Overweight - Smoking and tobacco use 	<ul style="list-style-type: none"> • Central United Methodist Church – Denton • Cooperative Community Ministries • Crisis Ministries • Davidson County Health Department – WIC Program • Fairgrove Family Resource Center • Greater Things Outreach • The Father’s Storehouse • His Laboring Few Ministries • Meals on Wheels • North Lexington Baptist Church • The Pastors’ Pantry • Salvation Army • Senior Services Nutrition Program • Shepherd’s Inn • Social Services – Food and Nutrition Services • South Davidson Family Resource Center • The Upper Room Food Pantry • West Davidson Food Pantry • Davidson County Parks and Recreation • J Smith Young YMCA • United Way of Davidson County • Tom A Finch Community YMCA
<ul style="list-style-type: none"> - <i>Aging problems</i> 	<ul style="list-style-type: none"> • Alpha Healthcare of the Carolinas, Inc. • Arcadia Health Care • Adaptables, Inc. • Advanced Home Care – High Point

	<ul style="list-style-type: none"> • Alpha Healthcare of the Carolinas, Inc. • AMedisys Home Health • American Health & Home Care • Apria Health Care • Bayada Nurses – Lexington • Care South Home Care Professionals • Comfort Keepers- Salisbury • Medi Home Care • Superior Home Care • Coastal Horizons Center, Inc. • The Life Center of Davidson County • Piedmont Triad Regional Council • Triad Adult Day Care Center • Emanuel Senior Enrichment Center • Hospice of Davidson County • Liberty Home Care and Hospice
<p>Social Issues addressing:</p> <ul style="list-style-type: none"> - <i>Affordability of healthcare</i> - <i>Crime</i> - <i>Homelessness and housing</i> - <i>Poverty</i> - <i>Transportation</i> - <i>Unemployment</i> 	<ul style="list-style-type: none"> • American Red Cross – High Point • Cooperative Community Ministry • Crisis Ministry of Davidson County • Department of Social Services • Family Resource Centers (FRC) • Fairgrove FRC • South Davidson FRC • Salvation Army – Lexington • Crisis Ministries Adult and Family Shelter • Green Hill Apartments • Grimes School Apartments • Lexington Habitat for Humanity • Thomasville Habitat for Humanity • Hilltop Terrace Apartments • Kidron Korner • Lexington Housing Authority • Lexington Housing Community Development Corporation (LHCDC) • Open Door Ministries of High Point, Inc. • Mt. Moriah Manor • Shepherd’s Inn Homeless Shelter • Thomasville Church Homes • Thomasville Housing Authority • Tomlinson Hill Apartments

	<ul style="list-style-type: none"> • Community Action – Lexington • DavidsonWorks • Department of Social Service s- Workfirst • Employment Security Commission of NC – Lexington • Goodwill Career Connections • Davidson County JobLink • Thomasville JobLink Career Center • Vocational Rehabilitation – Lexington • Davidson County Transportation Services • Social Services – Medical Transportation –Lexington and Thomasville • PART – Piedmont Authority for Regional Transportation • Providence Transportation
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V. Impact Evaluation of 2013-2015 Community Health Needs Assessment

Based on the previously reported health data from the 2013-2015 Community Health Needs Assessment, the Novant Health Thomasville Board of Trustees did a collective review of community feedback and prioritization, and determined the top health priorities for Novant Health Thomasville Medical Center as the following: **Diabetes, Obesity, Other Chronic Disease, Maternal & Infant Health, Physical Activity & Nutrition, and Mental Health.**

To address these priorities, Novant Health Thomasville Medical Center committed to providing community education, screenings and support groups to address these needs, as well as youth-focused physical activity and nutrition programs. From 2013-2015, Novant Health Thomasville Medical Center was successful in implementing selected outreach programs for each of the defined priority areas while meeting the goals established for each program. The major program goal that was set for each priority area was to increase the number of community members reached through screenings and health education. This goal was met for each community outreach program. Specific objectives and measures achieved are described below:

- 1) Priority Area: Diabetes— Over 900 community members were reached through screenings that included glucose and A1C exams to measure one’s risk for diabetes. In addition, over 500 community members received health education specific to diabetes management and prevention. Screenings and educational classes were made available in the community at community centers, senior centers, Churches, and at local community events as requested.
- 2) Priority Area: Obesity – Over 400 community members received Body Mass Index screenings to identify overweight and obesity risk. In addition, over 700 community members received health education specific to nutrition, lifestyle education and weight management. Screenings and educational classes were offered throughout the community at various locations.
- 3) Priority Area: Heart Disease – Over 100 community members received cardiac risk assessment screenings and over 300 community members received heart health education. Specific topics

included heart health and general wellness. Screenings and educational classes were offered throughout the community at various locations.

- 4) Priority Area: Infant Mortality – NHTMC committed to enrolling 100 pregnant mothers in No Smoking Pledges to encourage smoking cessation while pregnant. In addition, over 200 community members received health education on maternal and infant health.
- 5) Priority Area: Adolescent Pregnancy – NHTMC committed to enrolling 99 teens in the Teen as Leader program, to encourage safe sex and abstinence in teens throughout Davidson County.
- 6) Priority Area: Access to Care – In an effort to increase access to healthcare services in the community, over 300 community members were provided with health screenings, and over 2,000 seniors were provided with education through the SeniorLink health education program.
- 7) Priority Area: Mental Health – Over 200 community members received health education in mental health topics ranging from stress management to substance abuse prevention. Education lectures were provided at various locations throughout the community.

Appendix A: Davidson County Community Health Assessment Planning Team Agencies

Organization
WFBH Lexington Medical Center
Davidson County Senior Services
Path of Hope
Lexington YMCA
United Way of Davidson County
Various Community Physicians
Davidson County Parks and Recreation
Davidson County Department of Social Services
Davidson County Health Department
WFBH Lexington Medical Center
Davidson County Commissioner
Davidson County Schools
WFBH Lexington Medical Center
Life Center of Davidson County
Novant Health Thomasville Medical Center
Thomasville YMCA
Davidson County Cooperative Extension
Davidson County Health Department
Davidson County Government
Cardinal Innovations Healthcare
N.C. Department of Transportation
City of Lexington Parks and Recreation
Hospice of Davidson County
Thomasville City Schools
Center for Prevention Services
Lexington City Schools
Davidson County Community College
Davidson Medical Ministries Clinic/Davidson Health Services
Davidson County Planning and Zoning
Smart Start of Davidson County
ARC
City of Thomasville Parks and Recreation