



Novant Health Thomasville Medical Center

Community Health Needs Assessment

Davidson County, North Carolina

2019-2021

Approved by the Novant Health Thomasville Medical Center Board of Trustees on October 15, 2019

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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) Organizational Overview

Novant Health Thomasville 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 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 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, Total Joint Center, Novant Health Heart and Vascular Institute and Sleep Health.

b) Our Defined Community

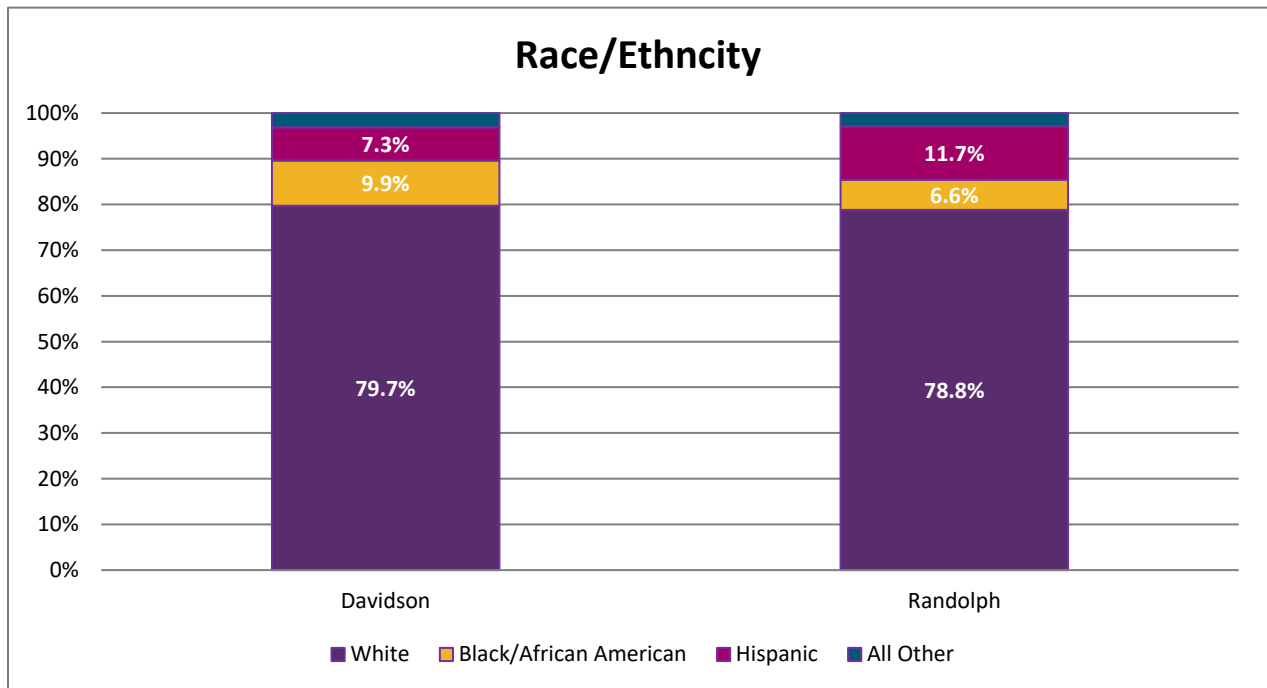
Primary and Secondary Service Area

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:

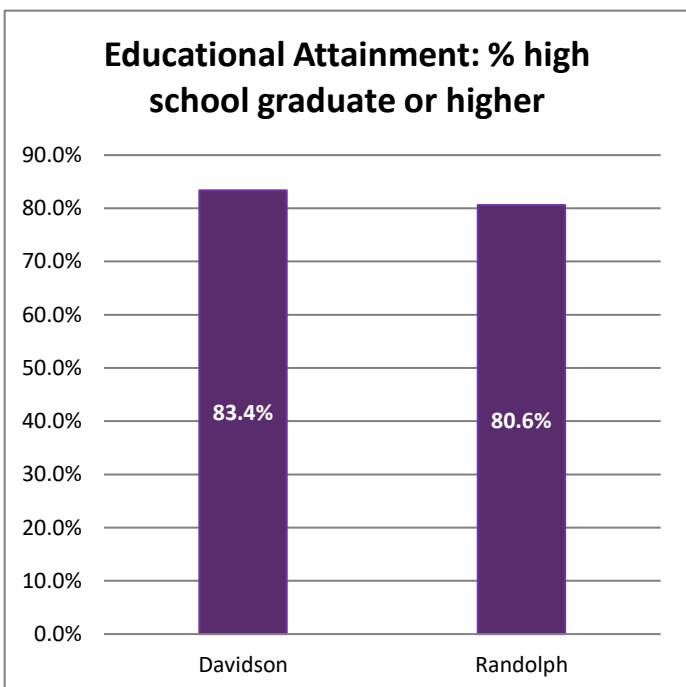
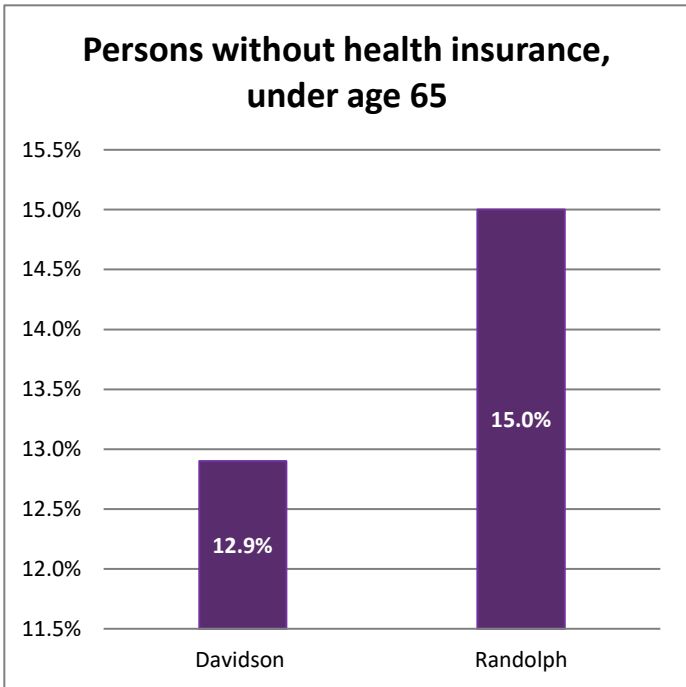
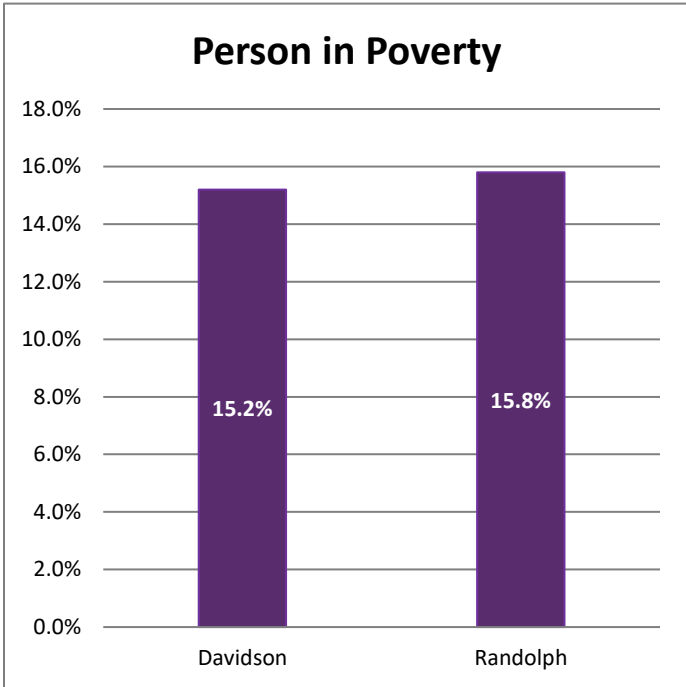
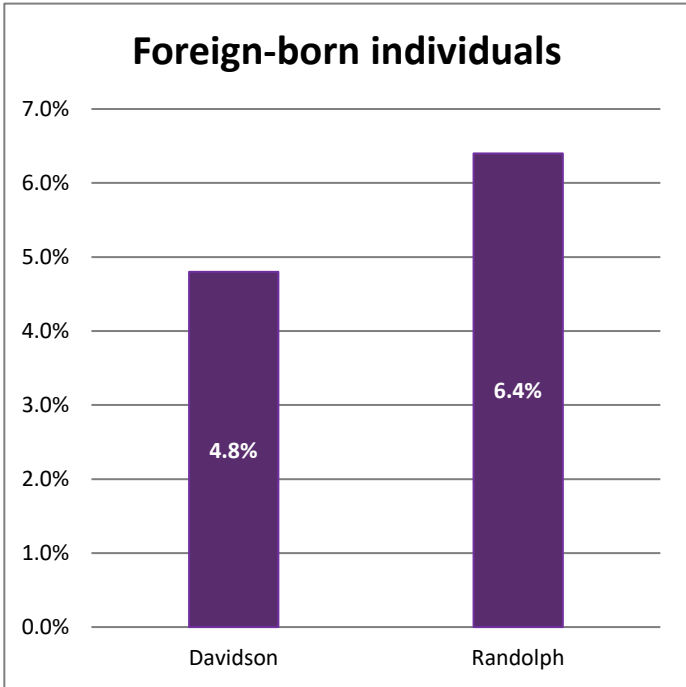
Zip Code	City	County
27292	Lexington	Davidson
27295	Lexington	Davidson
27360	Thomasville	Davidson
27370	Trinity	Randolph

Though there two counties in the Novant Health Thomasville Medical Center Primary Service Areas, 93% of the patients in the Primary Service Area reside in Davidson County, while 89% of the patients in the Primary and Secondary Service Areas reside in Davidson County.

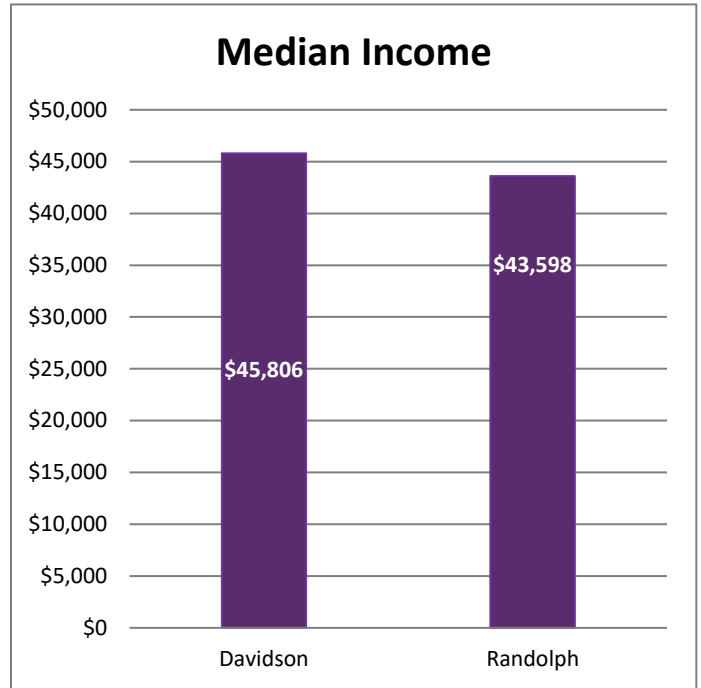
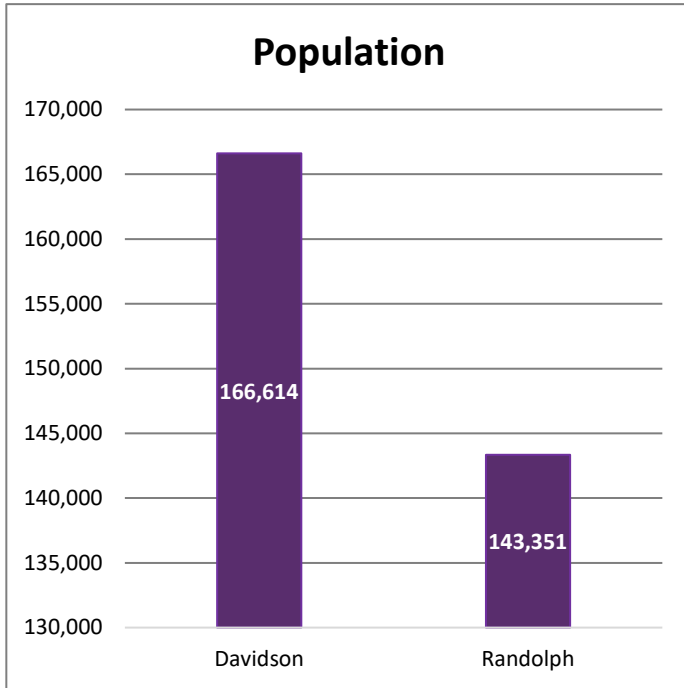
The Secondary Service area of Novant Health Thomasville Medical Center covers the same geographic area, encompassing Davidson and Randolph Counties. A comparison of county data from each geographic area from which the hospital draws its patients was conducted. Based on comparison of race/ethnicity, median income, educational attainment, persons in poverty and foreign-born individuals, Davidson County represents the highest population of potentially underserved, low-income and minority individuals from the Primary Service Area.



Source: U.S. Census Bureau (2018)



Source for all graphs: U.S. Census Bureau (2018)



Source for all graphs: U.S. Census Bureau (2018)

Davidson County Population: Demographics

As outlined in the charts above, Davidson County represents the highest population of potentially underserved, low-income and minority individuals from the Primary Service Area. As the majority of patients also reside in Davidson County, this county will be the sole focus of demographic, health and social indicators.

Davidson County has 18 municipalities, including Thomasville, the most populated city, and Lexington, the County seat. Based on 2018 estimates, Davidson County had 166,614 residents¹, which is a 2.3% increase since the 2010 U.S. Census. Davidson County’s rate of growth was smaller than the North Carolina’s growth rate in comparison to 2017 and remains smaller in 2010-2020 and 2020-2030 growth projections.

Children under 18 make up 21.9% of the population in Davidson County, while seniors make up 18.2% of the population. Over the next 15 years, the senior population in Davidson County is projected to steadily increase. This trend may put a strain on healthcare services in Davidson County because health care for older persons is different from that provided to other age groups in several respects: greater resource demands, the intertwining of professional health services with social services, the frequent occurrence

¹ U.S. Census Bureau (2018). State & County QuickFacts. <https://www.census.gov/quickfacts/fact/table/davidsoncountynorthcarolina/POP060210>

of important ethical conundrums, and a higher prevalence of physical and mental disabilities.² Non-white minorities currently make up 20.0% of the racial demographic in Davidson County.

Detailed demographic data for Davidson County is outlined below:

Davidson County Population by Race & Ethnicity (2018)

	Davidson County	North Carolina
Population Estimate	166,614	10,383,620
Persons Under 5 Years	5.6%	5.9%
Persons Under 18 Years	21.9%	22.2%
Person 65 Years & Over	18.2%	16.3%
Female Persons	51.1%	51.4%
White Alone	79.7%	62.8%
Black/African-American Alone	9.9%	22.2%
American Indian & Alaska Native Alone	0.8%	1.6%
Asian Alone	1.6%	3.2%
Native Hawaiian & Other Pacific Islander Alone	0.1%	0.1%
Two or More Races	1.7%	2.3%
Hispanic or Latino	7.3%	9.6%

Source: U.S. Census Bureau (2018)

Davidson County Population: Health Indicators

In the 2018 County Health Rankings¹, Davidson County ranks 64 out of 100 counties for health outcomes. Areas where Davidson County performs particularly poorly are length of life, clinical care and physical environment. It should be noted that years of potential life lost disproportionately affect African American residents (10,700) compared to white (8,900) and Hispanic residents (4,000).

Key findings are listed below:

Length of Life (Ranked 65 out of 100)	Davidson County	Top U.S. Performers	North Carolina
Years of potential life lost before age 75 per 100,000 population (age-adjusted).	8,700	5,300	7,300
Clinical Care (Ranked 70 out of 100)	Davidson County	Top U.S. Performers	North Carolina
Ratio of population to primary care physicians	3,920:1	1,030:1	1,420:1
Ratio of population to dentists	4,710:1	1,280:1	1,830:1
Ratio of pop. to mental health providers	1,160:1	330:1	460:1
Physical Environmental (Ranked 73 out of 100)	Davidson County	Top U.S. Performers	North Carolina

² 4 National Center for Biotechnology Information (NCBI). The Health of Aging Populations. <https://www.ncbi.nlm.nih.gov/books/NBK98373/>

Air Pollution – Particulate Matter (micrograms per cubic meter)	10.2	6.7	9.1
Percentage of households with: overcrowding, high costs, lack of kitchen, or lack of plumbing	15%	9%	17%

Source: County Health Rankings & Roadmaps <http://www.countyhealthrankings.org/app/north-carolina/2018/rankings/davidson/county/outcomes/overall/snapshot>

Davidson County’s leading causes of death in 2017 were cancer and heart disease. Heart disease, cancer, and chronic lower respiratory disease have been the three leading causes of deaths since 2008.

Leading Causes of Death in Davidson County in 2017			
Rank	Cause of Death	Number	%
1	Cancer	382	20.3
	Diseases of heart	382	20.3
3	Chronic lower respiratory diseases	153	8.1
4	Alzheimer's disease	121	6.4
5	Cerebrovascular diseases	102	5.4
6	All other unintentional injuries	82	4.4
7	Diabetes mellitus	52	2.8
8	Nephritis, nephrotic syndrome and nephrosis	45	2.4
9	Septicemia	40	2.1
10	Influenza and pneumonia	39	2.1
	All other causes (Residual)	487	25.7
	Total Deaths – All Causes	1,885	100.0
Source: NC State Center for Health Statistics			

Davidson County Population: Social Indicators

Davidson County residents earned less than the average resident in the State of North Carolina. In Davidson County, the 2018 median household income was approximately \$4,500 below the North Carolina average. This income gap has widened by \$1,000 since 2014. 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 .3%, and the poverty rate for children (ages 0-17) in Davidson County, is 0.6% lower than the North Carolina State average.⁴

Median Household Income		Population Educational Attainment (≥ 25 yrs. old)		Poverty Rate	
Davidson County	\$45,806	< HS diploma/GED	16.6%	All ages (Davidson County)	15.8%
		HS diploma/GED	33.6%	All ages (North Carolina)	16.1%
North Carolina	\$50,320	Some college or associate's degree	31.7%	Children (0-17) (Davidson County)	22.3%
		Bachelor's degree	12.9%	Children (0-17) (North Carolina)	22.9%
		\geq Graduate degree	5.2%		

Source: U.S. Census Bureau (2018)

Source: ACS (2013-2017)

Source: ACS (2013-2017)

The percentage of Davidson County residents who are unemployed and the percentage who have limited access to healthy food are exactly in line with NC averages^{3,4,5}. Percent of renters spending more than 30% of household income on rent and percent of households without a vehicle are better than the NC average⁴. Social indicator percentages for the county as a whole paint an encouraging picture, but significant disparities exist among county census tracts.

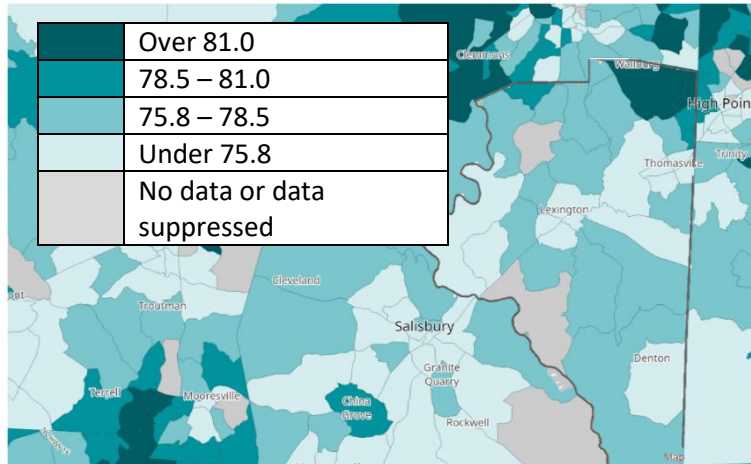
Unemployment Rate ⁵		Limited Access to Healthy Foods ³		Renters spending more than 30% Of Household Income on Rent ⁴		Percent of Households without a Vehicle ⁴	
Davidson County	3.9%	Davidson County	7%	Davidson County	46.2%	Davidson County	5.7%
North Carolina	3.9%	North Carolina	7%	North Carolina	48.7%	North Carolina	6.1%

³ Source: County Health Rankings & Roadmaps <http://www.countyhealthrankings.org/app/north-carolina/2018/rankings/davidson/county/outcomes/overall/snapshot>

⁴ US Census Bureau ACS (2013-2017): <https://factfinder.census.gov/faces/nav/jsf/pages/searchresults.xhtml?refresh=t#none>

⁵ NC Bureau of Labor Statistics <https://www.bls.gov/eag/eag.nc.htm>

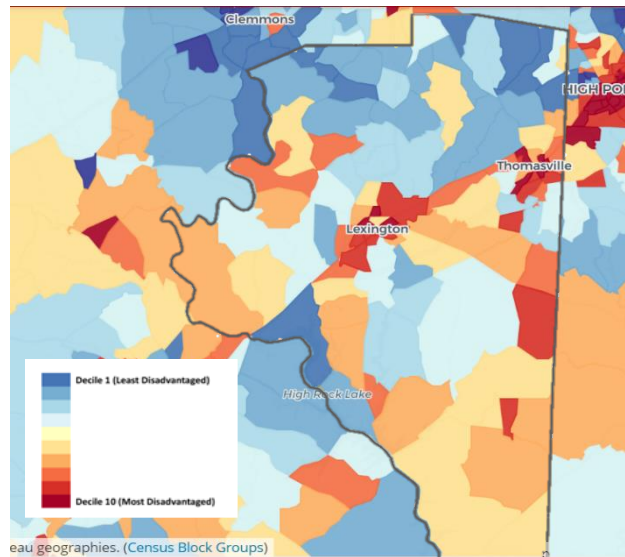
Life expectancy rates across Davidson County are mixed equivalent to or lower than the NC average of 77.9⁶. The highest life expectancies occur closest to the densely populated area of High Point.



Source: Community Commons www.communitycommons.org

When considering social factors in aggregate, Davidson County residents display a wide range along the Area Deprivation Index (ADI). The ADI is a factor-based index which uses 17 US Census poverty, education, housing and employment indicators, including those above, to characterize census-based regions and has been correlated with a number of health outcomes including all-cause, cardiovascular, cancer and childhood mortality, and cervical cancer prevalence⁷.

The map below shows ADI scores from within NC that were ranked from lowest to highest, then divided into deciles (1-10). The least advantaged decile is represented by dark blue; the most disadvantaged in dark red. It's important to note the lower life expectancy census tracts overlap with the highest deprivation areas.



Source: University of Wisconsin School of Medicine and Public Health. <https://www.neighborhoodatlas.medicine.wisc.edu>

⁶ The US Burden of Disease Collaborators. The State of US Health, 1990-2016: Burden of Diseases, Injuries, and Risk Factors Among US States. *JAMA*. 2018;319(14):1444–1472. doi:10.1001/jama.2018.0158

Census tracts 614 and 615, in South and East Lexington, and tracts 607 and 608 in North Thomasville, consistently display the greatest vulnerability in concentrated poverty, number of uninsured residents, number of renters, lack of access to a vehicle, food deserts, and single parent homes. When segmented by race, African American residents of Davidson County skew to the less advantaged side.

II. Assessment process

The following are excerpts and findings from the **2018 Davidson County Community Health Assessment**. To access the full report, please visit <https://www.co.davidson.nc.us/DocumentCenter/View/2339/2018-Davidson-County-CHNA-Comprehensive-Report?bidId=>

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. As part of the Patient Protection and Affordable Care Act of 2011, not-for-profit hospitals are also now required to conduct a Community Health Needs Assessment (CHNA) once every three years.

In Davidson County, the 2018 Community Health Assessment (CHA) was led in collaboration with Novant Health Thomasville Medical Center and Wake Forest Baptist Health Lexington Medical Center (LMC). These partner agencies contracted an independent public health consultant for assistance in conducting the 2018 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.

In counties that have a community health coalition, the CHA/CHNA partnership also usually includes that entity, which in Davidson County is the Davidson County Healthy Communities Coalition (DCHCC). The DCHCC is composed of agency and organization leaders and community policymakers. Thus, the members of the Davidson County CHA/CHNA “team” included representatives of the agencies and organizations that serve the health and human service needs of the local population, as well as representatives from businesses, communities of faith, schools and civic groups. The Davidson County Health Department provided staff to coordinate the project. The partners in Davidson County agreed to call the dual-purpose 2018 project by one name, the 2018 Davidson County Community Health Needs Assessment (CHNA). See Appendix A for a complete list of agencies represented on the planning team. Please visit <https://www.co.davidson.nc.us/DocumentCenter/View/2339/2018-Davidson-County-CHNA-Comprehensive-Report?bidId=> for a listing of individual participant names.

b) Solicitation

The CHNA, which is both a process and a document, investigates and describes the current health status of the community, what has changed since the last assessment, and what indicators needs to change to improve the health of the community. The *process* involves the collection and analysis of a large range of data, including demographic, socioeconomic and health statistics, environmental data, hospital data,

and professional and public opinion. The completed CHNA serves as the basis for prioritizing the community's health needs and culminates in planning to meet those needs.

The 2018 Davidson County Community Health Needs Assessment solicited input from persons who represent the broad interest of Davidson County, 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.

c) Data collection and analysis

Primary Data

The Davidson County CHNA Team, assisted by Davidson County Health Department staff, conducted this primary data collection activity using a Survey Monkey™ on-line survey supplemented by paper surveys distributed via a "convenience sample" technique to groups who might not be able to access or use the Internet.

In the spring of 2018, the primary partners began work on developing the community health survey. The team was tasked with promoting the on-line community health survey from mid-June through mid-August 2018. By the end of September 2018, 1,109 surveys had been submitted and the public health consultant and her team analyzed the survey results.

The 2018 Davidson County Community Health Survey solicited respondents' concerns about community health problems, unhealthy behaviors, and community social issues. Respondents were also queried as to their medical care access, personal health, and personal health behaviors. The survey instrument advised the participants that their responses would be confidential and not linked to them personally in any way.

Compared to US Census Bureau and other authoritative statistics for the overall Davidson County population, the following should be noted:

- The survey sample significantly over-represented females.
- The survey sample under-sampled African Americans and adequately sampled Hispanics.
- As to age distribution, it should be noted that the survey and census figures cannot be compared directly since the proportions via the census include all persons in the county and the survey sample excluded persons under the age of 18. However, it does appear that the survey over-represented persons in the 30 to 59 age ranges.
- The survey sample under-represented the unemployed.
- The survey sample significantly under-represented those with less than a high school/GED diploma and significantly over-represented those with a bachelor's degree or higher.

Demographic data from the sample of survey participants collected is illustrated below:

Demographic Category	2018 Survey Participants		County Population (ACS 2017)
	Number	Percent	Percent
Gender			
<i>Male</i>	170	16.7	48.8
<i>Female</i>	848	83.2	51.2
Race/Ethnicity			
<i>White/Caucasian</i>	891	91.0	80.8
<i>African American/Black</i>	43	4.4	9.1
<i>Of Hispanic or Latino Origin</i>	64	6.3	6.9
<i>Other</i>	45	4.4	3.2
Age			
<i>18-19</i>	4	0.4	n/a
<i>20-29</i>	89	8.8	11.1
<i>30-39</i>	216	21.2	11.6
<i>40-49</i>	238	23.4	14.1
<i>50-59</i>	258	25.4	15.4
<i>60-64</i>	80	7.9	6.0
<i>65 and Older</i>	132	13.1	17.0
Other			
<i>Unemployed</i>	30	3.0	4.3
<i>Household Income < \$20,000</i>	119	12.1	n/a
<i>Household Income ≥ \$50,000</i>	510	51.8	n/a
<i>Less than HS Diploma/GED</i>	68	6.6	16.6
<i>Bachelor's Degree of Higher</i>	475	46.6	18.1

Secondary Data

In order to learn about the specific factors affecting the health and quality of life of Davidson County residents, the consultant tapped numerous readily available secondary data sources. For data on Davidson County demographic, economic and social characteristics sources included: the US Census Bureau; Log Into North Carolina (LINC); NC Office of State Budget and Management; NC Department of Commerce; Employment Security Commission of NC; NC Division of Aging and Adult Services; NC Department of Public Instruction; NC Department of Justice; NC Department of Juvenile Justice and Delinquency Prevention; NC Department of Administration; NC Division of Medical Assistance; NC Division of Child Development; NC State Board of Elections; NC Division of Health Services Regulation; and the Cecil B. Sheps Center for Health Services Research. The author has made every effort to obtain the most current data available at the time the report was prepared.

The main source of secondary health data for this report was the NC State Center for Health Statistics (NCSCHS), including its County Health Data Books, Behavioral Risk Factor Surveillance System, and Vital Statistics and Cancer Registry units. Other health data sources included: US Centers for Disease Control and Prevention; NCDPH Epidemiology Section; NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services; National Center for Health Statistics; Healthy North Carolina 2020;

NCDPH Nutrition Services Branch; UNC Highway Safety Research Center; NC Department of Transportation; and the NCDPH Oral Health Section, among other *public domain* sources. Other important *local* health data sources included Wake Forest Baptist Health Lexington Medical Center and Novant Health Thomasville Medical Center.

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, substance abuse and economic issues are the most frequently identified 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) opioid crisis, 3) mental health, 4) diabetes, and 5) aging problems.
- 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 (incl. both prescription drugs and illegal drugs), 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) Substance abuse/misuse, 2) affordability of health services, 3) availability of healthy food choices in restaurants and grocery stores, 4) crime, and 5) transportation options.

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

- 1) Access to healthcare
- 2) Aging population
- 3) Lack of exercise/poor physical fitness
- 4) Chronic diseases
- 5) Obesity
- 6) Food insecurity
- 7) Infant/maternal health
- 8) Transportation options
- 9) Mental health
- 10) Crime
- 11) Smoking/tobacco use
- 12) Substance abuse/misuse

b) Analysis & Prioritization

The CHNA Team conducted a *Davidson County Community Health Forum* on November 16 at the Davidson County Community College campus in Thomasville. This event provided community stakeholders and county residents an opportunity to share their opinions and inform the community health assessment priority-selection process. The forum was advertised in local papers, fliers were distributed via email, and participants were recruited by members of the Davidson County Healthy Communities Coalition Steering Committee. The forum lasted two hours and included a PowerPoint presentation by the public health consultant that summarized major findings of secondary data research and results of the community health survey. The presentation was followed by distribution of a ballot asking participants to list – *in no particular order* – the *five* issues they identified from the data in the presentation as the most important in Davidson County. The ballot included guidelines to help the participants create their lists thoughtfully and realistically.

Fourteen members of the Davidson County Healthy Communities Coalition, which serves as the Steering Committee for the 2018 CHA/CHNA, met on December 6, 2018, at which meeting the Health Education Supervisor with the Davidson County Health Department provided a PowerPoint overview of the primary and secondary data that had been gathered, along with the initial prioritization from balloting that occurred on November 16. After discussion, attendees were asked to list, *in rank order*, what they considered to be the *three* most important issues to address in Davidson County. The Health Department combined these issues into a list of the overall most significant health issues – or priorities – in the county.

Recommended Prioritized Health Outcomes

The following were established as Davidson County's health priorities for the next three years (2019-2021):

- Substance misuse
- Mental health
- Chronic disease
- Access to care

Further information was provided on prioritized health outcomes, including recommendations made regarding resources still needed to affectively address each of the identified areas:

- **Substance misuse:** According to data from NCSCHS, the unintentional poisoning mortality rate in Davidson County has increased each year since 2009-2013 and was higher than the comparable state rate in all four periods available. In 2012-2016, the Davidson County rate was 47% higher than the state rate. Unintentional poisoning includes any "noxious substance", such as narcotics and hallucinogens, unspecified drugs, medicaments, and biological substances, gases and vapors.

Recommendations for addressing substance misuse included: Faster response to crisis intervention; more public education regarding use of drugs, etc.; school nurses at all schools; more treatment centers, especially detox facilities; halfway houses for men and women; materials/resources for drop boxes/mail back resources; education resources for community engagement/education; provider education; facilities and counselors; and Medicaid expansion.

- **Mental health:** Approximately 38% of respondents to the 2018 Davidson Community Health Survey (the same percentage as in 2015) reported a personal diagnosis of depression (only one kind of mental health problem). The fraction of all ED admissions in Davidson County attributable to mental health diagnoses (including substance abuse) in the period 2015-2017 averaged almost 2.8% (up from 2% in 2012-2014). Many of these admissions likely represent a population unable or possibly unwilling to access other mental health providers, including those in the service network of the Local Management Entities/Managed Care Organizations (LME/MCO) serving Davidson County (Cardinal Innovations Healthcare). Something is surely amiss in the mental health services sector in Davidson County, since the average annual number of hospital ED discharges for mental health conditions in the period 2015-2017 (1,533) equaled approximately 48% of the number of patients served by Cardinal Innovations in FY2017 (3,188). One tragic outcome of mental health problems is suicide. While not among the top few leading causes of death in Davidson County (ranking 11th in 2012-2016), the suicide mortality rate in the county exceeded the comparable state rate by 16%.

Recommendations for resources to address mental health include: more access to inpatient care; more individualized care for uninsured, low income; quicker response time for crisis situations; more integrated care into primary care settings; more residential facilities for those who cannot live alone; education on local resources; local facility and case workers; Medicaid expansion.

- **Chronic disease:** As noted previously, heart disease was the second, chronic lower respiratory disease the third, and diabetes the seventh leading cause of death in Davidson County in 2012-2016. At that time, the county heart disease mortality rate exceeded the comparable NC rate by over 10%, the chronic lower respiratory disease mortality rate was 36% higher than the rate statewide, and the local diabetes mortality rate exceeded the state rate by 23%. Other chronic conditions, including high cholesterol and high blood pressure (hypertensive disease) are considered indicators/precursors to eventual heart disease. Significant proportions of respondents to the 2018 Davidson County Community Health Survey reported they had been diagnosed with high cholesterol (31%) or hypertension/high blood pressure (34%).

Recommendations for resources to address chronic disease include: improved health care delivery system, integration of social workers into primary care, expansion of health education opportunities for uninsured, and Medicaid expansion.

- Access to care:** Davidson County has a shortage of healthcare providers, especially as compared to the state. The 2017 ratios of active health professionals per 10,000 population were lower in Davidson County than in NC for medical doctors, dentists, registered nurses, and pharmacists. This can result in increased emergency room usage and decreased preventive care and disease management. Approximately 22% of respondents to the 2018 Davidson County Community Health Survey reported having a problem in the past year getting medical care. In addition, 17% of survey respondents reported having a problem in the past year getting a necessary prescription filled. Lack of public transportation is also a factor in not being able to access health care. According to DataUSA, in 2016 there were 1,359 households in Davidson County without a car. There is no public transportation, or even a taxi service, serving Davidson County outside city limits.

Recommendations for resources to improve access to care include: resources for community engagement/education, Davidson County Transportation – routes outside the city limits, enhanced access to Telemedicine.

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 July to December 2018.

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

Inpatient		Outpatient	
Diagnosis	Volume	Diagnosis	Volume
Sepsis, unspecified organism	65	Acute upper respiratory infection, unspecified	348
Chronic obstructive pulmonary disease w (acute) exacerbation	56	Urinary tract infection, site not specified	347
Pneumonia, unspecified organism	50	Chest pain, unspecified	274
Hypertensive heart disease with heart failure	48	Other chest pain	231
Hypertensive heart & chronic kidney dis w heart fail and stg 1-4/unspecified chronic kidney disease	43	Strain of muscle, fascia and tendon of lower back, initial encounter	222

A review of the hospital emergency room visits indicated that many of the top inpatient diagnosis codes are correlated with chronic issues frequently 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 stress, chronic upper 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 three top significant health priorities for Novant Health Thomasville Medical Center:

1. Chronic Disease
2. Substance Abuse and Mental Health
3. Access to Care

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:

a) Priority 1: Chronic Disease:

GOALS	INTENDED OUTCOME
Support initiatives that work toward early detection and treatment with emphasis on education and intervention.	<p>Establish bi-monthly diabetes drop-in for community, providing a diabetes education, the 1st and 3rd Thursdays from 3-4pm. No appointment needed. Show 10% increase annually of participation and monitor changes in ED utilization for diabetic related problems.</p> <p>Utilize Center for Health and wellness to expand regular classes and programming for education, support, and prevention of early detection and intervention of chronic diseases, including cooking classes and exercises.</p>

b) Priority 2: Substance Abuse and Mental Health:

GOALS	INTENDED OUTCOME
<p>Support initiatives that provide early detection and treatment with emphasis on reducing progression of mental health and substance misuse with specific focus on those individuals between 18-40 years of age.</p>	<p>Show a 5% decrease of community members presenting to ED for mental health and behavioral health issues more than twice annually by hosting community education programs in specific identified neighborhoods utilizing the 3D map from 2018 encounters and partnering with local agencies.</p> <p>Increase capacity building by actively partnering with the new Davidson County Substance Abuse Coordinator as evidenced by meeting at least quarterly and provide team members to serve on newly formed committees for community initiatives, and compile rosters of audience and number of attendees for each showing of Resilience for support evidence of community awareness education.</p> <p>Utilize Center for Health and Wellness to expand outpatient behavioral health services to include substance abuse and addiction therapy.</p>

c) Priority 3: Access to Care:

GOALS	INTENDED OUTCOME
<p>Implement step by step process for community events to show increase in access to care as evidence by how many appointments are scheduled for participants at identified screenings and how many appointments scheduled are kept.</p>	<p>Utilize the 3D maps to identify top areas of concern in the county and schedule community events at least quarterly to provide health screenings and ability to schedule follow up appointments for participants and Medical Ministries.</p> <p>If other concerns are expressed or identified during the community screenings, support patient navigation to resources in NH MyCommunity.</p>

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 community agencies that address those prioritized and non-prioritized needs:

Identified Significant Health Need	Local Community Resources Addressing Needs
<ul style="list-style-type: none"> - <i>Access to care</i> - <i>Chronic disease</i> - <i>Infant/Maternal Health</i> 	<ul style="list-style-type: none"> • AIDS Care Service (ACS) • American Children’s Home • Alpha Pregnancy Support, Inc. • ARC of Davidson County • Baptist Children’s Home of NC • Cancer Services of Davidson County • Community Alternatives Program for Disabled Adults (CAP/DA) • Children’s Development Services Agency (CDSA) • Children’s Services • Communities in Schools Davidson/Lexington County and Thomasville • Davidson County Child Support Enforcement Unit • Davidson County Health Department • Davidson Health Services Children’s Dental Clinic • Davidson Medical Ministries Clinic • Davidson Medical Ministries Dental Clinic • Dialysis Center – Lexington and Thomasville • Disability Rights NC • DHHS Customer Service Center • Easter Seals of NC • ECU School of Dental Medicine • Eye Care America • Family Health Resource Line • First in Families of the Southern Piedmont • Gateway Education Center • Head Start • High Point Regional Health System • HIV/AIDS Treatment Information Service • Medzone • Moses Cone Hospital and Cone Health • National STD/AIDS Hotline • NC Lions Club • NC Missions of Mercy Dental Clinics

	<ul style="list-style-type: none"> • NHTMC Diabetes Support Group • Positive Wellness Alliance • School Readiness/Parents as Teachers • Services for the Blind, Davidson County • Smart Start of Davidson County • The Adaptables, Inc. • The Arc of Davidson County • Triad Health Project • Wake Forest Baptist Health Lexington Medical Center • Youth Village
<ul style="list-style-type: none"> - <i>Substance misuse</i> - <i>Mental health</i> 	<ul style="list-style-type: none"> • ACTT Rowan and ACTT Davidson • Alcoholics Anonymous/AI-anon • Alcohol/Drug Council of NC • Cardinal Innovations • Carenet Counseling • Daymark • Davidson Medical Ministries Clinic Drop Box • Davidson County Stop Prescription Abuse Now (DCSPAN) • Family Based Crisis of Davidson • Family Service of Davidson County, Inc. • Fetal Alcohol and Drug Prevention Program • High Point Behavioral Health • Lexington Assessment Center • Lexington Treatment Associates • Life Skills Counseling Center • Lifeworks Behavioral Health Services • Mobile Crisis Services • Monarch Behavioral Services, Inc. • Novant Health Thomasville Medical Center Geriatric Behavioral Health • Nazareth Child and Family Connection • Passageways Club House • Path of Hope, Inc. • RHA Behavioral Health Services • Wake Forest Baptist Health Medical Park Pharmacy
<p>Lifestyle factors related to:</p> <ul style="list-style-type: none"> - Poor physical fitness - Food insecurity - Obesity/Overweight 	<ul style="list-style-type: none"> • Boys and Girls Club of Lexington and Thomasville • Center for Prevention Services • Central United Methodist Church – Denton • Cooperative Community Ministries

<p>- Smoking and tobacco use</p>	<ul style="list-style-type: none"> • Crisis Ministries • Davidson County Health Department - WIC • Davidson County Parks and Recreation • Davidson Medical Ministries • Denton Parks & Recreation • DHHS Customer Service Center • Fairgrove Family Resource Center • Greater Things Outreach • His Laboring Few Ministries • J. Smith Young YMCA • Lexington Parks and Rec • Meals on Wheels of Lexington/Thomasville • North Lexington Baptist Church • Open Hands of Davidson County • Pastor's Pantry • Salvation Army Soup Kitchen and Thrift Store • Senior Services Nutrition Program • Shepherd's Inn • Social Services – Food and Nutrition • South Davidson Family Resource Center • The Father's Storehouse • The Upper Room Food Pantry • Tom A. Finch Community YMCA • West Davidson Food Pantry
<p>- <i>Aging problems</i></p>	<ul style="list-style-type: none"> • AARP • Adaptables, Inc. • Advanced Home Care • Alpha Healthcare of the Carolinas, Inc. • Alzheimer's Association Area Chapter • AmedAssist Home Health • American Health and Home Care • Apria Healthcare • Arcadia Healthcare • Bayada Nurses • Brookdale Lexington • Care Connection • Care South Home Care Professionals • Carolina Senior care/PACE Program • Comfort Keepers • Davidson County Adult Protective Services

	<ul style="list-style-type: none"> • Davidson County Senior Services • Elizabeth & Tab Williams Adult Day Center • Emanuel Senior Enrichment Center • Family Services of Davidson County • Home Health Professionals • Hospice of Davidson County • Independent Living Rehabilitation Services • Life Center of Davidson County • Liberty Home Care and Hospice • Medi Home Care • NC Baptist Aging Ministry • Novant Health Thomasville Medical Center Geriatric Behavioral Health • Nurse Finder of WS, Inc. • Piedmont Christian Center • Piedmont Crossing at Home • Piedmont Home Care • Piedmont Triad Regional Council Area Agency on Aging • Superior Home Care, Inc. • The Life Center of Davidson County • Triad Adult Daycare Center
<p>Social Issues addressing:</p> <ul style="list-style-type: none"> - <i>Access to Care</i> - <i>Crime</i> - <i>Homelessness</i> - <i>Poverty</i> - <i>Transportation</i> - <i>Unemployment</i> 	<ul style="list-style-type: none"> • 21st Century- Thomasville Middle School • Boys and Girls Club of Lexington and Thomasville • Career Connections • Central Carolina Legal Service • Child Protective Services/Social Services • Children’s Services • Clerk of Superior Court • Community Action • Comp Rehab Plaza • Cooperative Community Ministry • Crisis Ministry of Davidson County • Davidson County Community Action • Davidson County Transportation Services • Davidson Information Assistance Line • Davidson Medical Ministries Clinic • Davidson Medical Ministries Dental Clinic • Davidson Works • Department of Social Services – Work First

	<ul style="list-style-type: none"> • Department of Social Services – Emergency Assistance • Elder Law Clinic – Wake Forest University School of Law • Family Services of Davidson County • Family Services of the Piedmont • Family Resource Centers • Fairgrove Family Resource Center • Financial Pathways • Goodwill Career Connections • Green Hill Apartments • Grimes School Apartments • Habitat for Humanity (Lexington/Thomasville) • Hilltop Terrace Apartments • Home Place of Tyro School • Kidron Korner • Job Link • Juvenile Service Division • Lexington Housing Authority • Lexington Housing Community Development Corp. • Liberty Arms Apartments • Mount Moriah Manor • Open Door Ministries of High Point, Inc. • Open Hands of Davidson County • Piedmont Authority for Regional Transportation (PART) • Piedmont Center United Church Retirement Homes • Salvation Army Soup Kitchen and Thrift Store • Senior Services • South Davidson FRC • Thomasville Church Homes • Thomasville Housing Authority • Tomlinson Hill Apartments • Veterans Services Office - Lexington • Weaver House • Winston Salem Urban League • Workshop of Davidson
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Additional Resource Listings are available through Davidson County Department of Senior Services and the United Way of Davidson County.

For a full list of community resources, visit www.novanthelth.org/mycommunity

V. Impact Evaluation of 2016-2018 Community Health Needs Assessment

Based on the previously reported health data from the 2016-2018 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.**

No written comments were received from the most recently conducted CHNA and implementation strategy.

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 2016-2018, 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. Specific objectives and measures achieved are described below:

Priority Area	Program	Intended Outcome	Actual Outcome
Chronic Disease - Diabetes, Heart Disease, Obesity	Community Screenings: Remarkable You community screening initiative including BMI, blood pressure, & diabetes	Early detection of undiagnosed prediabetic and diabetic participants will increase	511 community members were reached through 20 Remarkable You + Biometric screenings that included cholesterol, glucose and A1C exams to measure their risk for diabetes, BMI tabulation for obesity, and blood pressure checks to measure risk for heart disease. An additional 1,836 community members received free vascular, blood pressure, diabetes or BMI screenings. Of the more than 490 screening participants surveyed, 95% stated they were previously aware of their risk factors. 99% of individuals indicated they were more aware of their risk factors as a result of the screening. Screenings were conducted on site at NHTMC as well as in local public schools, festivals, parks, homeless shelters, faith communities, and senior centers.
Chronic Disease - Diabetes, Heart Disease, Obesity	Community Health Education: Community education lectures	Knowledge level of participants will increase, and participants will	Educational classes and support groups were made available to 1,740 community members through 33 diabetes classes and support groups, 16 nutrition

	on chronic disease prevention and general health education	learn new skills to change unhealthy behaviors	<p>lectures, 12 blood pressure and heart health lectures, and 6 other classes on general health education. Among more than 375 attendees surveyed, 76% stated they had learned new information or reinforced information about chronic disease they previously did not know and 100% stated they had learned new skills regarding chronic disease that they would begin applying in their life. Lectures and support groups were conducted on site at TMC as well as in local public schools, festivals, parks, faith communities, and senior centers.</p> <p>Additionally, Novant Health Thomasville Medical Center contributed more than \$25,800 in financial and in-kind donations to local nonprofit partners, including the American Cancer Society, Cancer Services of Davidson County and YMCAs, offering support for chronic disease prevention and management.</p>
Chronic Disease- Aging Population	Community Health Education for Seniors: Community education lectures on chronic disease prevention and aging well	Knowledge level of participants will increase, and participants will learn new skills and decrease risk factors	<p>Educational classes and support groups were made available to 2,833 community members, covering subjects including cancer survivors, stroke, osteoporosis, heart health, general wellness, cancer prevention and advanced directives. Among 250 attendees surveyed, 82% stated they had learned new information or reinforced information about chronic disease they previously did not know and 99% stated they had learned new skills regarding chronic disease that they would begin applying in their life. Additionally, 180 individuals received free osteoporosis and skin cancer screenings at various community locations including churches, senior centers and local colleges.</p> <p>Additionally, Novant Health Thomasville Medical Center contributed \$4,750 to Hospice of Davidson County and The Life Center of Davidson County to support their efforts in managing and easing</p>

			symptoms related to chronic disease in aging populations.
Maternal and Infant Health	Prepared Childbirth Classes: Lectures on healthy pregnancy, reducing risk factors and infant care	Knowledge level of participants will increase, and participants will learn new skills and decrease risk factors	Through 103 breastfeeding support groups, childbirth preparation sessions, early parenting and infant CPR educational classes, and no smoking conversations with pregnant women, 1,779 mothers and their family members received education in the area of maternal and infant health. Among participants, 673 pregnant women signed the no smoking pledge to not use any tobacco products or e-cigarettes in efforts to protect the health of their baby and self.
Mental Health	Community health Collaboration with DCSPAN: Mental health community initiative	Collaboration with DCSPAN through community and staff education will increase knowledge level of community members and improve coordination	Novant Health Thomasville Medical Center participated in monthly DCSPAN meetings hosted at the Davidson County Health Department, planning four community programs with information about current substance use issues in the community, signs and symptoms of addiction with panel reps from EMS, law enforcement, physicians and social workers. In partnership with Lexington Memorial, Novant Health Thomasville Medical Center provided meals, speakers and helped to promote to community through paid advertisements, literature distribution, prescription drug drop box promotion, and featuring speakers at other hospital events.

VI. Appendix

Appendix A: Davidson County Community Health Assessment Planning Team Agencies

Organization
Wake Forest Baptist Health Lexington Medical Center
Davidson County Senior Services**
Path of Hope**
Lexington YMCA
United Way of Davidson County**
Communities in Schools/Thomasville City Schools**
Davidson County Department of Social Services**
Davidson County Health Department*
Davidson County Commissioner
Davidson County Schools
Daymark Recovery Services**
Family Services of Davidson County**
Novant Health Thomasville Medical Center
Thomasville YMCA
Davidson County Cooperative Extension
Cardinal Innovations Healthcare**
City of Lexington Parks and Recreation
Hospice of Davidson County**
Thomasville City Schools
Davidson County Community College
Davidson Medical Ministries Clinic/Davidson Health Services**
Smart Start of Davidson County
City of Thomasville Parks and Recreation

- *Representative of a state, local, tribal, or regional governmental public health department (or equivalent department or agency)
- ** Members of medically underserved, low-income, and minority populations in the community served by the hospital facility, or individuals or organizations serving or representing the interests of such populations