



Novant Health Mint Hill Medical Center

Community Benefit Implementation Plan

Mecklenburg County, North Carolina

2023-2025

Approved by the Novant Health Southern Piedmont Region Board of Trustees on October 18, 2023.

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I. Introduction

Novant Health Mint Hill Medical Center, in partnership with the Mecklenburg County Public Health Department, Atrium Health and One Charlotte Health Alliance established a community health needs assessment in 2022 to identify the most pressing health needs in our community. Novant Health Mint Hill Medical Center will enhance the community's health by offering health and wellness programming, clinical services and financial support to meet identified health needs.

a) Organization overview

Novant Health is an integrated network of hospitals, physician clinics, and outpatient facilities that delivers a seamless and convenient healthcare experience to communities in North Carolina, South Carolina, and Georgia. The Novant Health network consists of more than 1,900 physicians and over 36,000 team members who provide care at more than 800 locations, including 16 medical centers and hundreds of outpatient facilities and physician clinics. Headquartered in Winston-Salem, North Carolina, Novant Health is committed to making health care remarkable for patients and communities, providing nearly six million patient visits annually. In 2022, Novant Health provided more than \$1.5 billion in community benefit, including financial assistance and services.

Mission

Novant Health exists to improve the health of our communities, one person at a time. Our cause is to create a healthier future and bring remarkable experiences to life.

Our team members and physician partners strive every day to bring our mission, vision, and values to life. We demonstrate this commitment to our patients in many 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 Mint Hill Medical Center (NHMHMC) is a 36-bed community hospital offering a wide range of services in women's health, emergency care, imaging, outpatient services and more. The hospital has 24 medical-surgical beds, eight labor/delivery/recovery/postpartum (LDRP) beds, four intensive care unit beds, 10 observation beds and a 16-bay emergency department.

b) Our Community

Primary and Secondary Service Areas

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

Zip Code	City	County
28107	Midland	CABARRUS
28025	Concord	CABARRUS
28027	Concord	CABARRUS
28227	Charlotte	MECKLENBURG
28215	Charlotte	MECKLENBURG
28212	Charlotte	MECKLENBURG
28105	Matthews	MECKLENBURG
28213	Charlotte	MECKLENBURG
28262	Charlotte	MECKLENBURG
28097	Locust	STANLY
28079	Indian Trail	UNION
28110	Monroe	UNION

Mecklenburg County contains seven municipalities including the City of Charlotte, and the towns of Cornelius, Davidson, Huntersville, Matthews, Mint Hill, and Pineville. There are 4 counties in the Novant Health Mint Hill Medical Center Primary Service Area (PSA): Cabarrus, Mecklenburg, Stanly, and Union Counties. 54.5% of patients reside in the PSA of Mecklenburg County and 61% of patients reside in the Primary and Secondary Service Areas of Mecklenburg County. The PSA does not include more than 11.6% of the total in-patient population from any other county. Most patients reside in Mecklenburg County, and it represents the highest population of potentially underserved, low-income and minority individuals from the PSA. Therefore, Mecklenburg County will be the sole focus of demographic, health, and social indicators.

The Secondary Service Area covers the same 4-county radius of Cabarrus, Mecklenburg, Stanly, and Union Counties.

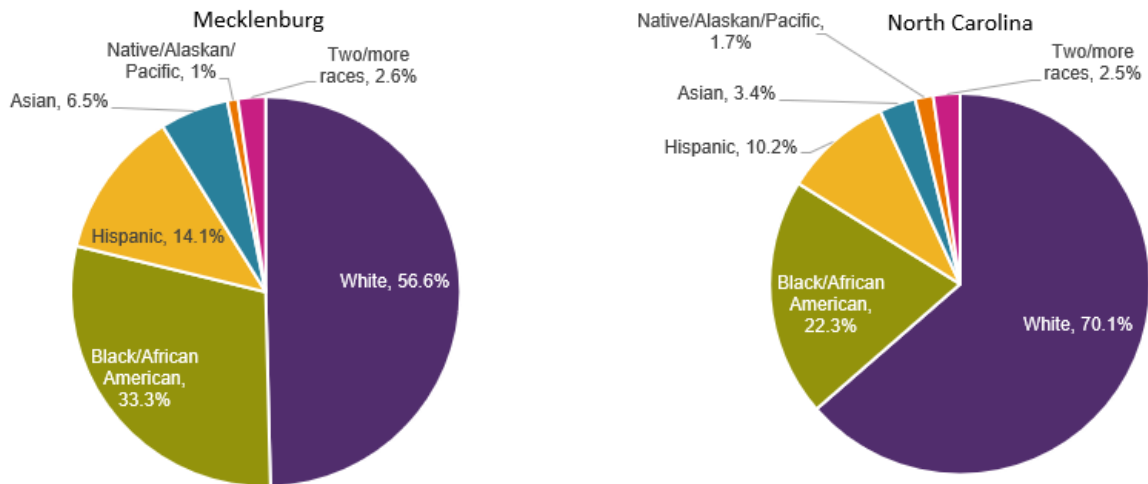
Mecklenburg County Population: Demographics

Mecklenburg County has a population of 1,122,276 compared to the total North Carolina population of 10,551,162.

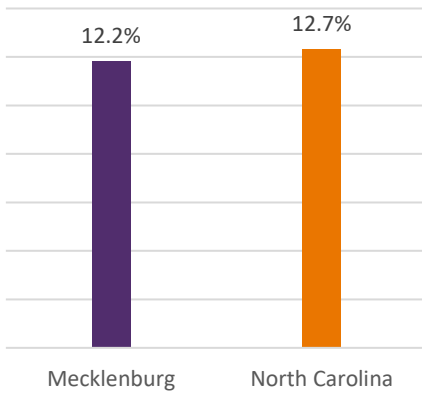
With over 1.1 million people living in Mecklenburg, it is the second most populated county in North Carolina. The county includes six municipalities (Cornelius, Davidson, Huntersville, Matthews, Mint Hill and Pineville) along with the City of Charlotte. Nearly 80% of residents live in Charlotte.

From the Mecklenburg County 2022 Community Health Assessment: Mecklenburg County is an area of continued growth and increasing diversity. Between 2010 and 2021, the population grew by 22%. In 2021, Non-Hispanic White residents made up 46% of the population compared to 50% in 2010. Between 2010 and 2021, the Hispanic/Latinx population had one of the largest growth rates, increasing by 30% to represent 13% of the population. Youth outnumber seniors with those under 18 years of age representing 24% of the population and those 65 years and above half that number at 11%.

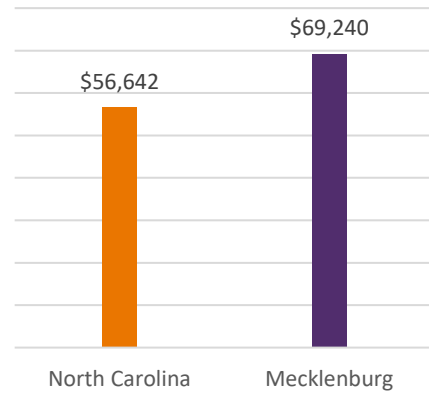
Race and Ethnicity



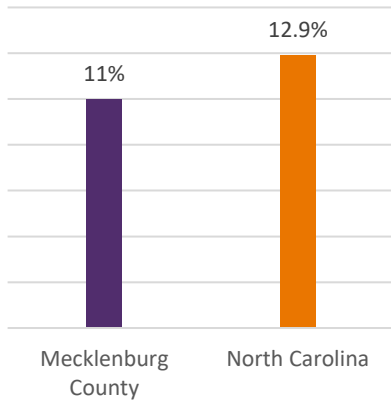
Persons without health insurance under age 65



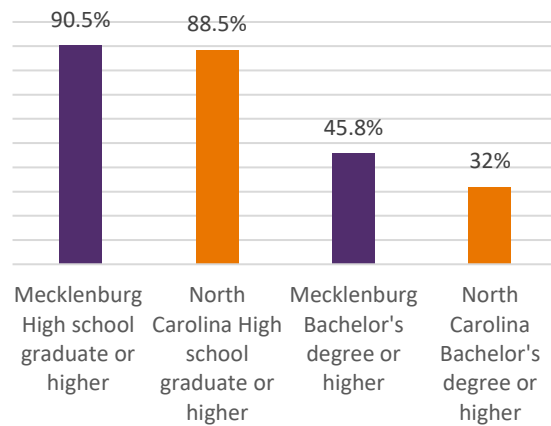
Median Income



Poverty Rate



Educational Attainment



Source for above graphs: US Census Bureau 2021

Demographics	Mecklenburg County		North Carolina	
	Population	Percentage	Population	Percentage
Persons Under 5 Years	72,857	6.7%	605,299	5.8%
Persons Under 18 Years	257,739	23.5%	2,301,596	22.2%
Person 65 Years & Over	122,780	11.2%	1,688,354	16.3%
Female Persons	568,717	51.9%	5,333,560	51.4%

Sources: ACS US Census Bureau 2020 Mecklenburg, ACS US Census Bureau

Length of Life	Top U.S. Performers	North Carolina	Mecklenburg County
Years of potential life lost before age 75 per 100,000 population (age-adjusted).	5,600	8,000	6,100
Clinical Care	Top U.S. Performers	North Carolina	Mecklenburg County
Ratio of population to primary care physicians	1,010:1	1,400:1	1,130:1
Ratio of population to dentists	1,210:1	1,710:1	1,430:1
Ratio of pop. to mental health providers	250:1	360:1	300:1
Physical Environmental	Top U.S. Performers	North Carolina	Mecklenburg County
Air Pollution – Particulate Matter (micrograms per cubic meter)	5.9	7.5	9.0
Percentage of households with overcrowding, high costs, lack of kitchen, or lack of plumbing	7%	12%	13%

Source: County Health Rankings & Roadmaps: Mecklenburg Health County Rankings

Mecklenburg County Population: Health Indicators

Mecklenburg County's leading causes of death in 2019 were cancer and heart disease. NHMHMC will consider health indicators such as leading causes of death for the Mecklenburg County population but will also consider how to impact root causes with analysis of social determinants of health, social risk, and social needs.

Rank	Leading Causes of Death in Mecklenburg County in 2019	Number	%
1	Cancer	1359	21.0
2	Diseases of heart	1235	19.1
3	Cerebrovascular diseases	371	5.7
4	Alzheimer's disease	347	5.4
5	All other unintentional injuries	322	5.0
6	Chronic lower respiratory diseases	251	3.9
7	Diabetes mellitus	214	3.3
8	Nephritis, nephrotic syndrome and nephrosis	145	2.2
9	Assault (homicide)	105	1.6
10	Motor vehicle injuries	98	1.5
	All other causes (Residual)	2012	31.3
	Total Deaths -- All Causes	6459	100.0

Source: [State Center for Health Statistics, North Carolina](#)

II. Prioritized Health Needs

Identified Significant Health Needs

The nine topic areas included in the 2017-18 CHA were selected by reviewing the data 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. In 2022, the same top nine issues were identified as those included in the 2017 CHA and a new category informed by the data, was added. Emerging Health Issues characterizes the impact of emerging or re-emerging health conditions that pose major public threats, such as COVID-19. Health disparities and social determinants of health are not called out specifically as health issues but rather incorporated within each. In alphabetical order, the 10 health issues are:

1. Access to care
2. Chronic disease prevention
3. Emerging health issues
4. Healthy environment
5. Healthy pregnancy

6. HIV and other STIs
7. Injury Prevention
8. Mental health
9. Substance use disorder
10. Violence prevention

a) County prioritization

Consideration of these topic areas—and the data alongside community input--resulted in the following top four priority health issues for MCPH:

1. Mental Health
2. Access to Care
3. Chronic Disease
4. Violence Prevention

b) Facility prioritization

In addition to the primary and secondary data, Novant Health Mint Hill Medical Center reviewed the top five diagnosis codes for inpatient and outpatient hospital emergency department visits.

NHMHMC			
Top 5 Diagnosis Calendar Year 2022			
Emergency Department			
Inpatient Diagnosis	Volume	Outpatient Diagnosis	Volume
Sepsis, unspecified organism (*)	186	COVID-19	1275
COVID-19	182	Other chest pain	1120
Hypertensive heart and chronic kidney disease with heart failure and stage 1 through stage 4 chronic kidney disease, or unspecified chronic kidney disease	78	Headache, unspecified	541
Hypertensive heart disease with heart failure (*)	65	Acute upper respiratory infection, unspecified	453
Pneumonia, unspecified organism	48	Nausea with vomiting, unspecified	432

The top 5 diagnoses, particularly for adults, from July 2021 to June 2022 were greatly impacted by the Covid-19 pandemic in the outpatient and inpatient settings. As a result of Covid-19 and encouraging virtual visits for patient safety, when possible, the inpatient diagnosis trend for adults was more serious diagnoses like heart and kidney failures. Outpatient trending diagnoses were severe symptoms and side effects of Covid-19.

Upon a comprehensive review of the community’s recommended prioritized outcomes and NHMHMC’s ED top 5 diagnosis codes, the Novant Health Mint Hill 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 Mint Hill Medical Center:

1. Mental health
2. Access to care
3. Chronic disease
4. Violence prevention

III. Addressing needs

Novant Health Mint Hill Medical Center is committed to working to address each of its prioritized areas of need on the following page through resource allocation and support of the following programs and actions.

Again, NHMHMC will focus resource allocation on these prioritized needs based on careful consideration of estimated feasibility and effectiveness of possible interventions. While NHMHMC will not prioritize the remaining significant health needs (listed above in Section II), it will support and collaborate with community partners as appropriate for the purpose of improving outcomes for identified needs that are better aligned with their scope of service.

Priority Need:	Program Initiative: /	Action:	Intended Outcome:
Mental Health	Mental Health TIC/Resiliency Training/Screenings Investment	<ul style="list-style-type: none"> • Provide information and training to individuals in various sectors including nonprofit, faith, and education communities, to include our own teams • Support aligned community organizations and events 	<ul style="list-style-type: none"> • Increase general mental health awareness, the impact of trauma, and provision of tools and/or skills to build resiliency • Increase individual's ability to access resources, and the number of individuals connected to appropriate treatment and/or services
Access to Care	Education and Health Screenings Mobile Outreach Investment	<ul style="list-style-type: none"> • Host health education and screening events and facilitate referrals to care and/or resources • Host childhood immunizations and health assessment events via mobile outreach program • Support aligned community organizations and events 	<ul style="list-style-type: none"> • Increased number of community stakeholders connected to a primary medical home and appropriate care
Chronic Disease	Wellness Education Health Screenings/ Resources Investment	<ul style="list-style-type: none"> • Wellness Webinars and speaker's bureau program • Host health and SDoH screenings • Provide related referrals, assessment of resources and food insecurity support • Support aligned community organizations and events 	<ul style="list-style-type: none"> • Increased access to health resources and screenings • Increased awareness of health risks and prevention tools/methods
Violence Prevention	Education Public awareness Investment	<ul style="list-style-type: none"> • Wellness Webinars and speaker's bureau program • Public safety and trauma programs with community partners • Collaboration with community partners, board affiliations, and committees • Support aligned community organizations and events 	<ul style="list-style-type: none"> • Increased awareness of violence prevention tools/methods and resources

In addition to the programs and services offered to the community through Novant Health Mint Hill Medical Center, there are various existing community assets available throughout the Mecklenburg County community that have additional programs and resources tailored to meet all the identified health needs. The following is a list of valued community agencies that address those prioritized and non-prioritized needs:

Identified Significant Health Needs	Local Community Resources Addressing Needs
<ul style="list-style-type: none"> • Access to care • Chronic disease prevention • HIV & other STIs • Healthy pregnancy 	Mecklenburg County Health Department, One Charlotte Health Alliance, Charlotte Community Health Clinic, Care Ring, Center for Prevention Services, RAIN, CW Community Health Center, DeAngelo Williams Foundation, Carolina Breast Friends, Claire’s Army, Colon Cancer Coalition, Healthy Charlotte Alliance, Heartbright, Hospitality House, Madelyn’s Fund, MS Society, LLS, Zero End Prostate, Matthews Free Medical Clinic, Bright Blessings, Community Free Clinic
<ul style="list-style-type: none"> • Emerging health issues (outbreaks of infectious diseases that pose major public health threats, such as COVID-19 and Monkey Pox) 	Mecklenburg County Health Department, One Charlotte Health Alliance
<ul style="list-style-type: none"> • Healthy environment (including pollution, clean water, poverty, housing, and food access) • Violence prevention • Injury prevention 	Heal Charlotte, Second Harvest, Loaves and Fishes, Catawba Riverkeepers, Catawba Lands Conservancy, Roof Above, Sustain Charlotte, Pat’s Place, Shelter Health Services, Safe Alliance, Rebuilding Together, The Bulb, YWCA, Angels and Sparrows, Habitat for Humanity of Greater Matthews, Common Heart Food Pantry, Community Shelter of Union County, Servant’s Heart of Mint Hill
<ul style="list-style-type: none"> • Mental health • Substance use disorder 	Charlotte Rescue Mission, Crisis Assistance Ministry, Mental Health America, Living Waters, RAIN, Dilworth Center, Center for Prevention Services, Lake Norman Community Medical Clinic, Promise Youth Development

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

IV. Role of the board and administration

The Novant Health Southern Piedmont Region Board of Trustees and Novant Health Mint Hill 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 on 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.

V. Appendix:

Steering Committee for Mecklenburg County CHA	
Agency	
Atrium Health	
Mecklenburg County Public Health*	
Novant Health	
One Charlotte Health Alliance	

- *Representative of a state, local, tribal, or regional governmental public health department (or equivalent department or agency)
- For a full list of agencies involved in the CHA process, including those representing underserved, low-income, and minority populations, please see the MCPH 2022 CHA report here: <https://mecknc.widen.net/s/pqddccfcsn/mc-doc-hlt-cha-2022>