



## **Novant Health Thomasville Medical Center**

**Community Benefit Implementation Plan**

**Davidson County, North Carolina**

**2022-2024**

**Approved by the Novant Health Thomasville Medical Center Board of Trustees on October 18, 2022**

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## I. Introduction

Novant Health Thomasville Medical Center, in partnership with the Davidson County Health Department and Atrium Wake Forest Baptist Health Lexington Medical Center, conducted community health needs assessment in 2021 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 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 1,800 physicians and over 35,000 team members who provide care at more than 800 locations, including 15 hospitals and hundreds of outpatient facilities and physician clinics. *Diversity MBA Magazine* ranked Novant Health first in the nation on its 2021 list of "Best Places for Women & Diverse Managers to Work." In 2021, Novant Health provided more than \$1.1 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 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. For example, 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)** is a 146-bed hospital offering a wide range of inpatient and outpatient services, birthing rooms and an emergency department.

**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 at least 75% of the hospital’s in-patient population as outlined below:

Primary Service Area		
Zip Code	City	County
27360	Thomasville	Davidson
27292	Lexington	Davidson
27295	Lexington	Davidson
27239	Denton	Davidson
27263	High Point	Guilford
27370	Trinity	Randolph

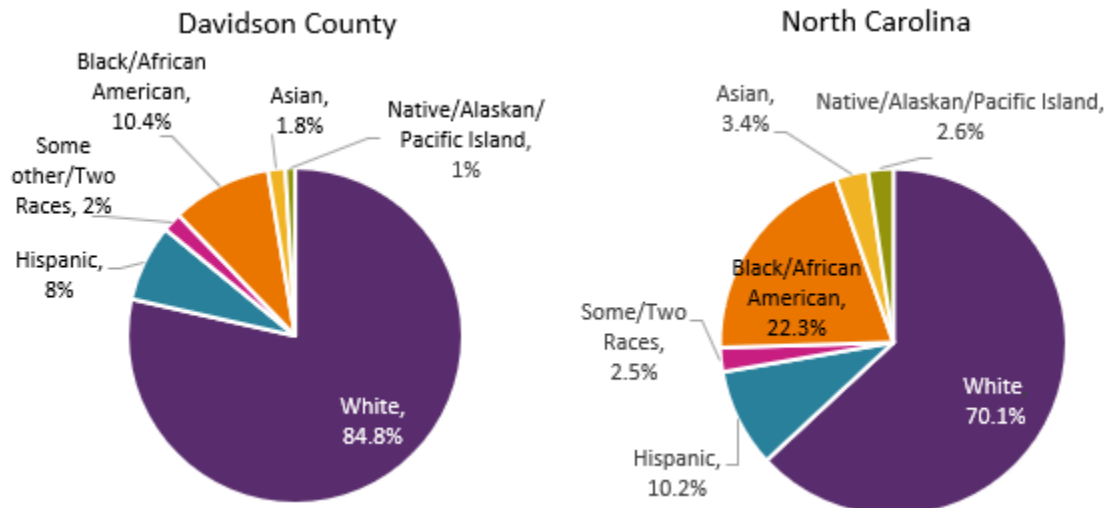
There are three counties in the Novant Health Thomasville Medical Center Primary Service Area (PSA): Davidson, Guilford, and Randolph Counties. 69% of patients reside in the PSA of Davidson County, while 71% of patients reside in the Primary and Secondary Service Areas of Davidson County. Most patients reside in Davidson County and it represents the highest population of potentially underserved, low-income, and minority individuals from the Primary Service Area. Therefore, Davidson County will be the sole focus of demographic, health, and social indicators.

The Secondary Service Area covers a 16-county radius, including Alamance, Cabarrus, Davidson, Davie, Forsyth, Guilford, Mecklenburg, Nash, Randolph, Rockingham, Rowan, Stanly, Stokes, Surry, Watauga, and Yadkin Counties.

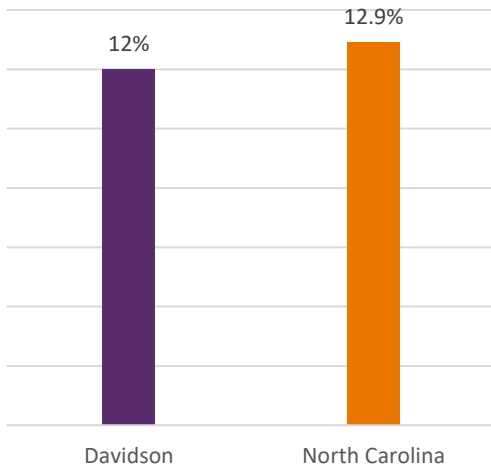
**Davidson County Population: Demographics**

Davidson County includes Thomasville, the most populated city, and Lexington, the County seat. It has a population of 170,637 compared to the total North Carolina population of 10,551,162.

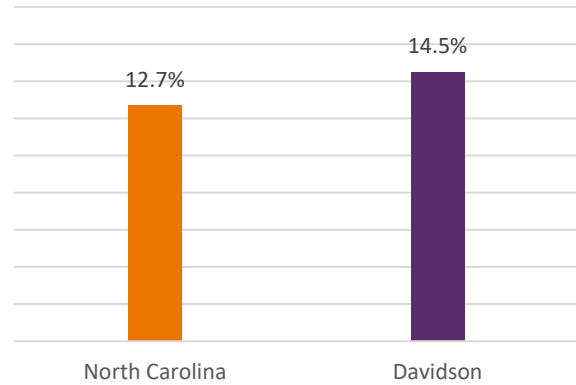
**Race and Ethnicity**



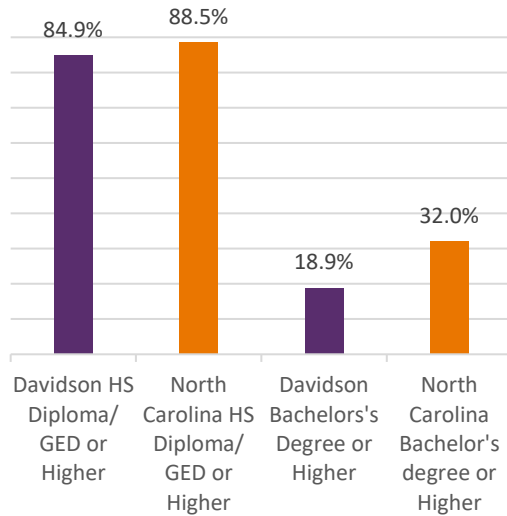
### Poverty Rates



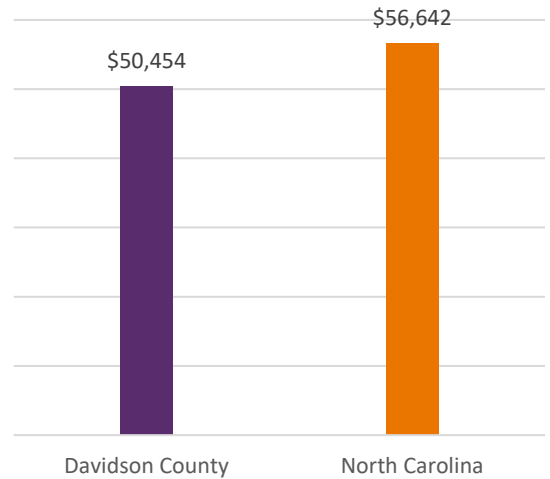
### Persons without insurance, under age 65



### Education Attainment



### Median Household Income



Source for above graphs: U.S. Census Bureau QuickFacts: United States

Demographics	Davidson County		North Carolina	
	Population	Percentage	Population	Percentage
Persons Under 5 Years	9,113	5.5%	605,299	5.8%
Persons Under 18 Years	36,729	22%	2,301,596	22.2%
Person 65 Years & Over	30,238	18.1%	1,688,354	16.3%
Female Persons	85,392	51.2%	5,333,560	51.4%

Sources: US Census Bureau North Carolina, US Census Bureau Davidson

Length of Life	Top U.S. Performers	North Carolina	Davidson County
Years of <b>potential life lost</b> before age 75 per 100,000 population (age-adjusted).	5,600	8,000	9,600
Clinical Care	Top U.S. Performers	North Carolina	Davidson County
Ratio of population to <b>primary care physicians</b>	1,010:1	1,400:1	3,810:1
Ratio of population to <b>dentists</b>	1,210:1	1,710:1	4,340:1
Ratio of pop. to <b>mental health providers</b>	250:1	360:1	920:1
Physical Environment	Top U.S. Performers	North Carolina	Davidson County
<b>Air Pollution</b> – Particulate Matter (micrograms per cubic meter)	5.9	7.5	9.3
Percentage of households with overcrowding, high costs, lack of kitchen, or lack of plumbing	8.75%	15%	13.2%

Source: County Health Rankings & Roadmaps

#### **Davidson County Population: Health Indicators**

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

Leading Causes of Death in Davidson County in 2019			
Rank	Causes of Death	Number	%
1	Cancer	420	22.4
2	Diseases of heart	360	19.2
3	Chronic lower respiratory diseases	153	8.4
4	Alzheimer's disease	126	6.73
5	Cerebrovascular disease	94	5.0
6	Other Unintended injuries	86	4.5
7	Diabetes mellitus	60	2.8
8	Nephritis, nephrotic syndrome, and nephrosis	38	2.4
9	Pneumonia and Influenza	43	2.1
10	Motor Vehicle Injuries	19	2.1
	All other causes (Residual)	487	24.4
	Total Deaths – All Causes	1,871	100.0

Source: North Carolina Department of Health and Human Services

## II. Prioritized Health Needs

### Identified Significant Health Needs

The CHNA data team reviewed primary and secondary data to identify these issues as the significant community health needs:

1. Substance Abuse
2. Obesity
3. Mental Health
4. Diabetes
5. Cancer
6. Alcoholism
7. Tobacco
8. Infectious Diseases
9. Other Chronic Diseases
10. Sexually Transmitted Diseases
11. Lung Disease
12. Pediatric Health

#### ***a) County prioritization***

In October 2021, the CHNA Leadership Team reviewed the primary data, secondary data, and compared the information to the 2018 CHNA priorities and supporting data. The team also looked at the findings with consideration of the impact that the COVID-19 pandemic has had on the community in all facets. It was unanimously decided that the priorities should remain substance misuse, mental health, and chronic disease.

The following were established in 2021 as Davidson County's health priorities for the 2022-2024 CHNA cycle:

- Substance Misuse
- Mental Health
- Chronic Disease

#### ***b) Facility prioritization***

In addition to the primary and secondary data, Novant Health Thomasville Medical Center reviewed the top five diagnosis codes for inpatient and outpatient hospital emergency room visits from April 2021 to March 2022.

Novant Health Thomasville Medical Center Emergency Department  
Top 5 Diagnoses April 2021 – March 2022

Inpatient Diagnosis	Volume	Outpatient Diagnosis	Volume
COVID-19	452	COVID-19	1956
Sepsis, unspecified organism	165	Other Chest pain	930
Chronic obstructive pulmonary disease with (acute) exacerbation	81	Acute upper respiratory infection, unspecified	476
Hypertensive heart and chronic kidney disease with heart failure and stage 1 through stage 4 chronic kidney disease, or unspecified chronic kidney disease	80	Nausea with vomiting, unspecified	473
Hypertensive heart and chronic kidney disease with heart failure and stage 1 through stage 4 chronic kidney disease, or unspecified chronic kidney disease	75	Urinary tract infection, site not specified	467

The top 5 Diagnoses from April 2021 to March 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 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 primary and secondary data 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 Misuse
3. Mental Health

### **III. Addressing needs**

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



Priority	Program/Actions	Anticipated Impact
Chronic Disease	Diabetes Management	<ol style="list-style-type: none"> <li>1. Provide education, community resources available and diabetic screening opportunities in Davidson County as evidenced by hosting at least 2 diabetes events annually and distributing educational materials to at least 75 community members each calendar year.  Educational events can include: <ul style="list-style-type: none"> <li>• Nutrition talks, healthy cooking classes, information on symptoms, how to manage diabetes, etc.</li> </ul> </li> <li>2. Promote NHTMC Center for Health and Wellness (when completed) as location for free community education classes taught by NH experts held at least quarterly.</li> <li>3. Explore possibilities of establishing a diabetes bridge clinic in Thomasville.</li> </ol>
Substance Misuse	Increase awareness of substance misuse treatment options for all populations, and focus on outreach to pregnant females with substance misuse disorder	<ol style="list-style-type: none"> <li>1. Explore opportunities to partner with Ob-Gyn providers at Women’s Center of Lexington to expand initiative with Eleanor Health for pregnant moms identified with a substance misuse disorder.</li> <li>2. Increase awareness of medication drop box in hospital lobby as evidenced by data reports from hospital pharmacy regarding weight of medication collected and dates of collection disposal.</li> <li>3. Upon opening of NHTMC Center for Health and Wellness, promote opportunity and benefits to community of local treatment option.</li> <li>4. Partner with Eleanor Health and Davidson County Health Department to educate pregnant moms seen at CityLake Ob-Gyn/delivering at NHTMC and identified with a substance misuse disorder about the opportunity of being referred for medically assisted treatment, therapy and support for up to one (1) year post- delivery evidenced by a monthly data report from Women’s Unit manager reporting healthy birth outcomes of those patients identified as enrolled in the treatment program and quarterly data reported from CityLake OB regarding number of patients</li> </ol>

		physicians wrote referrals for to Eleanor Health.
Mental Health	Increase awareness of mental health resources available to all community members with a focus on services for seniors	<ol style="list-style-type: none"> <li>1. Design and distribute an educational flier outlining mental health resources available to community. NHTMC will partner with the Life Center of Davidson and Davidson County Senior Services to raise aware of services available to seniors (55+) seeking help for themselves or others evidenced by increased monthly usage data supplied by Life Center.  Partnership will also include responsibility of NHTMC to review resource lists (Caregivers of DC website community directory resource) at least twice annually and provide updates to Life Center and Davidson County Senior Services with accurate up-to-date resources.</li> <li>2. Promote available mental health resources to NHTMC ConnectionLink members at least twice annually as evidenced by copy of newsletters and distribution list provided with date of email/ mailing and program flier and attendance list.</li> <li>3. Develop and distribute at least 100 fliers to community members annually outlining mental health resources for seniors in county and state to raise awareness as evidenced by number of fliers distributed at community events.</li> </ol>

Again, NHTMC will focus resource allocation on these prioritized needs based on careful consideration of estimated feasibility and effectiveness of possible interventions. While NHTMC 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.

In addition to the programs and services offered to the community through Novant Health Thomasville Medical Center, there are various existing community assets available throughout the Davidson 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"> <li>• Substance Abuse</li> <li>• Alcoholism</li> <li>• Tobacco</li> </ul>	CareNet Counseling Eleanor Health Davidson County Medical Ministries/Kintegra Family Medicine – Lexington/Thomasville Partners in Prevention Davidson County Transitional Services Daymark Recovery Services DragonFly House Family Services of Davidson County Four Directions Counseling and Recovery Green Center for Growth and Development Atrium Health Wake Forest Baptist Behavioral Health Lexington Treatment Associates Monarch NC National Alliance on Mental Illness Path of Hope, Inc Positive Wellness Alliance Prevention Services RHA Health Services Sandhills Center Thomasville Treatment Associates Tobacco Cessation Clinic – Atrium Triad Health Project TwinCity Harm Reduction
<ul style="list-style-type: none"> <li>• Obesity</li> </ul>	BabyCafe Central United Methodist Church – Denton J.Smith Young YMCA Tom A Finch Community YMCA Davidson County Health Department WIC program Davidson Co. Parks and Recreation Abbotts Creek Missionary Baptist Church Canaan United Methodist Church – The Lord’s Table – Congregate Meals through Davidson County Senior Services Cooperative Community Ministry Davidson County First Hope Ministries (Formerly Crisis Ministry of Davidson County) Davidson County Community Action Davidson County Social Services, FNS, SNAP Davidson County United Way Fairgrove Family Resource Center The Father’s Storehouse First Assembly of God Davidson Medical Ministries First Pentecostal Holiness Church – Servant’s Table Ministry –

	<p>             First United Methodist Church – Good Samaritan Fund              High Rock Church – Hope 4 Humanity              His Laboring Few              Least of These Ministries              Meals on Wheels              Mile 2 Church              NC 211              New Temple House of Provisions              Novant Health Thomasville Medical Center Behavioral Health              Open Door Ministry (High Point)              Open Hands of Davidson County              Pastor’s Pantry              Parks and Recreation of Lexington              Parks and Recreation of Thomasville              Pleasant Grove United Methodist Church              Salvation Army of Davidson County              Second Harvest Food Bank of Northwest NC              Senior Services Nutrition Program              South Davidson Family Resource Center (Denton)              Sunnyside Ministry              Tyro United Methodist Church              Upper Room Food Ministry              West Davidson Food Pantry, Least of These Ministries, Inc.           </p>
<ul style="list-style-type: none"> <li>• Mental Health</li> </ul>	<p>             9-8-8 Line              CareNet Counseling              Crisis Textline              Eleanor Health              Davidson County Medical Ministries/Kintegra Family                Medicine – Lexington/Thomasville              Daymark Recovery Services              DragonFly House              Family Services of Davidson County              Hope4nc Helpline (English and Spanish)              Hospice of Davidson              Monarch              NAMI Family Support Group - Lexington              NC National Alliance on Mental Illness              NHBAM Hopeline              Novant Health Thomasville Medical Center                Behavioral Health              Partners in Prevention              Sandhills Center              Smart Start of Davidson County           </p>

<ul style="list-style-type: none"> <li>• Diabetes</li> <li>• Lung Disease</li> <li>• Other Chronic Diseases</li> </ul>	<p>ARC of Davidson County  BabyCafe USA  Cancer Services of Davidson County  Carolina SeniorCare PACE  Davidson County Health Department  Davidson Medical Ministries  Davidson County Senior Services Resource Line  EasterSeals UPC  Epilepsy of Davidson County  Greater Vision Ministry  JDRF  Life Center of Davidson County  Piedmont Triad Regional Council  Salvation Army of Davidson County’s Boys and Girls Club  Special Olympics of Davidson County</p>
<ul style="list-style-type: none"> <li>• Cancer</li> </ul>	<p>American Cancer Society  Cancer Services of Davidson County  Hospice of Davidson County</p>
<ul style="list-style-type: none"> <li>• Infectious Diseases</li> </ul>	<p>Davidson County Health Department  Piedmont Health Services and Sickle Cell Agency  High Point</p>
<ul style="list-style-type: none"> <li>• Sexually Transmitted Diseases</li> </ul>	<p>Positive Wellness Alliance  Triad Health Project</p>
<ul style="list-style-type: none"> <li>• Pediatric Health</li> </ul>	<p>CIS of Lexington, Davidson County  CIS of Thomasville  DragonFly House  FairGrove Family Resource Center – Circle of Friends  Family Services of Davidson County  Smart Start of Davidson County  Davidson County Health Department  J. Smith Young YMCA  Tom A Finch Community YMCA</p>

**For all community resources, visit [www.novanthealth.org/mycommunity](http://www.novanthealth.org/mycommunity)**

#### IV. Role of the board and administration

The Novant Health Thomasville Board of Trustees and Novant Health Thomasville Medical Center administration are active participants in the community benefit process. Through strategic planning initiatives, 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 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:

##### Davidson County Community Health Assessment Steering Committee

Organization
Atrium Wake Forest Baptist Health Lexington Medical Center
Novant Health Thomasville Medical Center
Davidson County Health Department*

- \*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 Davidson County Health Department’s report.