



Novant Health Rehabilitation Hospital

Community Benefit Implementation Plan

Forsyth County, North Carolina

2020 - 2022

Approved by the Novant Health Triad Region Board of Trustees on Thursday, November 19, 2020

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I. Introduction

Novant Health Rehabilitation Hospital, an affiliate of Encompass Health, conducted a community health needs assessment in 2020 to identify the most pressing health needs in our community. Novant Health Rehabilitation Hospital will enhance the community's health by serving as the leading provider of inpatient rehabilitation for stroke, hip fracture, brain injury, amputation and other complex neurological and orthopedic conditions.

a. Organizational Overview

Novant Health Rehabilitation Hospital 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, 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 Rehabilitation Hospital, our inpatient rehabilitation hospital uses an interdisciplinary team approach that includes physical, speech and occupational therapists, rehabilitation physicians, rehabilitation nurses, case managers, dietitians and more, combined with our advanced technology and expertise, to help you achieve your goals. Patients receive at least three (3) hours of therapy five days per week while under the constant care of registered nurses, many of whom specialize in rehabilitation, and frequent independent private practice physician visits. Rehabilitation is covered in full or part by most health insurance plans, including Medicare and Medicaid.

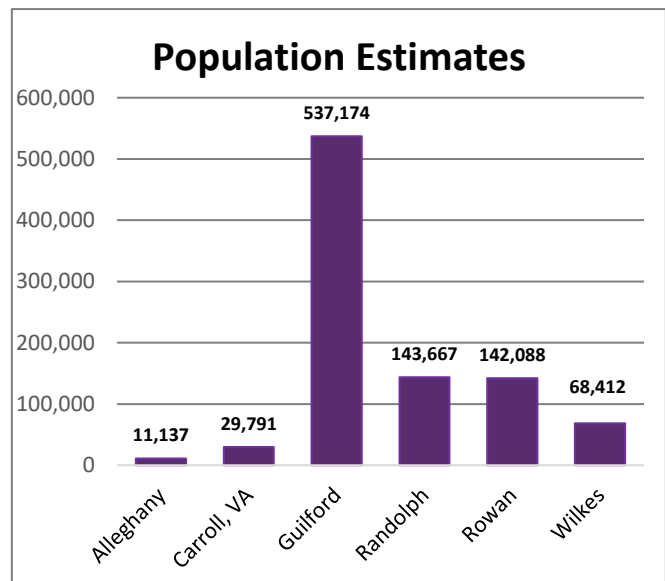
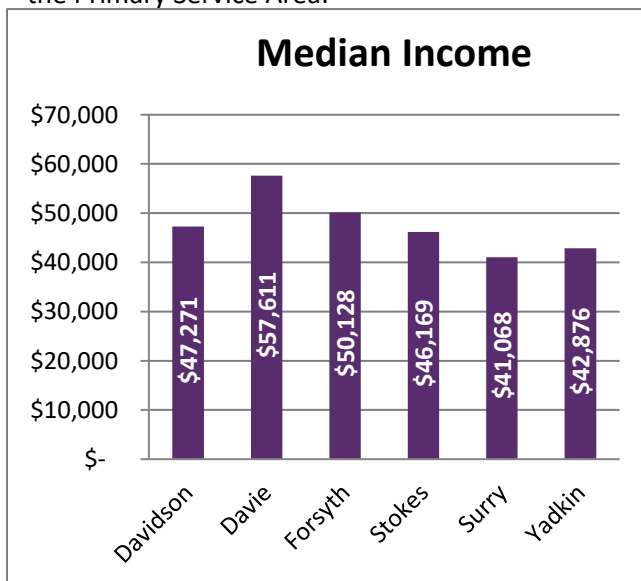
b. Our Community

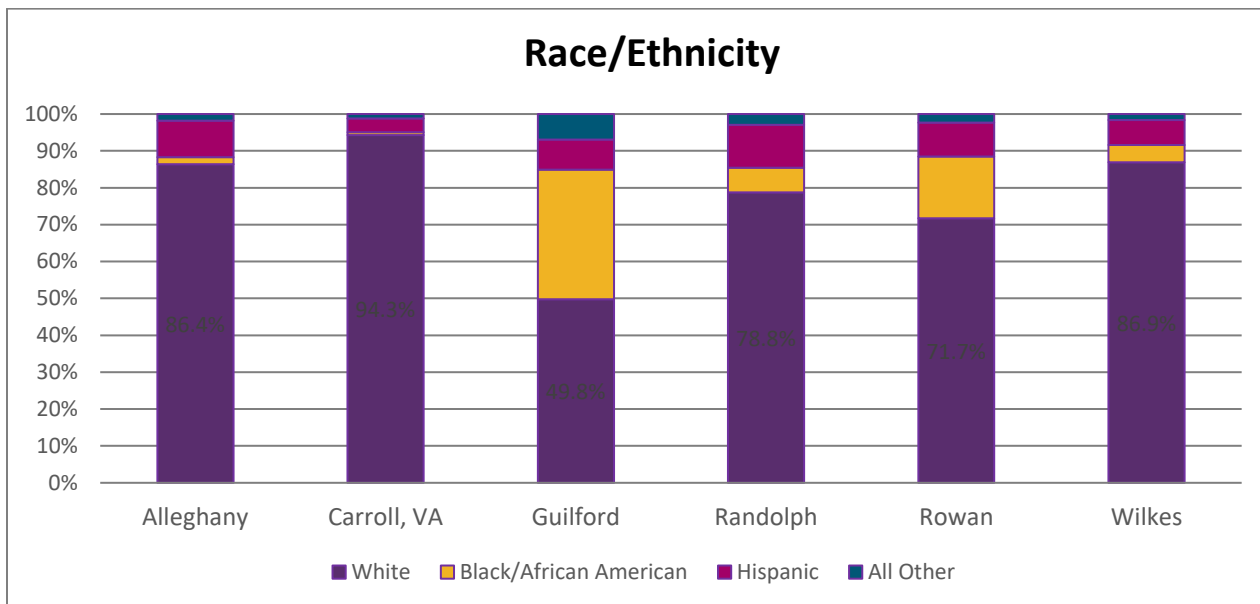
Primary and Secondary Service Areas

The Primary Service Area for Novant Health Rehabilitation Hospital is defined by the zip codes that represent more than 75% of the hospital’s in-patient population as outlined below:

Zip Code	City	County	Zip Code	City	County
27006	Advance	Davie	27055	Yadkinville	Davie
27012	Clemmons	Forsyth	27101	Winston Salem	Forsyth
27018	East Bend	Yadkin	27103	Winston Salem	Forsyth
27021	King	Stokes	27104	Winston Salem	Forsyth
27023	Lewisville	Forsyth	27105	Winston Salem	Forsyth
27028	Mocksville	Davie	27106	Winston Salem	Forsyth
27030	Mount Airy	Surry	27107	Winston Salem	Forsyth
27040	Pfafftown	Forsyth	27127	Winston Salem	Forsyth
27045	Rural Hall	Forsyth	27284	Kernersville	Forsyth
27052	Walnut Cove	Forsyth	27295	Lexington	Davidson

Forsyth County is the largest county in Novant Health Rehabilitation Hospital’s Primary Service Area. Though there are 6 counties in the Novant Health Rehabilitation Hospital Primary Service Area, including Davidson, Davie, Forsyth, Stokes, Surry and Yadkin, 78% of the patients in the Primary Service Area reside in Forsyth County, while 62% of the patients in the Primary and Secondary Service Areas reside in Forsyth County. A comparison was conducted to ensure that the community assessment did not exclude medically underserved, low-income, or minority populations who live in the geographic areas from which the hospital draws its patients. 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, Forsyth County represents the highest population of potentially underserved, low-income and minority individuals from the Primary Service Area.





Source for all graphs: U.S. Census Bureau (2019)

Population

The county consists of a large urban center surrounded by smaller, more rural communities.

Demographic data for Forsyth County is outlined below:

Forsyth County Population by Race & Ethnicity (2019)

	Forsyth County	North Carolina
Population Estimate	382,295	10,488,084
Persons Under 5 Years	5.8%	5.8%
Persons Under 18 Years	22.7%	21.9%
Person 65 Years & Over	16.4%	16.7%
Female Persons	52.7%	51.4%
White Alone,	66.6%	70.6%
Black/African-American Alone	27.5%	22.2%
American Indian & Alaska Native Alone	0.9%	1.6%
Asian Alone	2.6%	3.2%
Native Hawaiian & Other Pacific Islander Alone	0.1%	0.1%
Two or More Races	2.3%	2.3%
Hispanic or Latino	13.3%	9.8%

Source: U.S. Census Bureau (2019)

Forsyth County is mostly urban in nature, with only 7.4%¹ of the population living in rural areas. The county consists of a large urban center surrounded by smaller, more rural communities. Based on 2018 estimates, Forsyth County remained the fourth largest county in the State of North Carolina with 379,099 residents². From 2020 to 2030, the population of Forsyth County is projected to grow by 4.0% which is down from 7.0% for the 2010-2020 period. Adolescents (individuals 18 and younger) make up an estimated 22.7% of the population in Forsyth County, while seniors (individuals 65 and older) make up 16.4% of the population³.

Forsyth County residents earn a median income that is slightly lower than the North Carolina state average. According to the U.S. Census 2017 American Community Survey, roughly one-third (33.3%) of Forsyth County residents have attained a bachelor’s degree or higher³. A key indicator to evaluate economic condition of Forsyth County is the poverty rate. The poverty rate for Forsyth County residents continues to be higher than the North Carolina state average by 3.0%, and the poverty rate for children (ages 0-17) in Forsyth County, is 5.8% higher than the NC State average.

Median Household Income		Population Educational Attainment (≥ 25 yrs. old)		Poverty Rate	
Forsyth County	\$48,369	< HS diploma/GED	11.5%	All ages (Forsyth County)	19.1%
		HS diploma/GED	25.3%	All ages (North Carolina)	16.1%
North Carolina	\$50,320	Some college or associate's degree	29.4%	Children (0-17) (Forsyth County)	28.7%
		Bachelor's degree	20.7%	Children (0-17) (North Carolina)	22.9%
		≥ Graduate degree	12.6%		

¹NC Economic Data and Site Information, February 2019, <https://accessnc.nccommerce.com/DemoGraphicsReports/pdfs/countyProfile/NC/37067.pdf>

² U.S. Census Bureau, 2018 American Community Survey 1-Year Estimates <https://www.census.gov/quickfacts/fact/table/forsythcountynorthcarolina/POP060210>

³U.S. Census Bureau (2018). State & County QuickFacts. <https://www.census.gov/quickfacts/fact/table/forsythcountynorthcarolina,US/PST045218>

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

³ U.S. Census Bureau, Small Area Income and Poverty Estimate Program. December 2017. <http://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkml>

I. Prioritized Health Needs

a) Identified Significant Health Needs

Through various data collection measures, and after analyzing and interpreting Forsyth County's primary and secondary data these issues have been identified as social, clinical, behavioral and health outcomes.

The identified health needs included the following:

- Drug Overdose
- Mental Health
- Chronic Diseases including Oral Health
- Communicable Diseases & Sexual Health
- Maternal & Infant Health
- Health Disparities/Quality of Life
- Lack of Trust
 - Lack of cultural competency of clinical staff
 - Poor Treatment or misdiagnosis from clinical staff
 - Stress influenced by political environment
- Lack of Resources
 - Lack of time
 - Lack of Money
 - Overwhelmed by cost of care, insurance, and /or healthy foods
 - Overwhelmed by feeling of stress/anxiety
- Lack of Awareness
 - Limited understanding of how to access care
 - Limited health literacy
 - Learning how/where to access available resources is challenging
 - Hesitancy to take medication

b) County Prioritization

In Forsyth County in 2017, a combination of online surveys and paper surveys were conducted to ask constituents to rank the top health issues impacting the community. 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.

Recommended Prioritized Health Outcomes

Based on the results of the Forsyth County priority setting survey, the following health needs were recommended for prioritization in Forsyth County:

- Chronic Diseases with a Focus on Physical Activity
- Oral health (age 0-5 years)
- Sexual Health
- Maternal and Infant Health

Based on the assessment of the Davie County community health assessment committee, the following health needs were recommended for prioritization in Davie County:

- Chronic Disease Management
- Drug misuse and abuse prevention and education
- Access to affordable care

Facility prioritization

In addition to the community rankings, Novant Health Rehabilitation Hospital reviewed the top five orthopedic services being rendered for inpatient hospital visits year-to-date July 2019 through June 2020.

Novant Health Rehabilitation Hospital
Top 5 Services Delivered July 2019 – June 2020

Inpatient	
Diagnosis	Volume
Stroke	457
Neurological conditions	344
Brain Injury	97
Spinal Cord Injury	60
Amputation	49

A review of the hospital inpatient services rendered indicated that many of the top diagnosis codes are correlated with stroke recovery.

Upon a comprehensive review of the community’s recommended prioritized outcomes and Novant Health Rehabilitation Hospital’s top 5 diagnosis codes for services rendered, the Novant Health Rehabilitation Hospital leadership team and Novant Health Triad 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 Rehabilitation Hospital:

1. Chronic Disease
2. Healthy Living

c) Issues identified for remediation

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

<u>IDENTIFIED PRIORITY:</u>	<u>PROGRAM:</u>	<u>ACTION:</u>	<u>INTENDED OUTCOME:</u>
1. Chronic Disease	Blood Pressure and balance screenings	Early detection of chronic disease and connect to resources	Improved health
2. Healthy Living	Meditation and support groups	Provide support to caregivers and community members	Improved health

In addition to the programs and services offered to the community through Novant Health Rehabilitation Hospital, there are several existing community assets available throughout the Forsyth County community that have additional programs and resources tailored to meet all of the identified health needs.

Appendix A: Primary working group – represented agencies

CHA Primary Data Working Group	
Agency	
	The Bethesda Center**
	City of Winston Salem
	Downtown Health Plaza
	Forsyth County Parks and Recreation
	Forsyth Technical Community College
	MapForsyth
	Salem College
	The Salvation Army**
	School Health Alliance**
	Smart Start**
	UNC, School of the Arts
	United Health Centers**
	Wake Forest University
	Winston Salem State University**
	Family Services**
	Novant Health Forsyth Medical Center
	Novant Health System
	Imprints Cares
	Forsyth County Department of Public Health*
	Today's Woman**
	Wake Forest University Baptist Medical Center
	Exchange SCAN**
	North Carolina Baby Love Plus**
	Neighbors for Better Neighborhood**
	Outreach Alliance for Babies**
	Heartstrings**
	Care Coordination for Children**
	Healthy Coalitions
	Nurse Family Partnership**
	Pregnancy Care Management
	Prevent Ongoing Spread of STIs**
	Centers for Disease Control & Prevention (CDC) Public Health Associate Program Dental Clinic (PHAP)*
	HIS/Epidemiology and Surveillance*

Appendix B: Community Health Assessment Team – Represented Agencies

Community Health Assessment Team – Davie County
Davie County Health Department*
Davie County Schools
Davie County Senior Services**
Novant Health
WFBMC – Davie Medical Center
Davie Community Foundation**
Mebane Charitable Foundation**
Davie County Cooperative Extension
Davie YMCA

- *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

Appendix C: Secondary Data Sources

CHA Secondary Data Sources - Agency
The State Center for Health Statistics
The North Carolina Electronic Disease Surveillance System (NCEDSS)
The North Carolina Disease Event Tracking and Epidemiologic Collection Tool (NCDETECT)
The 2015 Winston-Salem/Forsyth County High School Youth Risk Behavior Survey
The US Bureau of Census
The North Carolina Uniform Crime Reporting (UCR) Program
North Carolina Coalition to End Homelessness (NCCEH)