



## Implementation Strategy to Address Significant Community Health Needs

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# Haywood Regional Medical Center

Paper copies of this document may be obtained at Haywood Regional Medical Center, 262 Leroy George Drive, Clyde, NC 28721 or by phone 828.456.7311. This document is also available electronically via the hospital website [MyHaywoodRegional.com](http://MyHaywoodRegional.com)

**HAYWOOD**  
REGIONAL MEDICAL CENTER

A Duke LifePoint Hospital

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## Overview

The Community Health Needs Assessment (CHNA) defines priorities for health improvement, creates a collaborative community environment to engage stakeholders, and an open and transparent process to listen and truly understand the health needs of the community served by Haywood Regional Medical Center (Haywood County, NC). This document is the Haywood Regional Medical Center (HRMC) Implementation Plan outlining how the hospital plans on addressing significant health needs in the community.

The CHNA is contained in a separate document.

Haywood Regional Medical Center's Board of Directors approved and adopted this Implementation Strategy on August 22, 2019

Starting on October 1, 2019, this report is made widely available to the community via Haywood Regional Medical Center's website, [www.myhaywoodregional.com](http://www.myhaywoodregional.com), and paper copies are available free of charge at Haywood Regional Medical Center.

## Community Health Improvement/ Implementation Plan 2019

To successfully make our community healthier, it is necessary to have a collaborative venture which brings together all of the care providers, citizens, government, schools, churches, not-for-profit organizations and business and industry around an effective plan of action. The community health needs assessment was completed previously and posted on HRMC's website.

Based on the results of the CHNA, HRMC has selected three of the identified significant health needs to address.

1. Mental Health and Substance Abuse
2. Perinatal and Early Child Health
3. Chronic Disease Prevention

HRMC plans to meet the significant health need by: (complete for each need)

### Priority Health Need #1: Elder and Mental Health and Substance Abuse

#### Hospital Action

The Hospital will continue to offer inpatient behavioral health to individuals over the age of 18. We have two unique behavioral health settings. Our adult unit specializes in individuals 18-64 years old and our senior behavioral health unit specializes in individuals over the age of 55. The hospital will begin to explore how to better address pediatric behavioral health care needs.

#### Anticipated Impact

The anticipated impact of these services is to help decrease the mental health stigma in Haywood County as well as to provide more comprehensive services for those needing mental health services.

## Programs and Resources

1. Adult Behavioral Health Unit (BHU) is a 16-bed adult (18-64) psychiatric inpatient program. Individuals who are considered for admission to the unit must meet criteria showing a need for admission for inpatient psychiatric care. These individuals may be experiencing an acute psychiatric crisis, complications related to noncompliance with medications, or be distressed to the level that they have become a danger to themselves or others. Our dedicated multi-disciplinary team provides individualized and comprehensive treatment that goes beyond simply acute stabilization. The BHU excels in providing individuals with the skills and resources necessary to maintain their journey to wellness well beyond their discharge. We strive to create an environment that is free of negative stigmas about mental illness and provide individuals with the atmosphere and support to begin their recovery. The services that are offered include diagnostic assessment, medication management, coping skills training, multi-disciplinary treatment plan, group and individual therapy, psycho education, comprehensive discharge planning, integrated health & wellness plans, as well as nursing care.
2. Senior/Geriatric Behavioral Health Unit offers a spectrum of psychiatric and medical care for individuals over the age of 55. A multidisciplinary team of clinicians conducts mental, cognitive and medical assessments and develops customized treatment plans for patients. Attending psychiatrists and registered nurses will be on staff as well as mental health technicians, counselors, a psychologist, an activities coordinator and licensed clinical social workers. Program services include providing a safe environment with 24-hour monitoring and supervision, diagnostic services, medication evaluation and treatment, dietary evaluation, group counseling, individual counseling, physical and occupational rehabilitation, recreational therapy, and specialized care coordination with outpatient providers. The average stay of these individuals is 14-16 days.
3. The hospital offers a Psychiatric Evaluation Area located in the Emergency Department. This area allows for a patient to be evaluated for mental health services specific to their needs within an emergency room setting.
4. The hospital provides behavioral health consultations within the hospital and system wide as needed. A behavioral health clinician will visit with the patient to determine appropriate mental health resources and needs.
5. The hospital offers outpatient psychiatric services currently and will soon be expanding to offer psychotherapy/counseling services.
6. Tobacco Prevention/Cessation: The Hospital supports the NC Quit Line and has distributed quit line collateral to all physician practices in the county for distribution to patients. Smoking cessation counseling will also continue to be offered as part of the Lung Cancer Screening program where cessation education from the physician is required.
7. Peer Bridger Program: The hospital participates in this program to help facilitate transition from inpatient to outpatient behavioral health services in effort to reduce rapid readmissions to the inpatient unit.
8. The hospital has support from Dr. Steven Crider who helps patients with opioid addiction through Suboxone treatment.

## Collaboration

The hospital has collaboration with various local organizations such as the Balsam Center's Behavioral Health Center, Vaya Health, Meridian Behavioral Health Services, Mobile Crisis Management, The Harm Reduction Coalition, Crisis and Emergency Department Initiative, Western North Carolina Recovery Rally, Alzheimer Awareness Golf Event, And the Community Poverty Stimulation.

## Priority Health Need #2: Perinatal and Early Child Health

### Hospital Action

The hospital will continue to offer comprehensive care for women before, during and after childbirth. The hospital has also expanded services for the pediatric population through the opening of an additional pediatric clinic in the Canton community.

### Anticipated Impact

The anticipated impact of offering services for perinatal women as well as early child health services is to help increase access to quality care in our county and to provide resources for both women and their children.

### Programs and Resources

1. Childbirth education classes are offered throughout the year. These classes are offered free at Haywood Regional Medical Center. These classes include helping the mother prepare for childbirth, breastfeeding education and newborn essentials. The classes are taught by certified childbirth educators and lactation consultants.
2. Lactation services are available in the hospital upon delivery as well as in an outpatient setting located at Mountain Pediatric Group. The lactation services include breastfeeding classes, pre- and postnatal consults, breast pumps for purchase, pump accessories, herbs to increase milk supply, pumping bars and nursing tank tops. The International Board Certified Lactation Consultants at HRMC are able to help mothers with a variety of breastfeeding issues and support
3. Mother's Connection program is a free resource for mothers and their new babies. This group is a support resource that allows mothers to share their joys, frustrations, ask questions and receive support during the transition into motherhood.
4. Cherish Every Moment Pregnancy Hotline is a program the hospital developed to help high-risk pregnancies and is a dedicated 24 hours, 7 days per week hotline to help decrease harm rates, those with low access to care, and lack of prenatal care. The hospital offers free prenatal vitamins to these women.
5. Haywood Women's is a hospital physician practice that offers comprehensive care to women of all ages including childbearing women before, during and after pregnancy.
6. Mountain Pediatric Group is a hospital physician practice that offers pediatric care starting in the hospital at delivery and then through the teenage years. The practice recently expanded to offer care at a second location located in Canton. This allows for better access to care.

7. The Outpatient Rehabilitation Department has recently expanded services to include the pediatric population through speech therapy, occupational therapy as well as physical therapy. There are two locations, one at Haywood Regional Health and Fitness Center and the other at the Outpatient Care Center.
8. Pediatric nutrition therapy is a nutrition program offered at Haywood Regional Health and Fitness Center by registered dietitians for children of all ages with a variety of nutrition related problems.

### Collaboration

The hospital collaborates with various organizations and programs for perinatal and early child health including the Haywood Perinatal Substance Use Task Force, Blue Ridge Health for prenatal health, the Pathways program for women and children, Regional Perinatal Substance Exposure Summit through MAHEC, the Big Latch On event for breastfeeding awareness, Community Baby Fair, Community Poverty Stimulation, the Health and Human Services Agency, and the Care Coordination for Children (CC4C) program.

### Priority Health Need #3: Chronic Disease Prevention

#### Hospital Action

The Hospital plans to continue offering memberships for all patient populations at the Haywood Regional Health and Fitness Center this includes sliding scale memberships, corporate memberships, as well as various Medicare supplement plans. The Fitness Center currently has a program, STEP, that helps to address the physical inactivity that leads to chronic diseases. This program encourages exercise through weekly appointments with a certified personal trainer or exercise physiologist. The Hospital also plans to continue offering both diabetes and medical nutrition therapy through physician referrals. These visits are conducted by certified diabetes educators and registered dietitians. The Hospital also supports local employers by helping conduct annual health screenings and physicals that address chronic disease. As well as help the individuals to connect to various hospital and community resources based on their individual results.

#### Anticipated Impact

The anticipated impact of these actions will help to promote an active, well-nourished and healthy weight community in Haywood County to prevent chronic disease.

#### Programs and Resources

1. Haywood Regional Health and Fitness Center: The Fitness Center will continue to offer various programs and memberships to the community. Programming at the Fitness Center includes the STEP program, Fit for Diabetes, and Fit for Bones. These programs address chronic disease of each patient as needed and an exercise program is tailored to their needs.
2. Diabetes and Nutrition Education Program: The Hospital has two Registered Dietitians and a Certified Diabetes Educator. The diabetes program follows the American Diabetes Association's Diabetes Self-Management Education program. For both diabetes and nutrition education physician referral is required. The dietitians help to address and manage many chronic diseases through diet and exercise.

3. **Worksite Wellness offerings:** The hospital helps local employers conduct annual health assessments and physicals.
4. **Dialysis Unit:** The hospital has plans to expand inpatient services for dialysis which include hiring a nephrologist. This would help to address the renal disease within the community.
5. **Participation in the We-CAN Clinical Trial: Weight Loss and Exercise for Communities with Arthritis in North Carolina (WE-CAN) clinical trial.** Wake Forest University and UNC Chapel Hill working together have received \$6 million in funding from the National Institutes of Health to enable health and science researchers to expand their prior study of individuals with knee osteoarthritis and examine successful treatment measures in community settings. Haywood Regional Medical Center is one of three clinical research sites participating in the WE CAN trial. Obesity is known to be a modifiable risk factor for knee osteoarthritis (OA), and weight loss is an effective non-pharmacologic treatment to reduce pain. Nationally recognized researchers are seeking to demonstrate that overweight and obese adults with knee osteoarthritis can achieve substantial pain relief with weight loss and exercise in this community based program. Many physicians who treat people with knee OA have no practical means to implement weight loss and exercise treatments. This study is significant in that it will test the effectiveness of a long-awaited and much needed community program that will serve as a blueprint for clinicians and public health officials in urban and rural communities who wish to implement a weight loss and exercise program designed to reduce knee pain and improve other clinical outcomes in overweight and obese adults with knee OA. Individuals who enter the study will be randomized to an 18-month management program may could include either healthy lifestyle education and guidance; or supervised exercise and weight loss. The Haywood county research team is directed by Dr. Kate Queen.

## Collaboration

The hospital plans to continue having collaboration with the Health and Human Services Agency, the Community Paramedicine program, as well as local employers through health screenings.

Additionally, there is a link on the HRMC's website for the community to provide written input into the CHNA and implementation plan.

HRMC does not intend to address the following significant health needs:

1. **Nutrition and Physical Activity**
  - a. We are not addressing nutrition and physical activity directly at this time. However, as part of chronic disease prevention these topics were addressed and play a significant role in prevention of chronic disease.
2. **Social Determinants of Health**
  - a. We are not addressing social determinants of health directly at this time. HRMC is currently financially supportive of the FQHC implementation in the county that directly addresses social determinants.