

# Haywood Regional Medical Center 2025

## *Community Health Needs Assessment*

*-Haywood County, North Carolina-*

**HAYWOOD**  
REGIONAL MEDICAL CENTER  

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A Duke LifePoint Hospital

Adopted by Board of Trustees: 08/28/2025



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# Letter to the Community

Dear Community,

The mission of Haywood Regional Medical Center (HRMC) is simple: making communities healthier. Patients can expect high-quality health care delivered with a personal touch, while we continue expanding services to meet the needs of individuals and families across our region.

Every three years, we conduct a community health needs assessment to gather feedback and insight from those we serve. This process helps us understand the impact of our efforts and identify changes needed to advance the health of our community.

The 2025 assessment not only highlights key local health needs but also lays out an action plan for how HRMC will respond. Our priority is ensuring that people can access as much care as possible close to home. Through expanded services, telemedicine, and strong partnerships with other organizations, we are committed to being the hub for health care in Haywood County. The accompanying implementation strategy defines the needs, outlines how we will address them, and establishes measures for success.

We also recognize that good health depends on more than medical care alone. HRMC works closely with local government, nonprofits, and other partners to address broader issues—such as affordable housing, access to childcare, and other social factors—that directly affect health and well-being.

As a diverse facility, HRMC strives to be a place where patients choose to receive care, physicians and providers want to practice, and employees are proud to work. I remain committed to leading our health system in continuous improvement and growth to meet your needs. Together, as part of this wonderful community, we can make Haywood County healthier for all.

Sincerely,



**Sue Shugart**

**CEO | Haywood Regional Medical Center**

# Community Health Needs Assessment (CHNA) Overview

In 2025, Haywood Regional Medical Center (“Haywood”) performed a Community Health Needs Assessment (CHNA) in partnership with Strata Decision Technology (“Strata”) to determine the health needs of the local community and develop an accompanying implementation plan to address the identified health needs of the community.

## CHNA Purpose

A CHNA is part of the required hospital documentation of “Community Benefit” under the Affordable Care Act for 501(c)(3) hospitals. It uses systematic, comprehensive data collection and analysis to provide information about the community including health status, needs, and disparities. The CHNA also offers a targeted action plan to address areas of need and allows the hospital to truly understand the health needs of the community it serves.

## CHNA Facility Benefits



- Identify health disparities and social determinants to inform future initiatives, programs, and outreach strategies
- Identify gaps in healthcare
- Develop an understanding of perceptions and ideas among community members
- Form collaborations with community organizations to address local health needs

## The core elements of a CHNA include:

- a definition and description of the community served
- a description of the process and methods used to conduct the CHNA
- a description of how the hospital facility solicited and took into account input received from community members
- a description of the identified significant health needs of the community, including selection process and criteria
- a description of resources available to address the significant health needs
- an evaluation of the impact of any actions that were taken to address the significant health needs identified in the immediately preceding CHNA

# Community Health Needs Assessment (CHNA) Overview

## The CHNA Process

The process to conduct the CHNA included the following:



Haywood Regional Medical Center’s health priorities identified through the 2025 process are:

- 1 Cancer
- 2 Children’s Health
- 3 Diabetes
- 4 Heart Disease
- 5 Stroke

This report was approved by the Board of Trustees on 08/28/2025.

# Process and Methods Used to Conduct the Assessment

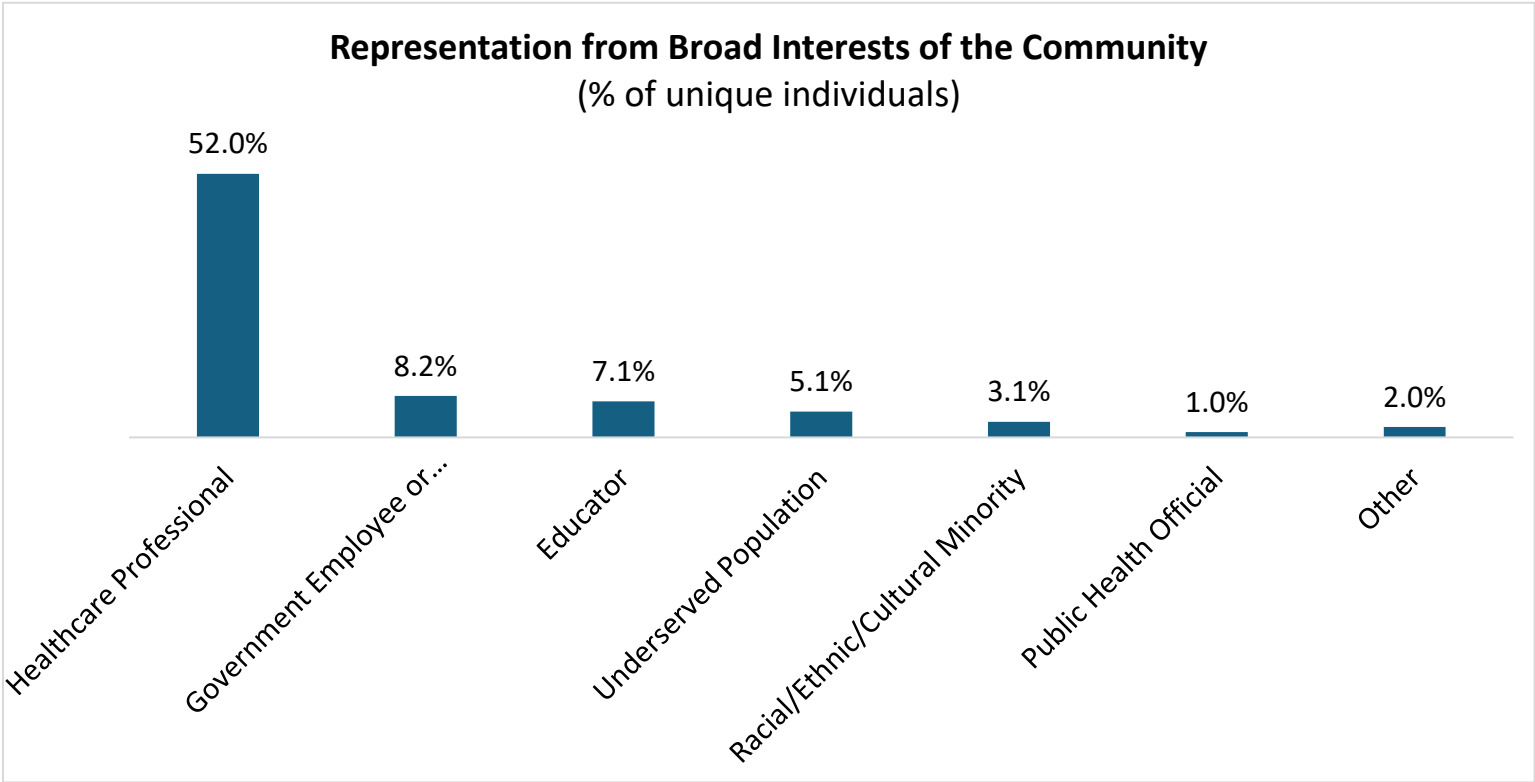
To assess the health needs of the community, a comprehensive approach was utilized. This included collecting community health data via secondary sources and a survey of community members to assess healthcare needs. A community summit was then held to review these inputs with community stakeholders to prioritize the health needs of the community and create action plans.

## Community Health Data Collection and Analysis

Haywood Regional Medical Center relied on secondary source data to define and assess the community. This data was sourced at the county level from available public sources, including [www.countyhealthrankings.org](http://www.countyhealthrankings.org) and ESRI.

A community survey was deployed by Haywood Regional Medical Center to gain input on local health needs, including those of priority populations such as the medically underserved, low-income, and minority populations. The survey received feedback from 76 community members. The survey was open from April 16, 2025 to May 23, 2025 and distributed digitally. The Community Summit was held on June 26, 2025 and had 21 participants.

Survey respondents and summit participants represented the stakeholder groups below:



Haywood Regional Medical Center solicited feedback via marketing (social media, broad media release distribution, invitations to community stakeholders) for the survey and summit to obtain feedback but was unsuccessful in hearing from a representative of a chronic disease group or advocacy organization.



# About Haywood Regional Medical Center

Haywood Regional Medical Center, located in Haywood County, is a 154-bed facility with a rich history. Established in 1927 as North Carolina's first county hospital, it was rebuilt in 1978 at its current location in Clyde.

Continuing a long-standing tradition of excellence, Haywood Regional Medical Center offers a comprehensive array of services, including orthopedics, spine services, cardiology, general surgery, women's care, emergency medicine, behavioral health, and includes 11 multi-specialty physician clinics. The campus, located in Clyde, is also home to the 54,000 square foot Haywood Regional Health and Fitness Center, and the 44,000 square foot Outpatient Care Center (includes the outpatient surgery center, laboratory, imaging center and physician practices). Haywood Regional Medical Center also operates two urgent care centers in the county, in Hazelwood and Canton.

As a part of Duke LifePoint Healthcare, Haywood Regional Medical Center is supported by Duke University Health System's world-renowned leadership in clinical excellence and quality care and LifePoint Health's extensive resources, knowledge and experience in operating community hospitals.

## Mission

*Making communities healthier<sup>®</sup>*

## Vision

We want to create places where people choose to come for healthcare, physicians and providers want to practice, and employees want to work.

## Values



**Champion  
Patient Care**



**Do the  
Right Thing**



**Embrace  
Individuality**



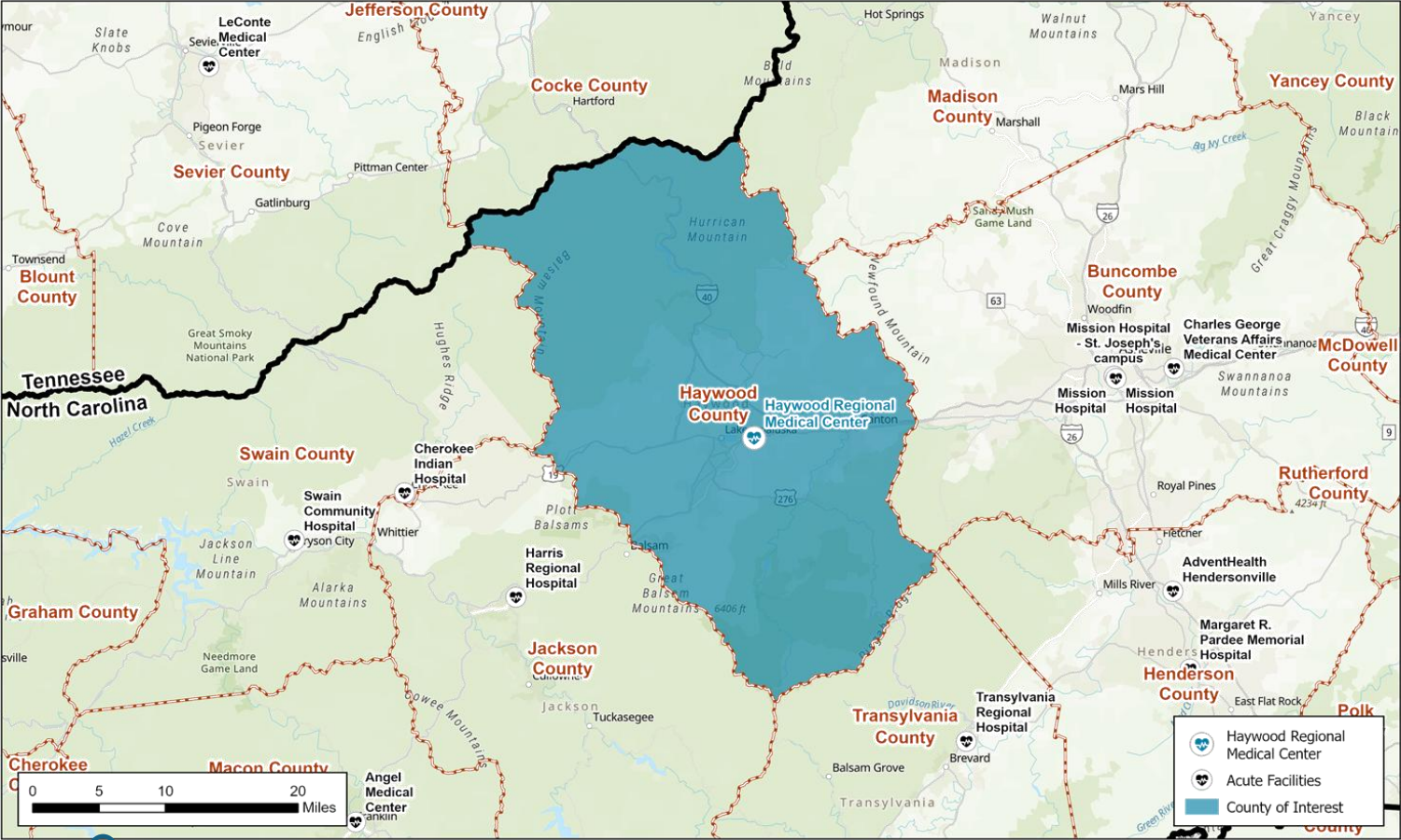
**Act with  
Kindness**



**Make a  
Difference  
Together**

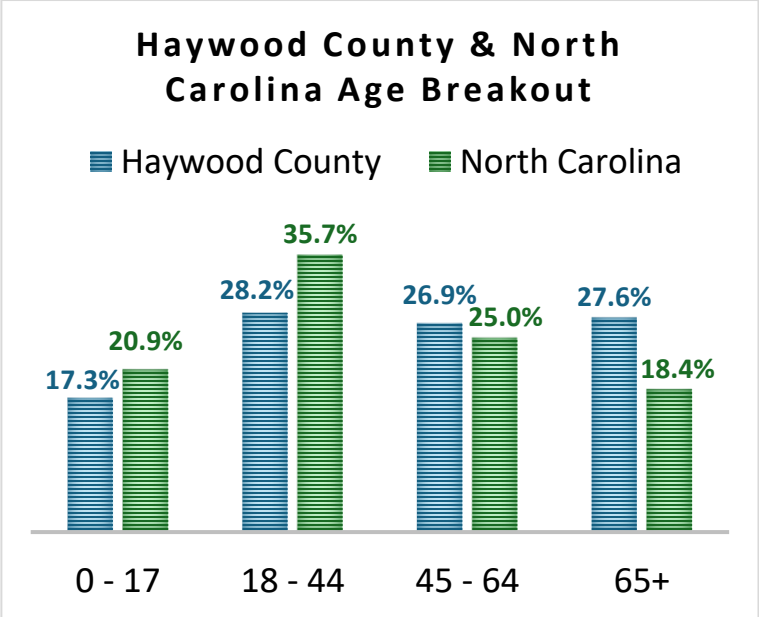
# Community Served

For the purpose of this study, Haywood Regional Medical Center defines its service area as Haywood County, North Carolina.



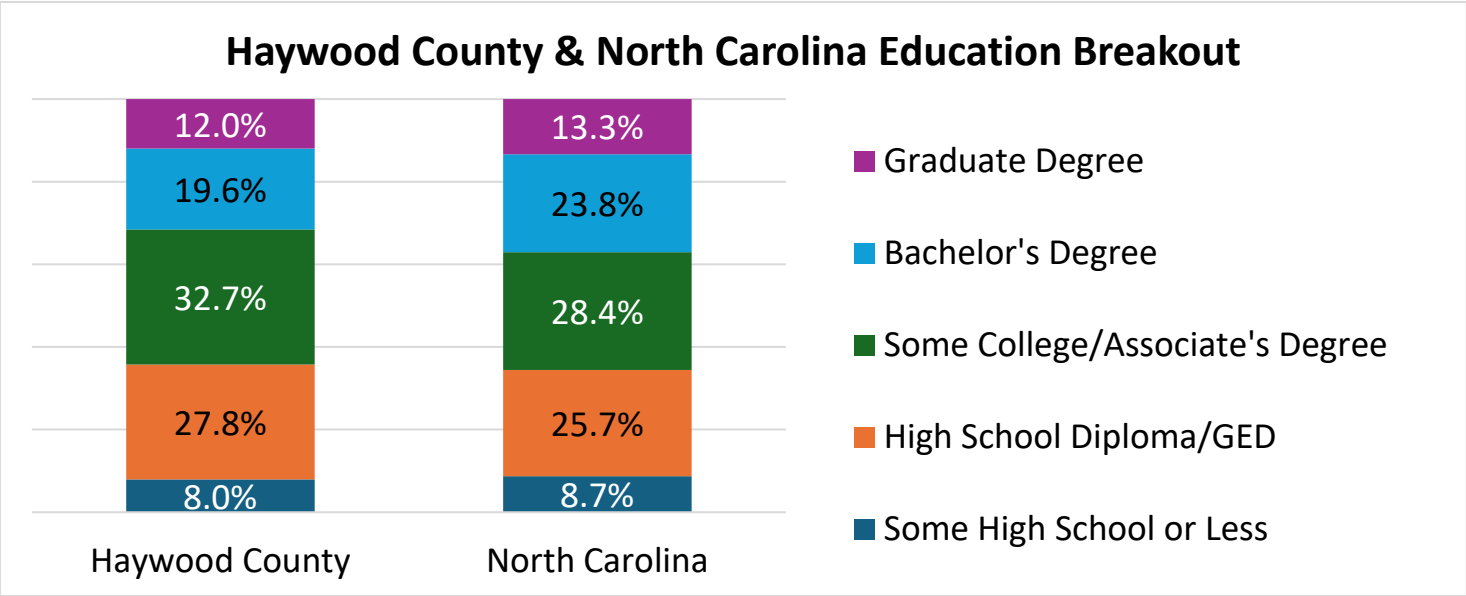
**2024 Total Haywood County Population: 63,235**  
**2029 Projected Total Haywood County Population: 68,872** } **0.2% change per year**

Race & Ethnicity		
	Haywood Co.	NC
White	90.0%	60.9%
Black	1.2%	20.6%
American Indian	0.7%	1.3%
Asian/Pacific Islander	0.7%	3.7%
Other Race	2.2%	6.3%
Two or More Races	5.3%	7.3%
Hispanic Origin	5.1%	11.5%

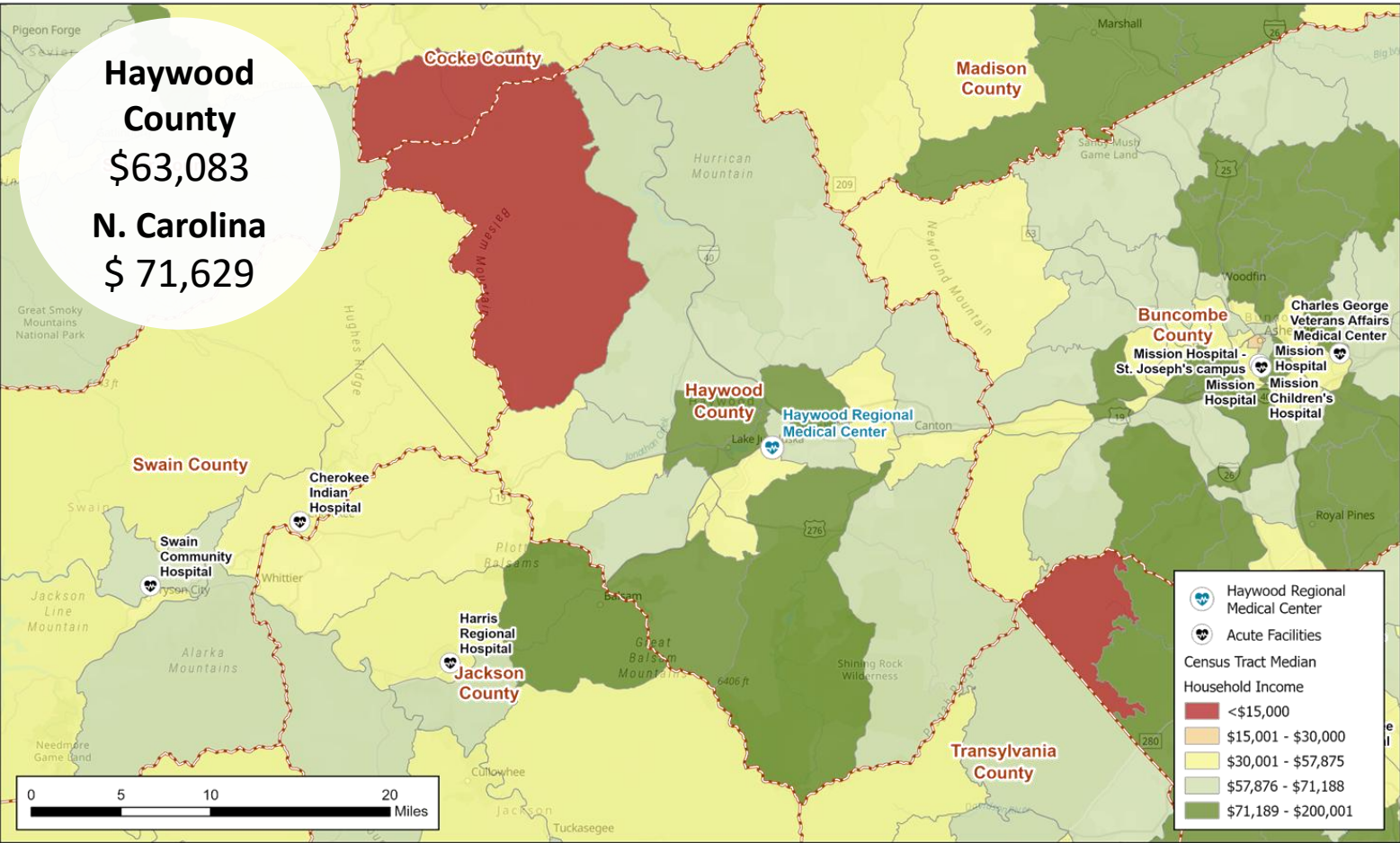




# Community Served



## 2024 Median Household Income {by Census Tract}



Census Tract: small, relatively permanent statistical subdivisions of a county uniquely numbered; average about 4,000 inhabitants

# Haywood County Community Health Characteristics

The data below provides an overview of Haywood County’s community health including health behaviors, quality of life, socioeconomic factors, access to health and physical environment. For detailed descriptions and dates for each measure, please visit <https://www.countyhealthrankings.org/app/north-carolina/2025/overview>. Each indicator impacts the health of the entire community.

## Health Status Indicators

### Health Behaviors



**STIs**  
per 100,000

**201.2**  
NC: 603.1



**Adult Smoking**

**14%**  
NC: 15%



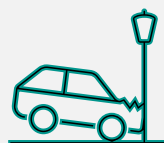
**Adult Obesity**

**32%**  
NC: 34%



**Food Insecurity**

**15%**  
NC: 14%



**Alcohol-Impaired Driving Deaths**

**10%**  
NC: 25%



**Excessive Drinking**

**20%**  
NC: 20%

### Quality of Life



**Life Expectancy**

**74.6**  
NC: 75.9



**Suicide Rate per 100,000**

**21**  
NC: 13



**Poor or Fair Health**

**16%**  
NC: 18%



**Diabetes Prevalence**

**9%**  
NC: 11%

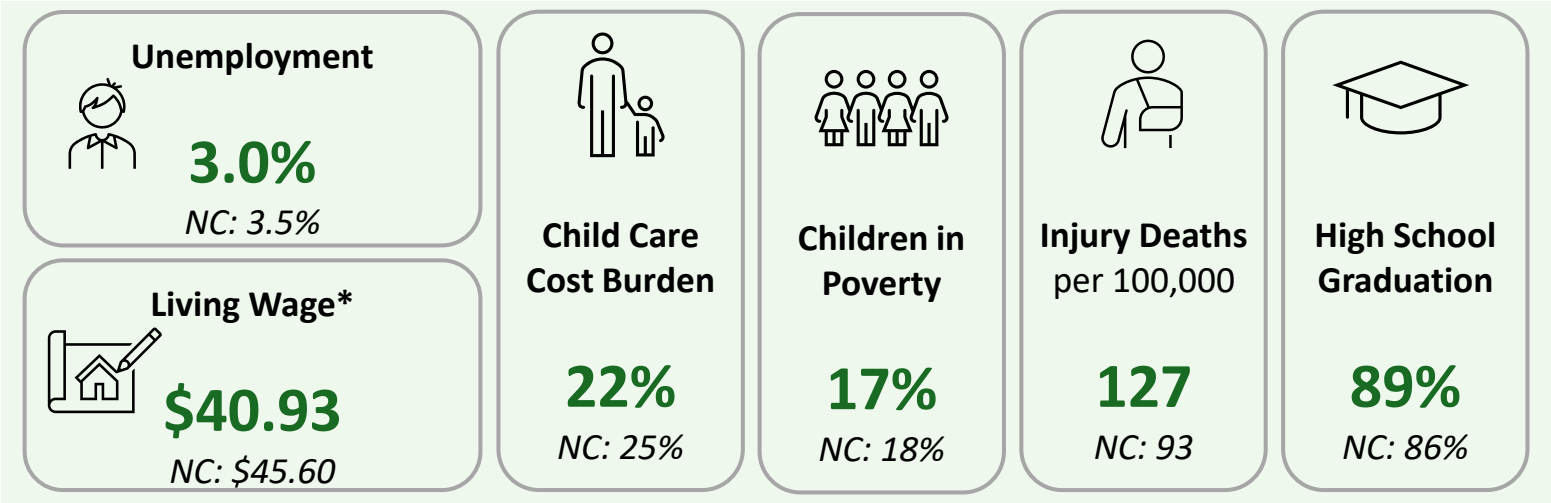
Average number of physically and mentally unhealth days in the last 30 days

**Poor Physical Health Days** **4.1**  
NC: 4.1

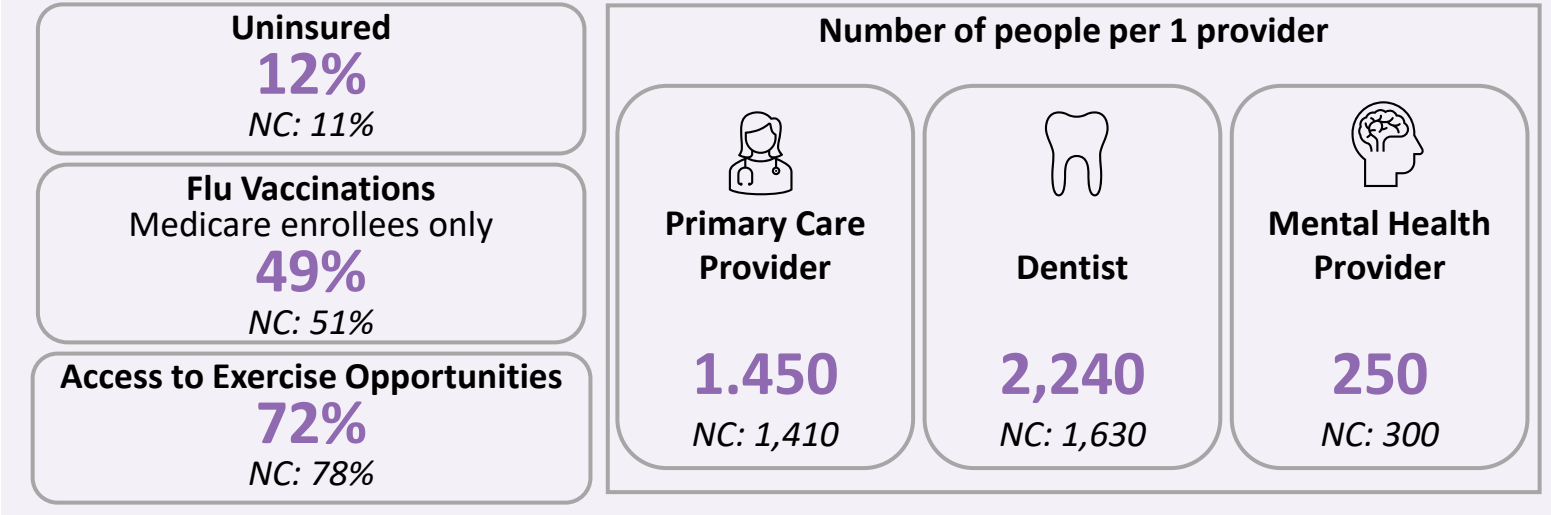
**Poor Mental Health Days** **5.1**  
NC: 4.9

# Haywood County Community Health Characteristics

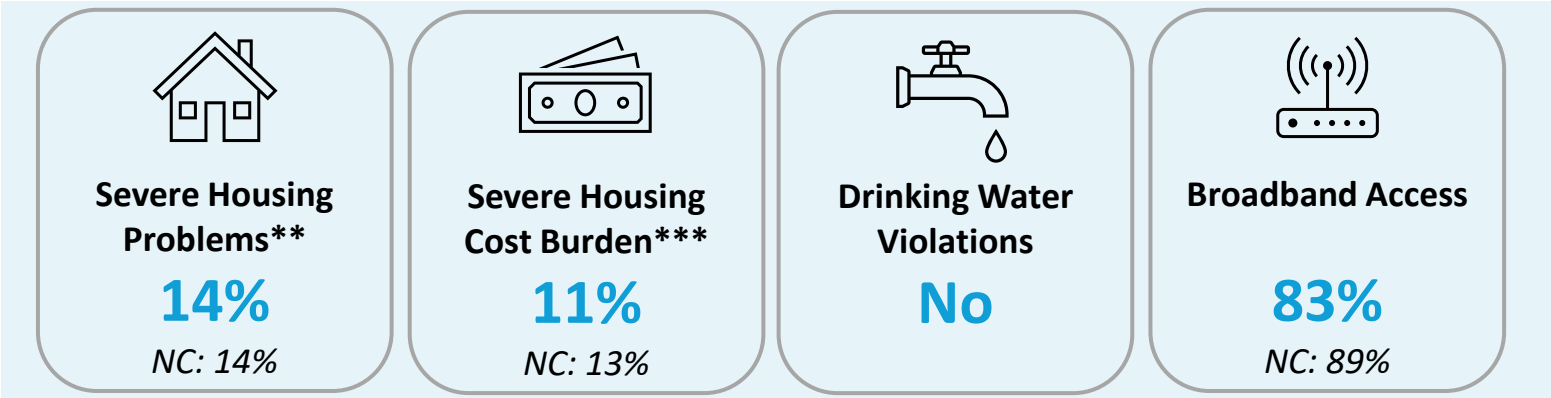
## Socioeconomic Factors



## Access to Health



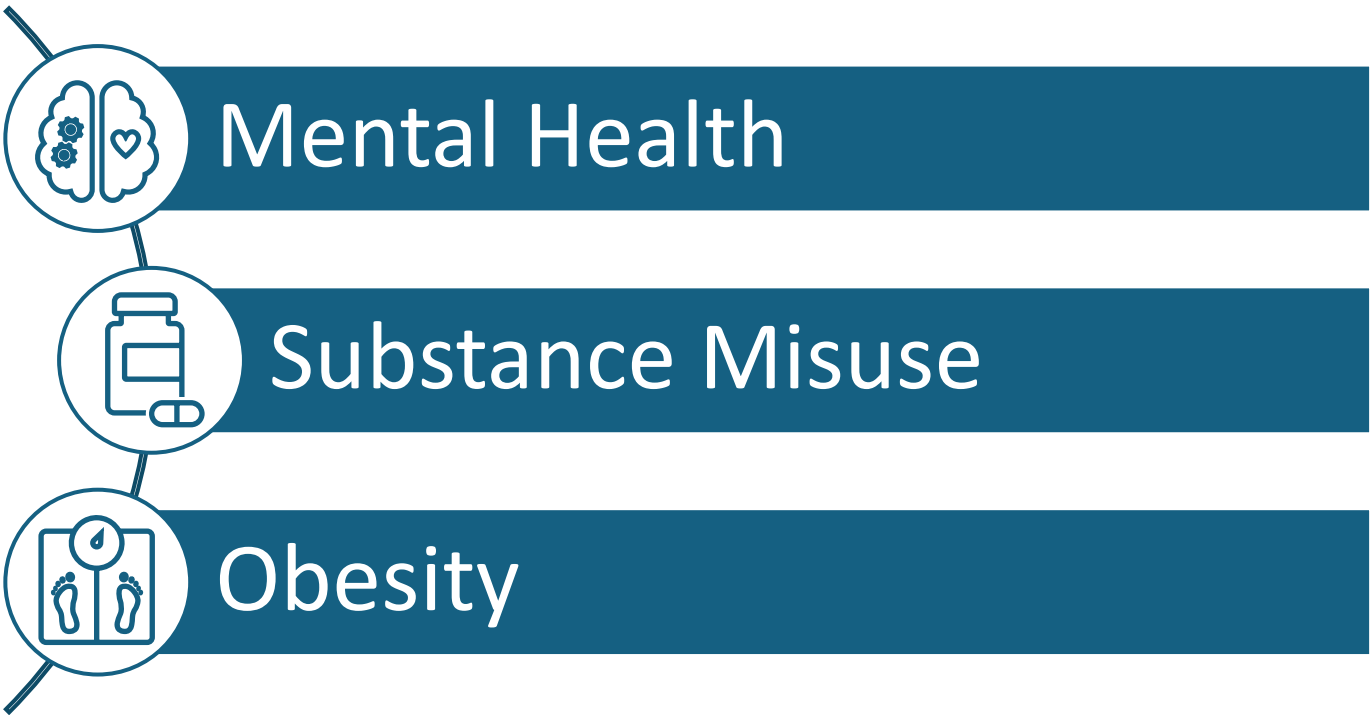
## Physical Environment



\*The hourly wage needed to cover basic household expenses plus all relevant taxes for a household of one adult and two children.  
\*\*% of households with at least 1/4 of problems: overcrowding, high housing costs, lack of kitchen facilities, or lack of plumbing facilities  
\*\*\*% of households that spend 50% or more of their household income on housing

# Impact Since Last CHNA

The IRS requires there to be an evaluation of the impact of any actions that were taken to address the significant health needs identified in the immediately preceding CHNA. The health priorities identified in the 2022 CHNA are listed below.



Written comments and insights were gained from community members through the Haywood Regional Medical Center Community Survey regarding the 2022 identified health priorities and implementation plan. Details of the comments and actions Haywood Regional Medical Center has taken to address the identified health priorities can be found on the next two pages.

# Impact Since Last CHNA

## Mental Health

1. Adult behavioral Health Unit – psychiatric inpatient program
2. Senior/Geriatric Behavioral Health Unit – psychiatric and medical care for individuals 55+
3. Hospital provides behavioral health consultations
4. Outpatient psychiatric services
5. Tobacco Prevention/Cessation
6. Peer Bridger Program

### Themes from Community Survey Comments (19 responses)\*:

- Adult behavioral health unit (6)
- Senior behavioral health unit (4)
  - There is a greater need for geriatric behavioral health care at the hospital and in community
- Behavioral health consultations are provided (2)
  - Consultations only in ED. What about a walk-in clinic for non-emergency? What OP services are provided?
- Tobacco cessation (2)

## Substance Misuse

1. Adult Behavioral Health Unit - psychiatric inpatient program
2. Senior/Geriatric Behavioral Health Unit - psychiatric and medical care for individuals 55+
3. Hospital provides behavioral health consultations
4. Referrals to outpatient programs

### Themes from Community Survey Comments (10 responses)\*:

- Referrals and resources to outpatient programs (4)
  - Most referrals for outpatient programs are self-directed. This population needs additional support.
- Adult behavioral health unit (2)
- Behavioral health consultations are provided (2)
  - Consultations only in ED. What about a walk-in clinic for non-emergency? What OP services are provided?
- Understaffed for mental and substance use units (2)

\*Additional comments can be found in the Appendix



# Impact Since Last CHNA

## Obesity

1. Diabetes and Nutrition Education Program
2. Inpatient dieticians
3. Haywood Regional Health and Fitness Center
4. Community Lunch and Learns

### **Themes from Community Survey Comments (17 responses)\*:**

- Haywood Regional Health and Fitness Center (6)
  - Aware of fitness center, would use if less costly or insurance covered
  - Ventilation for the gym is needed
- Community lunch and learns (6)
  - Great program!
  - Up to the individual to participate
  - Not likely accessible for those who work
- Community needs education about nutrition and creating better lifestyle habits, as well as affordable and convenient choices to address the obesity hurdle (2)

\*Additional comments can be found in the Appendix

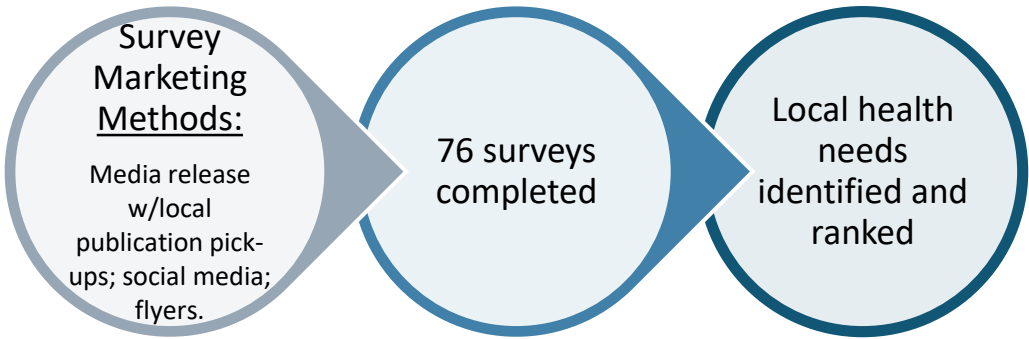
# Methods of Identifying Health Needs

## Analysis of existing data

Utilization of secondary data sources to gain analytical insights of the community

Data source: County Health Rankings

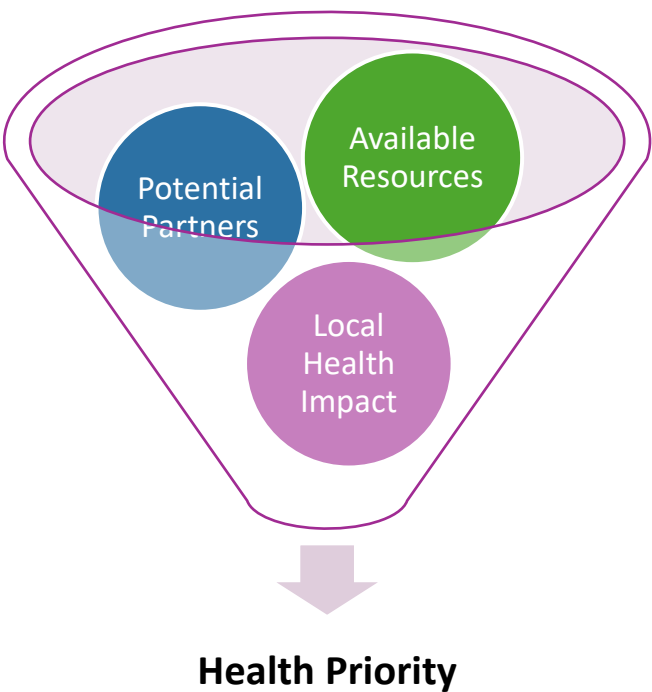
## Collection of new data



## Evaluate indicators and responses on below criteria



## Select priority health needs for implementation plan



Haywood RMC's Health Priorities	
Cancer	
Children's Health	
Diabetes	
Heart Disease	
Stroke	

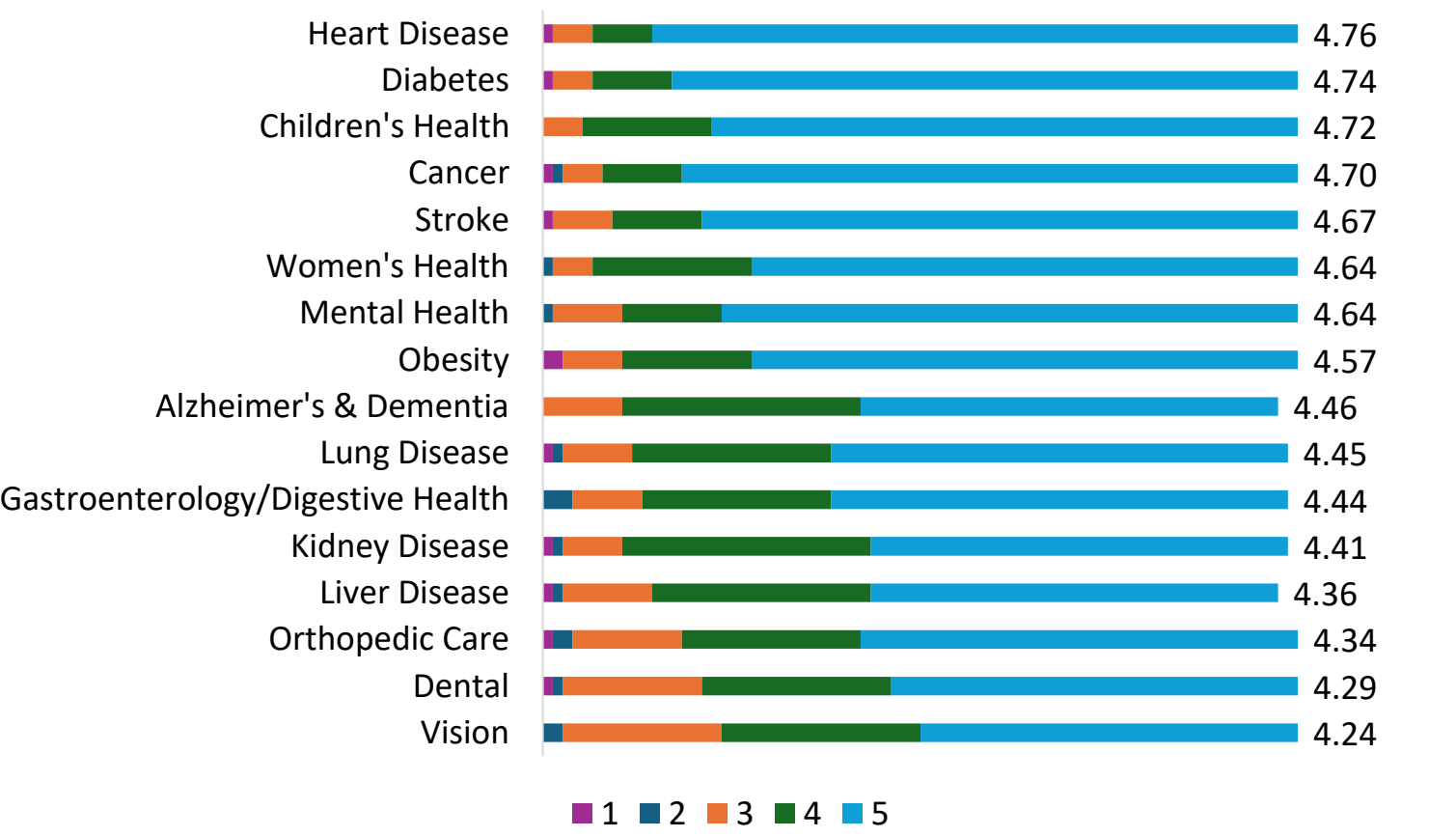
# Community Survey Data

The health needs of the community include requisites for the improvement and maintenance of health status both in the community at large and in particular parts of the community, such as particular neighborhoods or populations experiencing health disparities. The community survey asked questions regarding health factors, lifestyle and personal factors, and community and healthcare services factors to better understand the local needs for the health status including groups with the highest health needs.

Health factors addressed areas such as chronic conditions, health conditions, and physical health. Lifestyle and personal factors addressed areas that affect the individual's health outcomes such as physical inactivity and substance abuse. Community and healthcare services factors addressed social determinants that influence community health, such as access to care, safety, and affordability.

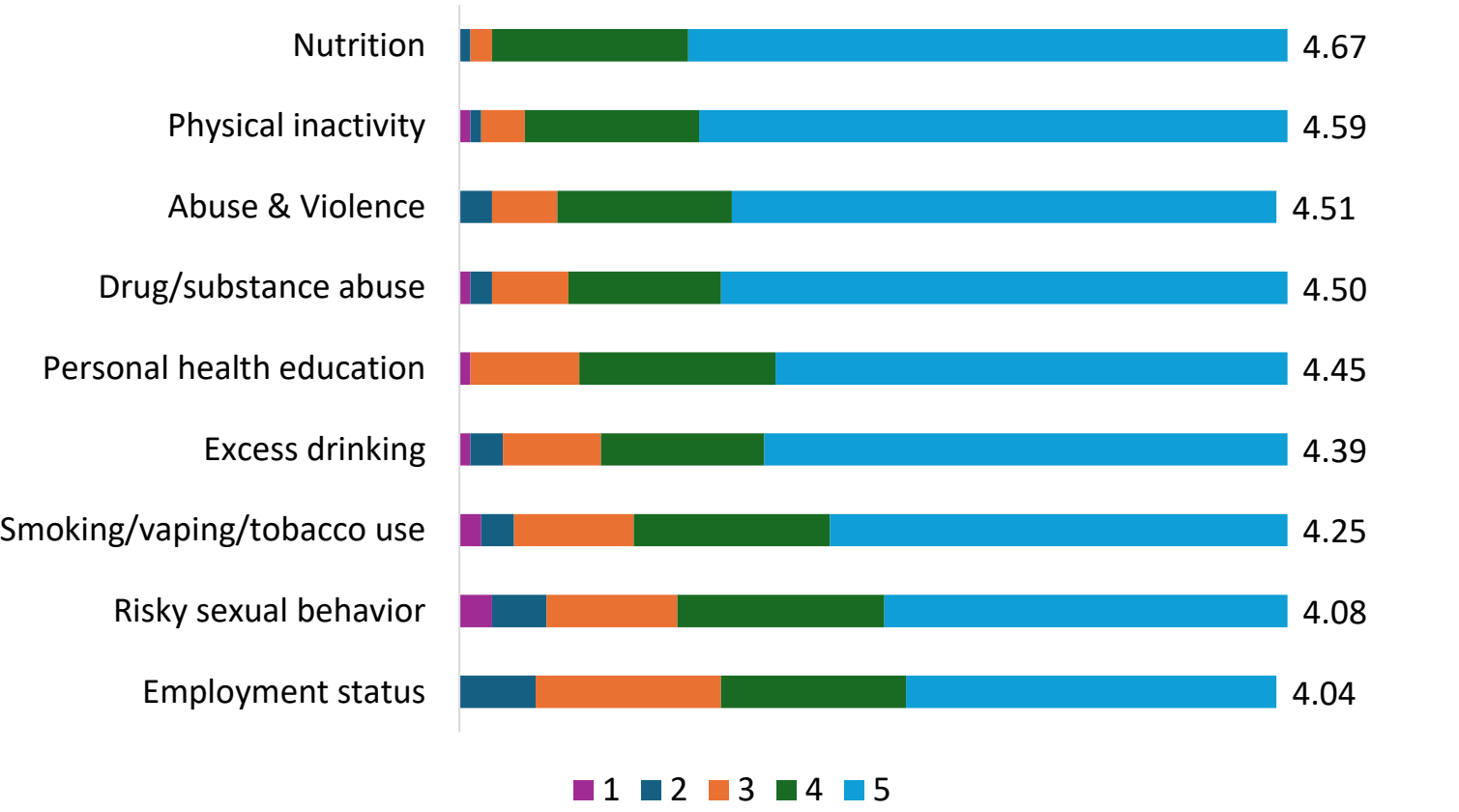
In our community survey, respondents had the opportunity to rate the importance of addressing different components of each factor. Results of the rankings are below.

**Survey Question:** Please rate the importance of addressing each Health Factor on a scale of 1 (not important) to 5 (very important).



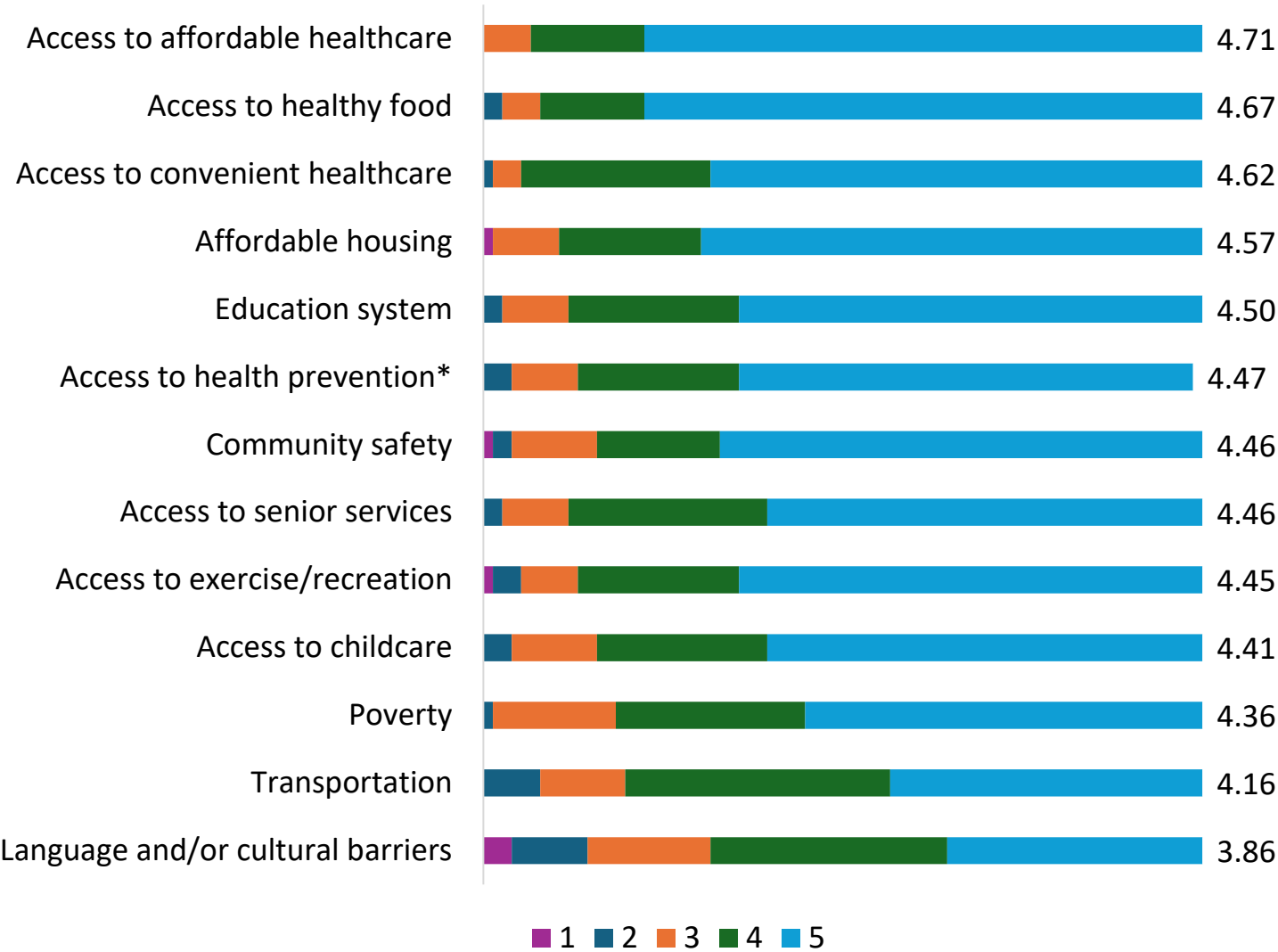
# Community Survey Data

**Survey Question:** Please rate the importance of addressing each Lifestyle & Personal Factor on a scale of 1 (not important) to 5 (very important).



# Community Survey Data

**Survey Question:** Please rate the importance of addressing each Community & Healthcare Services Factor on a scale of 1 (not important) to 5 (very important).

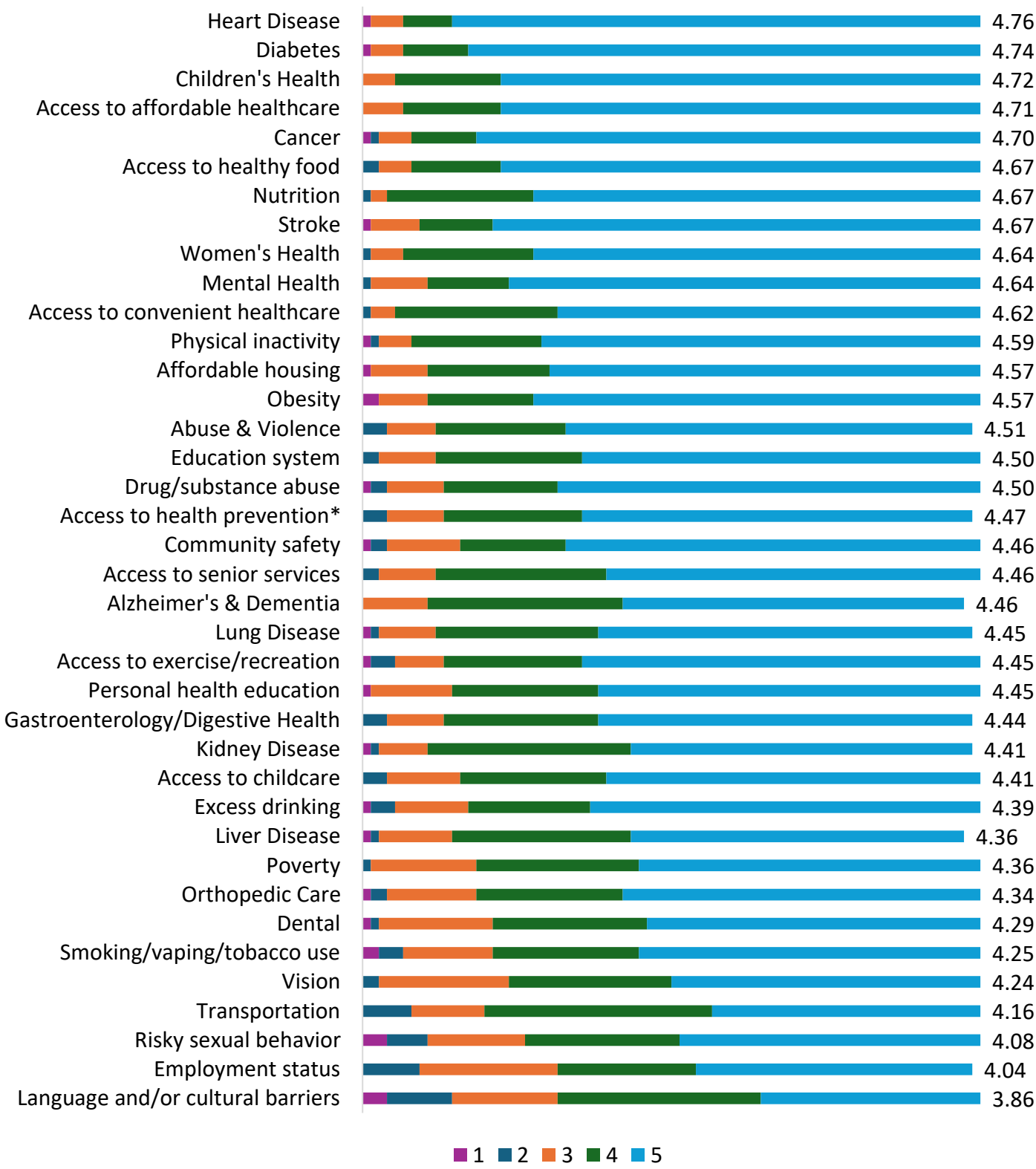


*\*Access to health prevention & education services*



# Community Survey Data

## Overall Health Priority Ranking (includes all three factor categories)



\*Access to health prevention & education services

# Community Summit

Haywood Regional Medical Center held a Community Summit on June 26, 2025.

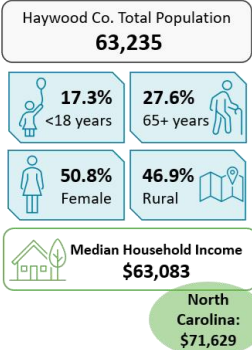
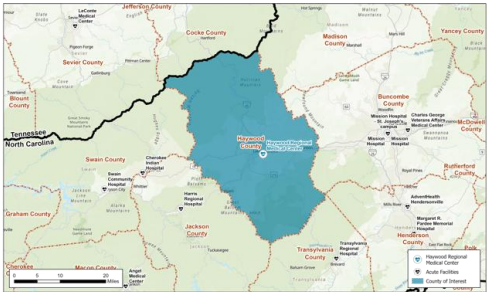
Below are topics of discussion and key takeaways.

## Demographics\*

Slide examples

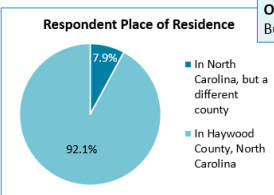
### Service Area

For the purpose of this CHNA, Haywood RMC defines its service area as Haywood County, North Carolina.



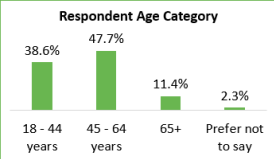
## Survey Analysis\*\*

Slide examples

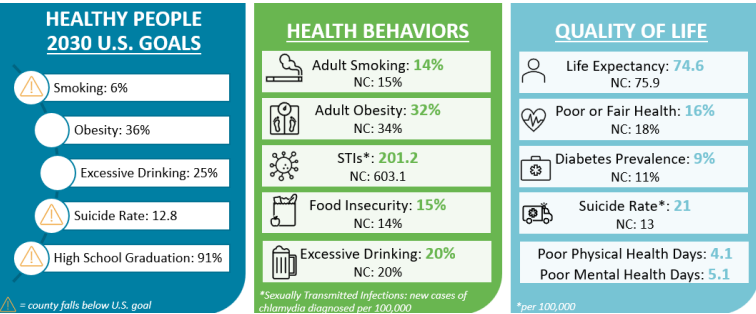


Other Counties (7.9%):  
Buncombe (66.7%), Henderson (16.7%), & Jackson (16.7%)

Respondent Community Role	% of Respondents
Community Resident	84.2%
Healthcare Professional	51.3%
Underserved Population	6.6%
Educator	5.3%
Racial/Ethnic/Cultural Minority	3.9%
Other	1.3%

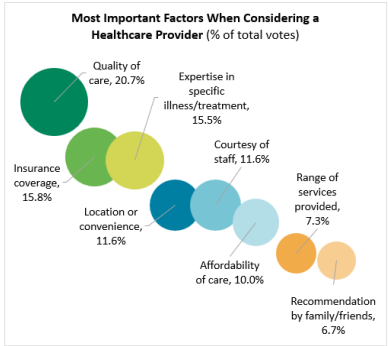


### Community Analysis: Haywood County, North Carolina



Services Utilized for Basic Health Needs	% of Total Votes
My primary care or family physician	38.5%
Urgent care center	23.6%
Hospital (including ER)	14.9%
Retail clinic (CVS, Walgreens, etc.)	10.3%
Alternative healthcare providers (chiropractors, etc.)	9.2%
Health department	0.6%
Free clinic	0.6%
I do not have a healthcare provider	1.1%
Other	1.1%

\*Other – Insurance telehealth and functional medicine



## Prioritizing Health Needs

Focus areas for identified health needs

Health Need
Heart Disease
Diabetes
Children’s Health
Cancer
Stroke

## Addressing Health Needs

Participant created goals

- ❑ **Heart Disease:** Achieved heightened community awareness through a media and outreach campaign
- ❑ **Diabetes:** No group
- ❑ **Children’s Health:** Reduce comorbidities in children (obesity, diabetes, high blood pressure, etc.) within 5 years
- ❑ **Cancer:** Further coordination of prevention/screening, treatment, and support (patients and families) services
- ❑ **Stroke:** Access to a specialty provider, provide preventable education, increase community screenings, manage risk factors to prevent an acute event

# Community Summit: Participants

During the community summit, prioritized health needs were assigned to breakout groups. Each group was tasked with developing action plans to address their assigned health issue. Participants were able to draw on their existing knowledge of the community as well as the information presented during the summit, including impacts from the prior CHNA, community demographics and social determinants of health data, and community survey results.

Participation in the community summit included:

Organization	Population(s) Represented
Haywood Home	Healthcare Professional & Community Resident
Haywood Hospice	Healthcare Professional & Community Resident
FEMA	Government Employee or Rep & Community Resident
Town of Waynesville	Government Employee or Rep & Community Resident
Four Seasons Hospice	Healthcare Professional, Educator, & Community Resident
Haywood Public Health	Healthcare Professional, Government Employee or Rep., Educator, Public Health Official, & Community Resident
Haywood Regional Medical Center	Healthcare Professional & Community Resident
Visit Haywood	Government Employee or Rep & Community Resident
Haywood EMS	Healthcare Professional, Government Employee or Rep., & Community Resident
Haywood County Schools	Educator & Community Resident
Haywood Health Foundation	Community Resident

Input of medically underserved, low-income, and minority populations was received through both the community survey and summit.

# Evaluation & Selection Process

<div>Severity or urgency of health need</div> <div>Health need has a higher severity, urgency, or burden and if addressed, could be positively impacted</div>	<div>Feasibility and effectiveness</div> <div>Pressing health needs where hospital interventions are feasible and impactful</div>	<div>Impact on health disparities</div> <div>Priority population health needs that have the ability to be positively impacted if addressed</div>	<div>Importance identified by community</div> <div>Health needs with online survey higher rankings or frequently mentioned by community members</div>
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## Haywood Regional Medical Center Health Need Evaluation

	Severity or urgency	Feasibility and effectiveness	Impact on health disparities	Importance identified by community
Heart Disease	✓	✓	✓	✓
Diabetes		✓	✓	✓
Children’s Health	✓	✓	✓	✓
Access to Affordable Healthcare	✓		✓	✓
Cancer	✓	✓	✓	✓
Stroke	✓	✓	✓	✓
Nutrition	✓		✓	
Access to Healthy Food			✓	
Mental Health	✓	✓	✓	
Women’s Health	✓	✓	✓	

# Overview of Priorities

## Cancer

Cancer was the fifth highest ranked health need in the community with a ranking of 4.70.

The following data points provide insight regarding cancer in North Carolina.

- In 2022, the North Carolina rate of new cancer diagnoses was 469.7 per 100,000 population compared to the United States at 442.3 per 100,000 population.
- In 2023, the North Carolina rate of cancer deaths was 150.8 per 100,000 population compared to the United States at 142 per 100,000 population.

## Children's Health

Children's health was the third highest ranked health need in the community with a ranking of 4.72.

The following data points provide insight regarding children's health in Haywood County, North Carolina.

- The child mortality rate in North Carolina was 33.4 deaths per 100,000 children ages 1-19 (2024 Annual Health of Women and Children Report).
- 30.9% of youth ages 10-17 in North Carolina are considered overweight or obese (2024 Annual Health of Women and Children Report).

## Diabetes

Diabetes had the second highest ranking of 4.74 in the community survey.

The following data point provides insight regarding diabetes in Haywood County.

- In 2022, the diabetes prevalence rate was 9% in Haywood County, compared to 11% in North Carolina and 10% in the United States.



# Overview of Priorities

## Heart Disease

Heart disease was the highest ranked health need in the community with a ranking of 4.76.

The following data point provides insight regarding heart disease in North Carolina.

- The 2022 mortality rate for heart disease in North Carolina was 165.8 deaths per 100,000 people (21,763 deaths), which was the 24<sup>th</sup> highest rate in the United States.

## Stroke

Stroke was the sixth highest ranked health need in the community with a ranking of 4.67.

The following data point provides insight regarding stroke in North Carolina.

- The 2022 mortality rate for stroke in North Carolina was 47.7 deaths per 100,000 people (6,189 deaths), which was the 5<sup>th</sup> highest rate in the United States.

# Overview of Priorities

## Not Selected Health Priorities

Haywood Regional Medical Center understands the need to address all health needs and is committed to making impacts across the community where possible. For the purpose of this CHNA, Haywood Regional Medical Center has decided to focus efforts toward the previous five health priorities.

The health priorities not selected are:

- ☐ **Access to Affordable Healthcare** – While we recognize the importance of this need, it is outside the scope of services the facility provides.
- ☐ **Nutrition** – While we recognize the importance of this need, it is outside the scope of services the facility provides.
- ☐ **Access to Healthy Food** – While we recognize the importance of this need, it is outside the scope of services the facility provides.
- ☐ **Mental Health** – While we recognize the importance of this need, Haywood Regional Medical Center faces resource constraints to effectively address.
- ☐ **Women's Health** – Scored a relatively low priority compared to other areas.

# Implementation Plan Framework

Executive leadership at Haywood Regional Medical Center gathered to discuss plans to address the identified health priorities. The leaders selected four of the identified significant health needs to create action plans to make positive community impacts. The next five pages outline the implementation plan for each identified health need seen below.

Haywood Regional Medical Center Health Need Evaluation

	Severity or urgency	Feasibility and effectiveness	Impact on health disparities	Importance identified by community
Cancer	✓	✓	✓	✓
Children’s Health	✓	✓	✓	✓
Diabetes		✓	✓	✓
Heart Disease	✓	✓	✓	✓
Stroke	✓	✓	✓	✓

This implementation plan was approved by the Board of Trustees on 08/28/2025.

# Implementation Plan: Cancer

**Initiative:** Education Improvement

**Goal:** Maintain and educate on cancer care in the community

Strategies Actions facility plans to implement	Goal Completion Date	Accountable Organization/Team	Community Resources & Partnerships
<b>Strategy 1:</b> Market The Breast Center including cancer care services	Ongoing	➤ Haywood Marketing and Breast Center Team	
<b>Strategy 2:</b> Community events and lunch and learns including mammography scheduling	Annual 2026-2028	➤ Haywood Marketing, Breast Center, and Cancer Nurse Navigation Team	
<b>Strategy 3:</b> Market the cancer support group	Monthly 2026-2028	➤ Haywood Marketing and Cancer Nurse Navigation Team	
<b>Strategy 4:</b> Ongoing partnership with palliative care	Ongoing	➤ Haywood Marketing Team	➤ Haywood Hospice and Palliative Care ➤ Four Seasons

**Anticipated Impact:**

- Improved knowledge of cancer care and services in the community

# Implementation Plan: Children’s Health

**Initiative:** Education and Access Improvement

**Goal:** Maintain, educate, and improve access to pediatric care

Strategies Actions facility plans to implement	Goal Completion Date	Accountable Organization/Team	Community Resources & Partnerships
<b>Strategy 1:</b> Market and share back-to-school pediatric wellness checklist	Annual 2026-2028	➤ Haywood Marketing Team	➤ Local school system
<b>Strategy 2:</b> Host annual sports physical event	Annually Quarter 2	➤ Haywood Marketing, Medical Staff, and Fitness Staff Team	
<b>Strategy 3:</b> Market Haywood outpatient pediatric services	Ongoing	➤ Haywood Marketing Team	
<b>Strategy 4:</b> Community lunch and learns including provider presence	Annually 2026-2028	➤ Haywood Marketing and Pediatric Team	

**Anticipated Impact:**

➤ Improved access and knowledge of pediatric services in the community



# Implementation Plan: Diabetes

**Initiative:** Education Improvement

**Goal:** Maintain and educate on diabetes care in the community

Strategies Actions facility plans to implement	Goal Completion Date	Accountable Organization/Team	Community Resources & Partnerships
<b>Strategy 1:</b> Community lunch and learns including provider presence	Bi-annually 2026-2028	➤ Haywood Marketing and Nutrition Team	
<b>Strategy 2:</b> Market outpatient nutrition services	Ongoing	➤ Haywood Marketing and Nutrition Team	
<b>Strategy 3:</b> Diabetes Awareness Month – continuation of internal and external education campaigns	Q4 2026-2028	➤ Haywood Marketing Team	

**Anticipated Impact:**

- Improved knowledge of diabetes care and services in the community

# Implementation Plan: Heart Disease

**Initiative:** Education and Access Improvement

**Goal:** Maintain, educate, and improve access to cardiology care

Strategies Actions facility plans to implement	Goal Completion Date	Accountable Organization/Team	Community Resources & Partnerships
<b>Strategy 1:</b> Maintain Chest Pain Accreditation	Ongoing	➤ Haywood PCU* Team	
<b>Strategy 2:</b> Market outpatient cardiology clinic and inpatient cardiology coverage	Ongoing	➤ Haywood Marketing Team	➤ Area Agency on Aging
<b>Strategy 3:</b> Community lunch and learns including provider presence	Annually 2026-2028	➤ Haywood Marketing and Cardiology Team	
<b>Strategy 4:</b> Provider and referral source education	Annually 2026-2028	➤ Haywood Growth & Outreach Team	
<b>Strategy 5:</b> Host Heart Expo	Annually 2026-2028	➤ Haywood Marketing, Cardiology & PCU, Nutrition, Emergency, and Fitness Staff Team	➤ Haywood EMS ➤ Haywood Hospice & Palliative Care ➤ Media

*\*Progressive Care Unit*

**Anticipated Impact:**

- Improved access and knowledge of cardiology services in the community

# Implementation Plan: Stroke

**Initiative:** Education and Access Improvement

**Goal:** Maintain, educate, and improve access to stroke care

Strategies Actions facility plans to implement	Goal Completion Date	Accountable Organization/Team	Community Resources & Partnerships
<b>Strategy 1:</b> Ongoing support for application for Acute Stroke Ready Hospital	Ongoing	➤ Haywood Disease Specific Care Coordination Team	
<b>Strategy 3:</b> Community lunch and learns	Annually 2026-2028	➤ Haywood Marketing and Emergency Department Team	
<b>Strategy 3:</b> Market and education on stroke symptoms and response	Ongoing	➤ Haywood Marketing and Disease Specific Care Coordination Team	➤ Area Agency on Aging
<b>Strategy 4:</b> Provider and referral source education	Annually 2026-2028	➤ Haywood Growth & Outreach Team	

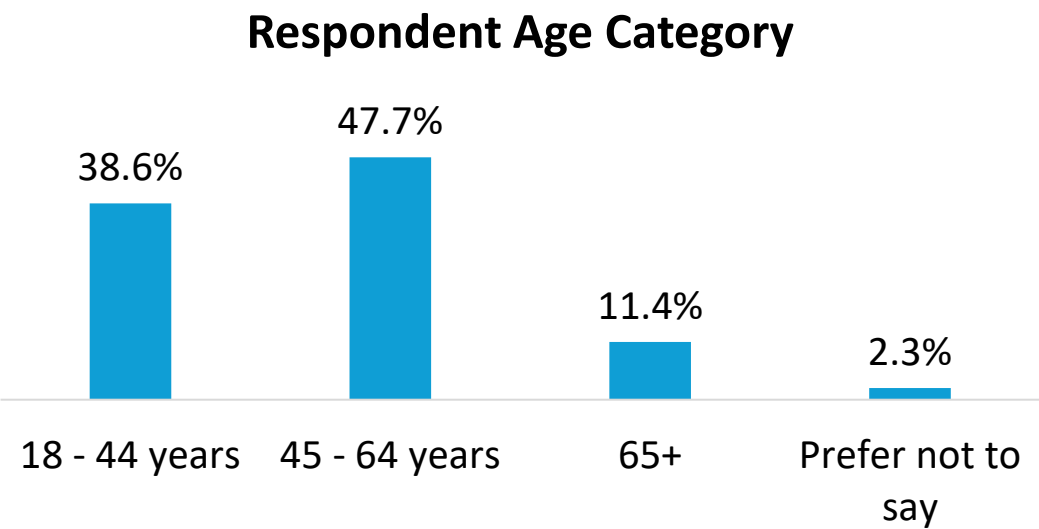
**Anticipated Impact:**

- Improved access and knowledge of stroke services in the community

# Appendix: Survey Results

# Survey Results

## Survey Question 1: Please provide your age.



## Survey Question 2: Please select which roles apply to you. [Check all that apply]

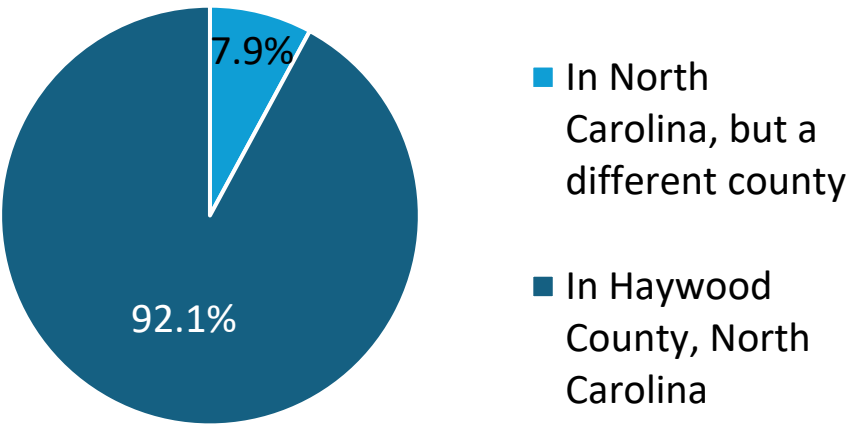
Respondent Community Role	% of Respondents
Community Resident	84.2%
Healthcare Professional	51.3%
Underserved Population	6.6%
Educator	5.3%
Racial/Ethnic/Cultural Minority	3.9%
Other	1.3%

# Survey Results

**Survey Question 3:** Where is your primary residence?

**Survey Question 4:** If you live in North Carolina, but in a different county, what county do you live in?

## Respondent Place of Residence



**Other Counties (7.9%):**  
Buncombe (66.7%),  
Henderson (16.7%), &  
Jackson (16.7%)

**Survey Question 5:** How would you describe your health?  
(1 star = Poor; 5 stars = Excellent)



**Survey Question 6:** How would you describe the overall health of your community?  
(1 star = Poor; 5 stars = Excellent)





# Survey Results

**Survey Question 7:** Please rate the importance of addressing each Health Factor on a scale of 1 (not important) to 5 (very important).

Weighted average of votes	
Heart Disease	4.76
Diabetes	4.74
Children's Health	4.72
Cancer	4.70
Stroke	4.67
Mental Health	4.64
Women's Health	4.64
Obesity	4.57
Alzheimer's & Dementia	4.46
Lung Disease	4.45
Gastroenterology/Digestive Health	4.44
Kidney Disease	4.41
Liver Disease	4.36
Orthopedic Care	4.34
Dental	4.29
Vision	4.24

Factor is in the overall top 10

**Survey Question 8:** If there is another Health Factor that needs addressing, please specify

- Neurology (2)
  - Primary/Preventative care (2)
  - Sleep apnea (2)
  - Alternative medicine
  - Cardiovascular
  - End of life care
  - Endocrinology
  - Imaging
  - Immunology
  - Joint pain
- Long term acute care
  - NICU
  - Nutrition
  - Pediatric therapies
  - PICU
  - Rheumatology
  - Senior care
  - Spiritual

# Survey Results

**Survey Question 9:** Please rate the importance of addressing each Lifestyle & Personal Factor on a scale of 1 (not important) to 5 (very important).

Weighted average of votes	
Nutrition	4.67
Physical inactivity	4.59
Abuse & Violence	4.51
Drug/substance abuse	4.50
Personal health education	4.45
Excess drinking	4.39
Smoking/vaping/tobacco use	4.25
Risky sexual behavior	4.08
Employment status	4.04

Factor is in the overall top 10

**Survey Question 10:** If there is another Lifestyle & Personal Factor that needs addressing, please specify

- Spiritual/Spiritual support (2)
- Environmental toxin awareness
- Homelessness including resources
- Radiology management
- Smoking and drug abuse

# Survey Results

**Survey Question 11:** Please rate the importance of addressing each Community & Healthcare Services Factor on a scale of 1 (not important) to 5 (very important).

Weighted average of votes	
Access to affordable healthcare	4.71
Access to healthy food	4.67
Access to convenient healthcare	4.62
Affordable housing	4.57
Education system	4.50
Access to health prevention & education services	4.47
Access to senior services	4.46
Community safety	4.46
Access to exercise/recreation	4.45
Access to childcare	4.41
Poverty	4.36
Transportation	4.16
Language and/or cultural barriers	3.86

Factor is in the overall top 10

**Survey Question 12:** If there is another Community & Healthcare Services Factor that needs addressing, please specify

- Access to housing for homeless
- Chaplain availability
- Environmental toxin awareness in communities and in workplaces
- Geriatric services including mental health and memory care
- Long term acute care
- Mobile health services including lab services
- Physician shortage
- Radiology management
- Spiritual

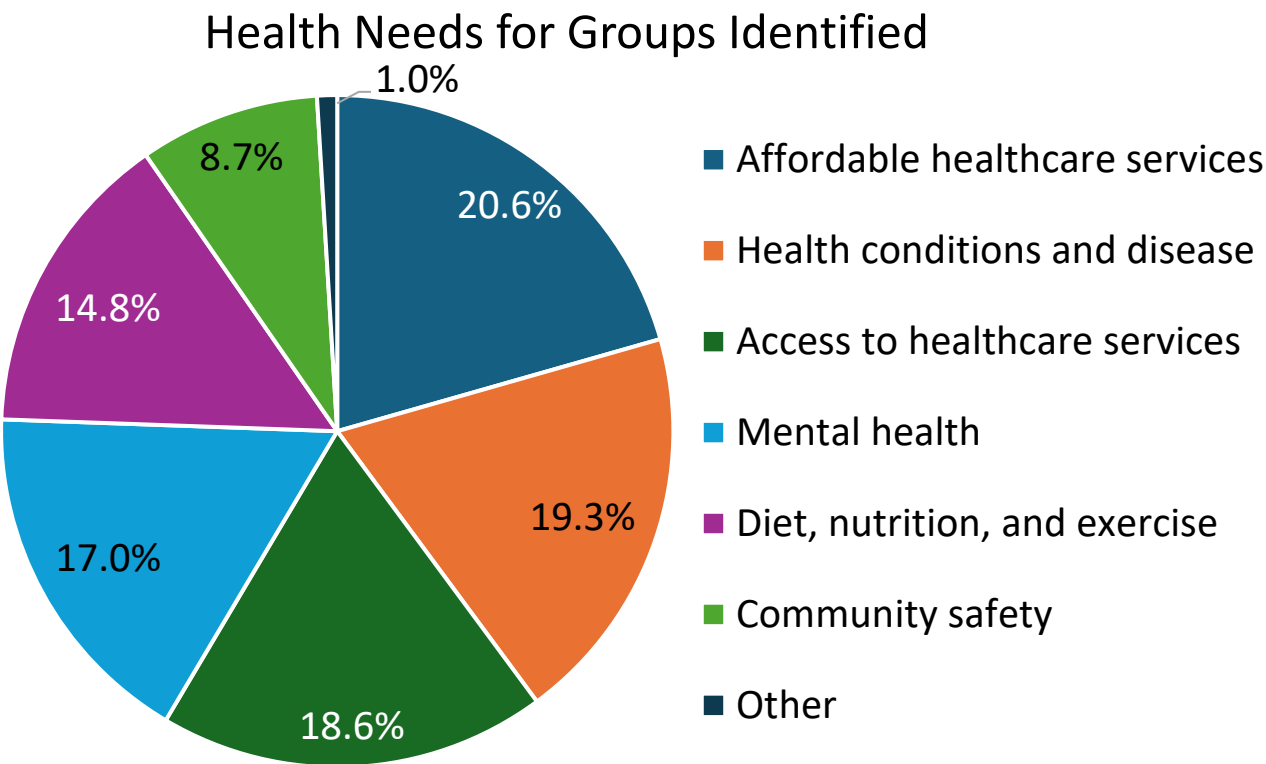
# Survey Results

**Survey Question 13:** Which groups have the highest health needs in your community? (Select all that apply)

Groups with Highest Health Needs	% of Total Votes
Low-income groups	24.7%
Older adults	24.3%
Individuals requiring additional health support	17.3%
Children	13.2%
Women	11.1%
Racial and ethnic minority groups	4.9%
LGBTQIA+	3.7%
Other^	0.8%

^Other- Homebound, veterans, and elderly

**Survey Question 14:** What are the health needs, if any, for the group(s) selected above? (Select all that apply)



# Survey Results

**Survey Question 15:** How would you rate the quality of healthcare services in your community? (1 star = Poor; 5 stars = Excellent)



**Survey Question 16:** How would you rate the convenience of healthcare services in your community? (1 star = Poor; 5 stars = Excellent)

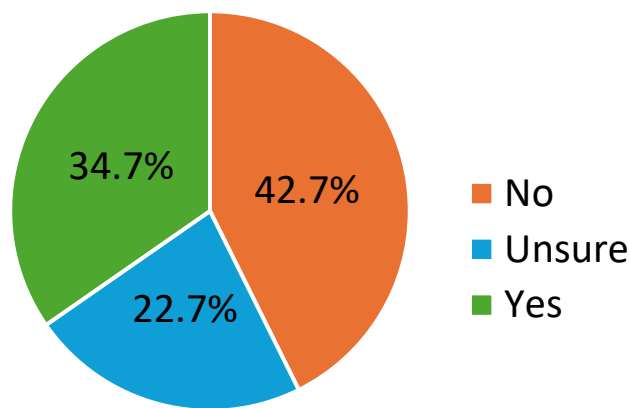


**Survey Question 17:** How would you rate the affordability of healthcare services in your community? (1 star = Poor; 5 stars = Excellent)



# Survey Results

**Survey Question 18:** Are you aware of efforts to address Mental Health in your community in the last 3 years?



**Survey Question 19:** If yes, please share comments or observations about the positive changes you have seen in the community.

**Themes from Comments (19 responses):**

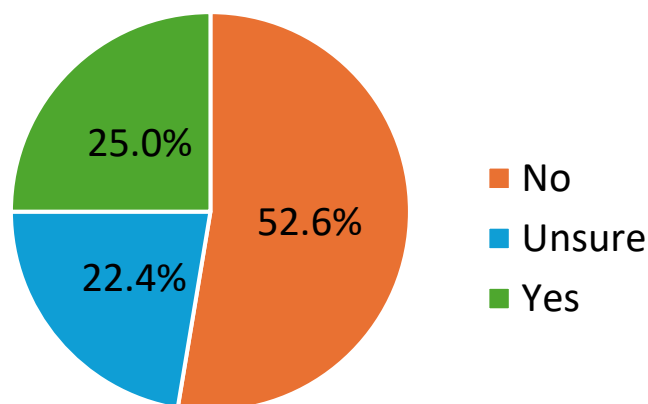
- 1. Adult behavioral health unit (6)
- 2. Senior behavioral health unit (4)
  - ☐ There is a greater need for geriatric behavioral health care at the hospital and in community
- 3. Behavioral health consultations are provided (2)
  - ☐ Consultations only in ED. What about a walk-in clinic for non-emergency? What OP services are provided?
- 4. Tobacco cessation (2)

**Additional Comments:**

- Expanded mental health services for inpatient needs
- For employees, mental health is nebulous. See offerings for an AI based counselor
- Mental health patients are usually referred to Mission
- More people requiring guardianship, more people needing memory care, lack of respite care in area, suicidal ideation patients daily. Homeless patients increasing, readmission, due to noncompliance, poor health literacy and unable to afford doctor visits and prescriptions
- New urgent mental health clinic
- Outpatient services
- Peer bridger
- Mental health affects a smaller percentage of people and should not be prioritized over access and quality for the majority

# Survey Results

**Survey Question 20:** Are you aware of efforts to address Substance Use in your community in the last 3 years?



**Survey Question 21:** If yes, please share comments or observations about the positive changes you have seen in the community.

## Themes from Comments (10 responses):

1. Referrals and resources to outpatient programs (4)
  - ☐ Most referrals for outpatient programs are self-directed. This population needs additional support.
2. Adult behavioral health unit (2)
3. Behavioral health consultations are provided (2)
  - ☐ Consultations only in ED. What about a walk-in clinic for non-emergency? What OP services are provided?
4. Understaffed for mental and substance use units (2)

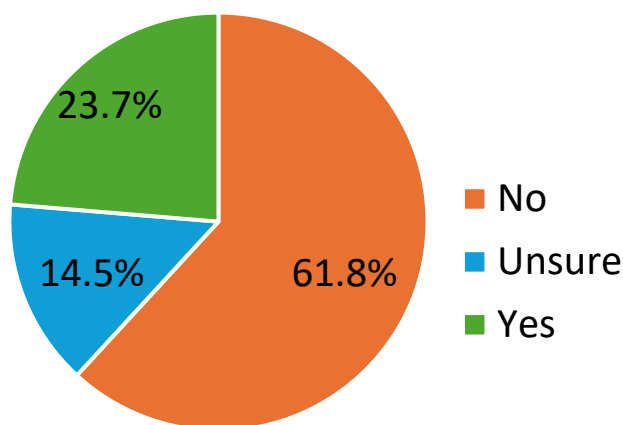
## Additional Comments:

- Inpatient units only provide SU treatment if patient is primary BH
- No medical detox is offered
- A high need, but the cost to others was extreme
- Substance abuse patient treatment needs improvement



# Survey Results

**Survey Question 22:** Are you aware of efforts to address Obesity in your community in the last 3 years?



**Survey Question 23:** If yes, please share comments or observations about the positive changes you have seen in the community.

## Themes from Comments (17 responses):

### 1. Haywood Regional Health and Fitness Center (6)

- ☐ Aware of fitness center, would use if less costly or insurance covered
- ☐ Ventilation for the gym is needed

### 2. Community lunch and learns (6)

- ☐ Great program!
- ☐ Up to the individual to participate
- ☐ Not likely accessible for those who work

### 3. Community needs education about nutrition and creating better lifestyle habits, as well as affordable and convenient choices to address the obesity hurdle (2)

## Additional Comments:

- Diabetes and nutrition education program
- Nutrition program with a dietitian
- Classes are available, but get canceled
- Handouts to patients
- Time lapse to replace nutrition counseling and community members lost support
- Diabetes clinic, but no bariatric clinic
- Dieticians need to embrace HAES and work with patients on intuitive eating
- Inpatient dieticians are very helpful for patients with new diagnoses as well as ongoing chronic needs
- Heart expo included dietitian who provided information and a heart healthy meal
- No community events so far in 2025

# Survey Results

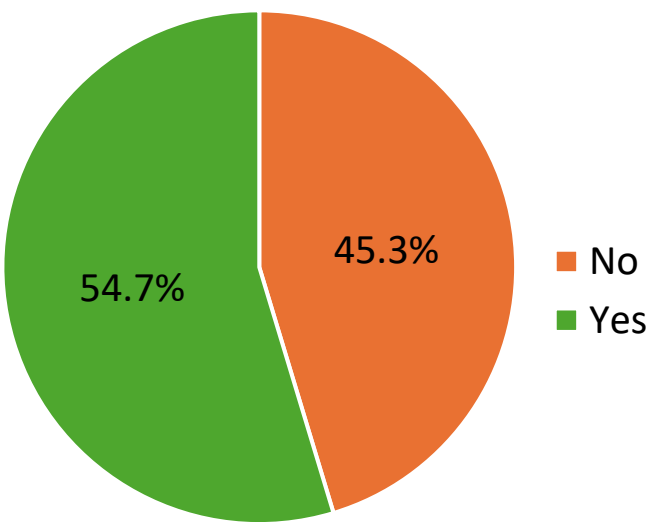
**Survey Question 24:** Which services do you use for basic health needs? (Select all that apply)

Services Utilized for Basic Health Needs	% of Total Votes
My primary care or family physician	38.5%
Urgent care center	23.6%
Hospital (including ER)	14.9%
Retail clinic (CVS, Walgreens, etc.)	10.3%
Alternative healthcare providers (chiropractors, etc.)	9.2%
Health department	0.6%
Free clinic	0.6%
I do not have a healthcare provider	1.1%
Other*	1.1%

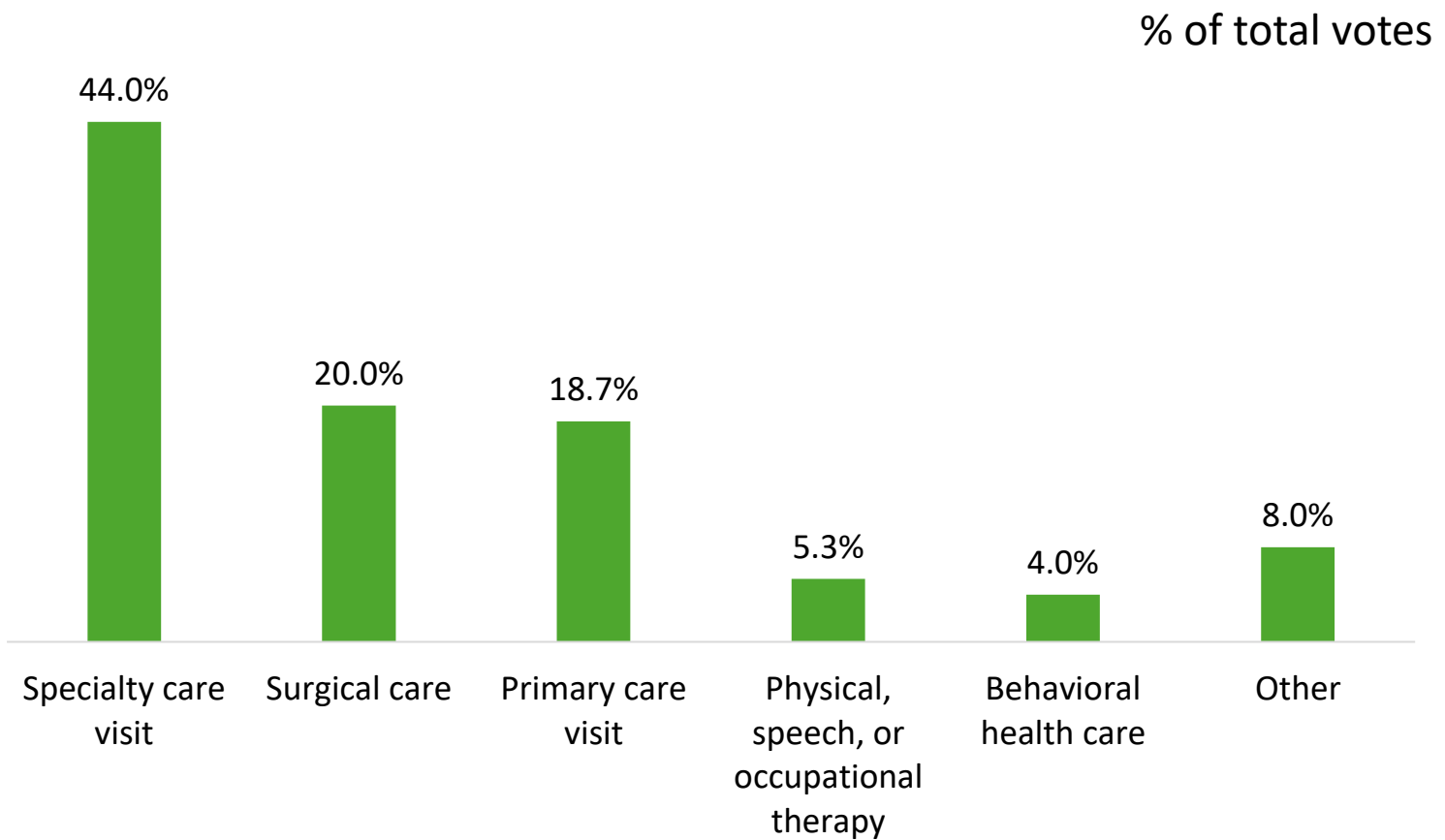
*\*Other – Insurance telehealth and functional medicine*

# Survey Results

**Survey Question 25:** In the last 12 months, have you received healthcare outside of your community?



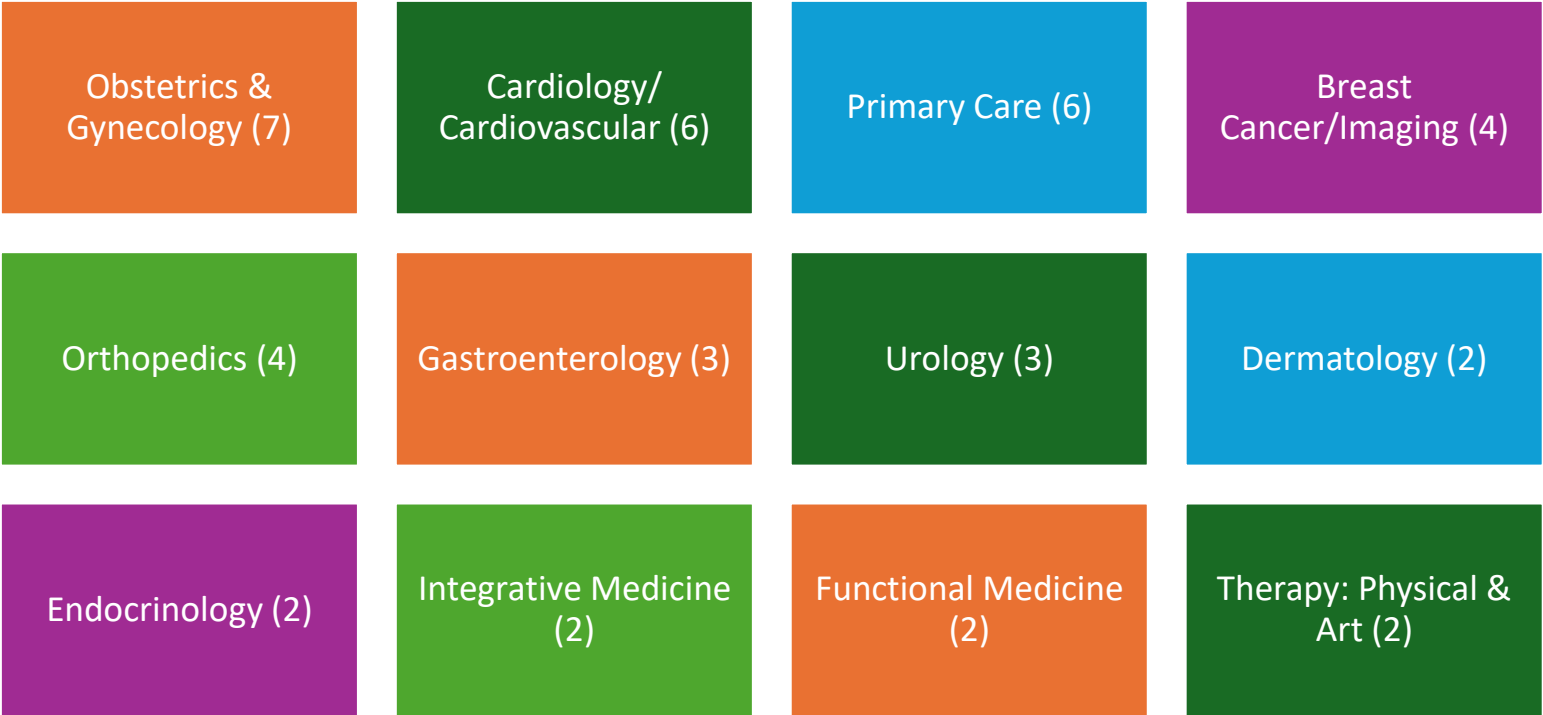
**Survey Question 26:** Which of the following services did you receive outside the community? (Select all that apply)



# Survey Results

**Survey Question 27:** If you selected yes to seeking specialty care outside the community, please specify what services you are seeking.

## Specialty Care:

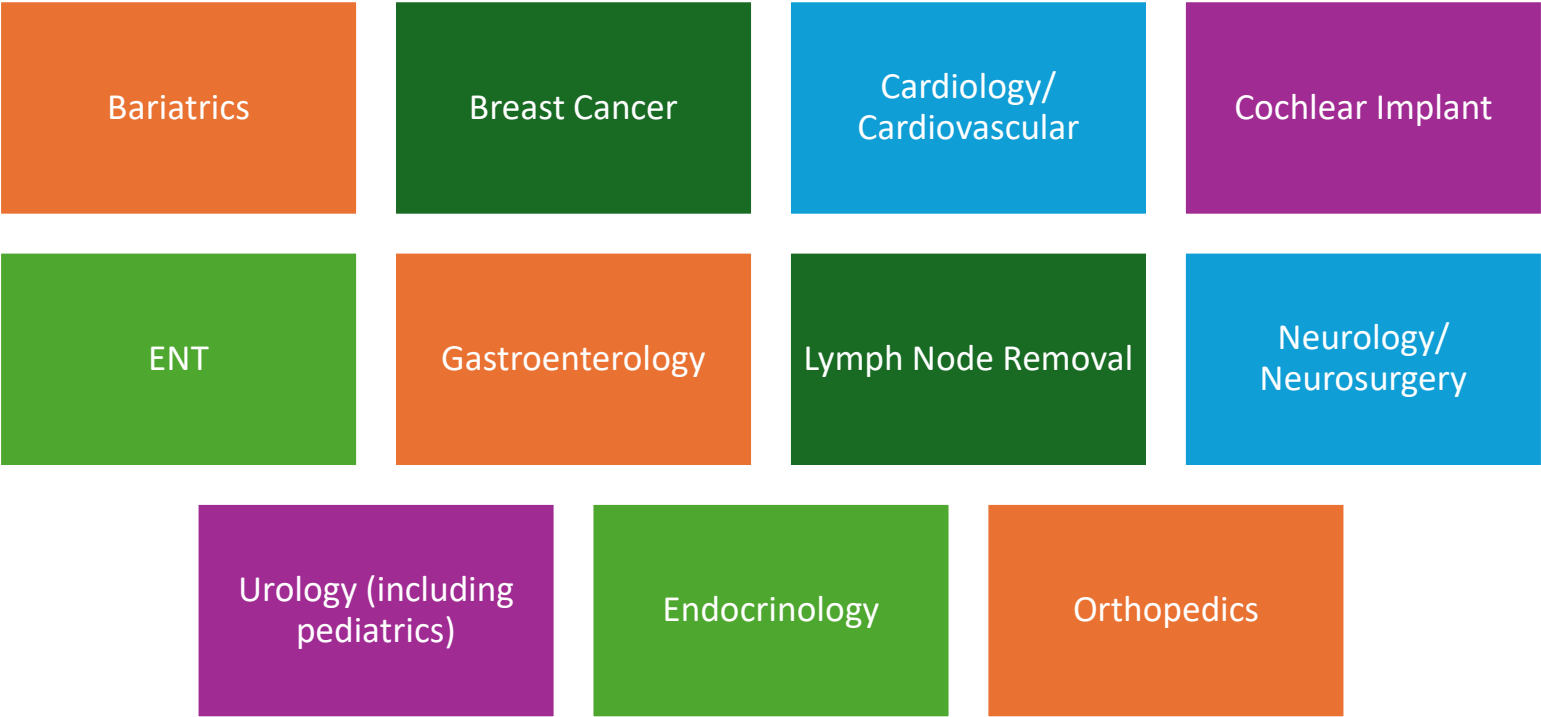


- Bariatrics
  - Cochlear Implant
  - Counseling
  - Emergency Room
  - Endodontist
  - General Surgery
  - Infectious Diseases
- Labs
  - Ketamine
  - Mental Health
  - Mission Hospitalization
  - Nephrology
  - Neurology
  - Ophthalmology
- Preference to receive care outside community
  - Sleep Apnea
  - Telehealth specialty
  - Transfer from local ER
  - Weight Management

# Survey Results

**Survey Question 28:** If you selected yes to seeking surgical care outside the community, please specify what services you are seeking.

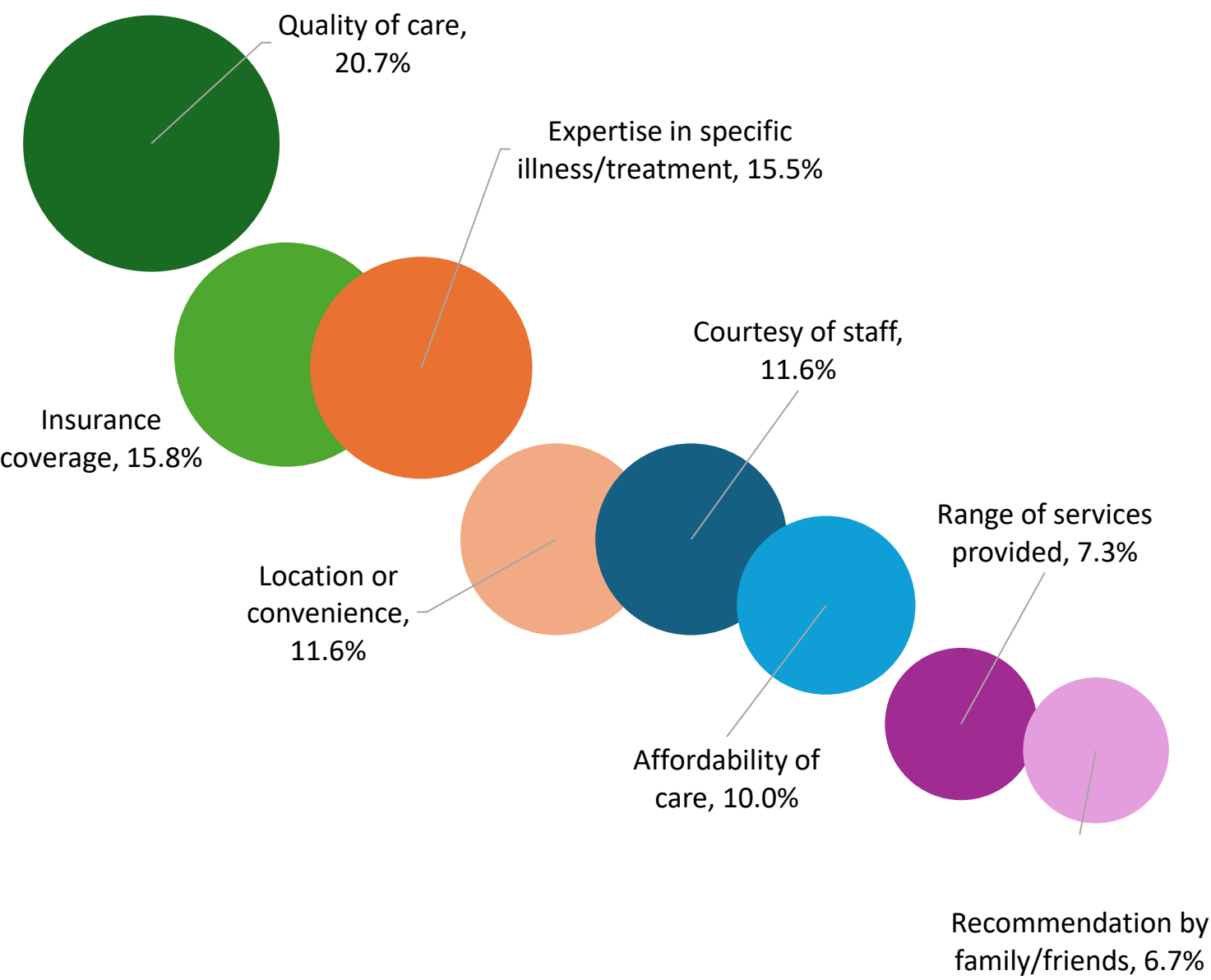
## Surgical Care:



# Survey Results

**Survey Question 29:** What do you consider to be the most important when considering a healthcare provider? (Select all that apply)

(% of total votes)



# Survey Results

**Survey Question 30:** Which of the following public health services should Haywood RMC and its community partners focus on improving? (Select all that apply)

