



NOLAND HEALTH SERVICES

A Century of Service
Founded 1913

Community Health Needs Assessment

MAY 2019

Implementation Strategy

Noland Hospital Anniston



Implementation Strategy

Noland Health will engage key community partners in implementing evidence-based strategies across the service area. Acknowledging the many organizations and resources in place to address the health needs of our communities, Noland Health has strategically reviewed both internal and external resources. This portion of the CHNA, the Implementation Strategy, will explain how Noland will address health needs identified in the CHNA by continuing existing programs and services, and by implementing new strategies. It will reflect back on the previous CHNA and do an Evaluation of the Impact of previous set strategies. In addition, the implementation plan will explain why the hospitals cannot address all the needs identified in the CHNA and, if applicable, how Noland will support other organizations in doing so.

Health Priorities

As afore mentioned in the CHNA report, the following are the needs Noland Health has chosen to address. It will also outline why we chose to address this need, how we will address the need, who the responsible party will be, and any goals that will be set forth from the beginning, as well as time frame for achieving those goals.

Prioritization was developed and presented to Noland Hospital Administrators and other hospital division leadership. Criteria used included importance to the service area (elderly residents with acute needs), relevance of the health issues to the population served, and the ability of Noland to effectively impact and improve the health issue.

The following five categories were identified as priorities of issues to be addressed. Issues in these categories were brought up numerous times and serve as a framework for each facility's implementation strategies.

#1. Education and Awareness: Lack of education and awareness was targeted as a major issue from community input. Lack of education covers all areas from patient and family education to education of resources and options in understanding the role of LTACHs in the continuum of care.

- Overall Health Education: Disease identification, prevention, and chronic management
- Home Health Education
- Education with hospital staff, patient and family on infections.
- Medication Education and Increase Compliance

#2. Access to Appropriate Resources: The top access issues mentioned in community input are transportation, uninsured and underinsured and the cost of medications. The uninsured and underinsured not only have access problems in seeing physicians and receiving necessary tests, but also issues in receiving their proper medications primarily due to cost and transportation. Education on resources such as Senior Services can help. This of course "piggy backs" off the #1 issue of Education and Awareness. Pharmacies are becoming new valuable resource in drug cost reduction and help.



#3. Prevention & Screening: Prevention and screening for disease becomes increasingly important as people age. In coordination with proper education, identifying early symptoms of diseases and understanding the cadence and side effects of current drug regimen is an important step for preventing disease and managing chronic conditions. Support for patients can be accessed across the care continuum.

#4. Health Issues Impacting the Elderly: Diabetes, Alzheimer's & Dementia, COPD, Coronary Artery Disease, Falls, and Wheelchair Access were all mentioned frequently in community input concerns even though the majority of the issues did not rise to the top of 4 or more mentions with the exception of Diabetes. It is noted that these are interrelated and can fall under several other groups of concerns.

#5. Health Issues of LTACH Patients and Families: Through administrators, Case Workers and physician expertise in the LTACH setting, a number of issues were identified in the community input phase that dealt specifically with LTACH patients and their families. Family support and education was found to be a critical need because of the family's integral role in the decision making process. Many of the issues mentioned in all sections directly affect the family as much as the patient. Knowledge of the LTACH environment is crucial for a family. The understanding of how LTACHs fit in the continuum of care is also important, not only for the families, but for discharge planners and other acute care staff. Specifically related to patients of LTACHs, there is an issue of finding the appropriate setting for discharge of patients who may be vent dependent after their stay at the LTACH is complete. A recurring concern was the lack of familial or relational support for patients in these care environments.

As required by proposed IRS regulations, each of the following individual facilities of Noland Health created their own implementation strategies:

- Noland Hospital Anniston
- Noland Hospital Birmingham
- Noland Hospital Dothan
- Noland Hospital Montgomery
- Noland Hospital Shelby
- Noland Hospital Tuscaloosa

The implementation strategies were developed for these priority areas by hospital. Each hospital did not address every area, but rather selected those areas of priority that it deemed it could have the greatest impact.



Each facility filled out the following table for each priority area they would address.

Noland Facility:			
Specific Needs Identified in the CHNA:			
Goals:			
Strategy:			
Action Step	Accountability	Timeline	Desired Outcome
Strategy:			
Action Step	Accountability	Timeline	Desired Outcome

Those areas not addressed were included in a section “Needs Not Addressed”. Most common reasons for not addressing a need were lack of resources, other local organizations already addressing the need, and needs falling outside the general scope of an LTACH facility.



Noland Hospital Anniston - Implementation Strategies

In the previous Community Health Needs Assessment conducted in 2016, Noland Hospital Anniston chose 4 areas to address in their implementation strategies. Below is an update with an Evaluation of Impact for those 4 areas.

Noland Facility:	Anniston 2016			
Specific Needs Identified in the CHNA:	Education and Resources			
Goals:	Increase education in community in areas of services/resources available, and wellness			2019 Feedback on 2016 Strategies
Strategy: Educate Community and Providers on LTACHs role in continuum of care.				Not a Priority in 2019 CHNA based on data / community input
Action Step	Accountability	Timeline	Desired Outcome	Status
Partner with post acute providers in the community to provide education on LTACH services.	Hospital	ongoing	Improve awareness of services within the healthcare community.	Accomplished - Improve awareness of services within the healthcare community.
Partner with other hospitals in market area to provide education on the LTACH level of care in assisting with avoiding STAC readmissions.	Hospital	ongoing	Improve awareness of services within the healthcare community.	Accomplished - Improve awareness of services within the healthcare community.
Strategy: Educate and increase awareness of available community resources.				Still applicable to 2019 CHNA
Action Step	Accountability	Timeline	Desired Outcome	Status
Partner with local agencies - local health department, United Way and/or a local income based medical clinic to maintain current information on patient resources.	Hospital	FY2017	Improve patient awareness of resources.	Addressed in 2019 CHNA Implementation Strategy

Noland Facility:	Anniston 2016			
Specific Needs Identified in the CHNA:	Prevention and Screening			
Goals:	Increase knowledge of patients and family related to wellness and disease prevention.			
Strategy: Increase education to patients and families on available resources.				Still Applicable to 2019 CHNA
Action Step	Accountability	Timeline	Desired Outcome	Status
Partner with host hospital to continue patient education on Diabetes Monitoring and Management.	Hospital	FY2017	Improve management of Diabetes.	Ongoing and Addressed in 2019 CHNA Implementation Strategy
Provide current information to patients and families prior to or at discharge r/t community resources and programs.	Hospital	FY2019	Increase awareness of available resources.	Ongoing and Addressed in 2019 CHNA Implementation Strategy



Noland Facility:	Anniston 2016			
Specific Needs Identified in the CHNA:	Health Issues Impacting Elderly			
Goals:	Increase awareness of the benefits of a healthy lifestyle and management of chronic diseases.			
Strategy: Increase geriatric population awareness of community programs providing assistance				
Action Step	Accountability	Timeline	Desired Outcome	Status
Partner with local Senior Center to participate in education opportunities with the geriatric population related to nutrition, obesity and smoking cessation.	Hospital	FY2017	Improved community health	Achieved Improved Community Health; Opportunity to focus efforts elsewhere in 2019 CHNA
Strategy: Increase community education on importance of managing health issues.				
Action Step	Accountability	Timeline	Desired Outcome	Status
Participate in Health Fairs and other community education opportunities to educate on importance of health screening and disease management.	Hospital	ongoing	Improved community health.	Ongoing and Addressed in 2019 CHNA Implementation Strategy

Noland Facility:	Anniston 2016			
Specific Needs Identified in the CHNA:	Health Issues of LTACH Patient and Families			
Goals:	Increase awareness of importance of disease management.			
Strategy: Increase awareness of community programs providing assistance and education related to this need.				
Action Step	Accountability	Timeline	Desired Outcome	Status
Provide education to patient and caregiver related to available medication assistance programs.	Hospital	FY2017	Increased medication compliance.	Ongoing and Addressed in 2019 CHNA Implementation Strategy
Provide education to patient and caregiver related to applicable community resources such as transportation assistance.	Hospital	FY2017	Improved disease management	Ongoing and Addressed in 2019 CHNA Implementation Strategy
Strategy: Increase patient and family knowledge related to management of illness.				Still Applicable to 2019 CHNA
Action Step	Accountability	Timeline	Desired Outcome	Status
Increase family participation in interdisciplinary team rounds.	Hospital	ongoing	Improve family knowledge	Ongoing and Addressed in 2019 CHNA Implementation Strategy
Provide pharmacist education to patients discharging home on new medications.	Hospital	FY2017	Improved medication compliance.	Ongoing and Addressed in 2019 CHNA Implementation Strategy



Noland Hospital Anniston - 2019 Implementation Strategies

Noland Hospital Anniston chose 5 areas to address in their implementation strategies. Below is a description of needs and strategies and action steps associated with each.

#1 EDUCATION AND AWARENESS – Implementation Strategy

Noland Facility:	Anniston 2019		
Specific Needs Identified in the CHNA:	Education and Resources		
Goals:	Increase education in community in areas of services/resources available, and wellness		
Strategy: Educate and increase awareness of available community resources.			
Action Step	Accountability	Timeline	Desired Outcome
Partner with local agencies - local health department, United Way and/or a local income based medical clinic to maintain current information on patient resources.	Hospital	FY2020	Improve patient awareness of resources.
Partner with post acute providers in the community to provide continuing education related to available community resources such as medication and	Hospital	FY2020	Improve patient awareness of resources.
Strategy: Educate and increase awareness of Chronic Disease Management			
Action Step	Accountability	Timeline	Desired Outcome
Participate in Health Fairs and other community education opportunities to educate on importance of health screening and disease management.	Hospital	FY2020	Improved community health.
Increase focus on disease management education during hospitalization and at discharge	Hospital	FY2020	Improved community health.
Strategy: Educate and increase awareness of Care Navigation Resources			
Action Step	Accountability	Timeline	Desired Outcome
Participate with other local hospital Transition of Care team on a weekly basis to discuss patient discharge plans	Hospital	FY2020	Improved awareness of Care Navigation Resources
Educate case managers and discharge planners at other facilities on Care Navigation Resources	Hospital	FY2020	Improved awareness of Care Navigation Resources



#2 ACCESS TO APPROPRIATE RESOURCES – Implementation Strategy

Noland Facility:	Anniston 2019		
Specific Needs Identified in the CHNA:	Access to Appropriate Resources		
Goals/Strategy	Increase access to community resources for elderly population and LTACH patients and families		
Strategy: Educate and share resources for Financial Assistance.			
Action Step	Accountability	Timeline	Desired Outcome
Partner with post acute care providers that have financial assistance programs available	Hospital	FY2020	Improved patient access to resources
Educate patients and family members on local financial assistance programs	Hospital	FY2020	Improved patient access to resources
Strategy: Communicate and share resources for transportation assistance			
Action Step	Accountability	Timeline	Desired Outcome
Provide education to patient and caregiver related to applicable community resources such as transportation	Hospital	FY2019	Improved disease management
Strategy: Communicate and share resources for uninsured / underinsured assistance			
Action Step	Accountability	Timeline	Desired Outcome
Partner with local resources, such as St. Michael's Medical Clinic, to provide education to our patient population on available assistance	Hospital	FY2020	Improved access to services



#3 PREVENTION AND SCREENING – Implementation Strategy

Noland Facility:	Anniston 2019		
Specific Needs Identified in the CHNA:	Prevention and Screening		
Goals:	Increase knowledge of patients and family related to wellness and disease prevention.		
Strategy: Increase education to patients and families on available resources.			
Action Step	Accountability	Timeline	Desired Outcome
Provide current information to patients and families prior to or at discharge r/t community resources and programs.	Hospital	FY2020	Increase awareness of available resources.
Partner with host hospital and local transition of care coalition to continue patient education on importance of utilization of available resources	Hospital	FY2020	Increase utilization of available resources.
Strategy: Increase education to patients and families impact of Non-compliance			
Action Step	Accountability	Timeline	Desired Outcome
Partner with host hospital to continue patient education on importance of follow up care	Hospital	FY2020	Improved patient compliance
Pharmacy provides medication education prior to discharge on any patient discharged to a community	Hospital	FY2020	Improved patient compliance

#4 HEALTH ISSUES IMPACTING ELDERLY – Implementation Strategy

Noland Facility:	Anniston 2019		
Specific Needs Identified in the CHNA:	Health Issues Impacting Elderly		
Goals:	Increase awareness of the benefits of a healthy lifestyle and management of chronic diseases.		
Strategy: Increase community education on importance of managing Diabetes.			
Action Step	Accountability	Timeline	Desired Outcome
Provide disease specific education to patients and caregivers during patient stay and at discharge	Hospital	FY2019	Improve management of Diabetes.
Partner with post acute care providers in the community to continue disease specific education after discharge	Hospital	FY2020	Improve management of Diabetes.
Strategy: Increase community education on importance of managing CHF.			
Action Step	Accountability	Timeline	Desired Outcome
Provide disease specific education to patients and caregivers during patient stay and at discharge	Hospital	FY2019	Improve management of CHF.



#5 HEALTH ISSUES OF LTACH PATIENT AND FAMILIES – Implementation Strategy

Noland Facility:	Anniston 2019		
Specific Needs Identified in the CHNA:	Health Issues of LTACH Patient and Families		
Goals:	Increase awareness of importance of disease management and family support.		
Strategy: Increase patient and family knowledge related to management of illness.			
Action Step	Accountability	Timeline	Desired Outcome
Increase family participation in interdisciplinary team rounds.	Hospital	ongoing	Improve family knowledge
Provide pharmacist education to patients discharging home on new medications.	Hospital	FY2017	Improved medication compliance.
Provide education to patient and caregiver related to available medication assistance programs.	Hospital	FY2017	Increased medication
Strategy: Increase access for family / relational support for patients			
Action Step	Accountability	Timeline	Desired Outcome
Work with family and discharge planners on discharge options that will provide flexibility for family members that work	Hospital	FY2020	Increased family involvement
Educate patient family members on available community resources to assist with patient's daily needs	Hospital	FY2020	Increased family involvement



Noland Health- Board Approval

Treasury Regulation Section 1-501(r)-3(c)(5)(i):

For purposes of paragraph (a)(2) of this section, an authorized body of the hospital facility must adopt the implementation strategy on or before the 15th day of the fifth month after the end of the taxable year in which the hospital facility completes the final step for the CHNA described in paragraph (b)(1) of this section, regardless of whether the hospital facility began working on the CHNA in a prior taxable year.

Noland Health's Board of Directors approves the Implementation Strategy for addressing priorities identified in the most recent Community Health Needs Assessment completed FYE June 30, 2019. This report was approved by the Noland Health Board of Directors at its meeting held on May 8, 2019.