



NOLAND HEALTH SERVICES

A Century of Service
Founded 1913

Community Health Needs Assessment

MAY 2019

Implementation Strategy

Noland Hospital Dothan



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
- Underfunding for Existing Resources
- Education with hospital staff, patient and family on care options and preventive care.

#2. Access to Appropriate Resources: The top access issues mentioned in community input are transportation, uninsured and underinsured, transportation 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 helping patients understand their options.



#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, Tobacco Use, and Elderly driver struggling with dementia were all mentioned in community input concerns even though the majority of the issues did not rise to the top of 3 or more mentions with the exception of Obesity. 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 and successful patient outcomes. 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 receiving the proper physician referrals required to access additional care or transitional care after discharge from LTACH. A recurring concern was that there are Medicare criteria that excludes patients in need of care or makes access to specialized care more difficult to obtain.

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 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 Dothan- 2016 Implementation Strategies

In the previous Community Health Needs Assessment conducted in 2016, Noland Hospital Dothan chose 3 areas to address in their implementation strategies. Below is an update with an Evaluation of Impact for those 3 areas.

Noland Facility:	Dothan 2016			
Specific Needs Identified in the CHNA:	Education and Awareness			
Goals:	Increase education among seniors in area services available, and LTACHs			
Strategy: Educate community and providers on LTACH's role in continuum of care.				
Action Step	Accountability	Timeline	Desired Outcome	Status
Participate in Older American Days with Southeast Alabama Regional Council on Aging (SARCOA)	Hospital	Ongoing	Increase knowledge	Ongoing; Still Applicable in 2019 CHNA
Provide education to Seniors in four (4) county senior centers	Hospital	Ongoing	Increase knowledge	Ongoing; Still Applicable in 2019 CHNA
Provide education to Seniors through local church Senior programs and classes.	Hospital	Ongoing	Increase knowledge	Ongoing; Still Applicable in 2019 CHNA
Provide education to Coalition on quarterly basis.	Hospital	Ongoing	Increase knowledge	Ongoing; Still Applicable in 2019 CHNA

Noland Facility:	Dothan 2016			
Specific Needs Identified in the CHNA:	Access to Appropriate Resources			
Goals:	Provide up to date information to patients/families on senior services available post discharge			
Strategy: Educate patients and families on available community resources				
Action Step	Accountability	Timeline	Desired Outcome	Status
Provide patients/families with a copy of the Senior Directory developed by Southeast Alabama Council on Aging (SARCOA).	Hospital	Ongoing	Increase knowledge	Ongoing; Still Applicable in 2019 CHNA
Provide patients/families with a copy of United Way Program 211 that lists all services available in the Houston County Area.	Hospital	Ongoing	Increase knowledge	Ongoing; Still Applicable in 2019 CHNA
Provide patients/families with listing of all post discharge agencies to ensure continuum of care (home health, hospice, rehabilitation).	Hospital	Ongoing	Increase knowledge	Ongoing; Still Applicable in 2019 CHNA
Strategy: Educate and make aware medications, supplies and equipment at reduce cost				
Action Step	Accountability	Timeline	Desired Outcome	Status
Coordinate with appropriate vendor for assistance to provide continued IV therapy, wound vacs, etc. when patient/family financial services are limited.	Hospital	Ongoing	Coordination of Care	Ongoing; Still Applicable in 2019 CHNA

Noland Facility:	Dothan 2016			
Specific Needs Identified in the CHNA:	Health Issues of LTACH Patient and Families			
Goals:	Provide specific education to patients/families to support them post discharge (i.e. medication management, diabetic management).			
Strategy: Develop and provide educational materials to patients/families.				
Action Step	Accountability	Timeline	Desired Outcome	Status
Develop patient guide on medication management to utilize during patient stay and provide upon discharge	Hospital	2016	Educational Support	Ongoing; Still Applicable in 2019 CHNA
Provide diabetic education during patient stay and provide materials upon discharge.	Hospital	2016	Educational Support	Ongoing; Still Applicable in 2019 CHNA



Noland Hospital Dothan - 2019 Implementation Strategies

Noland Hospital Dothan chose 3 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:	Dothan 2019		
Specific Needs Identified in the CHNA:	Education and Awareness		
Goals:	Increase education among seniors in area services		
Strategy: Educate community and providers on LTACH's role in continuum of care.			
Action Step	Accountability	Timeline	Desired Outcome
Participate in Older American Days with Southeast Alabama Regional Council on Aging (SARCOA)	Hospital	Ongoing	Increase knowledge
Provide education to Seniors in four (4) county senior centers	Hospital	Ongoing	Increase knowledge
Provide education to Seniors through local church Senior programs and classes.	Hospital	Ongoing	Increase knowledge
Provide education to Coalition on quarterly basis.	Hospital	Ongoing	Increase knowledge
Strategy: Increase awareness or support for underfunded resources			
Action Step	Accountability	Timeline	Desired Outcome
Provide patients/families with a copy of United Way Program 211 that lists all services available in the Houston	Hospital	Ongoing	Increase knowledge
Provide patients/families with a copy of the Senior Directory developed by Southeast Alabama Council on	Hospital	Ongoing	Increase knowledge



#2 ACCESS TO APPROPRIATE RESOURCES – Implementation Strategy

Noland Facility:	Dothan 2019		
Specific Needs Identified in the CHNA:	Access to Appropriate Resources		
Goals:	Provide up to date information to patients/families on senior services available post discharge		
Strategy: Educate and make aware medications, supplies and equipment at reduce cost			
Action Step	Accountability	Timeline	Desired Outcome
Coordinate with appropriate vendor for assistance to provide continued IV therapy, ambulance services, wound vacs, etc. when patient/family financial services are limited.	Hospital	Ongoing	Coordination of Care
Strategy: Educate and make aware transportation resources			
Action Step	Accountability	Timeline	Desired Outcome
Share SARCOA Resources regarding wheelchair van access	Hospital	FY 2021	Increasing transportation options for discharged LTACH patients
Strategy: Educate and share resources regarding healthcare financial assistance with community.			
Action Step	Accountability	Timeline	Desired Outcome
Provide patients/families with a copy of United Way	Hospital	Ongoing	Increase knowledge
Share SARCOA Program 211 that lists all services available in the Houston County Area.	Hospital	Ongoing	Increase knowledge



#5 HEALTH ISSUES OF LTACH PATIENT AND FAMILIES

Noland Facility:		Dothan 2019	
Specific Needs Identified in the CHNA:		Health Issues of LTACH Patient and Families	
Goals:		Provide specific education to patients/families to support them during the stay and post discharge (i.e. medication management, diabetic management).	
Strategy: Develop and provide educational materials to patients/families.			
Action Step	Accountability	Timeline	Desired Outcome
Provide patients/families with a copy of United Way Program 211 that lists all services available in the Houston County Area.	Hospital	Ongoing	Increase knowledge
Provide patients/families with listing of all post discharge agencies to ensure continuum of care (home health, hospice, rehabilitation).	Hospital	Ongoing	Increase knowledge
Assist family with prescheduled post discharge follow up appointments with provider	Hospital	Ongoing	Increase knowledge
Strategy: Develop and provide educational materials on chronic disease management to patients/families.			
Action Step	Accountability	Timeline	Desired Outcome
Develop patient guide on medication management to utilize during patient stay and provide upon discharge	Hospital	Ongoing	Educational Support
Provide diabetic education during patient stay and provide materials upon discharge.	Hospital	Ongoing	Educational Support



Noland Hospital Dothan Needs Not Addressed

A few needs outlined in the CHNA processes have not been addressed in this plan. In initial discussion and subsequent prioritization, the Community Needs Assessment Team considered the levels to which some needs were already being addressed in the service area. Additionally, some community needs fall out of the scope of expertise and resources of the hospital. The following addresses these needs.

#3 PREVENTION AND SCREENING

Noland Facility:	Dothan 2019
Specific Needs Identified in the CHNA:	Prevention and Screening
Goals:	Prevention and Screening Programs are provided by the acute care providers of our community. This category is outside the scope of LTCH mission, as well as, resources not available to participate.

#4 HEALTH ISSUES IMPACTIN ELDERLY

Noland Facility:	Dothan 2019
Specific Needs Identified in the CHNA:	Health Issues Impacting Elderly
Goals:	Smoking Cessation, obesity/nutrition education
NOT ADDRESSED: Smoking Cessation and Nutritional Education, including diabetic management, programs are sufficiently supported through the acute care providers in the community. This service cannot be managed in our setting due to lack of resources and is successfully provided through other means.	



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.