



NOLAND HEALTH SERVICES

A Century of Service
Founded 1913

Community Health Needs Assessment

MAY 2019

Implementation Strategy

Noland Hospital Tuscaloosa



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
- Education with hospital staff, patient and family on navigating the healthcare system.
- Education on channels and resources available to access providers

#2. Access to Appropriate Resources: The top access issues mentioned in community input are financial barriers, access to medical equipment, and medication barriers. The uninsured, underinsured, and those unable to afford appropriate medical care not only have access problems in seeing physicians and receiving necessary tests, but also issues in receiving the proper medical equipment and 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 providing additional financial support resources.



#3. Prevention & Screening: Prevention and screening for disease becomes increasingly important as people age. However, Noland Montgomery feels that its ability to impact health needs is limited or better accomplished by other organizations in the community.

#4. Health Issues Impacting the Elderly: Congestive Heart Failure, Pulmonary conditions, and Medicare Scams were all mentioned in community input concerns even though the majority of the issues did not rise to the top of 4 or more mentions. 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 across Noland's service areas. Navigating Medicare's criteria for care was found to be a critical need because of integral role coverage plays 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 and Medicare criteria is crucial for a family and providers. 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. 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 Tuscaloosa- 2016 Implementation Strategies

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

Noland Facility:		Tuscaloosa 2016		
Specific Needs Identified in the CHNA:		Education and Awareness		
Goals:				
Strategy: Home Health Education				
Action Step	Accountability	Timeline	Desired Outcome	Status
Education during D/C planning conferences with family and patient about available home health resources	Case Manager	ongoing	Increase community knowledge of home health	Ongoing; Addressed in 2019 CHNA Implementation Strategy
Seek community venues to educate people about how to apply for home health benefits	Case manager, nurses, physicians	ongoing		Ongoing; Addressed in 2019 CHNA Implementation Strategy
Strategy: Flu and Pneumococcal Vaccinations				
Action Step	Accountability	Timeline	Desired Outcome	Status
Assess all admissions for the influenza vaccination	Physicians, Nurses	ongoing	all appropriate patients receive the flu vaccination	Successfully administered flu vaccination to appropriate patients
Assess all admissions for the pneumococcal vaccination	Physicians, Nurses	ongoing	all appropriate patients receive the pneumococcal vaccination	Successfully administered flu vaccination to appropriate patients

Noland Facility:		Tuscaloosa 2016		
Specific Needs Identified in the CHNA:		Prevention and Screening		
Goals:				
Strategy: Diabetic Screening and Monitoring				
Action Step		Timeline	Desired Outcome	Status
Seek community venues to educate people about diabetes screening & monitoring	Pharmacist, Nurses, Physicians, Clinical staff	Ongoing	Increase community awareness concerning diabetes	Successfully increased community awareness concerning diabetes
Strategy: Influenza and Pneumococcal Vaccinations				
Action Step		Timeline	Desired Outcome	Status
Seek community venues to educate people about influenza and pneumococcal vaccinations	Pharmacist, Nurses, Physicians, Clinical staff	Ongoing	Increase community awareness concerning flu & Pneumonia	Successfully increased community awareness concerning flue & Pneumonia



Noland Facility:		Tuscaloosa 2016		
Specific Needs Identified in the CHNA:		Health Issues Impacting Elderly		
Goals:				
Strategy: Diabetes				
Action Step	Accountability	Timeline	Desired Outcome	Status
Seek community venues to educate people about diabetes screening & monitoring	Pharmacist, Nurses, Physicians, Clinical staff	ongoing	Increase community awareness concerning diabetes	Successfully increased community awareness concerning diabetes
Strategy: Pulmonary (Pneumonia)				
Action Step	Accountability	Timeline	Desired Outcome	Status
Seek community venues to educate people about influenza and pneumococcal vaccinations	Pharmacist, Nurses, Physicians, Respiratory Therapist	ongoing	Increase community awareness concerning prevention of Pneumonia	Successfully increased community awareness concerning Pneumonia

Noland Facility:		Tuscaloosa 2016		
Specific Needs Identified in the CHNA:		Health Issues of LTACH Patient and Families		
Goals:				
Strategy: Family Support /Education				
Action Step	Accountability	Timeline	Desired Outcome	Status
Seek community venues to educate people about LTACH hospital services	Liaisons	ongoing	Increase the community awareness of LTACH services available	Ongoing; Addressed in 2019 CHNA Implementation Strategy
Strategy: Education of Discharge Planners on patient options				
Action Step	Accountability	Timeline	Desired Outcome	Status
Education D/C planning staff on the LTACH patient/family options.	Case Manager Director	ongoing	Increase community awareness of options available upon LTACH discharge	Successfully increased community awareness of options available upon LTACH discharge



Noland Hospital Tuscaloosa - 2019 Implementation Strategies

Noland Hospital Tuscaloosa chose 4 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:	Tuscaloosa 2019		
Specific Needs Identified in the CHNA:	Education and Awareness		
Goals:	Improve the community's knowledge of health services and how to access appropriate services		
Strategy: Improve Community Health Literacy			
Action Step	Accountability	Timeline	Desired Outcome
Education during D/C planning conferences with family and patient about available health resources	Case Manager	ongoing	Increase community knowledge of health resources
Seek community venues to educate people about how to apply for health benefits	Case manager, nurses, physicians	ongoing	
Strategy: Increase community's awareness of healthcare access channel			
Action Step	Accountability	Timeline	Desired Outcome
Participate in the WATCH Community Health & Wellness Workgroup	Management team members	ongoing	Increase community knowledge of health resources



#2 ACCESS TO APPROPRIATE RESOURCES – Implementation Strategy

Noland Facility:		Tuscaloosa 2019	
Specific Needs Identified in the CHNA:		Access to Appropriate Resources	
Goals:		Improve community's access to current health resources	
Strategy: Educate and share resources for healthcare financial assistance with community			
Action Step	Accountability	Timeline	Desired Outcome
Participate with the Area Agency on Aging of West AL	Management Team members	ongoing	Increase community knowledge of health resources
NHT pharmacist to seek opportunities to provide information at the point of D/C related to local recourses available that may reduce drug costs	Pharmacist	ongoing	Increase community knowledge of health resources
Strategy: Share resources for accessing appropriate medical equipment with community			
Action Step	Accountability	Timeline	Desired Outcome
Provide D/C information to our patients on their local DME companies and contact information	CM	ongoing	Increase community knowledge of health resources



#4 HEALTH ISSUES IMPACTIN ELDERLY – Implementation Strategy

Noland Facility:		Tuscaloosa 2019	
Specific Needs Identified in the CHNA:		Health Issues Impacting Elderly	
Goals:			
Strategy: Provide early detection, prevention, and management education to patients and care givers on pulmonary conditions			
Action Step	Accountability	Timeline	Desired Outcome
Seek community health fair opportunities	Management team members	ongoing	Increase community awareness concerning pulmonary conditions
Participate with the Area Agency on Aging of West AL	Management team members	ongoing	Increase community awareness concerning pulmonary conditions
Strategy: Collaborate with existing community resources to educate and share resources for protecting the Elderly population against Medicare Scams			
Action Step	Accountability	Timeline	Desired Outcome
Participate with the Area Agency on Aging of West AL	Management team members	ongoing	Increase community awareness concerning Medicare scams

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

Noland Facility:		Tuscaloosa 2019	
Specific Needs Identified in the CHNA:		Health Issues of LTACH Patient and Families	
Goals:		Improve education around barriers to service that some LTACH Patients and Families might face	
Strategy: Family Support /Education			
Action Step	Accountability	Timeline	Desired Outcome
Seek community venues to educate people about LTACH hospital services	Liaisons	ongoing	Increase the community awareness of LTACH services available
Strategy: Education patient and caregivers on specific Medicare benefits			
Action Step	Accountability	Timeline	Desired Outcome
Participate in the WATCH Community Health & Wellness Workgroup	Pharmacist Administrator	ongoing	Increase the community awareness of specific Medicare benefits
Participate with the Area Agency on Aging of West AL	Management team members	ongoing	Increase the community awareness of specific Medicare benefits



Noland Hospital Tuscaloosa 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 needs identified in the assessment that are not addressed.

#2 PREVENTION & SCREENING

Noland Facility:	Tuscaloosa 2019
Specific Needs Identified in the CHNA:	Prevention and Screening
Goals:	Prevention and Screening is not addressed due to lack of resources and addressed by larger community organizations and healthcare facilities



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.