



NOLAND HEALTH SERVICES

A Century of Service
Founded 1913

Community Health Needs Assessment

MAY 2022

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. Health Communication: Health Communication was targeted as a major issue from community input. Communication and awareness of what resources are present in the community and how to access the services includes a broad topics from patient and family education to education of resources and options in understanding the role of LTACHs in the continuum of care.

- Education of case managers with patient options and service available
- Communication to communities on available resources and disease prevention / management using a variety of communication avenues
- Education with hospital staff, patient and family on medication.
- Increase understanding of accessing providers / physicians for care

#2. Health Care Access: The top access issues mentioned in community input are financial barriers, transportation, uninsured and underinsured, the cost of medications, and timely access to healthcare. The uninsured and underinsured not only have access challenges related to scheduling visits with physicians but also access challenges to receiving their proper medications primarily due to cost and transportation. Education on resources such as Senior Services can help address



this issue. This of course “piggy backs” off the #1 issue of Health Communication. Pharmacies are becoming a new valuable resource in drug cost reduction and help patients understand their options.

#3. Preventative Care: Weight management and related chronic conditions were some of the more prevalent topics that came out of the survey. Prevention and screening for disease becomes increasingly important as people age. Non-compliance can be hugely detrimental to the elderly managing chronic diseases. Education on proper drug use, side effects, complication and providing access to these resources is a community need.

#4. Mental Health and Mental Disorders of Older Adults: The effects of depression, social isolation, and Alzheimer’s/Dementia were aspects of the mental health of older adults that are highly important to the community. This aligns with the Health Communication priority to increased awareness of existing community resources.

#5. Health Issues of Older Adults: Diabetes, weight management, mental health/depression, and having a consistent caregiver were aspects of the health of older adults that are highly important to the community. Concerns around the health issues for the older population in Noland’s service areas focused very heavily on chronic disease management, issues related to obesity, financial barriers to care, and the overall physical health of adults above the age of 65. Management of chronic diseases are related to health communication priority and access to health services with a focus on the 65+ patients that Noland serves. The effects of COVID-19 have also increased the importance of maintaining the mental and social health of this population. Transportation, housing insecurity, and general access to healthcare are a part of the social determinants of health that can be aided by communication and alignment of community resources to ensure the proper provision of services for an older adult population.

Each of the community health needs identified above are interconnected. For instance, lack of knowledge of resources could lead to an access issue which in turn leads to a lack of prevention or screening and ultimately one of the major issues impacting the elderly.

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 East
- Noland Hospital Birmingham Downtown
- 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 Anniston - Implementation Strategies

In the previous Community Health Needs Assessment conducted in 2019, Noland Hospital Anniston chose 5 areas to address in their implementation strategies. Many of these strategies are ongoing in alignment with the 2022 strategies.

#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			2022 Feedback on 2019 Strategies
Strategy: Educate and increase awareness of available community resources.				Still applicable to priorities
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	FY2020	Improve patient awareness of resources.	Ongoing
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.	Ongoing
Strategy: Educate and increase awareness of Chronic Disease Management				
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	FY2020	Improved community health.	Ongoing
Increase focus on disease mangement education during hospitalization and at discharge	Hospital	FY2020	Improved community health.	Ongoing
Strategy: Educate and increase awareness of Care Navigation Resources				
Action Step	Accountability	Timeline	Desired Outcome	Status
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	Ongoing
Educate case managers and discharge planners at other facilities on Care Navigation Resources	Hospital	FY2020	Improved awareness of Care Navigation Resources	Ongoing



#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	Status
Partner with post acute care providers that have financial assistance programs available	Hospital	FY2020	Improved patient access to resources	Ongoing
Educate patients and family members on local financial assistance programs	Hospital	FY2020	Improved patient access to resources	Ongoing
Strategy: Communicate and share resources for transportation assistance				
Action Step	Accountability	Timeline	Desired Outcome	Status
Provide education to patient and caregiver related to applicable community resources such as transportation	Hospital	FY2019	Improved disease management	Ongoing
Strategy: Communicate and share resources for uninsured / underinsured assistance				
Action Step	Accountability	Timeline	Desired Outcome	Status
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	Ongoing

#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.				Still Applicable to 2022 CHNA
Action Step	Accountability	Timeline	Desired Outcome	Status
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.	Ongoing
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.	Ongoing
Strategy: Increase education to patients and families impact of Non-compliance				Still Applicable to 2022 CHNA
Action Step	Accountability	Timeline	Desired Outcome	Status
Partner with host hospital to continue patient education on importance of follow up care	Hospital	FY2020	Improved patient compliance	Ongoing
Pharmacy provides medication education prior to discharge on any patient discharged to a community	Hospital	FY2020	Improved patient compliance	Ongoing



#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	Status
Provide disease specific education to patients and caregivers during patient stay and at discharge	Hospital	FY2019	Improve management of Diabetes.	Ongoing
Partner with post acute care providers in the community to continue disease specific education after discharge	Hospital	FY2020	Improve management of Diabetes.	Ongoing
Strategy: Increase community education on importance of managing CHF.				
Action Step	Accountability	Timeline	Desired Outcome	Status
Provide disease specific education to patients and caregivers during patient stay and at discharge	Hospital	FY2019	Improve management of CHF.	Ongoing

#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	Status
Increase family participation in interdisciplinary team rounds.	Hospital	ongoing	Improve family knowledge	Ongoing
Provide pharmacist education to patients discharging home on new medications.	Hospital	FY2017	Improved medication compliance.	Ongoing
Provide education to patient and caregiver related to available medication assistance programs.	Hospital	FY2017	Increased medication	Ongoing
Strategy: Increase access for family / relational support for patients				
Action Step	Accountability	Timeline	Desired Outcome	Status
Work with family and discharge planners on discharge options that will provide flexibility for family members	Hospital	FY2020	Increased family	ongoing
Educate patient family members on available community resources to assist with patient's daily needs	Hospital	FY2020	Increased family	ongoing



Noland Hospital Anniston - 2022 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 HEALTH COMMUNICATION

Noland Facility:	Anniston 2022		
Specific Needs Identified in the CHNA:	Health Communication		
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	FY2023	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	FY2023	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	FY2023	Improved community health.
Increase focus on disease mangement education during hospitalization and at discharge	Hospital	FY2023	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	FY2023	Improved awareness of Care Navigation Resources
Educate case managers and discharge planners at other facilities on Care Navigation Resources	Hospital	FY2023	Improved awareness of Care Navigation Resources



#2 HEALTH CARE ACCESS

Noland Facility:	Anniston 2022		
Specific Needs Identified in the CHNA:	Health Care Access		
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	FY2023	Improved patient access to resources
Educate patients and family members on local financial assistance programs	Hospital	FY2023	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	FY2023	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	FY2023	Improved access to services



#3 PREVENTATIVE CARE

Noland Facility:	Anniston 2022		
Specific Needs Identified in the CHNA:	Preventative Care		
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	FY2023	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	FY2023	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	FY2023	Improved patient compliance
Pharmacy provides medication education prior to discharge on any patient discharged to a community	Hospital	FY2023	Improved patient compliance

#4 HEALTH ISSUES OF OLDER ADULTS

Noland Facility:	Anniston 2022		
Specific Needs Identified in the CHNA:	Health Issues of Older Adults		
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	FY2023	Improve management of Diabetes.
Partner with post acute care providers in the community to continue disease specific education after discharge	Hospital	FY2023	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	FY2023	Improve management of CHF.



#5 MENTAL HEALTH AND MENTAL DISORDERS OF OLDER ADULTS

Noland Facility:	Anniston 2022		
Specific Needs Identified in the CHNA:	Mental Health and Mental Disorders of Older Adults		
Goals:	Increase awareness of importance of disease management and family support.		
Strategy: Increase patient and family knowledge related to management of mental illnesses and disorders.			
Action Step	Accountability	Timeline	Desired Outcome
Provide disease specific education to patients and caregivers during patient stay and at discharge	Hospital	FY2023	Improve management of mental health
Partner with Post-Acute Care providers in the community to continue disease specific education after discharge	Hospital	FY2023	Improve management of mental health
Strategy: Increase access for family / caregiver support for patients			
Action Step	Accountability	Timeline	Desired Outcome
Provide disease specific education to patients and caregivers during patient stay and at discharge	Hospital	FY2023	Improve management of mental health



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, 2022. This report was approved by the Noland Health Board of Directors at its meeting held on May 11, 2022.