

Duke Regional Hospital

Community Health Needs Assessment and Implementation Plan

FY 2019

For more than 40 years, Duke Regional Hospital has cared for residents of Durham and the surrounding communities. Duke Regional is a not-for-profit hospital, and we honor our tax-exempt status and responsibility to the community through programs, activities and partnerships aimed at improving the health of our friends and neighbors.

As part of that responsibility, we were proud to partner on the 2017 Durham Community Health Assessment, led by Partnership for a Healthy Durham. The assessment process compiled information about the health of Durham. It included 358 resident surveys from randomly selected households and three community listening sessions with 42 community members. The survey was also conducted in person at grocery stores, libraries, Durham County Department of Public Health clinics and bus stations during January and February 2018. Ninety-three individuals contributed to writing the document. The Community Health Assessment Team — comprised of representatives from Duke University Health System, universities, local government, schools, non-profit organizations and businesses — worked to direct the activities of the assessment and provide written content and expertise on issues of interest.

The assessment identified five health priorities for 2018-2021:

1. Affordable housing
2. Access to healthcare and health insurance
3. Poverty
4. Mental health
5. Obesity, diabetes and food access

Duke Regional Hospital considers the DRH Community Health Needs Assessment and Implementation Plan document to be a “working plan” that will continue to evolve over this three-year period in order to ensure the efficacy of strategies intended to meet expressed community health needs. This implementation plan does not contain descriptions of the community health improvement work carried out specifically by other components of Duke Health or Duke University. This implementation plan represents only Duke Regional Hospital’s continually evolving variety of programs and activities in priority areas to improve health with the Durham community.

PRIORITIES 1 AND 3: AFFORDABLE HOUSING AND POVERTY

Duke University Health System

2019 Goal: Duke University and Health system will increase the minimum wage to \$15 dollars per hour for all employees.

Fill That Bus and Salvation Army Angel Tree

Employees donated bins of school supplies to Fill That Bus in August 2015 through 2018 to support Durham Public Schools. Teachers from the schools with the highest poverty levels were invited to pick out supplies needed in their classrooms.

Each December, employees “adopt” 100 children from Duke Regional’s Salvation Army Angel Tree. Children in Durham have received bikes, clothing, dolls and toys thanks to the generous donations. Extra gifts are also donated to the Salvation Army for other needy families in the area.

2019 Goal: Duke Regional will again host at least one drive to benefit underserved children or families in our community.

Education

Duke Regional has identified Education as a priority part of its community strategy to help prevent poverty. Duke Regional is committed to helping train the healthcare workers of the future. In FY 2018, DRH invested \$3.4 million in teaching and training healthcare professionals, and provided opportunities for 70 pre-health undergraduate students from local colleges and universities to shadow and volunteer alongside clinical and customer service staff as ambassadors in the Emergency Department. DRH also provided an eight-week junior volunteer program for area high school students to gain clerical and customer services work experiences in a health care setting. 2019 Goal: Duke Regional will continue that level of support in FY 2019.

City of Medicine Academy

Duke Regional has been a partner with City of Medicine Academy (CMA) and Durham Public Schools since the program’s inception at Southern High School in the 1990s. In August 2011, CMA moved to a new facility located on the Duke Regional campus. As part of our partnership, Duke Regional hosts students for clinical rotations and internships, provides CPR training and hosts the annual Senior Awards Night. Duke Regional continues to partner with CMA, hosting students throughout the year and hosting the annual Senior Awards Night in the hospital auditorium. 2019 Goal: Duke Regional will continue its partnership with CMA in FY 2019.

Project SEARCH

Duke Regional was the first host hospital in the state to host Project SEARCH, a partnership with Durham Public Schools, OE Enterprises, North Carolina Vocational Rehabilitation and Alliance Behavioral Health that provides career development experiences to senior high school students with developmental disabilities. As of June 2018, 54 students have graduated. 2019 Goal: Duke Regional will continue to serve as a host site for Project SEARCH.

PRIORITY 2: ACCESS TO HEALTHCARE AND HEALTH INSURANCE

Lincoln Community Health Center

Lincoln Community Health Center (LCHC) is a federally qualified community health center that provides primary care services for about 40,000 patients each year. Approximately 45 percent of LCHC patients are uninsured and 84% are living at or below the poverty level. In addition to generous financial support, Duke Regional provides engineering, environmental, laboratory, pharmacy and radiology services. The total Duke Regional Hospital contribution to LCHC in FY 2018, including monetary and in-kind services, was \$8.0 million. 2019 Goal: Duke Regional will continue that level of support in FY 19.

Durham County Emergency Medical Services

Durham County Emergency Medical Services (EMS) serves as the primary provider of emergency ambulance services and alternative medical transportation in Durham County. In FY 2018, Duke Regional contributed more than \$2.4 million to the county to support Durham EMS. 2019 Goal: Duke Regional will continue that level of support to Durham EMS in FY 2019.

Project Access Durham County

Project Access of Durham County (PADC) coordinates specialty care at no charge to uninsured and underinsured Durham residents living at or below 200 percent of the federal poverty level. These residents have access to primary health care through Lincoln Community Health Center.

Duke Regional has provided office space as well as technological support for PADC since it was established.

2019 Goal: Duke Regional will continue this level of support in FY 19.

Charity care

Each year Duke Regional provides no-cost or discounted urgent or emergent health care services to patients who were unable to pay. In FY 2018, Duke Regional provided \$23 million in charity care.

2019 Goal: Duke Regional will continue to provide charity care at a similar level in FY 19.

PRIORITY 4: MENTAL HEALTH

In 2018, Duke Regional received approval to build a new Behavioral Health Facility which will move all Duke Health System Mental Health Services to Duke Regional's campus—including inpatient and outpatient care. The expansion is a \$102.4 million investment by Duke University Health System, and will provide better coordination of care for psychiatric patients in Durham and regionally. The groundbreaking is scheduled for March 25, 2019.

PRIORITY 5: OBESITY, DIABETES, AND FOOD ACCESS

Beyond its clinical service lines in the hospital, DRH collaborates with numerous Durham non-profits and other entities within the Duke Health System that are specifically focused on community-based mechanisms for the prevention and treatment of obesity and diabetes and on issues of food access.