

J. Arthur Doshier Memorial Hospital



Community Health Implementation Plan

2018 - 2021

INTRODUCTION

This community health implementation plan was developed by J. Arthur Doshier Memorial Hospital and submitted to the Board of Trustees for adoption. It is also made available to the public on the website www.doshier.org.

THE COMMUNITY WE SERVE

J. Arthur Doshier Memorial Hospital, located at 924 N. Howe Street in Southport, NC, is an accredited Critical Access Hospital with 25 inpatient beds. It is staffed by board-certified physicians, 320 employees, and approximately 200 hospital volunteers. The hospital is overseen by a publicly-elected seven-member Board of Trustees.

Services include a 24-hour emergency department, inpatient and outpatient surgeries and procedures, cardiac rehabilitation, cardiopulmonary/respiratory therapy, diabetes and nutritional education, diagnostic imaging, laboratory services, physical, occupational, and speech therapies. In addition, Doshier Medical Plaza, located at 4222 Long Beach Road, offers services including digital mammography, DEXA bone density scan, x-ray, outpatient lab, urgent care, specialty physicians and swing bed. Doshier Sleep Disorder Laboratory offers diagnosis and treatment of sleep disorders such as apnea, narcolepsy and chronic snoring. The Wound Center provides outpatient wound care including hyperbaric chambers. The Patient Care Unit was completely renovated in 2015. All rooms are private.

In order to meet the community's growing outpatient healthcare needs, a network of primary care clinics and specialties have been established in the communities served by Doshier Memorial Hospital. These include family practice, internal medicine, women's health, general surgery, cardiology, vascular, urology and orthopedics.

The hospital is seeking and nurturing relationships with a broad range of collaborative partners to build community and organizational strength. The Brunswick Wellness Coalition is organized exclusively for charitable and educational purposes, serving those living and working in Brunswick County. This Coalition works closely with J. Arthur Doshier Memorial Hospital to improve the health of our community with the vision of becoming the healthiest county in North Carolina.

The hospital's mission is to be "The friendliest, most patient-focused hospital in North Carolina."

Doshier Hospital's primary service areas are Southport, Oak Island, Caswell Beach, Boiling Spring Lakes, Bald Head Island, and St. James as well as unincorporated areas of Brunswick County.

ACCESS TO CARE IMPROVEMENT STRATEGY

J Arthur Doshier Memorial Hospital will enhance access to care in Smithville Township and surrounding communities by collaborating with other providers and directing patients to the most appropriate sites and types of care.

Major Action(s)	Sub-actions
<p>Collaborate with local providers to reduce barriers to care.</p>	<ol style="list-style-type: none"> 1. Continue to build relationships with area providers in medical and surgical care. 2. Meet with local providers to develop strategies for collaboration 3. Hospital will provide discharge follow-up, case management and referral to community clinics and providers. <p>Anticipated Outcomes:</p> <ul style="list-style-type: none"> • Efficient referral relationships and responsive case management/follow-up will assist patients with finding a medical home. • Increased networking and collaboration with providers in the community will improve continuity of care for populations who have traditionally experienced lower access.
<p>Address frequent emergency department use among low income and chronic disease populations by improving access to appropriate care alternatives.</p>	<ol style="list-style-type: none"> 1. Refer more low-income patients to clinics, primary care providers, home health or other non-emergency care settings more appropriate to their medical situation. 2. Manage cases of chronic conditions to reduce return visits to ED. <p>Anticipated Outcomes:</p> <ul style="list-style-type: none"> • Achieve a 10% reduction in ED visits among the low income and chronic disease population. • As vulnerable patient populations reduce cyclical ED use and are integrated into a medical home, measurable reductions in health disparities will be observed.

Resource Inventory	<ul style="list-style-type: none"> • Minor/urgent care clinics • New Hope Clinic • Home care agencies • Health Departments • Rural Health Clinics • Local physician practices • Telemedicine capabilities • Case Management
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INCREASING ACCESS TO MENTAL HEALTH SERVICES STRATEGY

J. Arthur Dasher Memorial Hospital will collaborate with existing area mental/behavioral health and telehealth providers to ensure patients with mental/behavioral needs are connected to appropriate supports.

Major Action(s)	Sub-actions
Sustain and enhance collaborations and referral relationships with local mental/behavioral health service providers	<ol style="list-style-type: none"> 1. Screen patients for mental health concerns and refer those with need to community-based services. 2. Explore expansion of current tele psychiatric services. 3. Meet with local providers of services for mental health crisis, chronic mental illness and/or substance use disorders. <p>Anticipated Outcomes:</p> <ul style="list-style-type: none"> • Screening and referring patients to community-based mental health resources will heighten awareness of available options, encouraging people to seek mental health counseling when needed. • Telemedicine will increase accessibility and convenience of care.
Resource Inventory	<ul style="list-style-type: none"> • Tele psychiatric program • Licensed mental health professionals in community • Area treatment centers

INCREASING WELLNESS THROUGH LIFESTYLE MEDICINE

J. Arthur Doshier Memorial Hospital will continue to contribute to ongoing community efforts to ensure families in Brunswick County have access to healthy lifestyle education and support

Major Action(s)	Sub-actions
Educational series to include the following as lifestyle medicine <ul style="list-style-type: none"> - Food - Exercise - Stress Management 	<ul style="list-style-type: none"> • Introduce concept during Women’s Health Forum, Guest Chef program and other scheduled events • Provide participants of these programs with a questionnaire to complete to assist with determining scheduling preferences. • Support Brunswick Wellness Coalition initiatives to provide healthy food to county residents Anticipated outcomes: <ul style="list-style-type: none"> • Increase knowledge of lifestyle medicine and healthy choices
Resource Inventory	<ul style="list-style-type: none"> • Dietician • Exercise Physiologist • Brunswick County Wellness Coalition

COMMUNITY NEEDS THAT CANNOT BE ADDRESSED

In an effort to maximize resources available, leaders and staff at Doshier Hospital determined the following issues would not be explicitly included in their CHIP:

- Aging population
- Alzheimer