



*Photo Credit: Jeff Lyon, LyonsRoar.com*

# 2022-2025

## Community Health Improvement Plan

- Catawba County, NC -

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# Overview

## About Frye Regional Medical Center

A part of Duke LifePoint Healthcare, Frye Regional Medical Center has served the health and medical needs of the residents of the Catawba Valley region since 1911 with a commitment to delivering high quality and compassionate care with a focus on patient experience and clinical outcomes.

Frye Regional Medical Center includes a 355-bed acute care hospital – home to the Frye Regional Brain Center, Cancer Center, Heart Center, Lung Center, Orthopedics, General and Vascular Surgery, Surgical Weight Loss, and Women's Center with a Level III NICU.

The hospital also features a 32-bed Emergency Department, 29-bed Inpatient Rehabilitation Center, 15-bed Surgical Suite and Inpatient/Outpatient Imaging. Frye Regional's South Campus is an 81-bed adult Behavioral Health Hospital.

The health system also offers regional access to more than 70 primary care and specialty care providers through the FryeCare Physicians Network.

### What It Means to be a Duke LifePoint Hospital

Hospitals face unprecedented challenges in today's rapidly changing healthcare environment. Duke LifePoint Healthcare offers the clinical, quality and operational support and resources hospitals need to thrive and to keep communities healthy and strong.

Frye Regional Medical Center and Duke LifePoint joined forces with a shared interest in collaborating with hospitals, healthcare providers, and patients to bring high quality, innovative healthcare services to the communities we serve.

### About Duke LifePoint Healthcare

Founded in 2011, Duke LifePoint Healthcare is a unique partnership between Duke University Health System Inc., one of the world's premier academic health systems, and LifePoint Hospitals, a leading healthcare company with hospital campuses in 20 states, that is focused on operating hospitals in communities like ours. Through Duke LifePoint, we are working together to strengthen and improve healthcare delivery by providing the hospitals with the clinical, quality, and operational resources they need to grow and prosper.

## Community Health Improvement Plan

To successfully make our community healthier, it is necessary to have a collaborative venture which brings together all of the care providers, citizens, government, schools, churches, not-for-profit organizations and business and industry around an effective plan of action. The community health needs assessment was completed previously and posted on Frye Regional Medical Center's (FRMC) website.

Based on the results of the CHNA, FRMC has selected five of the identified significant health needs to address.

1. Behavioral/Mental/Brain Health/Substance Use
2. Healthy Eating
3. Access to Care
4. Chronic Diseases/Child and birth outcomes
5. Social Determinants of Health – housing, education, low income

The Community Health Needs Assessment (CHNA) defines priorities for health improvement, creates a collaborative community environment to engage stakeholders, and an open and transparent process to listen and truly understand the health needs of the community served by FRMC (Catawba County, NC). This document is the FRMC's Implementation Plan outlining how the hospital plans on addressing significant health needs in the community.

The CHNA is contained in a separate document.

- ✓ Starting on May 1, 2024, this report is made widely available to the community via Frye Regional Medical Center's website <https://www.fryemedctr.com/> and paper copies are available free of charge at:
  - Frye Regional Medical Center, 420 N Center St, Hickory NC, 28601 or by phone 828-315-5000 or via the hospital website <https://www.fryemedctr.com/>
  - Frye Regional Medical Center's board of directors approved this plan on April 2024.

# Community Health Improvement Plan

## **FRMC plans to meet the Behavioral/Mental/Brain Health/Substance Use significant health need by:**

1. The actions the hospital facility intended to take to address the significant health need
  1. The hospital will work with behavioral health providers in the community to increase the capacity of the service through effective recruitment of providers to the community.
  2. The hospital will work to increase the capacity of the inpatient behavioral health unit through the completion of a construction project. This will allow for increased access to inpatient behavioral health services.
  3. The hospital will develop an incremental plan to add an intensive outpatient treatment unit to the behavioral health services.
  4. The hospital will develop plans to complete renovations on an acute inpatient unit to house geriatric behavioral health patients.
2. The anticipated impact of these actions
  1. The recruitment support will add one additional provider to the behavioral health team and increase inpatient and outpatient capacity.
  2. The construction will increase the capacity of the behavioral health inpatient unit to 81 beds.
  3. Completion of the intensive outpatient treatment area will be scheduled for completion in 2024. Planning and capital will be assessed in 2023.
  4. The planning and construction of the geriatric behavioral health unit will be planned in 2024 and construction initiated in late 2024 through 2025.
3. The programs and resources the hospital plans to commit to address the health need.
  1. The hospital will commit financial resources to assist with recruitment of additional behavior health providers.
  2. The hospital will commit capital to the completion of appropriate construction to increase the capacity of the behavioral health unit, commit intensive outpatient treatment area, geriatric behavioral health unit and to staff the additional capacity.

## Community Health Improvement Plan

4. Any planned collaboration between the hospital facility and other facilities or organizations.

1. The hospital will partner with Lifepoint Behavioral Health to assist with planning and development of these programs.

### **FRMC plans to meet the healthy eating significant health need by:**

1. The actions the hospital facility intended to take to address the significant health need
  1. The hospital will develop a comprehensive weight management program including medical and surgical weight management options. This program will include nutrition counselling and behavioral health management.
  2. The hospital will continue to provide inpatient and outpatient dieticians to address healthy eating in the community.
  3. The hospital will continue financial support of food insecurity resources in the community.
2. The anticipated impact of these actions
  1. The hospital will monitor rates of obesity in the community.
3. The programs and resources the hospital plans to commit to address the health need
  1. The hospital will commit physical space for counselling, educational resources and staffing of trained providers to meet this community need.
  2. The hospital will continue to provide financial support for organizations such as, The Corner Table, Greater Hickory Cooperative Christian Ministries and the Backpack Program, all involved in management of food insecurity. This will occur through donations to these organizations and support through volunteer initiatives.
4. Any planned collaboration between the hospital facility and other facilities or organizations
  1. The hospital will collaborate with the surgical team for weight management program.
  2. The hospital will collaborate with local charitable organizations to provide for improvement in food insecurity in the vulnerable populations in the community.

# Community Health Improvement Plan

## FRMC plans to meet the access to care significant health need by:

1. The actions the hospital facility intended to take to address the significant health need
  1. The hospital will continue efforts to recruit primary care providers to the community.
  2. The hospital will continue to seek providers from diverse backgrounds to better represent minorities in our community. This will allow for improved care for underserved communities with providers fluent in native languages and cultures.
  3. The hospital will provide clinic space, improved scheduling access and locations convenient to our underserved communities.
  4. The hospital will complete work on a helipad and collaborate with a transfer center to increase access for patients outside the immediate area.
2. The anticipated impact of these actions
  1. The hospital will track growth in primary care volumes and monitor the impact in our underserved populations.
  2. The hospital will track the volume of patients accessing care through the helipad and transfer center.
3. The programs and resources the hospital plans to commit to address the health need
  1. The hospital will commit financial resources to recruit providers, maintain clinic space and provide resources.
  2. The hospital will provide capital for the complete of construction on the helipad.
  3. The hospital will provide staff to respond to requests for transfer and support the process through the development the medical staff resources.
4. Any planned collaboration between the hospital facility and other facilities or organizations

## Community Health Improvement Plan, cont.

### **FRMC plans to meet the Chronic Diseases/Child and birth outcomes significant health need by:**

1. The actions the hospital facility intended to take to address the significant health need
  1. The hospital will invest in resources to treat the chronic disease of congestive heart failure through a collaboration with a home monitoring organization, a heart failure clinic with specially trained providers and a heart failure coordinator.
2. The anticipated impact of these actions
  1. The hospital will expect to see improvements in re-admissions for heart failure.
3. The programs and resources the hospital plans to commit to address the health need
  1. The hospital will commit to staffing the heart failure clinic and coordinator positions.
4. Any planned collaboration between the hospital facility and other facilities or organizations
  1. The hospital will collaborate with Cadence for home monitoring of heart failure patients.

### **FRMC plans to meet the Social Determinants of Health – housing, education, low income significant health need by:**

1. The actions the hospital facility intended to take to address the significant health need
  1. The hospital will implement a screen for social determinants of health and deploy additional resources for assistance with controlling diabetes to prevent negative sequelae of the disease process.
2. The anticipated impact of these actions
  1. The hospital will monitor readmissions in the identified population and track for improvement.
  2. The hospital will track the compliance with post acute follow up for patients discharged from the hospital.

## Community Health Improvement Plan, cont.

3. The programs and resources the hospital plans to commit to address the health need
  1. The hospital will provide staff and education for patients.
  2. The hospital will add additional resources for tracking follow up and assuring patients are able to obtain a primary care appointment at discharge.
4. Any planned collaboration between the hospital facility and other facilities or organizations
  1. The hospital will partner with a third party organization to make post acute connections for patients to assure appropriate follow up with primary care.

# Community Health Needs Assessment for Catawba County

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*Completed in partnership with:*

FRYE REGIONAL  
MEDICAL CENTER  

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A Duke LifePoint Hospital

