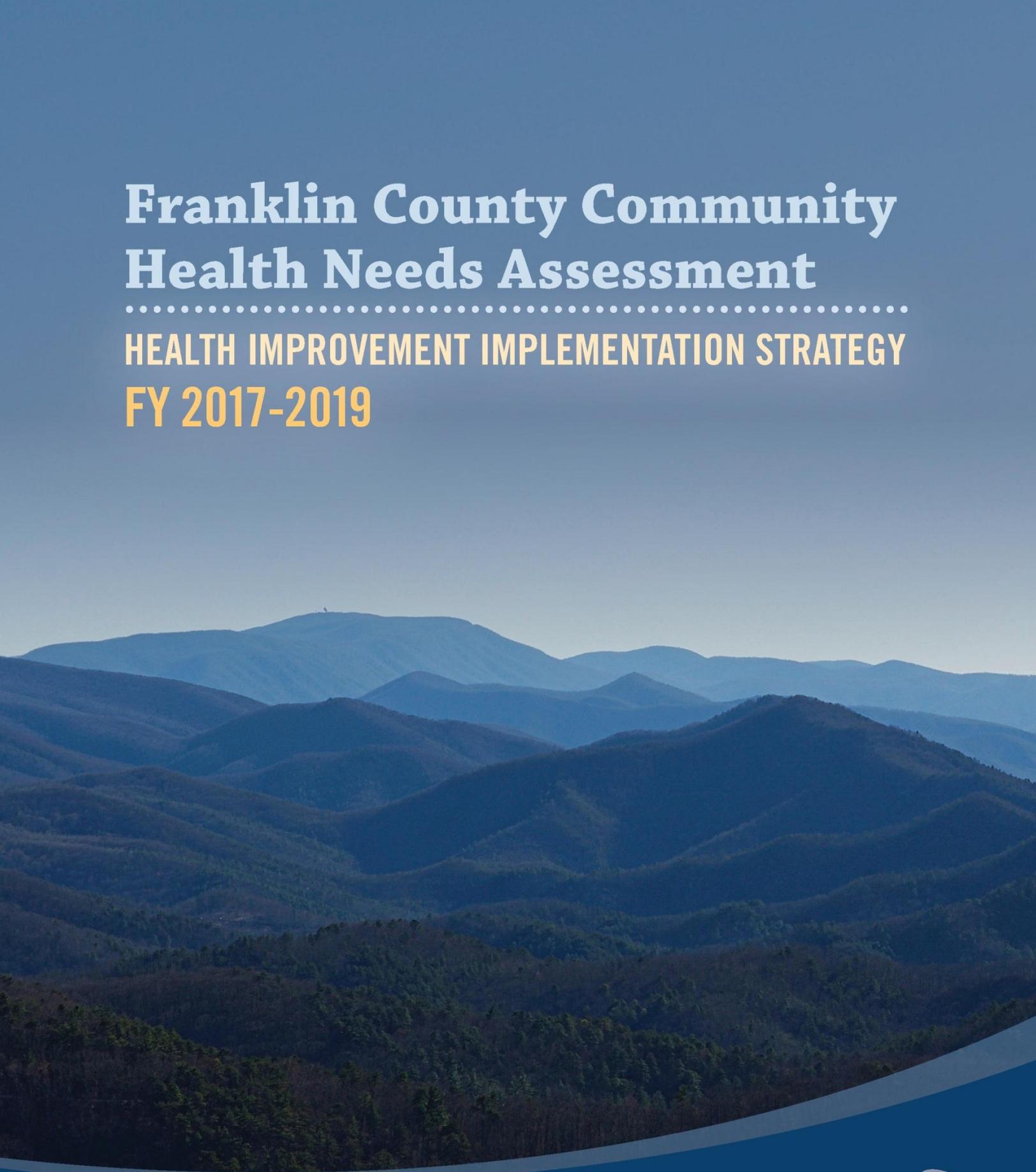


# Franklin County Community Health Needs Assessment



HEALTH IMPROVEMENT IMPLEMENTATION STRATEGY  
FY 2017-2019



## **Carilion Franklin Memorial Hospital** **Health Improvement Implementation Strategy** *FY 2017 – 2019 Summary*

Carilion Franklin Memorial Hospital (CFMH) is wholly owned by Carilion Clinic, a not-for-profit healthcare organization based in Roanoke, Virginia. Through a comprehensive network of hospitals, primary and specialty physician practices and other complementary services, quality care is provided close to home for more than 870,000 Virginians. With an enduring commitment to the health of the region, care is advanced through medical education and research, and assistance is provided to help the community to stay healthy. Carilion Clinic employs 685 physicians representing more than 70 specialties who provide care at 241 practice sites.

To advance education of health professionals, Jefferson College of Health Sciences, within Carilion Medical Center, is a professional health sciences college offering Associate's, Bachelor's, and Master's degree programs. During fiscal year 2015, 800 undergraduate and 262 graduate students were enrolled.

The Virginia Tech Carilion School of Medicine enrolled 165 students and there were 706 appointed faculty members during fiscal year 2015. Carilion Clinic and Virginia Tech Carilion School of Medicine provide graduate medical education to 260 medical residents and fellows. There are 13 accredited residency programs (Carilion / OMNEE Emergency Medicine Dermatology, General Hospital Dentistry, Emergency Medicine, Family Medicine, Internal Medicine, Neurosurgery, Obstetrics/Gynecology, Pediatrics, Plastic Surgery, Podiatry, Psychiatry and Surgery) and 11 accredited fellowship programs (Addiction Psychology, Adult Joint Reconstruction, Cardiovascular Disease, Child and Adolescent Psychiatry, Gastroenterology, Geriatric Medicine, Geriatric Psychiatry, Hospice and Palliative Care, Infectious Disease, Interventional Cardiology, and Pulmonary Critical Care).

Advanced Clinical Technology and programs include CyberKnife Stereotactic Radiosurgery, DaVinci Robotic Surgical System, 60 bed neonatal intensive care unit, hybrid operating room, Carilion Clinic Children's Hospital, Cancer Center, Spine Center, and comprehensive cardiothoracic, vascular and orthopedic surgery programs. Carilion Roanoke Memorial Hospital serves as a Level One Trauma Center with EMS services that include three EMS helicopters, six first-response vehicles and 38 Advanced Life Support Ambulances.

An additional benefit to the community is Carilion Clinic's economic contribution to the region. As the area's largest employer, jobs are provided for more than 12,100 residents of the region.

Research conducted at the Virginia Tech Carilion Research Institute (VTCRI) creates a bridge between basic science research at Virginia Tech and clinical expertise at Carilion Clinic and increases translational research opportunities for both partners. Research conducted by scientists at the institute is aimed at understanding the molecular basis for health and disease, and development of diagnostic tools, treatments, and therapies that will contribute to the prevention and solution of existing and emerging problems in contemporary medicine. Research areas of emphasis which presently align with areas of strength and active research at Virginia Tech include inflammation, infectious disease, neuroscience, and cardiovascular science and cardiology.

## Community Served

The target populations for this implementation strategy consist of the following groups: low-income individuals, uninsured and underinsured individuals, those that face barriers to accessing care and available resources, and users of existing health care safety net organizations.

The service area for the 2016 Franklin County Community Health Needs Assessment (FCCHNA) includes Franklin County and the Bassett area of Henry County. Franklin County residents vary greatly in many socioeconomic factors. Franklin County and Henry County have federal designations as medically underserved areas (MUAs) and are home to a large proportion of the low-income individuals and families who may be uninsured, underinsured and/or Medicaid recipients who often face additional barriers due to the rural nature of this region of Southwest Virginia.

## Implementation Strategy Process

Carilion Clinic and Healthy Franklin County (HFC) partnered to conduct the 2016 FCCHNA. This process was community-driven and focused on high levels of community engagement involving health and human services leaders, stakeholders, and providers; the target population; and the community as a whole.

Healthy Franklin County (HFC) is an initiative of United Way of Franklin County brought forth from two reports, both developed to assess the needs of Franklin County. It is derived from the 2013 FCCHNA and also the Franklin County Prosperity Indicators Report. HFC seeks to reduce obesity and related chronic diseases by mobilizing time, talent and financial resources to promote healthier lifestyles. The focus from its inception has been providing simple ways for people to take control of their health. HFC works by aligning resources to work together to improve the health and well-being of all Franklin County residents. This is done by integrating practices and coordinating improvements that provide collective impact and lead to positive change.

A 27-member Community Health Assessment Team (CHAT) oversaw the planning activities for the 2016 FCCHNA. The CHAT consisted of health and human service agency leaders, persons with special knowledge or expertise in public health, the local health department, and leaders, representatives, or members of medically underserved populations, low-income persons, minority populations, and populations with chronic disease (Please see appendix 1 for the CHAT Directory).

Beginning in April 2016, primary data collection included a Community Health Survey, focus groups with key stakeholders and providers, and focus groups with target populations. Secondary data was collected including demographic and socioeconomic indicators, as well as health indicators addressing access to care, health status, prevention, wellness, risky behaviors and the social environment.

After reviewing the data collected, CHAT members participated in a prioritization activity followed by a strategic planning retreat in July 2016. The 2016 FCCHNA was approved by the Carilion Franklin Memorial Hospital Board of Directors in August 2016 and made publically available by October 2016.

This Implementation Strategy was developed by the Carilion Clinic Community Outreach Department and the FCCHNA Management Team based on priority community health needs identified in the 2016 FCCHNA, the CHAT strategic planning retreat, and the feedback of the Carilion Franklin Memorial Hospital Board of Directors.

The FCCHNA Management Team will establish a Community Benefit Team (CBT) at CFMH composed of employees from key departments that will assume responsibility for overseeing progress on the goals and strategies outlined in this Implementation Strategy. In addition, this community hospital CBT will be key in assisting Carilion Clinic with collection and documentation of all community benefit and community building activities done by the hospital in responding to community need. The CBT and CFMH administration will report Implementation Strategy updates to the CFMH Board of Directors from time to time, which may include periodic updates in the Administrator's Report throughout the year.

## **Prioritized List of Significant Health Needs Identified in the 2016 FCCHNA**

In July 2016, the CHAT participated in a prioritization activity to determine the greatest needs in the service area based on the primary and secondary data collected during the assessment period. To quantitatively determine health needs, CHAT members were asked to rank the top ten pertinent community needs, with one being the most pertinent. Next, on a scale of 1-5, CHAT members were asked to assign a feasibility and potential impact score for each of the ranked needs. This information was used for the CHAT strategic planning retreat held later in July 2016.

The top ten priority areas that emerged from these findings include:

1. Access to primary care
2. Access to mental health counseling/substance abuse services
3. Lack of reliable transportation
4. Access to adult dental care
5. Value not placed on preventive care and chronic disease management
6. High uninsured population
7. High prevalence of substance abuse (alcohol, illegal & prescription drugs)
8. Alcohol and illegal drug use
9. Improved coordination of care across the health and human service sector
10. Stigma with mental health and substance abuse services

The CHAT participated in strategic planning on July 11, 2016. It reviewed and accepted the priority areas above, which can be categorized further into: access to services (primary care, mental health & substance abuse services, and oral health); coordination of care (improved coordination of care, high uninsured population); wellness (value not placed on preventive care and chronic disease management); transportation (lack of reliable transportation); and substance use/abuse (high prevalence of substance abuse, alcohol and illegal drug use, and stigma with mental health and substance abuse services).

## Significant Health Needs to be Addressed

CFMH plans to address key community health needs identified in the 2016 assessment by focusing its efforts on partnering with community organizations to maintain, expand and streamline existing holistic wellness and prevention initiatives that are already working to address the identified major priorities as a result of the 2013 FCCHNA and other community needs assessment findings. In addition, CFMH will be an integral partner in the community initiative focused on maximizing coordination of care through successful implementation of *CharityTracker* and other resources. Through greater access to clinical care, enhanced community outreach programs, creative community partnerships and focused financial and in-kind support of initiatives, CFMH plans to improve community health in Franklin County and Bassett.

### A. Access to Services:

#### Access to Primary Care

Carilion Clinic recognizes the need for additional primary care providers in Franklin County. As such, recruitment efforts are underway for primary care providers and Carilion continues to explore options for expanding primary care access in the community.

Carilion Clinic also partners with the Free Clinic of Franklin County to improve access to primary care through financial support which allows them to maintain a position to meet the needs of the low-income patients. The Free Clinic of Franklin County continues to serve the poorest uninsured with primary medical care and prescription medications. The majority of their patient population suffers from one or more chronic diseases, requiring longer visits, frequent follow-up visits, and multiple medications. Through this partnership, not only is access to primary care made available to target populations, but ongoing education and follow-up is provided to patients with chronic diseases. This partnership also includes coordination between the Free Clinic of Franklin County and the CFMH Emergency Department to connect uninsured patients with primary care.

The Health Efficiency Navigation Initiative (HENI) is a partnership with other providers in our community to address access to coverage and to care. CFMH hired a Community Healthcare Outreach Advocate (CHOA) to work in the Emergency Room during peak periods to connect with patients who have no medical home and/or no insurance and, together with HENI partners, navigate patients to more appropriate and lower cost care. As a result of these efforts, CFMH has seen a trend of decreasing ED visits and the visits are at a higher acuity.

### **Access to Mental Health and Substance Abuse Services**

Carilion Clinic has just been awarded a USDA Distance Learning and Telemedicine grant to address the opioid epidemic in rural Appalachia. This grant will provide critical infrastructure for telemedicine provision in rural counties throughout Carilion Clinic's footprint. The infrastructure will provide the basis for the expansion of telepsychiatry services to patients in Franklin County. With the infrastructure in place, Carilion Clinic will work towards identifying means to supply enough psychiatry providers to meet the increased demand. Similar to many areas across the county, lack of sufficient supply of psychiatrists is a barrier for Carilion Clinic to provide increased access to mental health and substance abuse services.

### **Access to Dental Care**

Carilion Franklin Memorial Hospital will begin conversations with community partners through Healthy Franklin County to find ways to take advantage of available HRSA dollars to bring affordable dental services to Franklin County.

### **B. Coordination of Care:**

Carilion Clinic's family practices have adopted the medical home model and have added care coordinators to proactively work with its high risk, chronic care patients. Through the Better Living 65 initiative, Carilion Family Medicine is working with care coordinators to ensure better follow-up and communication with patients who have chronic diseases. The care coordinators work to ensure that patients understand their care plan and have someone to talk to between visits.

In 2011, Carilion Franklin Memorial Hospital (CFMH) measured the number of high utilizing patients in the Emergency Room. The results demonstrated high utilization of the Emergency Room, most significantly among government paid patients and self-pay patients. At that time, CFMH spent several months studying the issue and performed an experiment. The hypothesis was that this was due to limited access to primary care and sub-optimal care coordination. This experiment was to work with the on-campus primary care group to open slots for non-emergent patients to be seen during their normal working hours. CFMH credentialed our Emergency Room Physician Assistants (PA's) to medically screen and stabilize low acuity patients, educate them on the importance of a medical home, then request for them to go to a primary care physician in our on-site practice rather than the Emergency Room. This worked well, but quickly depleted open slots for patients in the primary care practice.

In 2014, with the availability of coverage through the Affordable Care Act, the community decided to create a Health Efficiency Navigation Initiative (HENI). This group was a partnership with other providers in our community to address access to coverage and to care. Members of the HENI are:

- Carilion Franklin Memorial Hospital
- Carilion Clinic Primary Care Practices in our Region (5)
- Tri-area Community Health Center at Ferrum
- Free Clinic of Franklin County
- Martinsville Henry County Health & Wellness Coalition
- Piedmont Services (Local Community Services Board)
- Virginia Department of Health, West Piedmont District

The HENI started in late 2014 and CFMH hired a Community Healthcare Outreach Advocate (CHOA). The CHOA works in the Emergency Room during peak periods to connect with patients who have no medical home and/or no insurance. This is done after the patient has been medically screened and stabilized. The CHOA works with contacts from all partner providers to navigate patients to more appropriate and lower cost care. As a result of these efforts, CFMH has seen a trend of decreasing ED visits and the visits are at a higher acuity.

The HENI has also been successful in moving people from uninsured to reasonable coverage. This is done through the CFMH Emergency Room, members of the HENI, community events and learning opportunities, and coordination events with other navigation organizations across the state.

CFMH will continue to strive to address access challenges and follow-through. The next challenge is coordinating this care. The HENI is implementing a community-wide, web-based system called *CharityTracker* to strengthen care coordination. *CharityTracker* is an online system that enables shared case management across various health and human service organizations. Through this system, organizations can communicate quickly and easily to coordinate all needed supports for an individual or family together and at one time. Other benefits include reduced duplication of services, increased client accountability, shared data and shared outcomes. This system will also be available to key United Way agencies in our community as we recognize the importance of social determinants of health beyond what healthcare providers can supply.

### C. Substance Use/Abuse:

Carilion Clinic participates as a partner in the FRESH Coalition. FRESH (Focus on Response and Education to Stay Healthy) is a community coalition focused on changing behaviors and attitudes to prevent substance abuse among youth and families in Franklin County. The vision is to empower our community to make healthy choices. FRESH is made up of different representatives in the community representing 12 sectors: Youth, Parents, Media, Schools, Businesses, Healthcare Professionals, Law Enforcement, Civic and Volunteer Groups, Youth-Serving Organizations, State and Local Government, Religious Organizations, and Other Organizations Working to Prevent Substance Abuse. The youth representatives make up the CHILL (Communities Helping Improve Local Lives) Youth Task Force that is made up of students in 9-12th grade who are committed to making healthy, positive choices. It is a youth leadership and development program where students are trained in drug and alcohol prevention and are given opportunities to strengthen their personal skills while working to improve their school and community.

FRESH has been working on the following:

- Reducing alcohol related motor vehicle crashes
- Reducing underage drinking
- Increasing awareness about dangers of underage drinking and parents hosting
- Providing education to the community on various drug issues (ex: synthetic marijuana, electronic cigarettes and vaping, prevention of marijuana legalization, opioid overdose reversal, safe disposal of Rx drugs)
- Partnering with law enforcement for the Prescription Drug Take Back events in the community twice a year
- Implementing a permanent Rx drug drop box for people to dispose of their unwanted meds at any time
- Promoting responsible alcohol use for those over 21 through our “What’s Your Plan?” campaign
- Partnering with law enforcement to increase awareness about increased patrols and DUI enforcement
- Recognizing organizations and businesses that are compliant with alcohol and tobacco laws
- Providing drug-free alternative events for youth in the community (ex: After Prom Party)
- Promotion of National Family Day in September by providing dinner and fun activities for families to participate in together

CHILL has been working on the following:

- Project Sticker Shock through the VA Dept. of ABC where students place warning stickers on cases of alcohol to raise awareness about not providing alcohol to minors.
- Providing interactive drug prevention activities in the 6th grade health classes and with other community groups (ex: Henry Fork Center, YMCA After School Program, churches)
- Providing educational materials to the community around various drug topics (ex: providing Tobacco Merchant Education info to retailers selling tobacco products)
- Promoting school wide campaigns around drug prevention issues; especially around holidays, homecoming, prom, and graduation
- Partnerships with local organizations for events (Souls to Soles shoe drive, Shine Without Shine, Come Home to a Franklin County Christmas)
- Attending various youth conferences to gain knowledge and skills in drug prevention. CHILL members have attended the YADAPP (Youth Alcohol and Drug Abuse Prevention Project) Conference for three years and the last two years our students won a mini-grant to implement a prevention project in their community during the following year.

Carilion Clinic will also look into partnering with the public school system's family liaisons to provide resource education that can be shared with families when they identify a need. In addition, Carilion Clinic will explore the possibility for staff and community education on continuing to be sensitive with substance abuse patients.

#### **D. Transportation:**

Carilion Franklin Memorial Hospital is participating as a partner in a newly formed coalition called the Franklin County Transportation Task Force (FCTTF) which will focus on addressing transportation issues in Rocky Mount and Franklin County, specifically non-emergency transportation to health resources. This task force is in the planning stages of a program based on the Bedford Ride model currently operating in Bedford, Virginia.

## E. Wellness:

Carilion Clinic has committed to continue its financial support of Healthy Franklin County in 2016-2017. CFMH will continue to support and participate as a partner in Healthy Franklin County. HFC is a coalition that seeks to reduce obesity and related chronic diseases by mobilizing time, talent and financial resources to promote healthier lifestyles. The HFC Steering Committee and nutrition and fitness workgroups meet regularly to identify and measure results of key strategies including:

- Healthy West Piedmont - Healthy West Piedmont is a regional lifestyle health program that was recently funded with a grant from the Centers for Disease Control. Two personnel will continue to collaborate with Healthy Franklin County. In addition to providing essential local timely data, the project will train and deploy a corps of Community Health Workers to assist in combating obesity in Henry and Patrick counties, as well as Franklin County.
- Initiate Employee Wellness Activities - In partnership with Healthy West Piedmont and the Franklin County Family YMCA, HFC will engage local employers in employee wellness activities using the lifestyle modification model that has already begun in the community. Already, new hiking trails have been created and mapping and signage have been improved for existing trails. These maps label one-mile loops in Franklin County.
- Create Community Giving Gardens - To stimulate interest in and knowledge of gardening and to help feed those who rely upon the food banks, HFC created a series of raised bed gardens in close proximity to fresh food deserts. Produce will continue to be distributed to food banks and via neighborhood pick-up to those most in need. The 5,000lb goal for 2016 has already been exceeded and the donated pounds continue to grow, with the final number to be recorded in November. HFC will continue to expand this program and already has plans for additional gardens.
- Diabetes Prevention Program - HFC partners will offer a diabetes prevention program. These classes will be hosted at the Free Clinic of Franklin County.
- Establish Restaurant Collaborations - Lifestyle health initiatives cannot assume that participants will always eat at home. Making local restaurants aware of Healthy Franklin County food and drink standards is the first step. Healthy Franklin County partners will work with restaurants to add plant strong items to menus, focus on healthy drinks, and otherwise communicate healthy choices. A rewards system will be employed to recognize these efforts.
- Engaging the Public School System - Franklin County High School students already participate in a semester-long plant strong lifestyle health program offered by Healthy Franklin County partners. HFC will expand the program to enable collaboration with the school lunch program, workbooks and a lifestyle health “graduation.” Starting this fall, a pilot program will be run in one school for grades Pre-K through 5. This health education curriculum will include education on making healthy food choices, gardening and composting, and trying new foods, plus homework of bringing food home to parents along with a survey that parents can send back indicating what food support they might need.

- Franklin County Public Library - The library as a resource partner plans to implement outdoor learning activities, reading programs and for the book mobile to also serve as a source for healthy snacks. HFC has donated books about healthy living and diabetes prevention to the public library to be utilized by the public.
- Healthy Promise and Sticker Program for families and businesses - The sticker program will recognize individuals, families and groups who sign the Healthy Promise to adopt the “Healthy Franklin County” guidelines for water intake, diet and exercise.
- WIN! Wellness Program - The WIN! Wellness program provided physician oversight, testing, peer support and curriculum during a 6-week program focusing on plant strong nutrition for reduction and even reversal of chronic health conditions related to obesity. The pilot of this evidence-based intervention was successful, has broad support in Franklin County and HFC continues to seek funding to run the program again.

Carilion Clinic’s Community Outreach staff will provide education and community health screenings to the target population in Franklin County and Bassett. Education includes free interactive presentations on the topics of cancer prevention, diabetes prevention, drug and alcohol prevention, fitness/exercise, food safety, water safety, gun safety, distracted driving, health/stroke, healthy lifestyles, nutrition, smoking cessation, and stress.

The Carilion Clinic Wellness Walk at Booker T. Washington National Monument is a partnership program with National Parks Services to support Healthy Parks and Healthy People. Each month Carilion provides a guided wellness walk along the 1.5 mile Jack-O-Lantern Trail. Along the trail with stop for short discussions about a health related topic. This year the theme is Type 2 Diabetes prevention. The program is free to the community. Other various walks for adults and children are organized on a one-off basis.

Carilion Clinic has also developed a program called the Rocky Mount Tree Walk to encourage the community to get out and walk. The program includes a pre-printed brochure with mapped out trees throughout the town. Participants have the option to pick up the free brochure from the hospital or library for a self-guided walk, or sign up for guided walks that Carilion offers throughout the year.

## **Focused Community Grants and Partnerships:**

Carilion Clinic funds health safety-net providers and causes identified through the FCCHNA. In-kind assistance is also provided through community partnerships that align with the FCCHNA. Carilion actively looks for opportunities to impact community health by providing outreach and educational support. Partnerships include Free Clinic of Franklin County, FRESH, HFC, HENI, Smith Mountain Lake Good Neighbors, Southern Virginia Child Advocacy Center, Transportation Task Force and United Way of Franklin County, to name a few. Carilion also provides education and information on numerous clinical services and prevention topics, as well as health screenings.

## **Implementation and Measurement:**

Carilion Franklin Memorial Hospital plans to assemble a CBT responsible for measurement of Implementation Strategy efforts and reporting of local Community Benefit and Community Building Activities to Carilion Clinic. This team would begin by reviewing implementation strategies listed and existing measures before creating a three year measurement plan. This team would work in partnership with Healthy Franklin County, the FRESH Coalition, the Franklin County Transportation Task Force and other key partners to agree upon measures to be used.

HFC is serving as a key partner in the implementation of health improvement initiatives emerging from the CHNA. The findings of this assessment are essential in measuring the progress of HFC initiatives and their impact in the community.

Other HFC measures of success include:

- Number of pounds of fresh produce donated to local food banks and soup kitchens in Franklin County as a result of the Community Giving Gardens initiative, as well as the number of people served by those organizations during donation months;
- Number of individuals who sign Healthy Promise and receive stickers;
- The calendar year usage of books donated to the public library promoting healthy lifestyles and diabetes prevention;
- Number of people served through the diabetes awareness classes;
- Number of people utilizing trails marked throughout parks and recreation program in this calendar year compared to last.

## **Priority Areas Not Being Addressed and the Reasons**

A community approach to determine and address priority needs as described earlier in this document was used in determining which needs cannot be addressed immediately. The needs not identified as “priority” will not be actively addressed in this time period (Please see appendix 2 for the full prioritization worksheet to see what needs are not being actively addressed).

Please visit [www.carilionclinic.org/about/chna](http://www.carilionclinic.org/about/chna) to review the 2016 Franklin County Community Health Needs Assessment. Learn more about Carilion Clinic Community Outreach at [www.carilionclinic.org/about/community-outreach](http://www.carilionclinic.org/about/community-outreach).

*This document was adopted on behalf of Carilion Franklin Memorial Hospital on 8/20/2016.*

## Appendices:

### Appendix 1: Community Health Assessment Team (CHAT) Directory

Name	Organization
<b>Russell Basket</b>	Smith Mountain Lake Good Neighbors, Inc.
<b>Sue Beatty</b>	Franklin County Department of Aging Services
<b>Nancy Bell</b>	United Way of Franklin County
<b>Aaron Boush</b>	Carilion Clinic
<b>Sarah Bowman</b>	Martinsville Henry County Coalition for Health and Wellness
<b>Mandy Brannock</b>	Martinsville Henry County Coalition for Health and Wellness
<b>Dr. Sam Campbell</b>	Helping Hands of Franklin County
<b>Amanda Carter</b>	Franklin County Department of Aging Services
<b>Pam Chitwood</b>	United Way of Franklin County
<b>Judy Clark</b>	Young Audiences of Virginia
<b>Teresa Fontaine</b>	Southern Area Agency on Aging
<b>Dr. Jody Hersey</b>	Virginia Department of Health
<b>Shirley Holland</b>	Carilion Clinic
<b>Barbara Jackman</b>	Martinsville Henry County Coalition for Health and Wellness
<b>Bill Jacobsen</b>	Carilion Franklin Memorial Medical Center
<b>Florella Johnson</b>	Pigg River Community Association
<b>Ryan King</b>	Rocky Mount Police Department
<b>Tyler Lee</b>	Carilion Franklin Memorial Medical Center
<b>Stacy Louthan</b>	Family Preservation Services
<b>Sue McGuire</b>	Franklin County Public Library
<b>Amy Michals</b>	Carilion Clinic
<b>Donna Minnix-Proctor</b>	Free Clinic of Franklin County
<b>Gail Nordhaus</b>	Carilion Franklin Memorial Medical Center
<b>Angela Philips</b>	Franklin County Family Resource Center
<b>Amanda Shuff</b>	Southern Area Agency on Aging
<b>Heather Snead</b>	Franklin County Public School System
<b>Amber Wilborne</b>	TW Controls

## Appendix 2: 2016 Franklin County Community Health Needs Assessment

### Prioritization of Needs

2016 Franklin Community Health Needs Assessment Prioritization of Needs	Rank <i>Frequency</i>	Rank <i>Average</i>	Feasibility <i>Average</i>	Potential impact <i>Average</i>
Access to primary care	7	2.1	1	1.1
Access to mental health counseling / substance abuse services	7	2.6	3.1	2
Lack of reliable transportation	6	2.5	3.3	1.7
Access to adult dental care	6	4	3.5	2.5
Value not placed on preventative care and chronic disease management	5	7.2	2.8	2.4
High uninsured population	4	5	4	2
High prevalence of substance abuse (alcohol, illegal & prescription drugs)	4	5.5	3.25	3.25
Alcohol and illegal drug use	4	7	3	3
Improved coordination of care across the health and human service sector	4	7.25	1.75	1.25
Stigma with mental health and substance abuse services	3	5	3.3	2
High cost of services for insured (co-pay, deductible, premium)	3	5.7	4.7	2
Prescription drug abuse	3	5.7	3.7	2.7
Access to psychiatry services	3	6	2.5	2
Inappropriate utilization of ED/urgent care for primary care, dental, and mental health services	3	6.7	2	1
Poor eating habits/ lack of nutrient dense foods in diet	3	7	2.7	2.3
High prevalence of obesity / overweight individuals	2	4	2	2
Lack of trust in health care services	2	4.5	3.5	2.5
Not accessing regular preventive care for primary care	2	5	3	2.5
High prevalence of mental health (depression, anxiety) disorders	2	5.5	3	1
High prevalence of diabetes	2	6	1	1.5
Lack of knowledge of community resources	2	6.5	1.5	1.5
Lack of knowledge of health care	2	6.5	1	1.5
High cost of services for uninsured	2	8	4	3
Access to specialty care / specialist physicians	2	9.5	2.5	1.5
Lack of exercise / physical activity	2	9.5	3	3
Domestic violence	1	4	5	1
Tobacco use	1	7	2	1
Child abuse / neglect	1	8	5	5
Not taking medication for chronic conditions	1	8	3	2
Access to dental care for children	1	9	4	5
Access to vision care	1	9	5	5
High cost of services for medications	1	10	2	2
Not accessing regular preventive care for adult dental care	1	10	5	5