

# **Duke Regional Hospital Community Health Needs Assessment and Implementation Plan**

## **FY 21 Progress Report and FY 22 Implementation Plan**

For 45 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 Duke Health, Duke Regional was proud to partner with Durham County Department of Public Health and the Partnership for a Healthy Durham to conduct the 2020 Durham Community Health Assessment (CHA). The Durham CHA identifies the strengths of Durham and the areas in which our community is the most vulnerable. This information is used to create three-year Community Health Improvement Plans around the top health priorities. Duke Regional Hospital also builds our annual hospital-specific plans to help address these identified health priorities.

The 2020 survey was conducted between May and September 2019, and carried out by 243 community volunteers, Partnership members, and staff from Durham County Department of Public Health and Duke Health. The county wide survey sample size was doubled in 2019 to analyze data by race and ethnicity. The assessment included 612 resident surveys in county wide and Hispanic or Latino neighborhood samples. The 2020 Community Health Assessment report is the first to disaggregate data by race and ethnicity for Black and white residents. Community listening sessions were originally planned in spring 2020 but were postponed due to the COVID-19 pandemic.

The assessment identified five health priorities for 2021-2023:

1. Affordable housing
2. Access to healthcare and 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 continues to evolve 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.

### **1) POVERTY/AFFORDABLE HOUSING**

#### **Duke University Health System**

In 2017, Duke implemented a plan to gradually increase the minimum wage for all employees to \$15 per hour, more than twice the minimum federal or state hourly wage. This effort began in 2017, when the minimum wage for Duke University Health System employees increased to \$13. In fiscal year

2019, the Duke University Health System minimum wage increased to \$14. On July 1, 2019, the minimum wage increased to \$15 for all employees.

### **Fill That Bus and Salvation Army Angel Tree**

Employees have donated bins of school supplies to Crayons2Calculators Fill The Bus! Campaign each year since 2015 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 clothing, books and toys thanks to the generous donations. Extra gifts are also donated to the Salvation Army for other needy families in the area.

2021 Goal: Duke Regional will again host at least one drive to benefit underserved children or families in our community.

2021 Progress: Duke Regional supported Crayons2Calculator Fill the Bus! Campaign, the Salvation Army Tree gift drive and a food drive for the North Carolina Food Bank of Central & Eastern NC.

2022 Goal: Duke Regional will continue a similar level of support.

### **Education**

Duke Regional has identified Education as a priority part of its community strategy to help address poverty. Duke Regional is committed to helping train the healthcare workers of the future.

In FY 2019, DRH invested \$4 million in teaching and training healthcare professionals and \$4.7 million in 2020. Fiscal years 2017 through 2020, DRH 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. Due to COVID, in-person shadowing and volunteer opportunities were halted in March 2020, but the hospital continued to find creative ways to engage students virtually and welcomed clinical students back to campus using a slow and measured re-entry of students starting in the summer of 2020. Since that time, more clinical students have returned and continue to follow all DUHS restrictions as needed.

2021 Goal: Duke Regional will continue a similar level of support (\$4.7 million) in FY 2021.

2021 Progress: Duke Regional invested \$4.7 million in teaching and training healthcare professionals.

2022 Goal: Duke Regional will continue a similar level of support.

### **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 continued to partner with CMA in 2020, hosting students throughout the year.

2021 Goal: Duke Regional will continue its partnership with CMA in FY 2021.

2021 Progress: Duke Regional continued its partnership with CMA in FY 2021.

2022 Goal: Duke Regional will continue its partnership with CMA.

## **Project SEARCH**

Duke Regional was the first host hospital in the state for Project SEARCH, a partnership with Durham Public Schools, OE Enterprises, North Carolina Vocational Rehab and Alliance Behavioral Health that provides career development experiences to senior high school students with developmental and intellectual disabilities.

2021 Goal: Duke Regional will continue to serve as a host site for Project SEARCH.

2021 Progress: Six students graduated in 2021—for a total of 77 graduates to date. Approximately half are employed in the community, with three graduates working at Duke Regional Hospital.

2022 Goal: Continue to serve as a host site for Project SEARCH.

## **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 70 percent of LCHC patients are uninsured and 84% are living at or below 100 percent of the federal 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 fiscal year 2020, including monetary and in-kind services, was \$8.2 million.

2021 Goal: Duke Regional will continue a similar level of support.

2021 Progress: Duke Regional contributed more than \$8.1 million in monetary and in-kind services.

2022 Goal: Duke Regional will continue with a similar level of support.

### **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 2020, Duke Regional contributed more than \$2.5 million to the county to support Durham EMS.

2021 Goal: Duke Regional will continue a similar level of support.

2021 Progress: Duke Regional contributed more than \$2.6 million to the county to support Durham EMS.

2022 Goal: Duke Regional will continue to continue a similar level of support.

### **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 and technological support for PADC as well as episodes of care for PADC patients.

2021 Goal: Duke Regional will continue a similar level of support.

2021 Progress: Duke Regional continued to provide office space, technological support and episodes of care in fiscal year 2021 until Project Access relocated to a non-hospital building. In December 2020, Duke Regional provided financial support (\$11,667) in lieu of providing space.

2022 Goal: Duke Regional will continue a similar level of support.

### **Financial Assistance**

Each year Duke Regional provides no-cost or discounted urgent or emergent health care services to patients who are unable to pay. In FY 2020, Duke Regional provided \$30.4 million in financial assistance (previously referred to as “charity care”).

2021 Goal: Duke Regional will continue to provide financial assistance at a similar level.

2021 Progress: Duke Regional provided \$30.5 million in financial assistance.

2022: Goal: Duke Regional will continue a similar level of support.

### **3) MENTAL HEALTH**

#### **Duke Behavioral Health Center North Durham**

In 2021, Duke Regional opened the new Duke Behavioral Health Center North Durham and Expanded Emergency Department to more comprehensive care for our behavioral health patients. This \$102.4 million project expanded the hospital’s emergency room and consolidated inpatient, outpatient and emergency behavioral health services on Duke Regional’s campus, with the goal of providing better coordination of care for behavioral health patients in Durham and regionally. The Center incorporates meeting space specially designed to be used by community-based organizations providing services for behavioral health patients and their families.

### **4) CHRONIC ILLNESS**

#### **Look Good Feel Better.**

The Look Good Feel Better program is a non-medical, brand-neutral program that provides support for female cancer treatment patients who have experience hair loss or other physical appearance changes due to chemotherapy or radiation treatments. For more than a decade, DRH has supported this program as a host site. Due to COVID 19, the workshops were offered virtually beginning May 2020.

2021 Goal: Duke Regional will continue a similar level of support.

2021 Progress: Duke Regional sponsored the monthly workshops in a virtual format.

2022 Goal: Duke Regional will continue a similar level of support.

#### **Stroke Support**

Duke Regional offers a monthly stroke support group that offers education, support and resources for individuals who have been affected by stroke. The support group started in 2006, and typically hosted 20 to 25 participants a month (with a combination of survivors and care givers). Due to COVID-19 restrictions, the stroke group’s last onsite meeting was February 2020.

2021 Goal: Duke Regional will continue to host the monthly programs.

2021 Progress: Duke Regional continued the monthly stroke support group in a virtual format.

2022: Duke Regional will continue a similar level of support.

#### **HIV and Sexually Transmitted Infections:**

Duke Regional does not have a specific goal to address the rate of HIV and sexually transmitted infections because considerable work is already being done through organizations within the community. Through the Partnership for a Healthy Durham, the HIV/STI Advisory Council brings together community members and agencies to focus on strategies to prevent the spread of syphilis and HIV/AIDS. In addition, Lincoln Community Health Center, which Duke Regional supports, operates an Early Intervention Clinic for patients with HIV/AIDS at the Durham County Health Department.

**COVID:**

With strong community partnerships, Duke Regional coordinated the Health System efforts to provide COVID 19 vaccinations equitably in Durham by managing the daily operations for the clinics focused on serving our most vulnerable community members. The hospital opened an on-site clinic in December to vaccinate community providers and, once eligible, educators. It partnered with Durham Public Schools and Durham County Health Department in January to open vaccination site at Southern School of Energy and Sustainability, located in one of the zip codes most disproportionately impacted by COVID. When students returned to campus in April, the hospital partnered with the City of Durham to move the clinic to the old Wheels Skate Park. The hospital partnered with numerous community organizations to bring “pop-up” or “mobile” vaccinations where they were most needed, conducting more than 30 events in fiscal year 2021. In total, the hospital distributed more than 44,000 doses of COVID vaccine with these efforts continuing in fiscal year 2022.

**5) FUNDRAISING AND OUTREACH**

Duke Regional conducts a number of fundraising and outreach activities in the Durham Community and beyond. Duke Regional employees raise funds each year for charitable organizations, including:

- Duke Community Giving (including United Way of the Greater Triangle)
- American Heart Association Heart Walk
- March of Dimes

In 2020, Duke Regional raised approximately \$39,327 for local charities.

2021 Goal: Duke Regional will continue to raise funds at a similar level.

2021 Progress: Duke Regional raised \$29,035 for local charities.

2022 Goal: Duke Regional will continue to a similar level of fundraising support.

The hospital continues to partner with local nonprofits on endeavors that educate our community about health initiatives and disparities and provides office space for the Durham Community Health Coalition. In FY 2021, DRH partnered with the American Red Cross to host four blood drives, collecting 79 units of blood.