

Duke Regional Hospital Community Health Needs Assessment and Implementation Plan

FY 24 Progress Report and FY 25 Implementation Plan

For more than 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 partnered with Durham County Department of Public Health and the Partnership for a Healthy Durham to conduct the 2023 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 builds our annual hospital-specific plans to help address these identified health priorities.

The Durham Community Health Needs Assessment identified five health priorities for 2023

1. Affordable housing
2. Access to healthcare and insurance
3. Community Safety and Well-being
4. Mental Health
5. Physical Activity, Nutrition 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) AFFORDABLE HOUSING/ POVERTY

Minimum Wage

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. These efforts continued over several years, culminating in 2019 with a minimum wage increase to \$15 for all employees. On July 1, 2022, Duke University, including Duke University Health System, increased the minimum wage to \$17 for all employees working at least 20 hours week/ 36 weeks per year. Duke University Health System increased minimum wage to \$18 per hour July 1st, 2024.

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 2023, Duke Regional invested \$5.9 million in teaching and training healthcare professionals through Medical Residency.

2024 Goal: Duke Regional will continue a similar level of support in FY 2024.

2024 Progress: Duke Regional invested \$6 million to train and teach tomorrow's healthcare professionals.

2025 Goal: Duke Regional will continue a similar level of support in FY 2025.

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.

2024 Goal: Duke Regional will continue its partnership with CMA.

2024 Progress: Duke Regional continued its partnership with CMA in FY 2024

2025 Goal: Duke Regional will continue its partnership with CMA in FY 2025.

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 Health that provides career development experiences to senior high school students with developmental and intellectual disabilities.

2024 Goal: Duke Regional will continue to serve as a host site for Project SEARCH in FY 2024.

2024 Progress: Nine students graduated in May 2024, for a total of 103 graduates to date.

2025 Goal: Duke Regional will continue to serve as a host site for Project SEARCH in FY 2025.

2) ACCESS TO HEALTHCARE AND HEALTH INSURANCE

Community Health Improvement Services

In 2023, Duke Regional provided \$5 million in patient sponsorship services, which includes expenses such as payment for post-acute care, durable medical equipment, parking passes, lodging, and meals based on specific indigent funding guidelines. Duke Regional provided a similar level of support in 2024, and will continue in 2025.

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 2023, Duke Regional contributed more than \$2.8 million to support Durham County EMS and Durham Recovery Response Center.

2024 Goal: Duke Regional will continue a similar level of support in FY 2024.

2024 Progress: Duke Regional \$3 million to support Durham County EMS and Durham Recovery Response Center.

2025 Goal: Duke Regional will continue a similar level of support in FY 2025.

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 2023, Duke Regional provided \$31.9 million in financial assistance.

2024 Goal: Duke Regional will continue a similar level of support in FY 2024.

2024 Progress: Duke Regional provided \$32 million in financial assistance in FY 2024.

2025 Goal: Duke Regional will continue a similar level of support in FY 2025.

In addition, Duke Regional absorbed \$3.5 in Medicaid Care losses in FY 2024. This is due to government reimbursements not fully meet the cost of treatment.

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 50 percent of LCHC patients are uninsured and 52% 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 2023, including monetary and in-kind services, was \$8.8 million.

2024 Goal: Duke Regional will continue a similar level of support in FY 2024.

2024 Progress: Duke Regional provided \$9.9 million in financial assistance in FY 2024.

2025 Goal: Duke Regional will continue a similar level of support in FY 2025.

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. Duke Regional continued to provide office space, technological support and episodes of care in fiscal year 2021 until Project Access relocated to another location. In FY 2021, Duke Regional provided financial support (\$11,667) in lieu of providing space; and has continued to provide financial support annually. In 2023, Duke Regional provided \$20,000.

2024 Goal: Duke Regional will continue a similar level of support.

2024 Progress: Duke Regional provided \$20,000 to PADC in FY 2024.

2025 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) COMMUNITY SAFETY AND WELL-BEING

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.

2024 Goal: Duke Regional will host at least one drive to benefit underserved children or families in our community.

2024 Progress: Duke Regional supported Crayons2Calculator Fill the Bus! Campaign, the Salvation Army Tree gift drive, a food drive for the North Carolina Food Bank of Central & Eastern NC and a coat drive for Open Table Ministries in Durham.

2025 Goal: Duke Regional will host at least one drive to benefit underserved children or families in our community.

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, including support of virtual formats beginning in May 2020 due to the Covid pandemic.

2024 Goal: Duke Regional will continue to sponsor the workshops in FY 2024

2024 Progress: Duke Regional sponsored the monthly workshops in a virtual format.

2025 Goal: Duke Regional will continue to sponsor the workshops in FY 2025.

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 was virtual in February 2020 through June 2022. The stroke group began meeting both virtually and in person in 2023.

2024 Goal: Duke Regional will continue to offer monthly support groups.

2024 Progress: Duke Regional’s Stroke Support Group continued to meet monthly.

2025 Goal: Duke Regional will continue to offer monthly support groups.

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

In 2023, Duke Regional raised approximately \$29,857 for local charities.

2024 Goal: Duke Regional will continue to raise funds at a similar level to support local charities.

2024 Progress: Duke Regional raised \$19,400 to support local charities.

2025 Goal: Duke Regional will continue to raise funds at a similar level to support local charities.

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 2024, DRH partnered with the American Red Cross to host four blood drives—an increase from the previous year to support a critical blood shortage. These drives resulted in 136 units of blood collected.