



Murphy Medical Center CHNA Summary

5/25/2016



This document is a hospital facility-specific summary of Community Health Needs Assessment (CHNA) process and findings. For more process and data details on counties within our defined community, specific health data, and the collaborative community health assessments for each county, see:

- Cherokee County – Community Health Assessment- <http://www.cherokeecounty-nc.gov>
- Clay County – Community Health Assessment <http://www.clayhdnc.us>
- Graham County – <http://www.grahamcounty.org>

Our Community Health Needs Assessment process and product were also supported by technical assistance, financial support, and collaboration as part of WNC Healthy Impact, a partnership and coordinated process between hospitals, health departments, and their partners in western North Carolina to improve community health.

WNC **HEALTHY** IMPACT

CONTENTS

- 1 – Evaluation of Actions Taken Since Previous (2012) CHNA.....4
- 2 – Community Health Needs Assessment Process..... 9
 - Community Served 10
- Definition of Community..... 10
 - Data Collection Process..... 11
- WNC Healthy Impact 11
- Core Dataset Collection 11
- Additional Community-Level Data 11
 - Gaps in Available Information 12
 - Community Input..... 12
- Public Health Department 13
- Medically Underserved, Low-income, and Minority populations..... 13
- Written Comments 13
- 3 – Health Needs in Our Community 13
 - Health Status 14
 - Health Issues 14
- Process 14
 - Priority Health Issues..... 17
- Process & Criteria..... 17
- Identified Health Priorities 17
- 4 – Available Resources 17
 - Health Resources Inventory..... 18
- Cherokee County Resource Agencies 18
- Clay County Resource Agencies 25
- Graham County Resource Agencies..... 29
- 5 - Next Steps..... 33
 - Sharing Findings 33
 - Collaborative Action Planning 33
- Approval.....34
- Works Cited..... 35
- Appendix 36

1 –EVALUATION OF ACTIONS TAKEN SINCE PREVIOUS (2012) CHNA

Moving the needle on population level health priorities requires an array of initiatives across the community and is the collective accountability of the programs, agencies, and service systems striving to address these priority health issues. As part of a collaborative response to addressing health needs in our community, our hospital facility is an important contributor to meaningful progress on these health priorities. The brief summary below provides an overview of the progress and impact of actions taken since our last CHNA conducted in 2012.

2012 Priority Area 1- Decrease all forms of tobacco use

Population Level Data:

The vision of community-wide impact was to improve the population’s general health status by increasing access to lifestyle change programs and limiting exposure to tobacco products where community members live, learn, work and play. In 2012, the data collected by WNC Healthy Impact core set data revealed the Cherokee County population as having 19.9% smokers. Clay County reported 26.3% of its population as smokers and Graham County reported 27.5%. All counties were well above the NC rate of 19.8%. The 2015 data from WNC Healthy Impact core data set reveals that both Cherokee and Clay counties population of smokers has increased slightly. Cherokee County smokers have increased by 0.4% to 20.3%. Clay County has increased by 0.3% to 26.6%. Graham County saw a 7.5% decrease in smokers, dropping to 20.3%, which is also the state rate.

Collaborative Efforts:

Murphy Medical Center, working in collaboration with the three area health departments as well as various civic, non-profit, school, and governmental groups, worked to educate the public on the dangers of tobacco use. Cherokee County Health Department worked with local schools, Coalition for a Safe and Drug-Free Cherokee County and county officials to educate and discourage tobacco use on school campuses and to make parks tobacco-free zones. Policy changes now prohibit smoking on the Cherokee County courthouse steps. Clay County Health Department worked to build public and governmental support for policies which lead to tobacco-free county buildings, vehicles and parks. Partnering with Mountain Wise, a survey was given to parents of children who play in local parks. The majority wanted smoke free parks. There are now “No Smoking” signs in the park. Graham County Health Department worked to build public and governmental support for policies which lead to the creation of tobacco-free parks and other public recreation locations. Currently there have been no policy changes, but data reveals a decrease in the number of Graham County residents smoking.

Working closely with our county partners, Murphy Medical Center continues to support policy changes for smoke free public areas, parks and campuses in all three counties. Murphy Medical Center conducts free smoking cessation classes on a regular and well-advertised basis. We participate in employee, industrial and community health fairs to educate and hopefully prevent people from smoking and using tobacco products. Murphy Medical Center is a tobacco free campus. As the second largest employer in the three county service area, Murphy Medical Center continues to offer insurance discounts to non-tobacco using employees, as well as supporting tobacco users in their efforts to stop. Additionally, the hospital’s cardio-pulmonary department recently purchased a portable pulmonary function testing machine which can be used to obtain baseline data and track improvement of function for “Stop Smoking” initiatives. It is also utilized at employee and public health fairs in the communities to educate smokers on the effects of smoking on their lung function.

Implementation Strategy Update	
Hospital Strategy	Evaluation/Note
Free Tobacco Cessation Classes-Quarterly	Despite informing the public of class schedules through community calendars, brochures, our website, radio public service announcements, educating physicians for referral services and speaking to groups to inform them of the free classes, attendance was poor as demonstrated by class enrollment. We attempted to schedule classes at a time convenient to the broad majority of the public and present the information in an informative and interesting format. In fiscal year 2015 two participants quit smoking.
Free Asthma Classes-Monthly	The purpose of the classes is to educate asthmatic patients and parents of asthmatic patients. Helping them understand the importance of being tobacco free and in tobacco-free environments. We informed the public of class schedules through community calendars, brochures, website, radio public service announcements, educating physicians for referrals and speaking to groups to inform them of the free classes. In fiscal year 2015 two patients had completed the class and stated they are tobacco free.
Employee Relations-Tobacco-free incentives, assistance for tobacco users, tobacco-free campus.	As the second largest employer in our three county service area, Murphy Medical Center has offered reduced insurance premiums to non-tobacco users. Users of tobacco are offered nicotine patches and free smoking cessation classes. In fiscal year 2014, 75.15% of the employees were tobacco free. This number decreased by .43% in fiscal year 2015. We believe this is tied to employee turnover and will continue our efforts.
Cardiac and Pulmonary Rehab Services	Murphy Medical Center's accredited Cardiac Rehab Department often works with tobacco users who have experienced a significant cardiac event. Our professionals provide education to post-event patients on the importance of quitting all forms of tobacco use, including referrals to the free smoking cessation classes. Only non-smokers are allowed in Murphy Medical Center's Cardiac Rehab Program. As a result, seven patients stopped smoking in fiscal year 2015.

2012 Priority Area 2 - Control and prevent chronic diseases including diabetes, high blood pressure, and high cholesterol

Population Level Data:

Focusing on the major contributors to the leading causes of mortality in its community, Murphy Medical Center identified chronic diseases as a priority. The main focus was diabetes, hypertension and high cholesterol. Cherokee, Clay and Graham county residents generally exceed regional, state and national averages for undesired health behaviors which contribute to be the leading causes of death. Research by the North Carolina Department of Health and Human Services State Center for Health Statistics, and the Office of Healthy Carolinians/Health Education summarized in the Data Workbook reveals that, in similar prevalence, each of the three local counties shares the top three causes of death resulting from disease (i.e., excluding unintentional injuries). In each county, heart disease was and continues to be the leading cause of death. Cancer is the second most prevalent cause of death, closely followed by lower respiratory disease. Age-adjusted mortality rates by county are listed below with an overlapped five-year aggregate

period of 2006-2010.

Leading Cause of Death, 2006-2010

	Cherokee County	Clay County	Graham County
Heart Disease	220	184	215
Cancer	182	180	163
Lower Respiratory	43	50	50

The comparison rates for the five-year aggregate period of 2009-2013 are below.

Leading Cause of Death, 2009-2013

	Cherokee County	Clay County	Graham County
Heart Disease	426	161	130
Cancer	413	153	100
Lower Respiratory	121	49	40

While the number of deaths from heart disease, cancer and lower respiratory diseases declined in Clay and Graham counties in the five-year aggregate period of 2009-2013, it increased significantly in all categories in Cherokee county. These chronic diseases can be prevented and managed through healthy lifestyle and behavior choices.

Collaborative Efforts:

Working closely with our three county partners, Murphy Medical Center has collaborated on community health fairs that help educate the public on healthy lifestyle choices that can help prevent chronic disease and control the disease process already present. In addition, we have worked closely with industrial leaders in the community, presenting opportunities for their employees to obtain health education, testing and resources. Through the Parish Nurse Program, we are collaborating with local churches and senior centers to offer education on disease prevention and management, as well as provide resource information.

Implementation Strategy Update	
Hospital Strategy	Evaluation/Note
Establish a Patient-Centered Medical Home	Murphy Medical Center did not establish the PCMH. Plans are currently underway to construct a new facility in Clay County for the establishment of the Patient-Centered Medical Home. Ground breaking is scheduled to take place in the summer of 2016
Ladies' Night Out	Ladies' Night Out is a unique opportunity to educate the women in our communities. This free monthly event provides education by local physicians and healthcare providers. In fiscal year 2015, 1411 women attended the popular and informative forum. Surveys given after each event reveal that attendees have sought medical care that they would not have sought otherwise. Others state that they have made lifestyle changes to prevent or control disease. Women from all socio-economic backgrounds attend this event.
Employee Relations	Murphy Medical Center has utilized a variety of programs to help employees live a healthier lifestyle, be it weight loss, disease management or prevention.

*PARC	Employees are offered a 50% discount at the hospital-owned athletic facility to encourage exercise. The public may join the athletic center as well. One week free passes to the facility are available to encourage residents to try it before joining. The ¼ mile paved track is open free to the public. PARC membership increased by 1.67% in FY2015.
*"Know Your Numbers"	Blood pressure kiosks have been placed in the hospital lobby, the Nursing Home, the PARC, Urgent Care Center and Murphy Group Practice Hayesville for employee and public use. While the blood pressure kiosks do not track the number of users, observation confirms that employees and the public use them routinely. Tracking cards are available so results can be recorded and given to the primary care physician.
*Smoking Cessation	See priority one.
*Employee Health Fair	Employee Health Fairs including free labs, pulmonary function testing, blood pressure checks, BMI, "Know Your Numbers" education and mammograms take place bi-annually. Approximately 350 employees participated in the most recent fair.
*Dietary	The dietary department began placing nutritional labels on the hot bar to educate and encourage healthier food choices. Fresh fruit, healthy snacks and "No Fried Friday" have become popular. The Lighten Up Wellness Program has focused on sustained lifestyle changes rather than dieting.
*Diabetic Program	The free employee support group for diabetics provides motivation, education and financial assistance. Approximately 20 employees take advantage of this program. A professional scale is available for employees and visitors.
Hospitalist Program	Physicians and nurses educate patients on health behaviors contributing to diabetes, high blood pressure and high cholesterol, as well as provide methods of managing those diseases. Along with appropriate prescriptions, verbal and written discharge instructions, patients leave Murphy Medical Center with the information they need to make changes to their lifestyles and improve their health. Newly diagnosed heart failure patients and chronic heart failure patients without a scale in their home are provided one free of charge at discharge. Patients are educated on the importance of weighing themselves each day to detect dangerous fluid accumulation around their hearts. As a result of this care, we have seen a decline in readmission rates. In 2013 the all cause readmission rate was 9.7%. The 2015 all cause readmission rate fell to 7.2%.
"Two Hours From Anywhere" Road Race	Murphy Medical Center continues to hold the annual 5K Run/2 Mile Heart Walk/Kids Fun Run to engage employees and the community in a health-centered event. Teams are encouraged, and as a result, we enjoy the participation of students from all three counties in the service area. Industrial partners form corporate teams and a broad representation of citizens ranging in age and socio-economic backgrounds participate. The race is an opportunity to educate the public about the free health education available at Murphy Medical Center. Participation in the race

	event has declined slightly from 263 participants in 2013 to 227 participants in 2015. This decline is attributed to the conflicting schedule of the local schools track and field teams.
Public Health Fairs	Murphy Medical Center continues to partner with health departments, civic organizations and local agencies to raise awareness of the priority issues through free public health fairs. We educate on how behavioral choices affect our health and offer resources to support healthy lifestyle choices.

2012 Priority Area 3 – Improve access to healthcare

Lack of health insurance coverage continues to be a barrier for citizens accessing healthcare. The 2012 CHNA reported uninsured citizens as follows; Cherokee County 26.7%, Clay County 31.9%, Graham County 33%, all of which exceeded the WNC rate of 23.7%, the NC rate of 17.7% and the US rate of 14.9%. The number of uninsured citizens in Cherokee County has dropped slightly to 25.1%, Clay County uninsured dropped to 22.8% and Graham County dropped to 28.9%. The Affordable Care Act may have impacted these numbers, however, many residents have opted for high deductible plans or catastrophic illness plans due to the high cost of premiums. With the rising cost of healthcare, residents delay needed care due to the fact that they cannot afford the out-of-pocket expenses. Additionally, primary care providers in the service area are at capacity and not taking new patients, forcing residents to seek care across county and even state lines. This was an issue in 2012 and continues to be an issue today.

Collaborative Efforts:

In June of 2014, Murphy Medical Center collaborated with the US Department of Defense, the Cherokee, Clay, Graham and Swain County Health Departments, local and state governmental agencies, and citizen volunteers to provide free services to 10,766 citizens. This equated to approximately \$1,547,409.00 in care. Murphy Medical Center has collaborated with its county and industrial partners by providing health fairs and free screenings for public. Murphy Medical Center partnered with Mountain Projects, Inc. hosting events with certified navigators to assist residents in signing up for insurance through the Health Insurance Marketplace.

Implementation Strategy Update

Hospital Strategy	Evaluation/Note
Establishing a Patient Centered Medical Home.	Murphy Medical Center did not establish the PCMH. Plans are currently underway for the construction of a new facility in Clay county for the establishment of the Patient Centered Medical Home.
Appalachian Care Medical Mission	Partnering with the US Department of Defense, Cherokee, Clay, Graham and Swain County Health Departments, local and state governmental agencies, and citizen volunteers, Murphy Medical Center was the lead agency for the first mission of this kind in North Carolina. Free primary care, optometry, dentistry, behavioral health, and veterinary care were given to over 10,766 citizens. This represents \$1,547,409.00 in care.
Faith Community Nurse Program/Parish Nurse Program	Our Faith Community Nurse Program engages members of established church congregations by forming covenants with individual churches. Our certified program coordinator trains volunteer registered nurses within the church to act as health advisors, health educators and act as a liaison, facilitating relationships with community agencies and other resources. Two new covenants have been added, expanding the reach of this valuable program.

	<p>Additionally, our parish nurse coordinator actively participates in community meal programs for the less fortunate, educates at three senior centers in our service area on a monthly basis, and works closely with resource agencies to ensure resident's physical, spiritual and healthcare needs are met.</p>
Uncompensated Care	<p>Murphy Medical Center's provision of uncompensated care rose from \$3,000,000.00 in 2003 to \$11,850,370.00 in 2012. In 2015 the amount of uncompensated care was reported at \$16,288,417.00. Murphy Medical Center has experienced negative margins in recent years, however, the organization currently continues to treat patients regardless of their ability to pay.</p>
Physician Recruitment	<p>Physician recruitment and retention continues to be a challenge in this rural area. We currently seek primary care physicians, mid-level providers, an additional surgeon and an orthopedist. The average cost to recruit a physician is \$25,000. As employees of the hospital, this will require subsidization of the practices as they build their patient bases and become fully established. Subsidy estimates are \$300,000 per year, per physician office for up to three years.</p>
Urgent Care	<p>Murphy Medical Center continues to treat patients on a walk-in basis at the Urgent Care Center, which offers extended hours. Utilization of the UCC provides residents who do not have a primary care physician access to immediate care. There were 12,802 visits to UCC in 2012 and 11,568 in 2015. A decrease of 1234 patients.</p>
Emergency Room	<p>Murphy Medical Center continues to provide 24 hour a day care, 7 days a week for emergency care. The number of visits to the emergency room has increased from 16,186 in 2012 to 18,397 in 2015. This is an increase of 2,211 visits.</p>
Affordable Care Act Education	<p>To help residents obtain health insurance through the marketplace, Murphy Medical Center partners with Mountain Projects, Inc., hosting events with certified navigators available to help participants register. Two events were held in 2015, increasing access to healthcare for the previously uninsured. A total of 55 citizens participated in the events. Mountain Projects, Inc. reports that in 2015, a total of 1,707 Cherokee County residents obtained coverage in the marketplace. The number represents 174% growth of the first year. Clay County had 815 residents enroll, representing 185% growth over the first year, and Graham County has 446 residents enroll, representing 181% growth over the first year. Murphy Medical Center will continue to partner with Mountain Project, Inc. to assist citizens in obtaining healthcare coverage to increase access to care.</p>

As we move forward with partners in implementing efforts in response to the 2015 CHNA presented in this document, we will continue to build our capacity around evaluation through using Results-Based Accountability™ as a framework for understanding the results we are achieving.

2 – COMMUNITY HEALTH NEEDS ASSESSMENT PROCESS

Community Served

Definition of Community

Murphy Medical Center defines its community as its primary service area, the three counties to which the majority of its services are rendered. These counties are Cherokee, Clay and Graham in North Carolina. Thus, these counties constitute the definition of Murphy Medical Center's community for the purposes of community health improvement and investment. As such, the health departments of the three counties are key partners in this local-level assessment process.

Murphy Medical Center's three-county service area is rural, with an average of 46.63 persons per square mile compared to the state average of 196.1 persons per square mile. The area is in the Appalachian region in the far west corner of the state, just north of the Georgia state line and just east of the Tennessee state line. It lies largely in the Nantahala National Forest, which, at 531,148 acres, is the largest of the state's four National Forests.

The area has a relatively older population with 22% aged 65 years or older, compared to the state average of 12.9%. The three-county average of residents under 18 years of age is slightly lower than the state average at 19.8% vs. 23.9%. The area is largely comprised of Caucasians who constitute 93.5% of the population, compared to 68.5% in the rest of the state. Females comprise 50.9% of the population in the area, compared to 51.3% in the state.

The poverty rate in the three counties exceeds the state norm of 17.5%. The number of citizens living below the poverty level is reported as follows; 17.9% in Cherokee County, 24.3% in Clay County and 21.1% in Graham County. Unemployment is higher than the state average of 6.1%, with a three-county average unemployment rate of 8.5% reported by County Health Rankings & Roadmaps 2016. Clay County and Graham County are designated by the US Department of Commerce as one of the 40 most economically distressed "Tier 1" level counties. Cherokee County is designated as a "Tier 2" county.

The 2015 County Health Rankings and Roadmaps reported the percentage of the local population without health insurance as being 22.0% in each of the three counties. This is 3% higher than the state at 19%. According to the most recent secondary data from WNC Healthy Impact, the number of Medicaid eligible citizens in Cherokee County numbered 5,157. Clay County Medicaid eligible citizens numbered 1,910 and Graham County had 1,718 Medicaid eligible citizens.

As the only hospital in the three county service area, Murphy Medical Center is a non-profit healthcare organization. We are comprised of the hospital, a 134 bed Nursing Home, Good Shepherd Home Health and Hospice, Urgent Care Center, Emergency Room, Peachtree Athletic and Rehabilitation Center, Radiology services and the multi-specialty Murphy Group Practice. Murphy Medical Center converted to a Critical Access Hospital in November of 2014. Our principal function is to provide care to the citizens of our communities at whatever point of access they need, from wellness and preventative care to acute or emergent care.

Additional demographic and socioeconomic details of specific county populations are available in Appendices [1](#), [2](#) and [3](#).

Data Collection Process

The following section describes how data was obtained, compiled and analyzed in our assessment process.

WNC Healthy Impact

WNC Healthy Impact is a partnership and coordinated process between hospitals and health departments in western North Carolina to improve community health. As part of a larger, and continuous, community health improvement process, these partners are collaborating to conduct community health (needs) assessments across western North Carolina www.WNCHealthyImpact.com. Murphy Medical Center is also involved in this regional/local vision and collaboration. Participating counties include: Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania and Yancey.

Core Dataset Collection

The data reviewed as part of our community's health needs assessment came from the WNC Healthy Impact regional core set of data. WNC Healthy Impact's core regional dataset includes secondary (existing) and primary (newly collected) data compiled to reflect a comprehensive look at health. The following data set elements and collection are supported by WNC Healthy Impact data consulting team, a survey vendor, and partner data needs and input:

- A comprehensive set of publically available secondary data metrics with our target population compared to the other WNC regions as "peer"
- Set of maps accessed from Community Commons and NC Center for Health Statistics
- Telephone survey of a random sample of adults in the county
- Email key-informant survey which does not include Cherokee County.

See the local Community Health Assessments for more details on the regional data collection methodology.

Clay County <http://www.clayhdnc.us>

Cherokee County- <http://www.cherokeecounty-nc.gov>

Graham County-<http://www.grahamcounty.org>

Additional Community-Level Data

In addition to the core data set collection, Murphy Medical Center collected data by surveying a wide variety of citizens. The data was collected from sources such as local organizations, clubs, the Murphy Medical Center Board of Directors, Murphy Medical Center Foundation Board of Directors, physicians, nurses, Murphy Medical Center department managers, and participants in the marketplace navigation events, free health education forums and churches. In addition, Murphy Medical Center provided an on-line survey form to help us better understand what the residents in the community we serve perceive as health issues. We reviewed the widely available data, including County Health Rankings and Roadmaps: <http://www.countyhealthrankings.org/app/northcarolina/2015/rankings/clay/county/outcomes/overall/snapshot>, <http://www.countyhealthrankings.org/app/northcarolina/2015/rankings/chokeee/county/outcomes/overall/snapshot>, <http://www.countyhealthrankings.org/app/northcarolina/2015/rankings/graham/county/outcomes/overall/snapshot>,

Each county in the service area collected local data in various ways which can be read in detail in the individual county CHA's.

Gaps in Available Information

While this assessment is quite comprehensive, it cannot measure all possible aspects of health in the community, nor can it adequately represent all possible populations of interest. It must be recognized that these information gaps might in some ways limit the ability to assess all of the community's health needs.

For example, certain population groups (such as homeless, institutionalized persons or those who speak a language other than English or Spanish) are not represented in the survey data. Other population groups (for example pregnant women, lesbian/gay/bisexual/transgender residents, undocumented residents, and members of certain racial/ethnic or immigrant groups) might not be identifiable or might be represented in numbers sufficient for independent analyses.

In terms of content, this assessment was designed to provide a comprehensive and broad picture of health of the overall community we serve. However, there are certainly a great number of medical conditions that are not specifically addressed.

Community Input

Throughout the collaborative health needs assessment process in our community, input was obtained in a number of ways. See below for a list of some of the organizations that provided input into this process, the period of time they were involved, how their input was obtained, and the nature and extent of their input. Additionally, written surveys were given to a broad range of citizens and the results were discussed and taken into consideration by the CHNA team.

Agency	Role/Contribution	Method	Duration
Clay County Health Department	Ongoing data evaluation, discussion and partner meetings to evaluate progress and next steps.	Face to face meetings, webinars.	On-going
Cherokee County Health Department	Ongoing data evaluation, discussion and partner meetings to evaluate progress and next steps.	Face to face meetings, webinars.	On-going
Graham County Health Department	Ongoing data evaluation, discussion and partner meetings to evaluate progress and next steps.	Face to face meetings, webinars.	On-going
The Coalition for a Safe and Drug Free Cherokee County	Discussion with community leaders and coalition members concerning data and the CHNA process.	Meetings Surveys	11/16
Cherokee County School Health Advisory Board	Comprised of school nurses, health educators, guidance counselors and other professionals. Discussion of data, process and feedback obtained.	Meeting Surveys	1/16
Mountain Projects, Inc.	Collaborated in ACA Marketplace events. Process and data discussions. Participants in the event took the survey.	Surveys	12/15
Murphy Medical Center	The MMC Board of Directors, MMC Foundation Board of Directors and Department Managers were informed of the process, data, asked for input and	Meetings Surveys	12/15 through 3/16

	took the survey. We presented the CHNA process at Ladies' Night Out and requested input from the audience of approximately 160 women representing a cross section of age groups, counties and economic backgrounds.		
Healthy Carolinians	Comprised of leaders in healthcare, education and the community. Presentation, discussion, input.	Meetings Surveys	Ongoing

Our collaborative health needs assessment process solicited, and took into account input from the following:

Public Health Department

In the collaborative assessment process for our community, the Clay, Cherokee and Graham County Health Departments are key partners. They provided coordination for the local process that we help support and partner to implement. In addition to collaborating in community education, fairs and events, we meet quarterly at minimum to discuss our efforts to improve the health for our citizens.

Medically underserved, low-income, and minority populations

Our process included input regarding the needs of medically underserved, low-income, and minority populations in two ways: (1) As part of our collaborative data collection effort, a community-wide telephone survey was conducted to better understand the specific health needs and status of all of the community, which includes these special populations. (2) In addition, a survey of key informants was conducted to gain input from the individuals and organizations in our community representing the interests of these populations in their local efforts.

Written Comments

Our facility considers all written comments received since the last CHNA and implementation strategy. Murphy Medical Center provides a survey form on our website at www.murphymedicalcenter/policies.org to give the general public an opportunity for input. This form is posted below the hospitals Community Health Needs Assessment, the Implementation Strategy and where links to the county partner Community Health Assessments are located. Response to the e-survey has been low. Paper surveys offered at various meetings and events have been more successful. Surveys have been performed at The Coalition for a Safe and Drug Free Cherokee County meeting which includes a broad section of community leaders including local law enforcement, medical professionals, social service professionals, mental and behavioral health professionals, county officials, health department health educator, education professionals, business owners and citizens. Additionally, surveys were given to the Murphy Medical Center Board of Directors which includes local leaders, business professionals and physicians. The Murphy Medical Center Foundation Board of Directors was surveyed. It is comprised of a physician, businessmen and women, a public official, a hospital manager and a hospital volunteer. Additional surveys were given at various community events, civic meetings and organizations.

3 – HEALTH NEEDS IN OUR COMMUNITY

Health Status

Data on the health status of our community and factors that influence health are included in the full community health assessments for each county within our community. See Cherokee, Clay and Graham counties assessments for the details.

Clay County <http://www.clayhdnc.us>

Cherokee County- <http://www.cherokeecounty-nc.gov>

Graham County-<http://www.grahamcounty.org>

The collaborative local assessments include a **basic review** of trends and progress and changes in health status for the broad community. These assessments also include details on **populations at risk or facing health disparities** in our community.

Populations at risk include:

- Low income families
- Citizens living in poverty
- The unemployed
- Uninsured adults
- Citizens suffering with mental illness or behavioral health issues

Challenged with the inability to afford medical care, medications, or transportation to healthcare providers, this population has limited access to healthcare in a rural area that is already medically underserved. Lack of medical providers force many citizens across state lines to seek care, placing further financial burden on them and their families.

The mentally ill population and those suffering from behavioral health challenges are also at risk. With a shortage of inpatient treatment centers in the state and no inpatient treatment centers in this area, citizens suffering from mental illness and behavior health problems often voluntarily commit themselves in effort to obtain the needed help. It is not unusual for concerned friends or family members to have them involuntarily committed. There is no clear path or system for the mentally ill. These residents are sometimes unable to care for themselves for even the most routine activities of daily living. Unable to handle the tasks that most people would take for granted, they may experience poor nutritional habits, housing challenges and the inability to follow a medication regimen. These factors can contribute to poor health. Inability to hold a job is another problem that puts this population at risk.

For a list of county specific at risk populations, please refer to the CHA for each individual county.

Health Issues

Process

To identify the significant health issues in our community, our key partners reviewed data and discussed the facts and circumstances of our community. We used the following criteria to identify significant health issues:

- County data deviates notably from the region, state or benchmark

- Significant disparities exist
- Data reflects a concerning burden, scope or severity
- Surfaced as a priority community concern

Identified Issues

Each county health department in our service area identified county specific health issues. As seen below, the issues are almost identical for all three counties. As such, the health issue for the individual counties mirror the issues identified by the hospital. The following health issues surfaced through the above process:

Cherokee County

- **Cancer Control and Prevention:** Cancer is the second leading cause of death here in Cherokee County.
- **Chronic Disease Control and Prevention:** Chronic diseases account for five of the top ten causes of death in Cherokee County.
- **Access to Healthcare:** Access to healthcare services in our county continues to be a problem for residents. Several factors create challenges with access to health services.
- **Drug Abuse:** Local citizens voiced concerns over both illegal and prescription drug abuse.
- **Mental Health:** Lack of utilization of mental health services with limited resources.

Clay County:

- **Access to Health Care:** Clay County Citizens do not have access to after-hours care in our county, and must travel to other counties to utilize hospitals or urgent care clinics. We also have a significant uninsured/underinsured adult population.
- **Chronic Disease Control and Prevention:** Heart disease, chronic lung diseases, and diabetes continue to have high mortality rates in Clay County and throughout North Carolina.
- **Radon:** Clay County homes have some of the highest tested rates of Radon in NC.
- **Smoking While Pregnant:** Clay County has the highest rate of mothers that smoked while pregnant in the State of NC, and the second highest percentage.
- **Cancer (all forms):** Lung cancer continues to be the second leading cause of death of men and women in our county, with prostate and breast cancer a close second.
- **Mental Health/Substance Abuse:** Mental health service is suffering statewide and was described as an issue in multiple surveys along with substance abuse.
- **Oral Care:** Affordable oral care for uninsured adults is needed in our area.

- **Physical Activity/Nutrition:** Despite access to healthy food options, and multiple outlets for physical activity, these resources continue to be underutilized possibly due to having to travel outside the county for employment.

Graham County:

- **Access to care:** There are no specialists of any kind, and no after-hours urgent care in the county.
- **Chronic Diseases:** Diabetes, heart disease, and COPD are at high rates.
- **Physical Activity and good nutrition:** Inactivity is abnormally high, moving more and eating better will also help with the chronic diseases.
- **Smoking during pregnancy:** Expectant mothers are smoking during their pregnancy.
- **Radon:** The county has very high rates for radon.
- **Pneumonia and Influenza:** Mortality rates are too high for these two illnesses.
- **Suicide rate and accidental overdose:** Suicide rates and accidental overdoses are rising.
- **Colorectal cancer:** The death rate for this cancer is too high.
- **Graduation rate:** There are a number of students who drop out or don't graduate on time.
- **Prenatal care:** A large number of expectant women do not seek prenatal care.

Murphy Medical Center:

- **Access to care:** Uninsured, underinsured, lack of primary care providers and specialists.
- **Chronic Disease:** High rates of heart disease, lung disease and diabetes. The leading cause of death is associated with these diseases.
- **Cancer:** All forms of cancer are high in the three county area.
- **Mental Illness:** Limited services available for the growing population of residents who suffer from mental illness and behavioral health issues.
- **Drug Abuse:** Abuse of prescription drugs, illegal drug abuse and overdose are on the rise in the area.

Priority Health Issues

Process & Criteria

The criteria used to select the priority health issues were ranked based on relevancy, impact, and feasibility. Priorities were discussed among the Community Health Assessment team and were based on the top issues. To identify the significant health issues in our community, the team reviewed data from the PRC, the Key Informant Survey, State of the County Health reports for each county, the 2012 CHNA data and local level surveys given to a broad base of citizens representing all socioeconomic groups.

Consideration was given to the greatest needs of the community. In choosing priorities, we considered how many people a particular issue affects, if we have the resources to address it, and if it can be reduced through the collaborative efforts of the partners and the community. Additionally, Murphy Medical Center participated with county partners in their priority identification. For details on each county process, refer to the individual county CHAs on their websites.

Clay County <http://www.clayhdnc.us>

Cherokee County- <http://www.cherokeecounty-nc.gov>

Graham County-<http://www.grahamcounty.org>

Identified Health Priorities

The following health issues are the final community-wide priorities:

Cherokee County:

- Access to Healthcare
- Control and Prevention of Chronic Disease
- Control and Prevention of Cancer

Clay County:

- Access to Healthcare
- Control and Prevention of Chronic Disease
- Control and Prevention of Cancer

Graham County:

- Access to Healthcare
- Control and Prevention of Chronic Disease
- Nutrition and Exercise

Murphy Medical Center:

- Improve Access to Healthcare
- Chronic Disease Prevention and Control
- Prevention and Control of Cancer

In our facility specific Implementation Strategy, we will discuss what role our facility will have in leading, collaborating on, or supporting others in responding to these health issues.

4 – AVAILABLE RESOURCES

Health Resources Inventory

An inventory of available resources of our community was conducted through reviewing a subset of existing resources currently listed in the 2-1-1 database for our community as well as working with partners to fill in additional information. Where gaps were identified, we partnered with 2-1-1 to fill in or update this information when applicable. You may view the CHA for each county in the service area or go to www.211.Org for more information.

Cherokee County Resource Agencies

Appalachian Community Services - Cherokee County

750 Highway 64 West

Murphy, NC 28906

(828) 837-0091

- Central Intake/Assessment for Substance Abuse
- Therapy Referrals
- Central Intake/Assessment for Psychiatric Services
- Therapeutic Foster Homes

Carolina Rest Home 1 and 2

4025 Pisgah Road

Andrews, NC 28901

(828) 321-4272

- Adult Residential Care

Cherokee County Board of Education

911 Andrews Rd.

Murphy, NC 28906

(828) 837-2722

- Administrative Entities
- Student Disability Services
- Secondary/High Schools, Elementary Schools
- Summer Camp, Day Camps

Cherokee County Department of Social Services

4800 West US 64

Murphy, NC 28906

(828) 837-7455

- Adoption Services
- Adult Day Programs
- Adult Protective Services: Adult Protective Intervention/Investigation
- Assisted Living Facilities

- Blind Services: Independent Living Skills Instruction, Glasses/Contact Lenses
- Child Daycare Programs, Child Care Provider Referrals
- Child Support Assistance/Enforcement
- Children's Protective Services
- Crisis Intervention Program (CIP): Utility Service Payment Assistance, Housing Expense Assistance
- Facility Licensing
- Food Stamps/SNAP
- Foster Home Placement
- In-Home Aides, Personal Care
- Long-Term Home Health Care
- Low Income Energy Assistance Program (LIEAP): Utility Service Payment Assistance
- Medical Appointments Transportation
- Medicaid
- Payee for Adults and Children, Case/Care Management
- Public Guardianship/Conservatorship Programs
- Public Health Information/Inspection/Remediation
- Residential Placement Services for People with Disabilities
- State/Local Health Insurance Programs
- Welfare Rights Assistance
- Work Permits, Fishing Licenses

Cherokee County Emergency Management

59 Hiwassee Street

Suite 105

Murphy, NC 28906

(828) 837-7352

- County Offices of Emergency Services & Ambulance Services

Cherokee County Health Department

228 Hilton Street

Murphy, NC 28906

(828) 837-7486

- Ambulatory Pediatrics
- Childhood Immunizations
- Adolescent/Adult Immunizations
- Baby Love Program: Prenatal Care
- Epidemic Investigation
- Family Planning, Childhood Immunizations, Adolescent/Adult Immunizations
- General Dentistry
- Health Check: Medicaid, Prescription Medication Services
- NC Refugee Health Program: Refugee Resettlement Services
- Occupational and Environmental Epidemiology: Occupational Health and Safety
- Public Clinics, Breast and Cervical Cancer Control (cancer detection)
- Sexually Transmitted Disease Screening
- Smoking Cessation

- Sudden Infant Death: Bereavement Support Groups
- Vital Records: Death Related Records/Permits, Birth Certificates, Public Health Permits
- WIC Program
- Women's Health Centers

Cherokee County Health Department- Andrews, NC

828) 321-4167

Cherokee County Ministerial Association

260 Wadedecker Road

Murphy, NC 28906

(828) 837-5303

- Undesignated Temporary Financial Assistance, Utility Service Payment Assistance

Cherokee County Parks and Recreation Department

699 Conahetta Street

Murphy, NC 28906

(828) 837-6617

- Recreational Activities/Sports Volunteer Opportunities

Cherokee County Transit

5465 Highway 64 West

Murphy, NC 28906

(828) 837-1789

- Public Transit Authorities

Cherokee County Veterans Service Office

120 Viewpoint Drive

Murphy, NC 28906

(828) 837-2616

- Veteran Benefits Assistance

Renewed Hope Ministries

P.O. Box 376

Murphy, NC 28906

(828) 837-7086

- Residential Substance Abuse Treatment Facilities
- Thrift Shops
- Vocational Rehabilitation

Cooperative Extension Service - Cherokee County

39 Peachtree Street
Suite 103
Murphy, NC 28906
(828) 837-2917

- Youth Agricultural Programs
- Consumer Education
- Food Production Support Services

Family Resources of Cherokee County, Inc.

5527 Highway 54 West
Murphy, NC 28906
(828) 837-3460

- Family Support Centers/Outreach

Four Square Community Action, Inc.

61 Milton Mashburn Dr.
Andrews, NC 28901
(828) 321-4475

- Energy/Water Conservation Improvements
- Head Start
- Home Rehabilitation Programs
- Section 8 Housing Assistance: Low Income/Subsidized Private Rental Housing
- Specialized Information and Referral

Gwenmont Arms Apartments

294 Gwenmont Circle
Murphy, NC 28906
(828) 837-7347

- Low Income/Subsidized Private Rental Housing

Grandview Manor Care Center

625 Andrews Road
Murphy, NC 28906
(828) 835-8147

- Personal Care

Hurlbert Johnson Friendship House

73 Blumenthal St,
Murphy, NC 28906

(828) 837-2654

- Temporary Housing/ Homeless Shelter

Industrial Opportunities, Inc.

2586 Business Highway

Andrews, NC 28901

(828) 321-4754

- Attendant Services for People with Physical Disabilities

J. Robert Penland Senior Center

69 Alpine Street

Murphy, NC 28906

(828) 837-2467

- Caregiver/Care Receiver Support Groups
- Congregate Meals/Nutrition Sites/Home Delivered Meals
- Home Rehabilitation Programs
- Older Adult Social Clubs
- Senior Advocacy Groups
- Senior Ride Programs

J. Robert Penland Senior Center

Andrews Congregate Nutrition Site

54 Parks Street

Andrews, NC 28901

(828) 321-4505

- Congregate Meals/Nutrition Sites/Home Delivered Meals
- Older Adult Social Clubs
- Senior Advocacy Groups

Jay's Medical Equipment and Supplies

3765 US Hwy 64 East Alt Suite 8

Murphy, NC 28906

(828)0837-1919

- Assistive devices and equipment

Meridian Behavioral Health Services

27 Bona Vista

Marble, NC 28905

(828) 837-7466

- Case/Care Management
- Cognitive Behavioral Therapy
- Comprehensive Outpatient Substance Abuse Treatment
- Family Counseling
- Family Preservation Programs
- Medicaid, Sexual Assault Prevention
- Outreach Programs
- Psychiatric Rehabilitation
- Social Skills Training
- Supported Living Services for Adults With Disabilities

Murphy Medical Center

3990 E. US Hwy. 64 Alt.

Murphy, NC 28906

828-837-8167

- Emergency Room
- Inpatient Services
- Outpatient Services
- Surgical Services
- Diagnostic Testing
- Radiology/Mammograms
- Home Health Care
- Infusion
- OB/GYN
- Rehabilitation
- Urgent Care Center
- Murphy Group Practice
- Peach Tree Athletic (Exercise)
- Free education in the form of Asthma Classes, Pregnancy Classes and Smoking Cessation

Murphy First Baptist Church

517 Hiwassee Street

Murphy, NC 28906

(828) 837-2615

- Food Pantries
- General Clothing Provision
- Community meals

Murphy Housing Authority

80 Beal Circle

Murphy, NC 28906

(828) 837-6662

- Housing Assistance

Murphy Police Department, Town of Murphy

93 Peachtree Street
Murphy, NC 28906
(828) 837-2002

- Municipal Police

Oak Park Guest Home, Inc.

288 6th Street
Andrews, NC 28901
(828) 321-9501

- Adult Residential Care Homes

Peachtree Pediatric Clinic

125 Medical Park Lane Suite H
Murphy, NC 28906
(828) 837-2128

- Ambulatory Pediatrics
- Community Clinics

Reach, Inc./ Task Force on Family Violence, NC Coalition Against Domestic Violence

P.O. Box 977
Murphy, NC 28906
(828) 837-2097

- Abuse Counseling
- Child Abuse Support Groups
- Children's Protective Services
- Crisis Shelter
- Domestic Violence Intervention Programs
- Domestic Violence Support Groups
- Domestic/Family Violence Legal Services
- Family Services Related Volunteer Opportunities
- Family Violence Prevention
- Sexual Assault/Incest Support Groups
- Transitional Housing/Shelter
- Thrift Shop

Southwestern Child Development Commission, Inc.

1228 Andrews Road
Murphy, NC 28906
(828) 837-9155

- Child Care Provider Referrals

Tri-County Community College

21 Campus Circle
Murphy, NC 28906
(828) 837-3266

- Community College Education

Clay County Resource Agencies**Appalachian Community Services, Inc. - Clay County**

254 Church Street
Hayesville, NC 28904
(828) 837-0071

- Central Intake/Assessment for Substance Abuse
- Therapy Referrals
- Central Intake/Assessment for Psychiatric Services
- Therapeutic Foster Homes

Clay-Cherokee Christian Housing

33 DeSoto Square
Hayesville, NC 28904
(828) 389-6182

- Low Income/Subsidized Private Rental Housing

Clay County Care Center

86 Valley Hideaway Drive
Hayesville, NC 28904
(828) 389-9941

- Adult Residential Care Homes

Clay County Cooperative Extension Service

36 Davis Loop, Suite 1
Hayesville, NC 28904
(828) 389-6305

- Youth Agricultural Programs
- Consumer Education
- Food Production Support Services

Clay County Department of Social Services

55 Riverside Circle

Hayesville, NC 28904

(828) 389-6301

- Adoption Services
- Adult Day Programs
- Adult Protective Intervention/Investigation
- Ambulatory Pediatrics
- Childhood Immunizations, Adolescent/Adult Immunizations
- Assisted Living Facilities
- Case/Care Management
- Child Care Providers
- Child Support Assistance/Enforcement
- Children's Protective Services
- Comprehensive Job Assistance Centers
- Food Stamps/SNAP
- Foster Home Placement
- Independent Living Skills Instruction, Glasses/Contact Lenses
- Job Training Formats
- Medicaid
- Medical Appointments Transportation
- Personal Care
- Public Guardianship/Conservatorship Programs
- Residential Placement Services for People with Disabilities
- State/Local Health Insurance Programs
- TANF
- Utility Service Payment Assistance, Housing Expense Assistance
- Welfare Rights Assistance
- Women's Health Centers

Clay County Family Resource Center

P.O. Box 178

Hayesville, NC 28904

(828) 389-9128

- Family Support Centers/Outreach

Clay County Fire Marshall & Emergency Management, Clay County Commissioners

41 Courthouse Drive

Hayesville, NC 28904

(828) 389-9640

- Fire Services
- County Offices of Emergency Services

Clay County Food Pantry

2278 Hinton Center Road
Hayesville, NC 28904
(828) 389-1657

- Food Provision

Clay County Health Department

1 Riverside Circle
Hayesville, NC 28904
(828) 389-8052

- Community Clinics
- Death Related Records/Permits, Birth Certificates
- Dentistry
- Diabetic Management
- Diagnostic Imaging/Radiology
- Epidemic Investigation
- Immunizations
- Public Health Information/Inspection/Remediation
- Radon test kits
- Sick visits
- Wellness education

Clay County Municipal Police, Town of Hayesville

56 Sanderson Street
Hayesville, NC 28904
(828) 389-1862

- Municipal Police

Clay County Recreation Parks

33 Ballpark Drive
Hayesville, NC 28904
(828) 389-0368

- Recreational Activities/Sports Volunteer Opportunities

Clay County Schools, Clay County Board of Education

154 Yellow Jacket Drive
Hayesville, NC 28904
(828) 389-8513

- Administrative Entities
- Student Disability Services
- Secondary/High Schools, Elementary Schools
- Summer Camp, Day Camps

Clay County Senior Center

196 Ritter Road

Hayesville, NC 28904

(828) 389-9271

- Caregiver/Care Receiver Support Groups
- Congregate Meals/Nutrition Sites
- Home Delivered Meals
- Health Insurance Information/Counseling

Clay County Sheriff's Department

295 Court House Drive

Hayesville, NC 28904

(828) 389-6354

- Law Enforcement
- Vacation Security Checks
- Community Crime Prevention Programs

Clay County Transportation Services

391 Courthouse Drive

Hayesville, NC 28904

(828) 389-0644

- General Para-transit/Community Ride Programs

Chatuge Family Practice

241 Church St.

Hayesville, NC 28904

(828)-389-6383

- Rural Clinic
- Patient-Centered Medical Home
- Wellness
- Sick Visits
- Primary Care
- CDL Physicals
- Medication Assistance Program
- Medical Assistance

REACH of Clay County

P.O. Box 1485

Hayesville, NC 28904

(828) 389-0797

- Children's Protective Services

- Adult Protective Intervention/Investigation
- Crime Victim Support

Graham County Resource Agencies

Appalachian Community Services, Inc., - Graham County

217 South Main Street

Robbinsville, NC 28771

(828) 479-6466

- Bereavement Counseling
- Central Intake/Assessment for Substance Abuse
- Epidemic Investigation
- General Laboratory Tests
- Occupational Health and Safety
- Public Health Permits
- Refugee Resettlement Services
- Sexually Transmitted Disease Screening
- Tobacco Cessation
- Therapeutic Foster Homes
- Therapy Referrals, Central Intake/Assessment for Psychiatric Service
- WIC

Fit Trail

Robbinsville High School

301 Sweetwater Rd

Robbinsville, NC 28771

Graham County Department of Social Services

196 Knight Street

Robbinsville, NC 28771

(828) 479-7911

- Adult Day Programs
- Adult Protective Intervention/Investigation
- Assisted Living Facilities
- Case/Care Management
- Child Care Providers
- Child Support Assistance/Enforcement
- Children's Protective Services
- Food Stamps/SNAP
- Foster Home Placement
- Housing Expense Assistance
- Independent Living Skills Instruction
- Job Training Formats

- Medicaid
- Medical Appointments Transportation
- Personal Care
- Public Guardianship/Conservatorship Programs
- Residential Placement Services for People With Disabilities
- State/Local Health Insurance Programs
- Utility Service Payment Assistance
- Welfare Rights Assistance
- Work Permits

Graham County Emergency Management

70 West Fort Hill Road

Robbinsville, NC 28771

(828) 479-7967

- Emergency Services

Graham County Health Department

21 South Main St

Robbinsville, NC 28771

(828) 479-7900

- Birth Control
- Cancer Detection
- Childhood Immunizations, Adolescent/Adult Immunizations
- Community Clinics
- Diagnostic Imaging/Radiology
- Wellness education
- Epidemic Investigation
- Medicaid
- Prenatal Care
- Public Health Information/Inspection/Remediation

Graham County Cooperative Extension Service

39 South Main Street

Robbinsville, NC 28771

(828) 479-7979

- Youth Agricultural Programs
- Health Insurance Information/Counseling
- Child Care Instruction

Graham County Schools, Graham County Board of Education

52 Moose Branch Road

Robbinsville, NC 28771

(828) 479-3413

- Secondary/High Schools
- Elementary Schools

Graham County Senior Center

185 West Fort Hill Rd

Robbinsville, NC 28771

(828) 479-7977

- Senior Centers
- Congregate Meals/Nutrition Sites
- Health Insurance Information/Counseling
- Home Delivered Meals

Graham County Sheriff's Department

300 Rodney Orr Bypass

Robbinsville, NC 28771

(828) 479-3352

- Law Enforcement

Graham County Veterans Office

12 North Main Street

Village Shopping Center

Robbinsville, NC 28771

(828) 479-7966

- Veteran Benefits Assistance

Hill Top Healthcare Free Clinic

21 South Main St.

Robbinsville, NC 28771

(828)-479-7900 x2624

- Uninsured
- Low income adults
- Chronic disease management
- Immediate Care

Snowbird Clinic

96 Snowbird School Rd.

Robbinsville, NC 28771

(828) 479-3924

- Enrolled members and first descendants of Native American Tribes
- Wellness Exams

- Sick visits
- Chronic disease management
- Immunizations

Snowbird Senior Center

Robbinsville, NC 28771

(828)-479-9145

Tallulah Health Center

409 Tallulah Rd.

Robbinsville, NC 28771

(828) 479-6434

Tri-County Community College - Graham Campus

145 Moose Branch Road

Robbinsville, NC 28771

(828) 479-9256

- Community College

Findings

Cherokee, Clay and Graham County Health Departments, as well as Murphy Medical Center, continue to be the main resources for both healthcare and information. As Safety Net providers, our organizations collaborate to provide the care and resources needed to address the significant health needs of the residents of the area. Access to healthcare is challenging for residents attempting to establish with a primary care provider in this underserved rural area. The residents who are uninsured, underinsured and low income struggle with access due to affordability. Utilizing navigators to assist residents in registering for the Affordable Healthcare Marketplace, the above-mentioned partners host open enrollment events to help resident's secure affordable insurance coverage. Additionally, hospital patient advocates assist patients to determine if they are Medicaid-eligible or qualify for indigent programs and assist them with hardship applications. Social Services Departments in all three counties work with residents to obtain coverage to increase access to care as well.

Health education addressing chronic disease management and prevention is available at all three health departments as well as the hospital. Murphy Medical Center offers free tobacco cessation classes, asthma classes and early pregnancy classes. Medication assistance programs are available in all counties for those residents who cannot afford medications needed to manage their diseases.

Diabetic self-management and education is available in all three counties. Nutritional counseling is available through all county health departments as well as the hospital. All counties have public access to fitness trails, enabling residents to exercise and encouraging a healthy lifestyle. Each county has at least

one fitness center that residents may join. Clay County residents enjoy the free use of a community fitness center.

Resource Gaps

A growing issue in all three counties is substance abuse and the need for substance abuse treatment centers. The abuse of illegal and prescription drugs in western North Carolina is increasing. In the absence of inpatient and outpatient treatment centers, this population has great difficulty getting the help they need. Each county is working to prevent drug use in hopes that this problem will decrease through education. Cherokee County has the Coalition for a Safe and Drug Free Cherokee County. This organization is making strides in policy changes, drug drop box campaigns and education in the community and schools. Without treatment centers, it appears that the problem is worsening.

Another area where gaps are evident is in the behavioral health and mental illness area. Again, this rural area has no inpatient treatment centers and no clear cut path to obtain help when it is needed. Currently, patients voluntarily commit themselves or are committed involuntarily. Typically, they arrive at the hospital emergency department and must be housed and observed until placement is found. Placement can take a few days or even several weeks. Meanwhile, the patient is not getting the care needed to address their individual mental health issue.

5 - NEXT STEPS

Sharing Findings

Our facility will post its CHNA report on Murphy Medical Center website at www.murphymedical.org/policies. A paper copy of our CHNA will be made available upon request at our hospital free of charge. Comments and suggestions will be accepted from the public by e-mail at dcollins@murphymedical.org or at www.murphymedical/policies.org. This is where you will find the Executive Summary, Implementation Plan and the comment form as well. Comments are encouraged.

Collaborative Action Planning

Our hospital facility will participate in a collaborative action planning process with our community partners which results in the creation of a community-wide plan at the county level. Our hospital will then develop an implementation strategy that speaks to our specific contributions to the identified priority health issue. We aim to leverage existing assets, avoid duplication, and implement evidence-based and innovative efforts, while working towards a vision of collective impact.

Murphy Medical Center, the Cherokee County Health Department, the Clay County Health Department and the Graham County Health Department recognize the value and importance of working closely as partners to move the needle in a positive direction. After completion of each county's CHIP and the hospitals Implementation Strategy, we will continue to collaborate and pool resources to address the priorities. We will continue to meet regularly to assess our strategies and tactics, adjusting them as needed to ensure we are meeting the goals and objectives for the good of the residents.

Approval

This report was prepared for Murphy Medical Center's Board of Directors meeting conducted May 25, 2016, and is approved by that governing body as indicated below by the signatures of the Board Chairperson and Hospital CEO.



David Hilton, Vice Chairman

5-25-16

Date



Mike Stevenson, CEO

5-25-16

Date

5/25/16

Date adopted by authorized body of hospital facility

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APPENDIX

Appendix A – Cherokee County Community Health Assessment

Appendix B – Clay County Community Health Assessment

Appendix C – Graham County Community Health Assessment