

Community Health Needs Assessment (CHNA) Implementation Strategy

NCH Healthcare System
350 Seventh Street North
Naples, Florida 34102

September 30, 2022

Contact Person:

Ryan Burroughs, System Director Strategy & Data Science

Date of Written Plan:

September 9, 2022

Date Written Plan Was Adopted by Organization's Authorized Governing Body:

By the Board of Trustees of the Marco Island Urgent Care Center on September 19, 2022, and by the Board of Trustees of the NCH Healthcare System on September 27, 2022.

Date Written Plan Was Required To Be Adopted:

September 30, 2022

Authorized Governing Body that Adopted the Written Plan:

Board of Trustees of the NCH Healthcare System and the Board of Trustees of the Marco Island Urgent Care Center

Was Written Plan Adopted by Authorizing Governing Body by End of Tax Year in Which CHNA was Made Available to the Public?

Yes

Date Facility's Prior Written Plan Was Adopted by Organizations Governing Body:

September 30, 2019

Name and EIN of Hospital Organization Operating Hospital Facility:

NCH Healthcare System

EIN number is 59-0694358; Marco Island Hospital, Inc. EIN number is 59-2315435

Address of Hospital Organization:

350 Seventh Street North, Naples, Florida 34102

II. Purpose of Implementation Strategy

This Implementation Strategy has been prepared in order to comply with the federal tax law requirements set forth in Internal Revenue Code section 501[®] requiring hospital facilities owned and operated by an organization described in Code section 501(c)(3) to conduct a community health needs assessment at least once every three years and adopt an implementation strategy to meet the community health needs identified through the community health needs assessment. This implementation Strategy is intended to satisfy each of the applicable requirements set forth in proposed regulations April 2013.

III. Joint Implementation Strategy

As part of an integrated healthcare system, the CHNA for Naples Community Hospital and Marco Island Hospital was prepared jointly.

IV. List of Community Health Needs Identified in Written Report

The list of community health needs identified in the report are Communicable and Infectious Diseases, Health Behaviors and Outcomes, Chronic Disease and Mortality, Preventable Mortality, Injuries, Maternal and Infant Health

V. Health Needs Planned To Be Addressed By The Facility

Members of the NCH Executive Team and staff attended bi-monthly meetings with the Florida Department of Health in Collier County (DOH – Collier County) during the development of the (CHNA) and the results of these meetings were reviewed with the NCH Senior Leadership Team on a regular basis. Upon completion of the (CHNA) the Team met several times to discuss and prioritize community healthcare needs that NCH is in a favorable position to address and that are consistent with NCH's mission and vision and where opportunities were to make a significant impact on the health of Collier County.

The four key areas of focus include access to care, chronic disease, healthcare of older adults and pediatrics and women's health. The implementation plan was developed by the NCH Executive Team and reviewed and approved by the NCH Board of Trustees. Many parts of the implementation plan are also incorporated into the NCH Healthcare System 2021 – 2022 Strategic Plan and the status of the plan is reviewed with the Strategic Planning Committee of the Board of Trustees on a regular basis. The Implementation Plan is outlined on the following page.

2022 Implementation Plan to Address Significant Needs

Community Benefit Category	Name of Program	Description of Program	Method of Evaluation
Access to Care	Upgrade telephonic services	Improve customer services for our patients through upgrading and outsourcing our telephonic services.	Service Volumes
	Access clinic	Create an Access Clinic for quick access for low acuity medical care.	Service Volumes
	Further develop virtual care through EPIC's MyChart	Enable patients to communicate with doctors, schedule appointments, see medications, test results, upcoming appointments, medical bills, price estimates, and more all in one place.	MyChart Enrollment Rate
	Expand access to healthcare in the rapidly growing northeast Naples	Strategically focus service offerings per location and distribution of services with focus on Northeast growth and create access for Medicaid dominant communities.	Service Volumes for targeted zip codes
Chronic Disease (Heart & Stroke)	Address the patient demand shift from inpatient to outpatient care	Concentrate core service offerings to backfill inpatient volume that has shifted to outpatient and prioritize areas of focus to keep patients local.	Service Volumes Distribution Inpatient vs Outpatient
	Add cardiology services on Marco Island	Expand cardiology services to serve the needs of the Marco Island community.	Service Volumes
	Improve patient outcomes through education	Utilize a cardio thoracic navigator for pre-surgery education, post-surgery education and community education.	Service Volumes
	Clinical Trials program to offer state-of-the-art care for chronic disease patients	Expand clinical trials and promote medical education as part of advanced capabilities.	Number of Clinical Trials & Patients Enrolled
Health of Older Adults	Provide access to geriatric medicine	Expand geriatric medicine to multiple NCH Physician practices.	Service Volumes
	Achieve geriatric emergency department accreditation (GEDA)	Geriatric emergency department accreditation (GEDA) was developed by leaders in emergency medicine to ensure that our older patients receive well-coordinated, quality care at the appropriate level at every ED encounter.	Become Accredited
Pediatrics' and Women's Health	Evaluate upgrading from NICU Level II to NICU Level III	Optimize policies, nursing/staff ratios, education, ancillary services including dedicated respiratory therapists.	Service Volumes
	Enhance Care Through Obstetric Emergency Department (OBED)	Implement Obstetric Hospitalists 24/7 coverage for Labor & Delivery to increase patient safety by reducing nurse only deliveries.	Service Volumes
	Increase Maternal Fetal Medicine services	As the only birthing hospital in Collier County, ensure optimal care for high-risk pregnancies by adding services such as antepartum, expanding clinic days and pursuing 24/7 MD MFM coverage.	Service Volumes