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2022-2025

Twin County Regional Hospital Community Health Improvement Plan

- Carroll, Grayson, and Galax County, Virginia -

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Overview

About Twin County Regional Hospital

Making Communities Healthier

At Twin County Regional Healthcare, we compassionately pursue the health and well-being of our patients, employees and the community through our culture of exceptional service and commitment to quality.

Welcome to a place where people care about you and your health. At Twin County Regional Healthcare, we're the region's leader in providing quality healthcare services. That's because we're so much more than a hospital. We're an organized healthcare delivery system dedicated to providing healthcare services you need.

Twin County Regional Healthcare opened its doors in 1973 as the region's source for high quality, affordable healthcare. And today, we're still caring, still growing, and still taking care of our friends and neighbors.

Because we're part of your community, we're in tune with the services you need. In response, we continually develop and improve the services we offer. At Twin County Regional Healthcare, we hold the values that are important to all of us-service, quality, safety, people, cost effectiveness and growth.

At Twin County Regional Healthcare, the resources and services we provide can help you stay healthy or guide you through recovery. And all the while surrounded by neighbors, friends and family who have a vested interest in you.

Twin County Regional Healthcare (TCRH) is located in Galax, Virginia, which is in the center of the Twin Counties of Grayson and Carroll in Southwest Virginia. TCRH is a 141-bed facility that includes acute care, ambulatory care and emergency services. TCRH is considered a rural hospital that serves a large Medicare population, as well as a total population of approximately 60,000. We operate within a 100-mile radius.

Twin County Regional Hospital

Acute Medical & Surgical Care
Behavioral Health
Cardiac Rehabilitation & Cardio Direct
Cardiology
Cardiopulmonary Services
Chronic Disease Management & Education
Diagnostic Imaging/Radiology
Emergency Services
Gastroenterology
Intensive Care Unit
Laboratory Services & Lab Direct
Occupational Health/WorkPoint Wellness

Orthopedics
Pain Services
Rehabilitation Services
Sleep Center
Stroke Center
Teleneurology
Women's Health & Birthing Center

Gastroenterology
Orthopedics
Pediatrics
Surgery
Urgent Care
Urology

Twin County Physician Practices

Behavioral Health
Cardiology
Family Practice: Galax, Hillsville & Independence

Community Health Improvement Plan

This document is a hospital facility-specific Community Health Improvement Plan (CHIP) for Twin County Regional Hospital (TCRH)

The Community Health Needs Assessment (CHNA) defines priorities for health improvement, creates a collaborative community environment to engage stakeholders, and an open and transparent process to listen and truly understand the health needs of the community served by Twin County Regional Hospital (Carroll, Grayson, and Galax County, VA). This document is the Twin County Regional Hospital (TCRH) Implementation Plan outlining how the hospital plans on addressing significant health needs in the community.

The CHNA is contained in a separate document.



Starting on **May 1, 2023**, this report is made widely available to the community via Twin County Regional Hospital's website, <https://www.tcrh.org>, and paper copies are available free of charge at Twin County Regional Hospital.



Twin County Regional Hospital's Board of Directors approved and adopted this Implementation Strategy on **May 1, 2023**.

To successfully make our community healthier, it is necessary to have a collaborative venture which brings together all of the care providers, citizens, government, schools, churches, not-for-profit organizations and business and industry around an effective plan of action. The community health needs assessment was completed previously and posted on Twin County Regional Hospital's website.

Based on the results of the CHNA, TCRH has selected all six of the identified significant health needs to address.

1. Substance Use Disorder
2. Mental Health
3. Healthy Eating/Active Living/Food Insecurity
4. Socioeconomics
5. Education/Communication
6. Access to Care

Community Health Improvement Plan

TCRH plans to meet the Substance Use Disorder significant health need by:

1. The actions the hospital facility intended to take to address the significant health need – Continue partnership with The Life Center of Galax, Sperohealth, and increase Narcan prescriptions when prescribing opioids.
2. The anticipated impact of these actions – Provide resources and increase the health literacy of the community.
3. The programs and resources the hospital plans to commit to address the health need – Partnership with The Life Center of Galax, Mount Rogers (MAT), and Sperohealth.
4. Any planned collaboration between the hospital facility and other facilities or organizations – APP Educational Dinners and quarterly EMS meetings.

TCRH plans to meet the Mental Health significant health need by:

1. The actions the hospital facility intended to take to address the significant health need – Expansion of our BHU to accommodate 3+ patients in addition to our current ratio, recruit 1 NP for BHU & utilize Telepsychiatry for additional capacity, explore specialty services (geriatrics, pediatrics, outpatient services, etc.) Explore opportunity to add pediatric counselor to Twin County Pediatrics clinic.
2. The anticipated impact of these actions – Increase access to care by providing 12 inpatient licensed beds to meet the mental health needs of the community.
3. The programs and resources the hospital plans to commit to address the health need – Service line expansion (i.e. more licensed beds), recruitment of nursing personnel to meet patient ratios, and evaluate environment of care.
4. Any planned collaboration between the hospital facility and other facilities or organizations – Mount Rogers Mental Health (Crisis Center, Youth Services), and Cornerstone Community Church (i.e., Elisha’s House).

Community Health Improvement Plan, cont.

TCRH plans to meet the Healthy Eating/Active Living significant health need by:

1. The actions the hospital facility intended to take to address the significant health need – Partnership with Curtis Bartlett Fitness (CBF) Center & TCRH Cardiac Rehab (i.e. Biggest Winner Challenge), Employee Incentives (Vitality), sponsor Autumn Days 5k with Galax Recreation Center, and social media “healthy tips,” and promotion of annual wellness screenings.
2. The anticipated impact of these actions – Reduce obesity, diabetes, heart disease, and increase overall wellness.
3. The programs and resources the hospital plans to commit to address the health need – Marketing/advertisement, CBF, and sponsorships.
4. Any planned collaboration between the hospital facility and other facilities or organizations – Partnership with CBF, LEO, local school districts, and industry partners.

TCRH plans to meet the Socioeconomics significant health need by:

1. The actions the hospital facility intended to take to address the significant health need – Financial counseling, charity policy, facility fundraisers, free childbirth and parenting classes, free stroke and brain injury classes, promote Marketplace health insurance enrollment for uninsured, Gateway (Community Health Workers), scholarships and tuition reimbursement for hired personnel.
2. The anticipated impact of these actions – increase access to care, increase opportunities for the economically disadvantaged.

The programs and resources the hospital plans to commit to address the health need – free health seminars/health fairs for the community at large. Sponsoring nursing student starter kits (including stethoscope, BP cuff, penlight, & watch, and free care).

Any planned collaboration between the hospital facility and other facilities or organizations – God’s Storehouse Soup Kitchen, Free Clinic of the Twin Counties, United Way, EMS agencies, employed clinics, Gateway (Community Health Workers), and Charity Care.

Community Health Improvement Plan, cont.

TCRH plans to meet the Education/Communication significant health need by:

1. The actions the hospital facility intended to take to address the significant health need – Community health fairs, social media articles bylined by medical professionals, radio/public service announcements, heart health education (hands-only CPR), childbirth and parenting classes, community health expo, stroke and brain injury support group, and lactation consulting.
2. The anticipated impact of these actions – Promote wellness, education, and preventative care. Increase health literacy of the community.
3. The programs and resources the hospital plans to commit to address the health need – printed reading materials, community resource guide, continued community education events through outreach/marketing, and provider speaking engagements.
4. Any planned collaboration between the hospital facility and other facilities or organizations – Local EMS agencies, post-discharge stroke navigator (VDH), community health workers (Gateway), industry partners, and school systems.

TCRH plans to meet the Access to Care significant health need by:

1. The actions the hospital facility intended to take to address the significant health need – Expand service lines including (GI, BHU, General Surgery, Pediatrics, Orthopedics, Family Practice, & Urgent Care), relocating key service lines for improved access, expanding partnerships/collaborations, add designated walk-in hours for primary care and pediatrics, expand hours for preventative health screenings, promote Medicare wellness visits, and recruit 1 primary care physician & 1 orthopedic physician.
2. The anticipated impact of these actions – Increase access to care and specialty services.
3. The programs and resources the hospital plans to commit to address the health need – additional staff, expanded hours, utilize local transportation facilities (i.e. Lynx), and new locations to accommodate new patient growth.
4. Any planned collaboration between the hospital facility and other facilities or organizations – Free Clinic of the Twin Counties, outlying independent practices (i.e. satellite clinic services – General Surgery), and school municipalities.

Community Health Improvement Plan for Carroll, Grayson, and Galax County

*Completed by Twin County Regional Hospital in partnership with
Stratasan*

