



Community Health Needs Assessment

May 28, 2013



MURPHY MEDICAL CENTER'S COMMUNITY HEALTH NEEDS ASSESSMENT

ACKNOWLEDGMENTS

This Community Health Needs Assessment (CHNA) was developed by Murphy Medical Center, in partnership with Cherokee County Health Department, Clay County Health Department, and Graham County Health Department as part of its local community health needs assessment process. The organization thanks several agencies and individuals for their contributions and support in conducting this health assessment:

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EXECUTIVE SUMMARY

Murphy Medical Center conducted its Community Health Needs Assessment (CHNA) as part of WNC Healthy Impact, a 16-county collaboration of health departments and hospitals, in conjunction with its three local health departments and with input from local health experts and constituents.

Health Priorities

Working with health departments in Cherokee, Clay and Graham counties and based on primary and secondary research and input from listening sessions, the following health priorities were determined:

- Decrease all forms of tobacco use
- Control and prevent chronic diseases including diabetes, high blood pressure and high cholesterol
- Improve access to healthcare

General Review of Data and Trends

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 [WNC Healthy Impact Secondary Data Workbook](#) reveals that, in similar prevalence, each of the three local counties share the top three causes of death resulting from disease (i.e., excluding unintentional injuries). In each county, heart disease is the leading cause of death, cancer is the second most prevalent cause of death, and both are distantly followed by chronic obstructive pulmonary disease (COPD). Age-adjusted mortality rates by county are listed below with an overlapped five-year aggregate period.

Leading Cause of Death, 2006-2010

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

This research also reveals that Cherokee, Clay and Graham county residents generally exceed regional, state and national averages for undesired health behaviors which contribute to these leading causes of death. The current baseline data for each of the prioritized health issues facing area residents are as follows:

Tobacco Use

- **Smoke Tobacco:** Cherokee Co.: 19.9%, Clay Co.: 26.3%, Graham Co.: 27.5%, all of which exceed NC rate of 19.8% and US rate of 16.6%. Only Cherokee Co. is below the WNC rate of 20.6%.

- **Smokeless Tobacco:** Cherokee Co.: 8.9%, Clay Co.: 7.7%. Graham Co.: 8.2%, all of which exceed WNC rate of 5.2% and US rate of 2.8%.
- **Smoke During Pregnancy:** Cherokee Co.: 29.1%, Clay Co.: 25.4%, Graham Co.: 27.5%, all of which exceed the WNC rate of 20.6% and the NC rate of 11%.

Chronic Disease

- **Diabetes:** Cherokee Co.: 17.4%, Clay Co.: 13.8%, Graham Co.: 14.9%, all of which exceed WNC rate of 12.6%, NC rate of 9.8% and US rate of 10.1%.
- **High Blood Pressure:** Cherokee Co.: 48.6%, Clay Co.: 42.9%, Graham Co.: 44.7%, all of which exceed the WNC rate of 39.4%, the NC rate of 31.5% and the US rate of 34.3%.
- **High Cholesterol:** Cherokee Co.: 38.1%, Clay Co.: 39%, Graham Co.: 38.9%, all of which exceed the WNC rate of 34.3% and the US rate of 31.4%. The NC rate is 40%.

Physical Activity

- **Meets Physical Activity Recommendations:** Cherokee Co.: 57.8%, Clay Co.: 62.1%, Graham Co.: 60.2%, all of which exceed state norm of 42.7% but are in contradiction to current county-specific obesity rates.

Healthy Eating

- **Obesity** (age 20 or above): Cherokee Co.: 27.4%, Clay Co.: 25.8%, Graham Co.: 28.2%. According to the Centers for Disease Control (CDC), the US obesity rate in 2010 was 35.7%. While the local obesity rate is less than the national average, one quarter of the local population is at significant risk for health complications.
- **Nutrition** (had an average of 5 or more servings of fruits/vegetables per day in the past week): Cherokee Co.: 9.8%, Clay Co.: 8.3%, Graham Co.: 4.2%. The state rate is 8%. All rates are significantly low.

Access to Healthcare

- **Lack of Healthcare Insurance Coverage:** Cherokee Co.: 26.7%, Clay Co.: 31.9%, Graham Co.: 33%, all of which exceed the WNC rate of 23.7%, the NC rate of 17.7% and the US rate of 14.9%. In all 3 counties, 74% of respondents said "Cost/No Insurance" was their primary reason for not getting care.

Focusing on the major contributors to the leading causes of mortality in its community will be the cornerstone of Murphy Medical Center's Implementation Strategy.

CHAPTER 1 – SERVICE AREA AND POPULATION

Organization Overview

Founded in 1979, Murphy Medical Center is a 501(c)3, private, not-for-profit healthcare organization in Murphy, NC, serving over 44,000 residents of Cherokee, Clay, and Graham counties in the far west portion of the state. Its mission is to provide its communities with high-quality, patient-centered care and its vision is of being the provider and employer of choice in its community. Its values of integrity, accountability, teamwork, and service drive its daily operations.

Murphy Medical Center is the largest employer in its three-county area, employing 558 full-time, part-time and PRN staff members and contributing over \$30MM to the local economy just in terms of salaries and benefits in fiscal year 2013. Additionally, it projects it will provide over \$13MM in uncompensated care in fiscal year 2013.

Scope of Services

- 57-bed acute-care hospital with services available in:
 - Cancer Care
 - Cardiac Rehab
 - Cardiopulmonary
 - Community Health
 - Emergency Care
 - Intensive Care
 - Labor & Delivery
 - Laboratory
 - Medical/Surgical Inpatient
 - Surgery
 - Radiology
 - Rehabilitation (Physical, Occupational, and Speech Therapy)
 - Wound Care & Hyperbaric Therapy
- 134-bed Nursing Home, including a 14-bed Alzheimer's Unit
- Urgent Care Center
- Good Shepherd Home Health & Hospice Agency
- Peachtree Athletic and Rehabilitation Center (PARC)
- Murphy Group Practice physician services:
 - Family Practice
 - General Surgery
 - Obstetrics & Gynecology
 - Orthopedics & Sports Medicine

Affiliations

The hospital is fully accredited by The Joint Commission. Murphy Medical Center operates under a management services agreement with Carolinas HealthCare System. It is a member of the American Hospital Association, North Carolina Hospital Association, North Carolina Health Care Facilities Association and Western North Carolina Health Network.

Definition of Community

Murphy Medical Center defines its community as its primary service area, i.e., the three counties to which the majority of its services are rendered. As is typical, in fiscal year 2012, 91.5% of its services were provided to residents of Cherokee, Clay and Graham counties in North Carolina. Thus, those 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 those three counties were key partners in this local-level assessment process.

Community Profile

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 average poverty rate in the three counties is 18.03% which exceeds the state norm of 15.5%. Unemployment is higher in all three counties than the state average of 9.4%, with an average three-county unemployment rate of 13% in March 2013. Consequently, each of the three counties is currently designated by the US Department of Commerce as one of the 40 most economically distressed "Tier 1" level counties.

The percentage of the local population without health insurance is 19.6%. This percentage excludes the large number of Medicare-qualified residents as well as those qualifying for Medicaid. Corresponding to the area poverty rate, Medicaid coverage in each of the three counties is higher than the state norm of 19.04% (Cherokee Co.: 21.79%, Clay Co.: 20.3%, Graham Co.: 28.01%)

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

Local Partners

The good work of Murphy Medical Center is highly dependent on good relationships with local and regional partners working on behalf of area residents. It routinely works with the following agencies and businesses in the service of its community members.

Cherokee County

- Cherokee County Commissioners
- Cherokee County EMS
- Cherokee County Health Department
- Cherokee County Schools
- Cherokee County Senior Services
- Cherokee County Sheriff's Department
- Cherokee County Social Services
- Cherokee County Transportation
- Coalition for Safe & Drug-Free Cherokee County
- Town of Andrews
- Town of Murphy

Clay County

- Clay County Commissioners
- Clay County EMS
- Clay County Health Department
- Clay County Schools
- Clay County Senior Center
- Clay County Sheriff's Department
- Clay County Social Services
- Clay County Transportation
- Town of Hayesville

Graham County

- Graham County Commissioners
- Graham County EMS
- Graham County Health Department
- Graham County Schools
- Graham County Sheriff's Department
- Town of Robbinsville

Area Providers

- Andrews Internal Medicine
- Jack Chapman, MD
- Chatuge Family Practice
- Daniel Eichenbaum, MD
- Jeffrey Martin, MD

Henry Meinecke, MD
Robert Moreland, MD
Ziyad Mugharbil, MD
Peachtree Internal Medicine
Peachtree Pediatrics
Peachtree ENT & Facial Plastics
David Mock, MD
Michael Rohlfing, MD
Smoky Mountain Foot Clinic
Smoky Mountain Radiology
Charles Watras, MD

Other Partners

Appalachian Community Services
Centers for Medicare and Medicaid Services
Community Care of North Carolina
Meridian Behavioral Health Services
Mountain Area Health Education Center (MAHEC)
National Committee for Quality Assurance
NC Hospital Association
NC Medical Society
The Joint Commission
WNC Health Network

CHAPTER 2 – CHNA PARTNERS

WNC Healthy Impact

WNC Healthy Impact is a partnership between hospitals and health departments in 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. See www.WNCHealthyImpact.com for more details about the purpose and participants of this region-wide effort.

The regional work of WNC Healthy Impact is supported by a steering committee, workgroups, local agency representatives, and a public health/data consulting team. In addition, for the regional data collection phase, a survey vendor (PRC – Professional Research Consultants, Inc.) was hired to administer a region-wide telephone survey. Various partners, coalitions, and community members are also engaged at the local level. The core set of secondary and survey (primary) data, and analysis support were made available through this collaborative regional effort.

WNC Healthy Impact Collaborators

- Angel Medical Center
- Blue Ridge Regional Hospital
- Buncombe County Dept of Health
- CarePartners Health Services
- Cherokee County Health Department
- Cherokee Indian Hospital – Cherokee Health and Medical Division
- Clay County Health Department
- Graham County Health Department
- Haywood County Health Department
- Henderson Co. Dept. of Public Health
- Highlands-Cashiers Hospital
- Jackson County Dept. of Public Health
- Macon County Public Health Center
- Madison County Health Department
- Margaret R. Pardee Memorial Hospital
- McDowell Hospital
- MedWest – Harris
- MedWest – Haywood
- MedWest – Swain
- Mission Hospital
- Murphy Medical Center
- NC Center for Health and Wellness at UNC Asheville
- Park Ridge Health
- Rutherford Hospital
- Rutherford-Polk-McDowell Health District
- St. Luke's Hospital
- Swain County Health Department
- Toe River Health District
- Transylvania Co. Dept. of Public Health
- Transylvania Regional Hospital
- Western NC Partnership for Public Health
- Western Carolina Medical Society
- WNC Health Network

CHAPTER 3 – CHNA METHODOLOGY AND PROCESS

Data Collection Process

Core Dataset Collection

As part of WNC Healthy Impact, a regional data workgroup of public health and hospital representatives and regional partners, with support from the consulting team, made recommendations to the steering committee on the data approach and content used to help inform regional data collection. The core regional dataset was informed by stakeholder data needs, guidelines, and requirements. From data collected as part of this core dataset, the consulting team compiled secondary (existing) data and new survey findings for each county in the 16-county region. This assessment includes data integrated from the secondary data efforts as well as the community health survey for local counties. Appendices [1](#), [2](#) and [3](#) contain details on the data collection methodology.

Criteria for selecting “highlights”

The body of assessment data supporting this document is wide-ranging and complex. In order to develop a summary of major findings, the consultant team applied three key criteria to nominate data for inclusion in this report. The data described in this report was selected because:

- County statistics deviate in significant ways from WNC regional data or NC statistics;
- County trend data show significant change—positive or negative—over time; or
- County data demonstrate noteworthy age, gender, or racial disparities.

Supplementary to this report is the [WNC Healthy Impact Secondary Data Workbook](#) (*Data Workbook*) that contains complete county-level data as well as the state and regional averages and totals described here. Data contained in the *Data Workbook* is thoroughly referenced as to source. Readers should consult the *Data Workbook* to review all of the secondary data comprising the regional summaries.

Unless specifically noted otherwise, all tables, graphs and figures presented in this report were derived directly from spreadsheets in the *Data Workbook* or survey data reported by the survey vendor (PRC).

Community Engagement

In the random-sample survey administered in its three-county service area as part of this community health needs assessment, 600 community members completed a questionnaire regarding their health status, health behaviors, interactions with clinical care services, support for certain health-related policies, and factors that impact their quality of life.

CHAPTER 4 – COMMUNITY HEALTH NEEDS

Identified Health Needs

1. Heart Disease
2. Diabetes
3. High Blood Pressure
4. High Cholesterol
5. Obesity
6. Mental Health
7. Low Birth Weight
8. Substance Abuse

Prioritization Process & Criteria

Via the ongoing WNC Healthy Impact collaborative and both local and internal evaluation processes, Murphy Medical Center used the following methodologies to inform its prioritization process of health issues it will focus on during the next three years:

Data gathering: Primary and secondary research was conducted and is presented in the attached Community Health Assessments (see Appendices [1](#), [2](#) and [3](#)) of Cherokee, Clay and Graham counties. This research provides clear statistical insight into the current health challenges facing the local population.

Collaboration with three area health departments: During the CHNA process, multiple meetings were held with Health Directors and Health Educators in the Cherokee, Clay and Graham county Health Departments to specifically determine and prioritize the health needs of the local community.

Listening sessions: Three listening sessions were conducted in March, April and May 2013 as part of the CHNA process. The groups included:

- Employed Managers who primarily manage the clinical areas which provide the daily services and care provided to patients
- Area physicians – both primary care and specialists – who care for the local population
- Murphy Medical Center’s Foundation’s Board of Directors who individually and collectively represent the broad interests of the community

Leadership meetings: Murphy Medical Center’s senior administrative leadership including the Chief Executive Officer, Chief Financial Officer, Chief Operations Officer, Director of Nursing, Vice President of Quality and Vice President of Physician Services were integrally involved in determining the prioritization of care for the community over the next three years.

Focusing on the major contributors to the leading causes of mortality in its community will be the cornerstone of Murphy Medical Center’s Implementation Strategy.

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 share the top three causes of death resulting from disease (i.e., excluding unintentional injuries). In each county, heart disease is the leading cause of death, cancer is the second most prevalent cause of death, and both are distantly followed by chronic obstructive pulmonary disease (COPD). Age-adjusted mortality rates by county are listed below with an overlapped five-year aggregate period.

Leading Cause of Death, 2006-2010

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

According to the Centers for Disease Control (CDC), the principal behavioral contributors to the leading local causes of death include:

- **Heart Disease:** Tobacco use, poor nutrition, physical inactivity, obesity
- **Cancer:** Tobacco use, lack of screenings, obesity, physical inactivity, poor nutrition, alcohol use, excessive sun exposure
- **COPD:** Tobacco use, air pollutants

Research also reveals that Cherokee, Clay and Graham county residents generally exceed regional, state and national averages for undesired health behaviors which contribute to these leading causes of death. The current baseline data for each of Murphy Medical Center’s prioritized health issues facing area residents are as follows (and as detailed in Appendices [1](#), [2](#), and [3](#)):

Tobacco Use

- **Smoke Tobacco:** Cherokee Co.: 19.9%, Clay Co.: 26.3%, Graham Co.: 27.5%, all of which exceed NC rate of 19.8% and US rate of 16.6%. Only Cherokee County is below the WNC rate of 20.6%.
- **Smokeless Tobacco:** Cherokee Co.: 8.9%, Clay Co.: 7.7%, Graham Co.: 8.2%, all of which exceed WNC rate of 5.2% and US rate of 2.8%.
- **Smoke During Pregnancy:** Cherokee Co.: 29.1%, Clay Co.: 25.4%, Graham Co.: 27.5%, all of which exceed the WNC rate of 20.6% and the NC rate of 11%.

Chronic Disease

- **Diabetes:** Cherokee Co.: 17.4%, Clay Co.: 13.8%, Graham Co.: 14.9% (as represented in Prevalence of Diabetes (ever diagnosed) in each CHA) all of which exceed WNC rate of 12.6%, NC rate of 9.8%, and US rate of 10.1%.
- **High Blood Pressure:** Cherokee Co.: 48.6%, Clay Co.: 42.9%, Graham Co.: 44.7% all of which exceed the WNC rate of 39.4%, the NC rate of 31.5% and the US rate of 34.3%.
- **High Cholesterol:** Cherokee Co.: 38.1%, Clay Co.: 39%, Graham Co.: 38.9% all of which exceed the WNC rate of 34.3% and the US rate of 31.4%. The NC rate is 40%.

Physical Activity

- **Meets Physical Activity Recommendations:** Cherokee Co.: 57.8%, Clay Co.: 62.1%, Graham Co.: 60.2%, all of which exceed state norm of 42.7% but are in contradiction to current county-specific obesity rates.

Healthy Eating

- **Obesity** (age 20 or above): Cherokee Co.: 27.4%, Clay Co.: 25.8%, Graham Co.: 28.2% (as represented in Diagnosed Obesity Table 35 in each CHA). According to the CDC, the national obesity rate in 2010 was 35.7%. While the local obesity rate is less than the national average, one quarter of the local population is at significant risk for health complications.
- **Nutrition** (had an average of 5 or more servings of fruits/vegetables per day in the past week): Cherokee Co.: 9.8%, Clay Co.: 8.3%, Graham Co.: 4.2%. The state rate is 8%. All rates are significantly low.

Access to Healthcare

- **Lack of Healthcare Insurance Coverage:** Cherokee Co.: 26.7%, Clay Co.: 31.9%, Graham Co.: 33%, all of which exceed the WNC rate of 23.7%, the NC rate of 17.7% and the US rate of 14.9%. In all 3 counties, 74% of respondents said "Cost/No Insurance" was their primary reason for not getting care.

As summarized by Cherokee, Clay and Graham County Health Departments in Appendices [1](#), [2](#), and [3](#), and as detailed in the [Data Workbook](#), residents face other health issues as well, including:

Mental Health: The mental health system in North Carolina is in some disarray, with reform implemented in 2001 now being reconsidered. As a result, no clear pattern of service utilization is apparent from this data at either the county, regional or state levels. In terms of self-reporting on mental health, 7.3% of Cherokee Co. residents, 4.6% of Clay Co. residents and 6.9% of Graham Co. residents reported that their mental health was "not good" for 15 to 30 days of the previous month. According to NC DETECT, the following percentages of Emergency Department visits in 2010 resulted in a psychiatric diagnosis: Cherokee Co.: 10.84%, Clay Co.: 10.36%, and Graham Co. 7.67%, compared to a WNC mean of 10.98%.

Low Birth Weight: At 10.3%, Cherokee Co. had a higher low-birth rate for births occurring between 2006 and 2010 than its two neighboring counties (Clay: 6.7%, Graham 8.7%), the region (8.2%) or the state (9.1%). Causes of low birth weight can include smoking while pregnant and lack of prenatal care. Low birth weight can result in serious health problems in newborns, (e.g., respiratory distress, bleeding in the brain, and problems with the heart, intestines and/or eyes), and cause lasting disabilities (e.g., mental retardation, cerebral palsy, vision and hearing loss or death).

Substance Abuse

- **Illicit Drugs**

- "Illicit drug use in the past month" was self-reported as follows: Cherokee Co.: 1.4%, Clay Co.: 1.8%, Graham Co.: 2%, all of which are very close to WNC (1.8%) and NC (1.7%) rates. It is important to note that as a self-reported measure – and because this indicator reflects potentially illegal behavior – it is reasonable to expect that illicit drug use might be underreported, and that actual illicit drug use in the community is likely higher.
- Another point of reference is the prevalence of substance abuse diagnoses made in Emergency Department visits in 2010 according to NC DETECT Data – Cherokee Co.: 3.28%, Clay Co.: 2.43%, Graham Co.: 3.12%, compared to a WNC mean of 2.99%.

- **Alcohol Abuse**

- **Chronic Drinkers** (defined as having 60+ alcoholic drinks in the past month): Cherokee Co.: 6.3%, Clay Co.: 7.7%, Graham Co.: 6.8%, compared to the WNC rate of 4.6%, NC rate of 3.5% and US rate of 5.6%.
- **Binge Drinkers** (defined as those consuming 5+ alcoholic drinks on any one occasion in the past 30 days): Cherokee Co.: 10.4%, Clay Co.: 11.7%, Graham Co.: 10.1%, compared to the WNC rate of 19.6%, NC rate of 11% and US rate of 16.7%.

Priority Health Issues

Murphy Medical Center works every day to improve the health of its community members. It provides high-quality services and care for individuals with a wide range of illnesses and injuries.

Needs to be Addressed

In its ongoing effort to reduce the leading contributors to mortality and in conjunction with its three area Health Departments and other local agencies, Murphy Medical Center prioritizes the following three health issues for focus during the next three years:

- Decrease all forms of tobacco use
- Control and prevent chronic diseases including diabetes, high blood pressure and high cholesterol
- Improve access to healthcare

Needs not Addressed

Given continued reductions in Medicare and Medicaid reimbursements and providing ever-increasing amounts of uncompensated care (estimated \$13MM in FY13), Murphy Medical Center does not possess the financial resources to highly prioritize health needs in its community which occur in lower prevalence. Additionally, in some cases, Murphy Medical Center does not possess the expertise to address an issue. However, as a matter of course, Murphy Medical Center routinely provides care to its community in regards to each of the three identified but non-prioritized health issues.

- **Mental Health:** Murphy Medical Center does not operate a behavioral health center or employ psychiatric physicians. One local master's prepared Psychologist is contracted with, as needed, to consult with patients. Appalachian Community Services in Murphy, NC (Cherokee Co.), in conjunction with regional LME Smoky Mountain Center, primarily address mental health issues for residents in Cherokee, Clay and Graham counties. The hospital's case managers refer patients, as appropriate, to Appalachian Community Services and work with other state agencies to locate psychiatric beds for patients who present at the hospital.
- **Low Birth Weight:** Of the three counties in its service area, Cherokee Co. has a higher-than-average rate of low birth weight. Though Murphy Medical Center is not prioritizing this issue in terms of the CHNA, it does attempt to combat low birth weight through both its OB/GYN physician practice and its Maternal/Infant Unit.
 - The hospital uses teleconferencing technology to provide high-risk pregnancy patients with access to fetal specialists and healthcare professionals at Regional Obstetrical Consultants of Chattanooga, TN. By identifying high-risk conditions early in the pregnancy, and locally providing treatment for these conditions, the patient may avoid traveling long distances to obtain specialized care. It may also increase patients' chances of being able to deliver in a facility close to home, without needing to transfer to another hospital.
 - Each month Murphy Medical Center's employed OB/GYNs treat for free pregnant women at the Cherokee Co. Health Dept. who could not otherwise afford pregnancy care. Staff at Murphy Medical Center's OB/GYN practice routinely counsel pregnant patients on the importance of prenatal care, good nutrition, and not smoking or taking illicit drugs.
 - The hospital's Maternal Infant Unit conducts free monthly Early Pregnancy and Late Pregnancy classes and free quarterly Prepared Childbirth class series to encourage healthy pregnancies that result in healthy babies.
- **Substance Abuse:** Murphy Medical Center does not operate a substance abuse center or employ substance abuse specialists. Appalachian Community Services in Murphy, NC (Cherokee Co.), in conjunction with regional LME Smoky Mountain Center, address substance abuse issues for residents of Cherokee, Clay and Graham counties. The hospital's case managers refer patients, as appropriate, to Appalachian Community Services. Additionally, for the past several years Murphy Medical Center has made

available to the local Alcoholics Anonymous chapter the free use of its conference center for monthly meetings.

Next Steps

- Post the CHNA to Murphy Medical Center's website (www.murphyhospital.org) by June 30, 2013, allowing for paper versions to be provided at no cost to the public upon request
- Establish a process to receive public comments on the posted CHNA and to incorporate those comments into future CHNAs
- Development of an Implementation Strategy to be filed by November 15, 2013

CHAPTER 5 – COMMUNITY RESOURCES TO ADDRESS NEEDS

Murphy Medical Center's Internal Resources

Murphy Medical Center is positioned to help its community combat the leading causes of mortality with the following programs, services and activities:

Tobacco Cessation

- **Tobacco Cessation Classes:** For several years, Murphy Medical Center has offered Tobacco Cessation classes each quarter to its employees and the public. These free, three-week class series offer tobacco users personalized quit plans, including stress management and tobacco avoidance techniques. In 2013, the organization will expand from four class series per year to six, with two of the class series being held off-campus at a church and/or health department in order to provide even more access to tobacco cessation assistance.
- **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. Staff includes physicians, nurses, vocational rehabilitation counselors, dieticians, stress management counselors and qualified individuals for monitoring exercise. These professionals can provide education to post-event cardiac patients on the importance of and methods of quitting all tobacco use, including referrals into tobacco cessation classes. Furthermore, only non-smokers are allowed into Murphy Medical Center's pulmonary rehab program.
- **Employee Relations:** As the largest employer in its three-county area, Murphy Medical Center's policies regarding tobacco are important. For years, through its Tobacco Cessation Classes, the organization has provided staff with assistance to quit using tobacco, including free nicotine patches. In 2013, reduced health insurance premiums were introduced as a new tobacco-free incentive for employees. Their tobacco-free state is confirmed with a simple swab test at one of two annual employee health fairs. Additionally, Murphy Medical Center is a tobacco-free facility for all staff, patients and visitors.

Control and prevent chronic diseases including diabetes, high blood pressure and high cholesterol via obesity reduction, improved nutrition and increased physical exercise

- **Patient-Centered Medical Home:** Murphy Medical Center's physician practice, named Murphy Group Practice, currently offers area residents high-quality physician care in the following areas: family practice, general surgery, obstetrics and gynecology, and orthopedics and sports medicine. With the assistance of MAHEC and NC Medical Society, Murphy Group Practice is in the early stages of creating NCQA's model of a

Patient-Centered Medical Home. The program, which is expected to be functional by 2016, gives practices information about organizing care around patients, working in teams and coordinating and tracking care over time. This internal restructuring will bring improved resources to preventive care, with the goal of changing behaviors contributing to chronic diseases. A teamwork approach creating an improved continuum of medical care for the benefit of the patient should also help reduce hospital readmissions.

- **Hospitalist practice:** Inpatients at Murphy Medical Center are treated by employed physicians who educate patients about health behaviors contributing to diabetes, high blood pressure and high cholesterol as well as who provide methods of managing those diseases. Along with appropriate medicine prescriptions, verbal and written discharge instructions provide patients with information they need to make changes to their lifestyles to improve their health. Nurses and ancillary staff educate inpatients on the benefits of adopting a healthy lifestyle to prevent or best manage chronic disease. Newly diagnosed heart failure patients or heart failure patients without a home weight scale are provided one free of charge by Case Managers at their discharge from the hospital. Patients receive education about weighing themselves each day to be aware of dangerous fluid accumulation around their hearts.
- **Dietetic Department:** Murphy Medical Center's two registered dietitians offer nutrition counseling to both inpatients and outpatients. In-patients with diabetes and high cholesterol receive counseling as do outpatients referred by a physician. This counseling includes individualized education about appropriate food portions as well as definitions of nutrients, how to read nutrition labels, menu ideas, and recipe ideas.
- **Employee Relations:** Murphy Medical Center employs 558 full-time, part-time and PRN staff members and is thus in a position to positively influence a large group of area residents on a regular basis. In addition to its efforts to combat smoking listed above, the following employee wellness programs are also in operation:
 - **Partnership for a Healthier America:** The organization's dietary vendor, Morrison's, is currently the only foodservice company in the U.S. to have joined the Partnership for a Healthier America and its Hospital Healthy Food Initiative program. The organization has committed to adopting standards for nutrition labeling, healthy food marketing, wellness meal offerings, elimination of deep fat fryers, increases in healthy beverages and increases in fruits and vegetables offered. Currently, prepared food offered in the hospital's cafeteria is labeled with nutritional information and easy-to-identify "fit" icons which indicate the healthiest food options. Point-of-purchase "junk" snack food has been replaced with healthier choices and a "farmer's market" table is located nearby with a selection of raw, whole fruits and vegetables employees (or external customers) can conveniently purchase to take home.

- **Lighten Up Wellness Program:** This program for employees is a migration in 2013 from previous periodic 8- or 12-week Lighten Up “challenges” to a sustained lifestyle change program focused on healthier eating and increased exercise to assist heart attack and stroke prevention. This includes ongoing education for staff via the organization’s internal newsletter, cafeteria signage and intranet, coordination with healthy food promotion in the cafeteria, and an accessible weight scale for staff.
- **Diabetic Support Group:** Free support group meetings are conducted each month to help diabetic employees manage their disease via educational, motivational and financial support. Guest speakers on a range of diabetes-related issues, participant interaction regarding challenges and coping tips, and discounts on their routine diabetes-related medications and supplies make this a valuable program for diabetic employees.
- **Employee Health Fairs:** The organization conducts two employee health fairs per year, offering reduced prices on blood work to test for chronic disease such as cancer, diabetes, high blood pressure and high cholesterol. Body mass index, weight, and blood pressure tests are free of charge as is education about the importance of healthy eating and regular exercise. Female employees receive a free mammogram to promote early detection of breast cancer.
- **PARC Fitness Center:** Employees of Murphy Medical Center receive a 50% membership discount to encourage their use of the organization’s exercise facility.
- **PARC Fitness Center:** Peachtree Athletic Rehabilitation Center (PARC) is Murphy Medical Center’s rehab facility for physical therapy, occupational therapy and speech therapy. It is also the location of a retail fitness center available to the general public with paid memberships. Its services include: free weights, exercise machines, racquetball courts, and various types of exercise classes. Additionally, there is a ¼-mile walking track at the site that is free to the public. This track includes stationary exercise equipment around its perimeter for pit-stop exercise intensives.
- **Urgent Care Center:** Murphy Medical Center operates an Urgent Care Center (UCC) in the town of Murphy, about five miles from the hospital’s campus. It is staffed with mid-level providers (Family Nurse Practitioners and/or Physician Assistants) and treats approximately 12,000 walk-in patients per year. Education and counseling on appropriate behaviors and medications to use to manage chronic diseases such as diabetes, high blood pressure and high cholesterol are a common part of the healthcare provided at the Urgent Care Center.
- **Emergency Department:** Treating 15,000 patients per year, Murphy Medical Center’s ED providers treat patients who are often in a crisis state with a chronic disease, e.g.,

hypoglycemia, heart attack due to high cholesterol, or stroke due to high blood pressure. Stabilizing these patients and preparing them for admission to Murphy Medical Center or transfer to a regional tertiary hospital is the norm for this department, contributing to healthcare of the sickest of residents with chronic disease.

- **Two Hours from Anywhere:** Now in its 23rd year, Murphy Medical Center hosts an annual fitness-oriented athletic fundraising event which includes a competitive 5K run and 2-mile walk, with a non-competitive Kids' Fun Run. This event is attended by hundreds of area residents each year. In conjunction with the race, an eight-week "Lighten-Up Challenge" weight-loss promotion is conducted with area employers and groups/clubs. Four-person teams support each other to lose weight via healthy eating and increased exercise during the eight weeks preceding the race. The teams conclude the program by either running or walking in the "Two Hours from Anywhere" event, and the three teams with the greatest percentage of weight loss receive awards for their accomplishment.

Access to Healthcare

- **Patient-Centered Medical Home:** See this entry under the previously listed chronic disease control section for information about Murphy Medical Center's transition to a Patient-Centered Medical Home and the benefits it will provide in terms of patients' access to healthcare.
- **Uncompensated Care:** With high unemployment and poverty rates in the area, Murphy Medical Center's provision of uncompensated care has skyrocketed in recent years, i.e., from \$3MM in 2003 to \$13MM in 2013. Coupling the negative effects of charity care, bad debt and uninsured discounts with decreasing Medicare and Medicaid reimbursements, Murphy Medical Center has experienced negative margins in recent years. However, the organization currently continues to treat patients regardless of their ability to pay. The fiscal year 2014 budget currently in development projects uncompensated care at a record-setting \$14.6MM.
- **Physician Recruitment:** CHAs for each local county conclude "some ED cases could qualify for diversion to other health care providers if they were present in the community." Using a population-based needs assessment tool, Murphy Medical Center is currently recruiting 12 physicians in the following specialties to improve access to local healthcare:
 - Internal Medicine
 - Family Practice
 - Hospitalist Practice
 - General Surgery
 - OB/GYN
 - Gastroenterology
 - Anesthesiology

- Orthopedic Surgery
- Pediatrics

The average cost to recruit a physician is \$25,000 (consulting firms, advertising, interviews, etc.), resulting in total recruitment costs of \$300,000 for 12 physicians. However, those physicians who will be employed by Murphy Medical Center in its Murphy Group Practice (Internists, Family Practice, Surgery, OB/GYN, Gastroenterology, and Orthopedics) 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. Successful recruitment of these physicians, albeit at a significant cost to Murphy Medical Center, will allow more care focused on keeping patients well rather than seeing them for the first time in the ER when the disease has progressed to a crisis state and the likelihood of positive outcomes is diminished.

- **Military Medical Mission:** Murphy Medical Center successfully applied to the Department of Defense for an Innovative Readiness Training grant which will result in a two-week medical mission in the summer of 2014. During this time, military reservists will provide a variety of free health care services in the areas of medicine, optometry, dentistry, and behavioral health. Seventy-four percent of area residents self-reported in the recent WNC Healthy Impact Survey that their "primary reason for inability to get needed medical care" is "cost/no insurance." This event is designed to provide access to care to those uninsured or underinsured residents who are not currently obtaining adequate health care. Across the various medical disciplines to be offered, it is estimated that 10,000 patients will receive free health care during the two-week period. The event will include processes to register for healthcare coverage for residents who are newly qualified for Medicaid under the Affordable Healthcare for America Act. This event is being planned in conjunction with a long list of other agencies including local health departments, NC Office of Rural Health, and area physicians.
- **Faith Community Nurse Program:** Murphy Medical Center recently adopted a Faith Community Nurse Program which entails a certified volunteer nurse (who is managed by a certified program coordinator) engaging members of established church congregations with the goal of improving their health. Volunteer Faith Community Nurses function as:
 - Health Advisor
 - Educator on Health issues
 - Advocate/resource person
 - Liaison to faith and community resources
 - Teacher of volunteers and developer of support groups
 - Healer of body, mind, spirit and community
- **Urgent Care Center:** As stated above, Murphy Medical Center operates an Urgent Care Center (UCC) in the town of Murphy, about five miles from the hospital campus. It is staffed with mid-level providers (Family Nurse Practitioners and/or Physician Assistants)

and treats approximately 12,000 walk-in patients per year. UCC extends its hours of operation (Monday – Saturday, 8am – 8pm and Sunday 10am – 6pm) beyond typical physician practices, allowing easier access to healthcare for patients working traditional Monday – Friday, 8am – 5pm jobs. In addition to providing healthcare without an appointment, patients who present without a primary care physician are referred for follow-up care to area providers who are accepting new patients.

Local Health Resource Inventory

The following local health resource inventory found within Cherokee, Clay and Graham Counties was developed from internal sources and NC 2-1-1. Murphy Medical Center routinely coordinates and collaborates with these agencies in the provision of healthcare in its community.

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

Center for Independent Living, Disability Partners

1403 Highway 19 Box 8

Andrews, NC 28901

(828) 321-2494

- Case/Care Management
- Centers for Independent Living
- Computer Donation Programs, Support Group Clearinghouses, Computer Distribution Programs
- Developmental Disabilities Day Habilitation Programs
- Homemaker Assistance
- Medicaid, Long-Term Home Health Care

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
- Diagnostic Imaging/Radiology, mammograms
- 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 Manager, Cherokee County Commissioners

75 Peachtree Street

Murphy, NC 28906

(828) 837-5527

(828) 837-2421

- County Government

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 Schools, Cherokee County Board of Education

911 Andrews Road

Murphy, NC 28906

(828) 837-2722

- Elementary Schools
- Secondary/High Schools
- Student Disability Services

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

Christian Love 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

Covenant Care Family Home

515 Nottley River Road
Murphy, NC 28906
(828) 835-3605

- Adult Residential Care Homes

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.

West End Plaza Shopping Center
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 House

291 Whitaker Lane, Suite 101-C

Andrews, NC 28901

(828) 321-5257

- Public Housing

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

- Home Delivered Meals

Kelley's Home Healthcare Service - Cherokee County, Rotech Healthcare, Inc.

4332 East US 64 Alternate
Murphy, NC 28906
(828) 837-2364

- Assistive Technology Equipment Sales

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 First Baptist Church

517 Hiwassee Street
Murphy, NC 28906
(828) 837-2615

- Food Pantries
- General Clothing Provision

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

Reach

73 Blumenthal Street
Murphy, NC 28906
(828) 837-2654

- Homeless Shelter
- Thrift Shops

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

Town of Andrews

1101 Main Street
Andrews, NC 28901
(828) 321-5111

- Mayors Offices, City/Town Council Offices
- Municipal Police
- Waste Management Services
- Zoning

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 Commissioners, Manager

33 Main Street
Hayesville, NC 28904
(828) 389-0089

- County Executive Offices

- Waste Management Services
- Zoning

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

- Administrative Entities
- 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
- Facility Licensing
- 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
- Work Permits, Fishing Licenses

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

- Administrative Entities
- Death Related Records/Permits, Birth Certificates
- Diagnostic Imaging/Radiology
- Epidemic Investigation
- Public Health Information/Inspection/Remediation

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 Paratransit/Community Ride Programs

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
- Smoking Cessation
- Therapeutic Foster Homes
- Therapy Referrals, Central Intake/Assessment for Psychiatric Service
- WIC

Graham County Commissioners, Manager

12 North Street

Robbinsville, NC 28771

(828) 479-7988

- County Executive Offices

Graham County Department of Social Services

196 Knight Street

Robbinsville, NC 28771

(828) 479-7911

- Administrative Entities
- Adoption Services
- Adult Day Programs
- Adult Protective Intervention/Investigation
- Assisted Living Facilities
- Case/Care Management
- Child Care Providers
- Child Support Assistance/Enforcement
- Children's Protective Services
- Facility Licensing
- 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

- TANF
- Utility Service Payment Assistance
- Welfare Rights Assistance
- Work Permits
- Fishing Licenses

Graham County Emergency Management

70 West Fort Hill Road
 Robbinsville, NC 28771
 (828) 479-7967

- Emergency Services

Graham County Health Department

113 Moose Branch Road
 Robbinsville, NC 28771
 (828) 479-6956

- Birth Control
- Cancer Detection
- Childhood Immunizations, Adolescent/Adult Immunizations
- Community Clinics
- Death Related Records/Permits, Birth Certificates
- Diagnostic Imaging/Radiology
- 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

115 Moose Branch Road

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

Tri-County Community College - Graham Campus

145 Moose Branch Road

Robbinsville, NC 28771

(828) 479-9256

- Community College

Resource Gaps

Health Departments in Cherokee, Clay and Graham counties will submit their Community Health Improvement Plans (CHIPs) to the state in June 2013. CHA/CHIP and CHNA/Implementation Strategy meetings between all three health departments and the hospital confirm the chronic insufficiency of funding and reimbursement to all types of health-oriented organizations for appropriate provision of healthcare for the local community. On the hospital side, ever-diminishing reimbursement for sick care and the essential absence of reimbursement for preventative (wellness) care creates a challenging task for those in the healthcare field, e.g., a 10% reduction in an already lean workforce is currently being considered due to pending Medicare/Medicaid reimbursement cuts.

CHAPTER 6 – APPROVAL

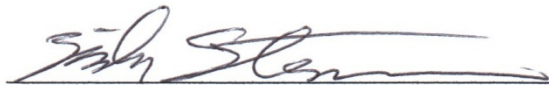
This report was prepared for Murphy Medical Center's Board of Directors' meeting conducted May 28, 2013, and is approved by that governing body as indicated below by the signatures of the Board Chairperson and Hospital CEO.



John Carringer, Chairman

5/28/13

Date



Mike Stevenson, CEO

5-28-13

Date

APPENDICES

Appendix 1 – [Community Health Assessment, Cherokee County](#)

Appendix 2 – [Community Health Assessment, Clay County](#)

Appendix 3 – [Community Health Assessment, Graham County](#)