



**BATH
COMMUNITY
HOSPITAL**

COMMUNITY HEALTH NEEDS ASSESSMENT

December 2021

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OVERVIEW

In the summer of 2021, Bath Community Hospital (BCH) conducted a Community Health Needs Assessment (CHNA) for the residents (approximately 21,000) of Bath, Highland, and Alleghany Counties.

The CHNA was conducted with assistance from Eide Bailly LLP, an accounting and consulting firm specializing in financial, operational, and health-need consulting with healthcare organizations.

A CHNA is a tool used to help communities assess their strengths as well as their weaknesses when it comes to the health of the community. It is also the foundation for improving and promoting the health of the community. The process helps to identify factors that affect a population's health and determine the availability of resources within the community to adequately address these factors and any additional health needs.

OVERVIEW

The CHNA process fulfills the requirements set forth by Internal Revenue Code 501(r)(3), a statute established within the Patient Protection and Affordable Care Act, which requires not-for-profit hospitals to conduct a CHNA every three years. This report includes qualitative and quantitative information from local, state, and federal sources. In addition, input was received from persons that represented a broad range of interests in the community, persons with public health knowledge and expertise, and persons representing medically underserved and vulnerable populations. Input received from the public on the prior CHNA would have been considered in the process, but no feedback was received.

BCH will create an implementation plan to clarify how it and other community resources will address the needs identified during the CHNA process.

HOSPITAL OVERVIEW

BCH is a critical access hospital licensed for 25 inpatient beds and includes Bath Community Physicians Groups, which offers comprehensive healthcare services for the entire family.

BCH services include:

- Rehabilitation and wellness
- Pharmacy
- Ketamine clinic
- Ambulatory nurse clinic
- Behavioral health
- Diagnostic services
- Emergency services
- Surgery
- Outpatient care
- Polysomnography (sleep study)
- Respite care
- Swing bed rehabilitation

Bath Community Physicians Group services include:

- Primary and preventive care
- Treatment of acute and chronic illness
- CDL physicals
- Education, screening, and prevention
- Assisting with accessing social services
- Referrals for specialized therapy
- Behavioral health therapy
- General surgery

HOSPITAL OVERVIEW

Mission Statement

Bath Community Hospital accepts primary responsibility for improving the health and wellness of our community by providing high quality, safe, compassionate, and affordable health care.

Vision Statement

Bath Community Hospital will become the preeminent choice for healthcare and wellness in our community.

Core Values



Respect

Value and admire patients and employees regardless of their age, race, gender, or socio-economic status.



Excellence

Provide a premier patient experience that meets the needs and exceeds the expectations of our patients by delivering care that is seamless, evidence-based and value driven.



Safety

Create a healthcare environment free from harm.



Integrity

Honor our commitments by doing what is legal, moral, and ethical.



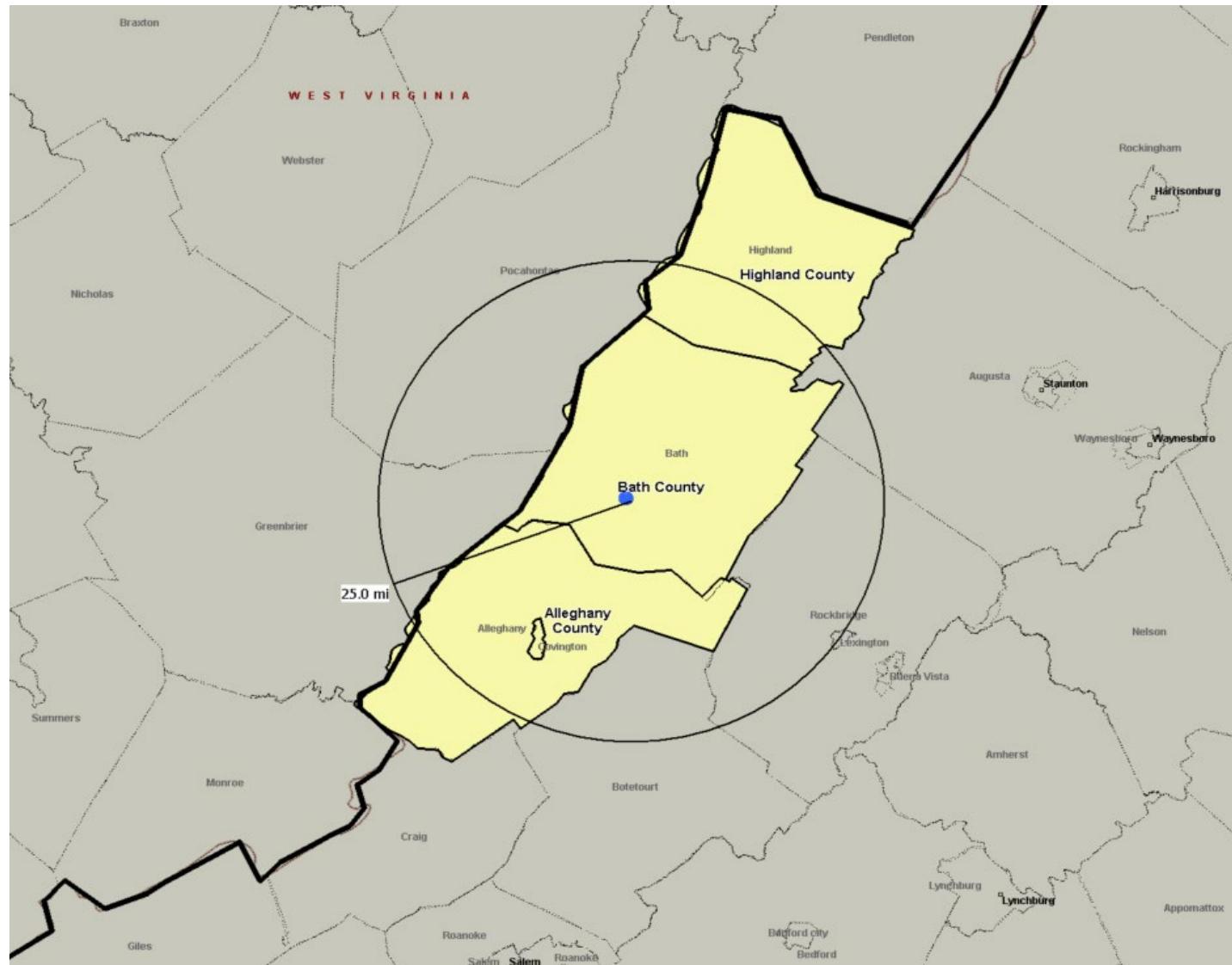
Compassion

Extend genuine, warmth and empathy in all interactions.

COMMUNITY SERVED

Patient zip code data were reviewed to understand BCH patient origin. Approximately 93%, 94%, and 86% of BCH patient volume for inpatient, clinic, and emergency department services (respectively) was for patients residing in this three-county region.

For this community health needs assessment, *community* will be defined as Bath, Highland, and Alleghany Counties.



COMMUNITY SERVED

Total Population	Census 2010	Est. 2016	Est. 2021	Proj. 2026	5yr change 2016 - 2021	5yr change 2021 - 2026
Bath County	4,731	4,394	4,114	3,965	-6.4%	-3.6%
Alleghany County	16,250	15,402	14,695	14,336	-4.6%	-2.4%
Highland County	2,321	2,253	2,196	2,177	-2.5%	-0.9%
Community Total	23,302	22,049	21,005	20,478	-4.7%	-2.5%
Virginia	8,001,024	8,327,512	8,599,585	8,854,857	3.3%	3.0%
United States	308,745,538	320,854,903	330,946,040	340,574,349	3.1%	2.9%
65+ Population	Census 2010	Est. 2016	Est. 2021	Proj. 2026	5yr change 2016 - 2021	5yr change 2021 - 2026
	1,052	1,127	1,190	1,255	5.6%	5.5%
Bath County	3,305	3,589	3,825	4,111	6.6%	7.5%
Alleghany County	579	692	786	837	13.6%	6.5%
Highland County	4,936	5,408	5,801	6,203	7.3%	6.9%
Community Total	976,937	1,218,621	1,420,024	1,653,516	16.5%	16.4%
Virginia	40,267,984	49,091,639	56,444,684	65,044,660	15.0%	15.2%
United States						

Source: Environics Analytics

All three counties saw population decline in the last five years. This trend is projected to continue from 2021 to 2026. The community saw 4.7% population decline in the last five years. Projected population decline for the coming five years is 2.5%. The State of Virginia and the United States, for comparison, are projected to grow 3.0% and 2.9% in the coming five years, respectively.

Population trends can indicate the need for more or less health care services in the future. Many rural parts of the U.S. are projected to have declining populations in the next five years.

The community's 65+ population is growing but not at the same rate as for the State of Virginia or the United States. An aging population can impact need for health services, swing bed utilization, senior living, payer mix, etc.

COMMUNITY SERVED

The occupational classification for the community is as follows:

- 31% hold blue collar occupations
- 48% hold white collar occupations
- 21% are occupied as service and farmworkers

Health care needs are usually not differentiated by white collar vs. blue collar occupations but rather socioeconomic status.

The civilian employed population age 16 and older in the PSA is employed in the following occupational categories:

11.0% Office and Administrative Support	3.7% Health Care Support
10.9% Sales & Related Services	2.6% Protective Services
10.4% Transportation and Moving	2.4% Business and Finance
9.4% Production	2.3% Personal Care
7.5% Management	1.5% Community and Social Services
6.7% Construction and Extraction	1.3% Farming, Fishing, Forestry
6.0% Food Preparation and Service	1.2% Architecture and Engineering
5.3% Health Care Practitioners & Technicians	1.2% Life, Physical, and Social Sciences
5.2% Education	0.8% Arts, Entertainment, and Sports
5.1% Building and Grounds Maintenance	0.8% Computers and Mathematics
4.5% Maintenance and Repair	0.1% Legal Services

COMMUNITY SERVED

Median household income in the community is \$49,932. This is projected to increase 4.4% to \$52,121 in 2026.

Community incomes are significantly lower than across Virginia and the United States. Projected income growth in the community is not as strong as for the State of Virginia and the United States.

Income can impact housing, food, childcare, stress, alcohol and tobacco use. Income also impacts utilization of preventive care services. This can increase the risk of health problems developing or worsening over time

	Total Households	Community	State of Virginia	United States
Estimated 2021		9,322	3,288,689	125,732,798
Projected 2026		9,139	3,388,597	129,596,282
	Median Household Income			
Estimated 2021	\$ 49,932	\$ 78,755	\$ 67,086	
Projected 2026	\$ 52,121	\$ 85,689	\$ 73,736	

Projected Median Household Income Growth 2021 - 2026

Community	4.4%
State of Virginia	8.8%
United States	9.9%

Source: Environics Analytics

COMMUNITY SERVED

Bath County has the lowest poverty rate of the three-county region.

Highland and Alleghany Counties have higher poverty rates than the State of Virginia and the United States.

	Percent of Persons in Poverty
Highland County	12.4%
Bath County	9.9%
Alleghany County	11.5%
State of Virginia	9.9%
United States	10.5%

Source: US Census Bureau American FactFinder

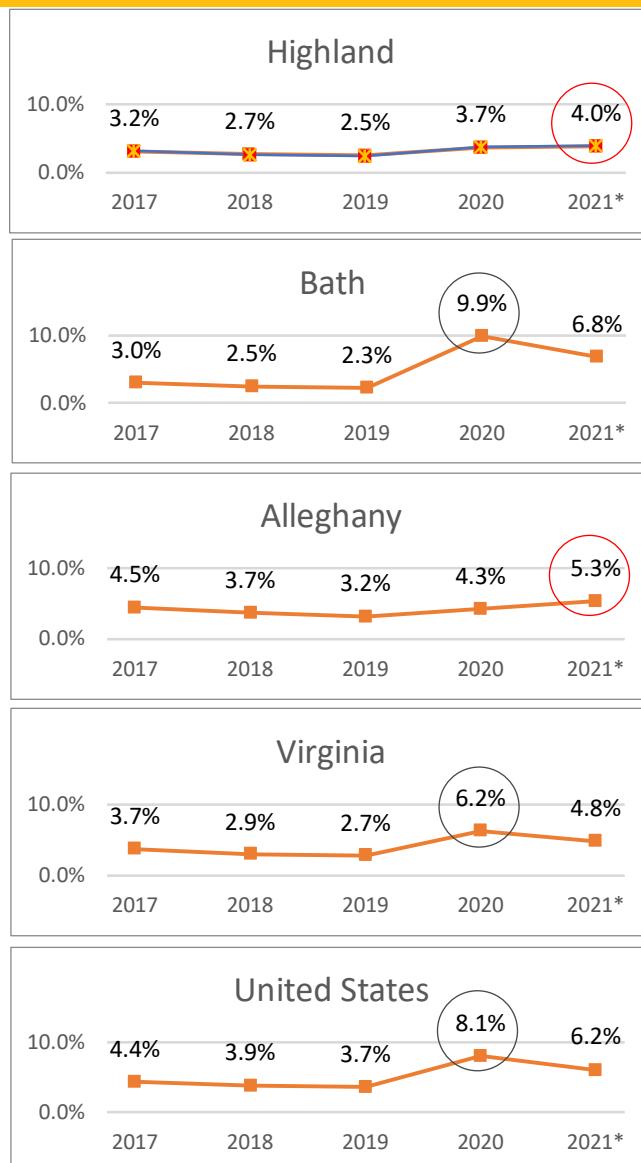
COMMUNITY SERVED

Unemployment	2017	2018	2019	2020	2021*
Highland County	3.2%	2.7%	2.5%	3.7%	4.0%
Bath County	3.0%	2.5%	2.3%	9.9%	6.8%
Alleghany County	4.5%	3.7%	3.2%	4.3%	5.3%
State of Virginia	3.7%	2.9%	2.7%	6.2%	4.8%
United States	4.4%	3.9%	3.7%	8.1%	6.2%

Source: Bureau of Labor Statistics - all rates are not seasonally adjusted

*January through May

Pre-pandemic (2019) unemployment levels were low for all three counties, the State of Virginia, and the United States. 2020 saw rising unemployment levels, most noticeable in Bath County, the State of Virginia, and the United States. Unemployment levels are dropping in 2020 (first five months) for Bath County, the State of Virginia, and the United States. Rates have continued to go up for Highland and Alleghany Counties.



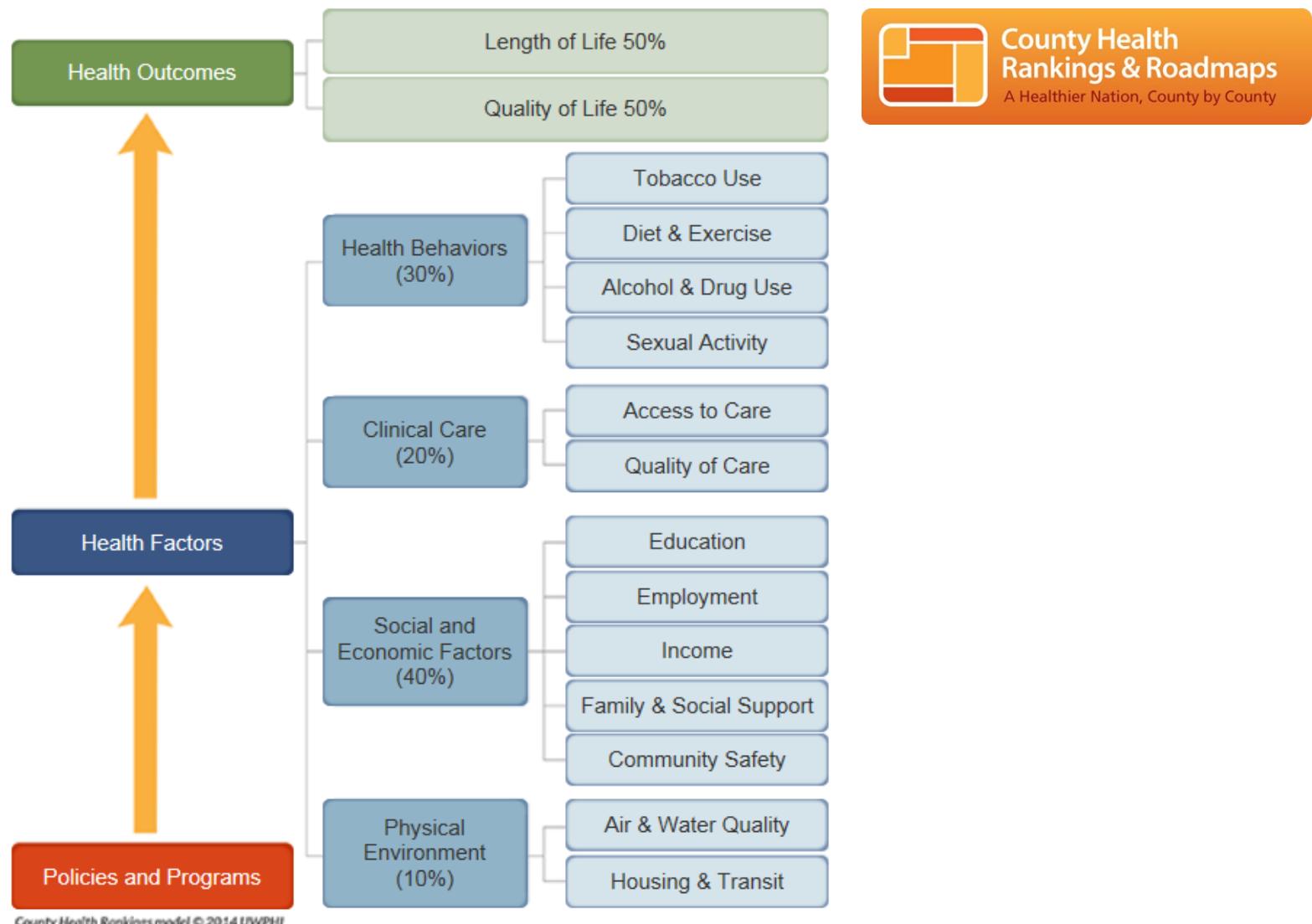
HEALTH DATA

To examine health areas of strength and health areas to explore, *County Health Rankings* is utilized. The County Health Rankings & Roadmaps program is a collaboration between the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute. Counties are ranked against their state peers based on health outcomes and health factors. Subcategories are as follows:

<u>Health Outcomes</u>	<u>Health Factors</u>
<ul style="list-style-type: none">• Length of life• Quality of life	<ul style="list-style-type: none">• Health behaviors• Clinical care• Social and economic factors• Physical environment

The report provides information by county on “Areas of Strength” and “Areas to Explore”, as determined by the County Health Rankings. This can be helpful in setting a direction for the community health needs assessment.

COUNTY HEALTH RANKINGS



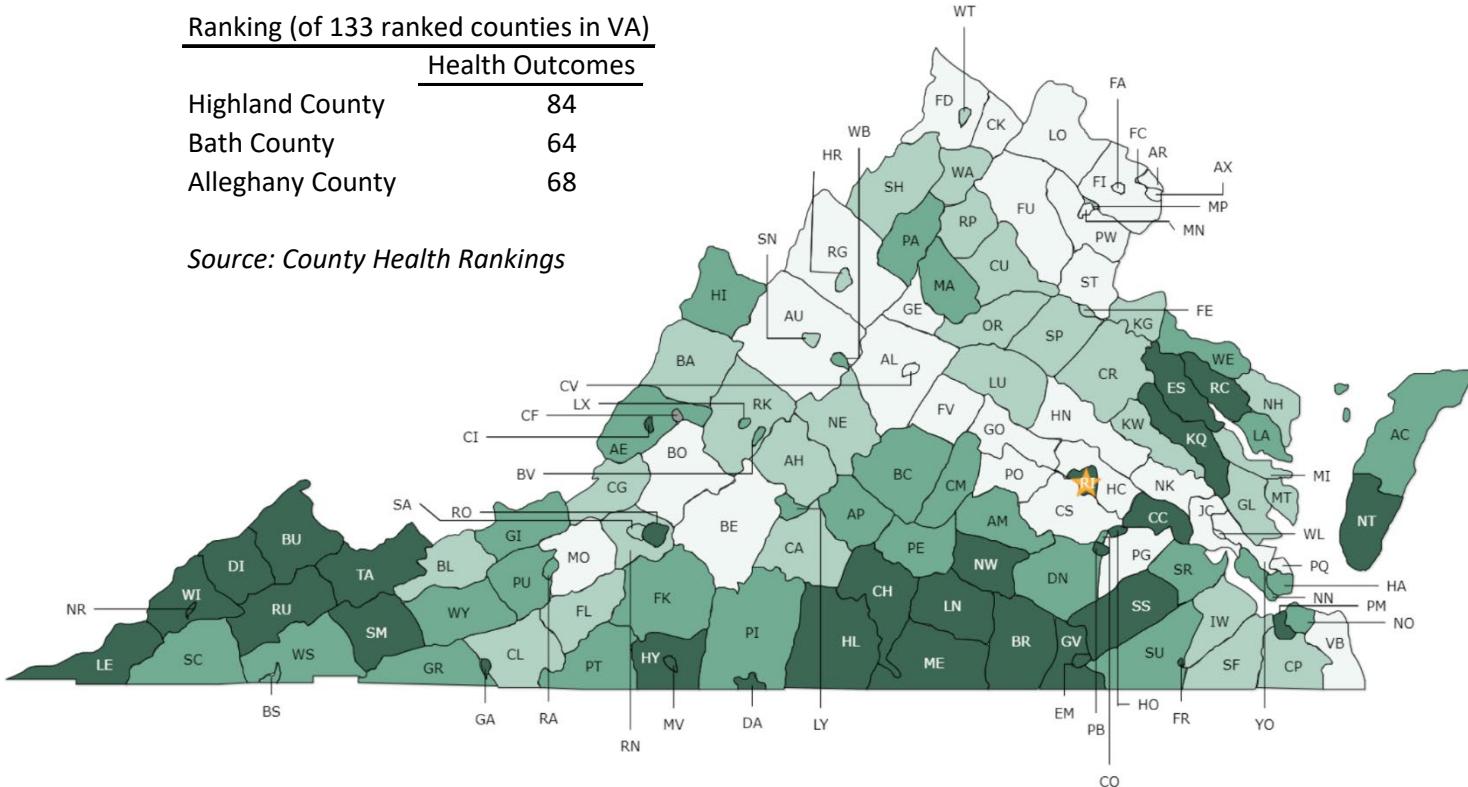
COUNTY HEALTH RANKINGS - HEALTH OUTCOMES

This heat map shows county health rankings for health outcomes in 2021 (the lower the better)

Ranking (of 133 ranked counties in VA)
Health Outcomes

Highland County	84
Bath County	64
Alleghany County	68

Source: County Health Rankings



County Health
Rankings & Roadmaps
A Healthier Nation, County by County

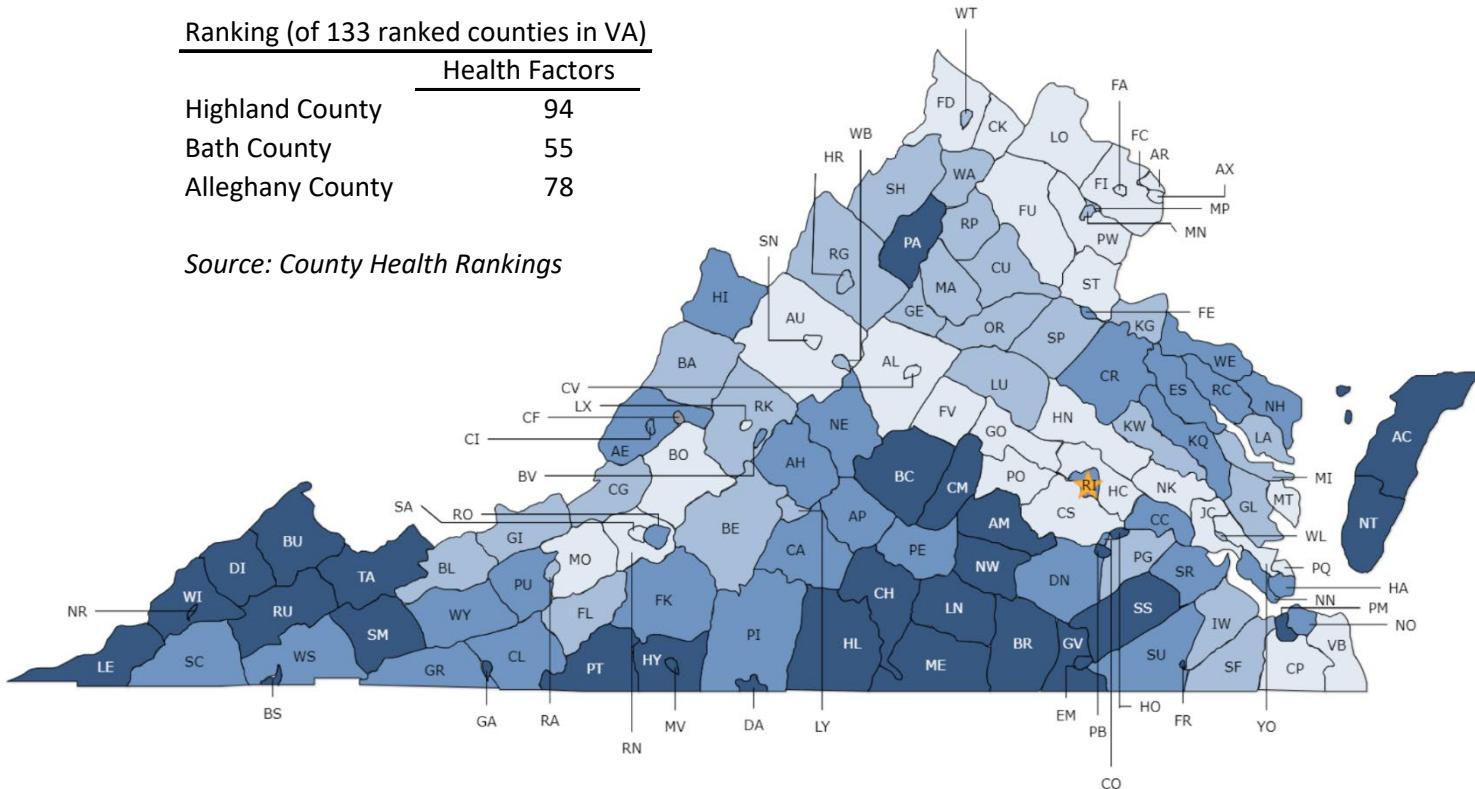
Health Outcome Ranks 1 to 33 34 to 66 67 to 100 101 to 133

COUNTY HEALTH RANKINGS - HEALTH FACTORS

This heat map shows county health rankings for health factors in 2021 (the lower the better)

Ranking (of 133 ranked counties in VA)	
	Health Factors
Highland County	94
Bath County	55
Alleghany County	78

Source: County Health Rankings



County Health Rankings & Roadmaps

Health Factor Ranks

1

1 to 33

1

34 to 66

67 to 10

3

101 to 133

HEALTH DATA RESULTS

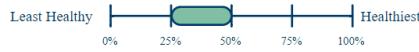
Explanation for areas of strength and areas to explore: We use a variety of techniques to identify the health factors for your county that seem to have the greatest potential opportunity for improvement, or assets your community may want to build on while also accounting for the relative influence of each measure on health outcomes. We identify measures where there are meaningful differences between your county's values and either your state average, the national average, or the state average in the best state.

Highland County	
Areas of Strength	Areas to Explore
Dentists	Adult smoking
Unemployment	Food environment index
Children in single-parent households	Uninsured
Air pollution - particulate matter	Preventable hospital stays
Severe housing problems	Flu vaccinations
	Social associations

Bath County	
Areas of Strength	Areas to Explore
Access to exercise opportunities	Adult smoking
Mammography screening	Uninsured
Air pollution - particulate matter	Primary care physicians
	Preventable hospital stays
	Flu vaccinations

Alleghany County	
Areas of Strength	Areas to Explore
Access to exercise opportunities	Adult smoking
Flu vaccinations	Adult obesity
Social associations	Preventable hospital stays
	Mammography screening
	Some college
	Unemployment
	Income inequality

Highland (HI)



Health Outcomes

Highland (HI) is ranked in the lower middle range of counties in Virginia (Lower 25%-50%)



Health Factors

Highland (HI) is ranked in the lower middle range of counties in Virginia (Lower 25%-50%)

Bath (BA)



Health Outcomes

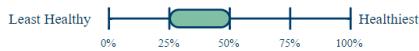
Bath (BA) is ranked in the higher middle range of counties in Virginia (Higher 50%-75%)



Health Factors

Bath (BA) is ranked in the higher middle range of counties in Virginia (Higher 50%-75%)

Alleghany (AE)



Health Outcomes

Alleghany (AE) is ranked in the lower middle range of counties in Virginia (Lower 25%-50%)



Health Factors

Alleghany (AE) is ranked in the lower middle range of counties in Virginia (Lower 25%-50%)

CONDUCTING THE ASSESSMENT – FOCUS GROUP

To ensure input from persons with broad knowledge of the community, a focus group meeting was held on July 29, 2021. Invitations were sent to individuals representing various community, business, and educational organizations. Representatives from local health care providers and the community health departments were included to bring additional professional perspectives. For invitees unable to attend the focus group sessions, input was gathered via the community survey.

The individuals identified to participate in the process have direct access to individuals across all subsections of the community and therefore can address needs that may impact those populations that are medically underserved or most in need.

BCH acknowledges that Highland County was (unintendedly) underrepresented at the focus group. Efforts will be made to include representation from Highland County in future strategic planning, CHNA processes, and any other input gathering.

CONDUCTING THE ASSESSMENT – FOCUS GROUPS

COMMUNITY REPRESENTATION

Focus group July 29, 2021

Representatives from the following organizations (and several from local businesses not listed below) participated in the community focus group and gave input on the health needs of the community:

New River Valley Community Services
700 University City Blvd
Blacksburg, VA 24060

Dabney S. Lancaster Community College
1000 Dabney Dr
Clifton Forge, VA 24422

Bath County Public Schools
12145 Sam Snead Highway
Warm Springs, VA 24484

Alleghany Highlands Kiwanis Club
PO Box 902
Covington, VA 24426

Feeding Southwest VA
1025 Electric Rd
Salem, VA 24153

Goodwill
1252 S Craig Ave
Covington, VA 24426

Bath Community Hospital Staff
And Board of Directors
106 Park Dr
Hot Springs, VA 24445

Alleghany County / Covington Health Department
321 E Beech St
Covington, VA 24426

FOCUS GROUP QUESTIONS

1. What do you like best about this community?

- Great place to raise a family / kids
- Great outdoor activities
- Really is a community
- Rather slow paced / tranquil
- Low crime, no traffic, leave doors unlocked, no stoplights
- Low cost of living, housing is affordable, except for Bath County
- Low stress level
- People are compassionate and caring. Support for each other
- Everybody knows everybody
- Aesthetically appealing. Low pollution
- Strong presence of faith-based organization

2. What are your biggest concerns living in this community?

- Very few specialty physicians
- Transportation challenges. We are spread out. Many people don't live in town / close to hospital & clinic. Lack of public transportation. Radar bus is helpful but limited
- Primary industry in Bath is the homestead hotel; pandemic was devastating. Not a diversified economy. West Rock is also a major employer, when that struggles, the whole region struggles
- Declining population base
- Cell service, broadband, amenities of modern life are limited here when compared to bigger city living
- Very limited childcare
- Limited workforce. Hard to get younger people to move here and work here. Lack of applicants. Incentives
- Lack of behavioral health and substance abuse services. Long waits. Limited providers. Rockridge is an hour away
- Drug use
- Telehealth limited by internet access
- Other mental health facilities struggling with staffing / workforce
- No birthing center anywhere near here. Must go to Roanoke. Rockridge is opening for OB services however, 1hr away

FOCUS GROUP QUESTIONS

3. What issues are facing the medically underserved / low income in this community?

- Medicaid not accepted at some providers
- Open/free clinic not here anymore
- Higher costs for tailored food for medical conditions. Food insecurity
- Transportation issues. Some don't have cars. Or one car in a household
- Reactive rather than proactive for health and wellness. Education needed
- Lack of education / awareness of health issues
- Lack of eldercare and Alzheimer's care
- Lack of contractors in the area for home modifications
- Perceptions that wellness is expensive. Education issue
- Access to computers/internet

4. What is your vision for a healthy community?

- Emphasis on prevention and wellness
- Medically aware and educated population. Health education happens. Preparing for life. Dos and don'ts
- Health Insurance "donut holes" are closed / assistance available
- Education on how to navigate the health insurance landscape
- Price transparency / understanding around costs for procedures and visits so people can make informed decisions
- Healthy food community: local restaurants trained or aware or promote / offer healthy food alternatives
- Fully engaged process for those that are knowledgeable / experienced in these areas to share information on living healthy
- Engaged community to communicate with elected officials and reciprocal listening/discussion. Improve quality of life

FOCUS GROUP QUESTIONS

5. What are the most serious health issues facing this community?

- Obesity
- Opioid / drug abuse / tobacco use / vaping
- Mental health – providers full/booked, not adequate time to get full assessment and treatment
- Reactive vs. preventative approach / culture
- Elder care – help for people to stay in their homes, limited options for senior living
- Dental care – local dentists only take private insurance. Free dental clinic is gone
- Lack of staffing in healthcare facilities. Specifically long-term care. Very few CNAs

6. What are the most beneficial health resources or services in this community?

- Five primary care clinics in Alleghany County
- Don't have to wait to see a primary care physician
- BCH emergency department. The wait is not long
- LOA provides services – counseling, meals on wheels, help with insurance, transportation
- Food pantry & food truck; meals on wheels
- Community organizations: process of maneuvering all the assets is difficult. *Unite Us* is helping people with this. BCH is contracting with *Unite Us*
- Good number of churches and faith-based groups that provide assistance

FOCUS GROUP QUESTIONS

7. What is your perception of BCH? (overall or of specific programs/services)

- Without that hospital and ER, we'd be in trouble. We would have lost a lot of people
- Offer incredible patient care. Short wait times prevented me from driving farther out
- Physical therapy care (mother in swing bed) was phenomenal
- BCH has lengthened my life
- Offer incredible service
- Disconnect in the community – some community members will not go to BCH. “all they have there are NPs”

8. What can BCH do to improve health and quality of life in the community?

- Get into the schools more. Plant the seeds of health education. Wellness and prevention. There's a narrow window of time for this during development. Kids could then educate parents. E.g., “scrubs camp”
- Continue growing specialty offering, e.g., chemotherapy, orthopedics
- Community health fair
- Community outreach efforts

9. What can others in the community do to improve health and quality of life in the community?

- Come to schools, come to PE classes. Kids then bring home information
- Large health fair: here's what BCH does but also here are all the yoga classes in town and here are the community organizations, there is meals on wheels, there is a food truck, consider having this at the school; the school is the heartbeat of the community
- This is not just for “those people”... the people who don't necessarily need this can get involved and donate time and money
- Big disconnect between RACS and the community. Covington is served by a different service board

FOCUS GROUP QUESTIONS

Last thoughts:

- Elected officials need to be brought into the conversation about needs, perceptions, strengths, and weaknesses of individual counties and the community as a whole.
- “I saw the best clinician of my life at BCH, and I don’t even live here. That’s been my perception. These people here are wonderful.”
- BCH is undervalued and underappreciated. We need to a better job of letting this be known to the community.

SURVEY RESULTS

In order to obtain input from the broader community, a survey was created with questions to identify health needs and concerns in the community. The survey was administered from July 7 to July 16. The online survey link was emailed out, made available on the BCH website, and posted at:

- Local print and online newspapers and their social media pages
- The Alleghany Journal (regional electronic journal)
- Radio station social media pages (WXCF, WKEY, AMR 1370)
- BCH website and social media pages for all entities: Bath Community Physicians Group, Bath Community Rehab and Wellness, The Bistro (hospital restaurant)
- PatientPoint screens in all patient waiting rooms throughout hospital and clinics
- Signage posted throughout all BCH outlets
- Paper copies were also made available at Monroe, Millboro, Hot Springs Bath Community Physicians Group, BCH
- Emails were sent to Community Alternatives for positive Prevention (CAPP) members with request to share survey link.

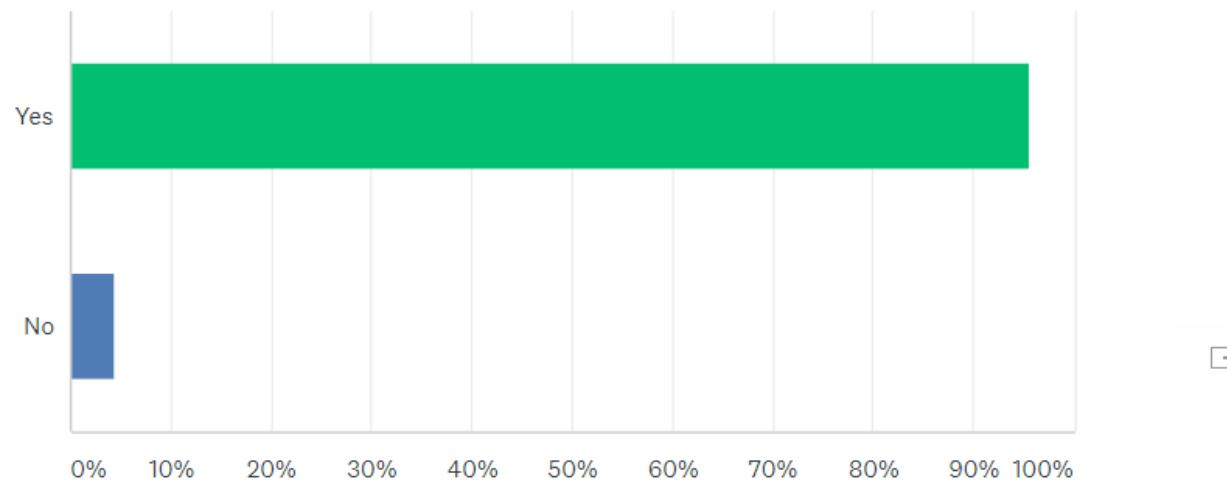
There were 115 survey responses. BCH acknowledges that Highland County was (unintendedly) underrepresented in the survey. BCH will make greater efforts to attract survey responses from Highland County residents in the next CHNA process.

SURVEY RESULTS

Question 1

I live and/or work in Highland County, Bath County, Alleghany County, or Covington.

Answered: 115 Skipped: 0



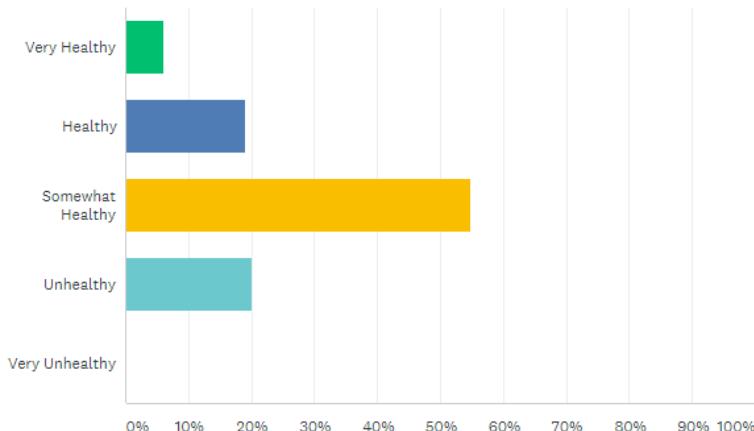
ANSWER CHOICES	RESPONSES
Yes	95.65%
No	4.35%
TOTAL	115

SURVEY RESULTS

Question 2

How would you rate the general health of people in your community?
Community is defined as the three-county region (Bath, Highland, Alleghany)
and includes Covington.

Answered: 115 Skipped: 0



QUIZ STATISTICS

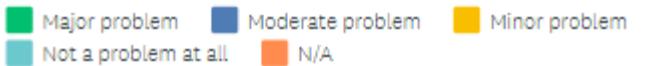
Percent Correct 6%	Average Score 3.1/5.0 (62%)	Standard Deviation 0.79	Difficulty 1/4
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ANSWER CHOICES	SCORE	RESPONSES
▼ <input checked="" type="checkbox"/> Very Healthy	5/5	6.09%
▼ <input type="checkbox"/> Healthy	4/5	19.13%
▼ <input type="checkbox"/> Somewhat Healthy	3/5	54.78%
▼ <input type="checkbox"/> Unhealthy	2/5	20.00%
▼ <input type="checkbox"/> Very Unhealthy	1/5	0.00%
TOTAL		115

SURVEY RESULTS

Question 3

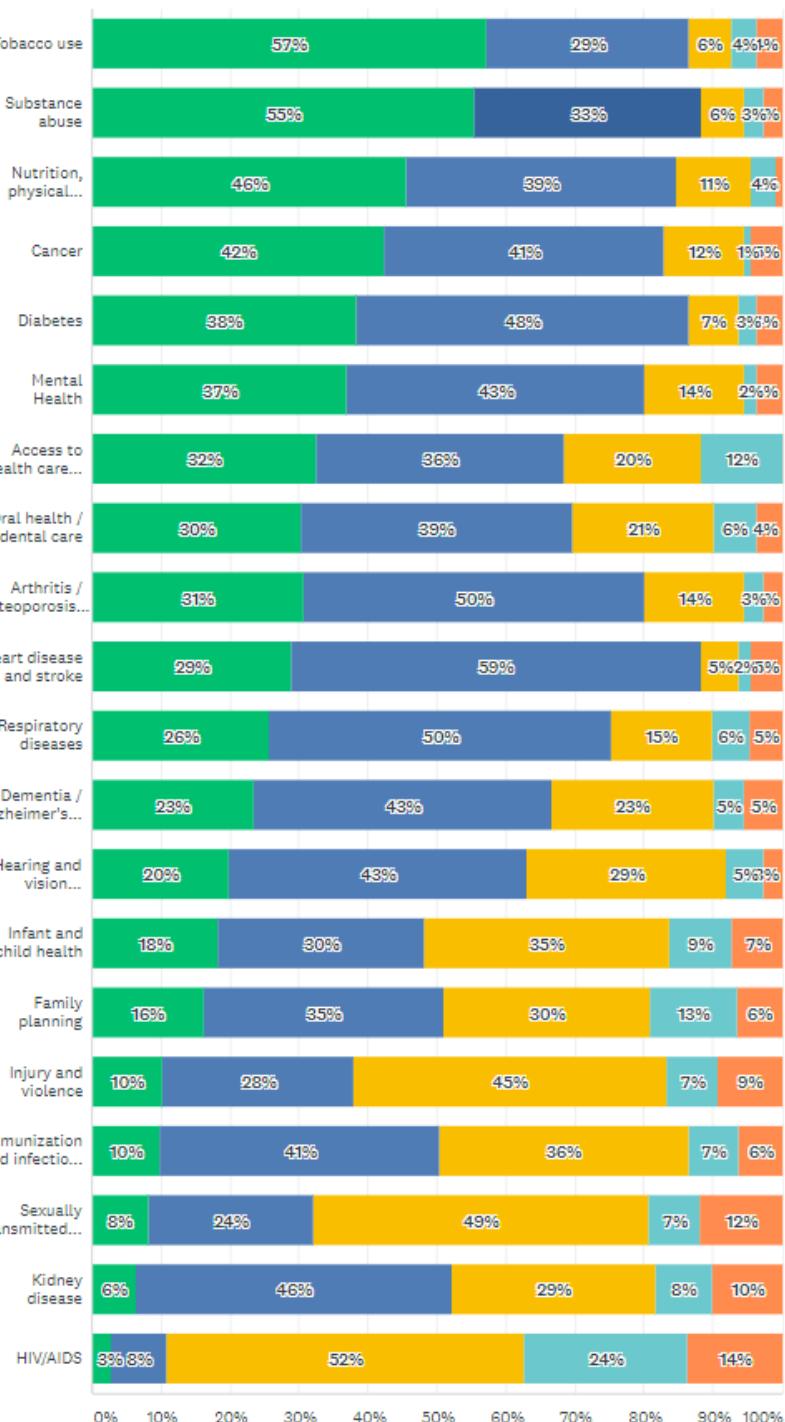
Please rate each of these as one of the following: major problem in the community, moderate problem in the community, minor problem in the community, not a problem at all, N/A (not applicable)



Results (to the right) are sorted by percentage of respondents that rated each health issue as a *major problem in the community*

The top five issues are:

1. Tobacco use
2. Substance abuse
3. Nutrition, physical activity, and weight
4. Cancer
5. Diabetes



SURVEY RESULTS

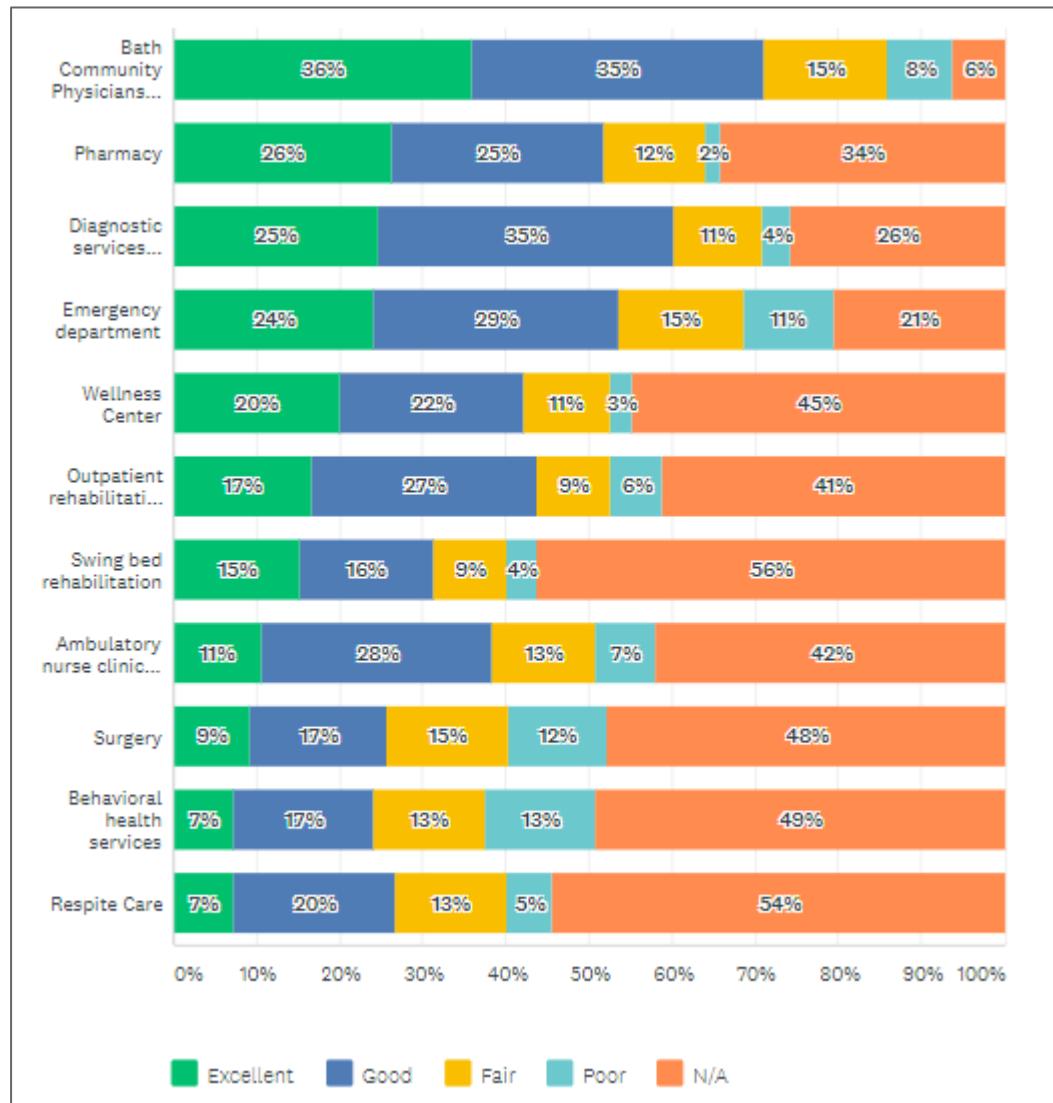
Question 4

The following services are available at Bath Community Hospital. Please rate the overall quality for each service. If you haven't used a service and don't know how to rate it, please answer N/A

Results (to the right) are sorted by percentage of respondents that rated each service as *Excellent*

The highest rated services are:

1. Bath Community Physicians Group
2. Pharmacy
3. Diagnostic Services (X-ray, CT, MRI, lab, mammogram, etc.)
4. Emergency Department
5. Wellness Center

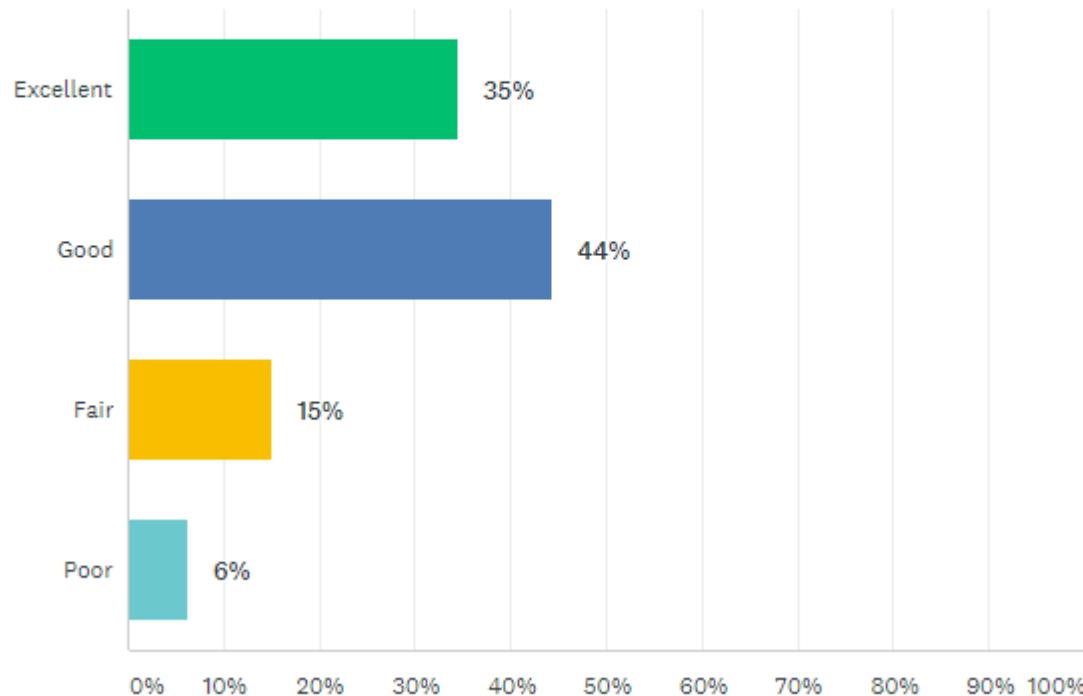


SURVEY RESULTS

Question 5

How would you rate your knowledge of the health services (listed in previous question) that are available at Bath Community Hospital?

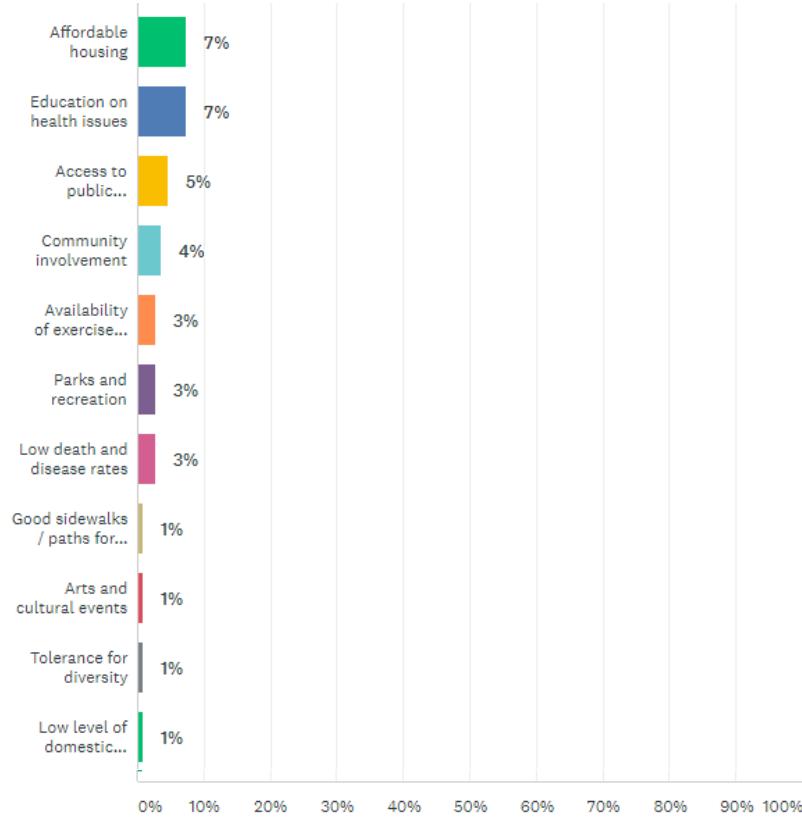
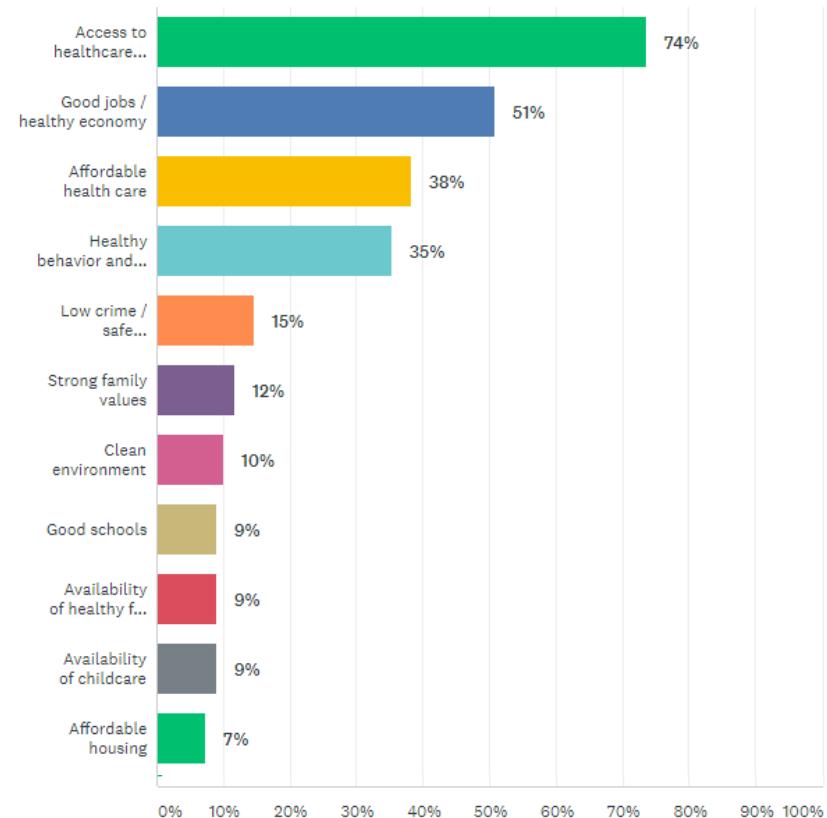
Answered: 113 Skipped: 2



SURVEY RESULTS

Question 6

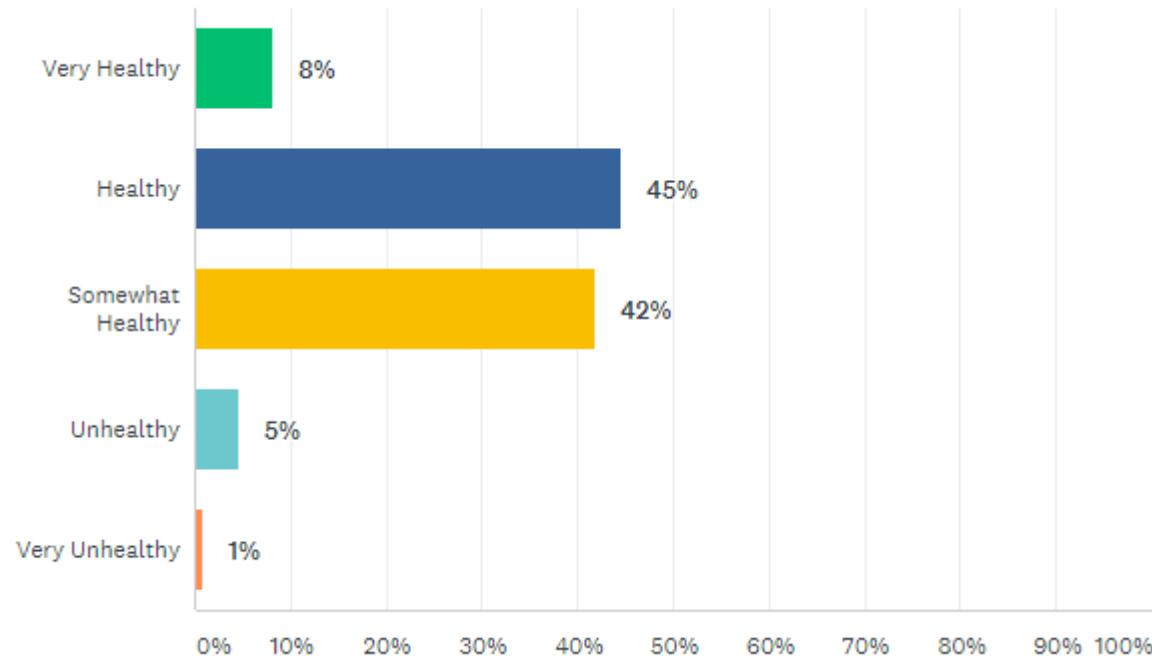
Please select what you feel are the three most important factors for a health community



SURVEY RESULTS

Question 7

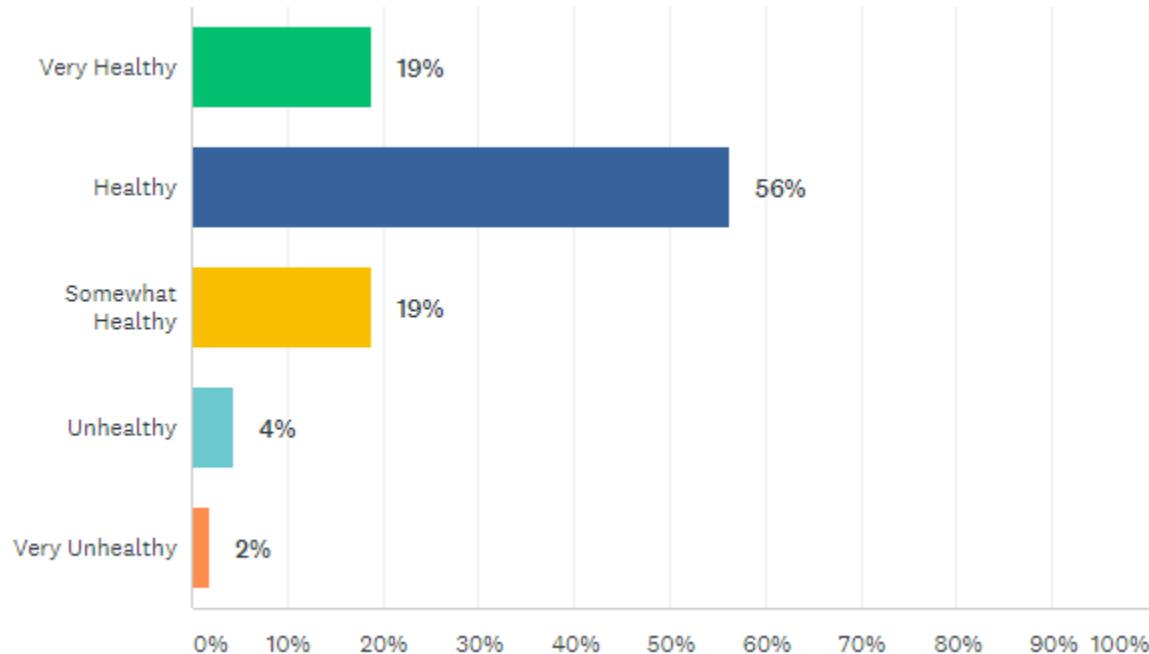
Overall, how would you rate your physical health?



SURVEY RESULTS

Question 8

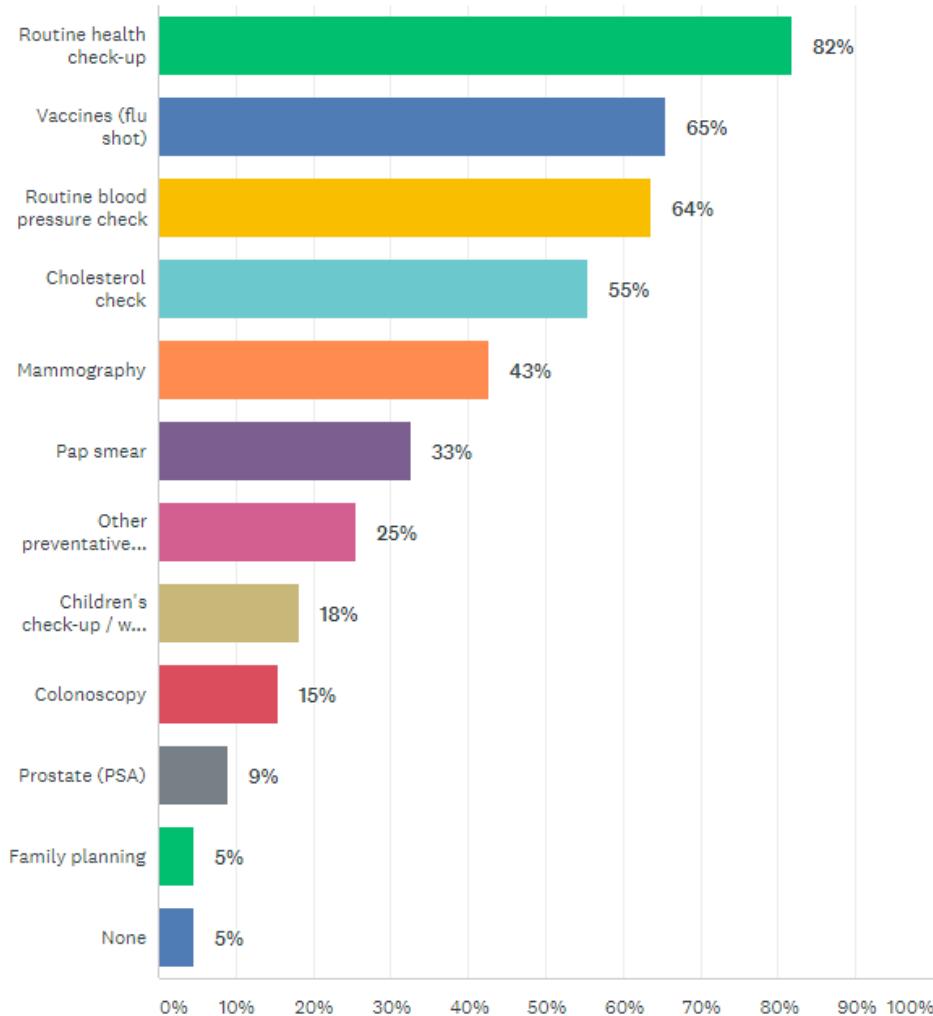
Overall, how would you rate your mental health?



SURVEY RESULTS

Question 9

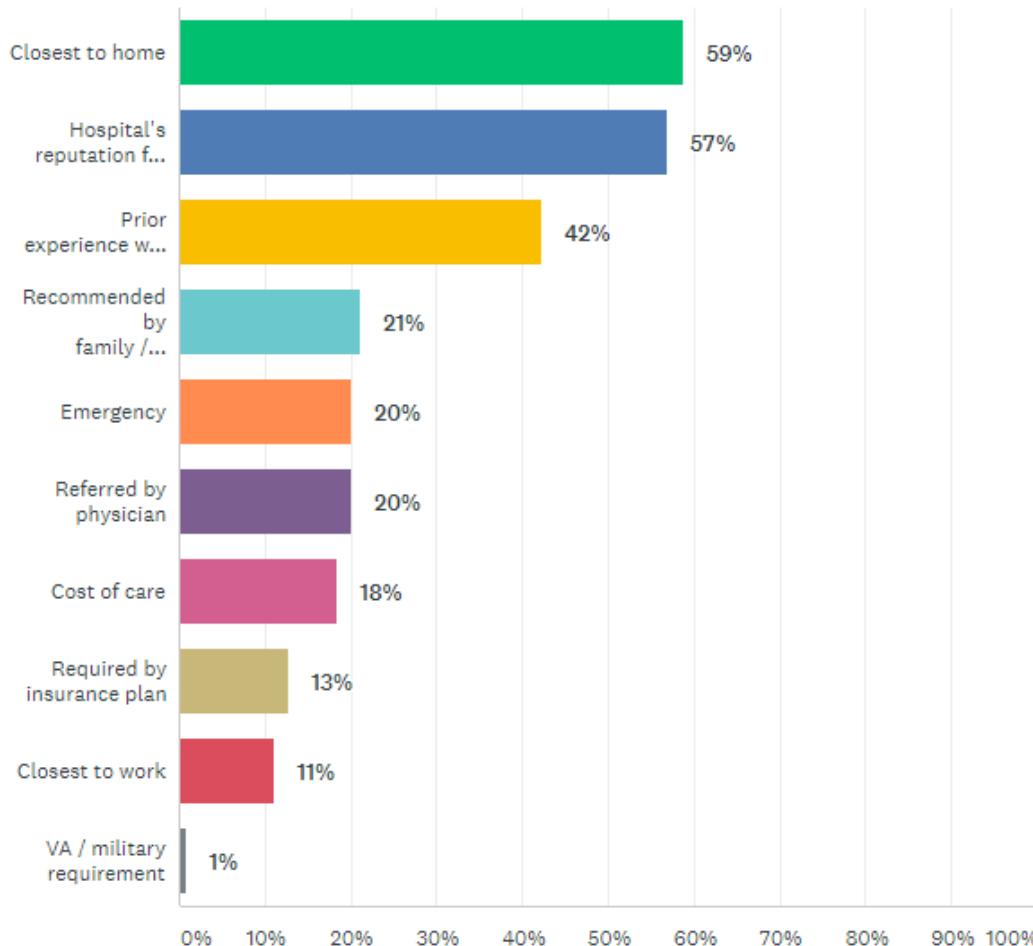
Which of the following preventive health services have you used in the last year?



SURVEY RESULTS

Question 10

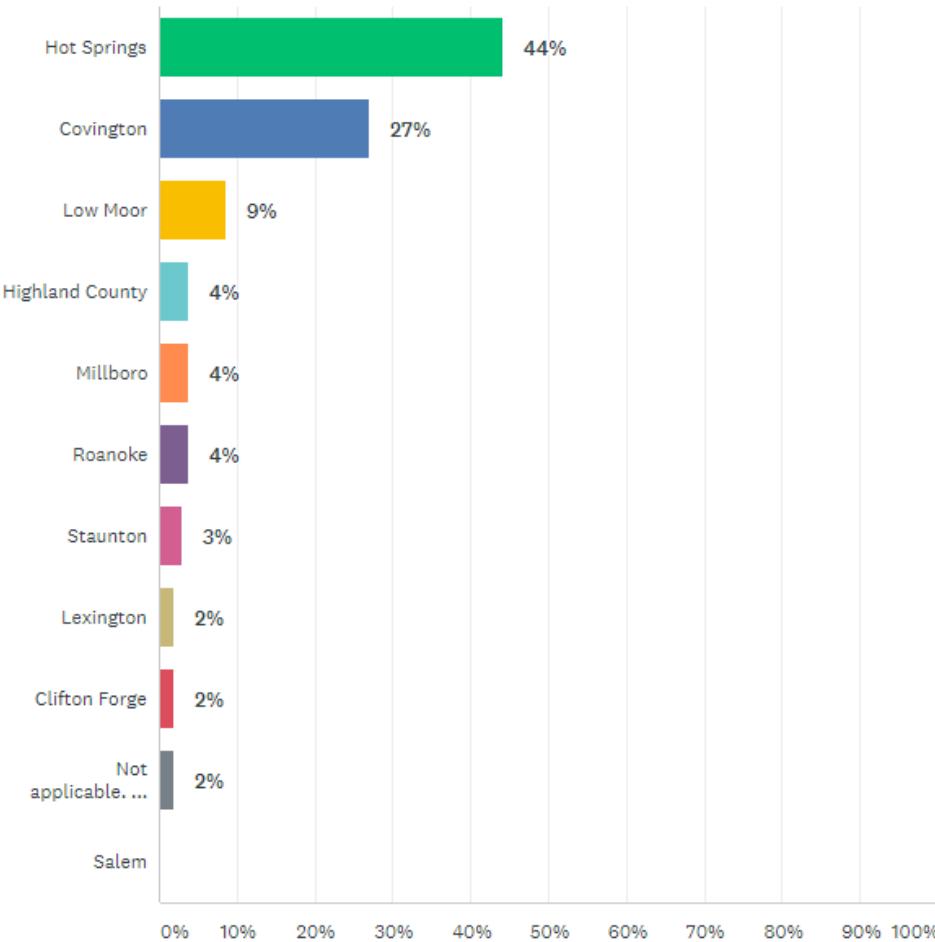
What are the three most important reasons for selecting the hospital you use most frequently?



SURVEY RESULTS

Question 11

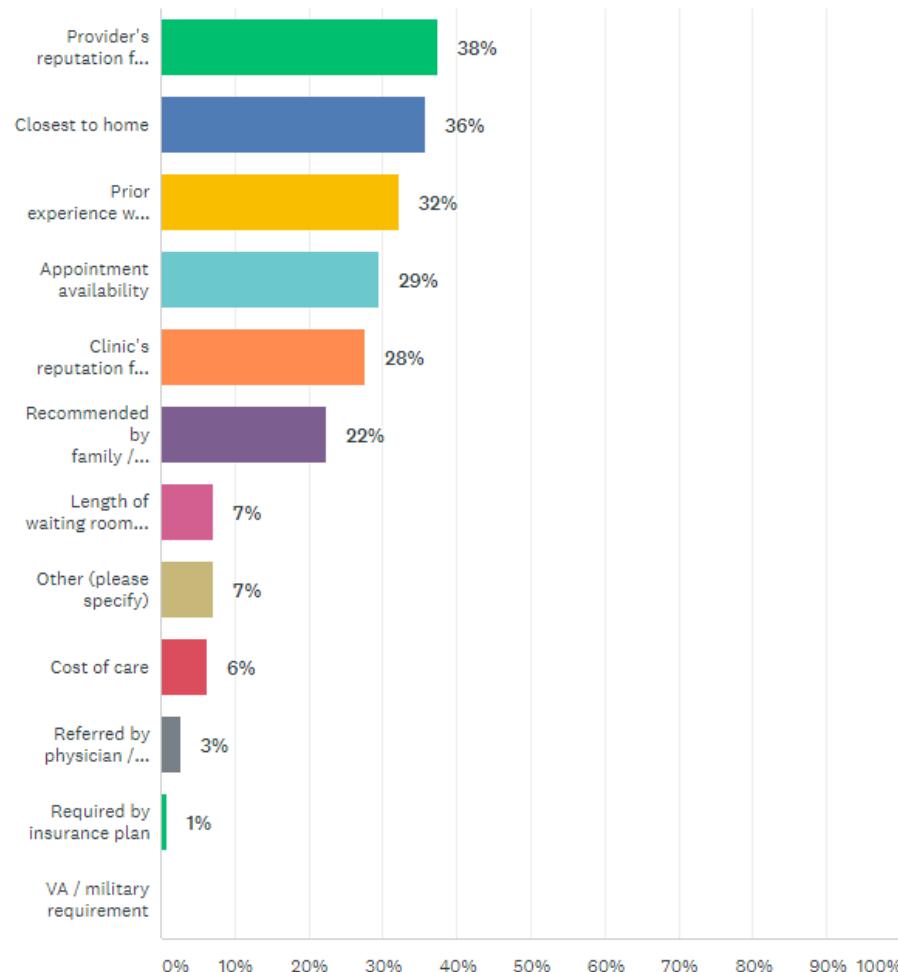
If you have seen a primary healthcare provider for healthcare services, where was that provider located?



SURVEY RESULTS

Question 12

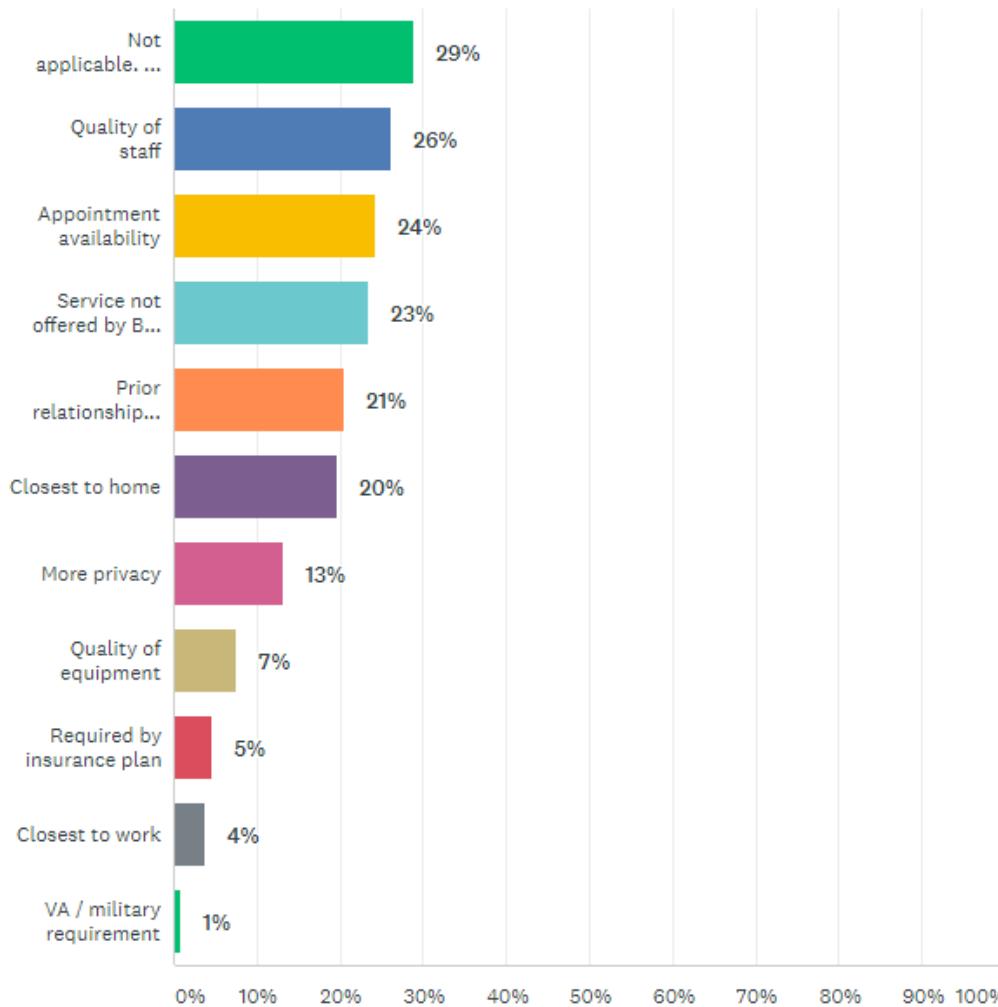
Why did you select that particular primary care provider?



SURVEY RESULTS

Question 13

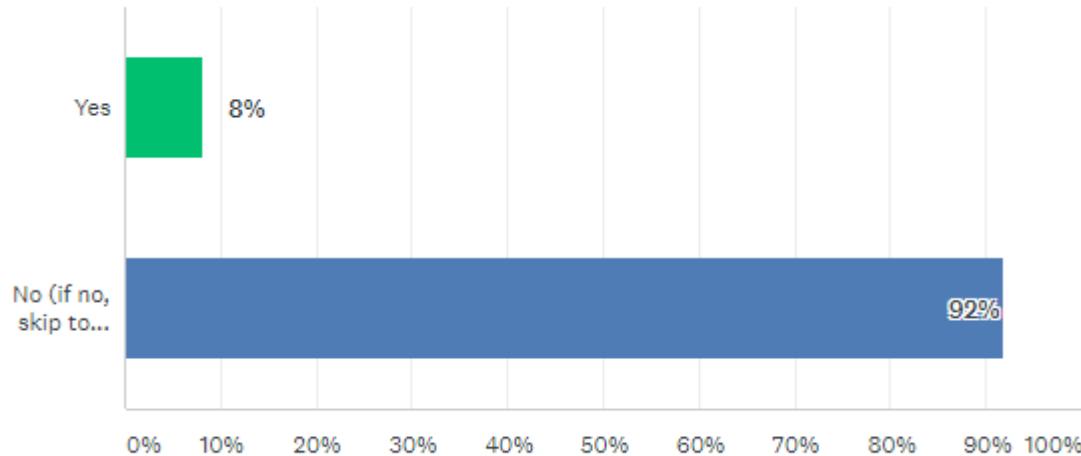
If you routinely seek primary health care at a provider other than Bath Community Hospital (and clinics), why? Select ALL that apply.



SURVEY RESULTS

Questions 14 & 15

Was there a time in the last year when you needed mental health counseling but could not get it? If so, why weren't you able to get it?



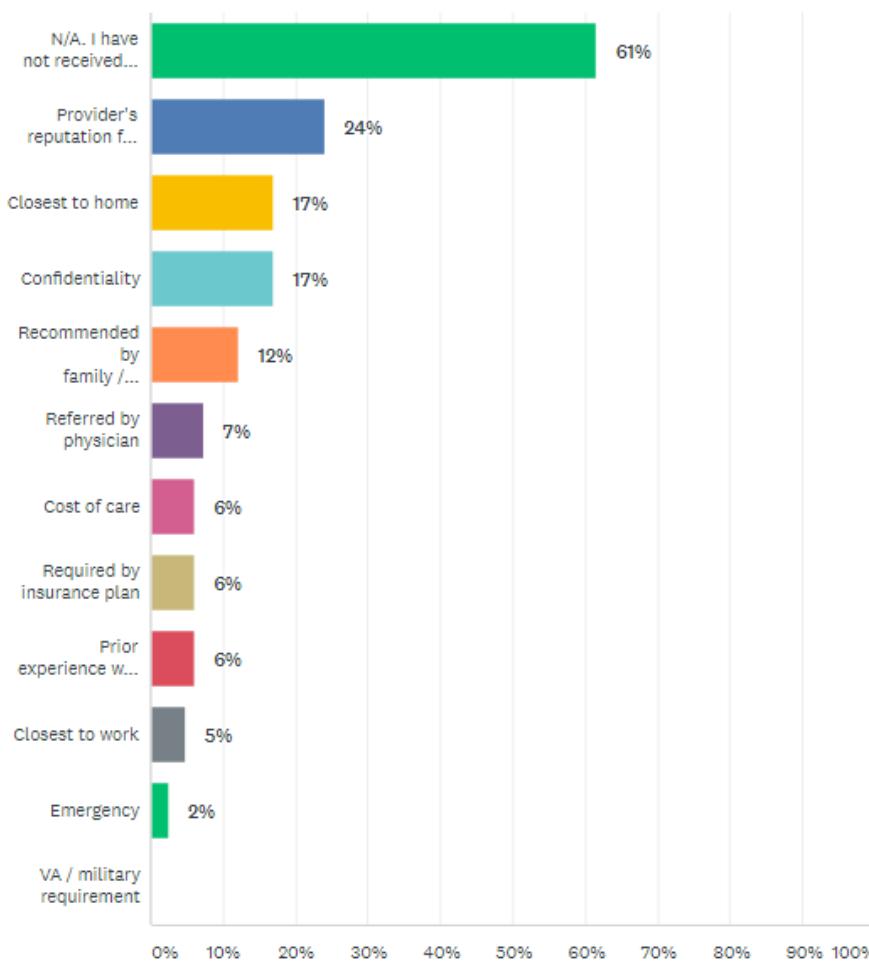
ANSWER CHOICES (for those that selected I could not get MH counseling in the last year)	RESPONSES
Confidentiality concerns (9)	55% 6
I couldn't afford to pay my co-pay / deductible (2)	36% 4
Too long to wait for an appointment (8)	36% 4
Fear (6)	27% 3
Embarrassment (7)	27% 3
I didn't have insurance which covers mental health services (1)	18% 2
I didn't know how to find a counselor (4)	18% 2
Counselor did not take my insurance / Medicaid (5)	18% 2
I didn't have any way to get to the appointment (3)	0% 0
Other (please specify) (10)	Responses 0% 0

Total Respondents: 11

SURVEY RESULTS

Question 16

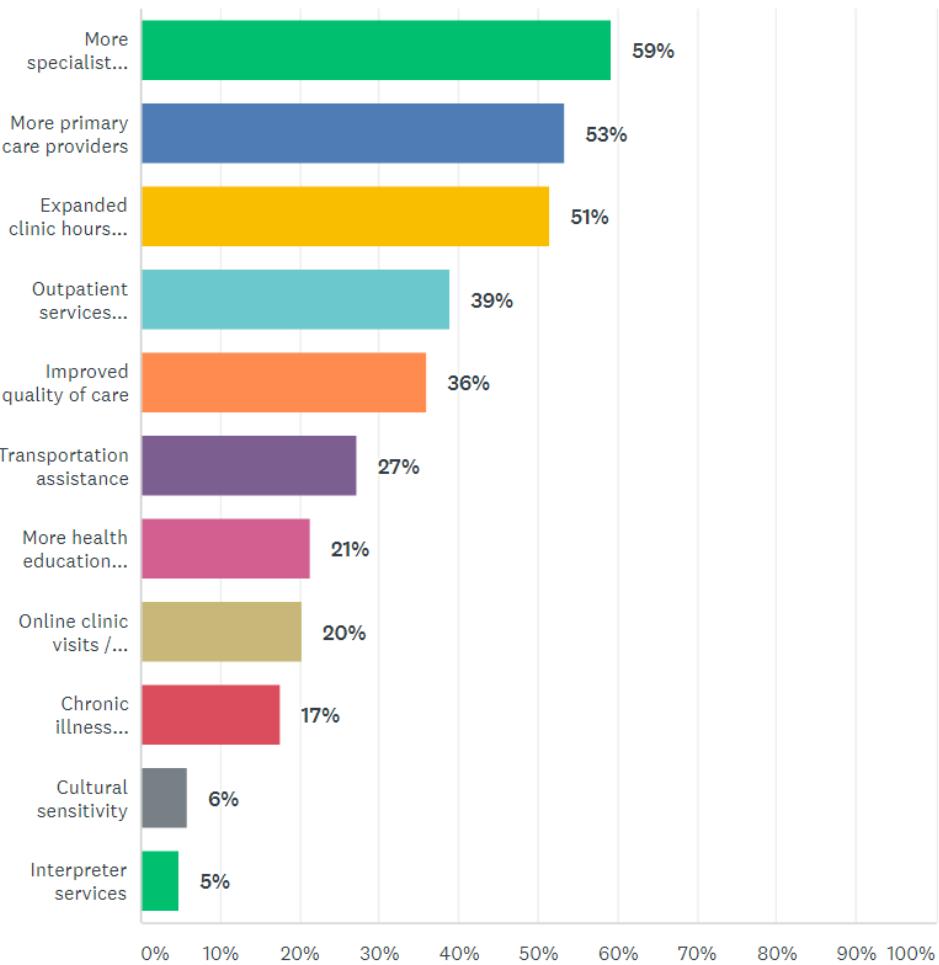
Thinking about the mental health counseling services you use most frequently, what are the three (3) most important reasons for selecting that mental health provider? Select three (3) that apply.



SURVEY RESULTS

Question 17

In your opinion, what would improve your community's access to health care? Please select ALL that apply.



SURVEY RESULTS

Question 18

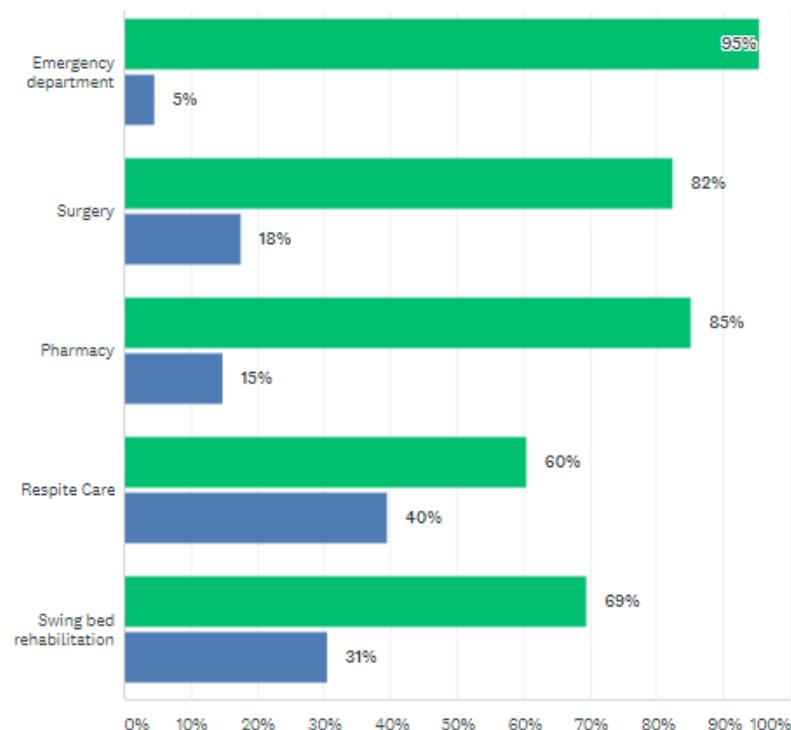
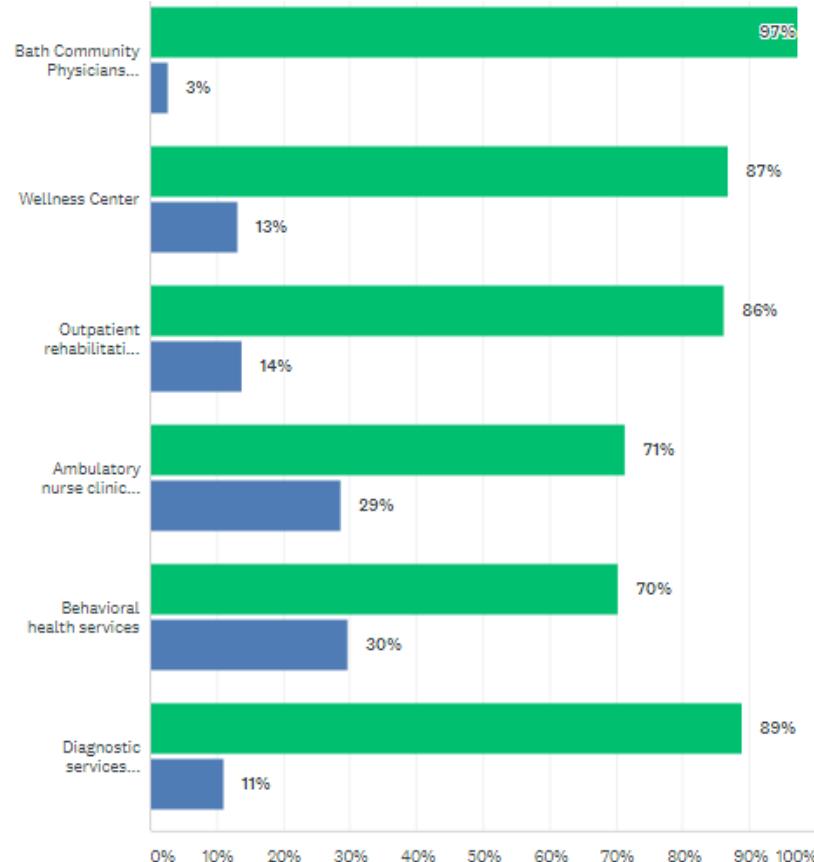
How can Bath Community Hospital better meet your healthcare needs?

Mentions	Summary of Input	Specifics
13	Expand services	Alleghany County, psychiatry, more MDs rather than NPs x3, expand clinic services, home health, more specialists x2, women's health x2, more MH care
7	Expand clinic hours / appt availability	
7	Improve quality of care	better doctors, ED providers need better approach / quality x2, kindness toward patient/family, improve continuity x2
5	Reduce costs	lab x2, medicine
5	BCH is doing great	
2	Outreach/partner with large employers in the area	Health education in schools, outreach to spanish speaking population
1	Listen to the community and act on the input	

SURVEY RESULTS

Question 19

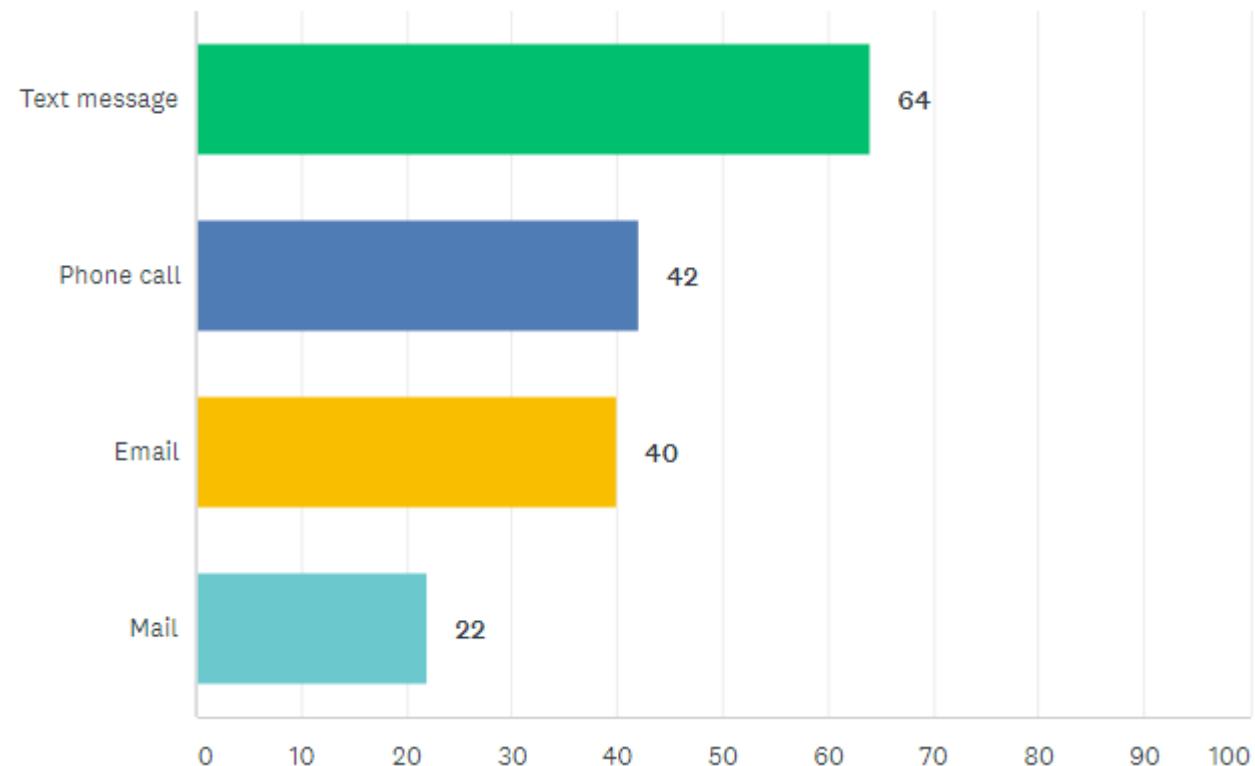
Are you aware of the following BCH services?



SURVEY RESULTS

Question 20

What would be your preferred method of receiving notifications for needed preventative clinic visits and/or screenings? Select as many as you prefer.



PRIORITIZATION OF NEEDS

Core members of the CHNA work group (CEO, Marketing Director, focus group members) met to review the needs identified through the community health needs assessment process. After analyzing input from the focus groups, survey, and community health data, they did a preliminary prioritization that identified needs based on potential impact on community health, the urgency of the need, and the ability to meet these needs. The following health areas are determined to be prioritized, in no particular order:

- Substance abuse
- Tobacco use and vaping
- Mental health / behavioral health
- Nutrition, physical activity, obesity, diabetes
- Health education, wellness, and preventive care

COMMUNITY RESOURCES

BCH looks forward to addressing identified health needs in collaboration with other community resources, which can include:

- Healthcare providers and partners throughout our community
- LOA (counseling, meals, insurance, transportation)
- Meals on Wheels
- Food pantry and food truck
- Unite Us
- Churches and faith-based organizations
- Total Action Against Poverty
- Community Alternatives for Positive Prevention
- Blue Ridge Area Food Bank for Bath County
- Feeding Southwest VA for Alleghany Highlands
- Boys Home of Virginia
- Alleghany Highlands Healthy Youth Coalition
- Virginia Department of Veterans Services and PTSD Support Group
- Virginia Navigator Family of Websites
- Area Chapters Shrine, Ruritan, and Kiwanis
- Area Law Enforcement: Covington, Alleghany, Clifton Forge, State Police

EVALUATION OF IMPACT OF PRIOR CHNA

BCH completed a Community Health Needs Assessment in 2018. No written comments have been received from this assessment. BCH prioritized the following needs during this assessment and have conducted the following activities in order to address the needs identified:

1. Mental health & substance abuse
 - a) Explore implementation of an integrated behavioral health program in the RHC. *BCH added providers: LCSW, LPC. BCH saw steady growth in need for these services and was able to more adequately meet these needs.*
 - b) Offer mental health first aid class in the community. *This was not implemented due to leadership turnover, staff limitations, and the Covid-19 pandemic.*
 - c) Explore use of tele-psychiatry services. *Telehealth was expanded for behavioral health. BCH was able to more adequately meet this increased need.*
 - d) Explore implementation of SADD (Students Against Destructive Decisions) club. *This operates in Alleghany County but was not implemented at BCH due to competing priorities, staff limitations, and the Covid-19 pandemic.*
2. Exercise, prevention, & education
 - a) Develop a robust community health outreach program. *BCH ran health fairs for the community and provided community events at the Wellness Center e.g., Carfit for older adults, but a more robust community health outreach program wasn't achieved due to the Covid-19 pandemic.*
3. Chronic disease management in an aging population
 - a) Explore opportunity of Patient Navigator position. *BCH utilized existing staff to assist and support the community during Medicare open enrollment. We partnered with VPAS (Valley Program for Aging Services) to provide educational programs, support Dementia Friends at Work and VPAS Cafes (exercise, education, health, activities, socialization).*
 - b) Partner with primary care providers for Merit-Based Incentive Payment System (MIPS) reporting. *BCH reported MIPS for the first required year. At that time it was an attestation submission; no data submission required. BCH reported jointly with hospital, ER, and Physicians Group. Further reporting is not required. BCH checks each year for updated reporting requirements.*

NEXT STEPS

This Community Health Needs Assessment report was approved by the Board of Directors on December 17, 2021.

BCH thanks all those that contributed to this process. Broad community input is critical for us to determine how we can meet health needs in the most effective way. The collaborative nature of this process also serves as a *coming together* to further strengthen our community bonds.

CONTACT INFORMATION

Community members who would like to provide comments on the needs identified or provide input on the next CHNA process are encouraged to contact BCH with their inquiries, suggestions or comments.

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