

2013 Community Needs Assessment – Knox County

The Community Health Needs Assessment provides a roadmap to help communities reach their destination of a healthier place to call home. Parkwest Medical Center is hopeful that the Together! Healthy Knox initiative will be a catalyst for meaningful collaboration and action as we address some of the most important health improvement opportunities facing Knox County.

The Affordable Care Act requires not-for-profit hospitals to conduct a needs assessment every three years and to create an Implementation Plan to address the significant findings. This effort will assist us in “connecting the dots” between Parkwest’s resources and the needs of the community, identifying additional resources, and engaging with our community partners in initiatives that benefit Knox County residents.

Our Assessment Partners

This process could not have been done without the leadership of the Knox County Health Department and the Together! Healthy Knox Leadership Team. Their expertise, use of the MAPP process, meeting facilitation and guidance ultimately resulted in the most comprehensive health assessment process ever undertaken in Knox County. We deeply appreciate their commitment to the assessment process and we are happy to be included as a partner.

- BikeWalk TN
- Boys and Girls Clubs of the Tennessee Valley
- Butler, Vines and Babb, PLLC
- Cherokee Health Systems
- Child and Family Tennessee
- City Council
- City of Knoxville Community Development
- City of Knoxville Disability Resources
- City of Knoxville Fire Department
- City of Knoxville Parks and Recreation
- City of Knoxville Public Services
- City of Knoxville Purchasing
- Community Action Committee Office on Aging
- Covenant Health
- East Tennessee Children’s Hospital
- East Tennessee Green Building Council
- Emerald Youth Foundation
- FAITH Coalition
- Fort Sanders Regional Medical Center
- Greene & Associates
- Healthy Kids, Healthy Communities
- Helen Ross McNabb Center
- Heska Amuna Synagogue
- Highlands Health Management, Inc.
- HoLa Hora Latina
- Home Federal Bank
- Interfaith Health Clinic
- KDL Pathology
- Keep Knoxville Beautiful
- Knox Area Project Access

- Knox Area Rescue Ministries
- Knox Area Urban League
- Knox County Government
- Knox County Health Department
- Knox County Parks and Recreation
- Knox County School Board
- Knox County Schools Coordinated School Health
- Knoxville Academy of Medicine
- Knoxville Academy of Nutrition and Dietetics
- Knoxville Area Coalition on Childhood Obesity
- Knoxville Area Transit
- Knoxville Chamber
- Knoxville Police Department
- Knoxville Regional Transportation Planning Organization
- Knoxville Track Club
- Knoxville/Knox County Metropolitan Planning Commission
- Knoxville's Community Development Corporation
- League of Women Voters Knoxville-Knox County
- Legacy Parks Foundation
- Legal Aid of East Tennessee
- MEDIC Regional Blood Center
- Mental Health Association of East Tennessee
- Metropolitan Drug Commission
- Park & Leisure Services, Town of Farragut
- Parkwest Medical Center
- Pellissippi State Community College
- Rural/Metro
- South College School of Pharmacy
- Summit Medical Group
- Tennessee Clean Water Network
- Tennova Healthcare
- United Way of Greater Knoxville
- United Healthcare Community Plan
- University Health System
- University of Tennessee Center for Public Health
- University of Tennessee College of Law
- University of Tennessee College of Nursing
- University of Tennessee College of Pharmacy
- University of Tennessee Health Science Center
- University of Tennessee Medical Center
- University of Tennessee Nutrition Department
- University of Tennessee Psychology Department
- Wellness Roundtable
- YMCA of East Tennessee

Knox County at a Glance

- 508 square miles
- 441,311 residents
- 2.7% increase in population since 2000

- Median age: 37 years
- 14% persons over 65
- 85.6% white
- 49% male
- \$46,325 median household income
- 6.3% unemployment
- 87% high school graduation
- 34% have bachelor's degree or higher, age 25+
- 18% uninsured adults
- 21% children in poverty
- 870:1 ratio of residents per primary care physician
- 1,888:1 ratio of residents per dentist
- 1,641:1 ratio of residents per mental health provider

More demographic information about Knox County

www.countyhealthrankings.org

quickfacts.census.gov

tennessee.gov

Existing Healthcare Facilities and Resources

Knox County Hospitals

Fort Sanders Regional Medical

Parkwest Medical Center

East Tennessee Children's Hospital

University of Tennessee Medical Center

Turkey Creek Medical Center

Physicians Regional Medical Center

North Knox Medical Center

Mental Health Facilities

Peninsula Hospital and Outpatient Centers

Helen Ross McNabb

Cherokee Health System

Health Clinics

Interfaith Health Clinic

Free Medical Clinic of America

Remote Area Medical

Knox County Health Department

Project Access

Together! Health Knox and MAPP

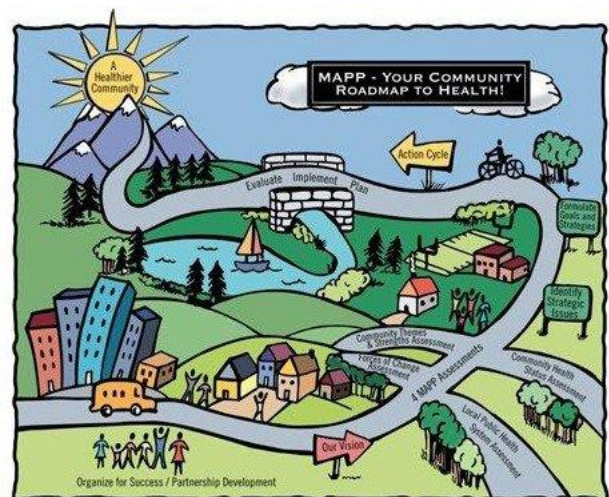
Together! Healthy Knox (T!HK) was initiated by the Knox County Health Department and was designed to create a community approach to better health. What began with a twenty partner Leadership Team quickly grew to involve over 70 community and organizational partners. The timing of this initiative was such that T!HK has provided a framework for the Knox County Health Department to partner with local not-for-profit hospital systems to satisfy new federal requirements around Community Health Needs Assessments and Community Health Improvement Plans. This partnership involves data-sharing and alignment of health improvement goals. Subsequent memorandums of agreement between the Knox County hospitals and the health department have formalized their commitment to work together on this and future assessment activities.

The T!HK initiative is based on the MAPP model (Mobilizing for Action through Planning and Partnerships) created by the National Association of County and City Health Officials (NACCHO) and the Centers for Disease Control and Prevention (CDC). MAPP is both a community-wide strategic planning tool for improving public health, and a method to help communities prioritize public health issues, identify and coordinate resources for addressing them, and take action. A successful MAPP process is driven by three key ideas:

- strategic thinking: using data to make decisions and carefully evaluating process and outcomes to inform the next iteration of the model.
- the community as driver: decisions are made by consensus among those involved, not from the top down.
- and a focus on the local public health system: this is all the entities with an impact on health, from the Health Department and care providers to businesses to churches to law enforcement to community groups. MAPP is most successful when stakeholders from all these groups and more are involved in planning and implementation.

MAPP is an iterative process with specific steps meant to be repeated every three to five years

1. **Organize for success:** identify lead agencies or organizations and build organizational commitment to the process.
2. **Partnership development:** identify stakeholder organizations, partners and community residents who will participate. Make it clear the level of commitment will need to be high.
3. **Visioning:** Ask stakeholders to agree on a shared vision and common values to provide a framework for pursuing long-range community goals.
4. **Four assessments:**



1. **Community Health Status**

Assessment: identifies priority community health and quality of life issues. Questions answered include, “How healthy are our residents?” and “What does the health status of our community look like?”

2. **Community Themes & Strengths Assessment:** provides a deep understanding of the issues residents feel are important by answering the questions, “What is important to our community?” “How is quality of life perceived by our community?” and “What assets do we have that can be used to improve community health?”
3. **Local Public Health System Assessment:** a comprehensive assessment that includes all of the organizations and entities that contribute to the public’s health. Answers the questions, “What are the activities, competencies, and capacities of our local public health system?” and “How are the Ten Essential Public Health Services being provided to our community?”
4. **Forces of Change Assessment:** focuses on the identification of forces such as legislation, technology, and other impending changes that affect the context in which the community and its public health system operate. Answers the questions, “What is occurring or might occur that affects that health of our community or the local public health system?” and “What specific threats or opportunities are generated by these occurrences?”
5. **Identify strategic issues:** participants identify linkages between the MAPP assessment results to determine the most critical issues that must be addressed for the community to achieve its vision. (In our community, the T!HK Leadership Team performed this step.)
6. **Formulate goals & strategies:** participants set down how to address each strategic issue. (In our community, the T!HK Equity, Partnerships, and Policy Action Teams performed this step.)
7. **Action Cycle**
 1. Plan: participants in our community created an action plan.
 2. Implement: our implementation period for this action plan is January 2013 to June 2014.
 3. Evaluate: evaluation will be an important part of implementation.

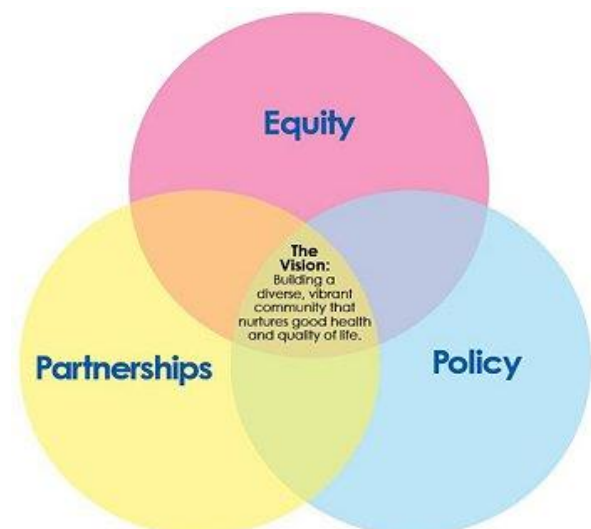
Assessment Data Process

The data collection phase of the assessment for Together! Healthy Knox consisted of four components completed during 2010 and 2011.

The Covenant Health hospitals in Knox County, Parkwest Medical Center and Fort Sanders Regional Medical Center, participated in assessments 2 – 4.

- 2010 Summary Community Health Status Assessment
- 2010 Summary Community Themes and Strengths Assessment
- 2011 Local Public Health System Assessment
- 2011 Forces of Change Assessment

Once all four assessments were complete and the reports available, the T!HK Leadership team convened to distill the information into priority issues for health improvement. Three overarching strategic issues emerged.



1. How can we achieve equitable health outcomes for all community members?
 2. How can we create a sustainable network of partnerships that effectively contributes to improved community health
 3. How can we position health as a consideration in community policy and planning decisions?
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Acknowledgments

Convening the community around a common vision is central to the success of improving health and to the MAPP process. The original vision for Together Healthy Knox is “building a diverse, vibrant community that nurtures good health and quality of life. This vision is in essence the mission of Covenant Health and its member hospitals.

The Together Healthy Knox Initiative has expanded our network of community partners and has given us the chance to work with organization that are new to us. The assessment priorities have focused our efforts and resources on what is important to the community and what has the potential to meaningfully and measurably improve the health of Knox County.

Parkwest Medical Center would like to thank the Knox County Health Department and the Together! Healthy Knox Leadership Team for their expertise, leadership, and collaborative efforts in convening all partners of the public health system to complete the most robust needs assessment in Knox County’s history. A special thanks to the twenty partners that made up the THK Leadership team:

- Marie Alcorn, United Way
- Kristy Altman, Knoxville Track Club
- David Brace, City of Knoxville
- Martha Buchanan, Knox County Health Department
- Jim Decker, MEDIC Regional Blood Center
- Jim Dickson, YMCA of East Tennessee
- Paul Erwin, University of Tennessee Center for Public Health
- Mark Field, Knoxville Chamber
- Coral Getino, HoLa Hora Latina
- Carolyn Hansen, Compassion Coalition
- Ben Harrington, Mental Health Association of East Tennessee
- Melissa Knight, Interfaith Health Clinic
- Jack Lacey, University of Tennessee Medical Center
- Aneisa McDonald, Coordinated School Health, Knox County Schools
- Gus Paidousis, Knoxville Police Department
- Karen Pershing, Metropolitan Drug Commission
- Madeline Rogero, City of Knoxville Community Development
- Grant Rosenberg, Knox County Community Development
- Warren Sayre, Summit Medical Group
- Rosalyn Tillman, Pellissippi State Community College