

WNC **HEALTHY** IMPACT

Frequently Asked Questions for Hospital Stakeholders

This document is for guidance and process clarification only. It does not represent legal or tax advice. Each facility should consider their specific needs and requirements, and report accordingly.

1. What is WNC Healthy Impact?

WNC Healthy Impact is a partnership and coordinated process between hospitals, public health agencies, and key regional partners in western North Carolina, working towards a vision of improved community health. We are working together locally and regionally on a community health improvement process to assess health needs, develop collaborative plans, take coordinated action, and evaluate progress and impact.

This regional effort is supported by financial and in-kind contributions from hospitals, public health agencies, and partners, and is housed and coordinated by WNC Health Network, Inc. Current efforts to infuse results-based accountability throughout this process are supported by a grant from The Duke Endowment.

2. How is our hospital involved?

Hospitals in western North Carolina contribute financial, leadership, and human resources to implement this project at the regional level. Each participating hospital facility has designated representatives that support communication and connectivity with WNC Healthy Impact. These hospital representatives also serve as contacts for collaborative efforts taking place within the hospital's designated "community."

The WNC Healthy Impact steering committee and task-specific workgroups guide the development of processes, products, and timelines. Some hospitals are involved in these groups as well.

3. How is WNC Healthy Impact related to Community Health Needs Assessment (CHNA) requirements and reporting?

Most hospitals in WNC are required to conduct a community health needs assessment (CHNA), adopt a related facility-specific implementation strategy, and report this work publicly. To assist participating hospitals with meeting these requirements, WNC Healthy Impact creates and provides multiple datasets, training, templates, technical assistance, and helps facilitate collaboration with local health departments at the regional and local levels.

Each hospital facility is responsible for ensuring that their process and products meets their system and/or facility-specific needs and requirements.

4. How is the Hospital CHNA Summary related to a health department Community Health Assessment (CHA)?

WNC Healthy Impact supports a collaborative community health (needs) assessment process in which hospitals and public health agencies partner to create shared processes and products. WNC Healthy Impact created a [CHNA Summary Template](#) that can be completed and used as "wrapping paper" around one or more community health assessments (CHAs) to help communicate hospital

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connectivity and clarify requirement elements. Most of the data and findings will be reflected in county-level CHAs. One important piece of the CHNA Summary that is not reflected in a county-level CHA is an evaluation of the impact of any actions that were taken after the hospital facility finished conducting its preceding CHNA.

5. What is a community health improvement plan (CHIP)? How does it relate to Implementation Strategies (for hospitals)?

- A **Community Health Improvement Plan (CHIP)** serves as a strategic health improvement plan that is designed to reflect the big picture of what is taking place across the whole community related to priority health needs. This plan results from a collaborative action planning process in each county/community and helps encourage cross-sector collaboration. Where and when hospitals are engaged with a county's community health improvement process, hospital strategies will be reflected in the CHIP.

Community Health Improvement Process



- Hospitals create an **Implementation Strategy** that describes the hospital-specific response to the community's identified health priorities. It may include hospital-specific strategies in more than one county that makes up their "community" and becomes a public document.
- WNC Healthy Impact creates a template for reporting **Hospital Implementation Strategy**. This document is designed with the hospital compliance requirements in mind.

6. When does our facility need to have our CHNA conducted, and our Implementation Strategy adopted?

WNC Healthy Impact and hospital representatives throughout the region work together to create timelines and products that support hospitals in meeting these requirements. Please work with your internal teams and advisors to determine approval and completion timeframes. For specific information from the IRS on these requirements: <https://www.irs.gov/uac/about-schedule-h-form-990>

7. How is this connected to hospital community benefit? What counts?

There should be alignment between a hospital's community benefit efforts and the priority health needs identified through the community health (needs) assessment process. These hospital resources and investments are one part of a larger community-wide effort to collectively improve priority health needs within each community.

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Additional information and resources related to community benefit:

- Catholic Health Association – <http://www.chausa.org/communitybenefit/community-benefit>
- NC Hospital Association – <http://www.ncha.org/issues/community-benefit>

8. What resources are available through WNC Healthy Impact to help support my hospital reporting?

- A core set of health-related data and reports are available at <http://www.wnchealthyimpact.com/resources>
- Completed community health assessment (CHA) reports and action plans, by county, are available at <http://www.wnchealthyimpact.com/local-stories>
- Many resources for hospitals are available on our partner resource page at <http://www.wnchealthyimpact.com/partner-resources>. This page is password protected; please contact WNC Healthy Impact for password.
 - CHNA Hospital Summary Template – designed for use by hospitals (Word)
 - Hospital CHNA Board Presentation Template (PowerPoint)
 - Hospital implementation strategy template (Word) – in November 2016 it will also be available via Scorecard (electronic, web-based)
 - Recorded webinar offering guidance on products and tools
 - Fact Sheets and other communication tools (PDF)
 - List of resources with requirements and recommendations for 501c3 hospitals

9. How else can WNC Healthy Impact support our community health improvement efforts?

With support from The Duke Endowment, WNC Health Impact is infusing Results-Based Accountability™ throughout regional trainings, tools, templates and technical assistance. An RBA consulting team is in place to help hospitals, public health agencies, and their aligned partners, use the RBA approach and tools.

- **Results-Based Accountability™ (RBA):**
 - Provides a common language and a common sense approach that improves the way we talk about what we do and helps us work toward collaborative action with a focus on results.
 - Is being used throughout the collaborative action and performance measurement (evaluation) processes, tools, and support.
 - Can be used to help select measures to support annual and next CHNA hospital reporting, as well as ongoing program improvement.

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- **Scorecards for CHIP, Workgroups, and Hospital Implementation Strategy:**
 - Offer an electronic, web-based template as an enhancement and a new approach to monitoring and communication health improvements.
 - Use Clear Impact Scorecard software, which is low-cost, easy to use, and improves the ability to save and share real-time information with staff, community members, partners, leaders, and funders.
 - Make it easier to communicate Hospital Implementation Strategy alignment with county-wide efforts to address priority health needs.

Further information:

Please contact Marian Arledge at marian.arledge@wnchn.org for questions and/or to request contact information for your local hospital and public health representatives.

Hospital Implementation Strategy e-Template

This is the facility specific implementation strategy for [insert name of hospital facility] and addresses the community health needs identified through a collaborative community health needs assessment (CHNHA) process conducted with local and regional partners in western North Carolina. This electronic document outlines plans for [insert name of hospital facility] to support specific community benefit efforts as part of a larger community-wide plan.

[Use this heading to introduce your scorecard to your facility. An aspirational statement to grab attention would be appropriate here. **This section should be highly customizable to meet your needs.**]

[Attachments or links to consider: pdf description of your process; pdf of action plan; or WNC Healthy Impact webpage]

| Health Priority #1 | | | | | | |
|-----------------------------|----------|---|-------------|--------------|---------------|-------------------|
| Icon | Template | Condition of Well-being for Health Priority 1 | Time Period | Actual Value | Current Trend | Baseline & Change |
| + | Template | Health Priority 1 - Indicator 1 | --- | --- | --- | --- |
| + | Template | Health Priority 1 - Indicator 2 | --- | --- | --- | --- |
| Related Hospital Strategy 1 | | | | | | |
| Icon | Template | Related Hospital Strategy 1 - PM 1 | Time Period | Actual Value | Current Trend | Baseline & Change |
| + | Template | Related Hospital Strategy 1 - PM 1 | Jul 2016 | 39 | ↓ 1 | 50% ↑ |
| + | Template | Related Hospital Strategy 1 - PM 2 | --- | --- | --- | --- |
| + | Template | Related Hospital Strategy 1 - PM 3 | --- | --- | --- | --- |
| Health Priority #2 | | | | | | |
| Icon | Template | Condition of Well-being for Health Priority 2 | Time Period | Actual Value | Current Trend | Baseline & Change |
| + | Template | Health Priority 2 - Indicator 1 | --- | --- | --- | --- |
| + | Template | Health Priority 2 - Indicator 2 | --- | --- | --- | --- |
| Related Hospital Strategy 1 | | | | | | |
| Icon | Template | Related Hospital Strategy 1 - PM 1 | Time Period | Actual Value | Current Trend | Baseline & Change |
| + | Template | Related Hospital Strategy 1 - PM 1 | --- | --- | --- | --- |
| + | Template | Related Hospital Strategy 1 - PM 2 | --- | --- | --- | --- |
| + | Template | Related Hospital Strategy 1 - PM 3 | --- | --- | --- | --- |
| Health Priority #3 | | | | | | |
| Icon | Template | Condition of Well-being for Health Priority 3 | Time Period | Actual Value | Current Trend | Baseline & Change |
| + | Template | Health Priority 3 - Indicator 1 | --- | --- | --- | --- |
| + | Template | Health Priority 3 - Indicator 2 | --- | --- | --- | --- |
| Related Hospital Strategy 1 | | | | | | |
| Icon | Template | Related Hospital Strategy 1 - PM 1 | Time Period | Actual Value | Current Trend | Baseline & Change |
| + | Template | Related Hospital Strategy 1 - PM 1 | --- | --- | --- | --- |
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