

# WNC Health Network Services

At WNC Health Network, we believe **how** communities do health improvement—not just **what** they do matters. For more than 20 years, our expertise in the “how” has helped hospitals, public health agencies, and their community partners in the region attain excellence in community health needs assessment and planning for improvement, and has **built their capacity to achieve measurable improvements in health.**

We also offer a range of fee-based services to help your **foundation, Federally Qualified Health Center, non-profit, or coalition** achieve excellence in the “how” of what you do to contribute to healthy and thriving communities in western North Carolina.

## OUR PAID SERVICES THAT CAN SUPPORT YOUR WORK

- Help you to use Results-Based Accountability™ (RBA) in your **planning, evaluation, quality improvement, and funding activities**
- Help you incorporate a results-driven framework into your **grantmaking or grantseeking strategy**
- Provide **tailored RBA training** for your organization, grantees, and partners
- Partner with you to **design and lead effective meetings** that move diverse stakeholders from talk to action
- Provide **tailored analysis of our regional health data set** so you can make data-driven decisions for your unique needs
- **Collect additional local data and stories** to make sure health improvement efforts are rooted in & accurately represent your communities
- Provide strategic support for your **health communications efforts**

## WHO WE ARE

**WNC Health Network** is an alliance of hospitals working together to improve health and health care western North Carolina. Together, we contribute to strong care systems and healthy and thriving communities.

Learn more at [www.wnchn.org](http://www.wnchn.org)

## OUR VALUES FOR WORKING WITH OUR CUSTOMERS

We use **human-centered** approaches

We are committed to **co-designing** tools, processes, and products with our customers

Whenever possible, we support **building capacity** rather than *being* capacity

We focus on developing processes that **meaningfully engage** our customers' communities and partners



# WHO WE'VE WORKED WITH

AMY Wellness Foundation  
Appalachian Mountain Community Health Center  
Henderson County Health Department  
MountainWise  
North Carolina Department of Health & Human Services  
Partners Aligned Toward Health  
Western Carolina University School of Nursing  
WNC AIDS Project  
WNC Bridge Foundation

## CASE STUDY: STRATEGIC PLANNING & FACILITATION SUPPORT FOR A REGIONAL PLANNING GRANT

In November 2018, with funding from the federal Health Resources and Services Administration (HRSA), a regional consortium formed to develop a **comprehensive strategic plan** to address substance use in the three “far west” counties of North Carolina —Cherokee, Clay, and Graham Counties. The consortium includes regional substance use treatment providers, a federally qualified health center, three county health departments, and other regional partners.



WNC Health Network helped consortium members decide how they wanted to work together and clarify the overall result they have in mind for their work in the region. We helped **design and collect data for an in-depth needs assessment** to understand the “story behind the numbers” around substance use in the region. This involved creating a data “workbook” of substance use indicators from our large primary dataset and other data sources, as well as gathering information from people most affected by substance use and key informants.

We then worked with the consortium to design a **multi-step strategic planning process** and led a series of meetings with them to use findings from the needs assessment to develop the plan. As a result of their commitment to excellence in the “how,” the consortium developed a **strong plan rooted in local needs and context** and has secured an additional \$1M of federal funding to carry out the plan over the next three years.

**“The RCORP Consortium is much stronger and has capacity for more work because of WNC Health Network’s strategic planning and data collection.”**

*—Appalachian Mountain Community Health Center (customer)*



### CONTACT US

Emily Kujawa  
Project Manager & Improvement  
Specialist:  
emily.kujawa@wnchn.org  
828-398-4609