

**ROANE MEDICAL CENTER  
2023-2025 COMMUNITY NEEDS ASSESSMENT  
IMPLEMENTATION PLAN**

**Significant Community Needs:**

1. Substance Abuse Disorders
2. Mental Health Access
3. Health Education for Chronic Diseases
4. Improving Access to Healthcare

**Implementation Strategy to Address Needs:**

**1. Substance Abuse Disorders**

• **Roane County Anti-Drug Coalition**

- Roane Medical Center will continue to actively participate in the Roane County Anti-Drug Coalition and its outreach activities. Roane Medical Center prints marketing materials, provides health education, and provides items for care packages with the goal of reducing youth substance use and educating and raising awareness of alcohol, tobacco, and other drug issues in Roane County.

• **Opioid Light Protocol**

- Roane Medical Center will continue to build upon the successes of its Emergency Department use of Opioid Light. Emergency Department physicians, when possible, are using non-opioid pain medications during treatment and at discharge.

• **Inpatient Pain Management Initiative**

- Roane Medical Center is teaching inpatients how to better manage pain with alternatives like repositioning, ice packs and pain scales (1-10).

**2. Mental Health Access**

• **Telehealth Options for Psychiatric Access**

- Roane Medical Center is using telehealth options for patients with mental health needs. Services began in the Emergency Department and have been expanded to inpatients. Additionally, training opportunities are being considered for ED physicians on certain medications to begin management earlier in the psychosis visit to the Emergency Department prior to waiting on patient placement.

- Ridgeview Behavioral Health Services is a tax-exempt community mental health center based on Oak Ridge, Tennessee, which is expanding its services into Roane County. Roane Medical Center contracts for use of its mobile crisis unit to assist in treating and caring for mental health patients within the community.

### **3. Health Education for Chronic Diseases**

- **Diabetes Education**

- Roane Medical Center recently hired new dietician staff members to focus on patient nutrition and education, including community health fairs.

- **Education in Local Schools**

- Roane Medical Center is focused on a school education program, including a presentation on the dangers of smoking and vaping.

- **Stroke Education**

- Roane Medical Center will regularly provide community education programs on Stroke Signs and Symptoms to show the importance of getting someone to the hospital for better outcomes. Additionally, the Unit Practice Council of Nurses will expand community education outreach to include stroke, organ donation and advance directives.

- **Senior Nutrition Program**

- Roane Medical Center offers a nutrition program for seniors age 60 or older, including café style dining at the hospital cafeteria to encourage healthy lifestyles. In partnership with Mid-East Community Action Agency, the hospital also sponsors a local Meals on Wheels program to deliver meals to homebound seniors in Roane County. Though COVID-19 impacted these programs, the hospital is committed to continued support in the future.

- **Continuing Health Education upon Discharge**

- Roane Medical Center utilizes a patient portal allowing patients to access educational videos on various chronic diseases. Patients are provided videos for a new diagnosis and given access in the hospital room; however, the hospital recently expanded such services to include videos to be accessed via a patient's phone or computer.

### **4. Improving Access to Healthcare**

- **Round about Roane**

- Roane Medical Center was a founding member in the design and implementation of Round about Roane, a community transportation program for seniors. Due to COVID-19, the program is currently suspended; however, Roane Medical Center is actively seeking volunteers in hopes of starting the program again.

- **Free Medical Clinic of Oak Ridge**

- Roane Medical Center is a partner with the Free Medical Clinic in Roane County. The hospital provides lab and imaging services to the clinic's patients at no charge and has recently expanded to include procedures. The Pharmacy Advocate Program previously conducted by Roane Medical Center is now provided within the Free Medical Clinic. The Pharmacy Advocate helps both discharging hospital patients and primary care clinic patients who have little or no insurance find programs to assist in maintenance medicines for chronic medical conditions.

- **Expansion of Telehealth Services**

- In an effort to expand access to health services in the community, Roane Medical Center offers telehealth services for nephrology and neurology, allowing medical providers outside of the community to treat patients in Roane County. Partnering with Covenant Health, the critical care department also utilizes telehealth for patient monitoring of ICU patients. Upon discharge, patients are also provided with information on access to follow-up health services via telehealth.

- **Working with Local Partners**

- Roane Medical Center will continue regular meetings with organizations such as Roane Health Council, Patient Family Partnership Council, and the Roane County Sheriff's Department to collaborate to improve access to healthcare in Roane County. Examples of Roane Medical Center's efforts with these organizations include a community baby shower where local mothers receive free diapers; food drives in partnership with Hands of Mercy, the local food pantry; and wellness checks with seniors who may not be able to otherwise receive medical care.