

Cumberland Medical Center 2023-2025 Community Needs Assessment Implementation Plan

Identified Significant Community Needs:

1. Substance Abuse Disorders
2. Mental Health Access
3. Health Education for Chronic Disease Conditions
4. Adverse Childhood Experiences (ACEs)
5. Recruit more primary care, specialist and dental providers

Implementation Strategy to Address Needs:

1. Substance Abuse Disorders

- **Cumberland Prevention Coalition**
 - Cumberland Medical Center is staying on the forefront of the latest trends affecting community (such as vaping) by supporting Cumberland Prevention Coalition with hospital resources as opportunities arise.
- **Opioid Light Protocol**
 - Cumberland Medical Center has adopted the Covenant Health protocol to reduce the amount of narcotics prescribed in our Emergency Department. Narcotics are reserved for acute pain, and other non-narcotic methods of pain control are offered to patients with more chronic pain.
- **Patient Education**
 - Cumberland Medical Center teaches inpatients how to better manage pain with alternatives like repositioning, ice packs and pain scales (1-10).

2. Mental Health Access

- **Covenant Health**
 - As a member of Covenant Health, Cumberland Medical Center will advocate and support the system's behavioral health services, such as its partnership with Acadia Healthcare, to assist area residents. In 2021, Cumberland Medical Center's Emergency Department implemented telehealth for psychiatric evaluations, which has improved the timeliness of administering medication and the ability to transport to psychiatric facilities.
- **Inpatient Education**
 - Cumberland Medical Center Case Management helps educate patients and families with resources available for those struggling with addiction.

- **Mobile Crisis Services**
 - Cumberland Medical Center works with local and statewide agencies like Tennessee Department of Mental Health & Substance Abuse Service's Mobile Crisis Services.

3. Health Education for Chronic Disease Conditions

- **"Breast Cancer Awareness" Events**
 - Cumberland Medical Center offers annual Breast Cancer Awareness education for the community to hear guest speakers and receive educational information in support of annual mammogram screenings.
- **Cancer Navigators**
 - Cumberland Medical Center has two nurse navigators serving in the Breast and Cancer Centers to provide education to patients going through cancer treatment.
- **Community Baby Shower**
 - Cumberland Medical Center participates in a community wide baby shower in partnership with the Tennessee Health Department – Cumberland County. Here, expectant mothers are provided key information about their child's upcoming birth as well as vital community resource information to help those who are economically disadvantaged with resources such as the Women, Infant, and Children (WIC) offered through the Health Department.
- **Diabetes**
 - Cumberland Diabetes Center, a member of Covenant Medical Group, helps patients locally with diabetes prevention and care as well as other metabolic associated conditions.
- **Health Fairs**
 - Cumberland Medical Center has annual health education and screening fairs across the community. Events are held at places upon request such as: Crossville Ceramics, Inc., Cumberland County Schools, Fair Park Senior Center, Fairfield Glade, Uplands Village, etc.
- **Patient Education**
 - Signs and Symptoms on Stroke and Heart Attack are provided to every inpatient upon discharge. Additional education is specifically tailored to the patient based on their personalized plan of care.
- **Support Groups & Continuity of Care Meetings**
 - Cumberland Medical Center holds various support groups for caregivers and patients with health areas of focus such as Breast Cancer, Chronic Obstructive Pulmonary Disease (COPD), Diabetes, and Sleep.
 - The hospital leads Continuity of Care meetings for key health care professionals within the community who represent industries such as nursing home and home health. This provides an opportunity to exchange knowledge for updates that better improve quality and transition of care within community.

4. Adverse Childhood Experiences (ACEs)

- ACEs is outside the scope of care provided by Cumberland Medical Center because it is an assessment performed in a physician office setting as part of the patient's overall health management. The hospital can be supportive as opportunities that bridge various community partners and awareness arise locally.

5. Recruit more primary care, specialist and dental providers

- Cumberland Medical Center will continue recruitment efforts for primary and specialty physicians as well as assist specialists like dentists, who can help further serve in meeting the community needs.
- The hospital will cultivate relationships with Covenant Health specialists not available on the Cumberland Plateau.
- Cumberland Medical Center will embrace advancements for Virtual Care (telehealth) utilization, such as Cumberland Medical Center's implementation of Tele-ICU in 2021, to help expand care available to patients locally.