

PARKWEST MEDICAL CENTER

2024-2026 COMMUNITY NEEDS ASSESSMENT IMPLEMENTATION PLAN

Identified Community Needs:

1. Access to Mental Health Care
2. Substance Abuse
3. Diabetes
4. Tobacco Use
5. Lack of Affordable Housing

Implementation Strategy to Address Needs:

1. Access to Mental Health

- Psychiatric consult services are provided for patients in the Emergency Department and for inpatients at Parkwest Medical Center via tele-video through Peninsula, a Division of Parkwest Medical Center.
- Parkwest Medical Center, with funding support from the Covenant Health Office of Philanthropy, has implemented an Emergency Department Diversion Program. A team of medical and behavioral specialists conducts a behavioral assessment for patients who meet defined criteria, and the treatment plan proposes measures to meet identified needs. An outreach specialist follows up with patients to guide implementation of the plan.
- As a member of Covenant Health, we help serve the behavioral health needs of our community through Peninsula (a division of Parkwest Medical Center) inpatient and outpatient programs, and East Tennessee Behavioral Health (joint venture with Covenant Health).
- **ComPASS Support Group:** Peninsula, a division of Parkwest Medical Center, provides a monthly support group for those who have lost a family member, friend, or co-worker to suicide. This group provides a safe place of support, understanding and education during the journey of loss following the suicide death of a loved one.
- **Survivors of Suicide Loss Day:** Parkwest annually hosts Survivors of Suicide Loss Day on the Saturday before Thanksgiving. This national observance is a day to provide support and healing to those affected by suicide.
- **Knox Area Rescue Ministries:** Covenant HomeCare and Peninsula are providing onsite physical and mental health services to clients of Knox Area Rescue Ministries. Clients are predominately homeless and living in shelters and on the street. Peninsula has an outreach specialist on-site at KARM once a week and is currently expanding services in conjunction with Covenant HomeCare.

- **Knox Area Mental Health Providers Coalition (KAMHPC)** was formed by members of Covenant Health to improve healthcare coordination for patients in the community. Since its inception the coalition has seen a reduction in hospital stays, length of stays, number of emergency room visits and psychiatric visits for patients studied over a 16-month period. The coalition addresses the need for more streamlined care coordination for those who frequently use mental health resources in our community.
- **Employee Access to Mental Health Resources** through SupportLinc. Covenant Health is proud to partner with SupportLinc to offer all employees resources to help their families address and resolve everyday issues and personal concerns such as healthier lifestyles, stress management, family and caregiver concerns, career growth, legal resources and personal finance. Convenient, real-time support is available via phone, web portal or mobile app.

2. Substance Abuse

- **Peninsula Drug Treatment Program:** Parkwest Medical Center can refer patients to Peninsula's Medication Assistance Treatment Program for outpatient services related to substance abuse. This program offers specialized medications and intensive therapy to treat substance abuse disorders.
- **Opioid Lite Program** Parkwest Medical Center's Emergency Department is participating in a system-wide initiative to curb the use of hospital-prescribed opioids. Physicians are prescribing non-opioid drugs when indicated for pain management during treatment and at hospital discharge.

3. Diabetes

- Parkwest Medical Center is partnering with Knoxville's Interfaith Health Center to support treatment and education for IHC patients with diabetes. Interfaith Health Center provides affordable health care to working uninsured or underserved individuals in the greater Knoxville area and offers specialty services for persons with diabetes. Parkwest Medical Center provides financial support for these programs.
- Parkwest Medical Center is a major supporter of the annual Covenant Health Knoxville Marathon. Each year nearly 6,000 runners, most from the East Tennessee region, participate in race events including a full marathon, half marathon, relay teams, 5K and Kids Run. Promoting physical activity and healthy weight is an important preventive measure to reduce the incidence of diabetes. Each year Parkwest contributes \$25,000 in support of the marathon, which is sponsored in partnership with the Knoxville Track Club.
- **Inpatient Education:** Parkwest Medical Center offers diabetes education from clinical staff for inpatients requiring care.
- **Outpatient Cardiac Rehab Program:**
 - 1:1 assessment- A registered dietitian provides nutrition consults to assess the patient's current dietary habits and recommend realistic changes.
 - Promotes the Pritikin eating plan <https://pritiakinicr.com/tag/nutrition/>

- Includes up to 10 live cooking demonstrations by a registered dietitian
- Includes up to 5 nutrition workshops to teach nutritional skills and priorities
- Includes up to 44 medically supervised exercise sessions. Patients with diabetes report pre-exercise and post-exercise blood glucose levels.
- The program makes recommendations to providers to consider medication adjustments to patients' diabetes medications as needed.
- The program refers patients to Knox County Health Department for more diabetes education if needed.

https://www.knoxcounty.org/health/diabetes_management/diabetes.php

4. Tobacco Use

- **Smoking Cessation:** Parkwest offers patient education about smoking cessation to inpatients who smoke.
- **LDCT:** Parkwest Medical Center offers low-dose CT lung cancer screenings for eligible patients to receive an annual screening to help identify lung cancer at early stages, when treatment can be more effective.
- **Outpatient Cardiac Rehab Program:**
 - Our outpatient cardiac rehab program refers 100% of nicotine users enrolled in cardiac rehab to cessation resources including:
 - A respiratory therapist provides a cessation assessment to measure patient's readiness to quit using nicotine/tobacco and to provide resources for cessation.
 - The TN Quitline offers phone support for tobacco Cessation: We're ready when you are....Call 1-800-QUITNOW!
 - Tracking progress in daily assessment of the number of nicotine uses
 - Referring patient to their PCP for discussion of medication therapies to them quit nicotine/tobacco use

5. Lack of Affordable Housing

- Parkwest Medical Center does not have the scope of service or expertise to specifically address affordable housing in our community. However, with our mission to improve the quality of life through better health, we will be supportive of community organizations that are leading affordable housing initiatives.