

FY 2023
UNC Health Lenoir Community
Benefit Highlights Include:

Revenues Written Off to Charity Care	\$8,615,483
Revenues Written Off to Bad Debt	\$20,295,091
Programs/Services	\$517,012
Health Professions Education	\$330,069
Cash and In-kind Contributions to Community Groups	\$130,111
Physician Recruitment expenses	\$37,495
Grants Received for Community Health Improvement	\$129,750
Salaries & Benefits	\$74,458,701

FY 2023 by the numbers....

Admissions	4,668
Average Daily Census	63
Patient Days	22,805
Emergency Room Visits	39,848
Radiation Therapy procedures	18,212
Surgeries	4,199
Deliveries	360
Meals Served	213,905

In Lenoir County, 2023 challenges include:

- 87th lowest of 100 NC counties for overall health outcomes
- 82nd lowest of 100 NC counties for social and economic factors
- 37.3% of children living below poverty level vs 21.3% in NC
- 27.9% of adults are obese
- Persons with disability 24% (2017-2021)
- 20.7% of adults are sedentary versus 23% in NC
- 82.6% adults with health insurance ages 18-64 (2021)
- Per capita income was approximately \$25,473 for county residents vs \$34,209 NC average (2017-2021)
- Median household income \$41,092 for county residents vs \$60,516 NC average
- Bachelor's degree or higher, age 25+ is 14% vs 33% NC average
- UNC Lenoir patient population is 69% government sponsored
- 11.3% uncompensated care (charity care and bad debt) makes up Hospital payor mix
- 9.7% adults with diabetes (2021)
- 80.6% adults who have had a routine checkup



From the CEO

With a legacy of 117 years of hospital care in our community, UNC Health Lenoir is proud to be deeply rooted in the tradition of service and dedication to the residents of Lenoir, Greene and Jones Counties.

Community can be defined as a fellowship with others, as a result of sharing common attitudes, interests, and goals. This unique relationship and the resulting improved overall health status of our residents is the result of our work together.

We provide tangible and defined community benefit each year through many diverse efforts. Whether it is in chronic disease education, healthcare provider recruitment, leadership on local boards, providing training sites for area health students, or in a myriad of other collaborative health improvement initiatives, our work provided \$1.1 million dollars in direct community benefit in 2023.

This report provides a snapshot of UNC Health Lenoir activities aimed to improve the health and well-being of our community.

Our goal to connect with our community and provide quality care in each and every interaction is long standing. During my short time here, I have been impressed by the resolve and commitment of our healthcare team to provide excellent care. I look forward to working with them, and with you, as we continue our important mission.



2023 COMMUNITY BENEFITS REPORT
CARE FOR OUR COMMUNITY

With gratitude and appreciation, we thank you for your ongoing enthusiasm and support for UNC Health Lenoir.

Crystal Hayden

Crystal Hayden
 President and CEO



Cancer Center Volunteer Lay Navigation

Once a diagnosis of cancer is received, patients often feel overwhelmed. Volunteer lay navigators, supervised by the social worker in the Cancer Center, help patients identify and remove barriers to care while linking them to available cancer support resources. The Lay Navigator sees each new patient in consult and makes supportive phone calls to patients recently finished with treatments. Lay Navigator made multiple supportive phone calls in FY 2023. Over 132 hours in person volunteer hours were donated by the Lay Navigator in FY 2023.

Physician Recruitment

UNC Health Lenoir has added ten new medical providers including physicians, physician assistants and nurse practitioners to the clinical staff in 2023. The new providers will be practicing in our community and cover the following specialties: obstetrics and gynecology, hospitalist medicine, family medicine, med-peds, and general surgery.



It's My Hospital Today

It's My Community Health

Corporate Health Services

Services included (18) corporate clients, (17) worksite wellness visits with (235) employee contacts with flu vaccine administration, CPR training, urine drug screens, and biometric screening, and education for risk factor reduction were provided.

Stroke Prevention and Care

The Stroke Program at UNC Lenoir Health Care is accredited by the Joint Commission Survey for Certification as a Primary Stroke Center. We were recertified for the fourth time in August of 2023 and will undergo our fifth biannual certification survey in 2025. Stroke patients are followed using the COMPASS (Comprehensive Post-Acute Stroke Services) program. The Stroke Program Coordinator follows patients post discharge and is with the patient at the follow up Neurology appointment. Health coaching, risk factor management, and assistance in accessing community resources for the patient and their caregiver is provided. The patient is also offered a community paramedic home visit free of charge as needed. The program is a Wake Forest Baptist Telestroke site. We were awarded The 2023 American Heart Association Get with the Guidelines Gold plus Award, Target Stroke Honor Roll Elite,

and Target Type 2 Diabetes Honor Roll for excellence in meeting stroke care quality metrics.

Diabetes Wellness Program

Located in the Minnie P. Stackhouse Diabetes Center, the ADCES accredited Diabetes Wellness Program provided free diabetes self-management education and follow up management to (49) individuals living with diabetes. Outreach education were provided each month reaching (750) community members. Additionally, a registered dietitian/diabetes educator provided (738) medical nutrition

counseling sessions during this year. Rx Food Coupons (\$450.00) are provided to participants in \$5 increments to incentivize education by increasing local access to fresh fruits and vegetables at the Lenoir County Farmers Market.

Minges Wellness Center

The on-site medically based fitness center for the community has 50 pieces of stationary exercise equipment with an average of 23 beginner's group exercise classes weekly. With a membership of 734 active individual members in FY23, masks were required part of the year. Monthly membership rates of \$20 per month assist an underserved community to initiate exercise plans. Our program partners with Silver Sneakers, Silver & Fit, Active & Fit and Renew Active benefits for eligible community members. A number of free physical activity oriented educational sessions are offered throughout the year to the community by exercise specialists.

Kinston/Lenoir County Farmers Market

UNC Lenoir assisted underserved residents of the community having diabetes with access to local fresh fruits and vegetables through 90 incentive Rx coupons within program in partnership with Lenoir County Cooperative Extension. Additionally, UNC Lenoir provided several onsite healthy cooking demonstrations by a dietitian.



It's My Community Stewardship

Employee Outreach in Community

UNC Lenoir employees show good community stewardship by participating in fundraising to support the American Cancer Society Relay for Life, Lenoir Hospital Foundation projects, and Lenoir-Greene United Way. Employees worked together to give time, talent and personal cash donations/pledges of \$100,224. for 2023 towards great causes in the community. Employees collected 5941 pounds of food for seven families in the Festival of Food and made donations to the pantries at, Mary's Kitchen, Cancer Center Food Pantry, Deep Run Baptist Church, St. Paul FWB Church, Goldsboro YMCA Mobile Market, Greene County Interfaith. Employees kept the long tradition of playing Secret Santa to 25 needy children in the community. Gifts this

year were given to children within the Guardian Ad Litem program and from their own pockets.

Community Health Needs Assessment and Health ENC

In 2021/2022, the cycle for completing community health needs assessment was initiated in Lenoir County by Lenoir County Health Department and UNC Lenoir Health Care. Lenoir County works within the Health ENC partnership in unifying regional process and timeline. Community input was obtained through survey process and input of community health leaders using the Lenoir County Alliance for a Healthy Community to collaborate and partner in establishing community priorities for the next three years. Community priorities were established as:

- + Wellness & Lifestyle
- + Immunizations & Infectious Diseases
- + Substance Abuse

The full 2021/2022 Lenoir County CHNA and Implementation Strategies as well as past assessments and strategies are found by going to <https://www.lenoirwellness.org/healthy-communities/>

Economic Development

Cash donations included support and sponsorships for Kinston/Lenoir County Chamber of Commerce, Community Council for the Arts, Pride of Kinston Downtown Development, Rotary of Kinston, Neuse

Regional Library, LaGrange Spot Festival, Downeast Wood Ducks, BBQ Festival on the Neuse /Lenoir County Education Foundation, Neuse Regional Library, ECU College of Nursing 5K.

Cancer Center Program Outreach

The Cancer Center provides an on-site free food pantry for patients and their caregivers. Patients that are unable to eat certain foods or go grocery shopping due to fatigue, nausea, and other symptoms related to their oncology treatments or financial issues are welcome to any items in the pantry. Food, nutritional supplements and toiletry items are available in the pantry. Community groups and individuals provide numerous donations of items, as well as monetary donations to be used for needed purchases, throughout the year. The Cancer Center food pantry was included as a recipient of UNC Health Lenoir's 2023 Festival of Food Drive. Community education and outreach continued in FY 2023 with a total of 15 attendees in 6 meetings of the Ladies Cancer Support Group.

Community Health Education Programming

Provided 681 participants in on and off-site health and wellness programming. Programming included heart, stroke, prescription awareness, substance abuse awareness at National Night Out Against Crime, diabetes, COVID-19, exercise, nutrition, and other health education offerings. Education was in-person.

