Virtua Our Lady of Lourdes Hospital and Virtua Willingboro Hospital completed a comprehensive Community Health Needs Assessment (CHNA), which was adopted by the Board of Directors on June 26, 2019. The CHNA was conducted in adherence with certain federal requirements for not-for-profit hospitals set forth in the Affordable Care Act and by the Internal Revenue Service. The assessment took into account input from representatives of the community, community members, and various community organizations.

The complete CHNA report and Implementation Strategy is available at https://www.lourdesnet.org/programs-and-services/community-outreach/ or printed copies are available by contacting Russ Hansel, VP of Mission, Virtua Our Lady of Lourdes Hospital at rhansel@virtua.org.

**Hospital Information**

The two general acute care hospitals (Virtua Our Lady of Lourdes Hospital and Virtua Willingboro, located in Camden and Willingboro, New Jersey, were acquired by Virtua Health on July 1, 2019. The two hospitals had been a member of Trinity Health. Virtua Our Lady of Lourdes Hospital brings nationally recognized clinical care to South Jersey. A regional referral center, the hospital is a destination for cardiovascular care, with one of the largest programs in the Delaware Valley. It is the only facility in southern New Jersey performing kidney, liver and pancreas transplants. Other specialties include bariatric, gynecologic and urologic surgery and neurosurgery. Virtua Willingboro Hospital cares for the community with a full range of inpatient and outpatient services. Some of its specialty services include the following: orthopedic, vascular, general, colorectal and urologic surgery. The hospital is also well known for its behavioral health services.

To continue to guide our community benefit and health improvement efforts, Virtua Our Lady of Lourdes and Virtua Willingboro participated in a regional Community Health Needs Assessment (CHNA) with other acute care hospitals, as part of the South Jersey Health Partnership. The CHNA was conducted from December 2018 to March 2019 in the southern New Jersey counties of Burlington, Camden, and Gloucester. The assessment was completed in a timeline to comply with requirements set forth in the Affordable Care Act (ACA), as well as to further our commitment to community and population health.
Health Needs of the Community

The CHNA conducted in 2018-19 identified four significant health needs within the three county area. The four significant health needs are identified below along with Virtua Our Lady of Lourdes and Virtua Willingboro goals and objectives for each identified health need.

1. Behavioral Health: Mental Health and Substance Abuse

**Brief Description of Need:** Behavioral health describes the connection between a person’s behaviors and the health and well-being of the body and mind. It includes strategies aimed at promoting and improving mental health, as well as strategies aimed at preventing or intervening in addictions. Broadly, community members described the prevalence of needs related to behavioral health, the links between mental health and substance abuse, the inadequacy of resources, and specific populations that are particularly at risk for behavioral health challenges.

**Goal:**
- Expand the number of individuals screened for behavioral health needs and when appropriate, referred for treatment

**Objectives:**
- Increase screenings for behavioral health needs in a variety of health care settings.

**Strategy:** Continue use of Columbia/Suicide Severity Rating Scale in Emergency Departments

**Tactic:** Provide Suicide Screenings to Emergency Department Patients and refer to treatment as needed.

2. Accessing Care

**Brief Description of Need:** Community members’ concerns about accessing care took several forms, including the costs of care and insurance, the time involved in getting care, difficulty navigating the health care system and treatment plans, and transportation. Lack of providers generally was not seen as a major barrier to health care. Despite this, a lack of specialists and population-specific needs made providers an important need.

**Goal:**
• Offer supportive services that assist the community with achieving accessible health care.

Objectives:
• Reduce transportation barriers for residents to receive care.

Strategy: Continue to provide transportation services for patients experiencing transportation barriers.

Tactic: Educate providers about transportation services to increase the number of rides arranged for patients to get to their primary or specialty care appointments.

3. Communications and Relationships

Brief Description of Need: Community members reported that communication around health care was a barrier to care. Rushed or unclear communication between patients and providers left community members feeling uncertain about their diagnoses and treatment plans. Community members and stakeholders alike worried that stigma associated with identity or diagnoses impacted effective communication between patients and providers. Stakeholders worried that poor communication between agencies resulted in duplicate services and kept patients from receiving available services. Community members and stakeholders mentioned a need for better communication between health systems and the public. In many cases, despite active promotion by health systems, community members were not aware of programs and services provided by the health systems. Finally, community members and stakeholders mentioned the need to have population-specific communications strategies.

Goal:
• Improve communication and coordination across the health care continuum, inclusive of patients, providers, and other community organizations.

Objectives:
• Improve communication between providers and patients to establish clearer patient understanding of the care plan.

Strategy: Provide My Chart patient portal access that allows patients online access to their health information and direct communication with their physician.

Tactic: Educate patients and staff on My Chart during EPIC rollout. Monitor use of program.
4. Obesity

**Brief Description of Need:** Community members ranked obesity as a top health issue in their communities. When asked to identify health issues facing their communities, over 1/3 of all responses were directly related to obesity, the causes of obesity, and the chronic diseases that are associated with obesity. Across the Burlington, Camden, and Gloucester counties, just over half of community members identified adult obesity as an issue facing their community. Community members selected as important health issues both the causes of obesity and its consequences.

**Goal:**
- Increase access to education, healthy food options, and participation in physical activity.

**Objectives:**
- Provide assistance so individuals to increase access to nutritious food options.

**Strategy:** Improve access to nutritious foods for patients in underserved areas.

**Tactic:** Provide fresh fruits and vegetables to families facing food insecurity and limited access to health food choices.

This implementation strategy plan specifies community health needs that Virtua Our Lady of Lourdes Hospital and Virtua Willingboro will strive to meet in whole or in part, which are consistent with Virtua Health’s larger mission and community health needs implementation strategy. Virtua Health reserves the right to amend this implementation strategy plan as circumstances warrant. During the three years ending June 30, 2021 other organizations in the community may decide to address certain health needs identified in the current Community Health Needs Assessment, potentially indicating Virtua Health could or should refocus its resources to best serve the community.

The Community Health Improvement Plan was reviewed and adopted by the Board of Directors on October 31, 2019.