TOWN OF KNIGHTDALE
WORK SESSION AGENDA

950 Steeple Square Court, Knightdale, North Carolina 27545

October 5, 2020
6:00 p.m.

WELCOME by Mayor Roberson

ITEM I. ADOPTION OF AGENDA

ITEM II. DISCUSSION

A. Wake Med Presentation	Assistant Town Manager
B. UDO Update	Assistant DS Director
C. Development Services Briefing	DS Director

ITEM III. NON-AGENDA ITEMS

Non-Agenda items are an opportunity for the Councilors, Attorney, or Town Administration to present unscheduled items for discussion / consideration.

ITEM IV. ADJOURNMENT

2017
2018
2019

Community BENEFIT REPORT

Improving the Health & Well-Being of Our Community

Total Community Benefit

$693,874,906

2017 • 2018 • 2019

WakeMed
WakeMed Health & Hospitals

As the only independent, not-for-profit health system in Wake County, WakeMed Health & Hospitals is committed to improving the health and well-being of our community – a mission our patients and their families have relied on WakeMed to deliver upon for nearly 60 years.

As part of this powerful mission, our efforts focus not only on providing exceptional patient care when it is needed, but on developing meaningful partnerships and facilitating critical community outreach activities that engage and empower the people we serve to take charge of their health. As stewards of this community's health, WakeMed partners with community agencies, non-profit organizations and other providers to implement programs and expand access to services that address the most pressing needs of our community.

Support Where It's Needed Most

Based on the data outlined in Wake County's 2016 Community Health Needs Assessment (CHNA), WakeMed has focused its efforts in support of key priorities that align with the growing needs of our community, including:

ACCESS TO HEALTHCARE • BEHAVIORAL HEALTH • ACCESS TO INSURANCE • TRANSPORTATION

ACCESS TO HEALTH CARE

Expanding to Meet the Needs of a Growing Community

Wake County is one of the fastest growing regions in the country. Ensuring residents have access to the health care services they need is one of WakeMed's top priorities. A few of our many initiatives to support improving access include:

- **Population Health:** Over the past few years, WakeMed has greatly expanded its focus on population health through innovative care models focused on community collaborations. In an effort to improve the health and well-being of our community, WakeMed participates in WakeMed Key Community Care, Inc., which is an Accountable Care Organization (ACO) established by WakeMed and Key Physicians, a local network of independent physicians. This partnership brings WakeMed together with more than 420 primary care providers and an additional 1,500 specialty care providers to ensure that patients, especially the chronically ill, get the right care at the right time at the right level, while avoiding unnecessary duplication of services and preventing medical errors. Since 2014, WKCC has saved more than $82 million in costs, through greater coordination of care, while helping more than 200,000 patients receive access to the healthcare services they need.

  Similarly, we've expanded our community case management program to focus on the highest risk patients by connecting them with medical and behavioral health homes and addressing other social determinants of health. Our Transitional Care team works to provide post-hospitalization care and services (including home visits) for high-risk patients with poor access to primary care.

  We support our community's homeless population with education/opportunities, flu vaccines, and telemedicine services. Through a PATH grant, our homeless outreach team engages unsheltered patients with severe mental illness in an effort to get them resources and housing.

  Finally, unique programs designed to address both adult and pediatric behavioral health and trauma are being expanded to help address the inefficiencies in how we address the underlying issues that often drive mental and physical health problems.

- **Primary & Urgent Care Expansion:** WakeMed has invested in new primary and urgent care locations and providers throughout the region, as well as a new telehealth service known as WakeMed Virtual Care to provide remote, high-quality care for patients.
- **Enhancing Specialty Services:** To ensure residents have access to much-needed specialty services, WakeMed established new specialty services in the following areas: pulmonology; advanced heart failure; rheumatology; urogynecology; maternal-fetal medicine; psychiatry; pediatric weight management; pediatric cardiology; pediatric gastroenterology; pediatric endocrinology; pediatric behavioral health and pediatric pulmonology. Many of these specialties are not offered anywhere else in the county, or access is extremely limited.
- **Supporting Community Organizations:** WakeMed partners with a wide variety of community-based organizations to improve access to care – including Advance Community Health and Neighbor Health, our local Federally Qualified Health Clinics (FQHCs). We provided financial assistance to help fund the Urban Ministries' new Open Door Clinic facility, which provides care to the underserved. WakeMed physicians oversee medical services for the Tammy Lynn Center & Hilltop Home, which serve children and adults with special needs. We provide support to both Alliance Medical Ministry and the Debnam Clinic to ensure underserved patients discharged from the hospital receive the follow-up care they need. Finally, through our partnership with UHS-Pruitt Nursing Facility, WakeMed helps underserved patients get placed into an appropriate care setting for their skilled nursing care following an acute care stay. Other organizations we partner with and/or support include: InterAct, SafeChild, SafeKids of Wake County and many others.
- **Improving Access to Out-of-Hospital Services:** Through WakeMed's Community Case Management program, our teams help patients get connected to a primary care medical home and access critical social support services such as food pantries, shelters for housing, substance abuse programs, care programs, prescription drug programs and more. Similarly, through our partnership with Transitions LifeCare, our patients with advanced disease have access to palliative care and end-of-life support services.
- **Community Outreach & Health Education:** Through WakeMed's Corporate & Community Health and mobile wellness programs, WakeMed offers a wide variety of community outreach initiatives, health screenings and education throughout our community. Aimed at improving access to care and making it more convenient to focus on preventive health for both the community at large and at corporate worksites, these programs include more than 800 events per year reaching over 25,000 community members.

BEHAVIORAL HEALTH

Collaborating & Expanding Access

WakeMed has made incredible strides in developing programs and partnerships to support our community's growing behavioral health needs.

- **Collaborating for Solutions:** In 2018, WakeMed established a collaborative effort called the Network for Advancing Behavioral Health (NABH) which addresses the need for a coordinated outpatient care system across Wake, Johnston and Durham counties to help patients and families meet their health and wellness needs and improve outcomes. NABH helps connect individuals experiencing behavioral and substance use issues with the resources they need.
- **Introducing Telepsychology:** WakeMed established and continues to invest in a comprehensive telepsychology program that supports patients with mental health needs in our seven emergency departments, seven days a week. This ensures patients receive not only the medical care they need, but the behavioral health services to support their ongoing well-being.
- **Integrating Behavioral Health Services:** Recognizing the challenges associated with accessing behavioral health services, WakeMed has established an embedded model where primary care patients (both adult and pediatric) have access to trained behavioral health providers from the convenience of their primary care office.
- **Growing Our Team:** WakeMed has invested heavily in our behavioral health team over the past several years, including the establishment of a dedicated leadership team to oversee our Behavioral Health network and to identify gaps and opportunities that will allow us to better serve the increasing behavioral health needs of our community.
- **Pediatric Psychology & Psychiatry:** WakeMed has significantly expanded its pediatric psychology team to provide much-needed services to children battling behavioral health issues. We also provide unique, specialty psychology services for pediatric patients with a range of health concerns including weight management and gastroenterology problems. Finally, with the addition of a pediatric psychiatrist, we now provide inpatient and ongoing outpatient support for children with complex behavioral health concerns.
- **Enhancing Inpatient Services:** For our inpatients, WakeMed provides psychiatric consultative care to patients who are either admitted for medical problems but have significant psychiatric co-morbidities, or who are awaiting bed availability and transfer to an appropriate psychiatric facility. Since 2017, WakeMed has grown its team of psychiatrists on staff by 20%.
- **Post-Discharge Support:** Patients with behavioral health diagnoses are connected with our Community Case Management and/or Transitional Care program to get ongoing care and/or get connected to the support services they may need, including outpatient behavioral health services/counseling, substance abuse programs, etc.

ACCESS TO TO INSURANCE

Supporting the Underserved

WakeMed has invested heavily in programs designed to support high utilizers of health care services, as well as those who are uninsured – to ensure they have access to the care and support services they need in the community. In addition to providing the vast majority of indigent care in the county, WakeMed supports programs and services that are designed to help our community's most vulnerable patients.

- **Improving Access to Insurance:** WakeMed supports Premium Help, a Triangle United Way program that screens and identifies patients who face hardships and helps support their insurance premiums through the exchange to reduce their monthly premiums. Our registration staff are trained to help uninsured patients enroll in Medicaid and/or navigate the Health Insurance Marketplace to gain access to insurance so they can get the care they need. Finally, each year in partnership with local providers and government agencies, WakeMed participates in a health fair for the uninsured to provide health education and information designed to improve the health of the community.
- **Programs for Vulnerable Populations:** In collaboration with Advance Community Health, a local Federally-Qualified Health Clinic (FQHC), we offer an ongoing lecture series at four different homeless shelter locations throughout Raleigh focused on improving health, with priorities including: education and lifelong learning; physical activity; nutrition and obesity; housing and homelessness; and community engagement.

TRANSPORTATION

Subsidizing Costs, Enhancing Options

Recognizing that transportation can impact a patients' ability to access much-needed health care services, WakeMed continues to look for solutions to support our patients' needs for transportation – both inside and outside of our walls.

- **Addressing Transportation Challenges:** WakeMed strives to make it easier for patients with a lack of transportation to access our facilities and services. By contracting with area transport companies, WakeMed makes it easier for patients bound by a wheelchair to get affordable transport to their WakeMed appointments (which may otherwise have required costly ambulance transport). Similarly, we work with area hotels to subsidize hotel services for patients who have an early morning surgery and cannot afford to travel to and from their location.
- **Community Engagement:** WakeMed supports the New Bern Avenue Corridor Alliance – a project designed to create a safe and functional gateway through the City of Raleigh by supporting economic development, linking neighborhoods, and encouraging a variety of housing options. One goal of this program is to make it easier for residents in downtown to have access to reliable public transportation throughout our community.

WakeMed
SYSTEM OVERVIEW

3 Hospitals

7 Emergency Departments

50+
Physician Practices

9,500+
Employees

1,200+
Medical Staff

Our Mission

To improve the health and well-being of our community with outstanding and compassionate care to all

Vision

To be the preferred partner for quality care and health through collaboration and transformation of care delivery

Values

Foster trust and transparency

Quality experiences

Financial stewardship

Leadership in safety, innovation and education

Empower & partner with health care team

Partner with others who value our culture

TO LEARN MORE ABOUT WAKEMED AND ITS MANY CONTRIBUTIONS TO THE COMMUNITIES WE SERVE, VISIT **WAKEMED.ORG**

Direct Community Benefit

	FY 2017	FY 2018	FY 2019
Unreimbursed Cost of treating Charity Care patients	$84,342,815	$89,463,091	$107,308,828
Unreimbursed costs of treating Medicare patients	$81,463,182	$108,182,401	$110,098,237
Unreimbursed costs of treating Medicaid patients*	$11,770,079	$27,224,528	$30,455,899
Other Government Program Losses	$155,040	$64,248	$32,238
Health Professions Education	$1,646,387	$1,778,784	$5,100,484
Community Education, Health Improvement, Outreach and Contributions	$12,800,995	$4,514,335	$5,174,896
TOTAL DIRECT COMMUNITY BENEFIT	**$192,178,468**	**$237,478,796**	**$264,217,642**

** Note - Medicaid losses are significantly lower than previous years due to receipt of funds from the North Carolina Medicaid Provider Assessment fund.*

Total Community Benefit

$693,874,906