

Implementation Strategy 2022

Vanderbilt Wilson County Hospital

VANDERBILT  HEALTH

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Introduction

As a non-profit hospital system, Vanderbilt University Medical Center (VUMC) completes a Community Health Needs Assessment (CHNA) and accompanying Implementation Strategy every three years, in compliance with the 2010 Patient Protection and Affordable Care Act. The CHNA process is designed to identify key health needs and assets through systematic, comprehensive data collection in targeted communities.

VUMC acquired Tennova Healthcare - Lebanon in August 2019, changing the hospital's name to Vanderbilt Wilson County Hospital (VWCH). Located in Lebanon, Tennessee, VWCH now operates under the Vanderbilt University Hospitals enterprise, primarily serving patients in Wilson County.

This CHNA sought to better understand Wilson County community concerns related to health and health care, the social, environmental, and behavioral factors that impact health, the greatest needs and assets in communities, and strategies for improving community health and well-being – with a focus on the marginalized, low-income and minority populations.

Description of Hospital

Vanderbilt Wilson County Hospital (VWCH) is a comprehensive 245-bed, acute care facility that is fully accredited by the state of Tennessee and the Joint Commission and is comprised of two campuses (VWCH; and VWCH-McFarland Hospital). In addition, it has received national quality awards including designation as an accredited chest pain center, a stroke center, sleep center, comprehensive weight loss center, and is certified in total hip and knee replacement. VWCH is also a recognized Magnet hospital through the American Nurses Credentialing Center. With the addition of the Vanderbilt-Ingram Cancer Center at Wilson County, VWCH is bringing high-quality care closer to home.

For the period ending June 30, 2021, VWCH admitted over 5,500 patients, performed more than 4,000 surgeries, more than 55,000 outpatient visits, and delivered over 500 babies. Additionally, the Emergency Department provided care to more than 24,000 patients. With more than 400 physicians and over 600 employees, VWCH is one of the community's largest employers. No person, adult, or child who has an emergency medical condition is denied care based on limited ability to pay.

As part of the Vanderbilt Health community of hospitals and clinics, the VWCH two-campus facility is the only provider of inpatient medical services in Wilson County. The facility provides a variety of primary and specialty services, which are listed here on the [VWCH website](#) along with other resources.

Background

As with prior Community Health Needs Assessments (CHNA) conducted for VUMC hospitals, VWCH's process incorporated the collection and analysis of a broad range of primary and secondary data. Primary data collection included organizational stakeholders and community stakeholders' interviews with a range of individuals across the county.

An extensive review of publicly available data on health determinants and health outcomes was also included. In addition, VWCH received ongoing guidance from the Wilson County Health Council and Wilson County Health Department. Copies of both the CHNA and the Implementation Strategy (IS) will be available on the Vanderbilt Community Health Improvement, Office of Health Equity website where public comment on the CHNA/IS can also be provided. The online portal for comments is regularly monitored so comments can be addressed. Paper copies of this CHNA/IS report will be available at VWCH.

Summary of Prioritized Needs

A detailed description of how needs were identified and prioritized by the community is described in the CHNA. Below is a description of the needs prioritized during this community process:

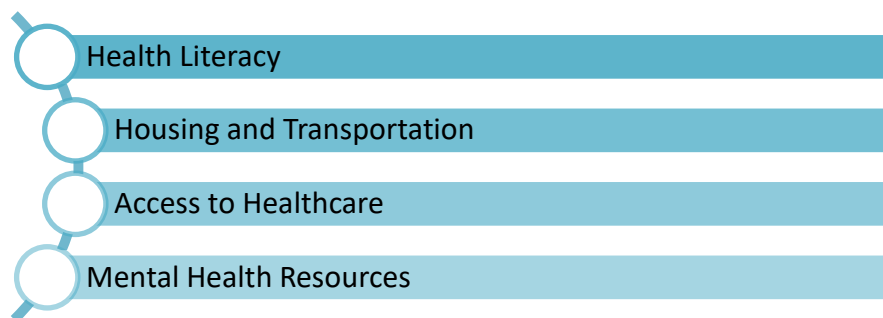


Figure 1. Health Council Subcommittee Voting Results (2021)

Health Literacy

Health literacy refers to the ability to access, understand, evaluate, and communicate information to promote, maintain and improve one’s health in a variety of settings.¹ The need for improved health literacy was highlighted as a major concern across multiple community stakeholders and organizational stakeholder interviews in Wilson County. The need as described by stakeholders encompassed addressing culturally and linguistically appropriate services, as well as broader aspects of health literacy related to reducing the complexity of navigating resources and the health care system for Wilson County residents.

For example, during the subcommittee meetings, members discussed issues of healthcare and resource navigation, as well as an overall lack of resource awareness among populations in Wilson County. Resource availability was noted as a challenge particularly for non-English speaking individuals, as translated resources are oftentimes not available or easily accessible.

¹ Health Literacy. (2021, May 19). Retrieved from Centers for Disease Control and Prevention: <https://www.cdc.gov/healthliteracy/learn/index.html>

Subcommittee members discussed how to address this need in Wilson County, which included organizations prioritizing the translation of health resources to a variety of languages, emphasizing the ability to synthesize health-related information, and equipping community members to make well-informed decisions for their health.

Housing and Transportation

Throughout the prioritization process, community stakeholders found housing and transportation needs to be crucial to the health of Wilson County. Ten percent of an individual's health can be influenced by their physical environment and fifty percent of a person's overall health can be traced back to the ZIP code.² Populations without safe and affordable housing and transportation are more likely to experience limited access to jobs, healthcare, social interaction, and healthy foods.³

Subcommittee members noted an increasing need for affordable and safe housing, as well as reliable, purposefully located public transportation options in response to the rapidly growing population in Wilson County. Subcommittee members cited that at the time of the meeting there were more than 600 known individuals experiencing homelessness in Wilson County and a lack of housing available for low-income households. Members also noted that no form of public transportation reaches the warehouse and distribution center operated in Wilson County by Amazon. This is important as Amazon is one of the community assets fueling the rising population, as individuals follow job opportunities provided by the company. More generally, although all of Wilson County is not considered rural, the county is spread out and it can be difficult for some residents to get to work.

Access to Healthcare

Access to healthcare was a theme highlighted throughout all methods of data collection, as many people discussed the overall accessibility and affordability of healthcare and the access to specialty care providers.

Prioritization efforts during the subcommittee discussion gave insight into how Wilson County could improve access to healthcare. It was noted during the discussion that a significant number of Wilson County residents are older adults (65 and older), but the county has a lack of home-based services for homebound populations, and telehealth has limitations. The subcommittee also noted that there are limited resources available for those experiencing homelessness to receive care at a rate they can afford and near to where they are sleeping or camping. In Latinx communities, there is a need for more resources as well as providers that speak a language other than English.

² County Health Rankings Model. (2021). Retrieved from County Health Rankings & Roadmaps: <https://www.countyhealthrankings.org/explore-health-rankings/measures-data-sources/county-health-rankings-model>

³ Healthy Places. (2011, October 19). Retrieved from Centers for Disease Control and Prevention: https://www.cdc.gov/healthyplaces/transportation/access_strategy.htm

Mental Health Resources

The need for improved mental health resources surfaced as a major issue throughout the prioritization process. During discussions, subcommittee members recognized that there is a lack of knowledge about existing mental health resources which prevents more people in the community from utilizing them. Additionally, even once known, existing services and resources are not accessible to all community members. This discussion also highlighted the need for more trauma-informed resources for Wilson County families and children, the limits of using telehealth for mental health treatment, and the increase in substance abuse and alcohol abuse disorders in Wilson County. When thinking about ways to address this need in Wilson County, mental health resources must be available in languages other than English, the stigma around mental health must decrease, and accessibility of mental health resources must increase.

Addressing Prioritized Needs

VWCH will address the significant health needs identified by the community with institutional resources. These include staff time and financial support for the programs, initiatives, and activities described in detail on the following pages. The following details programs based at VWCH and VUMC programs that benefit Wilson County residents. In addition, VWCH will develop improvement plans for each priority health need in the first year following the adoption of the CHNA. This work will engage VWCH leadership, faculty, staff, learners, and community partners in a two-pronged strategy to address the needs. First, Health Equity Impact Plans (HEIPs) are VWCH-driven strategies to address the identified needs. The HEIPs for VWCH will include goals, actions, metrics, timelines, and accountability for each need. Second, Community Health Improvement Plans are community-driven strategies supported by VWCH and led by the Wilson County Health Department and the Wilson County Health Council. Wilson County’s Health Council brings together community partners from different sectors, including representation from VWCH and VUMC’s Office of Health Equity, to utilize local data and pursue solutions to address prioritized needs emerging from the CHNA. This two-pronged approach to implementation is outlined in the visual below.



Enabling Strategies Driven by VWCH and Community				
Prioritized Needs	Mental Health Resources	Housing and Transportation	Health Literacy	Access to Health Care
VUMC-Driven Strategies	Health Equity Impact Plans 		Engage VWCH team to identify specific strategies and measures	
Community-Driven Strategies	Community Health Improvement Plans 		Support community health improvement planning with health council and health department	

Figure 2. Enabling Strategies, Wilson County, TN (2021)

Included below is a description of the anticipated impact of VWCH's efforts and the plan to evaluate impact.

Goals for Each Prioritized Need:

Priority Health Need: Health Literacy

- **Goal:** Expand the reach of health-related materials and resources, and prioritize dissemination to non-English speaking residents as well as other marginalized groups

Priority Health Need: Housing and Transportation

- **Goal:** Provide support to local housing providers and bolster community initiatives targeting the lack of public transportation

Priority Health Need: Access to Health Care

- **Goal:** Improve access to care to improve the health and well-being of uninsured and underinsured community members
- **Goal:** Increase awareness of surrounding resources such as My Healthcare Home
- **Goal:** Support existing efforts addressing access to care such as the Safety Net Consortium

Priority Health Need: Mental Health Resources

- **Goal:** Improve resources available for those with mental health needs, as well as alcohol and substance use disorders
- **Goal:** Collaborate with mental health professionals to expand resources

Planned Collaborations

Recognizing that collaboration is essential in community health improvement, VUMC and VWCH have built relationships with individuals, communities, and organizations from across the communities served. The focus of the collaboration is on better serving persons who are low-income or marginalized. To assess and address significant health needs, VUMC/VWCH plans to continue collaboration with the local health department, Wilson County Health Council, VWCH Advisory Board, and many of the community partners that were engaged for this CHNA. for this CHNA.

Additional collaborations are listed below, including initiatives and programs at VWCH, as well as initiatives at VUMC's Davidson County campus that may benefit Wilson County residents.

Program Descriptions

Each program described addresses one or more of the priority health needs. Colored shading (blue, green, pink, and yellow) indicates how the program is addressing the specific priority identified by the community. As shown, many programs address multiple needs.

Clinical Services and Initiatives

<i>Vanderbilt Health Walk-In Clinics</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

Vanderbilt offers walk-in clinics that provide expert medical care from Vanderbilt physicians and nurse practitioners that take care of everything from flu to colds to coughs, fevers rashes, and injuries. Some physicals and vaccinations are also available as well as EKG and X-Ray. The clinics, which have expanded over the past three years, are open seven days a week and on most holidays.

<i>Vanderbilt Children's Specialty Clinics</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

Vanderbilt Children's Hospital currently manages multiple specialty clinics throughout Middle Tennessee five days a week. Specialty services are curated for each location and range from services such as cardiology, gastroenterology, endocrinology, diagnostic imaging, ambulatory surgery, and urology among others to improve child health.

<i>Vanderbilt's Pediatric Primary Care Clinic</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

Vanderbilt's Pediatric Primary Care Clinic provides complete sick and well-child care to children from birth through the teen years. This primary clinic is a medical home for patients in the practice and now has 4 different locations: Vanderbilt Children's Primary Care and Monroe Carell Jr. Children's Hospital, Vanderbilt Children's University Pediatrics at One Hundred Oaks, Vanderbilt Children's Primary Care Lebanon, and Vanderbilt Children's Primary Care Smyrna.

TN Perinatal Regionalization Program

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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Monroe Carell Jr. Children’s Hospital at Vanderbilt, in collaboration with community hospitals and under the charge of the Tennessee Department of Health, manages three community NICUs. This collaboration enables the delivery of high-quality perinatal/neonatal care as well as the implementation of programs designed to improve infant outcomes and mortality. Managed by the Vanderbilt University Medical Center (VUMC) Neonatology faculty physicians, there are two Level II and one Level III facilities located in Montgomery County, Maury County, and Madison County, respectively.

Vanderbilt Comprehensive Care Clinic (VCCC)

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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The VCCC provides care for approximately 88% of all persons living with HIV in the 13-county Middle Tennessee area who are receiving care for their HIV-related disease. Vanderbilt faculty staff two rural satellite clinics in Cookeville and Columbia, Tennessee and serves more than 3,800 persons living with HIV and logs more than 15,000 visits each year. The VCCC provides Patient-Centered interdisciplinary care and a range of educational and support activities for individuals living with HIV. It collaborates with a large network of organizations to provide a comprehensive center of excellence for HIV treatment. 88% of the patients at the VCCC are virally suppressed and at a low risk to pass on the disease. The National average is only 49%.

In addition, the VCCC runs the Southeast AIDS Education and Training Center (SE AETC) an eight-state consortium founded in 1987 by the Health Resources Services Administration (HRSA) to train healthcare providers and disseminate rapidly changing information about HIV/AIDS. Vanderbilt faculty and staff provide prevention training, including PrEP and treatment of HIV infection to healthcare providers statewide through the AETC. Since receiving the grant, the SE AETC at Vanderbilt has increased the number of providers accessing training by 400% reaching almost 48,000 providers in 2019 through over 2,600 training events.

Charlotte and Donald Test Jr. Center at Vanderbilt Psychiatric Hospital

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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The Charlotte and Donald Test Jr. Center at Vanderbilt Psychiatric Hospital opened in August 2019. This expanded the hospital's inpatient capacity from 92 to 106 with the addition of these new adult beds. The unit focuses primarily on voluntarily admitted patients in the early stage of a psychotic disorder, and on patients who need the most comprehensive diagnostic clarity and close monitoring to find answers to establish a supportive transition plan for sustained

outpatient treatment. The unit has been modeled for continuity on the hospital's existing partial hospitalization program and the psychosis outpatient clinic to include higher-level coping skills, such as mindfulness, and cognitive strategies for dealing with psychiatric symptoms. The team-based approach to treatment includes advanced psychotherapy, family-based therapy, medication management, pastoral care, and supported education and employment.

<i>Patient Transport Teams</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

Vanderbilt Children's Hospital supports three patient transport teams, serving primarily the Middle Tennessee region, but has the capability of transporting from the entire state, Southern and Western KY, and North Alabama. These include two Neonatal Transport Service teams and an additional Pediatric Transport Service team. Each service team provides subspecialty expertise and brings specialized care to the patient – contributing to overall improved outcomes. In addition, teams provide ongoing outreach education to the community hospitals and emergency medical services to surrounding counties transporting from the entire state, Southern and Western KY, and North Alabama. These include two Neonatal Transport Service teams and an additional Pediatric Transport Service team. Each service team provides subspecialty expertise and brings specialized care to the patient – contributing to overall improved outcomes. In addition, teams provide ongoing outreach education to the community hospitals and emergency medical services to surrounding counties.

<i>Social Workers and Case Management</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

Vanderbilt Wilson County Hospital employs medical social workers to address the psychological, emotional, and resource needs of patients and families. In addition to social work, VWCH also employs medical case managers who work with patients across the Wilson County system to make referrals to local care providers, Federally Qualified Health Centers (FQHC), and safety net clinics for patients who come to the Emergency Department, do not need emergency medical care and are uninsured or whose insurance does not cover their care at VWCH. Vanderbilt Wilson County Hospital collaborates with a local pharmacy to locate reduced rates for medications. Additionally, volunteer services provide resources to assist patients with one episode of transportation.

<i>Social Workers in Pediatric Emergency Department</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

Monroe Carell Jr. Children's Hospital at Vanderbilt employs medical social workers in the inpatient, clinic, and emergency department settings to address the psychological, emotional, and resource needs of patients and families. In addition to other duties, social workers develop guidelines for transfers, facilitate communication across teams, and guide appropriate disposition for mental health services for children and adolescent patients.

<i>Vanderbilt Women's Health Group Prenatal Care</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

Vanderbilt Women's Health is developing an innovative approach to group prenatal care that incorporates evidence-based practice with a personalized approach and bioinformatics. Group prenatal care has been shown to reduce preterm births in vulnerable populations and 97% of women report preferring this approach to traditional care. With this type of prenatal care, a group of women meets with a physician, nurse-midwife, or nurse practitioner in a larger room. Each group meets 10 times for 2 hours throughout pregnancy until their babies are born for routine prenatal care and extra education about health and pregnancy. Vanderbilt is building on this concept to develop a system that is more easily implemented in a variety of settings.

<i>Vanderbilt Behavioral Health Intensive Outpatient Program (IOP)</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

VBH IOP provides services specific to emerging adults ages 18-26 who are struggling with significant mental health concerns. These services include a combination of therapies to help clients reach their goals. This program helps individuals renew their state of mental health and function more effectively at home, work, and in their communities.

<i>VBH Adolescent Partial Hospitalization Program</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

Vanderbilt Behavioral Health's Adolescent Partial Hospitalization Program is designed to provide comprehensive evaluation and treatment services for adolescents, ages 13 to 17, who are struggling with emotional, behavioral, and social difficulties. The program provides intensive therapy and medication evaluation services weekdays from 8 a.m. to 2 p.m. in a warm, therapeutic environment that does not require an overnight stay. VBH works collaboratively to provide individualized care for each teen while working with the family as integral members of the team. The goals of the program include reducing or eliminating self-harming behaviors, shortening, or avoiding hospital stays, and improving coping skills.

VBH/VHAN Pediatric Consult Program

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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The VBH/VHAN Pediatric Consult Program is a state-wide program providing real-time assistance to pediatric providers specific to mental health interventions and recommendations. Resources, appropriate safety recommendations, and treatment options are also provided by the Pediatric Consult Line. This service is provided through a collaborative arrangement with VHAN and VBH and is available to all pediatric primary care clinics in the VHAN network Mon-Fri - providing assessment, treatment planning, and resource linkage to any patient that screens positive on PHQ-9 or reports a BH symptom. The LCSW may also connect the PCP with a board-certified child/Adolescent psychiatrist for medication consult or telehealth psychiatric evaluation. This service also follows VHAN patients that have presented in VCH with a primary BH complaint to support connection with services.

Vanderbilt Behavioral Health Addiction Services

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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Vanderbilt Behavioral Health offers treatment for addiction and co-occurring disorders through clinical services under the umbrella of Vanderbilt Integrated Services for Treatment of Addiction (VISTA). VISTA service lines integrate comprehensive assessment and treatment modalities that include both pharmacotherapy and psychosocial treatment. VISTA has contracted with the state (TDMHSAS) to serve as a treatment hub for OUD treatment services in Middle TN. Additionally, VUMC'S Bridge Clinic aims to provide comprehensive SUD services to patients following hospital/ED discharges.

Vanderbilt Familiar Faces (VFF)

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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The Vanderbilt Familiar Faces (VFF) program is a team including many medical specialists who provide ongoing care for people with complex chronic conditions. These patients otherwise have relied on emergency care or repeated hospital stays.

The VFF team are familiar faces to patients. They coordinate care with primary care and specialty physicians when and where that's possible; provide primary and urgent care in a dedicated clinic; and provide inpatient care in a dedicated unit if admission to the hospital is necessary. They create customized care plans addressing patients' environmental, behavioral, emotional, physical, and functional needs. The goal is to improve patients' health and quality of life while reducing their need for stressful and expensive emergency care.

Through the Office of Health Equity's, *Health Equity Innovation Awards* Vanderbilt Familiar Faces received funds in both the 2020 and 2021 award cycles. Through these awards,

VFF created a Vanderbilt Familiar Faces Rideshare program to provide transportation to follow-up outpatient appointments for patients lacking reliable transportation.

<i>Pediatric Complex Care Team</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

The pediatric complex care team at Vanderbilt Children's Hospital handles care and coordination of care for children with severe complex medical conditions by supporting and supplementing the work being done by primary care physicians. Children with severe complex medical conditions take up almost half of children's hospital beds and have a larger than average impact on healthcare costs. In addition, the burden on families can be disproportionately high, with coordination between multiple sub-specialists a necessity for successful care.

<i>VUMC Transition Management Office</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

The Transition Management Office (TMO) at VUMC serves as a resource for highly complex patients with both medical and social needs, who comprise 2% of the entire patient population. Using eStar's Healthy Planet to support and monitor various patient populations, TMO can support a population of vulnerable patients who are at high risk for readmission or poor outcome. This team is responsible for the assessment of clinical conditions, addressing psychosocial challenges, eliminating financial barriers, developing a plan of care, and executing appropriate interventions. This team is composed of highly specialized individuals including physicians, nurse practitioners, pharmacists, registered nurses, social workers, financial counselors, discharge coordinators, ethicists, attorneys, and consultants. The team specializes in subpopulations of patients including patients who are experiencing homelessness, those who are undocumented, and patients with a previous criminal background.

<i>Vanderbilt Program for LGBTQ Health</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

LGBTQ patients experience disparities in access to and quality of care, leading to preventable, adverse health outcomes including elevated risk for specific chronic diseases and increased rates of suicide and depression. The Vanderbilt Program for LGBTQ Health works to address these disparities, improve the health of LGBTQ patients, support education around LGBTQ Health, and foster research on the optimal ways to care for LGBTQ patients and families. The Vanderbilt Program for LGBTQ Health connects patients with specially trained LGBTQ providers and helps ensure outstanding medical care in an atmosphere of compassion and respect. Several services are offered through the program, including mental health, sexual and reproductive health, HIV care and PrEP, and more.

Vanderbilt Trans Buddy Program

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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Vanderbilt's Trans Buddy program is the first of its kind in the U.S. Trans Buddy advocates help LGBTQ patients navigate their medical care and improve their overall patient experience. The Trans Buddy program does not provide or influence medical services, financial assistance, or other support services outside Vanderbilt University Medical Center. Trans Buddy advocates can help with:

- Scheduling primary care or clinic appointments
- Accessing emergency or acute care on an on-call basis
- Accessing gender-transition-related care, including cross-gender hormone therapy and gender-affirming surgical procedures.

Trans Buddy advocates also provide emotional support to patients during various healthcare visits and provide gentle education to staff members who may need assistance in communicating concepts around gender identity.

Emergency Department Referral Service

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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The Adult Emergency Department of VUAH offers referrals to local care providers, FQHCs, and safety net clinics for patients who come to the Emergency Department, do not need emergency medical care and are uninsured, or whose insurance does not cover their care at VUMC. Staff in the department collaborate with clinics to connect these patients to medical services offered by other community providers.

Inpatient Tobacco Treatment Service

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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The Vanderbilt Tobacco Treatment Service (TTS) is a clinical inpatient service that provides evidence-based care to tobacco users who are hospitalized. The TTS employs Certified Tobacco Treatment Specialists who proactively visit patients identified from the Electronic Health Record (EHR) as current or recently former smokers (quit within the past month and at high risk of relapse). The TTS Specialists assess patients' tobacco use patterns and then counsel and recommend smoking cessation pharmacotherapy to manage nicotine withdrawal and promote long-term cessation.

The TTS encounters approximately 1,500 unique tobacco users annually. Each patient receives evidence-based counseling and recommendations for FDA-approved pharmacotherapy such as nicotine patch or varenicline (Chantix®). Approximately 1/3rd of these individuals were

treated as part of an NCI-sponsored cancer prevention program (a moonshot initiative), and over 260 were recruited into clinical trials for smoking cessation which are ongoing.

<i>VUMC 24-hour, Seven-Day Pharmacy Service</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

To better serve patients and their families, the Medical Center East Pharmacy at Vanderbilt University Medical Center has expanded its service hours and is now open 24 hours a day, seven days a week. This will increase access to medications for those discharging after hours, especially from the Emergency Department. There are very few 24/7 retail pharmacies in the region and none close to the downtown campus.

<i>Pediatric Telehealth Equity</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

The Pediatric Telehealth Equity initiative at Vanderbilt Children’s Hospital is an ongoing grant funded by NIH to co-create more equitable telehealth access in pediatric primary care. The Vanderbilt Department of Pediatric facilitates this project through the following:

1. Data collection on 500 pediatric patients from General Pediatric Primary Care practices to solicit input about facilitators and barriers to telehealth use.
2. Conducting community-engaged studios with lower digital literacy patients and those who speak Spanish and Arabic for their input on telehealth access improvement
3. Conducting a series of quality improvements in telehealth delivery in primary care for follow-up visits.

<i>Treatment and Research Institute for Autism Spectrum Disorders (TRIAD)</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

TRIAD is an institute with a goal to improve assessment and treatment services for children with autism spectrum disorder (ASD) and their families while advancing knowledge and training. TRIAD has multiple outreach projects including a Community Engagement Program, a Families First Outreach Program, and other activities. TRIAD implements both qualitative and quantitative evaluations to measure its impact.

Tennessee Initiative for Perinatal Quality Care (TIPQC)

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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TIPQC promotes system changes by providing organizations to increase the use of evidence-based clinical practices for newborns, infants, prenatal and postnatal patients, and families. Vanderbilt Children's Hospital supports this statewide effort, which seeks to improve health outcomes for mothers and infants in Tennessee by engaging key stakeholders in a perinatal quality collaborative that will identify opportunities to optimize birth outcomes and implement data-driven provider- and community-based performance improvement initiatives.

Regional Perinatal Center

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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Vanderbilt Children's Hospital serves as a Regional Perinatal Center, one of five in the State of Tennessee. As such, VUMC has educational agreements with approximately 45 community hospitals to provide education in neonatal resuscitation and stabilization, site visits for consultations on equipment and facilities, and outreach education seminars for community providers regarding strategies to improve neonatal and infant outcomes. The program sponsored by Children's Hospital impacts the safety and health of neonates across the state. One of the services provided is the NICU neurodevelopmental follow-up clinic established to follow high-risk infants following NICU discharge. This is a non-billing clinic supported by the Department of Pediatrics and Children's Hospital.

Sexual Assault Nurse Examiner (SANE)

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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VWCH is developing plans to initiate the Sexual Assault Nurse Examiner (SANE) program in 2022. A SANE team is a group of specially trained nurses in forensic evidence collection and expert care of patients who are seeking treatment following a sexual assault. These nurses collaborate with community agencies and law enforcement to ensure that patients in Nashville and the greater Middle Tennessee area have access to forensic nursing services and appropriate medical care following a sexual assault, along with follow-up care and services after their initial visit.

Center for Excellence in Sickle Cell

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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Vanderbilt-Meharry-Matthew Walker Center of Excellence in Sickle Cell Disease provides a medical home for underserved children, adolescents, and adults with sickle cell disease and children with asthma at Matthew Walker Comprehensive Medical Center (a federally qualified health center). Medical care includes subspecialty sickle cell disease and asthma care in a community health center. The Center of Excellence in Sickle Cell Disease provides a full pulmonary function test laboratory where lung assessments are given to low-income children and adults who otherwise would not have access to this resource in a community health center. Community providers, pediatricians, and internists are equal collaborators in the management of children and adults with chronic diseases.

VWCH COVID-19 Pandemic Initiatives

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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In February 2021, VWCH and the Office of Government and Community Affairs collaborated with the Wilson County Health Department to offer COVID-19 vaccinations to eligible individuals as determined by the CDC guidelines. During this effort, over 15,000 vaccinations were given to Wilson County residents, which includes many offsite vaccinations events. Some of these sites include Del Webb Residents (55+ community), Wilson County Jail, Wilson County Schools Staff, Mt. Juliet Christian Academy Staff, as well as various other events.

Vanderbilt University Medical Center donated 4,100 KN95 masks to community organizations in Wilson County. Organizations receiving the donations included shelters and local universities.

In collaboration with OHE, the Vanderbilt School of Nursing Mobile Vaccination Program has partnered with VWCH, the local health department, and the health council to increase the percentage of COVID-19 vaccinated individuals living in underserved and/or vulnerable communities within Wilson County. The program has successfully vaccinated 120 people in Wilson County who may not have had access to the vaccine if not for the program.

In addition to the initiatives listed above, Vanderbilt's Pediatric Primary Care Clinic located in Wilson County, along with all Vanderbilt pediatric clinics has provided an abundance of online information on the COVID-19 vaccine, as well as supported families as children (5-11 years) became eligible to receive the vaccine. In the first two weeks of this group becoming eligible, these clinics administered nearly 2,000 vaccines to children.

Resources and Educational Initiatives

Tennessee Disability Pathfinder

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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Tennessee Disability Pathfinder is a statewide clearinghouse of disability-related resources available on the web, which is in English and Spanish, and by phone, with multilingual staff (Spanish and English speaking currently). The VUMC Language Line is used for all other necessary language accommodations. The Tennessee Disability Pathfinder staff is dedicated to improving health among those with disabilities.

Junior League Family Resource Center

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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The Family Resource Center provides information and referral resources to pediatric patients and their families. Patient education materials on pediatric conditions and disabilities as well as treatment procedures and community support resources are provided. The Family Resource Center also offers a consumer health library for parents and caregivers and a health library for children and teens. A Family Business Center with access to computers, free Wifi, printer, copier, fax, and scanner are also available. A charging station is available in the Family Resource Center. All services are free of charge. Families can enroll in My Health at Vanderbilt to have access to their child's medical information and to communicate with the healthcare team.

Vanderbilt Center for Effective Health Communication

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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The Vanderbilt Center for Effective Health Communication (CEHC) focuses on health communication in research, education, and the community to promote greater health knowledge, more informed patient behaviors, and improved quality of care. The Center provides administrative support, research support, and pilot funding.

The Effective Health Communication (EHC) Core is a consulting group nested within the CEHC. The EHC Core provides fee-based consultation on multiple aspects of research/education related to health literacy, numeracy, cross-cultural communication, and mobile device or Internet-based communication. The EHC works with groups within Vanderbilt and external.

Examples of Core Services Offered:

(1) Improving patient-facing materials:

- Improve layout and readability according to effective communication techniques
- Simplify text, tables, and figures to improve audience understanding
- Translate medical and research terms into lay language

- Create measures to assess understanding
 - Improve informed consent and eConsent process
- (2) **Professional training opportunities:**
- Provide training on health literacy and numeracy and the important role they play in health outcomes and patient understanding
 - Facilitate applied training sessions to develop health communication skills for professionals and practitioners
 - Disseminate best practices for informed consent and shared decision making
- (3) **Project design and evaluation guidance:**
- Develop recruitment materials and survey measures
 - Integrate health literacy and numeracy measures into research and analysis plans
 - Improve study designs examining issues related to health communication
 - Provide feedback on study aims and relevant sections of grant text and/or manuscripts

<i>Health Literacy Screening – Center for Health Services Research</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

The Health Literacy Screening (HEALS) study at VUMC’s Center for Health Services Research, ongoing since 2010, established a practice of routinely screening and documenting patients' health literacy levels upon hospital admission. The data have been used to raise institutional awareness of the prevalence of low health literacy, and to help guide nurses' patient education. The data are also stored and used for research purposes, to evaluate the association of health literacy with various health care outcomes in medical and surgical patients.

<i>Vanderbilt Health Patient Education and Health Literacy</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

The patient education department at Vanderbilt Health works with providers across the institution to create high-quality, health-literate education materials for patients and caregivers. The patient education department also offers education and training to providers, medical students, RD interns, and others on health literacy and how to facilitate clear communication practices, including empathy and radical listening.

<i>Vanderbilt Kennedy Center – IDD Toolkit Project</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

The Vanderbilt Kennedy Center's 'Intellectual and Developmental Disability (IDD) toolkit includes several preventive tools to use for adults with IDD, including a website, an Autism Health Watch Table, fillable forms, an Advisory Committee of US Physicians and other

Stakeholders, and many additional resources for US Providers and families with members who have IDD. The project also includes an online training series on the VUMC’s Continuing Medical Education (CME) website, a family and provider training component on the Vanderbilt Kennedy Center website, and a previously held telehealth Grand Round Series. The goal is that virtually every US primary care provider will have electronic access to best practice tools, and thus will enable each physician to serve adults more readily with intellectual or other developmental disabilities.

<i>CHAMP Educational Boards</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

CHAMP Educational Boards provide tools to supplement anticipatory guidance given by community pediatricians or family practice physicians on topics ranging from nutrition to car seat safety, to preventing television tip-overs. More than 130 community practices and clinics in 42 Middle Tennessee counties receive Champ Board materials 3-4 times per year that include take-home cards and a waiting room poster targeted to adults as well as a child-focused activity sheet. All materials are offered in Spanish and English.

<i>Vanderbilt Kennedy Center for Excellence in Developmental Disabilities</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

The Vanderbilt Kennedy Center for Excellence in Developmental Disabilities provides a wide range of research, training, and services to individuals with developmental disabilities, including support for education, early intervention, employment, health and mental health, and quality of life. The Center is also a key partner of the Tennessee Developmental Disabilities Network. In addition, the Vanderbilt Kennedy Center houses the Treatment and Research Institute for Autism Spectrum Disorders (TRIAD). TRIAD offers training, assessment, and treatment services for children and young adults with ASD, support for parents, and training to school personnel, community professionals, and pediatric care providers.

<i>Advise Vanderbilt</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

Advise Vanderbilt is an online platform that allows VUMC patients, the family of patients, and community members to provide feedback and ideas that may help VUMC provide better care to the communities VUMC serves. With more than 5,000 members, Advise Vanderbilt members’ feedback may be used to develop new services, consider new locations, and help improve the patient experience. Additionally, VUMC has purchased the Advise Vanderbilt platform in Spanish to expand this resource to Spanish-speaking patients.

My Southern Health at Vanderbilt

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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Through MySouthernHealth.com, VUMC experts offer insight on health, wellness, parenting, and more. Patients and community members can connect to this content on Facebook, Twitter, Instagram, or Pinterest.

Injury Prevention Program

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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The Injury Prevention Program strives to reduce unintentional injuries and death among children and promote safe behaviors in the community by:

- Developing community strategies based on analysis of trauma data from Children's Hospital and the State of Tennessee.
- Providing injury prevention education and access to services and resources to families in the hospital and community.
- Conducting and participating in innovative research that furthers the injury prevention field.
- Collaborating at the local, state, and national levels to promote programs and policies that protect children.

Working primarily with schools and vulnerable and at-risk populations, one of the Injury Prevention Program goals is to address injury disparity among minority children.

Collaborations

VWCH Community Partnerships

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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Community directors from VWCH and VUMC Office of Government and Community Affairs have developed several community partnerships and collaborations through participation in various councils and boards throughout Wilson County. This includes involvement in the Wilson County Health Council, Leadership Wilson Board, Mt. Juliet Chamber Board, Wilson Rides Board, Mt. Juliet Rotary Club, Wilson ONE, as well as the VWCH Advisory Board.

Wilson County Hospital Volunteer Auxiliary

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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Vanderbilt Wilson County Hospital (VWCH) partners with a community volunteer group that provides patients in need with transportation and prescription relief upon discharge from the hospital. VWCH social workers and case managers are responsible for identifying patient needs and directing them to the volunteer group to provide financial support for this initiative.

Vanderbilt Office of Health Equity

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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The Office of Health Equity (OHE) drives a strategic approach to health equity initiatives focused on community and population health, education, and research across VUMC and in the community. The goal of the OHE is to support existing initiatives and develop new models to improve health outcomes for vulnerable populations in Nashville and beyond. To ensure that everyone has an opportunity to achieve and maintain optimal health, the OHE seeks to better understand and address health in individuals' social contexts. OHE enhances the collaborative and integrative VUMC health system that supports people everywhere to live their healthiest lives in healthy communities and enables everyone a fair opportunity to be healthy.

OHE's Community Health Improvement team (CHI) works in collaboration with the community to address the needs identified in the CHNA process. The CHI team works with individuals, local health departments, non-profits, foundations, and health system collaborators to build collaborative relationships, connect VUMC's resources to the community, and build capacity to address the prioritized needs and ultimately improve community health.

The CHI team also leads the Implementation Strategy Development Process (ISDP) to understand in more depth the perspective of specific populations, how their experiences align with the broad categories of needs that were identified in the Community Health Needs Assessment (CHNA), and what strategies will best address the needs of the community. The CHI team has made strides to develop relationships in Wilson County by participating in the Wilson County Health Council, as well as routinely collaborating with organizations such as DrugFree Wilco, Wilson Rides, the Wilson County Health Department, and more.

Office of Inclusion and Health Equity

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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The Office of Inclusion and Health Equity (OIHE) was established at Children's Hospital to promote inclusion and equity for all children and families who receive care at Children's Hospital and Clinics. The goal is to create a centralized infrastructure to meet the cultural competency education and training needs of VUMC faculty and staff. To better serve, OIHE has expanded program efforts medical center-wide to include the adult hospital enterprise.

Additionally, OIHE has expanded its education and training curriculum to include additional courses in unconscious bias, quality interaction, and respect at work. Four initiatives drive OIHE: workforce development, ongoing evaluation and improvement, strategic planning and sustainability, and research and evaluation.

1. **Workforce development:** To ensure that VUMC faculty and staff are empowered to provide culturally competent care through education and training.
2. **Ongoing evaluation and improvement:** To evaluate and improve patient satisfaction through cross-cultural communication.
3. **Strategic planning and sustainability:** To expand inclusion and health equity by developing and implementing strategic planning, programs, and initiatives.
4. **Research and evaluation:** Serve as a research base for the identification and elimination of racial and ethnic health disparities.

Vanderbilt Institute for Clinical and Translational Research (VICTR)

Health Literacy

Housing and
Transportation

Access to Healthcare

Mental Health
Resources

Vanderbilt Institute for Clinical and Translational Research (VICTR) is Vanderbilt's virtual home for clinical and translational research. VICTR functions to help researchers and clinicians do their jobs better by providing tools and support to improve the quality of research.

VICTR has committed to community engagement through several initiatives, as well as offering an array of community-engagement resources.

The **Community Engagement and Research Core (CERC)** is a partnership between Meharry Medical College and the Vanderbilt University Medical Center which brings academic and community partners together to improve community health and healthcare through research. CERC shapes and supports innovative and translational community-engaged research by preparing scientists to impact the public's health, building the capacity for communities to engage in research, and creating transformative strategies and structures to support academic-community partnerships.

Through the **Community-Engaged Research Mini-Grant Program**, CERC invites proposals for activities that promote ongoing, mutually beneficial, health-oriented research partnerships between community organizations and academic researchers. Both academic and community partners are expected to contribute to the development of the proposal. Applicants may propose a community-engaged research project or a capacity-building project that enables the partners to pursue an identified research agenda. The long-term goals of the research partnerships supported by mini-grants should be one or more of the following: to improve community health outcomes, increase access to health and health-related services, enhance quality and effectiveness of health interventions, and/or inform future health policy.

Training resources developed by the Community Engaged Research Core are available for researchers, research trainees, and the community interested in developing academic-community research partnerships that address a range of health issues.

Office of Health Equity Community Health Improvement Mini-Grant Program

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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The OHE mini-grant program supports innovative health improvement projects in Wilson County. The projects supported through this program address at least one of the needs prioritized by the community in VUMC's Community Health Needs Assessment and target vulnerable and underserved populations. The program supports community and faith-based organizations with 501(c)(3) status and accepts yearly applications to award up to two award recipients in each county.

The 2021 mini-grant cycle funded projects for three organizations in Wilson County.

- **Wilson Rides** helps to preserve the quality of life and foster a connected community for older adults in Wilson County by providing a private and safe volunteer transportation service to local destinations.
- **DrugFree WilCo** addresses the impact of the opioid pandemic through their Naxolone Community Distribution program, in which free Naxolone and Evzio Naloxone Autoinjectors are distributed to the community.
- **Medical Foundation Nashville's** Project Access Specialty Care is a small-scale pilot program to assess the needs and feasibility of providing low-income, uninsured patients in Wilson County with medically necessary specialty care and care coordination. Working with primary care clinics, volunteer specialists, patients, and hospitals.

Vanderbilt Health Affiliated Network (VHAN)

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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The Vanderbilt Health Affiliated Network (VHAN) is an alliance of leading hospitals and clinicians who share a common vision of excellence in health care. The network enables health care providers of all kinds to be successful in delivering population health care by providing the capabilities, professional expertise, legal framework, IT, and support resources that enable more cost-effective, coordinated patient care that is true 'health' care, not 'sick' care.

Meharry-Vanderbilt Alliance

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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The Meharry-Vanderbilt Alliance (MVA) is supported by VUMC and Meharry Medical College and focuses on three areas: Research, Inter-professional Education, and Community Engagement. MVA supports a multitude of community-engaged initiatives focused on various health issues and populations such as faith leaders, safety net providers, and engagement of stakeholders in research. MVA develops programs to advance health equity and improve the delivery and outcomes of care for disadvantaged populations. The MVA currently participates in and supports the Safety Net Consortium of Middle Tennessee of safety net providers and community organizations.

VWCH Patient and Family Advisory Council

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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Vanderbilt University Adult Hospital (VUAH) supports a Patient and Family Advisory Council, which plays an important role in communicating patient recommendations to VUAH leadership. After the advisory council publishes their recommendations, VUAH leadership may then implement policies and procedures in consideration of these recommendations which provide patients with a higher quality of care and service.

In October of 2021, VWCH convened its Patient and Family Advisory Council to improve upon the patient experience in Wilson County through regular council meetings and interaction with VWCH patients.

Children's Hospital Advisory Council

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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Children's Hospital supports a Family Advisory Council, which includes parents and hospital staff who identify family concerns and priorities, promote family-centered care, offer input in planning programs and policies, and create education and support resources for families and health care providers. Joining the Family Advisory Council is one way to help improve the quality of care and services for all children and their families. The Council provides families with an opportunity to make a significant impact. Members of the Council play an important role in sharing patient recommendations with hospital leaders. In addition, the Children's Hospital supports a Pediatric Advisory Council (PAC), consisting mostly of teens with either inpatient or outpatient experiences. Finally, there are additional sub-councils for the NICU and Pediatric Primary Care.

VBH Patient and Family Advisory Council

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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Vanderbilt Behavioral Health (VBH) has an established Patient and Family Advisory Council. This important group of individuals helps to ensure that the needs of the community are understood and that we, as a mental health system, are addressing issues as they arise.

VBH Collaborations with Mental Health Advocacy Organizations

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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Vanderbilt Behavioral Health (VBH) has strong relationships with many mental health advocacy organizations across Tennessee, focused on fostering collaboration and patient and provider education throughout the community. These growing relationships enhance access and outreach for individuals and stakeholders across the community. VBH collaborates with organizations such as the National Alliance on Mental Illness (NAMI) through event sponsorships and support of the annual NAMI Walk, as well as providing monthly support groups and education series for the public. VBH also supports the work of Park Center in Nashville through collaboration and sponsorship of events. VBH works collaboratively with several groups ranging from Mental Health America of the Mid-South, Tennessee Department of Mental Health and Substance Abuse Services, Tennessee Association of Mental Health Organizations, Tennessee Hospital Association, Tennessee Suicide Prevention Network, Tennessee Department of Children's Services, Tennessee Department of Health, and more. Additionally, VBH works with Alignment Nashville on various behavioral health projects such as the annual Social and Emotional Learning conference and other key behavioral health initiatives. VBH also supports the development of strong mental health in children as well as adults, while supporting the work of Tennessee Voices. Key VBH leadership members serve on various boards for organizations including Mental Health America of the Mid-South, Tennessee Voices, NAMI Davidson County, Park Center, Faith Family Medical Clinic, and numerous other community task forces and coalitions.

Prevention of Child Abuse and Neglect

Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources
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The Children's Hospital works collaboratively with community-based organizations to prevent and identify child abuse and neglect. These activities include awareness campaigns such as Child Abuse Awareness Month and a program to prevent Shaken Baby Syndrome with Prevent Child Abuse Tennessee. Members of the Center for Child Protection & Well-Being work in close collaboration and attend frequent meetings regarding child abuse recognition and

prevention with the Department of Children’s Services, law enforcement agencies, child advocacy centers, and attorneys.

<i>Rooted Community Health</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

The Rooted Community Health initiative seeks to engage partners across the Vanderbilt campus and communities of Middle Tennessee in service to ecological sustainability, health promotion, human flourishing, and an ethically responsible understanding of our interdependency as a community within the vision of population health. Through partnering with colleagues in nutritional services, and other sustainability and health professionals, RCH aims to enhance community engagement through programming, around ecology, sustainability, and health care. RCH is committed to facilitating trans-institutional transformation at Vanderbilt and enhancing our community's health through community engagement, scholarship, and research in ecology, health, and sustainability.

Additionally, Rooted Community Health was a recipient of OHE’s 2020 Health Equity Innovation Awards. The project, “Investigating Barriers to Healthy Food,” seeks to investigate the obstacles that low-income individuals face when trying to access healthy food.

<i>VICC Community Outreach and Engagement</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

The Vanderbilt Ingram Cancer Center's (VICC) Office of Community Outreach and Engagement provides cancer patient education, advocacy, and community outreach and wellness activities to empower health care consumers to make informed decisions about their cancer care.

The VICC's community engagement initiatives focus on educating the public/targeted communities on cancer prevention, risk reduction, and early detection messages.

Examples of VICC programs include:

- A) Oral, Head, and Neck Cancer Awareness Week, in collaboration with the Department of Otolaryngology, conducts annual oral screenings.
- B) Sponsored runs/walks in collaboration with the Pancreatic Cancer Action Network, Leukemia/Lymphoma Society, National Brain Tumor Society, CureSearch, Susan G. Komen, Bladder Cancer Action Network, and LUNgevity Foundation to raise support and awareness. In addition, VICC works to mobilize 'Team Vanderbilt' teams to be involved in the events.
- C) Collaboration with the VUMC Office of Corporate Relations to provide employee health fairs for several large employers in the area, including information on clinical trials, cancer prevention and risk reduction, smoking cessation, cancer screening, early detection, physical activity, and healthy weight.

D) To improve community access to the highest quality cancer care, the Vanderbilt-Ingram Cancer Center provides services to patients in the outlying counties. This also permits other institutions to access VICC's clinical trials for their patient populations, thereby allowing participation in research in the community setting, Vanderbilt-Ingram Cancer Center, and other VUMC affiliations that provide cancer care, research, and quality improvement.

Additional VICC Community Engagement initiatives include:

E) **Patient and Family-Centered Care:** The VICC strives to address and treat the physical, emotional, and practical needs of cancer patients and their caregivers through education and support programs and services. Patient and family-centered care services include social work; supportive care clinic; lodging coordination; financial counseling; music therapy; pet therapy; volunteers; patient education and cancer wellness initiatives.

F) **Reducing Cancer Health Disparities:** The VICC offers many services and programs seeking to reduce the disparities in Cancer outcomes, including community engagement efforts throughout Tennessee, northern Alabama, and southwest Kentucky.

G) **Patient Advocacy:** The VICC supports several patient advocacy programs, including *The Research Advocacy Program*, which is made up of cancer survivors and caregivers who help bring the best science to those who are affected by cancer.

<i>Vanderbilt Center for Child Health Policy</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

The Vanderbilt Center for Child Health Policy is a multidisciplinary Center comprised of interdisciplinary teams with expertise in neonatology, pediatrics, obstetrics, health policy, biostatistics, economics, implementation science, and public health from across Vanderbilt University and Medical Center. They focus on improving the well-being of children through rigorous research, workforce development, and public engagement to transform clinical care and public health policy. Additionally, the Center for Child Health Policy was selected as a 2021 Health Equity Innovation awardee for their project titled “*Rescinded Public Charge Ruling: Rebuilding Confidence Among Impacted Families*”. This project was funded to increase access to accurate and trustworthy information on public charge and government safety net programs.

<i>Vanderbilt Women’s Health Lactation and Breast-Feeding Initiative</i>			
Health Literacy	Housing and Transportation	Access to Healthcare	Mental Health Resources

Vanderbilt Center for Women’s Health-Wilson County will be collaborating with the Wilson County Health Department to provide new mothers with lactation counseling support. There are also plans to enhance the Breast-Feeding Task Force and include more community stakeholders.

VWCH: Evaluation / Anticipated Impact

In the following section, VWCH outlines the anticipated impact and key metrics that will be used to evaluate the effectiveness of VWCH programs in meeting the needs prioritized by the community.

Priority Health Need: Health Literacy

Goal: Expand the reach of health-related materials and prioritize dissemination to non-English speaking residents, as well as other marginalized populations

Anticipated Impact:

- Expand internal and external collaboration to address the need for translated materials
- Collaborate with community organizations that are addressing health literacy
- Support Wilson County Health Department and Health Council in developing a Community Health Improvement Plan (CHIP) that will address health literacy

Priority Health Need: Housing and Transportation

Goal: Improve support for local housing providers and bolster community initiatives targeting the lack of public transportation

Anticipated Impact:

- Increase collaboration between VWCH social work and local housing providers
- Support community organizations such as Wilson Rides that are addressing the lack of transportation in Wilson County

Support Wilson County Health Department and Health Council in developing a Community Health Improvement Plan (CHIP) that will address the need for more affordable housing and more transportation options

Priority Health Need: Access to Health Care

Goal: Improve access to care to improve the health and well-being of uninsured and underinsured community members

Anticipated Impact:

- Increase awareness surrounding available resources among patients and community members such as My Health Care Home (MyHCH), United Way 211, and Find Help
- Support community health initiatives addressing access to care, such as Medical Foundation of Nashville’s Project Access Specialty Care

- Support Wilson County Health Department and Health Council in developing a Community Health Improvement Plan (CHIP) that will address access to health care

Priority Health Need: Mental Health Resources

Goal: Improve resources available for those with mental health needs, as well as alcohol and substance use disorders through prevention, treatment, and support

Anticipated Impact:

- Collaborate with Spanish speaking mental health professionals to explore ways to expand resources and services for marginalized populations
- Support community organizations that provide services to those with untreated mental illness
- Support Wilson County Health Department and Health Council in developing a Community Health Improvement Plan (CHIP) that will address the need for more mental health, alcohol, and substance use resources

Plan to Evaluate Impact

Key metrics will be evaluated annually by VUMC's Office of Health Equity and the Community Health Improvement (CHI) Working Group using program-specific data. Metrics from Health Equity Impact plans will also be monitored. As needed, the CHI Working Group will review publicly available data and other relevant data sources that provide a window into VWCH's success in meeting the prioritized needs. Publicly available data will be tracked and mapped using tools such as VUMC's Community Health Improvement Platform with a focus on health disparities, and the needs of the uninsured, low-income, and minority populations. On-going initiatives and programs will also be updated using the Health Equity Inventory.