



**2016**  
*Community Health  
Needs Assessment*

## Forward

Floyd Medical Center is committed to the health of members in our service area. This Community Health Needs Assessment (CHNA) was completed in May 2016 to provide a snapshot of the health of Floyd's primary service area, which includes Floyd, Polk and Chattooga counties in northwest Georgia. This document was developed in compliance with IRS 501(r) guidelines, incorporating input from community stakeholders and public health experts. The decision data used in this assessment was resourced from publicly reported aggregated health information and internally generated statistical information. The data was then extrapolated to identify the health needs of this community. This information is publicly available and may be used by diverse stakeholders in our community to address identified health needs, either individually or in partnership with others. The data presented in the Floyd Medical Center CHNA will be updated every three years and will be available for public inspection and comment.



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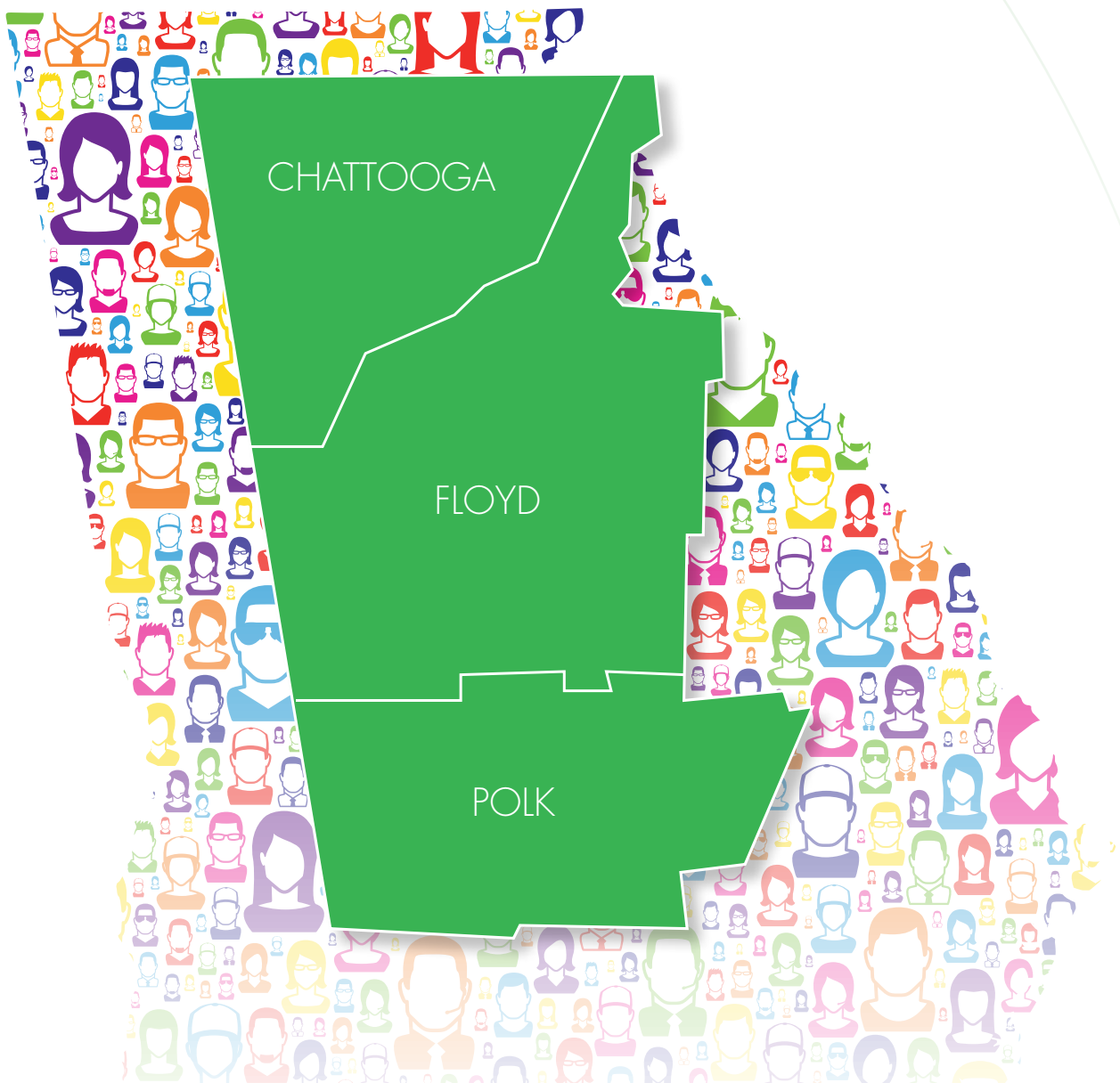
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## Introduction

This document is a comprehensive summary of the health status and needs of the residents of Floyd, Polk and Chattooga counties. This community health profile is intended to help the community, Floyd Medical Center and other organizations better understand the health needs and priorities of our residents and to identify opportunities to improve the health and quality of life of the individuals who live and work here. The needs assessment was initiated by Floyd Medical Center to fulfill a requirement in the federal Patient Protection and Affordable Care Act, enacted in March 2010, requiring tax-exempt hospitals to conduct a CHNA and then to implement strategies that address the findings. There is already a coordinated effort in the counties to assess and prioritize health needs and then collaboratively address them on an on-going basis. This CHNA is a complement to the work already underway, serving as both a barometer of existing initiatives and a compass for future efforts. This information may be used by Floyd Medical Center or any other community health stakeholders to develop and implement strategic plans to meet identified community health needs.



## About Floyd

Floyd is a not-for-profit, regional health system with a three county primary service area in northwest Georgia. The organization has a long-standing tradition of providing leading-edge care tailored to meet the needs of the people who live, work and play in Floyd, Polk and Chattooga counties. Floyd Medical Center has grown considerably since first opening on July 4, 1942. Now in its eighth decade of service, Floyd provides a network of care services throughout the region. At the center of this care are Floyd Medical Center, a 304-bed, acute care hospital in Rome, and Polk Medical Center, a 25-bed, critical-access hospital in Cedartown. Together, these two hospitals provide a full range of health care services from prenatal childbirth classes to grief support groups through Heyman HospiceCare at Floyd, and including emergency medicine, a Family Medicine Residency Program and specialty centers for bariatric surgery, inpatient diabetes care, palliative care, stroke care and total joint replacement. More than 2,200 babies are born at Floyd Medical Center each year, and our Family Birth Center includes a Level III neonatal intensive care nursery.

In addition, the Floyd family includes a state-designated Level II Trauma Center, a behavioral health center, a primary care and urgent care network of providers and a host of outpatient services, including the Floyd County Clinic and an associated pharmacy for uninsured patients who cannot otherwise afford health care.

Education and training is a cornerstone to the Floyd philosophy of care. The organization partners with Georgia Northwestern Technical College, Georgia Highlands College, Shorter University, Berry College and numerous other educational institutions, to provide clinical rotations for students. Floyd provides additional support by offering scholarships to students and employee incentives to support a foundation of excellence, expertise and advancement. These commitments help develop and retain highly trained, well-qualified medical professionals to meet the health needs of our communities.



## Mission and Vision

The mission of Floyd Medical Center is to be responsive to the communities we serve with a comprehensive and technologically advanced health care system committed to the delivery of care that is characterized by continually improving quality, accessibility, affordability and personal dignity.

The vision of Floyd Medical Center is to be the regional health care provider of choice and the employer of choice. We strive to deliver patient- and family-centered care that is compassionate, sensitive and respectful of each individual's needs.



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## Economic Impact

The Floyd health system is an economic leader and catalyst for growth in northwest Georgia. The organization is the region's largest employer with more than 2,900 employees and an annual payroll approaching \$190 million.

With deep roots within the communities we serve dating back to 1942, Floyd takes an active role in supporting the local economy through employment, local spending and strategic community partnerships. The Floyd health system generates a total economic impact on the state and local economies of \$628,729,405.



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## Health Care Delivery

For the fiscal year ending June 30, 2015, Floyd Medical Center and Polk Medical Center reported the following combined service volumes:

- 12,993 inpatient admissions
- 2,260 births
- 104,781 emergency room visits
- 7,048 inpatient surgeries
- 4,193 outpatient surgeries
- 301,314 outpatient visits

## Indigent Care

As a not-for-profit community hospital, Floyd is committed to providing access to care for everyone in our service area. Each year, the hospital provides care to thousands of uninsured and indigent patients. Uninsured, indigent and medically indigent patients are connected to resources through our financial counseling department. In addition, qualifying individuals are referred to the Floyd County Clinic and We Care programs, both of which are operated by Floyd Medical Center.

In fiscal year (FY) 2015, Floyd provided \$26.5 million in unreimbursed indigent and charity care to individuals who could not afford to pay for their health care. The Floyd County Clinic recorded 1,836 outpatient visits, and the Floyd Medical Center pharmacy provided prescriptions to 312 Floyd County Clinic patients in FY 2015 at a cost of \$195,000. We Care, which is aimed at controlling and improving chronic conditions with preventive care, assists low-income patients without health insurance or governmental benefits. In FY 2015, the We Care program provided prescriptions to 46 patients at a cost of \$17,201.84.





## Care for Lower Income and Elderly Populations

During FY 2015, 33.6% of the Floyd Medical Center and Polk Medical Center's patient populations were covered by Medicare, and 25.5% of patients were covered by Medicaid. Floyd Medical Center subsidized \$21.6 million in unreimbursed care to Medicare patients and \$9.7 million in care to Medicaid patients. Neither of these programs cover the total cost of providing medical care to covered patients.



## Community Health Improvement Programs

Community outreach is a vital element of the care and support of the community. An extensive list of these programs is available in the organization's Community Benefit Report. Following are some highlights from the report.

In FY 2015, the organization's outreach into the community, along with the provision of trauma and neonatal intensive care services, touched more than 70,000 people through educational programs and screenings, physical examinations for athletes, childbirth classes, support groups and publications. Floyd co-workers and volunteers contributed 134,444 hours to community endeavors at an expense of \$946,626.

- 148 individuals learned about childbirth, breastfeeding and newborn care through childbirth education classes at a cost to the organization of \$7,341.
- 900 individuals received information about diabetes at a cost to the organization of \$861, and another 129 were screened for diabetes at a cost of \$558.
- 45,670 individuals benefitted from the presence of Floyd Emergency Medical Services at community events at a cost to the organization of \$46,199.
- 6,815 students learned about safety and health education in school-based health education programs at a cost of \$10,282.
- 1,940 student athletes received free sports physicals at a cost to the organization of \$1,579.

Focus groups conducted during the CHNA process recognized Floyd's role in providing indigent care for the community, and our community outreach programs, including such things as our focus on high blood pressure; however, the groups also mentioned the need for better communication with regard to Floyd providing these programs. We are addressing this communication need in the attached Implementation plan.

## Objectives of CHNA

Floyd Medical Center and Polk Medical Center have a long-standing history of providing initiatives focused on improving the health of the citizens of Floyd, Polk and Chattooga counties. Floyd Medical Center and Polk Medical Center approached the CHNA as an opportunity to evaluate and assess the existing health of the community, to engage community leaders and public officials in discussions about these needs, and to continue formal and informal conversations on how to ensure health improvement efforts and resources are aligned with community health priorities. Goals of the CHNA are as follows:

- Identify community health needs
- Better understand community health needs
- Identify resources to ensure that services and impact are appropriately allocated
- Collaborate with community partners to achieve a positive community impact
- Improve the health of the community with measurable results.

The health and wellness of the community is a shared responsibility among many stakeholders and entities, including, but not limited to, governmental agencies, community organizations, educational institutions and the community members themselves. Although IRS requirements for a CHNA apply specifically to not-for-profit hospitals, it is important to acknowledge that not-for-profit hospitals are neither required nor able to address every identified need. The best approach to meeting the needs of the community is one of collaboration, with community partners working together to implement and achieve effective community health improvement.

## Methodology

Under the direction of the Corporate Compliance Officer, the Floyd Planning department gathered and analyzed the statistical information used in this CHNA. This information was reviewed with the CHNA committee, compiled by the organization's Corporate Communications Coordinator and produced by the Floyd Medical Center Public Relations department. Floyd conducted this CHNA using a comprehensive and methodologically rigorous process that reflects established best practices.

## Secondary Data Sources

To identify the health and socioeconomic needs of the community, Floyd conducted an analysis of publicly available data. Secondary data sources in the form of maps and tables detailing population demographics, mortality, morbidity, health behavior, clinical care and physical environment also were used to identify needs. The data compiled from national and Georgia-specific sources provided a targeted view of the three-county primary service area. A detailed listing of the data sources reviewed for this assessment can be found in Appendix A. This information was paired with hospital-specific data and validated with stakeholders and community leaders in health care, community service and education.

## Interpreting This Assessment

For ease in reading, interpreting and comparing reports from other service areas, this document has been organized into distinct sections, each described in the Table of Contents. A combination of national, state, regional and local secondary data (information obtained from other sources) was used. Sources are listed in the Appendices that follows the report. All data appear in table and/or graph form, with supporting text.

## Community Profile

### Definition of Community and Geographic Assessment Area

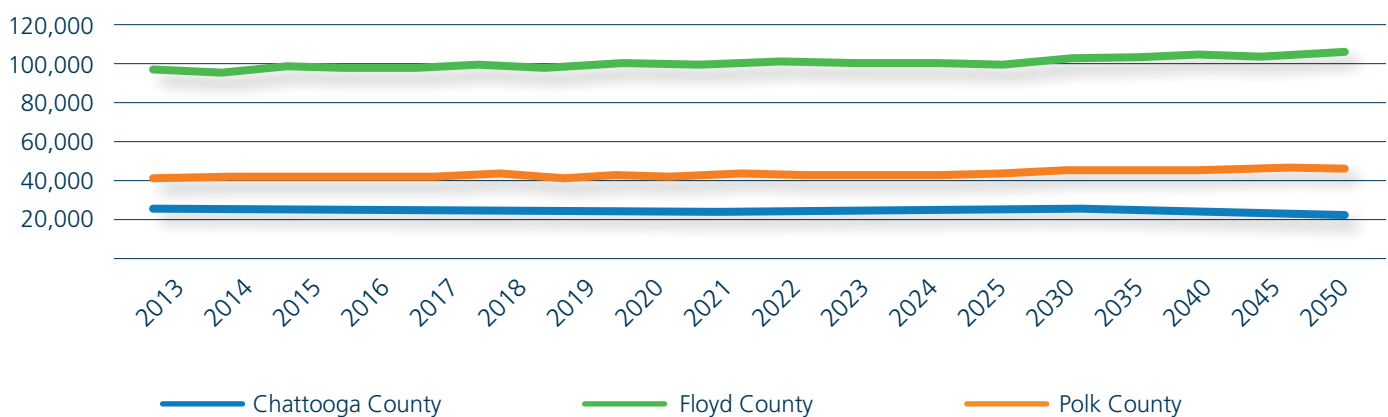
Floyd Medical Center and Polk Medical Centers provide care within a primary service area of three counties encompassing 1,144 square miles in northwest Georgia. The predominantly rural area has a population of 163,590 (2015). This three-county service area is the defined community for the purposes of this assessment.

### Total Population

Report Area	Total Population	Total Land Area (Square Miles)	Population Density (Per Square Mile)
Report Area	162,880	1,133.59	143.69
Chattooga County, GA	25,484	313.33	81.33
Floyd County, GA	96,146	509.92	188.55
Polk County, GA	41,250	310.34	132.92
Georgia	9,907,756	57,515.13	172.26
United States	314,107,083	3,531,932.26	88.93

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: Tract

### Demographic Profile: Projected Population Growth



## Income

The relationship between educational achievement, poverty and health needs is well documented and reflected in the three county service area. Statistically, those who are less educated have a greater chance of living in poverty, and those living in poverty are more likely to be less educated. As a result, lower socioeconomic status and/or educational attainment is often reflected in the uninsured and underinsured population, affecting access to care and preventive care services.

	Chattooga County	Floyd County	Polk County
Median Household Income	34,440	\$39,381	\$38,730
Percent in Poverty (all)	21.1%	21.1%	21%
Percent in Poverty (children 0-17)	28.2%	29.2%	31%
Percent rural	57.6%	36.8%	51.4%
Children Eligible for Free Lunch	58%	56%	62%

## Health Care Providers

Report Area	Total Population, 2012	Primary Care Physicians, 2012	Primary Care Physicians Rate per 100,000 Pop.
Report Area	163,090	135	82.8
Chattooga County, GA	25,725	2	7.8
Floyd County, GA	96,177	122	126.8
Polk County, GA	41,188	11	26.7
Georgia	9,919,945	6,312	63.6
United States	313,914,040	233,862	74.5

Note: This indicator is compared with the state average.

Data Source: US Department of Health & Human Services, Health Resources and Services Administration, Arco Health Resource File. 2012.

Source geography: County

Report Area	Estimated Population	Number of Mental Health Providers	Ratio of Mental Health Providers to Population (1 Provider per x Persons)	Mental Health Care Provider Rate (Per 100,000 Population)
Report Area	169,250	85	1,991.2	50.2
Chattooga County, GA	27,701	4	6,925.2	14.4
Floyd County, GA	99,986	71	1,408.3	71
Polk County, GA	41,563	10	4,156.3	24.1
Georgia	9,679,360	6,886	1,405.7	71.1
United States	318,306,896	426,991	745.5	134.1

Note: This indicator is compared with the state average.

Data Source: University of Wisconsin Population Health Institute. County Health Rankings. 2014. Source geography: County

## Access to Care

Access to medical care is limited or enhanced by many factors including insurance or other health plan coverage, transportation, availability of providers, personal finances, cultural perception and proximity to care. Lack of access or limited access to care is a barrier to preventive health, disease management and overall community health.

Report Area	Total Population (For Whom Insurance Status Is Determined)	Population with Any Health Insurance	Population Receiving Medicaid	Percent of Insured Population Receiving Medicaid
Report Area	158,550	128,982	35,057	27.18%
Chattooga County, GA	23,608	19,175	6,248	32.58%
Floyd County, GA	94,106	76,806	19,842	25.83%
Polk County, GA	40,836	33,001	8,967	27.17%
Georgia	9,712,380	7,935,400	1,634,977	20.6%
United States	309,082,272	265,204,128	55,035,660	20.75%

Note: This indicator is compared with the state average.

Data Source: Census Bureau, American Community Survey. 2010-14. Source geography: Tract

## Uninsured Population, Percent by Tract, ACS 2010-2014

Report Area	Total Population (For Whom Insurance Status is Determined)	Total Uninsured Population	Percent Uninsured Population
Report Area	158,550	29,568	18.65%
Chattooga County, GA	23,608	4,433	18.78%
Floyd County, GA	94,106	17,300	18.38%
Polk County, GA	40,836	7,835	19.19%
Georgia	9,712,380	1,776,980	18.30%
United States	309,082,272	43,878,140	14.20%

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: Tract

## Community Health Profile

### Lifestyle and Healthy behaviors

Chronic diseases (such as cancer, heart disease, and diabetes) are among the most common, costly and preventable health problems in the United States. Chronic diseases are conditions of long duration and generally slow progression. Individuals can avoid many chronic diseases by adopting healthy behaviors: engaging in moderate physical activity, eating a healthy diet, limiting alcohol consumption and not using tobacco products.

The Behavioral Risk Factor Surveillance System (BRFSS) collects information on the health-related behaviors of adults. The Youth Risk Behavior Survey (YRBS) captures information on these behaviors among high school students. Following are health-impacting behaviors identified among the adult residents of Floyd, Polk and Chattooga counties.

- In 2013, more than half of the United States adult population drank alcohol in the past 30 days. Approximately 17% of the adult population reported binge drinking, and 6% of the adult population reported heavy drinking. (BRFSS)
- From 2006–2010, excessive alcohol use was responsible for an annual average of 88,000 deaths in the United States, including one in 10 deaths among working-age adults aged 20-64 years, and 2.5 million years of potential life lost. More than half of these deaths and three-quarters of the years of potential life lost were due to binge drinking. Based on data from the Centers for Disease Control and Prevention (CDC), there are approximately 2,400 deaths attributable to excessive alcohol use each year in Georgia. (*CDC Alcohol and Public Health: Alcohol-Related Disease Impact*) The Healthy Communities Institute data indicates 15% of Floyd County adults drink alcohol excessively, while 14.6% of Chattooga County residents and 15.2% of Polk County residents drink excessively.

2014 Drinking Health District 1	Total %	Male %	Female %	18-44 %	45-64 %
Heavy Drinking	4.6	7.0	2.2	7.2	3.0
Binge Drinking	11.2	0.2	0.1	0.2	0.1
Smoking	22.3	26.3	18.3	26	25.2
Smokeless Tobacco	7	13.2	0.7	5.6	11.4
Physical Inactivity	27	21.5	32.4	20.7	27.4
Fair/Poor Health	24.1	26.8	21.3	15.9	30.9
No Medical Coverage	23.3	22.4	24.3	72.6	82
No Medical Coverage Due to Cost	18	14.3	21.7	21.8	21

*The additional information regarding the survey may be found at <http://dph.georgia.gov/georgia-behavioral-risk-factor-surveillance-system-brfss>. Copyright © 2003-2016 Version 2.9.5 CV: 1.5 Georgia Department of Public Health, Office of Health Indicators for Planning (OHIP), all rights reserved, used with permission. Contact the BRFSS administrator regarding BRFSS data.*

## Preventive Screenings

As the national health care model moves toward preventive medicine rather than medical treatment, more and more data is being collected regarding health screenings and wellness. Participation in preventive medicine is an indicator of community health and a predictor of future health needs.

## Women's Preventive Health

In Health District 1, 68.2% percent of women 18 years old and over received a pap smear or cervical cancer screening within the past three years. This is slightly lower than the United States average, which is 69.4. Within the same health district, 82.4% of women age 40 years old and over have received a mammogram within the last two years.

## Maternal and Child Health

Report Area	Female Population Age 15-19	Births to Mothers Age 15 -19	Teen Birth Rate (Per 1,000 Population)
Report Area	5,833	347	59.49
Chattooga County, GA	744	58	77.7
Floyd County, GA	3,807	187	49
Polk County, GA	1,282	102	79.8
Georgia	347,065	15,722	45.3
United States	10,736,677	392,962	36.6

*Note: This indicator is compared with the state average.*

*Data Source: US Department of Health & Human Services, Health Indicators Warehouse. Centers for Disease Control and Prevention. National Vital Statistics System, Accessed via CDC WONDER. 2006-12. Source geography: County*

## Teen Births

Report Area	2002-2008	2003-2009	2004-2010	2005-2011	2006-2012
Report Area	70.12	68.06	64.46	62.4	59.49
Chattooga County, GA	80.6	82.6	77.3	80.2	77.7
Floyd County, GA	59.9	58.5	55.2	52.2	49
Polk County, GA	94.6	88	83.9	82	79.8
Georgia	52.9	51.6	49.9	47.9	45.3
United States	41	40.3	39.3	38	36.6

Low birth weight and infant mortality rates are indicators of disparity in access to care and maternal and child health care. This indicator reports the rate of deaths of infants less than one year of age per 1,000 births. Healthy People 2020 establishes a goal of  $\leq 6.0$  for mortality and  $\leq 7.8\%$  for low birth weight. Floyd County has an infant mortality rate of 12.1 per 1,000 births. Polk County's infant mortality rate is 5.6 per 1,000, and Chattooga County's rate is 6 per 1,000 births. The rate of low birth weight for Floyd County (9.7%) is also higher than the two, more rural counties in the three-county service area. Polk County's low birth weight rate is 8.9% and Chattooga County's rate is 9.3%.

*\*Data Source: CDC, National Vital Statistics System. Accessed via CDC WONDER. CDC, Wide-Ranging Online Data for Epidemiologic Research. 2006-10. Source geography: County*

## Chronic Conditions

2014 Chronic Conditions, Health District 1	Total %	Male %	Female %	18-44 %	45-64 %	65+ %
Angina	5.9	6.7	5.1	0	11.3	10
Diabetes	10.1	10.9	9.3	0	15.9	22.7
Heart attacks	6.3	8.1	4.6	0	11	12.3
Obesity	31.5	33.3	29.6	24.7	40.5	30.7
Overweight	33.2	38.8	27.3	30.1	35.3	36
Stroke	5	4.7	5.3	0	8.8	9.6

Additional information regarding the survey may be found at <http://dph.georgia.gov/georgia-behavioral-risk-factor-surveillance-system-brfss>.

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Contact the BRFSS administrator regarding BRFSS data.





## Cancer

Many cancers can be prevented by avoiding exposure to common risk factors, such as tobacco use. In addition, a significant proportion of cancers can be successfully treated or eliminated through surgery, radiotherapy or chemotherapy, if detected and treated early.

In 2012, according to the United States cancer statistics:

- 1,529,078 new cancer cases were diagnosed in the United States, including 45,623 in Georgia
- 582,607 cancer deaths occurred in the United States, including 16,020 in Georgia

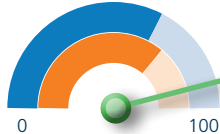
### Leading Types of Cancer Diagnosed as a Percentage of All Cancer

**Annual Prostate Cancer**  
Incidence Rate  
(Per 100,000 Pop.)



● Report Area (156.87)  
● Georgia (150.1)  
● United States (131.7)

**Annual Lung Cancer**  
Incidence Rate  
(Per 100,000 Pop.)



● Report Area (90.91)  
● Georgia (68.8)  
● United States (63.7)

**Annual Colon and Rectum Cancer**  
Incidence Rate  
(Per 100,000 Pop.)



● Report Area (42.78)  
● Georgia (42.3)  
● United States (41.9)

**Annual Breast Cancer**  
Incidence Rate  
(Per 100,000 Pop.)



● Report Area (117.72)  
● Georgia (123.5)  
● United States (123)

**Annual Cervical Cancer**  
Incidence Rate  
(Per 100,000 Pop.)



● Report Area (11.9)  
● Georgia (8)  
● United States (7.7)



## Cardiovascular Disease

Cardiovascular diseases are the leading causes of death in the United States and in Floyd, Polk and Chattooga counties. Although a number of cardiovascular diseases and conditions affect residents, only the following are reviewed in this section:

- High blood pressure (or hypertension) is indicated by a systolic blood pressure consistently over 140 or a diastolic blood pressure consistently over 90.
- Hypertensive heart disease is a late complication of high blood pressure that affects the heart.
- Obstructive heart disease (includes heart attack) causes weakened heart pumps, due to previous heart attacks or current blockages of the coronary arteries.
- Stroke is the sudden, severe onset of the loss of muscular control, with reduced or complete loss of sensation and consciousness, due to the rupture or blocking of a cerebral blood vessel.

## Cardiovascular Disease Hospital Discharges

The following figure and tables analyze cardiovascular disease hospital rates among residents of Floyd, Polk and Chattooga counties.

### 2014 Major Cardiovascular Rate per 100,000

County	Deaths	Stroke	High Blood Pressure	Obstructive Heart Disease	Hypertensive Heart Disease
Chattooga	364.9	40.1	*	108.3	32.1
Floyd	350	57.3	13.5	102	10.4
Polk	154	70.5	12.2	158	*

\* Online Analytical Statistical Information System (OASIS), Georgia Department of Public Health.



## Community Survey Findings

### Community Process

The CHNA utilized a participatory, collaborative approach and examined health in its broadest context. The assessment process included the following:

- Review of previous CHNA
- Synthesizing existing data on social, economic, and health indicators in Floyd, Polk and Chattooga counties
- Individual community surveys
- Focus groups with a range of diverse individuals – including providers, elected officials, community-based organizational staff and community residents

### Key Themes and Conclusions

The following provides a brief overview of key findings that emerged from this assessment:

The residents of Floyd, Polk and Chattooga counties are ethnically and linguistically diverse, with wide variations in socioeconomic level. Minority and low-income residents are disproportionately affected by the social and economic context in which they live.

**Demographic Characteristics:** Residents and stakeholders commented on the variety of cultures represented in the communities. Quantitative data illustrate that racial and ethnic diversity varies across the counties with the majority of the population identifying as white, black or Hispanic.

**Poverty, Income and Employment:** The economic challenges facing residents were a frequent topic within the focus groups. Although unemployment rates are improving, participants indicated a reality that industry, especially in Chattooga and Polk counties, is lagging, leading to commuter communities.

Focus group and interview participants identified several community strengths and assets, including community cohesion, civic engagement and availability of neighborhood resources; however, the reach of these services was considered limited by a lack of awareness and funding.

**Community Awareness:** Despite the challenges noted previously, community residents and stakeholders identified several neighborhood assets. Residents and stakeholders described a “sense of community” where neighbors were “friendly,” and where residents and organizations work together.

**Community Resources:** In addition to myriad neighborhood resources available — such as playgrounds, parks and community centers, and outdoor assets such as the Silver Comet and Pinhoti trails and Rome’s Riverwalk – the business community was identified by several participants as an asset.

**Social Service Resources:** Focus group and interview participants also noted there is a robust social service sector. They acknowledged the invaluable support and services provided by non-profit, faith-based and community-based organizations. While the counties, especially Floyd, were considered to be rich in resources, participants identified a gap in the awareness of available services. Residents and stakeholders frequently expressed concern regarding the lack of broad-based impactful communication, transportation and general access concerns.

**Education:** Participants identified area schools and colleges as an asset. Addressing access to a quality education from preschool through college emerged as a priority. Quantitative data show educational attainment across the counties varies. The high school graduation rates for the three-county service area are as follows:

- Floyd County – 77%
- Chattooga County – 75%
- Polk County – 68%

The rates of residents with a bachelor’s degree in the three counties are as follows:

- Floyd County – 18%
- Chattooga County – 8%
- Polk County – 12%

Statistically, black and Hispanic residents graduate at lower rates than their white and Asian counterparts. Programs such as the College and Career Academy and Phoenix Learning Center have been developed in the Rome, Floyd County and Polk County school systems to address the graduation rate.

## Summary of Community Health Needs

By comparing the prevalence of chronic diseases to indicators in other categories (e.g., poor diet and exercise) with outcomes (e.g., high rates of obesity and diabetes), causal relationships emerge, allowing a better understanding of how certain community health needs may be addressed. In reviewing these alongside secondary data sources, surveys and focus groups, community health needs emerge:

- Access to care
- Cardiovascular disease
- Mental and behavioral health
- Nutrition and Wellness

While obesity and general health emerged as health issues, the impact of mental health needs were the foremost community health concern raised by residents and stakeholders. Improving access to services was viewed as critical to address these community health issues.

## Access to Medical Care and Prevention Services

Accessing care is a primary concern among stakeholders who frequently described the barriers residents face navigating the complex health care system. Despite the expansion of health care coverage, financial, transportation and linguistic barriers prevent some residents from receiving care in a timely and consistent manner. A significant portion of the population does not qualify for Medicaid coverage and does not have the resources to purchase health care insurance on the federal exchange. In addition to the challenges of obtaining affordable and consistent health insurance coverage, transportation was identified by several stakeholders as preventing residents from getting to appointments.

While participants considered the communities to be rich in resources, participants identified a gap in the awareness of available services. Residents and stakeholders frequently expressed concern regarding the lack of youth programming available in neighborhoods.

## Cardiovascular Disease

According to the CDC, coronary heart disease is the most common type of heart disease, causing nearly 400,000 deaths per year and costing over \$100 billion overall in health services, medication, and lost productivity. Approximately 5.6% of adults, or 7,405 individuals aged 18 and older have been diagnosed with coronary heart disease or angina. Coronary heart disease is a leading cause of death in the United States. Contributing factors include obesity, tobacco use, high blood pressure, high cholesterol levels and lack of physical activity. The age-adjusted death rate (per 100,000) for the report area is 241.09, indicating there are opportunities for education, awareness and programming to affect these contributing factors.



## Diabetes (Medicare Population)

This indicator reports the percentage of the Medicare fee-for-service population with diabetes.

Report Area	Total Medicare Beneficiaries	Beneficiaries with Diabetes	Percent with Diabetes
Report Area	25,068	7,441	29.68%
Chattooga County, GA	4,003	1,139	28.45%
Floyd County, GA	14,700	4,320	29.39%
Polk County, GA	6,365	1,982	31.14%
Georgia	959,215	265,689	27.70%
United States	34,126,305	9,224,278	27.03%

*Note: This indicator is compared with the state average.*

*Data Source: Centers for Medicare and Medicaid Services. 2012. Source geography: County*

## Depression (Medicare Population)

This indicator reports the percentage of the Medicare fee-for-service population with depression.

Report Area	Total Medicare Beneficiaries	Beneficiaries with Depression	Percent with Depression
Report Area	25,068	5,349	21.30%
Chattooga County, GA	4,003	745	18.60%
Floyd County, GA	14,700	3,299	22.40%
Polk County, GA	6,365	1,305	20.50%
Georgia	959,215	141,873	14.80%
United States	34,126,305	5,271,176	15.40%

*Note: This indicator is compared with the state average.*

*Data Source: Centers for Medicare and Medicaid Services. 2012. Source geography: County*



## Heart Disease (Medicare Population)

This indicator reports the percentage of the Medicare fee-for-service population with ischemic heart disease.

Report Area	Total Medicare Beneficiaries	Beneficiaries with Heart Disease	Percent with Heart Disease
Report Area	25,068	8,234	32.85%
Chattooga County, GA	4,003	1,367	34.15%
Floyd County, GA	14,700	4,748	32.30%
Polk County, GA	6,365	2,119	33.29%
Georgia	959,215	254,348	26.52%
United States	34,126,305	9,744,058	28.55%

*Note: This indicator is compared with the state average.*

*Data Source: Centers for Medicare and Medicaid Services. 2012. Source geography: County*

## High Blood Pressure (Medicare Population)

This indicator reports the percentage of the Medicare fee-for-service population with hypertension (high blood pressure).

Report Area	Total Medicare Beneficiaries	Beneficiaries with High Blood Pressure	Percent with High Blood Pressure
Report Area	25,068	16,079	64.14%
Chattooga County, GA	4,003	2,525	63.08%
Floyd County, GA	14,700	9,480	64.49%
Polk County, GA	6,365	4,074	64.01%
Georgia	959,215	574,215	59.86%
United States	34,126,305	18,936,118	55.49%

*Note: This indicator is compared with the state average.*

*Data Source: Centers for Medicare and Medicaid Services. 2012. Source geography: County*



## Mental and Behavioral Health

Mental health emerged as a pervasive community health need, ranging from stress and depression to attention deficit disorders and schizophrenia. This is exacerbated by the closing of Northwest Georgia Regional Hospital and a shortage of psychiatric providers. Psychological distress can affect all aspects of our lives. It is important to recognize and address potential psychological issues before they become critical. Occasional down days are normal, but persistent mental/emotional health problems should be evaluated and treated by a qualified professional. Delays in mental health treatment can lead to increased morbidity and mortality, including the development of various psychiatric and physical comorbidities. In addition, it can lead to the adoption of life-threatening and life-altering self-treatments that can lead to substance abuse.



## Nutrition

Good nutrition is vital to good health, disease prevention, healthy growth and development of children and adolescents. Evidence suggests that a diet of nutritious foods and a routine of increased physical activity (<http://www.cdc.gov/physicalactivity/everyone/getactive/index.html>) can reduce the incidence of heart disease, cancer and diabetes — the leading causes of death and disability in the United States. A lack of access to healthy foods is often a significant barrier to healthy eating habits. Low-income and underserved areas often have limited numbers of stores that sell healthy foods. People living farther away from grocery stores are less likely to access healthy food options on a regular basis, and thus, more likely to consume foods that are readily available at convenience stores and fast-food outlets. Food insecurity, defined as limited availability or uncertain ability to access nutritionally adequate foods, is associated with chronic health problems including diabetes, heart disease, high blood pressure, hyperlipidemia, obesity and mental health issues including major depression. Challenges include accessibility to and awareness of healthy food options and availability of food, particularly in the summer months when children do not have daily access to school breakfast and lunch programs. Poverty in itself is not the only indicator of food insecurity. Unemployment and low wage are of equal importance.



## Nutrition

Food insecurity is especially harmful for children and the elderly. Proper nutrition is critical to a child’s development. Not having enough of the right kinds of food can have serious implications on a child’s physical and mental health, academic achievement and future economic prosperity. Seniors face a number of unique medical and mobility challenges that put them at a greater risk of hunger. Many find themselves struggling with health issues on fixed incomes, and many are forced to choose between paying for groceries and buying medicine. In the report area (Floyd, Polk and Chattooga counties), we note that 54.6% have moderate access to healthy foods, and 12.46% of the low-income population has low food access. Of the report area, an estimated 57,524, or 80.8%, of adults over the age of 18 are consuming less than five servings of fruits and vegetables each day. Of consideration is that 65.9% of the population have access to fast-food establishments. This combination provides a relevant indicator of current and future health as unhealthy eating habits may cause significant health issues, such as obesity and diabetes.

## Food Insecurity Rate

Report Area	Total Population	Food Insecure Population, Total	Food Insecurity Rate
Report Area	163,125	27,310	16.74%
Chattooga County, GA	25,670	4,610	17.96%
Floyd County, GA	96,147	16,220	16.87%
Polk County, GA	41,308	6,480	15.69%
Georgia	9,992,167	1,871,790	18.73%
United States	320,750,757	48,770,990	15.21%

*Note: This indicator is compared with the state average.  
Data Source: Feeding America. 2013. Source geography: County*

## Low Food Access

Report Area	Total Population	Low Income Population with Low Food Access	Percent Low Income Population with Low Food Access
Report Area	163,807	20,407	12.46%
Chattooga County, GA	26,015	4,270	16.41%
Floyd County, GA	96,317	12,780	13.27%
Polk County, GA	41,475	3,357	8.09%
Georgia	9,687,653	925,080	9.55%
United States	308,745,538	19,347,047	6.27%

*Note: This indicator is compared with the state average.  
Data Source: US Department of Agriculture, Economic Research Service, USDA - Food Access Research Atlas. 2010. Source geography: Tract*



## Food Insecure Population Ineligible for Assistance

This indicator reports the estimated percentage of the total population and the population under age 18 that experienced food insecurity at some point during the report year, but are ineligible for State or Federal nutrition assistance.

Report Area	Food Insecure Population, Total	Percentage of Food Insecure Population Ineligible for Assistance	Food Insecure Children, Total	Percentage of Food Insecure Children Ineligible for Assistance
Report Area	27,310	17%	11,900	16%
Chattooga County, GA	4,610	10%	1,890	3.02%
Floyd County, GA	16,220	20%	6,770	19%
Polk County, GA	6,480	15%	3,240	17.99%
Georgia	1,871,790	28%	700,870	27%
United States	48,770,990	29%	17,284,530	31%

*Note: This indicator is compared with the state average.*

*Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: Tract*



## Community Suggested Approaches to Address Needs

When participants were asked to suggest future programs and services, the overarching themes that emerged included offering health education and information, providing services in the community, strengthening engagement and network development and increasing physical activity opportunities.

## Conclusion

Access to care, cardiovascular disease, mental health services and nutrition were seen as significant concerns that affect many residents. The distribution of behaviors and health outcomes consistently follow social and economic patterns. Furthermore, some barriers to accessing care continue to prevent current programs and initiatives from reaching the populations in need. These challenges present important opportunities for the future. As we move forward as an integrated community of health care, social services and community leadership, we can leverage community assets to improve the health of residents in Floyd, Polk and Chattooga counties.



## CHNA Implementation Plan 2016

Floyd Medical Center conducted a CHNA and has developed an implementation plan with strategies to address identified needs. Upon completion of the CHNA, results of the assessment were shared among participants of the focus group, leaders at Floyd Medical Center and other key contributors including Six Sigma Black Belts. The accompanying plan outlines those strategies designed to target improving the health of the communities served by Floyd by partnering with community leaders and agencies.

### High Priority Community Needs and Identified Resources

Access to care, cardiovascular disease, mental health services and healthy nutrition disease were determined in the 2016 CHNA to be significant concerns that affect many residents. The distribution of behaviors and health outcomes consistently follow social and economic patterns. Furthermore, some barriers to accessing care continue to prevent current programs and initiatives from reaching the populations in need. These challenges present important opportunities for the future. As we move forward as an integrated community of health care, social service and community leadership, we can leverage community assets to improve the health of residents in Floyd, Polk and Chattooga counties. Following are the key community health needs identified by Floyd that will serve as the guide for this implementation plan.

#### Access to Care

Identified Resources:

- Floyd Medical Center annually provides more than \$25 million in free medical services to uninsured and underinsured patients. As the region's trauma center and neonatal intensive care provider, Floyd offers emergency care and intensive care to patients regardless of their ability to pay. In addition, Floyd offers discounted medical services including financial counseling, indigent prescriptions and operation of the Floyd County Clinic for that county's uninsured and underemployed population.
- The Floyd Family Medicine Clinic provides a county clinic available to specific low-income and uninsured populations and We Care program participations along with a large number of Medicaid/Medicare patients.
- Mobile Mammography. The Mobile Mammography Coach travels to businesses, industry and medical practices throughout the three-county primary service area to provide onsite screening mammography. Mammography scholarships are available to qualifying individuals through Floyd Healthcare Foundation.

- Athletic Trainers at schools – Floyd has athletic trainers in 11 high schools and colleges in the three county area, providing care on the sidelines and in the schools to athletes in every competitive sport offered. In addition, the Floyd Family Medicine Residency program works with our Sports Medicine department to provide free athletic physicals for student athletes throughout the area.
- Dental Care – Floyd Medical Center provides surgery space for patients seen through the Floyd County Health Department's dental program, which is available to Floyd County residents in need of dental care and who do not have dental insurance.

#### Cardiovascular Disease Management

Identified Resources:

- Corporate Health. Floyd Corporate Health works with business and industry to develop and hardwire corporate wellness programs specific to the needs of each industry. This has resulted in successful reduction of loss time and benefits cost-savings for companies in our service area.

- Education Programs. Floyd provides numerous education programs at every level, from pre-school through senior adulthood. The Speakers Bureau is available to provide experts to speak about health, safety and resources available to the community.
- Patient-Centered Medical Homes. The Floyd Primary Care network, which has physician offices in all three counties in the primary service area as well as locations in the secondary service area, follows the patient-centered medical home philosophy, providing more intensive disease management to patients.
- Medicaid Shared Savings Plan Accountable Care Organization. In 2016 the Accountable Care Organization of Floyd Medical Center was approved. Accountable Care Organizations are designed to follow specific patient populations and to help them manage chronic disease, including cardiovascular disease and its related diseases, preventing or reducing costly readmissions and providing better outcomes for compliant patients.
- Partnership with local gyms. Floyd and the Rome-Floyd County YMCA partner to provide health education opportunities to YMCA members and residents of the service area who attend educational opportunities at the Y.
- Health Screenings. Floyd participates in health fairs organized by the Northwest Georgia Regional Cancer Coalition, 100 Black Men of Rome and other entities, providing diabetes, wound care, high blood pressure, cholesterol and many other screenings free of charge or at cost.
- Tobacco Use. Floyd provides smoking cessation classes, free of charge, to the public on selected days each month.
- High Blood Pressure. Floyd routinely offers blood pressure screenings at health fairs and to community groups upon request.
- Diabetes. Floyd routinely offers diabetes screenings at health fairs and to community groups upon request.

## Mental Health Services

Identified Resources:

- Floyd Behavioral Health Center provides inpatient and outpatient adult psychiatric care to patients with a range of needs from depression and substance abuse to dementia and Alzheimer's disease. Floyd Behavioral Health Center also hosts depression screenings, Alcoholics Anonymous, Narcotics Anonymous, AlAnon, support groups and individual counseling to patients and the community.

## Nutrition Support

Identified Resources:

- Rockmart Farmers' Market. Polk Medical Center, an affiliate of Floyd Medical Center, is the lead sponsor of the 2016 Rockmart Farmers' Market, which aims to make fresh produce available to members of the community at a central location. WIC participants can take advantage of a one-for-two credit system enabling them to further their food dollars while bringing in nutritionally better options in to their kitchens.
- Rome Action Ministries. Floyd supports the work of Rome Action Ministries through food drives and volunteer opportunities. In addition, one of the food pantries operated by Rome Action Ministries has focused its mission on working with Cancer Navigators, an affiliate of Floyd Medical Center, to make quality nutrition products available to cancer patients and their families.
- Rome and Floyd County Schools. Both schools systems offer summer nutritional support for students, whose access to food is hampered when school is not in session. Floyd supports these efforts through donations and providing health care support at special nutrition distribution events.

Following is a matrix of identified community health needs and strategy determined to help address these concerns.

Need	Program	Strategy	Communication Plan
<b>Access to Care</b>	Indigent Care Budget Allowances	Floyd will continue to provide care to the uninsured, regardless of their ability to pay. Each year, Floyd provides more than \$25 million in unreimbursed indigent care.	Annual Reports, Floyd Straightforward website, speaking opportunities, Floyd staff
<b>Access to Care</b>	Financial Assistance Policies	Floyd provides care to individuals regardless of their insurance coverage and ability to pay. Floyd provides discounts to patients on a sliding scale that is adjusted to household income.	Financial Counselors, Floyd and Polk websites, patient financial representatives, websites
<b>Access to Care</b>	Floyd County Clinic	Floyd Medical Center operates the clinic through the Family Medicine Residency program. The clinic records more than 1,800 outpatient visits annually. The Clinic provides assistance to financially and medically indigent patients in an effort to reduce their need for emergency and inpatient hospital care.	Annual reports, Community Benefit reports, speaking opportunities, 211 Resource Line, Floyd staff, websites
<b>Access to Care</b>	We Care Program	We Care, which is aimed at controlling and improving chronic conditions with preventive care, assists low-income patients without health insurance or governmental benefits. The We Care program provides maintenance prescriptions to approximately 50 patients each year at an annual cost of more than \$17,000.	Annual reports, Community Benefit reports, speaking opportunities, 211 Resource Line, Floyd staff, websites
<b>Access to Care</b>	Indigent Outpatient Pharmacy Program	Floyd provides maintenance prescription pharmaceuticals to low income uninsured outpatients at no or minimal cost to the patient through its hospital pharmacy. Any qualified, low-income patient under the care of the Family Medicine residency program may be eligible to receive the prescribed medications. Floyd's participation in a pharmaceutical replacement program provides these medicines at minimal loss to the organization.	Annual reports, Community Benefit reports, speaking opportunities, 211 Resource Line, Floyd staff, websites
<b>Access To Care</b>	Northwest Georgia Dental Clinic	Floyd partnered with the District Public Health office to plan and fund (in part by a Federal grant) the construction and operation of a comprehensive dental clinic for low-income residents of the region. In addition, Floyd makes its Outpatient Surgery Center facilities and staff available at no cost to dental clinic dentists to perform dental surgery.	Annual reports, Community Benefit reports, speaking opportunities, 211 Resource Line, Floyd staff
<b>Access to Care</b>	Mobile Mammography	Floyd's Mobile Mammography Coach provides more than 2,500 mammograms annually to women in our service area. Of those, more than 1,000 patients are typically past due for a mammogram, approximately 200 have never had a mammogram and about 250 screenings reveal an abnormality that requires further testing. Each year, approximately eight of these women are diagnosed with cancer. The goal is to reduce the breast cancer mortality rate in our region. The coach typically travels between 7,000 and 8,000 miles per year, providing early detection and education.	Annual reports, Community Benefit reports, speaking opportunities, 211 Resource Line, Corporate Health team, Breast Center awareness campaigns, Breast Center Outreach Coordinator, websites, news releases, speaking opportunities, social media, paid advertising when appropriate,
<b>Access to Care</b>	School-based programs	Floyd Medical Center provides athletic trainers at 11 area high schools and colleges. Through this program more than 1,000 student athletes receive free physical examinations annually. In addition, Floyd has entered into an agreement with both the Rome and Floyd County school systems to provide school nurses in each of the public elementary schools.	School-based communications, annual reports, community benefit reports, speaking opportunities, websites, news releases, speaking opportunities, social media, paid advertising when appropriate,
<b>Cardiovascular Disease Management</b>	Floyd Primary Care Patient-Centered Medical Home	The primary care medical home is accountable for meeting the large majority of each patient's physical and mental health care needs, including prevention and wellness, acute care, and chronic care. The medical home practice actively supports patients in learning to manage and organize their own care at the level the patient chooses.	Websites, news releases, speaking opportunities, social media, paid advertising when appropriate
<b>Cardiovascular Disease Management</b>	Accountable Care Organization of Floyd Medical Center	Accountable Care Organizations are groups of doctors, hospitals, and other health care providers, who come together voluntarily to give coordinated, high-quality care to their Medicare patients. The goal of coordinated care is to ensure that patients, especially the chronically ill, get the right care at the right time, while avoiding unnecessary duplication of services and preventing medical errors.	CMS approved communications

Following is a matrix of identified community health needs and strategy determined to help address these concerns.

Need	Program	Strategy	Communication Plan
<b>Cardiovascular Disease Management</b>	Health Screenings	Floyd departments routinely participate with other health organizations in the community to provide free or at-cost screenings for common cardiovascular-related diseases or symptoms including high blood pressure, diabetes and high cholesterol.	School-based communications, annual reports, community benefit reports, speaking opportunities, websites, news releases, speaking opportunities, social media, paid advertising when appropriate,
<b>Cardiovascular Disease Management</b>	Corporate Health programs	The Floyd Corporate Health department focuses on worksite-based programs, where nurses are placed at the worksite and programs are developed specific to the needs of the workers at the contracted business or industry. Programs target workplace safety as well as common lifestyle habits such as tobacco use, poor nutrition and lack of exercise.	Corporate Health Staff, social media, websites, worksite-based education, Floyd staff
<b>Cardiovascular Disease Management</b>	Rome-Floyd County YMCA partnership	Floyd is a partner with the YMCA of Rome and Floyd County to support youth and adult fitness and education programs available to both YMCA members and non-members who wish to access these programs. The partnership includes membership scholarships, youth activities opportunities and educational opportunities through the YMCA.	YMCA-based communications, school- and work-based communications, websites, social media, paid advertising when appropriate, Floyd staff
<b>Mental Health Services</b>	Floyd Behavioral Health Center	Floyd Behavioral Health Center provides inpatient and outpatient psychiatric services to adults in the service area.	School-based, worksite-based and community-based communications, annual reports, community benefit reports, websites, news releases, speaking opportunities, social media, paid advertising when appropriate, Floyd staff
<b>Mental Health Services</b>	Floyd Behavioral Health Center	Family and group support classes also are available through Floyd Behavioral Health Center.	School-based, worksite-based and community-based communications, annual reports, community benefit reports, websites, news releases, speaking opportunities, social media, paid advertising when appropriate, Floyd staff
<b>Mental Health Services</b>	Floyd Behavioral Health Center	In 2016, Floyd announced a partnership with Willowbrooke at Tanner, which will further expand services through a management agreement that will provide greater access to clinical support for those in need of these services.	School-based, worksite-based and community-based communications, annual reports, community benefit reports, websites, news releases, speaking opportunities, social media, paid advertising when appropriate, Floyd staff
<b>Mental Health Services</b>	Floyd Behavioral Health Center	Finally, Floyd has made the necessary physical changes and is pursuing certification as an emergency receiving facility to provide emergency behavioral health services to individuals who are in distress and unable to or unwilling to voluntarily seek mental health services.	Law enforcement education, staff education, Floyd staff communications, websites
<b>Nutrition Support</b>	Polk Medical Center	Polk Medical Center is the lead sponsor of the Rockmart Farmers' Market, an innovative program that makes fresh produce available in the community. The program includes a one-for-two voucher system for WIC participants that gives them additional access to nutritional support.	School-based, worksite-based and community-based communications, annual reports, community benefit reports, websites, news releases, speaking opportunities, social media, paid advertising when appropriate, Floyd staff
<b>Nutritional Support</b>	Floyd Medical Center	Floyd Medical Center provides nutritional counseling to patients with special dietary needs.	Patient education, Corporate Health communication, Floyd staff
<b>Nutrition Support</b>	Floyd Medical Center	The organization supports the efforts of the public school systems to sustain summer feeding programs for students whose access to quality nutrition is greatly diminished in the summer months when school is not in session. This is through donations and through the provision of medical support and/or screenings at food distribution events.	School-based, worksite-based and community-based communications, annual reports, community benefit reports, websites, news releases, speaking opportunities, social media, paid advertising when appropriate, Floyd staff

**APPROVAL**

The Board of Directors for Floyd Healthcare Management Inc. has approved the 2016 CHNA and the Implementation Plan for addressing priorities identified in the most recent CHNA at the May 2016 Board of Directors meeting.



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George Bosworth, M.D.  
Chairman, Floyd Healthcare Management Inc.



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Kurt Stuenkel, FACHE  
President and CEO

## APPENDIX A

### Focus Groups

Floyd conducted two focus groups to validate our data findings and to gain additional perspective about the real and perceived needs of the communities we serve. Participants were recruited from wide background of individuals active in business, education and community groups representing the diverse populations in our service area. Participants included individuals from the following organizations and communities:

100 Black Men of Rome  
Blue Ridge Area Health Education Center  
City of Cedartown  
Education  
Floyd County School Board  
Floyd Healthcare Management Inc.  
Mohawk Industries

Northwest Georgia Public Health District  
Northwest Georgia Regional Cancer Coalition  
Polk County Sheriff  
Polk County Retirees  
Rome City Commissioner  
Rome Police Department  
Small Business Owners  
United Community Bank President





## APPENDIX B

Following is a list of community health resources available to individuals in the three-county service area:

Organization	Phone	Website
100 Black Men of Rome – Northwest Georgia, Inc.		100mor.org
Action Ministries Rome	706.291.7731	actionministries.net
AIDS Resource Council	706.290.9098	aidsresourcecouncil.org
Alzheimer's Association – North Georgia Regional Office	706.275.0189	alz.org/georgia
American Red Cross, Northwest Georgia Chapter	706.291-6648	redcross.org/ga/rome
Boys & Girls Club of NW Georgia	706.234.8591	bgcnwga.org
Cancer Navigators of Rome Inc.	706.295.4119	cancernavigatorsga.org
CASA Polk and Haralson Inc.	770.748.2414	polkharalsoncasa.org
Cedartown Housing Authority	770.748.1650	
Cedartown Police	770.748.4123	cedartownpd.org
Cedartown Transit	770.748.6977	cedartowngeorgia.gov
Chattooga County Schools	706.857.3447	
Chattooga County Sheriff's Office	706.857.3411	
Chattooga County Transit	706.857.0736	
Chattooga Medical Center	706.857.1010	
Christian Counseling and Education Ministries	706.295.1409	cceminc.com
City of Rome Community Development Office	706.236.4477	
Community Kitchen	706.766.8141	romefloydcommunitykitchen.org
Coosa Diagnostics	706.378.0611	diagnosticsystemsofga.com
Floyd Behavioral Health Center	706.509.3500	Floyd.org
Floyd County Baptist Center	706.291.8181	
Floyd County Clinic	877.423.4746	
Floyd County Department of Family and Children's Services	877.423.4746	
Floyd County Police Department	706.235.7766	romefloyd.org
Floyd County Schools	706.234.1031	floydboe.net
Floyd County Senior Center	706.291.0760	
Floyd County Sheriff's Department	706.314.0710	floydsheriff.com
Floyd County UGA Cooperative Extension Service	706.295.6210	
Floyd Medical Center	706.509.5000	floyd.org
Free Clinic of Rome	706.234.1331	freeclinicofrome.org
Garden Lakes Baptist Church	706.234.6615	
Georgia Compass	800.869.1150	
Georgia Crisis and Access Line	800.715.4225	mygcal.com

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Following is a list of community health resources available to individuals in the three-county service area:

Organization	Phone	Website
Georgia Department of Community Affairs	404.679.4940	dca.ga.gov
Georgia Department of Human Services	800.436.7442	dhs.georgia.gov
Georgia Division of Aging Services	404.657.5319	
GeorgiaCares Program	866.552.4464	mygeorgiacares.org
Good Neighbor Ministries, 209. E. Second St., Rome, GA 30161		
Habitat for Humanity,	706.378.0030	habitatrome.org
Harbor House	706.235.5437	nwga-cac.org
Helping Hands Food Pantry	706.232.0277	
Highland Rivers	706.233.9023	
Hospitality House	706.235.4673	
Kindred Hospital of Rome	706.509.4100	kindredrome.com
Live Oak Church, Cave Spring	706.777.8660	
Lookout Mountain Community Services	706.806.1222	lmcs.org
Lovejoy Baptist Church	706.232.1917	
March of Dimes	505.350.9800	marchofdimes.org
Meals and More at First Christian Church	706.291.6745	
Mercy Senior Care	706.291.8496	mercycareservices.org
Metropolitan United Methodist Church	706.291.8660	
Murphy Harpst Children's Centers Inc.	770.748.1500	murphyharpst.org
National Alliance on Mental Illness of Rome	706.506.5010	namiromega.org
Network Day Service Center	706.291.2580	
North Georgia Community Action	706.692.5623	ngcainc.com
Northwest Georgia Area Agency on Aging	706.295.6485	nwgrc.org
Northwest Georgia Center for Independent Living	706.314.0008	nwgacil.org
Northwest Georgia Child Advocacy Center	706.692.5623	ngcainc.com
Northwest Georgia District Public Health Department		nwgapublichealth.org
Chattooga County	706.857.3471	
Floyd County	706.295.6123	
Polk County	770.684.1385	
Northwest Georgia Housing Authority	706.291.0780	nwgha.com
Northwest Georgia Long-Term Care Ombudsman	866.565.8213	
Northwest Georgia Public Health Department	706.295.6123	nwgapublichealth.org
Northwest Georgia Regional Cancer Coalition	706.295.6048	georgiacancer.org

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Following is a list of community health resources available to individuals in the three-county service area:

Organization	Phone	Website
Northwest Georgia Regional Commission Area Agency on Aging	706.295.6485	nwgrc.org
One Harvest Food Ministries	770.749.8761, 706.232.1959	
Open Door Children's Home	706.232.6662	opendoorhome.org
Polk County Schools	770.748.3821	polk.k12.ga.us
Polk County Sheriff	770.749.2900	polkgeorgia.org
Polk County Women's Shelter	770.748.2300	
Polk Family Connection	770.748.1016	polk.gafcp.org
Polk Medical Center	770.748.2500	polkhospital.org
Polk Medical Center Senior Enrichment Program	770.749.4290	
Redmond Regional Medical Center	706.291.0291	redmondregional.com
Rome and Floyd County Habitat for Humanity	706.378.0030	romeandfloydhabitat.org
Rome City Police Department	706.238.5111	romefloyd.com
Rome City Schools	706.236.5050	rsc.rome.ga.us
Rome Transit Department	706.236.4523	
Rome-Floyd County Commission on Children and Youth	706.232-0703	floyd.gafcp.org
Rome-Floyd Parks and Recreation Authority	706.234-0383	rfpra.com
Salvation Army	706.291.4745	
Sexual Assault Center of NW Ga Inc.	706.292.9024	sacnwgga.org
Social Security Administration	800.772.1213, 800.325.0778, 866.964.1006	
South Broad Feed the Hungry	706.234.2091	
Summit Quest Cancer Support Services	706.857.8820	mysummitquest.org
Tallatoona Community Action Partnership, Inc.	706.295.7124	
Trion City Schools	706.734.2363	
United Way of Rome and Floyd County	706.291.9336	uwrome.org
USDA Rural Development Office	770.386.3393	
Vitality Fitness Center	706.290.2334	
West Side Family Worship	706.291.0293	
William S Davies Shelter	706.622.5622	daviesshelter.com
Women of W.O.R.T.H Clinic	706.232.3408	womenareworthit.org
YMCA of Rome and Floyd County	706.232.2468	ymcarome.org

