

Rutherford Regional Health System 2026 – 2028 *Community Health Implementation Plan*

-Rutherford County, North Carolina-



Adopted by Board of Trustees 09/25/2025



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About Rutherford Regional Health System

Founded in 1906 by Drs. Henry Norris and Montgomery H. Biggs, as Rutherford Hospital, Inc. (RHI), Rutherford Regional Health System today is governed by a local Board of Trustees.

Rutherford Regional Health System (RRHS) is a 143-bed acute care facility that offers a broad array of inpatient and outpatient care. Rutherford Regional is dedicated to providing patients with a full range of services to meet their healthcare needs with more than 120 qualified physicians and more than 23 medical specialties. We provide our services in a caring, professional environment through the teamwork of our medical staff and employees.

From the moment you arrive to the moment you leave our campus, your care and welfare are our greatest concern.

We offer a wide range of specialized clinical services for your whole family from birthing to eldercare. We believe our healthcare team will serve you and provide you with the most up-to-date treatment available, in an environment that is friendly and caring.

Rutherford Regional Health System’s partnership with Duke Lifepoint Healthcare is bringing the pieces together to transform healthcare in Rutherford County. Quality: It’s improving the health of our community in our community. Expertise: it’s recruiting and keeping top physicians and new specialists. Commitment: it’s financial strength and capital investment. As a member of Duke Lifepoint Healthcare, our regional health system will be supported with more resources than ever before. Together we are finding ways to build healthier communities and transform healthcare.

Mission

Making communities healthier®

Vision

We want to create places where people choose to come for healthcare, physicians and providers want to practice, and employees want to work.

Values



Champion
Patient Care



Do the
Right Thing



Embrace
Individuality



Act with
Kindness



Make a
Difference
Together

Community Health Needs Assessment (CHNA) Overview

In 2025, Rutherford Regional Health System (“RRHS”) performed a Community Health Needs Assessment (CHNA) in partnership with Strata Decision Technology (“Strata”) to determine the health needs of the local community and develop an accompanying implementation plan to address the identified health needs of the community.

CHNA Purpose

A CHNA is part of the required hospital documentation of “Community Benefit” under the Affordable Care Act for 501(c)(3) hospitals. It uses systematic, comprehensive data collection and analysis to provide information about the community including health status, needs, and disparities. The CHNA also offers a targeted action plan to address areas of need and allows the hospital to truly understand the health needs of the community it serves.

CHNA Facility Benefits



- Identify health disparities and social determinants to inform future initiatives, programs, and outreach strategies
- Identify gaps in healthcare
- Develop an understanding of perceptions and ideas among community members
- Form collaborations with community organizations to address local health needs

The core elements of a CHNA include:

- a definition and description of the community served
- a description of the process and methods used to conduct the CHNA
- a description of how the hospital facility solicited and took into account input received from community members
- a description of the identified significant health needs of the community, including selection process and criteria
- a description of resources available to address the significant health needs
- an evaluation of the impact of any actions that were taken to address the significant health needs identified in the immediately preceding CHNA

Community Health Needs Assessment (CHNA) Overview

The CHNA Process

The process to conduct the CHNA included the following:



Rutherford Regional Health System’s health priorities identified through the 2025 process are:

- 1 Mental Health & Drug/Substance Abuse
- 2 Primary Care & Access to Affordable Healthcare

This report was approved by the Board of Trustees on 09/25/2025

Implementation Plan Framework

Executive and clinical leadership at Rutherford Regional Health System gathered to discuss plans to address the identified health priorities. The leaders decided to group the health priorities to effectively create action plans to make positive community impacts. The next two pages outline the implementation plan for each identified health need seen below.

Rutherford Regional Health System Health Need Evaluation

	Severity or urgency	Feasibility and effectiveness	Impact on health disparities	Importance identified by community
Mental Health & Drug/Substance Abuse	✓	✓	✓	✓
Primary Care & Access to Affordable Healthcare	✓	✓	✓	✓

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Implementation Plan: Mental Health & Drug/Substance Abuse

Initiative: Increased awareness and accessibility to resources

Goal: Increase awareness and knowledge of local mental health and drug/substance abuse services

Strategies Actions facility plans to implement	Goal Completion Date	Accountable Organization/Team	Community Resources & Partnerships
Strategy 1: Continue to market inpatient and outpatient behavioral health services to promote awareness and reduce stigma	Ongoing	➤ Rutherford Regional Health System Marketing and Growth & Outreach	➤ Probation and parole ➤ Local government ➤ Law enforcement ➤ Local physicians/providers
Strategy 2: Expand outpatient mental health clinic for medication management in Polk County	Quarter 4, 2025	➤ Rutherford Regional Health System Medical Group Services and Growth & Outreach Teams	➤ Community Health Council
Strategy 3: Continue marketing mental health clinic expansion in Polk and surrounding counties	Ongoing	➤ Rutherford Regional Health System Marketing and Growth & Outreach	➤ Community Health Council
Strategy 4:			

Anticipated Impact:

- Increased awareness and knowledge of local mental health and drug/substance abuse services
- Increased utilization of local services

Implementation Plan: Primary Care & Access to Affordable Healthcare

Initiative: Increased awareness and accessibility

Goal: Connecting patients to local care via increased awareness and access

Strategies Actions facility plans to implement	Goal Completion Date	Accountable Organization/Team	Community Resources & Partnerships
Strategy 1: Explore opportunity to expand hours of operation and locations for primary care clinics	Ongoing	➤ Rutherford Regional Health System Medical Group Services	➤ Community Health Council ➤ Rutherford County Schools
Strategy 2: Continue to market ease of access including online scheduling platform, same day next day availability, and provider to patient ratio	Ongoing	➤ Rutherford Regional Health System Marketing and Growth & Outreach	➤ Community Health Council ➤ Local Health Department
Strategy 3: Explore opportunity to partner with transportation companies for ease of access to appointments	Ongoing	➤ Rutherford Regional Health System Medical Group Services and Growth & Outreach Teams	➤ Local transit
Strategy 4: Health fair to include free health screenings	Annually 2026 - 2028	➤ Rutherford Regional Health System Marketing and Growth & Outreach and Medical Group Services Teams	➤ Community Health Council ➤ Rutherford County Schools

Anticipated Impact:

- Successfully connecting patients to local care via increased awareness of scheduling platforms and provider accessibility