

# Harris Regional Hospital 2026 – 2028 *Community Health Implementation Plan*

-Jackson County, North Carolina-

**HARRIS**  
REGIONAL HOSPITAL  
A Duke LifePoint Hospital

Adopted by Board of Trustees: 09/09/2025



# Table of Contents

About Harris Regional Hospital..... 3

Community Health Needs Assessment (CHNA) Overview.....4

CHNA Process.....5

Implementation Plan Framework.....6

Implementation Plan Strategy..... 7

# About Harris Regional Hospital

Harris Regional Hospital and Swain Community Hospital serve the healthcare needs of four of the westernmost counties of North Carolina. Our longstanding reputation for quality, service, and compassion is what makes us stand out as the place for visitors, seasonal residents, and lifelong community members to receive outstanding healthcare.

Our number one goal is to provide a world-class patient experience. No matter how long your stay in our hospital, the quality of care you receive is our number one priority, each and every day. Not only is the quality of the clinical care you receive important, but so is how you feel when you're in our care.

We sincerely hope your health does not require a visit with us, but should you or your loved ones need care, you can trust that you're in good hands with us.

Harris Regional Hospital and Swain Community Hospital partnered in 1997 to serve Jackson, Swain, Macon and Graham counties with primary and subspecialty care, outpatient facilities, and urgent care.

Harris Regional Hospital is an 86-bed acute care facility located in Sylva, NC. With a long-standing reputation for excellent care, this fully-accredited hospital has been providing care to western North Carolina residents since 1925. Harris offers five major service lines, including orthopedics, cardiology, general surgery, women's care, and emergency medicine, as well as sports medicine, physical therapy, imaging and laboratory services, and many other areas of subspecialty care.

Swain Community Hospital is a 48-bed, fully-accredited critical access hospital located in Bryson City, NC, which has been serving the residents of Swain and Graham counties since 1948. The hospital, along with an outpatient physician practice, offers primary and inpatient care, as well as emergency, laboratory, imaging, rehabilitation, urology, cardiopulmonary, geriatric outpatient, pediatric and gastroenterology services, and a pain clinic.

The Medical Park of Franklin is an outpatient facility serving residents of Macon county and surrounding communities with a full range of services including primary care, imaging, and rehabilitation services, as well as other specialty services like orthopaedics and pediatric and women's care.

## 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, Harris Regional Hospital (“HRH”) 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:



Harris Regional Hospital’s health priorities identified through the 2025 process are:

- 1 Children’s Health
- 2 Heart Disease
- 3 Stroke
- 4 Women’s Health

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

# Implementation Plan Framework

Executive leadership at Harris Regional Hospital gathered to discuss plans to address the identified health priorities. The leaders selected four of the identified significant health needs to create action plans to make positive community impacts. The next four pages outline the implementation plan for each identified health need seen below.

Each quarter the Healthy Horizons committee will meet to discuss the needs and their associated action plan to track improvement efforts and community impacts.

Harris Regional Hospital Health Need Evaluation

	Severity or urgency	Feasibility and effectiveness	Impact on health disparities	Importance identified by community
Children’s Health	✓	✓	✓	✓
Heart Disease	✓	✓	✓	✓
Stroke	✓	✓	✓	✓
Women’s Health	✓	✓	✓	✓

This implementation plan was approved by the Board of Trustees on 09/09/2025.

# Implementation Plan: Children’s Health

**Initiative:** Education and Access Improvement

**Goal:** Maintain, educate, and improve access to pediatric care

Strategies Actions facility plans to implement	Goal Completion Date	Accountable Organization/Team	Community Resources & Partnerships
<b>Strategy 1:</b> Market and share back-to-school pediatric wellness checklist	Annual 2026-2028	➤ Harris Marketing Team	➤ Local school system
<b>Strategy 2:</b> Market Harris outpatient pediatric services	Ongoing	➤ Harris Marketing Team	
<b>Strategy 3:</b> Community lunch and learns including provider presence	Annually 2026-2028	➤ Harris Marketing and Pediatric Team	
<b>Strategy 4:</b> Market all elements of New Generations Birthing Center including level II special care nursery and neonatal transport capabilities	Ongoing	➤ Harris Marketing and Labor & Delivery Team	➤ Western Carolina University
<b>Strategy 5:</b> Host annual sports physical event	Annually Quarter 2	➤ Harris Marketing, Medical Staff, and Haywood Fitness Staff Team	

**Anticipated Impact:**

- Improved access and knowledge of pediatric services in the community

# Implementation Plan: Heart Disease

**Initiative:** Education and Access Improvement

**Goal:** Maintain, educate, and improve access to cardiology care

Strategies Actions facility plans to implement	Goal Completion Date	Accountable Organization/Team	Community Resources & Partnerships
<b>Strategy 1:</b> Maintain Chest Pain Accreditation	Ongoing	➤ Harris Disease Specific Care Coordination Team	
<b>Strategy 2:</b> Market outpatient cardiology clinic and inpatient cardiology coverage	Ongoing	➤ Harris Marketing Team	➤ Area Agency on Aging
<b>Strategy 3:</b> Community lunch and learns including provider presence	Annually 2026-2028	➤ Harris Marketing and Cardiology Team	
<b>Strategy 4:</b> Provider and referral source education	Annually 2026-2028	➤ Harris Growth & Outreach Team	

**Anticipated Impact:**

- Improved access and knowledge of cardiology services in the community



# Implementation Plan: Stroke

**Initiative:** Education and Access Improvement

**Goal:** Maintain, educate, and improve access to stroke care

Strategies Actions facility plans to implement	Goal Completion Date	Accountable Organization/Team	Community Resources & Partnerships
<b>Strategy 1:</b> Maintain Acute Stroke Ready Hospital Accreditation	Ongoing	➤ Harris Disease Specific Care Coordination Team	
<b>Strategy 2:</b> Market the accreditation including stroke symptoms and response	Ongoing	➤ Harris Marketing and Disease Specific Care Coordination Team	➤ Area Agency on Aging
<b>Strategy 3:</b> Community lunch and learns including provider presence	Annually 2026-2028	➤ Harris Marketing and Emergency Medicine Team	
<b>Strategy 4:</b> Provider and referral source education	Annually 2026-2028	➤ Harris Growth & Outreach Team	

**Anticipated Impact:**

- Improved access and knowledge of stroke services in the community

# Implementation Plan: Women’s Health

**Initiative:** Education and Access Improvement

**Goal:** Maintain, educate, and improve access to women’s health services

Strategies Actions facility plans to implement	Goal Completion Date	Accountable Organization/Team	Community Resources & Partnerships
<b>Strategy 1:</b> Market all elements of New Generations Birthing Center including level II special care nursery and neonatal transport capabilities	Ongoing	➤ Harris Marketing and Labor & Delivery Team	➤ Western Carolina University
<b>Strategy 2:</b> Provider and referral source education	Ongoing	➤ Harris Growth & Outreach Team	
<b>Strategy 3:</b> Community lunch and learns	Annually 2026-2028	➤ Harris Marketing, Women’s Health, and Pediatric Team	
<b>Strategy 4:</b> Market Women’s Health clinic expansion including provider recruitment	Ongoing	➤ Harris Growth & Outreach and Marketing Team	

**Anticipated Impact:**

- Improved access and knowledge of women’s health services in the community