

Highpoint Health – Riverview with Ascension Saint Thomas

**Implementation Strategy for the 2024 CHNA
Smith County, Tennessee**

Highpoint Health

with  Ascension
Saint Thomas

The purpose of this Implementation Strategy (IS) is to describe how the hospital plans to address prioritized health needs from its current Community Health Needs Assessment (CHNA). The significant health needs the hospital does not intend to address are identified, and a rationale is provided. Special attention has been given to the needs of individuals and communities at increased risk for poor health outcomes or experiencing social factors that place them at risk.

Hospital legal name: Highpoint Health – Riverview with Ascension Saint Thomas

Hospital Address: 158 Hospital Drive, Carthage, TN 37030

Hospital website: <https://www.highpointhealthsystem.com/Riverview>

Hospital phone: 615-735-1560

Hospital EIN/Tax ID: 62-1762469

The 2024 Implementation Strategy report was adopted by the Highpoint Health with Ascension Saint Thomas Governing Board of Directors on October 17, 2025 (2024 tax year), and by the Ascension Saint Thomas Board of Directors on October 24, 2025 (2024 tax year) applies to the following three-year cycle: July 1, 2025 to June 30, 2028. This report can be found on Highpoint Health’s public website.

We value the community's voice and welcome feedback on this report. Please visit our public website (<https://highpointhealthsystem.com/chna>) to submit your comments.

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Introduction

About Highpoint Health with Ascension Saint Thomas

Highpoint Health with Ascension Saint Thomas is a regional health system majority-owned by Lifepoint Health that includes Highpoint Health – Sumner and Highpoint Health – Sumner Station in Gallatin, Highpoint Health – Trousdale in Hartsville, Highpoint Health – Riverview in Carthage, and as of March 2025, Highpoint Health – Winchester and Highpoint Health – Sewanee in southern Tennessee. In addition, Highpoint Health with Ascension Saint Thomas operates dozens of affiliated clinics and outpatient sites of care. The healthcare system's partnership with Ascension Saint Thomas brings together the organizations' clinical excellence, best practices and talented caregivers to collaborate in new ways that improve access to clinical programs and specialty care for patients and communities while expanding access to high quality care and services throughout Middle Tennessee.

About Highpoint Health – Riverview with Ascension Saint Thomas

Highpoint Health – Riverview with Ascension Saint Thomas is a critical access facility licensed for 35-beds located in Carthage, Smith County, Tennessee.

About Ascension

Ascension is one of the nation's leading non-profit and Catholic health systems, with a Mission of delivering compassionate, personalized care to all with special attention to those most vulnerable. In FY2024, Ascension provided \$2.1 billion in care of persons living in poverty and other community benefit programs. Across 16 states and the District of Columbia, Ascension's network encompasses approximately 106,000 associates, 26,000 aligned providers, 105 wholly owned or consolidated hospitals, and 34 senior living facilities. Additionally, through strategic partnerships, Ascension holds an ownership interest in 26 other hospitals.

Ascension's Mission provides a strong framework and guidance for the work done to meet the needs of communities across the US. It is foundational to transform healthcare and express priorities when providing care and services, particularly to those most in need.

Mission: Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually-centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our words.

For more information about Ascension, visit <https://www.ascension.org/>.

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Ascension Saint Thomas

Ascension Saint Thomas is a leading health care system with a 125-year history of providing care to the community, and is the only faith-based, non-profit health system in Middle Tennessee. Today, the health system offers a highly comprehensive system of care, with more than 320 sites of care that cover a 45-county area in Tennessee consisting of 18 hospitals and a network of affiliated joint ventures, medical practices, clinics and specialty facilities. Across the state, Ascension Saint Thomas and its partner organizations employ more than 13,000 dedicated associates who care for millions of patients each year.

Overview of the Implementation Strategy

Needs Prioritization

Protection and Affordable Care Act of 2010, more commonly known as the Affordable Care Act (ACA), requires all not-for-profit hospitals to conduct a Community Health Needs Assessment (CHNA) and adopt an Implementation Strategy (IS) every three years. Included in Code Section 501(r)(3) is the requirement that hospitals must provide a description of the process and criteria used to determine the most significant health needs of the community identified through the Community Health Needs Assessment (CHNA). Accordingly, Highpoint Health – Riverview with Ascension Saint Thomas used a phased prioritization approach to identify the needs of Smith County, Tennessee. The first step was to determine the broader set of community identified needs. The CHNA assessment narrowed identified needs to a group of needs determined most crucial for community stakeholders to address.

Highpoint Health – Riverview with Ascension Saint Thomas identified additional criteria to prioritize the significant needs including:

- Magnitude: How many individuals does the problem affect?
- Seriousness of consequences: What would happen if the issue were not made a priority? What level of burden on the community (economic, social or other)?
- Feasibility: Is the problem preventable, and what is the community's capacity to address?
- Equity: Is one group of people being affected more than other groups? Are health outcomes different for different groups?

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After completing the CHNA, community significant needs were further narrowed down to community prioritized needs that the hospital will address within the IS. To arrive at the community prioritized needs, Highpoint Health – Riverview with Ascension Saint Thomas collaborated with the Smith County Health Department and the Smith County Health Committee to facilitate a discussion during a Smith County Health Committee meeting on October 17, 2024 to prioritize the top three needs in the community.

- Substance Misuse
- Mental Health
- Healthy Eating/Active Living
- Access to Care

Needs That Will Be Addressed

During the Implementation Strategy (IS) brainstorming phase for Ascension Saint Thomas Hospitals, Community Benefit and leaders agreed to a collective impact model toward addressing needs that appeared in multiple counties. This model is an effort to allocate resources in ways that can more meaningfully impact priority areas. Highpoint Health – Riverview with Ascension Saint Thomas has selected the community prioritized needs outlined below for its 2024 Implementation Strategy (IS). Ascension has defined “community prioritized needs” as the needs which have been prioritized by the hospital to address through the three-year CHNA cycle:

- **Access to Care** - This need was selected because Access to Care is in alignment with the organizational strengths and priorities and was identified as a top priority by Highpoint Health -- Riverview with Ascension Saint Thomas and voted as a top priority need by members of the Smith County Health Committee.
- **Mental Health** - This need was selected because Mental Health is in alignment with the organizational strengths and priorities and was identified as a top priority by Highpoint Health -- Riverview with Ascension Saint Thomas and voted as a top priority need by members of the Smith County Health Committee.
- **Substance Misuse** - This need was selected because Substance Misuse is in alignment with the organizational strengths and priorities and was identified as a top priority by Highpoint Health -- Riverview with Ascension Saint Thomas and voted as a top priority need by members of the Smith County Health Committee.

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Needs That Will Not Be Addressed

Highpoint Health – Riverview with Ascension Saint Thomas will be addressing all community prioritized health needs listed above. Healthy Eating/Active Living will be addressed under Access to Care.

Written Comments

This Implementation Strategy (IS) has been made available to the public and is open for public comment. Questions or comments about this Implementation Strategy can be submitted via the website: <https://www.highpointhealthsystem.com/contact>

Approval and Adoption of the IS by Highpoint Health Governing Board of Directors

To ensure the Hospital's efforts meet the needs of the community and have a lasting and meaningful impact, the 2024 Implementation Strategy (IS) was presented and adopted by Highpoint Health with Ascension Saint Thomas Governing Board of Directors on October 17, 2025 (2024 tax year), and by the Ascension Saint Thomas Board of Directors on October 24, 2025 (2024 tax year). Although an authorized body of the hospital must adopt the IS to be compliant with the provisions of the Affordable Care Act, adoption of the IS also demonstrates that the board is aware of the IS, endorses the priorities identified, and supports the action plans that have been developed to address prioritized needs.

Action Plans

The Implementation Strategy (IS) below is based on prioritized needs from the hospital’s most recent Community Health Needs Assessment (CHNA). These strategies and action plans represent where the hospital will focus its community efforts over the next three years.

Strategy: Build a Bridge Between Communities and Healthcare	
Prioritized Health Need: Access to Care	
Collaborators <ul style="list-style-type: none"> ● Highpoint Health with Ascension Saint Thomas Hospitals ● Ascension Saint Thomas Hospitals ● Community Partners ● Government Agencies ● Providers 	
Resources <ul style="list-style-type: none"> ● Time ● Talent ● Dollars 	
ACTION STEPS	ROLE/OWNER
1. Collect and analyze data on social factors	Case Management, Emergency Department, Quality, Hospital Leadership, Nursing
2. Identify and recommend actions to address social factors	Case Management, Emergency Department, Quality, Hospital Leadership, Nursing
3. Implement program, activities and interventions to address social factors	Case Management, Emergency Department, Quality, Hospital Leadership, Nursing
4. Collaborate with community based organizations, nonprofits and local civic groups on sharing data and activities	Case Management, Emergency Department, Quality, Hospital Leadership, Nursing
ANTICIPATED IMPACT	
Improved health outcomes and reductions in health disparities.	

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Strategy: Improve Maternal Health Outcomes	
Prioritized Health Need: Access to Care	
Collaborators <ul style="list-style-type: none"> • Highpoint Health with Ascension Saint Thomas Hospitals • Ascension Saint Thomas Hospitals • Community Partners • Government Agencies • Providers 	
Resources <ul style="list-style-type: none"> • Time • Talent • Dollars 	
ACTION STEPS	ROLE/OWNER
1. Continuously collect and analyze data on maternal outcomes to help identify trends and to assist with determining needs.	Director of Obstetrics /Primary Care Clinic Obstetrics
2. Educate women and their families about pre-pregnancy care, during pregnancy care and after pregnancy care	Director of Obstetrics /Primary Care Clinic Obstetrics
3. Collaborate, invest and provide support to community organizations and efforts that will improve maternal health outcomes	Director of Obstetrics /Primary Care Clinic Obstetrics
4. Advocate for policies that support access to affordable and quality healthcare, transportation and childcare	Director of Obstetrics /Primary Care Clinic Obstetrics
ANTICIPATED IMPACT	
Healthier mothers, babies, and families.	

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Strategy: Strengthen the Healthcare Workforce	
Prioritized Health Need: Access to Care	
Collaborators <ul style="list-style-type: none"> • Highpoint Health with Ascension Saint Thomas Hospitals • Ascension Saint Thomas Hospitals • Community Partners • Government Agencies • Providers 	
Resources <ul style="list-style-type: none"> • Time • Talent • Dollars 	
ACTION STEPS	ROLE/OWNER
1. Participate in community activities and forums that promote reduction in healthcare workforce shortages	Clinical Placement and Clinical Education, People Services, Nursing
2. Expand access to healthcare career pathways for students, community members, and internal associates	Clinical Placement and Clinical Education, People Services, Nursing
3. Explore scaling school-based Certified Clinical Medical Assistance (CCMA) programs to incorporate a total of 8 counties for training	Clinical Placement and Clinical Education, People Services, Nursing
ANTICIPATED IMPACT	
Increased health outcomes, increased productivity and economic growth.	

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Strategy: Strengthen Social Infrastructure to Increase Community Connections	
Prioritized Health Need: Mental Health	
Collaborators <ul style="list-style-type: none"> • Highpoint Health with Ascension Saint Thomas Hospitals • Ascension Saint Thomas Hospitals • Community Partners • Government Agencies • Providers 	
Resources <ul style="list-style-type: none"> • Time • Talent • Dollars 	
ACTION STEPS	ROLE/OWNER
1. Assess and build knowledge about social infrastructures that build community connections	Psychiatric Services, Intensive Care Unit, Chaplain, Emergency Department, Case Management, Marketing and Communications
2. Identify and create a communication plan to increase community connections	Psychiatric Services, Intensive Care Unit, Chaplain, Emergency Department, Case Management, Marketing and Communications
3. Strengthen engagement with local community based organizations and nonprofit partners who are strengthening social infrastructures to increase community connections	Psychiatric Services, Intensive Care Unit, Chaplain, Emergency Department, Case Management, Marketing and Communications
ANTICIPATED IMPACT	
Improved well-being and resilience.	

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Strategy: Supporting Substance Misuse Prevention and Education Efforts	
Prioritized Health Need: Substance Misuse	
Collaborators <ul style="list-style-type: none"> • Highpoint Health with Ascension Saint Thomas Hospitals • Ascension Saint Thomas Hospitals • Community Partners • Government Agencies • Providers 	
Resources <ul style="list-style-type: none"> • Time • Talent • Dollars 	
ACTION STEPS	ROLE/OWNER
1. Explore launching the infrastructure to support Harm Reduction Services	Hospital Leadership, Pharmacy
2. Explore opportunities for collaborations with community based organizations and nonprofits on harm reduction training and services	Hospital Leadership, Pharmacy
3. Promote harm reduction resources both locally and regionally	Hospital Leadership, Pharmacy
4. Engage with community based organizations and nonprofits by serving on councils, boards and forums	Hospital Leadership, Pharmacy
ANTICIPATED IMPACT	
Improved health outcomes and reductions in health disparities.	

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Evaluation

Highpoint Health – Riverview with Ascension Saint Thomas will develop a comprehensive measurement and evaluation process for the implementation strategy. The Hospital will monitor and evaluate the action plans outlined in this plan for the purpose of reporting and documenting the impact these action plans have on the community. Highpoint Health – Riverview with Ascension Saint Thomas uses a tracking system to capture community benefit activities and implementation. Data will be aggregated into an annual Community Benefit report made available to the community to ensure accountability.