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Community Health Needs Assessment

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Executive Summary

Memorial Hospital West Volusia, Inc., d/b/a Florida Hospital DeLand is one of four Florida Hospital facilities in Volusia County, FL. All of the Florida Hospital facilities are part of the healthcare system known as Adventist Health System. Adventist Health System operates 43 hospitals in 10 states within the U.S.

Florida Hospital DeLand participated in a countywide Community Health Needs Assessment (CHNA) in cooperation with Florida Hospital Fish Memorial (west Volusia), Florida Hospital Memorial Medical Center (east Volusia) and Florida Hospital Oceanside (east Volusia). Our goal was to identify community needs throughout Volusia County to help prepare our facility in developing a Community Health Plan to address health needs in the Florida Hospital DeLand Service area, and also develop specific outreach programs to make positive changes in the overall health of our community.

In efforts to understand which health issues could serve as a basis for the Community Health Plan, the Florida Hospital DeLand team worked in conjunction with and received input from One Voice for Volusia, a non-profit corporation that develops and implements strategies for local health and human services agencies to improve the community as a whole. One Voice for Volusia assisted our efforts by conducting internal and external community assessments and analyzing the primary and secondary data that was received.

As a starting point, One Voice for Volusia conducted the Volusia County Profile (see attachment) and our Service Area Demographics (see Appendix A) to give a comprehensive look at demographics and health statistics in our area. Both profiles combined identified 13 health issues with 41 health indicators to factor in. Florida Hospital DeLand assessed the health issues that ranked in the 3rd or 4th quartile (worse) in Volusia County compared to other counties in Florida. The lower ranked health issues include:

- Chronic Disease: Asthma, Cancer
- Chronic Disease: Cardiovascular Disease
- Chronic Disease: Chronic Lower Respiratory Disease
- Chronic Disease: Diabetes
- Chronic Disease: Chronic Liver Disease and Cirrhosis
- Health Access
- Infant and Maternal Health Injury
- Promote Health and Wellness
- Risky Sexual Activity
- Tobacco and Youth Alcohol/Drug Use

In addition to the secondary data, One Voice for Volusia and Florida Hospital DeLand conducted interviews and surveys with key stakeholders who represented the community at large as well as low-income, minority and underserved populations. Health priorities identified by the Stakeholder interviews were mostly consistent with the secondary data (See Part A: Preliminary Data, page 18) but also included affordable health care and access to care as well as dental and mental health care. Internal hospital data showed that six of the most common diagnoses are heart and respiratory condition, sepsis, gastrointestinal conditions, joint replacement and childbirth. The high number of

urinary tract infections, otitis media (ear infection) and some chest pain diagnoses – which can be ambulatory-sensitive conditions – may be a reflection of the uninsured population in the service area. Through One Voice for Volusia’s assessment process and the Florida Hospital DeLand Community Health Needs Assessment Committee (community and hospital stakeholders), the top priorities were determined:

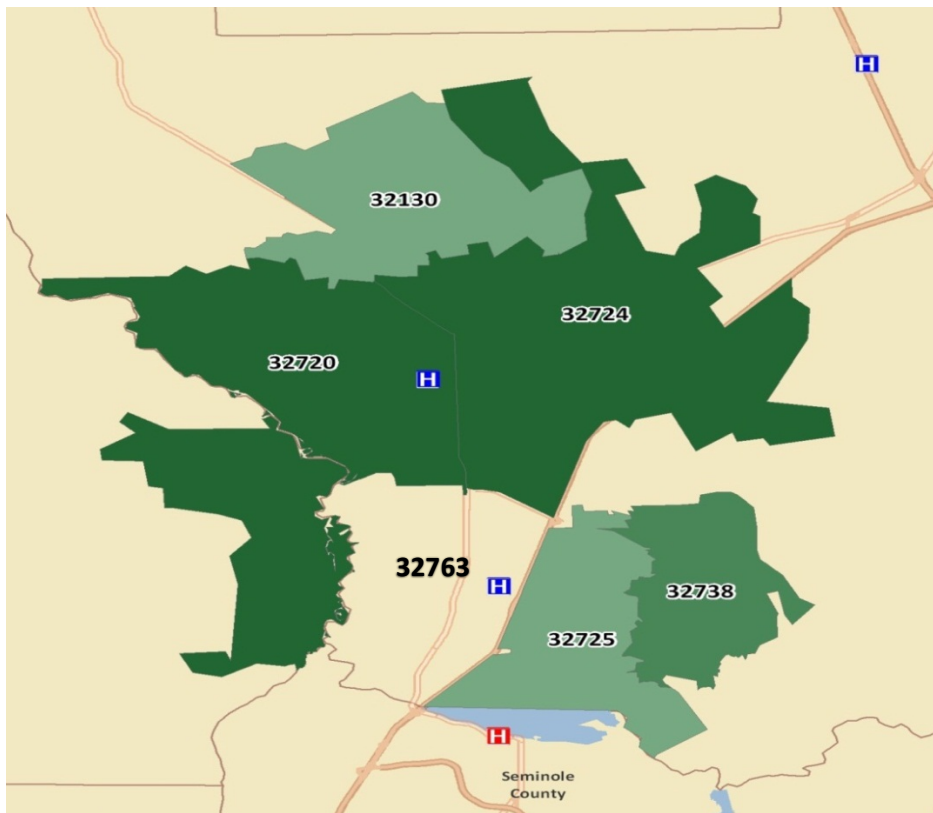
- Chronic Disease: Cardiovascular
- Chronic Disease: Diabetes
- Promote Health and Wellness
- Lower Tobacco Use (see Priority Selection Part D, page 22).
- Access to Health and Wellness Programs

The Florida Hospital DeLand Community Health Needs Assessment Committee and Hospital Health Needs Assessment Committee met in August and December 2012 and plans to meet twice yearly to help guide implementation of our plan, ongoing evaluation and future research and planning.

Hospital Description

Florida Hospital DeLand is a part of Adventist Health System, the nation’s largest not-for-profit Protestant healthcare provider with a mission of extending the healing ministry of Christ. For over 50 years, Florida Hospital DeLand has served the West Volusia area and surrounding communities by providing comprehensive healthcare services. Florida Hospital DeLand is a 156-bed organization that is fully accredited by the Joint Commission on Accreditation of Health Care Organizations.

Choosing the Community



We defined our community based on our primary service area (from which 75% of our patients come). It includes zip codes of 32130, 32720, 32724, 32725, 32738 and 32763. These zip codes represent DeLeon Springs, DeLand, Deltona and Orange City. One Voice for Volusia included these zip codes in their countywide assessment.

The demographic data below shows high rates of uninsured residents in zip codes 32720, 32724 and 32763. However, the per capita incomes in those zip codes are not significantly lower than those in the other targeted zips.

Defined Community

Service Area Demographic Profile

Demographics	Population		Age of Population			
	Total Population	5 Year Population Growth Rate (2011-2016)	Median Age	% Under Age 5	% Under Age 18	% 65 Years or Older
32130	5,168	4.84%	36	8.0%	27.2%	15.2%
32720	29,187	4.83%	41	5.9%	21.1%	18.8%
32724	33,747	7.74%	41	6.1%	21.2%	21.4%
32725	45,926	7.81%	41	6.2%	22.5%	18.0%
32738	44,749	10.41%	36	7.1%	26.4%	10.6%

32763	18,693	4.83%	46	5.8%	20.7%	26.8%
PSA (Calculated)	177,470	6.74%	40	6.5%	23.2%	18.5%
Volusia	509,981	5.20%	44	5.1%	19.5%	17.6%
FLORIDA	18,991,634	6.50%	40	6.3%	22.0%	12.6%
U.S.	301,461,533	4.00%	37	6.9%	27.4%	12.6%

Ethnicity (Percent of total population)							
Demographics	White	Black	Hispanic /Latino	Asian	2 or More Races	Other	Pacific Islander
32130	50.5%	2.1%	0.6%	0.1%	1.0%	0.0%	0.0%
32720	70.9%	13.3%	0.9%	0.3%	1.7%	0.1%	0.0%
32724	74.3%	9.1%	1.4%	0.2%	1.5%	0.1%	0.0%
32725	57.6%	8.6%	1.6%	0.4%	1.8%	0.1%	0.1%
32738	58.3%	10.2%	1.0%	0.3%	1.7%	0.1%	0.0%
32763	84.6%	2.7%	0.9%	0.3%	1.2%	0.1%	0.0%
PSA (Calculated)	66.0%	7.7%	1.1%	0.3%	1.5%	0.1%	0.0%
Volusia	75.4%	10.0%	1.5%	0.3%	1.6%	0.1%	0.0%
FLORIDA	58.6%	14.8%	2.3%	0.3%	1.9%	0.2%	0.1%
U.S.	59.4%	12.4%	4.4%	0.8%	2.2%	5.6%	0.0%

Demographics	Income		Health Insurance
	Median Household Income	Per Capita Income	Uninsured (% to total population)
32130	42,923	19,064	16.0%
32720	39,821	20,764	25.3%
32724	41,235	22,501	21.5%
32725	44,350	19,780	16.4%
32738	48,595	18,760	12.3%
32763	36,110	21,164	26.5%
PSA (Calculated)	42,172	20,339	19.7%
Volusia	42,505	23,157	21.3%
FLORIDA	44,423	25,152	21.5%
U.S.	51,425	29,050	16.6%

Data provided by Florida Hospital, includes data from US Census and The Market Planner Plus

Stakeholder Input Process

Stakeholders were chosen from four groups throughout Volusia County:

- Community members who are currently active in other civic and community organizations;
- Community members that regularly attend community sponsored events hosted by Florida Hospital DeLand;

- Community members that subscribe to the *Community Connector* email newsletter (a free service published by One Voice for Volusia); and
- Random West Volusia residents who took our survey found on all Volusia/Flagler Florida Hospital websites.

Of these stakeholders, respondents were randomly contacted by phone and were given the option of conducting the interview by phone or completing the survey online.

The surveys that were distributed through the *Community Connector* distribution list was comprised of local businesses and non-profit organizations which seek to improve the lives of the underserved in our community. Subscribers to One Voice for Volusia’s *Community Connector* represent the medically underserved, low-income and minority populations as well as the broader community, including the Volusia County Health Department, United Way, Volusia County Schools, etc. (see Appendix B).

One Voice for Volusia conducted the surveys between October 1 – 15, 2012. One Voice surveyed a total of 22 Volusia County residents. Eight people specifically represented Florida Hospital DeLand’s PSA. Survey sample questions can be found in Appendix C.

Community and Hospital Health Needs Assessment Committees

The needs assessment process was guided by a Hospital Health Needs Assessment Committee (HHNAC) and a broad-based Community Health Needs Assessment Committee (CHNAC).

The HHNAC was made up of representatives from the hospital with a broad range of experience and perspective of our West Volusia community.

For the CHNAC, in addition to Florida Hospital employees, representation came from the Volusia County Health Department, Volusia/Flagler YMCA, Haven Recovery Center, One Voice for Volusia and other community members (see below). Each member brought knowledge and experience on health concerns in our community, including those of low-income, minority and underserved populations.

Hospital Health Needs Assessment Committee Roster (HHNAC)

	Name	Position	Expertise
1	Mark LaRose	CEO/President	Health care industry leadership individual
2	Pat Stark	CNO	Health care industry leadership individual, History of clinical leadership for patients of all incomes and ethnic backgrounds
4	Leanna Nichols	Compliance/Professional Services	Understanding of health industry, regulatory guidelines
5	Jennifer Lyons	Compliance/Professional Services	Understanding of health industry, regulatory guidelines

6	Sandy Carson	Case Management	Involvement with community entities and understanding of the unique needs of uninsured and underserved patients
7	Garfield Browne	Mission Development	Faith-based and connections with community entities, particular needs of various health segments including the underserved.
8	Joni Hunt	Government Relations/Community Relations	Knowledge of community entities, governmental connections, key employers
9	Diane Maimone	Community Benefit Manager/Marketing Manager	Internal working knowledge of community benefits reporting, community agencies connection, health industry expertise.
10	Desiree Magnant	CHNA Coordinator – Volusia/Flagler Region, Regional Executive Director of Marketing & Planning	Health care industry expertise, community benefit reporting, connection with community segments
11	Jill Piazza	Director of Health and Performance, CHNA coordinator	Health care industry expertise, community wellness experience, connection with community segments. Leads Volusia/Flagler community and population health efforts.

Community Health Needs Assessment Committee Roster

	Name	Entity/Agency Represented	Title	Expertise
1	Mark E. LaRose	Florida Hospital DeLand	President/CEO	Health industry executive with over 20 years of non-profit hospital experience
2	Diane Maimone	Florida Hospital DeLand	CB Project Manager	Internal working knowledge of community benefits reporting, community agencies connection, health industry expertise.
3	Ed Noseworthy	Florida Hospital Fish Memorial	President/CEO	Health industry executive
4	Debbie Wilson	Florida Hospital DeLand	Case Management	Involvement with community entities
5	Rudy Sterling	Florida Hospital DeLand	Mission Development	Faith-based and connections with community entities, particular needs of health segments
6	Desiree Magnant	Volusia/Flagler Region	Regional Executive Director of Marketing & Planning, CHNA Coordinator	Health care industry expertise, community benefit reporting, connection with community segments
7	Jill Piazza	Volusia/Flagler Region	Director of Health and Performance, CHNA coordinator	Health care industry expertise, community wellness experience, connection with community segments. Leads Volusia/Flagler community and population health efforts.

8	Dr. Bonita Sorensen	Volusia County Health Department	Director	Health care medical industry expertise, community agency and governmental regulation. See page 14 for more information.
9	Celeste Philip	Volusia County Health Department	Associate Director	Health care medical industry expertise, community agency and governmental regulation. See page14 for more information.
10	Teresa Rogers	Volusia Co YMCA Vol/Flagler YMCA	Pres & CEO VP of Health Strategy	Wellness & fitness organization, community involvement
11	Bev Johnson	Volusia Co YMCA Vol/Flagler YMCA	Vice President of Health Strategy	Wellness & fitness organization, community involvement
12	Doreen Courtheyn	Hospital Board	Board Member, President of The Page Insurance Agency	Lived and worked in our service area for decades. Familiar with a wide range of community culture and underinsured needs. Longtime community volunteer.
13	Bob Elkin	Executive Director	Haven Recovery Center	Recovery assistance for substance abuse adults in Volusia County. Patients include those who are low-income and underserved.
14	Joyce Shuman	Community Representative	Local Business Owner and previously (?)	Community connections. Multi family. Involved in mission work and underserved populations in the DeLand area.
15	Lisa Ford Williams	Community Representative	Ford Property Management & O'Neill Foundation for Community Health	Vice President of the O'Neill Foundation for Community Health, an organization which strives to work with religious congregations, health care organizations, and community agencies to provide the resources people need to maintain their own health and to care for the sick and disabled.
16	Deborah Sabotka	One Voice for Volusia/Consultant	Facilitator	Contracted health industry professionals assisting with the CHNA process, in-depth working knowledge of market demographics/health indicators, statistics, community agencies, etc.
17	Lynn Kennedy	One Voice for Volusia/Consultant	Facilitator	Contracted health industry professionals assisting with the CHNA process, in-depth working knowledge of market demographics/health indicators, statistics, community agencies, etc.

The Florida Hospital DeLand CHNAC and HHNAC met two times, each between August and December 2012 and plan to meet twice yearly to help guide the Health Plan planning period, implementation of the plan, ongoing evaluation and future research and planning.

MEETINGS OVERVIEW

The Adventist Health System Community Health Needs Assessment Presentation was shared at all internal and community meetings. An introduction to this process was provided at the community input level (i.e. key interviews and surveys).

Internal Meetings – HHNAC (August 10, 2012)

Review of the Volusia County Profile (see attachment) and Service Area Profiles (see Appendix A).

Internal stakeholders reviewed the existing Needs Assessment conducted by the Volusia County Health Department and updated data for 13 health issues, including disparity data and health indicators for which Volusia County ranked in the 3rd or 4th quartile (worse) compared to other counties in Florida. The 13 key health issues were:

1. Chronic Disease: Asthma
2. Cancer
3. Chronic Disease: Cardiovascular Disease
4. Chronic Disease: Chronic Lower Respiratory Disease
5. Chronic Disease: Diabetes
6. Chronic Disease: Chronic Liver Disease and Cirrhosis
7. Health Access
8. Infant and Maternal Health
9. Injury
10. Promote Health and Wellness
11. Risky Sexual Activity
12. Tobacco
13. Youth Alcohol/Drug Use

Group Discussion of Initial Priorities and/or Focus Areas led to the following as priorities for community input:

- Chronic Disease: Cardiovascular Disease
- Chronic Disease: Diabetes
- Promote Health and Wellness
- Tobacco

Community Meeting- CHNA (September 21, 2012, 21 attendees)

The priorities identified by the Internal Committee were presented at the community meeting for discussion, further prioritization and possible solutions and implementation strategies to be incorporated and/or considered in a community health improvement plan and included:

Health Issue	Key Indicators
Chronic Disease:	Heart failure age-adjusted death rate

Cardiovascular Disease	Screening, adults who have diagnosed high blood cholesterol
	Stroke age-adjusted hospitalization rate
	Stroke age-adjusted death rate
	Adults who have ever had a heart attack, angina, or coronary
Chronic Disease: Diabetes	Adults with diagnosed diabetes
	Screening, adults with diabetes who had two A1C tests in the past year
	Diabetes Age-Adjusted Hospitalization Rate
Promote Health and Wellness	Influenza and Pneumonia age-adjusted death rate
	Kindergarten children fully immunized
	Adults with good physical health
	Adults who are overweight
	Adults with good mental health
Tobacco	Adults who are current smokers
	Middle school students smoking cigarettes in the past 30 days

A summary of the discussion by health issues included:

Diabetes: The key approach recommended by attendees involves the coordination of the services provided to eliminate systemic gaps and access issues. The best way to share information – perhaps through a website – among provider staff to better refer patients to the right program could be explored. Connecting with efforts currently being implemented by the Volusia Flagler Family YMCA as well as past efforts (i.e. Stetson group) should be tapped into.

Cardiovascular Disease: In addition to addressing/expanding screenings connected to the Change Your Life program, strategies addressing follow up care for cardiac patients should be identified.

Health and Wellness: The group determined that the health issues could essentially all fall under the “umbrella” of Health and Wellness and the Change Your Life Program and its outreach efforts be expanded (i.e. website) to cross-market other health and wellness resources in the community. In addition, reaching youth at the earliest possible age (as young as Pre-K through 1st grade) was stressed in terms of prevention and improving health and wellness.

Tobacco: By working with partners, such as Family Health Source (i.e. federally qualified health center), Volusia County Health Department, and area employers, tobacco prevention could be incorporated into the workplace through tobacco cessation programs.

Florida Hospital DeLand Community Surveys (October 1 – 15, 2012, 8 total)

The following health priorities (not ranked) were identified as a result of the online surveys:

- Obesity (poor eating habits and unhealthy behaviors)
- Affordable health care and resources
- Dental care
- Mental health care
- Access to health care

Internal Meeting – HHNAC (November 7, 2012, 14 attendees)

The internal hospital data, inventory of assets (community and hospitals) and stakeholder interviews/surveys were reviewed. The final priorities were more clearly defined leading attendees to reach consensus that Promoting Health and Wellness is the overarching priority issue with potentially the greatest impact on community health and is within the parameters of the hospitals' mission and service capacity. In addition to the framework below, behavioral health (mental health/substance abuse) and prenatal/maternal health were identified as areas where collaboration with existing efforts could be beneficial. Moving forward, and as part of the implementation plan, an internal assessment tool for measuring program effectiveness will be developed:

Umbrella Priority: Promoting Health and Wellness (encompassing physical health, mental health and spiritual health).

Causal Factors to be addressed:

- Obesity
 - Nutrition
 - Exercise/movement
- High blood cholesterol
- Tobacco use

Collaboration priorities:

- Behavioral Health
 - Mental Health
 - Substance Abuse
- Prenatal/Maternal Health

Community Meeting – CHNA (December 5, 2012, 14 attendees)

A summary of work to date was presented. The meeting's objective: to finalize health needs priorities and to align priorities with potential strategies as well as to identify all relevant community and Hospital assets. The Hospital will still need to reach out to collaborative priority organizations in order to connect for strategy development related to the following priorities:

Umbrella Priority Strategies (Obesity, High Blood Cholesterol, Tobacco Use)

The following three strategies were identified as potential strategies for exploration under Umbrella Priority of Promoting Health and Wellness:

- Work with United Way of Volusia-Flagler Counties to develop a health component to the 2-1-1 system.
- Work with Volusia County Schools on the issues of youth tobacco use, childhood obesity, youth lifestyles and youth nutrition.
 - Incentives for health nutrition and activity
 - School-based gardens – curriculum is available, Academy Advisory Committees
 - Look at early childhood (ages 0-5) in partnership with the Early Learning Coalition of Flagler and Volusia Counties
 - Connect to Let's Move Volusia's YOUth!
- Identify and collaborate with groups currently working on obesity issues.

Other Collaboration Priorities (Behavioral Health – Mental Health and Substance Abuse; Prenatal/Maternal Health)

The following strategy was identified as potential strategies for exploration under Other Collaboration Priorities:

- The integrated model of funding to allow for primary care co-location with behavioral health services – seek information from Chet Bell at Stewart Marchman Act Behavioral Healthcare.

The December 5th meeting concluded this part of the Community Health Needs Assessment process. The Hospital will now work internally to develop a Community Health Plan.

Public Health

One Voice for Volusia and the Volusia County Health Department both played major roles in our CHNA process. As our contracted agency to help the Volusia/Flagler Florida Hospital Region CHNA process, One Voice for Volusia produced a significant amount of information that we adopted into our process (see attachment). We also had significant input during our needs assessment process from Dr. Bonnie Sorenson, Director of the Volusia County Health Department. Dr. Sorenson has over 20 years of public health experience and has worked in the Volusia market since 2009. Together the team from One Voice for Volusia and Dr. Sorenson served on the CHNAC and provided knowledge and insight to our community during the health needs assessment.

Data Sources

The following data sources were used in compiling the 2013 Community Needs Assessment for Florida Hospital DeLand:

- Florida Hospital internal data (2010-2012)
- US Census (2010)
- The Market Planner Plus (2011)
- Behavioral Risk Factor Surveillance System Data Report (2010, 2007, 2002)
- Florida CHARTS (2011)
- Florida Youth Substance Abuse Survey (2010)
- National Survey on Drug Use and Health (2008)
- Stewart-Marchman-Act Behavioral Healthcare (2012)
- Surveys and interviews (2012) (please indicate how many in total)
- American Community Survey (2010)

Data Collection and Analysis

Information compiled and analyzed consisted of primary data (collected from the local community, health assessments, interviews and surveys), secondary data (collected from AHS, Volusia County Health Department and other public sources available) and our hospital data. One Voice for Volusia assisted Florida Hospital DeLand in compiling all data sources and facilitated both the internal and external stakeholder meetings to provide impartial review of all sources and discussion of the data sources. All discussions during the data review process facilitated by One Voice for Volusia were based on developing a community centered approach to improving health and wellness in the community. A Priority and Selection Report and template were utilized to help identify and aggregate the top health needs of the defined community using the primary and secondary data collected. The CHNAC used this Priority Selection Report tool to assist in the review of data collected and prioritization of the top health needs. All decisions after reviewing data sources were based on consensus.

Priority Selection Part A (page 18) shows the overlap in primary data, secondary data and hospital data, especially in areas related to cardiac health, overall wellness, tobacco/drug use and abuse and access to healthcare. Issues related to cardiac health, diabetes and overall wellness cross all socio-economic sectors and affect much of the general population in Volusia County. Access to health is a major issue especially among our uninsured, unemployed and underserved populations.

Asset Inventory

Once the health priorities were identified, an inventory of existing community wide programs was collected to help identify those other community organizations with which the Hospital could potentially form partnerships. An inventory of existing Florida Hospital DeLand programs, products and support groups were also inventoried and analyzed to see which could stand alone to meet the

prioritized needs or could benefit from the formation of partnerships with existing community programs to meet prioritized needs.

Existing community programs inventoried include Let’s Move Volusia’s YOUth Coalition, Early Learning Coalition of Flagler/Volusia, Volusia/Flagler YMCA, Healthy Start Coalition of Volusia/Flagler and Tobacco Prevention Programs. Examples of existing programs hosted by Florida Hospital DeLand included Change Your Life with Florida Hospital, CREATION Health series, support groups, community and corporate health fair sponsorships and educational lectures just to name a few. A full inventory list can be seen below.

Area of Focus defined by Primary/Secondary Data	Current Community Programs	Current Hospital Programs	Potential Projects <i>(optional but helpful for guiding the HHNAC and CHNAC)</i>
Chronic Disease: Cardiovascular Disease	<ul style="list-style-type: none"> ✓ EVAC ✓ Various community screenings conducted in area hospitals, pharmacies, etc. ✓ Northeast Florida Health Services (Family Health Source – Federally Qualified Health Clinic) ✓ Health Fairs ✓ Paid Screenings (information in the mail) ✓ Volusia/Flagler Family YMCA ✓ Health/Fitness Clubs/Dance/Yoga ✓ See Health and Wellness programs for possibilities 	<ul style="list-style-type: none"> ✓ Change Your Life Program (FREE programs available) ✓ Cardiac Risk Profile Screenings ✓ Cardiac Rehabilitation ✓ Cardiac/Pulmonary Maintenance Program ✓ EKG Screenings (FREE) ✓ Go Red for Women (FREE programs available) ✓ Educational Lectures (FREE) ✓ FH Periodic Screenings (FREE) ✓ Annual PBI Screenings (FREE) 	<ul style="list-style-type: none"> ✓ Identify strategies for addressing follow up care for cardiac patients ✓ PCP Network – standardization and collaboration
Chronic Disease:	<ul style="list-style-type: none"> ✓ Prevention Screenings/Health 	<ul style="list-style-type: none"> ✓ Change Your Life Program (FREE) 	<ul style="list-style-type: none"> ✓ Health literacy should be considered

<p>Diabetes</p>	<p>Fairs</p> <ul style="list-style-type: none"> ✓ Volusia Flagler Family YMCA, Pre-Diabetes Program ✓ Area Hospitals ✓ Northeast Florida Health Services (Family Health Source – Federally Qualified Health Clinic) ✓ Volusia County Health Department, Diabetes Program ✓ Volusia County Health Department ✓ Stetson University (past community efforts) 	<ul style="list-style-type: none"> programs available) ✓ Community Diabetes Education Class (FREE program available) ✓ Diabetes Support Group (FREE) ✓ Educational Lectures (FREE) 	<ul style="list-style-type: none"> ✓ Coordinate services to eliminate gaps and access issues. Share information among provider staff to better refer patients to the right program. Utilize a website to do this.
<p>Promote Health and Wellness</p>	<ul style="list-style-type: none"> ✓ Let’s Move Volusia’s YOUth Coalition (coalition of organizations targeting youth for physical activity – free and fee-based programs offered) ✓ Early Learning Coalition of Flagler/Volusia (programs and subsidies available for low income families) ✓ West Volusia Community Partnership ✓ Health Fitness Clubs/Dance/Yoga ✓ Worksite Wellness Council of Volusia County ✓ Community Cafes (parents) ✓ Food Banks ✓ Volusia County Schools ✓ After School Youth Programs ✓ Council on Aging (reach to impact senior population) ✓ Suicide Prevention Efforts ✓ Meals on Wheels ✓ Area Associations (Diabetes Association) 	<ul style="list-style-type: none"> ✓ Change Your Life Program (FREE programs available) ✓ Prepared Childbirth Class ✓ Better Breastfeeding Class ✓ Why Breastfeed? Class ✓ Community Diabetes Education Class (FREE program available) ✓ Aphasia Support Group (FREE) ✓ Cancer Support Group (FREE) ✓ Continuous Positive Airway Pressure (CPAP) Support Group (FREE) ✓ Healthy Cooking Demos (FREE) ✓ Cardiac Risk Profile Screenings (FREE) ✓ Monthly lab screenings ✓ Smoking Cessation Program (FREE) ✓ Everybody Walks Program ✓ Couch to 5K Program (FREE) ✓ Ankylosing Spondylitis Support(FREE) ✓ Celiac Disease Support Group (FREE) ✓ Educational Lectures (FREE) 	<ul style="list-style-type: none"> ✓ All strategies could fall under this “umbrella” ✓ Work to reach youth at the earliest possible age (as young as Pre-K through 1st grade). ✓ Make sure anything developed is culturally appropriate ✓ PCP Network – standardization and collaboration ✓ Creation Health

	<ul style="list-style-type: none"> ✓ Community Support Groups ✓ Mental Health Association for East Central Florida ✓ thrive by five collaborative ✓ Volusia Flagler Family YMCA (has program for Hispanic community in addition to in general) ✓ Volusia County Health Department ✓ Infant Mental Health Chapter ✓ Healthy Start Coalition of Flagler/Volusia ✓ Behavioral Health Consortium ✓ Head Start ✓ The Chiles Academy ✓ Prevention on the Move (Stewart-Marchman-Act) ✓ Stetson University (past efforts) ✓ Northeast Florida Health Services (Family Health Source – Federally Qualified Health Clinic) ✓ Good Samaritan Health Clinic 	<ul style="list-style-type: none"> ✓ Annual Health Day (FREE) ✓ \$30,000 fund available to assist underserved population seen by Good Samaritan Health Clinic to receive services from Florida Hospital Deland 	
Tobacco	<ul style="list-style-type: none"> ✓ Tobacco Prevention Program/Task Force/Volusia County Health Department (free and reduced fees for programming available) ✓ Students Working Against Tobacco ✓ Substance Abuse Task Force ✓ DARE (law enforcement and schools) ✓ One Voice for Volusia (anti-drug coalition) ✓ Smoking Cessation classes/area employers ✓ East Central Florida Keep Kids Drug Free 	<ul style="list-style-type: none"> ✓ Change Your Life Program (FREE programs available) ✓ Smoking Cessation Program (FREE) 	

	Regional Prevention Center (Stewart-Marchman-Act) ✓ Quitline Classes (through universities) ✓ Haven Recovery Center ✓ American Lung Association ✓ Northeast Florida Health Services (Family Health Source) ✓ Worksite Wellness Council of Volusia		
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Data Summary and Priority Selection

Part A: Preliminary Data – high-level findings

List the top 8-10 health priorities determined by Primary (local) Data collected from local community /multi-hospital health assessments, interviews, surveys, etc.			
1	Obesity (poor eating habits and unhealthy behaviors)	6	Substance Abuse/Use
2	Affordable health care and resources	7	
3	Dental care	8	
4	Mental health care	9	
5	Access to health care	10	
List the 8-10 health priorities determined by Secondary Data from AHS, Health Department and other publicly available sources.			
1	Chronic Disease: Asthma	7	Health Access
2	Cancer	8	Infant and Maternal Health
3	Chronic Disease: Cardiovascular Disease	9	Injury
4	Chronic Disease: Lower Respiratory Disease	10	Promote Health and Wellness
5	Chronic Disease: Diabetes	11	Risky Sexual Activity
6	Chronic Disease: Chronic Liver Disease & Cirrhosis	12	Youth Alcohol/Drug/Tobacco Use
List the 8-10 health priorities determined by internal Hospital Data			
1	Cardiovascular: Chest Pain	6	Sepsis
2	Cardiovascular: Heart Failure	7	Childbirth: Vaginal Delivery, C-section

3	Respiratory: COPD, Upper Respiratory Infection, Acute Bronchitis	8	Orthopedics: Joint Replacement
4	Otitis Media	9	Urinary Tract Infection
5	Gastrointestinal	10	

Part B: Aggregated Priorities

The following **aggregated** Priorities emerged as a result of the above data:

	Condition	Ethnic Group	Age Group	State (or National or County) Variation	Selection Rationale
1	Heart disease/stroke (cardiovascular disease)	Blacks are significantly affected Males more affected than females	Adults 18+	Age-adjusted death rate due to heart failure per 100,000 in Volusia County more than doubles the State rate.	<ul style="list-style-type: none"> ▪ Heart disease/stroke identified as leading health concern ▪ County is Higher than State ▪ Has a current program that is making strides and could be enhanced (Change Your Life) ▪ Disparity data ▪ The key approach recommended by attendees involves the coordination of the services provided to eliminate systemic gaps and access issues. The best way to share information – perhaps through a website – among provider staff to better refer patients to the right program could be explored. Connecting with efforts currently
	High Blood cholesterol (cardiovascular disease)	More males and white population affected	Adults 18+	Percentage of adults with diagnosed high blood cholesterol is getting worse and higher than the State More Volusia adults have had a heart attack, angina or coronary high blood cholesterol than the State percentage.	

					being implemented by the Volusia Flagler Family YMCA as well as past efforts (i.e. Stetson group) should be tapped into.
2	Diabetes	Racial disparity data by county not available but diabetes prevalence rates among black adults are 1.7 times as likely to have disease as non-Hispanic whites of similar age, on average.	All Adults but Adults 65+ is highest percentage	Percentage of Adults with Diagnosed Diabetes by Age (open) is Higher in Volusia than in State (13.5 vs. 10.4%)	<ul style="list-style-type: none"> ▪ Address disparities as a strategy ▪ Identified consistently as area of concern among survey respondents ▪ Hospitalization rate due to diabetes is getting worse in Volusia County ▪ Percentage of adults with diagnosed diabetes is higher than the State
3	Obesity (promote health and wellness)	All groups but heavy disparities in African Americans	Youth and Adults, all ages	<p>Percentage of Volusia County adults who are overweight are higher than the State, increasing since 2007</p> <p>Percentage of adults with good physical health in the 18-44 age groups dropped from 91% in 2007 to 81.5% in 2010.</p>	<ul style="list-style-type: none"> ▪ Concentrate on youth, especially through efforts like the Let's Move Volusia's YOUth (but also to reach the parents) ▪ Reaching youth at the earliest possible age (as young as Pre-K through 1st grade) was stressed in terms of prevention and improving health and wellness. The group determined that

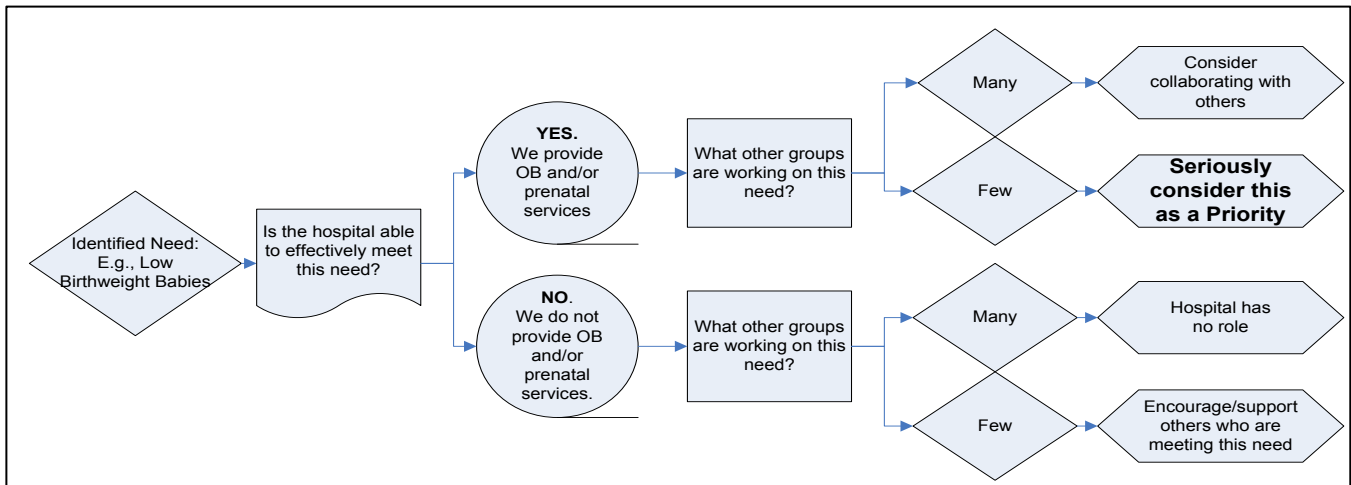
					the health issues could essentially all fall under the “umbrella” of Health and Wellness and the Change Your Life Program and its outreach efforts be expanded (i.e. website) to cross-market other health and wellness resources in the community.
4	Tobacco Use	Hispanic, Non-Hispanic White (tobacco)	All ages, starting at middle school age (tobacco)	Higher percentage of adult smokers in Volusia County than the State (23% versus 17%)	<ul style="list-style-type: none"> ▪ By working with partners, such as Family Health Source (i.e. federally qualified health center), Volusia County Health Department, and area employers, tobacco prevention could be incorporated into the workplace through tobacco cessation programs. ▪ Tobacco prevention/cessation through outreach efforts ▪ Integrate behavioral health with physical health
5.	Access to Care	All groups, but disparities with minorities	All Ages	Access to care is a main issue that reaches through out Volusia county, Florida, and the US	<ul style="list-style-type: none"> ▪ We can work to provide better access to care by continuing to partner with the health department and clinics throughout the

					<p>local Deland area and the county</p> <ul style="list-style-type: none"> ▪ Specifically, continue to work closely with the Good Samaritan Clinic in Deland to provide hospital services to those who are treated at that clinic ▪ Collaborate with other community partners to establish a robust central resource for the community to access when looking for health , wellness, preventative care options in the community.
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After reviewing all of the health data, conducting our assets inventories for both the Hospital and the community and reviewing all areas, the Hospital Health Needs Assessment Committee and the Community Health Needs Assessment Committee are confident that the areas to include in our Community Health Plan will have a great impact on several areas identified as priorities through primary, secondary and hospital data. For example, our Health & Wellness education and programming, especially through the Change Your Life Program and the CREATION Health Series, has potential to directly impact each of the four areas positively while still addressing access to health care, a priority considered initially.

Part C. Finalizing the CHNA Priorities

The Community Health Needs Assessment Committee used this Decision Tree to review and prioritize each aggregated Priority.



Part D. Defining Our Final Priorities

Based on the Decision Tree, it was determined that Promoting Health and Wellness was the overarching priority issue which could have the greatest impact on community health and is within the parameters of the hospitals' mission and service capacity. By addressing the causal factors of obesity (nutrition and exercise/movement), high blood cholesterol, and tobacco use reductions in cardiovascular disease, diabetes could also be pursued.

The CHNAC and the HHNAC determined the following priorities:

Priority 1: Chronic Disease: Cardiovascular Disease

Research demonstrated that the age-adjusted death rate due to heart failure per 100,000 in Volusia County more than doubles the State rate. Heart disease/stroke was identified as a leading health concern. Data shows that Volusia County incidence is higher than State. Florida Hospital DeLand has a current program that is making strides and could be enhanced (Change Your Life). The key approach recommended by attendees involves the coordination of the services provided to eliminate systemic gaps and access issues. The best way to share information – perhaps through a website – among provider staff to better refer patients to the right program could be explored. We will consider connecting our activities with efforts currently being implemented by the Volusia Flagler Family YMCA as well as past efforts (i.e. Stetson group) should be considered in the execution process. Please see Asset Inventory chart under Cardiovascular Disease to see listing of programs and services available for free or reduced cost to the underserved.

Priority 2: Tobacco

Research demonstrated that tobacco use is high in both Hispanic and non-Hispanic residents and affects all ages, starting at middle school age. Data shows a higher percentage of adult smokers in Volusia County than the State (23% versus 17%). By working with partners, such as Family Health Source (i.e. federally qualified health center), Volusia County Health Department and area employers,

tobacco prevention could be incorporated into the workplace through tobacco cessation programs. Tobacco prevention/cessation education and behavior modification can be improved through outreach efforts. This would include integrating behavioral health with physical health education. Please see Asset Inventory chart under Cardiovascular Disease to see listing of programs and services available for free or reduced cost to the underserved.

Priority 3: Promote Health & Wellness

Research demonstrated that obesity is a primary concern and an approach to promote health and wellness overall may be a good strategy. We will focus on all groups but there is a heavy disparity in African Americans. Data shows this is an issue for youth and adults of all ages. The percentage of Volusia County adults who are overweight are higher than the state's average, and rates have been increasing since 2007. The percentage of adults with good physical health in the 18-44 age groups dropped from 91% in 2007 to 81.5% in 2010. We would like to concentrate on youth, especially through efforts like the Let's Move Volusia's YOUth (but also to reach the parents). Reaching youth at the earliest possible age (as young as Pre-K through 1st grade) was stressed in terms of prevention and improving health and wellness. The group determined that the health issues could essentially all fall under the "umbrella" of Health and Wellness and the Change Your Life Program and its outreach efforts be expanded (i.e. website) to cross-market other health and wellness resources in the community. Please see Asset Inventory chart under Cardiovascular Disease to see listing of programs and services available for free or reduced cost to the underserved.

Priority 4: Chronic Disease: Diabetes

Research demonstrated the percentage of adults diagnosed with diabetes by age is higher in Volusia than in State (13.5 vs. 10.4%). We will likely address disparities as a new strategy. We identified diabetes care consistently as an area of concern among survey respondents. Our hospitalization rate due to diabetes is getting worse in Volusia County and percentage of adults with diagnosed diabetes is higher than the State. Please see Asset Inventory chart under Cardiovascular Disease to see listing of programs and services available for free or reduced cost to the underserved.

Priority 5: Access to Care

Where access to medical care is a concern, we feel there are already services in place to meet these needs. The Good Samaritan Health Clinic is based in DeLand and exists to provide primary medical and dental care to the underserved population. In addition, Family Health Source, a Federally Qualified Health Clinic (FQHC) is located adjacent to Florida Hospital DeLand and receives federal funding to provide medical care to the underserved. Florida Hospital DeLand will continue to work with both of these facilities to treat medical conditions of patients that are referred from these two facilities. Access to Healthcare will be co-addressed when tackling the main priorities by using Change Your Life Program, CREATION Health Series and collaborating with other community partners. A community partner initially considered was United Way of Volusia/Flagler and expanding the existing 2-1-1 First Call for Help System. During our CHNA discussions, members found it difficult to access information of

programs already available in our community for health and wellness because there was not one central resource to utilize. There is potential to include a more robust database of health and wellness services for information and referrals that pertain to access.

Priorities Considered

“Prenatal and Maternal Health” was not selected as a priority because Florida Hospital DeLand addresses these issues through our obstetric service line. Programs are currently in place for prenatal/maternal health patients to access hospital services in a multitude of ways, including health department referrals, physicians, and FQHC. Florida Hospital DeLand also offers a variety of free community education programs and support groups for expectant and new mothers.

Behavioral Health was not selected as a priority, but tobacco use and substance abuse issues will be addressed through educational programs targeting underserved youth in the community.

Next Steps

Going forward, we will continue to meet quarterly with the Hospital Health Needs Assessment Committee. Our next step is to develop our Community Health Plan and the group will meet throughout implementation and the evaluation process.

We plan to expand the reach and scope of current Florida Hospital DeLand’s efforts, especially through the Change Your Life program and CREATION Health Series to increase health and wellness in our community and potentially address all four priorities. Florida Hospital DeLand currently offers the Change Your Life program free to the public and has had 3,148 members join since inception in 2008. Through the Change Your Life program, Florida Hospital DeLand offers free educational lectures, screenings and cooking demonstrations. There is potential to move these offerings to underserved areas. As for the CREATION Health Series, we currently offer educational and active classes based around the 8-principles of CREATION Health (Choice; Rest; Environment; Activity; Trust; Interpersonal Relationships; Outlook; Nutrition); however there is room for expansion due to most classes and activities are employee-focused. There is definitely potential in moving these classes and activities to underserved areas as well.

In addressing our tobacco priority, we plan to look into educating children in middle schools to help them to understand the negative effects of drug, alcohol and tobacco use on their bodies at an early age in order to instill healthy behaviors and the knowledge necessary to make healthy choices later in life. Partners to consider in executing program could be the “Stay on Track” program that has been approved to be taught at middle schools in Volusia/Flagler Counties.

Also as stated before, we plan to address access to health care. There is potential in partnering with United Way of Volusia/Flagler and expanding the existing 2-1-1 First Call for Help System. By giving them support, we could contribute to a more robust database of health and wellness services for information and referrals that pertain to access.

Appendix A

Service Area Demographics, Florida Hospital DeLand

DEMOGRAPHICS	Population		Age of Population			
	Total Population	5 Year Population Growth Rate (2011-2016)	Median Age	Percent Under Age 5	Percent Under Age 18	Percent 65 Years or Older
32130 (DeLeon Springs)	5,168	4.84%	36	8.0%	27.2%	15.2%
32720 (DeLand)	29,187	4.83%	41	5.9%	21.1%	18.8%
32724 (DeLand)	33,747	7.74%	41	6.1%	21.2%	21.4%

32725 (Deltona)	45,926	7.81%	41	6.2%	22.5%	18.0%
32738 (Deltona)	44,749	10.41%	36	7.1%	26.4%	10.6%
32763 (Orange City)	18,693	4.83%	46	5.8%	20.7%	26.8%
PSA (Calculated)	177,470	6.74%	40	6.5%	23.2%	18.5%
Volusia	509,981	5.20%	44	5.1%	19.5%	25.2%
FLORIDA	18,991,634	6.50%	40	6.3%	22.0%	17.6%
U.S.	301,461,533	4.00%	37	6.9%	27.4%	12.6%

Ethnicity (Percent to total population)								
DEMOGRAPHICS	White	Black	Hispanic/ Latino	Asian	American Indian	2 or More Races	Other	Pacific Islander
32130 (DeLeon Springs)	50.0%	2.1%	46.1%	0.6%	0.1%	1.0%	0.0%	0.0%
32720 (DeLand)	70.9%	13.3%	12.8%	0.9%	0.3%	1.7%	0.1%	0.0%
32724 (DeLand)	74.3%	9.1%	13.4%	1.4%	0.2%	1.5%	0.1%	0.0%
32725 (Deltona)	57.6%	8.6%	29.8%	1.6%	0.4%	1.8%	0.1%	0.1%
32738 (Deltona)	58.3%	10.2%	28.3%	1.0%	0.3%	1.7%	0.1%	0.0%
32763 (Orange City)	84.6%	2.7%	10.2%	0.9%	0.3%	1.2%	0.1%	0.0%
PSA (Calculated)	66.0%	7.7%	23.4%	1.1%	0.3%	1.5%	0.1%	0.0%
Volusia	75.4%	10.0%	11.1%	1.5%	0.3%	1.6%	0.1%	0.0%
FLORIDA	58.6%	14.8%	21.9%	2.3%	0.3%	1.9%	0.2%	0.1%
U.S.	59.4%	12.4%	15.1%	4.4%	0.8%	2.2%	5.6%	0.1%

DEMOGRAPHICS	Income		Health Insurance
	Median Household Income	Per Capita Income	Uninsured (% to total population)

32130 (DeLeon Springs)	42,923	19,064	16.0%
32720 (DeLand)	39,821	20,764	25.3%
32724 (DeLand)	41,235	22,501	21.5%
32725 (Deltona)	44,350	19,780	16.4%
32738 (Deltona)	48,595	18,760	12.3%
32763 (Orange City)	36,110	21,164	26.5%
PSA (Calculated)	42,172	20,339	19.7%
Volusia	42,505	23,157	21.3%
FLORIDA	44,423	25,152	21.5%
U.S.	51,425	29,050	16.6%

Data provided by Florida Hospital, includes data from US Census and The Market Planner Plus

Percentage of All People Whose Income in the past 12 Months is Below the Poverty Level

(American Community Survey, 2010 5-Year Estimates)

Area	Percent	% Margin of Error
PSA (Calculated)	15.6	unknown
Volusia County	13.8	0.6
Florida	13.8	0.2
United States	13.8	0.1

Employment Status: Percent Unemployed

(American Community Survey, 2010 5-Year Estimates)

Area	Percent	% Margin of Error
PSA (Calculated)	8.6	unknown
Volusia County	7.9	0.4
Florida	8.9	0.1
United States	7.9	0.1

Education Attainment: Percent High School Graduate of Higher

(American Community Survey, 2010 5-Year Estimates)

Area	Percent	% Margin of Error
PSA (Calculated)	86.0	unknown
Volusia County	87.3	0.5
Florida	85.3	0.1
United States	85.0	0.1

Education Attainment: Percent Bachelor's Degree of Higher

(American Community Survey, 2010 5-Year Estimates)

Area	Percent	% Margin of Error
PSA (Calculated)	18.0	unknown
Volusia County	21	0.6
Florida	25.9	0.1
United States	27.9	0.1

Language Spoken at Home: English Only

(American Community Survey, 2010 5-Year Estimates)

Area	Percent	% Margin of Error
PSA (Calculated)	82.1	unknown
Volusia County	87.3	0.5
Florida	73.4	0.1
United States	79.9	0.1

Language Spoken at Home: Speak English Less Than "Very Well"

(American Community Survey, 2010 5-Year Estimates)

Area	Percent	% Margin of Error
PSA (Calculated)	6.8	unknown
Volusia County	4.6	0.3
Florida	11.8	0.1
United States	8.7	0.1

Appendix B

Subscribers to *Community Connector*

Subscribers to One Voice for Volusia's *Community Connector* represent underserved populations in the Volusia County area through agencies such as:

A Helping Hand, Inc.	http://www.ahelpinghandinc.org/
Avenues 12, Inc.	http://avenues12recoveryhouse.com/
Alzheimer's Association	http://www.alz.org/
Boys and Girls Clubs of Volusia/Flagler Counties	http://www.bgcvc.org/
Center for Visually Impaired	http://www.cvicentralflorida.org/
Children's Advocacy Center	http://www.childrensadvocacy.org/
Children's Home Society	http://www.chsfl.org/page.aspx?pid=368
Council on Aging	http://www.coavolusia.org/
Department of Children and Families	http://www.myflfamilies.com/
disability Solutions for Independent Living, Inc.	http://www.dsil.org/
Domestic Abuse Council	http://www.domesticabusecouncil.com/

Early Learning Coalition of Flagler/Volusia	http://www.elcfv.org/
Easter Seals of Volusia/Flagler Counties	http://fl-vf.easterseals.com/site/PageServer?pagename=FLVF_homepage
Family Renew Community, Inc.	http://www.familyrenew.org/
Florida Lions Conklin Center for the Blind	http://www.conklincenter.org/
Guardian Ad Litem	http://www.guardianadlitem.org/
Halifax Urban Ministries	http://www.halifaxurbanministries.org/
Haven Recovery Center	http://www.havenrecoverycenter.org/contact_us0.aspx
Healthy Communities	http://www.halifaxhealth.org/locations/healthycommunities.aspx
Healthy Start Coalition of Flagler/Volusia	http://www.healthystartfv.org/
Housing Authority of the City of Daytona Beach	http://www.dbhafl.org/
PACE Center for Girls	http://www.pacecenter.org/
Stewart-Marchman-Act Behavioral Healthcare	http://www.smabehavioral.org/
The Arc Volusia, Inc.	http://www.arcvolusia.org/
UCP/WORC	http://www.ucpworc.org/
United Way of Volusia/Flagler	http://www.unitedway-vfc.org/
Volusia County Health Department	http://www.doh.state.fl.us/chd/volusia/index.html
Volusia County Schools	http://myvolusiaschools.org/Pages/default.aspx
Volusia County Sheriff's Office	http://www.volusiasheriff.org/
Volusia/Flagler Coalition for the Homeless	http://vfcch.org/

Since One Voice for Volusia conducted surveys for all Volusia/Flagler Florida Hospital's simultaneously, field titled "What community or group does the Stakeholder represent?" is used to assign the individual survey responses to a Volusia/Flagler campus by the respondents' zip code.

Appendix C



Primary Data Collection

Sample Questions for Stakeholder Interviews, Focus Groups or Surveys

1. How could you rate our community's overall health status? Choose one: *excellent, good, fair, poor or very poor.*
2. How would you rate your own health status? Choose one: *excellent, good, fair, poor or very poor.*
3. How would you rate our community's overall quality of life? Choose one: *excellent, good, fair, poor or very poor.*

4. Choose THREE (3) items below that you feel are the most important features of a healthy community:

- | | |
|--|---|
| Churches or other places of worship | Affordable housing options |
| Adequate accommodations for disabilities | Preventative health care (annual check-ups) |
| Access to healthcare | Arts and cultural events |
| Good jobs, healthy economy | Quality child care |
| Parks and recreation | Clean environment |
| Good schools | Healthy behaviors and lifestyles |
| Access to public transportation | Absence of discrimination |
| Low crime/safe neighborhoods | Other: |

5. How would you rate your own quality of life? Choose one: *excellent, good, fair, poor or very poor.*

6. What do you see as the **greatest health problems** in our community?

7. Which **four diseases/conditions** do you believe are the most common in our community:

- | | |
|--------------------------------------|-----------------------------------|
| Cancer – general | Obesity |
| Breast cancer | Smoking |
| Respiratory diseases – adults | Substance abuse – alcohol |
| Asthma – children | Substance abuse – drugs |
| Diabetes | Mental Health disorders |
| Heart disease/Stroke | Dental problems |
| High blood pressure | Immunizations – children |
| Poor Nutrition | Immunizations – adults |
| Lack of physical activity | HIV/Sexually Transmitted Diseases |
| Poor birth outcomes/Infant Death | Teen Pregnancy |
| Contagious diseases (flu, pneumonia) | Other (describe) |

8. Which **three behavioral risk factors/unhealthy behaviors** are the most common in our community?

- | | |
|----------------------------------|---|
| Access to affordable health care | Lack of safe places for physical activity |
| Access to physicians | High number of uninsured people |
| Inadequate transportation | Poverty |
| Lack of grocery stores | Unemployment |
| Access to fresh, healthy food | Illiteracy |
| Wearing seatbelts | Other (describe) |
| Alcohol/Drug Use | |
| Obesity | |
| Poor eating habits/nutrition | |
| Unsafe sex | |

9. Who in our community does a good job of promoting health?

10. Who in our community does not promote good health?

11. How well does this hospital promote good health? *Chose one: excellent, good, fair, poor or very poor.*

12. What could the hospital do better to promote good health?

13. What health care services are difficult to get in your community? (check all that apply):

Alternative therapy (herbals,
acupuncture)

Ambulance services

Chiropractic care

Dental/oral care

Emergency room care

Family planning/birth control

Inpatient hospital

Lab work

Mental health/counseling

OB/pregnancy care

Physical therapy, rehab therapy

Prescriptions/medications/medical
supplies

Preventive care (ex. annual check-ups)

Primary care (family doctor or walk-in
clinic)

Specialty M. D. care (ex. heart doctor)

Substance abuse services (drug and
alcohol)

Vision care

X-rays/mammograms

Other

14. If you were in charge of improving health in our community, what would you do first?

15. Who else should we talk to?