



2016 COMMUNITY HEALTH NEEDS ASSESSMENT

Approved by the Hospital Board on October 5, 2016

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TABLE OF CONTENTS

1. Executive Summary: The Community Health Needs Assessment Process	3
2. Hospital Description	5
3. Choosing the Community	6
4. Community Description & Demographics	7
5. Community Health Needs Assessment Committee (CHNAC)	8
6. Public Health	9
7. Primary & Secondary Data Sources	9
8. Asset Inventory	10
9. Data Summary & Priority Selection	12
10. Preliminary Data – High Level Findings	12
11. Aggregated Service Area Priorities	14
12. Priority Selection	15
13. Decision Tree	15
14. Key Issues to be Addressed or not Addressed	16
15. Next Steps	17
16. Written Comments	17
17. Evaluation of Strategies Undertaken in the 2013 Community Health Plan	17
Appendix A	20
Appendix B	21

1. Executive Summary: The Community Health Needs Assessment Process

Goals

Florida Hospital Zephyrhills (FHZ) in Zephyrhills, Florida conducted a Community Health Needs Assessment in 2016. The goals of the assessment were to:

- Engage public health and community stakeholders including low-income, minority and other underserved populations
- Assess and understand the community's health issues and needs
- Understand the health behaviors, risk factors and social determinants that impact health
- Identify community resources and collaborate with community partners
- Publish this Community Health Needs Assessment
- Use Assessment findings to develop and implement a 2016-2019 Community Health Plan (implementation strategy) based on the Hospital's prioritized issues

Methods for Engaging the Community in the Assessment

The 2016 Community Health Needs Assessment was built on input from people representing the broad community, as well as low-income, minority and medically underserved populations. This input was solicited throughout 2016, and was gathered and considered in multiple ways:

1. The Hospital formed a Community Health Needs Assessment Committee (CHNAC) that included representatives of the hospital and community (*see Section 5*) with a special focus on underserved populations within the hospital community/service area. The Committee's role was to guide the Assessment process and select the priority issues for the hospital community. Those members of the Committee who serve members of minority, low-income and medically underserved populations are indicated in the listing. Specific Committee functions include:
 - a. Review of all primary and secondary data
 - b. Prioritization of key issues identified in the Assessment
 - c. Selection of Priority Issues to be addressed by the hospital
 - d. Assistance with the development of a Community Asset Inventory (*see Section 8*)
 - e. Participation in community stakeholder surveys
 - f. Development of the Community Health Plan (implementation strategies) to address the Priority Issues identified in the Assessment
2. Community stakeholder interviews
3. Public Health input and expertise
 - a. Membership on the CHNAC
 - b. Reliance on Public Health input and expertise throughout the Assessment process
 - c. Use of Public Health data

Community Health Needs Assessment Committee (CHNAC)

In order to assure broad community input, Florida Hospital Zephyrhills created a Community Health Needs Assessment Committee (CHNAC) to help guide the hospital through the Assessment process. The Community Health Needs Assessment Committee included representation not only from the hospital, public health and the broad community, but from low-income, minority and other underserved populations.

The CHNAC met twice in 2016. They reviewed the primary and secondary data, helped define the Priority Issues to be addressed by the hospital, and helped develop the Community Health Plan (implementation strategies) to address the Priority Issues. *See Section 6 for a list of CHNAC members.*

Data

Florida Hospital Zephyrhills collected both primary and secondary data. The primary data included stakeholder interviews, community surveys, and internal hospital utilization data (In-patient and Emergency Department). This internal utilization data showed the top reasons for visits to Florida Hospital Zephyrhills in 2015.

Much of the secondary data report was compiled by Community Commons/chna.org and Florida CHARTS Pasco County and Hillsborough County Health Status Reports. Overall, secondary data sources included publicly available state and nationally recognized data sources. *See Section 8 for a list of data sources.*

Asset Inventory

The next step was a Community Asset Inventory. This Inventory was designed to help Florida Hospital Zephyrhills and the Community Health Needs Assessment Committee (1) understand existing community efforts to address these particular issues and (2) prevent duplication of efforts as appropriate. *See Section 12 for the Asset Inventory.*

Selection Criteria

Using the data findings and the Community Asset Inventory, the Community Health Needs Assessment Committee narrowed the list of 8-12 issues to 5 Priority Health and Health Behavior/Risk Factor issues (determinants of health) utilizing a Decision Tree tool. This tool uses clearly defined criteria to select the top Health and Health Behavior/Risk Factor issues. *See Section 14 for the Decision Tree.*

The Decision Tree criteria included:

- A. How **acute** is the need? (based on data and community concern)
- B. What is the **trend**? Is the need getting worse?
- C. Does the hospital **provide services** that relate to the priority?
- D. Is someone else – or multiple groups – in the community **already working** on this issue?
- E. If the hospital were to address this issue, are there opportunities to **work with community partners**?

Priority Issues

The Priority Issues selected by the Community Health Needs Assessment Committee were:

1. Obesity
2. Heart Disease
3. Lack of exercise
4. Smoking Cessation
5. Nutrition/Access to healthy food

See Section 15 for an explanation of the issues chosen and not chosen – and the reasons why or why not.

Approvals

The Community Health Needs Assessment findings and selected Priority Issues were approved by the Florida Hospital Zephyrhills Hospital Board on _____. The final Needs Assessment was posted on the hospital's web site prior to December 31, 2016.

Next Steps

Next, the Community Health Needs Assessment Committee will work with Florida Hospital Zephyrhills to develop a measurable 2017-2019 Community Health Plan (implementation strategy) to address the priority issues. The Plan will be completed and posted on the hospital's web site prior to May 15, 2017.

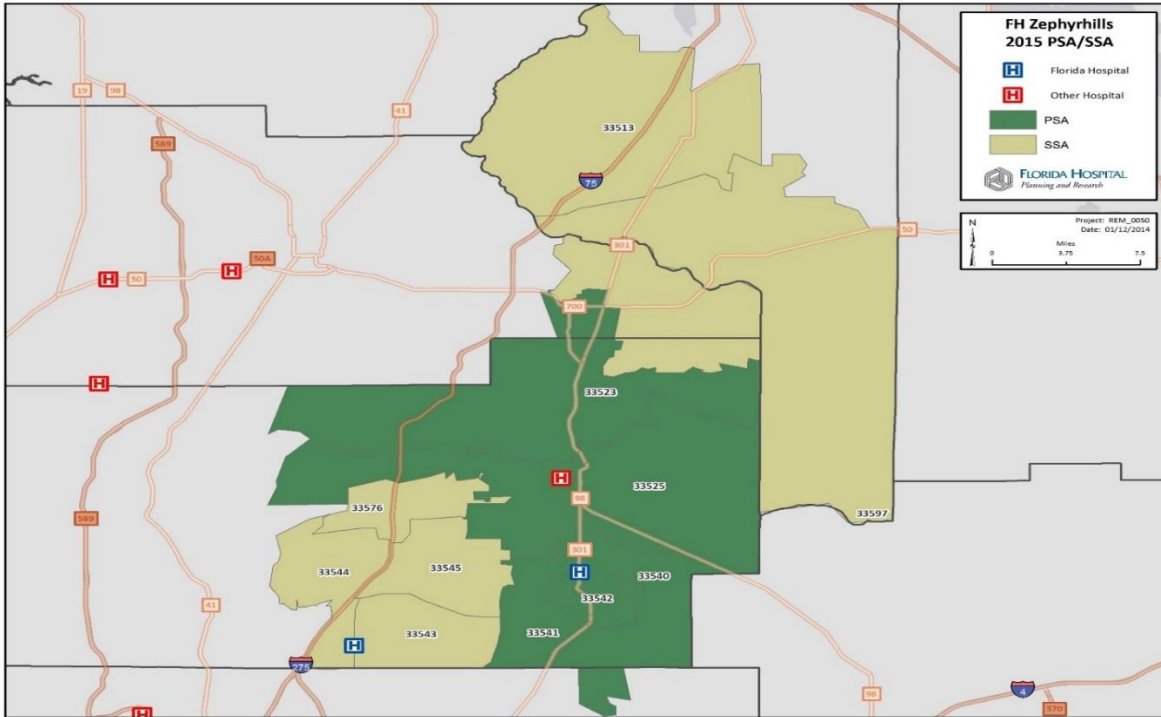
2. Hospital Description

Florida Hospital Zephyrhills is a 139-bed regional medical center located in East Pasco County. It is a member of the Florida Hospital network of Adventist Health System, one of the largest health care providers in the state of Florida. Florida Hospital Zephyrhills has been nationally recognized by the American Heart Association, the American Stroke Association, The Joint Commission, and HealthGrades for providing quality patient care with emphasis on safety and patient outcomes. The award-winning Heart Institute is recognized for the treatment of coronary intervention, heart failure, chest pain, open heart surgery, and electrophysiology procedures and has received the Gold Plus Award for heart failure from the American Heart Association and the American Stroke Association. The hospital offers a full range of inpatient and outpatient surgical offerings including orthopedic services such as hip and knee replacement and MAKOplasty® robotic partial knee replacement. The Women's Health Center offers services for women including gynecology, urology and pelvic floor health, labor and delivery through The Baby Place®, and breast care through the Simpson Breast Health Center. The hospital also offers 24/7 emergency services including a "fast track" option, imaging services, and the Center for Wound Healing. Visit FHZeph.org for more information.

Florida Hospital Zephyrhills is part of Adventist Health System (AHS), which has 44 hospitals in 10 states. AHS is a national leader in quality, safety and patient satisfaction. Although separated in geography, our facilities are united by the common values of Christian mission, community wellness, quality and service excellence, high ethical standards, compassion and cultural diversity. Our facilities practice the tradition of whole-person care in all that we do.

3. Choosing the Community

Florida Hospital Zephyrhills defined its “community” as its Primary Service Area (PSA) from which 75-80% of its patients come.



4. Community Description & Demographics

Florida Hospital Zephyrhills' Primary Service Area includes zip codes in Pasco County.

Florida Hospital Zephyrhills PSA Zip Codes				
33523	33525	33540	33541	33542

Demographics: Pasco County

Pasco County is located in west central Florida directly north of Hillsborough County (home of the city of Tampa). It is considered a rural county but has larger cities of its far left side. Dade City is the county seat.

As of July 1, 2015 Pasco County is estimated to have had 497,909 residents.



89.1% of the Pasco County population is White, 5.8% is Black, 14% is Hispanic, and 2.5% is Asian. 22.7% of residents are ages 65 or older, another 20.4% are under age 18. Overall, residents are 51.5% female and 48.5% are male. Pasco County has large numbers of winter residents, or “snowbirds.”

87.5% of Pasco residents have at least a high school diploma, but just 21.1% have a Bachelor’s degree or higher. The median household income is \$44,518. 14.7% of residents of Pasco County residents have incomes below the poverty level.

Zephyrhills is the home of Florida Hospital Zephyrhills. Pasco’s county seat is Dade City, and its largest city is New Port Richey.

The source for the demographics of Pasco county is the US Census Quick Facts retrieved 6/29/16 from: <http://www.census.gov/quickfacts/table/PST045215/12101>.

Demographics: Primary Service Area

90.44% of the PSA population is White, 5.22% is Black, 12.35% is Hispanic, and 0.95% is Asian. 29.28% of residents – are ages 65 or older, another 18.28% are under age 18. Overall, residents are 50.71% female and 49.29% are male.

18% of the PSA population aged 25 and older do not hold a high school diploma or equivalent. 14.7% of residents of Pasco County residents have incomes below the poverty.

PSA Statistics taken from the Florida Hospital Zephyrhills secondary data report. The report is posted on the Florida Hospital Zephyrhills website along with the Community Health Needs Assessment.

Demographics: Florida Hospital Zephyrhills' Hospital Patients in 2015

Description	Statistic
Discharges:	8,317
Avg. Patient Age	64
Medicare Patients	67.09%
Medicaid Patients	14.19%
Self-Pay Patients	5.39%
Race	93.6% Caucasian, 4.54% African American, 0.02% Multicultural, 0.20% Asian, and 1.64% Other
Gender Distribution	45.03% Male and 54.97% Female
Avg. Length of Stay	4.1
Capacity:	67.70%

5. Community Health Needs Assessment Committee (CHNAC)

A Community Health Needs Assessment Committee was formed to help Florida Hospital Zephyrhills conduct a comprehensive assessment of the community. The Committee included representation from the broad community; public health; and low-income, minority, and other underserved populations. The Committee met regularly throughout 2016.

Name	Entity/Agency Represented	Title	The Stakeholder represents:			
			Minority	Low-income	Public Health	Other Medically Underserved
Randy Surber	Florida Hospital Zephyrhills	CEO				x
Susan Frimmel	Florida Hospital Zephyrhills	Community Benefit Manager				x
Casio Jones	Florida Hospital Zephyrhills	Director of Wellness Center				x
Mike Vanderbilt	Florida Hospital Zephyrhills	Director of Patient Access		x		x
Doug Higgins	Florida Hospital Zephyrhills	FHZ Chaplain	x	x		x
Cheryl Pollock	Premier Community HealthCare – federally qualified health care center	Director Community Services	x	x	x	x
Deanna Krautner	Pasco County Health Department – public health services	Public Info. Health Officer	x	x	x	x
Bob Winters	Hospital Board Representative	Hospital Board				
Nick Deford	Church of the Nazarene – church with community service focus/initiatives	Pastor	x	x		x

6. Public Health

Public Health was represented in the CHNA process through their involvement on the Community Health Needs Assessment Committee and completion of the Stakeholder Survey.

Deanna Krautner, M.Ed., CHES, is the Health Education Program Manager and Public Information Officer for the Pasco County Department of Health. Ms. Krautner is a Certified Health Education Specialist and serves as the agencies Public Information Officer. Her work includes health assessment and improvement planning, agency strategic planning and performance management, as well as community collaboration.

Cheryl Ann Pollock joined Premier Community HealthCare Group (the local Federally Qualified Health Center), Inc. as the Director of Business Development in 2012. She is a veteran project manager, grant writer, community organizer and trainer/group facilitator with over 20 years of experience in the public health & human services sector. Her strengths include strategic project development, public relations/community engagement, project management, annual/capital campaign development, grant-writing and management. Cheryl also has a passion for implementing results-based programs that help people and communities thrive. As Director of Business Development for Premier, Cheryl is responsible for implementing strategic initiatives that further the mission of the organization. She is also responsible for fund development, community engagement, special events, public relations and communications, and partnership development that leverage resources and improve health care access for underserved residents.

7. Primary & Secondary Data Sources

Primary Data

- a. Community Health Needs Assessment Committee
- b. Stakeholder surveys (The CHNAC and community stakeholders were surveyed. *See Appendix A for a copy of the survey and see Appendix B for the survey results*).
- c. Community surveys (100 surveys were conducted electronically through e-mail to the community. *See Appendix A for a copy of the survey and Section 10 for the aggregated results*).
- d. Hospital Utilization Data (Top 10 In-patient and Emergency Department diagnoses by zip code by payer source)

Secondary Data

- a. Cardiac Arrest Registry to Enhance Survival (CARES), 2011-2012
- b. Centers for Disease Control & Prevention (CDC), Behavioral Risk Factor Surveillance System (BRFSS)
- c. Centers for Disease Control & Prevention (CDC), National Center for Chronic Disease Prevention & Health Promotion, 2012
- d. Centers for Disease Control & Prevention (CDC), National Vital Statistics System
- e. Centers for Disease Control (CDC), Wide-Ranging Online Data for Epidemiologic Research, 2006-2010
- f. Dartmouth Atlas of Health Care, Clinical Practice, 2012

- g. Dartmouth College Institute for Health Policy
- h. Federal Bureau of Investigation (FBI), FBI Uniform Crime Reports with additional analysis by the National Archive of Criminal Justice Data
- i. Florida CHARTS – Pasco County Healthy Status Report
- j. Healthy People 2020
- k. National Institutes of Health (NIH); National Cancer Institute (NCI); Surveillance, Epidemiology and End Results Program; State Cancer Profiles; 2007-2011
- l. University of Wisconsin Population Health Institute, County Health Rankings, 2015
- m. US Census Bureau, American Community Survey (ACS), 2009-2013
- n. US Census Bureau, Quick Facts Pasco County Health Status Report, 2016
- o. US Census Bureau, Small Area Health Insurance Estimates, 2013
- p. US Dept. of Agriculture (USDA), Economic Research Service, USDA Food Access Research Atlas, 2010
- q. US Dept. of Health & Human Services (HHS), Center for Medicare & Medicaid Services (CMS), Provider of Services File, Sept. 2015
- r. US Dept. of Health & Human Services (HHS), Health Indicators Warehouse
- s. US Dept. of Health & Human Services (HHS), Health Resources & Services Administration (HRSA), Area Health Resource File, 2013
- t. US Dept. of Labor (DOL), Bureau of Labor Statistics, Sept. 2015

8. Asset Inventory

The following Asset Inventory includes the top health priorities for the Florida Hospital Zephyrhills community, and shows the services related to these areas of concern both in the community and at Florida Hospital. An Asset Inventory can help prevent the duplication of services and was therefore important to the Community Health Needs Assessment Committee and Florida Hospital Zephyrhills staff in determining the hospital’s top health priorities.

Top 8-12 Areas of Focus defined by Primary/Secondary Data	Current Community Programs	Current Hospital Programs
<p>OBESITY 30.6% of adults age 20+ self-report that they have a BMI greater than 30 (obese) in our area; #1 health problem identified in primary data collection.</p>	<p>YMCA Weight Watchers Various church programs Pasco County Health Department offers Healthiest Weight Program</p>	<p>CREATION Health 8 Week Program CREATION Health Wellness Center CREATION Health Fitness/Walking Trail open to public CREATION Health Community Garden Free community education classes, cooking demonstrations and annual 5K run Heart Healthy Nutrition Classes</p>
<p>DIABETES Age-adjusted percentage of adults with diabetes is 0.51% higher than the state. 8,000 diagnosed in our area.</p>	<p>American Diabetes Association outreach and educational materials Health Department Diabetes Education Program Premier FQHC diabetes management</p>	<p>Diabetes Education Program Diabetes Support Group Walgreens Rx Partnership Program Free diabetes screenings at various community events</p>

Top 8-12 Areas of Focus defined by Primary/Secondary Data	Current Community Programs	Current Hospital Programs
<p>HEART DISEASE 8.6% of adults ages 18+ diagnosed with heart disease compared to state rates at 5.6% and national rates at 4.4%.</p>	<p>American Heart Association outreach and educational materials Pasco County School Board has A Million Hearts Campaign to encourage employees and their families to take care of their hearts</p>	<p>EHAC educational materials distributed at community events Life coach/CREATION Health Program for cardiac patients Cardiac Rehabilitation Program CREATION Health Wellness Center Annual Heart Expo for community with education & screenings Heart education talks and screenings at 55+ communities CREATION Health Fitness/Walking Trail open to public Accredited Chest Pain Center with PCI AHA Get With the Guidelines recognition for heart and stroke Stroke and A-fib Support Groups Heart Healthy Nutrition Classes & cooking demonstrations</p>
<p>SMOKING 25.7% of adults age 18+ self-report that they currently smoke cigarettes some days or everyday which is 7.7% higher than the state.</p>	<p>Gulfcoast North AHEC offers IQuit Tobacco Program. Pasco County Health Department offers the resources for groups looking to change policies and connects smokers to resources. Premier Community HealthCare provides smoking Healthy Start Program (pregnant women who smoke) cessation. Quitline available for resources. Students Working Against Tobacco (a youth advocacy program in middle and high schools)</p>	<p>Partner with AHEC to provide minimum of four to six iQuit classes each year on FHZ campus</p>
<p>LOW-INCOME FAMILIES/POVERTY Our PSA percentage of population in poverty is 17.4% which is higher than the state at 16.34% and nation at 15.37%.</p>	<p>Premier Community Healthcare Group serves the underprivileged providing behavioral health, dental, family medicine, pediatrics and women's health. Pasco County Health Department</p>	<p>Partner with Premier Community Healthcare Group to provide a full-time navigator in hospital's ER to assist uninsured with scheduling follow-up appointments with Premier. Also extend this service to inpatient care Medicaid enrollment assistance available in ER and registration Charity care- provide free health screenings throughout the year to community</p>

Top 8-12 Areas of Focus defined by Primary/Secondary Data	Current Community Programs	Current Hospital Programs
LACK OF EXERCISE 23.9% of the PSA adults aged 20 and older self-reported no leisure time for activity.		FHZ has a walking trail on the campus which is free to the community. Annual 5K run FHZ has a Creation Health Wellness Center and membership is open to the community.
NUTRITION/ACCESS TO FOOD The food insecurity rate for the PSA is 15.1% of population. 26.29% of the PSA population have low food access.	Local Food Banks DOH SNAP program	

9. Data Summary & Priority Selection

The Community Health Needs Assessment Committee for Florida Hospital Zephyrhills reviewed the data from each of the data primary and secondary sources described above. They aggregated those findings into a list (next page) that reflected all data sources.

The Committee then looked at the acuity of each issue, determined who in the community was working on the issue, and discussed the “fit” with hospital services. Based on those criteria, they narrowed the list to the Florida Hospital Zephyrhills’ top needs. Those needs would be addressed in the Florida Hospital Zephyrhills Community Health Plan (Implementation Strategies) also posted on this website.

10. Preliminary Data – High Level Findings regarding Top Health Issues

Note: The health priorities for all sources are ranking in random, not priority, order.

List the 8-10 health priorities determined by Primary Data from Community Stakeholder Interviews/Surveys (including the Community Health Needs Assessment Committee)			
1	Obesity	6	Mental health
2	Diabetes	7	Lack of exercise
3	Substance abuse-drugs	8	Heart disease
4	Poor nutrition	9	Cancer
5	High blood pressure/cholesterol	10	Substance abuse - alcohol

List the 8-10 health priorities determined by Primary Data from Community Surveys			
1	Obesity (77.7%)	6	Lack of exercise (46.7%)
2	Heart disease (76.8%)	7	Smoking (37.23%)
3	Diabetes (72.6%)	8	Cancer (30.5%)
4	High blood pressure/cholesterol (60%)	9	Low-income families/Poverty (90.3%) <i>social determinant</i>
5	Aging population (52.1%)	10	Lack of health insurance/Affordable care (61.3%) <i>social determinant</i>

List the 8-10 health priorities determined by **Primary** Data from **2015** Florida Hospital Zephyrhills **Hospital Utilization** data (Emergency Department (ED) and In-patient (IP) by top conditions by zip code)

1	ED – Urinary Tract Infection	6	IP – Septicemia
2	ED – Middle ear infection	7	IP – Atrial fibrillation
3	ED – Bronchitis	8	IP – Acute kidney failure
4	ED – Headache	9	IP – Coronary Atherosclerosis
5	ED – Pharyngitis	10	IP – Bronchitis

List the 8-10 health priorities determined by **Primary** Data from **2015** Florida Hospital Zephyrhills **Hospital Utilization** data (*Emergency Dept. All Patients, not based on discharge diagnosis from hospital utilization data*)

1	ED - Chest Pain	6	ED - COPD
2	ED - Urinary Tract Infection	7	ED - Abdominal Pain
3	ED - Bronchitis	8	ED - Headache
4	ED - Upper Respiratory Infection	9	ED - Vomiting
5	ED - Pharyngitis	10	ED - Middle ear infection

List the 8-10 health priorities determined by **Secondary** Data from the **Florida Hospital Zephyrhills Secondary Data Report** (posted on the FHZ website along with the CHNA report)

1	Heart disease	6	High blood pressure prevalence
2	High cholesterol	7	Obesity – adult/Overweight - adult
3	Colon and Rectum Cancer Incidence	8	Physical inactivity - adult
4	Diabetes	9	Poverty rate
5	Heart Disease Mortality	10	Tobacco usage – current smokers

List the top 8-10 health priorities determined by **Secondary** Data collected from **Florida CHARTS Pasco County Health Status Report**.

1	Smokers (Adults)	6	
2	High Blood Pressure (Adults)	7	
3	Adult Female cervical cancer screening (pap)	8	
4	Asthma age-adjusted hospitalization rate	9	
5	Infectious Diseases	10	

11. Aggregated Service Area Priorities based on the Issues listed above

Florida Hospital Zephyrhills’ staff aggregated the above priorities into the following list. The Community Health Needs Assessment Committee reviewed the list to determine its accuracy, and then prioritized Florida Hospital Zephyrhills’ top community priorities.

	Priority Issue	Ethnic Group	Age Group	Specific Geographic Area
1	Obesity	State’s percentage of overweight adults is 36.76% white; 34.59% black, 37.87% Hispanic or Latino and 37.7% other	Children and Adults	33523, 33525, 33540, 33541, 33542
2	Education/Literacy	18% of the PSA population aged 25 and older does not have a high-school diploma or equivalent. Of the population without a high-school diploma or equivalent, 18.20% are Latino or Hispanic. 17.82% are White, 23.03% are Black or African American, 3.7% are Native American/Alaska Native, 15.6% are Asian, 19.73% are Some Other Race, and 22.72% are Multiple Race	Adults aged 25 or older	33523, 33525, 33540, 33541, 33542
3	Heart Disease	Heart disease age-adjusted mortality rates per 100,000 population are 169 White, 145 Black, 60 Asian, and 104 Hispanic or Latino.	Adults/Seniors	33523, 33525, 33540, 33541, 33542
4	Lack of Exercise	All groups	Children and Adults	33523, 33525, 33540, 33541, 33542
5	Transportation	All groups	All groups	33523, 33525, 33540, 33541, 33542
6	Low-Income/Poverty	Of those in poverty, 80.14% white, 12.45% black, 3.98% multiple race, 1.91% other, 0.99% Asian and .53% North American/Alaska native	Adults	33523, 33525, 33540, 33541, 33542
7	Smoking Cessation	All groups.	Teens and Adults 25.75% of Adults age 18 and older report cigarette smoking.	33523, 33525, 33540, 33541, 33542
8	Nutrition/Access to Healthy Food	All groups	Children, Adults and Seniors	33523, 33525, 33540, 33541, 33542
9	Access to Programs and Healthcare	All groups	All groups	33523, 33525, 33540, 33541, 33542

12. Priority Selection

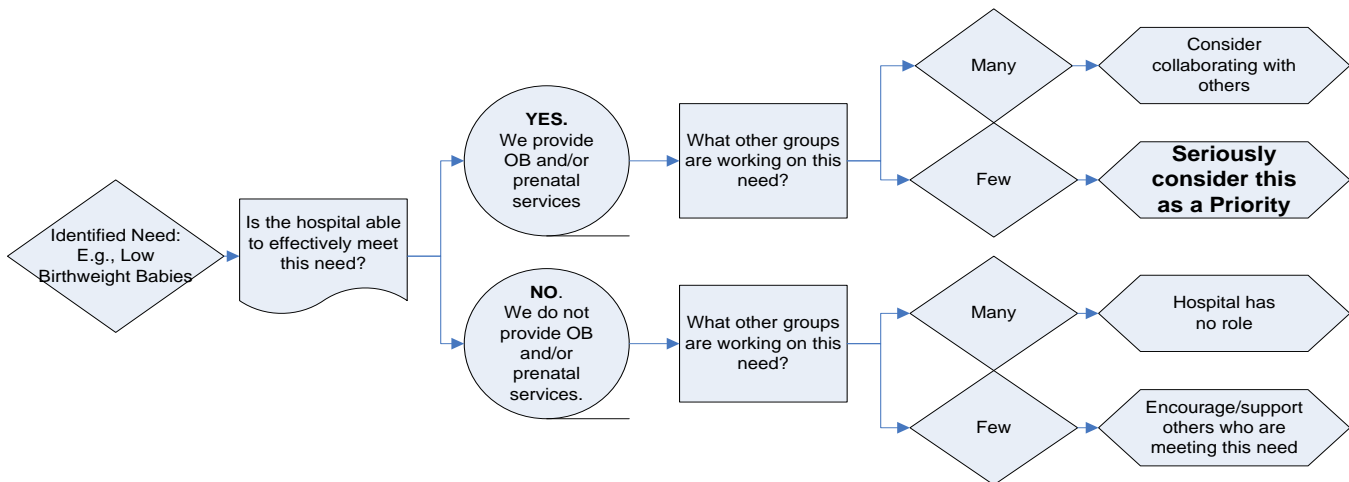
As noted in the DATA SUMMARY section above, the primary and secondary data, along with the ASSET INVENTORY, were used to narrow down the top areas of significant community health need for Florida Hospital Zephyrhills. This discussion and decisions took place at the Florida Hospital Zephyrhills Community Health Needs Assessment Committee in July, 2016.

The Committee used a “decision tree” format to prioritize the top needs down that Florida Hospital Zephyrhills will address in its Community Health Plan.

13. Decision Tree

The Community Health Needs Assessment Committee used the decision tree to narrow down the aggregated priorities (above) into three priority areas. The decision tree criteria for inclusion included:

1. How acute is the identified issue in the region?
2. How acute is the identified issue in the primary service area, the immediate area around Florida Hospital Zephyrhills, and the over-65 population?
3. Are other community resources/organizations already addressing the need? (see Section 8 Asset Inventory)
4. Can Florida Hospital Zephyrhills effectively influence the issue?
 - a. Does Florida Hospital Zephyrhills offer related services?
 - b. Does Florida Hospital Zephyrhills have the ability to influence the issue through the implementation/expansion of programs, services, and other actions?



14. Key Issues to be Addressed or not Addressed – Committee Worksheet

(High, Medium, Low)						
Health Issue	Acuity Level in PSA	Acuity Level in Pasco County	Addressed by other Community Groups?	FHT Capacity to Impact?	Issue Selected Yes or No	Rationale Yes or No
Obesity/Lack of Exercise	H	H	Y	Y	Y	Obesity is related to diabetes, heart disease and cancer
Heart Disease	H	H	Y	Y	Y	Risk-factors are lifestyle related
Low-Income/Poverty/ Health Education/Access to programs & Healthcare	H	H	Y	Y	Y	Adults often use hospital ER's for primary care/dental care. Health literacy is a key factor in understanding health risk factors and disease. Hospital has opportunity to partner with community agencies
Smoking Cessation	H	H	Y	Y	Y	Smoking is a risk factor for lung cancer and other respiratory conditions
Nutrition/Access to Healthy Food	H	H	Y	Y	Y	Nutrition is key to health
Transportation	H	H	N	N	N	No FHZ capacity

15. Next Steps

After identifying the priority issues for Florida Hospital Zephyrhills, the Community Health Needs Assessment Committee developed a Community Health Plan (implementation strategies) to address the top priorities defined in the Needs Assessment.

16. Written Comments

Florida Hospital Zephyrhills did not receive any written comments from the public regarding the 2013 Needs Assessment nor 2013 Community Health Plan.

17. Evaluation of the Strategies Undertaken in the 2013 Community Health Plan

The Hospital conducts an annual Evaluation of the progress made on its Community Health Plan (Implementation Strategies). The Evaluation is reported to the IRS in the hospital's Form 990. The following narrative is a copy of the 2015 Community Health Plan Evaluation as noted in Form 990, Schedule H, Part V, Section B, Line 11.

Issue: Stroke Awareness

2013 Description of the Issue: Florida Hospital Zephyrhills's service area has the fourth highest three-year, age-adjusted stroke rates in the state. The American Stroke Association and other community organizations provide outreach and educational materials on stroke prevention and warning signs.

2015 Update: Because of the high numbers of older residents and the high rate of strokes in the community, Florida Hospital Zephyrhills has a Joint Commission-accredited primary stroke center. Through that center, we provided American Stroke Association "Get with the Guidelines" staff education to 52 team members (66 were educated in 2014). Get with the Guidelines focuses on recognizing the signs of stroke. In 2015, these staff members had over 2,500 patient encounters.

In addition, the hospital provided 10 community lectures related to stroke awareness and prevention, and distributed over 900 stroke education wallet cards at health fairs and community events. We also offered no-cost Stroke support groups that are open to the public.

Issue: Heart Disease

2013 Description of the Issue: The Pasco County three-year, age-adjusted death rate for heart disease is higher than the rest of Florida for the white population; it is the second-highest in the state for the black population. In addition, tobacco use is higher in Pasco County (21%) than in the state of Florida (17.1%).

2015 Update: Florida Hospital Zephyrhills focused its Heart Disease efforts on early detection and screenings for heart disease. The hospital held Heart Health community education programs related to heart disease prevention and treatment; the 12 lectures reached over 230 people. We also held six community events that offered free cardiac screenings including cholesterol and hypertension, free EKGs, and 13 heart nutrition classes that reached 152 people.

The hospital offers a free Heart Failure support group, and supports the annual AHA Heart Walk and 5K Run/Walk for the Hills. Employees and the community are urged to participate. We held 11 Smoking Cessation classes with 107 participants.

Our Life Coach/CREATION Health programs for cardiac patients are open to the public and focus on the principles of Choice, Rest, Environment, Activity, Trust, Interpersonal Relationships, Outlook and Nutrition.

Issue: Uncontrolled Diabetes

2013 Description of the Issue: The age-adjusted rate for diabetes in Pasco County is higher than in the rest of the state: the county rate is 2314.8 per 100,000 vs. the state rate of 2260.3 per 100,000. Stroke and heart disease are often associated with undetected and/or uncontrolled diabetes.

2015 Update: Florida Hospital Zephyrhills offer free diabetes classes to uninsured people with diabetes. The goal was 10 two-part classes; the actual was 21 two-part classes. Nearly 270 uninsured people participated. We also provided 70 blood glucose screenings and ADA-based diabetes risk assessments (the goal was 50). People with elevated blood sugars were referred to their family doctors and/or the Premier Community Healthcare Clinic (FQHC) that sees uninsured people on a sliding fee scale basis.

The hospital has a partnership with Walgreens Rx for highly discounted diabetes medications and supplies. Monthly no-cost diabetes support groups had 230 participants.

Our Life Coach/CREATION Health programs for cardiac patients are open to the public and focus on the principles of Choice, Rest, Environment, Activity, Trust, Interpersonal Relationships, Outlook and Nutrition.

Issue: Access to Health Care/Rate of Uninsured

2013 Description of the Issue: The 12% unemployment rate in Pasco County is worse than the state of Florida rate of 10.5%. Our Needs Assessment cited this as the second-highest behavioral risk factor for a lack of access to affordable health care. In addition, Pasco County has many small employers who do not provide health coverage to their workers. The overall uninsured rate in the hospital's service area is 20%.

2015 Update: While the State of Florida did not expand Medicaid, Florida Hospital Zephyrhills has worked to increase the rate of insurance through Inpatients and ED referrals to Marketplace Enrollment Navigators. In addition, the hospital actively enrolled eligible patients in Medicaid, worked with the Pasco Medicaid Enrollment Office, and helped eligible patients access the Pasco County Health Department.

The hospital also maintained its strong partnership with the Premier Community Healthcare Clinic (FQHC) that sees uninsured people on a sliding fee scale basis. The hospital held discussions with Premier about some sort of contractual agreement, but that process was not completed in 2015. In addition, Florida Hospital Zephyrhills provided free Back-to-School physicals for 124 children, and recruited three new primary care practices to the community (Pasco County is a federally designated Medically Underserved Area as well a Health Professionals Shortage Area).

Because the unemployment rate is high in Pasco County, hospital Leadership is active in the Pasco Economic Development Commission (PEDC). The PEDC is working on large scale economic development efforts with the intent of positively impacting future employment opportunities in the county.

Issue: Healthy Living and Obesity

2013 Description of the Issue: The number of adults who are overweight/obese is higher in Pasco County than in the state of Florida. Overweight/obesity are linked to chronic diseases including diabetes, heart disease and stroke.

2015 Update: Florida Hospital Zephyrhills offered healthy living programs to supplement the disease-specific activities noted above. Three CREATION Health programs focused on the healthy living principles of Choice, Rest, Environment, Activity, Trust, Interpersonal Relationships, Outlook and Nutrition. 316 people participated. Over 100 CREATION Health Student Guides were distributed, and CREATION Health educational materials were distributed at 26 other community events.

The hospital has an on-site Wellness Center, and the hospital's walking trail is open to the public.

Issues Considered but Not Addressed

Cancer: Although Cancer is the number one killer for all races and ethnicities (as noted in the three-year, age-adjusted death rate for Pasco County), and the number four health problem identified in primary research, it was not selected as a priority because Florida Hospital Zephyrhills does not provide cancer treatment services. And, while we have a Simpson Breast Health Center, it serves primarily as a diagnostic service and is not set up to manage cancer on a broader scale. We have a solid transfer agreement in place with Moffitt Cancer Center; this ensures access to cancer care for our patients.

Appendix A

Below is the survey utilized by Florida Hospital Zephyrhills to survey the Community members and Stakeholders.

Primary Data Collection

Sample Questions for Stakeholder Interviews, Focus Groups or Surveys

1. How would you rate the following?

	Excellent	Good	Fair	Poor	Very Poor
Overall community health status					
Your personal health status					
Community understanding of health risks					
Your own understanding of health risks					
Community quality of life					
Your own quality of life					

2. What do you see as the greatest **health problems/conditions** in our community? (*circle 3*)

- | | |
|-----------------------------------|--|
| Cancer | Mental Health disorders |
| Heart disease | Immunizations – children |
| High blood pressure / cholesterol | Immunizations – adults |
| Respiratory disease – adults | Teen pregnancy rates / low birth-weight babies |
| Asthma – children | |
| Diabetes | Other (describe) |

3. Which health **behaviors/risk factors** are the most common in our community? (*circle 3*)

- | | |
|-------------------|--|
| Obesity | Substance abuse – alcohol |
| Lack of exercise | Substance abuse – drugs |
| Smoking | Lack of family / religious support systems |
| Poor nutrition | Risky sexual behaviors |
| Seatbelt use | Aging population |
| Firearms in homes | Other (describe) |

4. Which **community conditions** most impact the health of people in our community? (*circle 3*)

- | | |
|-------------------------------|---|
| Unemployment | Lack of grocery stores / access to healthy food |
| Low-income families / poverty | Lack of health insurance / affordable care |
| Crime / violence | Access to dental care |
| Homelessness | Air & water quality |
| Low education levels/literacy | Other (describe) |
| Inadequate transportation | |

5. Who in our community promotes good health?

6. What are one or two things that they do that are effective?

7. If you were in charge of promoting good health, what would you do first?

8. Who else should we talk to?

Appendix B

The Stakeholder Interview findings below note the interviewees' role in the community; how they represented public health and/or low-income, minority, elderly and other underserved populations; and their perception of the three greatest health needs in the Florida Hospital Zephyrhills service area.

Primary Data Collection 2016 Stakeholder Interview Log								
Date	Name (optional)	Agency or Affiliation (as appropriate)	Who does Stakeholder represent? (check all that apply)			Identified Issues		
			Minority	Low- Income	Public Health	Top 3 Health Conditions	Top 3 Health Behaviors	Top 3 Community Conditions
5/12/16	Terry Luna	Pregnancy Care Ctr. – pregnancy health information and support		X		Cancer, Diabetes, Mental Health	Poor Nutrition, Drugs, Lack of Family Support	Low-Income/Poverty, Low Education, Inadequate Transportation
5/12/16	Jody Armstrong	Disability Achievement Center – not-for-profit focused on services, advocacy, and education to promote the individual's highest level of independence and wellbeing		X		High Blood Pressure/Cholesterol, Diabetes, Mental Health	Obesity, Alcohol, Drugs	Unemployment, Inadequate Transportation, Low Education
5/12/16	Pat Pennington	Greater Zephyrhills Chamber of Commerce –	X	X		Heart Disease, High Blood Pressure/Cholesterol, Teen Pregnancy	Obesity, Lack of Exercise, Drugs	Poverty, Low Education, Lack of Health Insurance, Affordable Care
5/12/16	Amanda Markiewicz	Sunrise of Pasco - domestic and sexual violence center	X	X	X	Mental Health, Violence (Other)	Alcohol, Drugs, Aging Population	Unemployment, Poverty, Inadequate Transportation
5/12/16	Aubrey Hall	Sunrise of Pasco - domestic and sexual violence center	X	X	X	Cancer, Mental Health, Teen Pregnancy	Obesity, Lack of Exercise, Poor Nutrition	Poverty, Low Education, Lack of Grocery Stores

**Primary Data Collection
2016 Stakeholder Interview Log**

Date	Name (optional)	Agency or Affiliation (as appropriate)	Who does Stakeholder represent? (check all that apply)			Identified Issues		
			Minority	Low-Income	Public Health	Top 3 Health Conditions	Top 3 Health Behaviors	Top 3 Community Conditions
5/12/16	Amanda Keith	Thomas Promise Foundation – backpack weekend meals for school children	X	X		Cancer, High Blood Pressure/Cholesterol Diabetes	Obesity, Lack of Exercise, Poor Nutrition	Poverty, Homelessness, Lack of Grocery Stores
5/13/16	Beth Aker	Meals on Wheels – home delivered meals	X	X		Other: Aging with Dignity, Tremendous Amount of Illnesses, Limited Financial Resources	Aging Population, Substance Abuse (Alcohol and Drugs), Poor Nutrition	Low – Income/Poverty, Inadequate Transportation, Homelessness
5/13/16	Teresa Figueroa	Pasco City Health Dept. – public health services	X	X	X	High Blood Pressure/Cholesterol, Diabetes, Children's Immunizations	Obesity, Lack of Exercise, Smoking	Unemployment, Low-Income/Poverty, Inadequate Transportation
5/26/16	Deanna Krautner	Pasco City Health Dept. – public health services	X	X	X	Cancer, Heart Disease, Mental Health Disorders	Obesity, Lack of Exercise, Substance Abuse-Alcohol	Low-Income Families/Poverty, Lack of Grocery Stores/Access Healthy Food, Lack of Support Systems
6/7/16	Cheryl Pollock	Premier Community HealthCare – federally qualified health care center	X	X	X	High Blood Pressure/Cholesterol, Diabetes, Mental Health Disorders	Obesity, Poor Nutrition, Substance Abuse-Drugs	Low-Income Families/Poverty, Homelessness, Lack of Health Insurance
5/12/16	Anonymous	Local Ministerial Association Members – faith community leadership	X	X		Heart Disease, Respiratory Disease, Diabetes	Smoking, Poor Nutrition, Substance Abuse-Drugs	Low-Income Families/Poverty Low Education Levels, Lack of Health Insurance

**Primary Data Collection
2016 Stakeholder Interview Log**

Date	Name (optional)	Agency or Affiliation (as appropriate)	Who does Stakeholder represent? (check all that apply)			Identified Issues		
			Minority	Low-Income	Public Health	Top 3 Health Conditions	Top 3 Health Behaviors	Top 3 Community Conditions
	Anonymous	Local Ministerial Association Members – faith community leadership	X	X		Heart Disease, High Blood Pressure/Cholesterol, Diabetes	Obesity, Smoking, Poor Nutrition	Unemployment, Low-Income Families/Poverty, Low Education Levels
	Anonymous	Local Ministerial Association Members – faith community leadership	X	X		Cancer, High Blood Pressure/Cholesterol, Mental Health Disorders	Substance Abuse - Alcohol/Drugs, Aging Population	Low-Income Families/Poverty, Crime/Violence
	Anonymous	Local Ministerial Association Members – faith community leadership	X	X		Cancer, Heart Disease, Diabetes	Obesity, Poor Nutrition, Substance Abuse-Drugs/Alcohol	Unemployment, Low-Income Families/Poverty, Homelessness
	Anonymous	Local Ministerial Association Members – faith community leadership	X	X		Heart Disease, HBH/Cholesterol, Mental Health Disorders	Obesity, Lack of Exercise, Substance Abuse-Drugs	Low-Income Families/Poverty, Crime/Violence, Low Education Levels
	Anonymous	Local Ministerial Association Members – faith community leadership	X	X		Cancer, HBP/Cholesterol, Diabetes	Obesity, lack of Exercise, Substance Abuse-Drugs	Unemployment, Low-Income Families/Poverty, Homelessness
	Anonymous	Local Ministerial Association Members – faith community leadership	X	X		Heart Disease, Respiratory Disease, Diabetes	Obesity, Lack of Exercise, Smoking	Unemployment, Low-Income Families/Poverty, Homelessness