



20 AdventHealth 24 Heart of Florida

Community Health Needs Assessment

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■ Letter From Leadership

At AdventHealth, our mission of Extending the Healing Ministry of Christ goes beyond our walls. We are committed to addressing the needs of the communities we serve with a wholistic focus—one that strives to heal and restore the body, mind and spirit.

Every three years, AdventHealth hospitals complete a Community Health Needs Assessment. We collaborate with community organizations, public health experts and people like you: those who understand our communities best. This in-depth look at the overall health of the community as well as barriers to care helps us better understand each area's unique needs, so we can address the issues that matter most.

AdventHealth is blessed to serve communities across the United States. In big cities and small towns, our promise of wholeness is constant. We believe all people deserve to feel whole, and we are committed to meeting them wherever they are on that journey and supporting them along the way.

Work of this magnitude is not possible without the incredible partnership of public health experts, community health organizations and countless community members. It is through open dialogue and constant collaboration with these key partners that AdventHealth will bring wholeness to all communities we serve.

In His service,

Terry Shaw



Executive Summary

AdventHealth Polk North, Inc. dba Heart of Florida will be referred to in this document as Heart of Florida or “The Hospital.” Heart of Florida in Davenport, Florida conducted a community health needs assessment from October 2023 to November 2023. 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 the Community Health Needs Assessment.
- Use assessment findings to develop and implement a 2025 Community Health Plan based on the needs prioritized in the assessment process.

Community Health Needs Assessment Committee

In order to ensure broad community input, AdventHealth Heart of Florida created a Community Health Needs Assessment Committee (CHNAC) to help guide the Hospital through the assessment process. The CHNAC included representation from the Hospital, public health experts and the broad community. This included intentional representation from low-income, minority and other underserved populations.

The CHNAC met two times in 2023. They reviewed the primary and secondary data and helped to identify the top priority needs in the community.

See the Prioritization Process section for a list of CHNAC members.

Data

AdventHealth Heart of Florida in collaboration with the AdventHealth Corporate team collected both primary and secondary data. The primary data included community surveys, focus groups, and community meetings. The community surveys, specifically, were collected by the All4HealthFL Collaborative which completed a community health needs assessment in 2022 for Polk County, where the Hospital serves. The All4HealthFL Collaborative is a regional effort through which health systems and departments of health spanning four counties (Hillsborough, Pasco, Pinellas, and Polk) work to improve community health by leading outcome driven initiatives addressing the needs found in the assessment. The community survey data (collected by the All4HealthFL Collaborative in 2022) was reviewed and incorporated as part of the primary data for this assessment given the high response rate and invaluable insights.

Secondary data included internal hospital utilization data (inpatient, outpatient and emergency department). This utilization data showed the top diagnoses for visits to the Hospital from 2020–2022. In addition, publicly available data was utilized from state and nationally recognized data sources. Primary and secondary data was compiled and analyzed to identify the top 13 aggregate issues.

See the Process and Methods section for Primary and Secondary Data Sources.

Community Asset Inventory

The next step was to create a Community Asset Inventory. This inventory was designed to help the CHNAC understand existing community efforts to address the 13 identified issues from aggregate primary and secondary data and to prevent duplication of efforts.

See Available Community Resources section for more.



Selection Criteria

The CHNAC participated in a prioritization process after data review and discussion through which the needs were ranked based on established criteria.

See Priorities Selection section for more.

The priority selection criteria included:

A. Impact on Community

What are the consequences of not addressing this issue now?

B. Resources

Are there partnership opportunities in the community? Do we have the ability (or capability) to make an impact on this issue?

C. Outcome Opportunities

Do interventions addressing this issue have an impact on other health and social issues in the community?



Priority Issues to be Addressed

The priority issues to be addressed are:

1. Access to Health and Social Services
2. Behavioral Health (Mental Health & Substance Misuse)

See *Priorities Addressed* for more information.

Approval

On April 10, 2024, the AdventHealth Heart of Florida Board approved the Community Health Needs Assessment findings, priority issues and final report. A link to the 2024 Community Health Needs Assessment was posted on the Hospital's website prior to June 30, 2024.

Next Steps

AdventHealth Heart of Florida will work with the CHNAC to develop a measurable implementation strategy called the 2025 Community Health Plan to address the priority issues. The plan will be completed and posted on the Hospital's website prior to December 31, 2024.

About AdventHealth

AdventHealth Heart of Florida is part of AdventHealth. With a sacred mission of Extending the Healing Ministry of Christ, AdventHealth strives to heal and restore the body, mind and spirit through our connected system of care. More than 80,000 skilled and compassionate caregivers serve 4.7 million patients annually. From physician practices, hospitals, outpatient clinics, home health agencies and hospice centers, AdventHealth provides individualized, wholistic care at nearly 50 hospital campuses and hundreds of care sites throughout nine states.

Committed to your care today and tomorrow, AdventHealth is investing in research, new technologies and the people behind them to redefine medicine and create healthier communities.

In a 2020 study by Stanford University, physicians and researchers from AdventHealth were featured in the ranking of the world's top



2% of scientists. These critical thinkers are changing medicine and shaping the future of health care.

Amwell, a national telehealth leader, named AdventHealth the winner of its Innovation Integration Award. This telemedicine accreditation recognizes organizations that have identified connection points within digital health care to improve clinical outcomes and user experiences. AdventHealth was recognized for its innovative digital front door strategy, which is making it possible for patients to seamlessly navigate their health care journey. From checking health documentations and paying a bill, to conducting a virtual urgent care visit with a provider, we are making health care easier by creating pathways to wholistic care no matter where your health journey starts.

AdventHealth is also an award-winning workplace aiming to promote personal, professional and spiritual growth with its workplace culture having been recognized by Becker's Hospital Review on its "150 Top Places to Work in Healthcare" three years straight. This recognition is given annually to health care organizations that promote workplace diversity, employee engagement and professional growth.

AdventHealth Heart of Florida

Residents of Polk County and surrounding communities have access to world-class Hospitals with a compassionate medical team that is dedicated to their whole-person health. AdventHealth Heart of Florida and AdventHealth Lake Wales share a primary service area and are located within Polk County. AdventHealth Heart of Florida is a 202-bed acute care facility and AdventHealth Lake Wales is a 160-bed acute care facility, both encompass a full range of health care services for all ages. From expert emergency and surgical services to leading specialists in cardiology, orthopedics, urology and gastroenterology, we offer the quality care you need, close to home.

The AdventHealth Polk facilities are proud to have the Gold Seal of Approval through Joint Commission. The AdventHealth Polk facilities also offer a National Accreditation Program for Breast Centers (NAPBC), Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) and Diabetes Self-Management Education and Support (DSME) through the American Diabetes Association. AdventHealth Heart of Florida and AdventHealth Lake Wales are both Primary Stroke Centers. AdventHealth Heart of Florida is through Joint Commission and Lake Wales through DNV.

Our AdventHealth Medical Group has trusted physicians for every age in every stage. AdventHealth Medical Group specializes in comprehensive, compassionate care to provide you with inspired, whole person health. With locations across Polk County, you're sure to find the health care services you need, when and where you need them. From primary care providers to leading specialists in cardiology, oncology, general surgery and more, our providers are part of the connected health care system you know you can trust. The best care doesn't just heal your body, it also eases your mind and lifts your spirit.

Highlights

- AdventHealth is the nation's busiest health care system for inpatient admissions and provides over 2-million patient visits annually and cares for more Medicare patients than any other U.S. health care system
- Our Polk facilities offer a variety of outpatient care services including diagnostic imaging, Heart Success Center, occupational health, outpatient lab, sports med and rehab and wound care and hyperbaric medicine, 3D mammography, 7D spine navigation system, Mako robotic-assisted hip & knee replacement, and DaVinci XI robotic-assisted surgery.

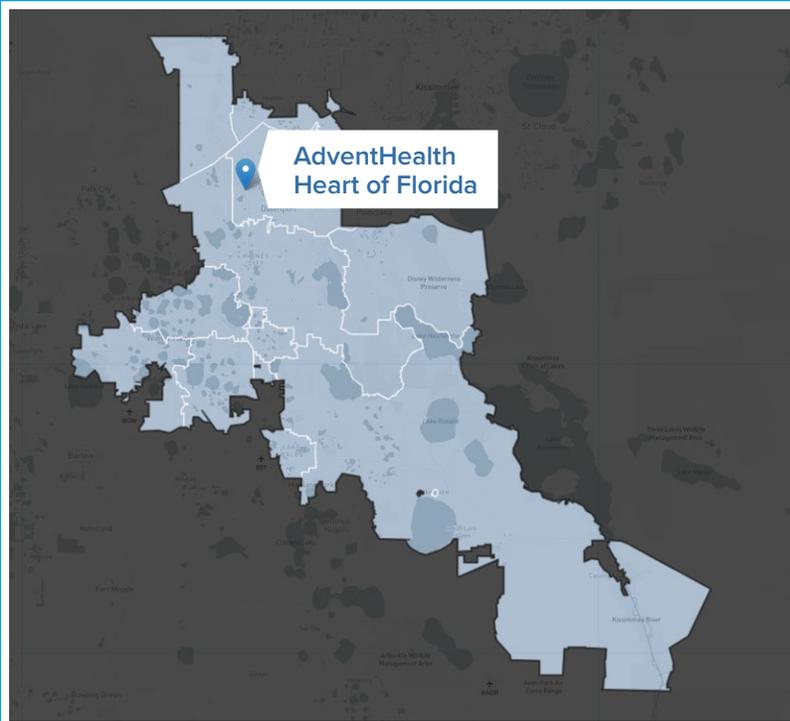
COMMUNITY OVERVIEW



Community Description

AdventHealth Heart of Florida is located in Polk County, Florida. The Hospital defines its community as the Primary Service Area (PSA), the area in which 75-80% of its patient population lives. This includes 17 zip codes across Polk County.

Demographic and community profile data in this report are from publicly available data sources such as the US Census Bureau and the Center for Disease Control and Prevention, unless indicated otherwise. Data are reported for the PSA unless listed differently. Data are also provided to show how the community compares locally, in the state and at a national level for some indicators.



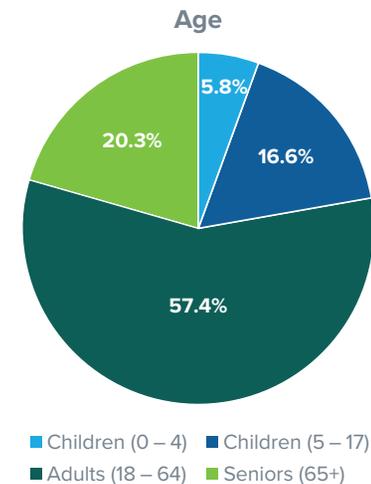
Community Profile

Age and Sex

The median age in the Hospital's community is 40, which is lower than that of state which is 42.7 and slightly higher than that of the US, 39. Females are the majority, representing 51.7% of the population while males represent 48.4%.

Children are 22.1% of the total population in the community. Infants, those zero to four, are 5.8% of that number. Seniors, those 65 and older, represent 20.3% of the total population in the community.

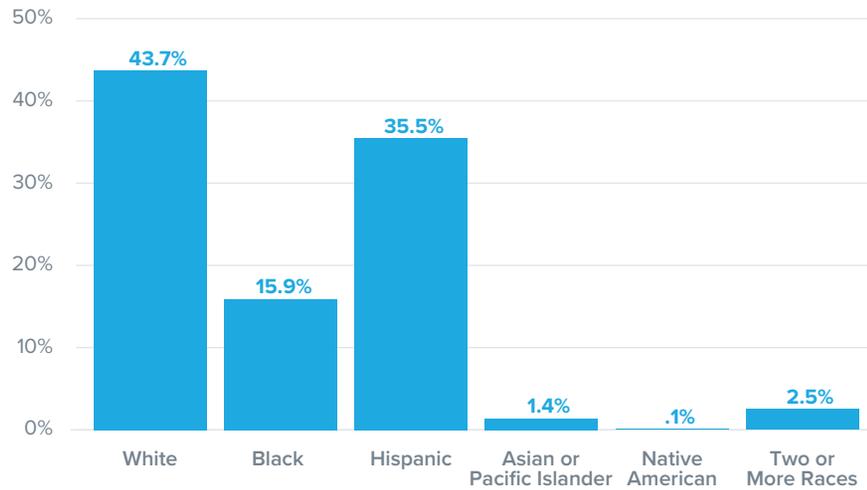
The community birth rate is 45.9 births per 1,000 women aged 15–50. This is lower than the US average of 52.1 and that of the state, 49.3. In the Hospital's community, 22.9% of children aged 0–4 and 23.9% of children aged 5–17 are in poverty.



Race and Ethnicity

In the Hospital's community, 43.7% of the residents are non-Hispanic White, 15.9% are non-Hispanic Black and 35.5% are Hispanic or Latino. Residents that are of Asian or Pacific Islander descent represent 1.4% of the total population, while 0.1% are Native American and 2.5% are two or more races.

Race & Ethnicity



Social Determinants of Health

According to the CDC, social determinants of health (SDOH) are the conditions in the places where people live, learn, work and play that affect a wide range of health risks and outcomes. Social determinants of health are increasingly seen as the largest contributing factor to health inequities in communities throughout the country.

The Hospital categorized and analyzed SDOH data following the Healthy People 2030 model. This approach was chosen so, when possible, the Hospital could align its work with national efforts when addressing social determinants of health. For the purposes of the CHNA the Hospital will follow this model for reporting any related data.



The Healthy People 2030 place-based framework outlines five areas of SDOH:



Economic Stability

This includes areas such as income, cost of living, food security and housing stability.



Education Access and Quality

This focuses on topics such as high school graduation rates, enrollment in higher education, literacy and early childhood education and development.



Health Care Access and Quality

This includes topics such as access to health care, access to primary care and health insurance coverage.



Neighborhood and Built Environment

This includes areas like quality of housing, access to transportation, availability of healthy foods and neighborhood crime and violence.



Social and Community Context

This focuses on topics such as community cohesion, civic participation, discrimination and incarceration.

Economic Stability

Income

The median household income in the Hospital's community is \$55,295. This is below the median for the state. In the Hospital's community, 15.3% of residents live in poverty, the majority of whom are under the age of 18.

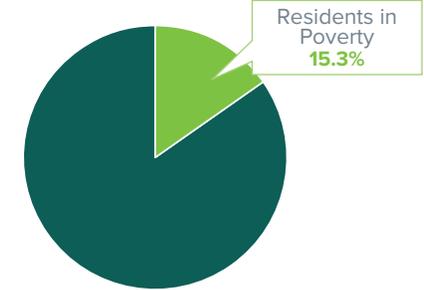
Food Insecurity and Housing Stability

People who are food insecure, having reduced quality and/or amount of food intake, may be at an increased risk of negative health outcomes. Studies have shown an increased risk of obesity and chronic disease in adults who are food insecure. Children who are food insecure have been found to have an increased risk of obesity and developmental problems compared to children who are not.¹ Feeding America estimates for 2020,² showed the food insecurity rate in the Hospital's community as 16.1%.

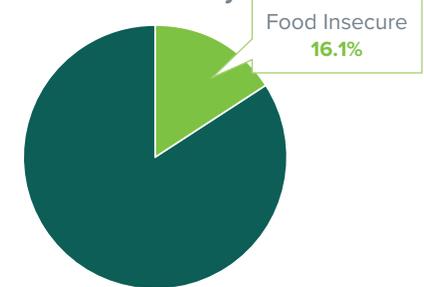
Increased evidence is showing a connection between stable and affordable housing and health.³ When households are cost burdened or severely cost burdened, they have less money to spend on food, health care and other necessities. Having less access can result in more negative health outcomes. Households are considered cost burdened if they spend more than 30% of their income on housing and severely cost burdened if they spend more the 50%.

1 Food Insecurity - Healthy People 2030 | health.gov
2 Map the Meal Gap 2020 Combined Modules.pdf (feedingamerica.org)
3 Severe housing cost burden* | County Health Rankings & Roadmaps

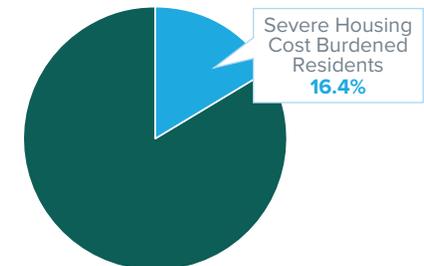
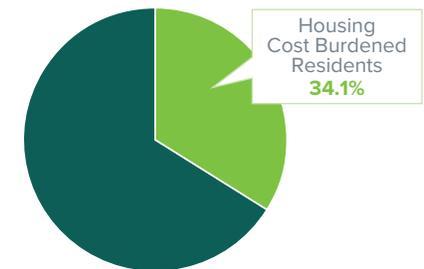
Income



Food Security



Housing Stability



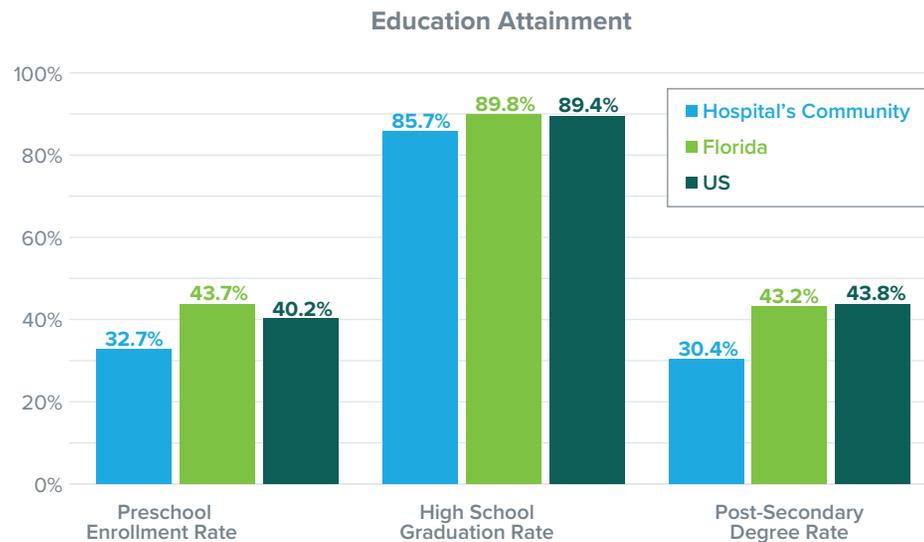
Education Access and Quality

Research shows education can be a predictor of health outcomes, as well a path to address inequality in communities.⁴ Better education can lead to people having an increased understanding of their personal health and health needs. Higher education can also lead to better jobs, which can result in increased wages and access to health insurance.

In the Hospital's community, there is an 85.7% high school graduation rate, which is lower than both the state and national average. The rate of people with a post-secondary degree in the Hospital's PSA is 30.4% which is also lower than the state and national average.

Early childhood education is uniquely important and can improve the cognitive and social development of children. This helps provide the foundation for long term academic success, as well as improved health outcomes. Research on early childhood education programs show that long-term benefits include improved health outcomes, savings in health care costs and increased lifetime earnings.⁵

In the Hospital's community, 32.7% of 3–4-year-olds were enrolled in preschool which is lower than both the state (43.7%) and the national (40.2%) average. This shows there is still a large percentage of children in the community who may not be receiving these early foundational learnings.



⁴ The influence of education on health: an empirical assessment of OECD countries for the period 1995 – 2015 | Archives of Public Health | Full Text (biomedcentral.com)

⁵ Early Childhood Education | Health Impact in 5 Years | Health System Transformation | AD for Policy | CDC



Health Care Access and Quality

Between 2018–2022, 13.5% of community members aged 18–64 were found to not have health insurance. A lack of health insurance can lead to delayed care, resulting in more serious health conditions and increased treatment costs. Although health insurance coverage levels can be a strong indicator of a person’s ability to access care, there are other potential barriers that can delay care for many people.⁶

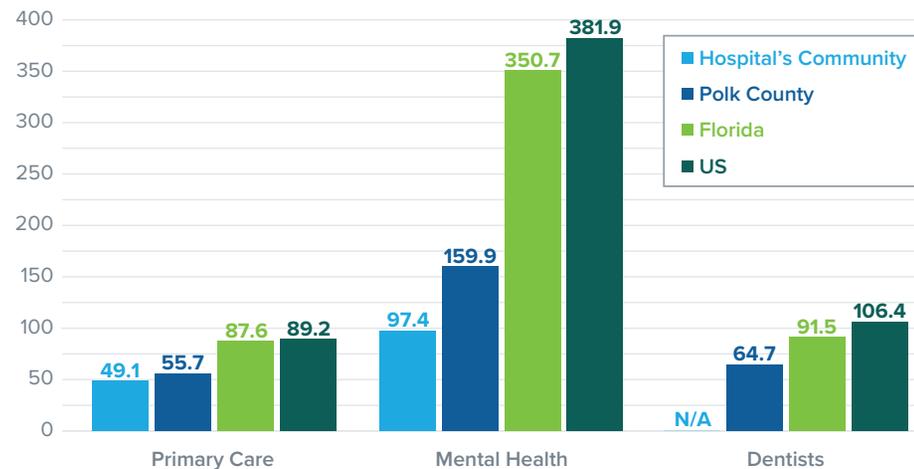
Accessing health care requires more than just insurance, there also needs to be available health care professionals to provide care. When more providers are available in a community access can be easier, particularly for those experiencing transportation challenges. Polk County, where the Hospital provides services, has a lower number of providers available compared to the state and nation.

Routine checkups can provide an opportunity to identify potential health issues and when needed develop care plans. In the Hospital’s community, 75.5% of people report visiting their doctor for routine care.

⁶ Health Insurance and Access to Care (cdc.gov)

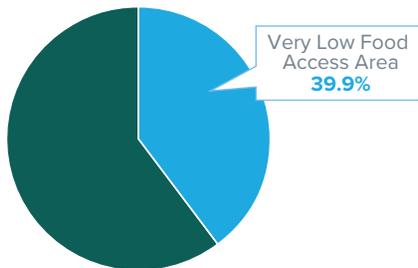
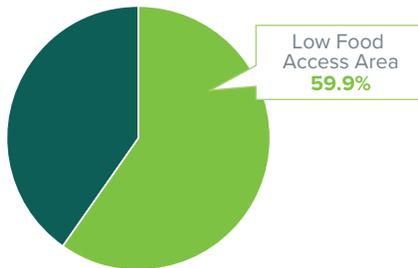


Providers Per 100,000





Food Access



Neighborhood and Built Environment

Increasingly, a community’s neighborhoods and built environment are being shown to impact health outcomes. If a neighborhood is considered to have “low food access”, which is defined as being more than ½ mile from your nearest supermarket in an urban area or 10 miles in a rural area, it may make it harder for people to have a healthy diet. A very low access food area is defined as being more than 1 mile from your nearest supermarket in an urban area or 20 miles in a rural area.

A person’s diet can have a significant impact on health, so access to healthy food is important. For example, the largest contributors to cardiovascular disease are obesity and type 2 diabetes, both of which can be impacted by diet.⁷ In the Hospital’s community, 59.9% of the community lives in a low food access area, while 39.9% live in a very low food access area.

Access to public transportation is also an important part of a built environment. For people who do not have cars, reliable public transportation can be essential to access health care, healthy food and maintaining employment. In the community, 4.8% of the households do not have an available vehicle.

⁷ Know Your Risk for Heart Disease | cdc.gov

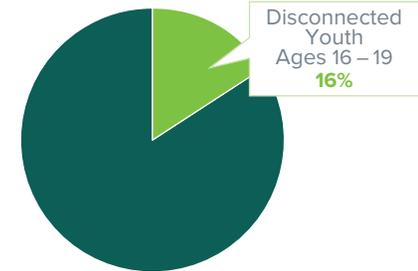
Social and Community Context

People’s relationships and interactions with family, friends, co-workers and community members can have a major impact on their health and well-being.⁸ When faced with challenges outside of their control, positive relationships with others can help reduce negative impacts. People can connect through work, community clubs or others to build their own relationships and social supports. There can be challenges to building these relationships when people don’t have connections to create them or there are barriers like language between groups.

In the community, 12.2% of youth aged 16–19 were reported as disconnected, this means they were neither enrolled in school nor working at the time.

Also, in the community 22.4% of seniors (age 65 and older) report living alone and 6.8 % of residents report having limited English proficiency. All these factors can create barriers to feeling connected in the community.

Disconnected Youth



⁸ Social and Community Context - Healthy People 2030 | health.gov



PROCESS, METHODS AND FINDINGS



Process and Methods

The Process

The health of people living in the same community can be very different, because there are so many influencing factors. To understand and assess the most important health needs of its unique community and the people in it, the Hospital solicited input directly from the community and from individuals who represent the broad interests of the community. A real effort was made to reach out to all members of the community to obtain perspectives across age, race/ethnicity, gender, profession, household income, education level and geographic location. The Hospital, aided by the AdventHealth Corporate team, also collected publicly available data and internal Hospital utilization data for review.

The Hospital partnered with local community organizations and stakeholders, including those in public health and those who represent the interests of medically underserved, low-income and minority community members, to form a Community Health Needs Assessment Committee (CHNAC) to guide the assessment process. During data review sessions, community members of the CHNAC provided insight on how health conditions and areas of need were impacting those they represented. The CHNAC used the data review and discussion sessions to understand the most important health needs and barriers to health the community was facing and to guide the selection of needs to be addressed in the 2024 CHNA.

Community Input

The Hospital collected input directly from the community and from community stakeholders, individuals working in organizations addressing the needs and interests of the community. This was collected through a community survey (2022) and focus groups (2023).

Community Health Survey

- Collected by the All4HealthFL Collaborative in 2022.
- Provided in both English and Spanish to anyone in the community and accessible through weblinks and QR codes.
- Links and QR code shared through targeted social media posts and with community partners including public health organizations. Partners were provided links to the survey, with the request that it be sent to listservs (electronic mailing lists) they maintained and when possible shared on their own social media channels.
- Paper surveys were given to partners to place at their organizations with the goal of reaching those who might not have access otherwise and experience barriers to responding electronically. Responses from paper surveys were recorded using survey weblinks.





Focus Groups

- Conducted by the AdventHealth West Florida Division Community Benefit team in 2023.
- A focus was on hearing from community members who represent or serve communities that are underserved, underrepresented, lower income, and/or who are more likely to be impacted by the social determinants of health.
- Four focus groups of differing demographics including English speakers of other languages (ESOL); women in transitional housing; those without housing and those who serve them; and community workers who serve the low-income, underserved, and minority populations.
- Focus group materials were provided in both English and Spanish.
- Participants were asked to provide input on health and barriers to health seen in the community.

Secondary Data

To inform the assessment process, the Hospital collected existing health related and demographic data about the community from publicly available sources. This included data on health conditions, social determinants of health and health behaviors.

The most current public data for the assessment was compiled and sourced from government and public health organizations including:

- US Census Bureau
- Centers for Disease Control and Prevention
- Feeding America
- County Health Rankings
- The State Health Department

Hospital utilization data for 2020–2022 was also used in the assessment. Data was for uninsured or self-pay patients who visited the hospital for emergency department, inpatient or outpatient services. The top ten diagnosis codes were provided by the AdventHealth finance team for emergency room, inpatient and outpatient visits.

The Findings

The significant needs identified in the assessment process included:

Health Care Access and Quality



Cancer is a disease in which some of the body’s cells grow uncontrollably and spread to other parts of the body. Cancer can start almost anywhere in the human body, which is made up of trillions of cells. Normally, human cells grow and multiply (through a process called cell division) to form new cells as the body needs them. When cells grow old or become damaged, they die, and new cells take their place. Sometimes this orderly process breaks down, and abnormal or damaged cells grow and multiply when they shouldn’t. These cells may form tumors, which are lumps of tissue. Tumors can be cancerous or not cancerous (benign).



The term “heart disease” refers to several types of heart conditions. The most common type of heart disease in the United States is coronary artery disease (CAD), which affects the blood flow to the heart. Decreased blood flow can cause a heart attack. Sometimes heart disease may be “silent” and not diagnosed until a person experiences signs or symptoms of a heart attack, heart failure or an arrhythmia. Stroke is a disease that affects the arteries leading to and within the brain. It is the fifth leading cause of death and a leading cause of disability in the United States. A stroke occurs when a blood vessel that carries oxygen and nutrients to the brain is either blocked by a clot or bursts (or ruptures). When that happens, part of the brain cannot get the blood (and oxygen) it needs, so it and brain cells die.



Mental illnesses are conditions that affect a person’s thinking, feeling, mood or behavior, such as depression, anxiety, bipolar disorder, or schizophrenia. Such conditions may be occasional or long-lasting (chronic) and affect someone’s ability to relate to others and function each day.

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood.





Substance Misuse

Healthy People 2030 focuses on preventing substance misuse and helping people with substance use disorders get the treatment they need. Substance use disorders can involve illicit drugs, prescription drugs, or alcohol. Opioid use disorders have become especially problematic in recent years. Substance use disorders are linked to many health problems, and overdoses can lead to emergency department visits and deaths.



Exercise

Being physically active means movement of the body to get to and from places, for work or for leisure. Regular physical activity is proven to help prevent and manage noncommunicable diseases such as heart disease, stroke, diabetes and several cancers. It also helps prevent hypertension, maintain healthy body weight and can improve mental health, quality of life and well-being.



Nutrition

Nutrition can be defined as a substance that is taken into the body as food, which influences health while healthy eating means eating a variety of foods that give you nutrients you need to maintain your health, feel good and have energy. Many people in the United States don't eat a healthy diet, which could be because some people don't have the information needed to choose healthy foods or don't have access to healthy foods or can't afford to buy enough food. People who eat too many unhealthy foods—like foods high in saturated fat and added sugars—are at an increased risk for obesity, heart disease, type 2 diabetes and other health problems.



Weight

Obesity is a medical condition in which excess body fat has accumulated to an extent that it may have a negative effect on health. Obesity is measured by an individual's body mass index (BMI). The prevalence of obesity continues to increase in the United States. Obesity is common, serious and costly. This epidemic is putting a strain on American families, affecting overall health, health care costs, productivity and military readiness. Moreover, obesity can have negative health outcomes since obesity can lead to type 2 diabetes, heart disease and some cancers.



Immunizations & Infectious Disease

Vaccination is the act of introducing a vaccine into the body to produce immunity to a specific disease. It uses your body's natural defenses to build resistance to specific infections and makes your immune system stronger. Vaccines train your immune system to create antibodies, just as it does when it's exposed to a disease. However, because vaccines contain only killed or weakened forms of germs like viruses or bacteria, they do not cause the disease or put you at risk of its complications.



Access to Health & Social Services

Many people face barriers that prevent or limit access to needed health care services, which may increase the risk of poor health outcomes and health disparities. Access to health care is the timely use of personal health services to achieve the best possible health outcomes.

Economic Stability



Food Security

Food security exists when all people, at all times, have physical and economic access to sufficient safe and nutritious food that meets their dietary needs and food preferences. A lack of food security has been linked to negative health outcomes in children and adults, as well as potentially causing trouble for children in schools.



Income

Income has been considered a social determinant of health. Science consistently shows that low incomes are a significant risk factor in disease incidence and severity as well as life expectancy. For example, a recent study found that higher income was linked with longer life, with differences in life expectancy across income groups increasing over time.



Housing

Where people live and how people live directly affects their well-being. Research shows that individuals experiencing housing instability have limited access to preventive care and are more likely to have infectious diseases and chronic health conditions like diabetes, cardiovascular disease and chronic obstructive pulmonary disease. Homeless individuals also have a shorter lifespan. Housing stability is another factor of housing, where housing instability can mean having housing with poor sanitation, heating and cooling; exposure to allergens or pests; and substandard housing structures.



Transportation

Each year, 3.6 million people in the United States do not obtain medical care due to transportation issues. These issues may result in missed or delayed health care appointments, increased health expenditures and overall poorer health outcomes. Transportation issues include lack of vehicle access, inadequate infrastructure, long distances and lengthy times to reach needed services, transportation costs and adverse policies that affect travel. Transportation challenges affect rural and urban communities. Because transportation touches many aspects of a person's life, adequate and reliable transportation services are fundamental to healthy communities.





PRIORITIES SELECTION

■ Prioritization Process

The Community Health Needs Assessment Committee through data review and discussion, prioritized the health needs of the community to two top priorities. Community partners on the CHNAC were looked to represent the broad range of interests and needs, from public health to the economic of underserved, low-income and minority people in the community. During the Fall of 2023 the CHNAC met to review and discuss the collected data and select the top community needs.

Members of the CHNAC included:

Community Members

- Dr. Charles Anderson, Founder and Senior Pastor, Trinity Church
- Heather Clark, Senior Pastor, The Gate Church
- Susan Eldridge, Executive Director, Meals on Wheels Polk County
- Kelsey Jaffer, Resource Development Manager, Peace River Center
- Teresa Kelly, Executive Director, Health Council of West Central Florida
- Andrea Nikolai, Family and Consumer Sciences Agent, UF/IFAS Extension Polk County
- Joshua Payne, Dietetic Intern, Keiser University
- Nick Sarich, Program Manager, Feeding Tampa Bay

AdventHealth Team Members

- Tim Clark, Chief Executive Officer
- Lisa Adams, Regional Director of AdventHealth Care 360
- Jo Ann Ankoviak, Vice President Chief Nursing Officer
- Nina Benton, Regional Director for Consumer Access
- Cynthia Durham, Director of Marketing
- Aaron Herbert, Consumer Access Manager
- Alison Grooms, Community Health Program Manager
- Heather Neff, Supervisor of AdventHealth Heart of Florida's Care 360
- Julie Sing, Manager of Volunteer Services
- Amber Smith, Community Relations Manager
- Danielle Telfair, Director of Case Management
- Kimberly Williams, Director of Community Benefit
- Winsome Wint, Director of Mission and Ministry

Public Health Expert

- Jenna Levine, Director of Public Health Planning: Florida Department of Health Polk County

To identify the top needs the CHNAC took part in a virtual prioritization session which included a presentation highlighting the findings from the data and the needs that were identified. Following the data presentation, the participants were placed in smaller groups to discuss the needs, the impact it had on the community and the resources available to address it. After the discussions, CHNAC members then ranked the needs via an online survey.



CHNAC Members (n=16) were asked to select the top two issues they thought AdventHealth Heart of Florida should address in the community. The needs were ranked using the following un-weighted criteria (A – C).

A. Impact on Community

What are the consequences of not addressing this issue now?

B. Resources

Are there partnership opportunities in the community?
Do we have the ability (or capability) to make an impact on this issue?

C. Outcome Opportunities

Do interventions addressing this issue have an impact on other health and social issues in the community?

The following needs rose to the top during the CHNAC’s discussion and prioritization activity. The needs receiving the most votes were considered the highest priority by CHNAC members.

Top Needs Identified	# of Votes	% Responses
Access to Health and Social Services	4	25%
Behavioral Health (Mental Health and Substance Misuse)	4	25%
Heart Disease and Stroke	3	18.75%
Cancer	2	12.5%
Exercise, Nutrition, and Weight (Food Insecurity)	2	12.5%
Housing, Transportation, and Income	1	6.25%
Immunizations and Infectious Diseases	0	0%

The following health needs were chosen as priorities:

- Access to Health and Social Services
- Behavioral Health (Mental Health and Substance Misuse)





Available Community Resources

As part of the assessment process, a list of resources or organizations addressing the top needs in the community was created. Although not a complete list, it helped to show where there were gaps in support and opportunities for partnership in the community when the CHNAC chose which priorities to address.

Top Issues	Current Community Programs		Current Hospital Programs
Access to Health and Social Services	<ul style="list-style-type: none"> We Care of Central Florida Clinic for uninsured and underinsured Central Florida Health Care Federally Qualified Health Center United Way of Central Florida's Care Navigator Program Health Council of West Central Florida's Healthcare 101 workshops and care navigation services 	<ul style="list-style-type: none"> The Florida Department of Health Polk County clinic and healthcare enrollment and navigations services Tri County Human Services Peace River Center's Wellness Clinic 	<ul style="list-style-type: none"> AdventHealth Care 360 AdventHealth's Whole Health Hub Inpatient referrals to community clinics and resources
Behavioral Health (Mental Health and Substance Misuse)	<ul style="list-style-type: none"> Tobacco Free Florida Peace River Center inpatient and outpatient mental health and substance misuse treatment centers 	<ul style="list-style-type: none"> Tri-County Human Services mental and behavioral health services Oxford House of Florida sober living 	<ul style="list-style-type: none"> Mental Health First Aid Inpatient referrals to community clinics and resources
Exercise, Nutrition, and Weight (Including Food Security)	<ul style="list-style-type: none"> UF/IFAS Extension Family and Consumer Sciences Nutrition Education classes Florida Department of Health's Diabetes Education classes Feeding Tampa Bay's nutrition and health education classes 	<ul style="list-style-type: none"> Meals on Wheels of Polk County Catholic Charities of Central Florida's food assistance program Tri-County Human services food assistance program The Way Center's food assistance program 	<ul style="list-style-type: none"> AdventHealth's Food is Health® program
Cancer	<ul style="list-style-type: none"> Breast Cancer Foundation of Central Florida's assistance programs 	<ul style="list-style-type: none"> CancerCare's educational workshops 	<ul style="list-style-type: none"> Cancer support groups Cancer awareness educational events Lung cancer screening program

Top Issues	Current Community Programs	Current Hospital Programs
Heart Disease and Stroke	<ul style="list-style-type: none"> The Florida Department of Health programs 	<ul style="list-style-type: none"> Hands-Only CPR classes Wellness in Motion and Nutrition Education classes Health fairs EMS partnership with Polk County Fire Rescue BEFAST assessments and posterior circulation stroke symptom assessments
Immunizations and Infectious Diseases	<ul style="list-style-type: none"> The Florida Department of Health Polk County offers free or low-cost vaccinations 	
Housing, Income, and Transportation	<ul style="list-style-type: none"> The Salvation Army of Winter Haven's Social Services program Catholic Charities of Central Florida's housing assistance program Tri-County Human Services housing and transportation assistance Cirtus Connection public transportation system 	<ul style="list-style-type: none"> The Way Center's transitional housing services The Way Center's Way 2 Work program CareerSource Polk's career education and employment services



■ Priorities Addressed



Behavioral Health (Mental Health and Substance Misuse)

Mental health and substance misuse were identified as top health needs from the secondary data, community survey and focus groups. About 29% of community survey respondents have been diagnosed with depression or anxiety. Additionally, focus group participants cited a need for increased affordable mental health programming and services. Secondary data showed an increased trend in the percentage of middle school (31.6%) and high-school (50.6%) students who reported using any alcohol or illicit drug in their lifetime. Sixty-four percent (64%) of community survey respondents felt illegal drug use/prescription medicine abuse is a problem in the community. Awareness and the need to address behavioral health has been growing in the country and locally. By including behavioral health as a priority, the Hospital can align to local, state and national efforts for resource collaboration and to create better outcome opportunities.



Access to Health & Social Services

Access to Health & Social Services was a top health need identified from both the community survey and focus group discussions. According to secondary data, one in four community members do not have health insurance. Meanwhile, the Hospital's community has only 49.1 primary care providers (PCP) per 100,000 residents available compared to 55.7 for Polk County and 87.6 for the state. A lack of health insurance and availability of providers are both significant barriers to accessing and paying for health care. Focusing on access to care will help align local efforts and resources to create targeted strategies to improve access for Polk County residents.

Priorities Not Addressed



Cancer

Cancer was the second leading cause of death in Polk County (2018–2021) where the Hospital serves. In the Hospital’s community, 7.3% of adults indicated they’ve had cancer which was higher than the county, state, and national averages. Although, colorectal cancer screening and mammography rates are higher in the Hospital’s community compared to the county and state. The Hospital did not select cancer as a priority as it is not positioned to directly address this in the community at large.



Heart Disease & Stroke

Heart disease and stroke were the first and fourth, respectively, leading cause of death in Polk County (2018–2021). In the Hospital’s community, 8.2% of adults have coronary heart disease which is higher than the county (6.5%) and the state (6%). Chest pain was the second most common diagnosis among uninsured patients presenting at the emergency department. The Hospital did not select this as a priority as there are already several other community organizations actively addressing this need in the community who are better positioned to make an impact.



Exercise, Nutrition & Weight

In the Hospital’s community, 36.6% of adults are obese. This is higher than the county, although not significantly. Only 21% of community survey respondents reported eating at least 5 cups of fruits or vegetables every day. Additionally, 30% of adults in the Hospital’s community stated they had not exercised in the past 30 days. The Hospital did not select this as a priority as it is not positioned to directly address this in the community at large.





Immunizations and Infectious Disease

Immunizations and infectious diseases did not come up as a top issue through community feedback. Infectious diseases were the third (COVID-19) and tenth (Flu) leading causes of death in Polk County (2018–2021). Acute upper respiratory infections and COVID-19 were the most common diagnosis for uninsured patients presenting at the emergency department. There are opportunities to impact through prevention education, however, the Hospital did not perceive the ability to have a measurable impact on the issue with current resources available.



Food Security

About 16% of residents in the Hospital's community are food insecure according to Feeding America and 59.9% live in a low food access area. Additionally, 62.6% of households in poverty are not receiving SNAP benefits although they are eligible. The Hospital did not select food security as a priority as it is not resourced to directly address this in the community but will support other community partners where possible in their efforts.



Income

The median household income in the Hospital's community is \$55,295. This is below the median for the state. Additionally, 15.3% of residents live in poverty, the majority of whom are under the age of 18. Income was cited as a major factor affecting health according to focus group participants. More than half (53%) of households in the Hospital's community are above the poverty line but cannot afford basic necessities such as housing, child-care, health care and food.



Housing

Housing was added as a priority because it was a concern for focus group participants. According to secondary data, in the Hospital's community 16.4% of households (including renters and owners) spent more than 50% of their income on housing (that means they are severely housing cost burdened). That's slightly higher than the county and nation but less than the state. Affordable housing is a need in the community; however, the Hospital did not perceive the ability to have an impact on the issue.



Transportation

Transportation was added as a priority because it was a concern for focus group participants. According to secondary data, 4.8% of households in the Hospital's community did not have a vehicle available. Polk County, where the Hospital serves, is rural and lacks public transportation. This makes it essential to have a vehicle to get around. Although a top concern for focus group participants, the Hospital did not perceive the ability to have an impact on the issue.





COMMUNITY HEALTH PLAN

Next Steps

The CHNAC will work with the Hospital and other community partners to develop a measurable Community Health Plan for 2025 to address the priority issues. For each priority, specific goals will be developed including measurable outcomes, intervention strategies and the resources necessary for successful implementation.

Evidence based strategies will be reviewed to determine the most impactful and effective interventions. For each goal, a review of policies that can support or deter progress will be completed with consideration of opportunities to make an impact. The plan will be reviewed quarterly with an annual assessment of progress.

A link to the Community Health Plan will be posted on [AdventHealth.com](https://www.adventhealth.com) prior to December 31, 2024.



2022 Community Health Plan Review

The Hospital evaluates the progress made on the implementation strategies from the Community Health Plan annually. The following is a summary of progress made on our most recently adopted plan. The full evaluation is available upon request.

Priority 1: Health Care Access

The Hospital chose to address access to health care as a priority. The 2021 assessment showed that Polk County had lower rates of insured adults compared to elsewhere in the state. Additionally, the assessment also showed that more adults in Polk County could not see a doctor at least once in the year of the assessment due to cost. This rate was higher in Polk County than in the state of Florida.

As part of the effort to address this, the Hospital partnered with a local community organization called the Health Council of West Central Florida. This organization provided free workshops and care navigation services to connect community members to learn about and enroll in the healthcare marketplace. The Hospital supported these workshops by offering \$15 food voucher incentives to participants who attended. Additionally, the Hospital also made a financial contribution to a local community clinic, We Care of Central Florida, who serves low-income, uninsured, and underinsured community members by offering free or low-cost specialty care services.

Internally, the Hospital's Care 360 program, care navigators, and Whole Health Hub, provided resources to patients upon discharge to connect them with health care services in the community.

Priority 2: Overweight and Obesity

Overweight and obesity were also a priority for the Hospital. After the 2021 CHNA found that more adults in Polk County were overweight and obese compared to the state of Florida, the Hospital chose to focus on lifestyle factors to help address this, specifically healthy eating and food access.

To address this, the Hospital offered the AdventHealth Food is Health® program. This program addresses food insecurity by hosting series-based, nutrition and health education classes, in low-income or food desert areas. The Hospital partnered with Feeding Tampa Bay to deliver the series-based healthy nutrition classes and The Freedom Tour to offer fresh produce to the participants after each class. The Hospital pays the produce partner so that each participant may receive \$10 worth of free produce for attending each class. Participants are usually residents in the low-income and food desert areas, so these participants are those most in need of this education and produce. Additionally, the Hospital also made a financial contribution to the local Meals on Wheels of Polk County that delivers daily meals to those in need and those unable to retrieve food for themselves.

■ 2021 Community Health Needs Assessment Comments

We posted a link to the most recently conducted CHNA and most recently adopted implementation strategy on our hospital website as well at [AdventHealth.com](https://www.adventhealth.com) prior to May 15, 2022 and have not received any written comments.





**AdventHealth Polk North, Inc dba
AdventHealth Heart of Florida**

CHNA Approved by the Hospital Board on April 10, 2024
For questions or comments please contact:
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