

AdventHealth East Orlando 2020-2022 COMMUNITY HEALTH PLAN



Adventist Health System/Sunbelt/Inc. d/b/a AdventHealth East Orlando

Approved by Hospital Board on: May 6, 2020

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Extending the Healing
Ministry of Christ



2020-2022 COMMUNITY HEALTH PLAN

Table of Contents

Sections	Page
Overview	3
Priority Issues to be Addressed	
Food Security	5
Care Coordination	8
Mental & Behavioral Health	11
Community Development: Job Skills Training & Employability	14
Priority Issues that will not be Addressed	17
Closing	

Acknowledgements

This community health plan was prepared by the AdventHealth Central Florida Division Community Health Team with contributions from members of AdventHealth East Orlando’s Community Health Needs Assessment Committee representing health leaders in the community and AdventHealth East Orlando’s leaders.

We are especially grateful for the internal and external partners who helped guide the development of the community health plan, which will enable our teams to continue fulfilling our mission of *Extending the Healing Ministry of Christ*.

Overview

Adventist Health System/Sunbelt/Inc. d/b/a AdventHealth East Orlando will be referred to in this document as AdventHealth East Orlando or the “Hospital.”

Every three years, the Hospital collaborates with local hospitals, departments of health, federally qualified health centers and other community stakeholders to assess, analyze and prioritize the health needs of the community. The 2019 process included a collaborative assessment of Lake, Orange, Osceola and Seminole counties. Multiple AdventHealth hospitals in the Central Florida area participated in this: AdventHealth Altamonte Springs; AdventHealth Apopka; AdventHealth Celebration; AdventHealth East Orlando; AdventHealth Kissimmee; AdventHealth Orlando; and AdventHealth Winter Park. To strengthen our focus on the needs of our community, we often share strategies across these hospitals to align and amplify our work. At times in this document we will reference these regional initiatives. Otherwise, all information stated here is specific to AdventHealth East Orlando. The priorities identified through this process serve as our guide for development of pathways to improve health.

Community Health Needs Assessment Process

AdventHealth East Orlando in Orlando, FL conducted their most recent Community Health Needs Assessment (CHNA) in 2018-2019. In order to ensure broad community input, AdventHealth East Orlando 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 throughout 2018-2019. The committee members reviewed the primary and secondary data, helped define the priority issues to be addressed by the Hospital.

Priority Issues to be Addressed

Through our 2019 CHNA process, one overarching priority was identified—to increase access for vulnerable populations. We will strive to achieve this by focusing on the below four priority issues. The priority issues to be addressed include:

1. Food Security
2. Care Coordination
3. Mental & Behavioral Health
4. Community Development: Job Skills Training & Employability

Priority Issues not to be Addressed

The priority issues that will not be addressed include:

1. Adverse Childhood Events (ACEs)
2. Housing

Community Health Plan Development

Following the prioritization of community health issues, each hospital then worked to develop a comprehensive plan, which will serve as our map to progress in each community.

The Community Health Plan (CHP) lists overall goals and objectives for each priority issue noted above. Each goal outlines what we hope to accomplish over the next three years. Our objectives are the strategies we plan to implement to achieve those goals. We have also included a list of resources the Hospital plans to commit and have provided a snapshot of community partners we currently work with.

The objectives, goals, hospital contributions and community partners in this CHP are reflective of regional efforts, consistent with the shared priority and resources for the AdventHealth Central Florida Division inclusive of: AdventHealth Altamonte Springs; AdventHealth Apopka; AdventHealth Celebration; AdventHealth East Orlando; AdventHealth Kissimmee; AdventHealth Orlando; and AdventHealth Winter Park. The goals and outcomes included in this document represent the accumulation of work to be done by the collective facilities, unless otherwise noted as a singular effort or facility collaboration.

An annual evaluation of our plan will include a detailed breakdown of outcomes by initiative to ensure strategies remain relevant and effective. This evaluation will take place at the end of each calendar year during the 2020-2022 Community Health Plan cycle.

Board Approval

On May 6, 2020, the Collaborative Community Council, a subcommittee of the AdventHealth Orlando Board of Trustees, approved the Community Health Plan goals, objectives and next steps. A link to the 2020 Community Health Plan was posted on the Hospital's website prior to May 15, 2020. The Community Health Plan can be found at <https://www.adventhealth.com/community-health-needs-assessments>.

About the Central Florida Division Community Health Team

The AdventHealth Central Florida Division Community Health Team is comprised of individuals who have a passion for serving the community. The team considers the experts of the community to include professionals in sectors such as health care, finance, local government and non-profits as well as all members who make up the community. The goal of improving the health of the communities we serve is lofty and requires working together in creative ways. This can only be accomplished through a model of collaboration, investment, and co-creation of solutions to community health issues.

For More Information

Learn more about the Community Health Needs Assessment and Community Health Plan for AdventHealth East Orlando at <https://www.adventhealth.com/community-health-needs-assessments>.



About Food Security

The U.S. Department of Agriculture (USDA) defines food insecurity as the limited or uncertain availability of nutritionally adequate foods for an active, healthy life for all household members.

AdventHealth Central Florida Division recognizes the importance of a healthy diet as a determining factor for many aspects of health including reducing the risk of chronic disease, and improving overall quality of life, as well as life expectancy. In 2018, Orange County had 63.9% of students receiving free and reduced lunch compared to the state’s rate of 58.8%. More than one in three community survey respondents from Orange County indicated a lack of access to healthy, affordable food. In 2015, 44.2% of all food retailers in Orange County were categorized as less healthy food retailers. Addressing the issue of food security will increase the availability and consumption of the necessary nutrients to ensure a higher quality of health and life.

Food Security in Orange County



More than **1 in 3** community survey respondents from Orange County indicated that they do not have access to healthy, affordable food.

Goals & Objectives

Each goal outlines what we hope to accomplish over the next three years. Our objectives are the strategies we plan to implement to achieve those goals.

Goal	Increase access to healthy and affordable food for community members in need.
Objective	Sustain or build partnerships with at least six community organizations that focus on addressing food security by providing in-kind contributions and financial support of at least \$455,000 and annual board representation over the next three years.
Objective	Identify new partners and best practices to increase effectiveness of efforts to bring healthy food to community members in need. This will be utilized to drive strategies across the tri-county area.
Goal	Work with community and government officials to address the root causes of food insecurity in our communities.
Objective	Over the next three years, identify leadership from the tri-county area to participate in local coalitions focused on advocacy and reform to ensure equitable access to healthy food.



Hospital Contributions

AdventHealth Central Florida Division will continue to add new partnerships and enhance existing commitments as we adapt to the changing needs of our community. Our overall planned contributions to address food security are as follows:

- Continue funding and support of local food pantries
- Partner engagement through board service, community coalition and task force participation
- AdventHealth Central Florida Division employee volunteers to support community partners
- Annual grant opportunity available for community non-profits working to increase food security
- Continue funding and support of internal programs addressing food security:
 - **Second Helpings Program:** a partnership with Second Harvest, which enables excess food from our nutritional services department to be donated to the local food banks to provide meals for individuals in need.

Community Partners

AdventHealth Central Florida Division recognizes the value in collaboration and is proud to work with a multitude of partners in the community. The following list includes a snapshot of community partners we work with to positively impact food security.

Community Partner	Our Partnership
Seniors First	Food pantry/food distribution support
Second Harvest Food Bank of Central Florida	Food pantry/food distribution support; Board service
Hebni Nutritional Consultants	Operations support



*Fighting hunger.
Feeding hope.*



Food Security Program Spotlight

Second Helpings Program

About Second Harvest Food Bank

Second Harvest Food Bank of Central Florida is a private, non-profit organization that collects, stores and distributes donated food to more than 550 feeding partners in six Central Florida counties: Brevard, Lake, Orange, Osceola, Seminole and Volusia. Last year, with the help of numerous donors, volunteers and a caring, committed community, the food bank distributed nearly 63 million meals to partner programs such as food pantries, soup kitchens, women’s shelters, senior centers, day care centers and Kids Cafes.



2019 Outcomes:
7 campuses
***26,505 meals**

*Total meals served for Orange, Osceola and Seminole County in 2019

About Second Helpings

Several years ago, AdventHealth Orlando Nutritional Services recognized an opportunity to donate excess food ordered for the cafeterias to people in need. Second Harvest Food Bank provided an opportunity to donate this food. Now excess proteins, beans, vegetables and starches are preserved by the Nutritional Services teams at each hospital campus in the tri-county area (AdventHealth Altamonte Springs, AdventHealth Apopka, AdventHealth Celebration, AdventHealth East Orlando, AdventHealth Kissimmee, AdventHealth Orlando and AdventHealth Winter Park). Upon collection, Second Harvest Food Bank redistributes the leftovers to local soup kitchens where they can be added to casseroles, soups and stews. This now increases the ability to make nutritious meals available to those experiencing food insecurity while also reducing food waste at our hospitals.

The Second Helpings program began as a pilot program at AdventHealth Orlando in 2017. Now seven AdventHealth campuses in Central Florida participate in this food donation program.



About Care Coordination

Each community member has a unique set of needs and challenges when it comes to achieving a healthy life. This can include finding a home for medical care, locating a specialist for complex needs or accessing transportation needed to get to an appointment.

AdventHealth Central Florida Division is committed to helping the community navigate the ins and outs of care as well as partnering with local non-profits that are in the community caring for those in need. In 2017, 12.9% of the state’s population lacked health insurance, putting Florida well above the national average of 8.8%. In Orange County, 31.6% of community survey participants indicated that they lacked access to primary care providers and 35.5% of community survey participants indicated that they lack access to a specialist. In 2016, the percentage of adults with health insurance in Orange County (79.7%) was lower than the state (83.7%).

Efficient care coordination is vital to ensure all mental, physical and spiritual needs are met. Socioeconomic factors such as transportation and lack of insurance are additional issues that make accessing care more challenging.

Goals & Objectives

Each goal outlines what we hope to accomplish over the next three years. Our objectives are the strategies we plan to implement to achieve those goals.

Goal	Increase the availability of appropriate and affordable care.
Objective	Provide support through financial contributions, in-kind labs and residency rotations to existing care facilities and seek innovative ways to increase capacity through additional in-kind support of lab/imaging, volunteer services, etc.
Objective	Expand on existing care navigation services to ensure uninsured and underinsured patients have an accessible entry point to the level of care they need.
Goal	Decrease barriers community members encounter while seeking care.
Objective	Provide case management services for at least 81 patients over three years while identifying additional partners and methods to decrease barriers community members encounter while seeking care.



Hospital Contributions

AdventHealth Central Florida Division will continue to add new partnerships and enhance existing commitments as we adapt to the changing needs of our community. Our overall planned contributions to address care coordination are as follows:

- Partner engagement through board service, community coalition and task force participation
- AdventHealth Central Florida Division employee volunteers to support community partners
- Annual grant opportunity available for community non-profits working to increase care coordination
- Financial and in-kind support of community partners
- Continue funding and support of internal programs addressing care coordination:
 - **Community Care Program:** provides social and clinical care for underinsured and underinsured patients following hospital stay
 - **Trina Hidalgo Heart Care Center:** provides follow up care for low income patients with heart related medical conditions

Community Partners

AdventHealth Central Florida Division recognizes the value in collaboration and is proud to work with a multitude of partners in the community. The following list includes a snapshot of community partners we work with to positively impact care coordination.

Community Partner	Our Partnership
American Cancer Society	Road to Recovery: transportation for patients in need
Community Health Centers	Connects patients for continuum of care
True Health	Operations support to increase capacity to provide care
Grace Medical Home	Operations support to increase capacity to provide care
Health Care Center for the Homeless	Operations support to increase capacity to provide care
Primary Care Access Network (PCAN)	Board service
Shepherd's Hope	Operations support to increase capacity to provide care



Care Coordination Program Spotlight

AdventHealth Community Care Program

About AdventHealth Community Care

The AdventHealth Community Care Program utilizes a holistic approach to supporting patients admitted after an Emergency Department visit who lack a permanent medical home, many of whom face additional barriers to successful recovery.

Once identified, a Community Care team member will meet the patient at their bedside, walking through the process of transitioning home. A home visit is completed within 72 hours of the hospital stay to assess for additional barriers. Services include financial and educational support to ensure medication can be taken as prescribed, assistance with finding a medical home, and addressing additional barriers such as transportation or lack of insurance coverage. This individualized approach to identifying and addressing barriers to care recognizes that caring for patients extends beyond the clinical care provided inside the walls of the hospital.

2019 Outcomes:

7 campuses

322 patients*

*Total patients served for Orange, Osceola and Seminole County in 2019



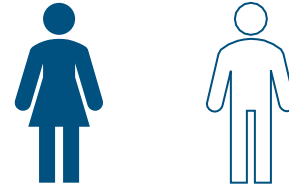
AdventHealth Community Care Team



About Mental and Behavioral Health

According to the World Health Organization, health is defined as a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity. A healthy mind and spirit play an integral role in shaping and affecting our overall health and quality of life. Poor mental health can complicate and negatively impact physical health conditions, making it even more difficult to heal and thrive.

Mental and behavioral health services, including for substance use, were identified as top community needs by stakeholders, key informants and focus groups. Nine out of 10 community survey respondents from Orange County indicated there is a lack of sufficient substance abuse services. Children aged 1-5 receiving mental health treatment services has declined drastically in both the county and state. In 2004, the Orange County rate of children aged 1-5 receiving mental health treatment services was 12.0 compared to the state rate of 16.6. In 2016, the Orange County rate of children aged 1-5 receiving mental health treatment services was 1.7 compared to the state rate of 3.4. AdventHealth Central Florida Division is committed to supporting efforts to increase availability of care and work to proactively build the resilience of communities.



More than **1 in 2** of Orange County community survey respondents indicated they feel **depressed** or **hopeless**

Goals & Objectives

Each goal outlines what we hope to accomplish over the next three years. Our objectives are the strategies we plan to implement to achieve those goals.

Goal	Increase access to mental and behavioral health services.
Objective	Increase providers capacity through financial and in-kind support to at least three partners serving the tri-county community.
Objective	Develop and support pathways to mental and behavioral health care for those in need by expanding care navigation models to include mental and behavioral health focused initiatives over the next three years.
Goal	Support existing resources and identify new partners and programs that proactively strengthen the community.
Objective	Provide the Mission: FIT POSSIBLE program to at least two schools in the AdventHealth East Orlando primary service area per year that were identified as hot spots and collaborate with partners to strengthen community resiliency by proactively educating and identifying resources to deliver resiliency focused training and resources to the community.



Hospital Contributions

AdventHealth Central Florida Division will continue to add new partnerships and enhance existing commitments as we adapt to the changing needs of our community. Our overall planned contributions to address mental and behavioral health are as follows:

- Partner engagement through board service, community coalition and task force participation
- AdventHealth Central Florida Division employee volunteers to support community partners
- Annual grant opportunity available for community non-profits working to increase mental and behavioral health services
- Financial and in-kind support of community partners
- Continue funding and support of internal programs addressing mental and behavioral health:
 - **Mission: FIT POSSIBLE** is an AdventHealth for Children program, which brings trained health and wellness educators to schools, churches and community centers in Orange, Osceola and Seminole County to provide education on how to be physically and emotionally healthy

Community Partners

AdventHealth Central Florida Division recognizes the value in collaboration and is proud to work with a multitude of partners in the community. The following list includes a snapshot of community partners we work with to positively impact mental and behavioral health.

Community Partner	Our Partnership
Aspire Health Partners	Operations support to increase capacity to provide care
Bliss Cares	Operations support to support mental health counseling for HIV/AIDS/Hepatitis C patients
Central Florida Community Arts	Community music therapy program support
Grace Medical Home	Financial support to increase capacity for mental health program
Mental Health Association	Operations support to increase capacity for programs; Board service



Mental & Behavioral Health
Increase access to mental and behavioral health services

Mental & Behavioral Health Program Spotlight

Eye Movement Desensitization and Reprocessing (EMDR) Program

About Health Care Center for the Homeless

Health Care Center for the Homeless, Inc. (HCCH) is a non-profit health center serving the health needs of homeless and low-income housed, but uninsured or underinsured residents of Orange, Osceola and Seminole Counties. Founded in 1993, the mission of HCCH is “to provide quality health care services that improve the lives of the homeless and medically indigent people in our community.”

HCCH, d/b/a Orange Blossom Family Health (OBFH) and Orange Blossom Pediatrics, takes a multi-disciplinary approach to providing quality, compassionate and culturally appropriate health care services.

About EMDR Program

In 2019, HCCH was awarded a grant from the AdventHealth Collaborative Community Council to train and certify six Licensed Clinical Social Workers (LCSW) at Orange Blossom Family Health locations to conduct Eye Movement Desensitization and Reprocessing (EMDR) therapy for homeless and low income, uninsured and underinsured community members in need. This therapy will help community members with conditions such as Post-Traumatic Stress Syndrome (PTSD), addiction and healing from past trauma.

2019: Grant awarded
2020: Program launch





About Job Skills Training & Employability

AdventHealth Central Florida Division is committed to supporting efforts that extend beyond our hospital walls and support the future of our communities. By working to strengthen the environmental and social health of our communities, we can ensure a positive impact for both current and future generations.

Many issues identified in the community surrounding AdventHealth East Orlando can be linked back to economic instability. This will be especially important as we recover from effects of the current COVID-19 pandemic. Orange County's percentage of people living below the poverty line increased from 12.1% in 2000 to 15.3% in 2017. The county percentage was lower than that of the state in 2000 (12.5%) but increased above the state's (14%) in 2017. Job skills training and employability were identified as a top need by the community. By attaining financial stability and alleviating the concerns associated with economic stability, individuals are able to more easily address health concerns.

Goals & Objectives

Each goal outlines what we hope to accomplish over the next three years. Our objectives are the strategies we plan to implement to achieve those goals.

Goal Advocate and work within the community to remove barriers to employment.

Objective Collaborate with community to enhance existing efforts to provide training, support and social services to those currently unemployed and underemployed.



Hospital Contributions

AdventHealth Central Florida Division will continue to add new partnerships and enhance existing commitments as we adapt to the changing needs of our community. Our overall planned contributions to address job skills training and employability are as follows:

- Partner engagement through board service, community coalition and task force participation
- AdventHealth Central Florida Division employee volunteers to support community partners
- Annual grant opportunity available for community non-profits working to increase job skills training and employability opportunities
- Financial and in-kind support of community partners

Community Partners

AdventHealth East Orlando recognizes the value in collaboration and is proud to work with a multitude of partners in the community. The following list includes a snapshot of community partners we work with to positively impact job skills training and employability.

Community Partner	Our Partnership
Goodwill Industries of Central Florida	Operations support; Board service
Hispanic Chamber of Commerce	Chamber participation
Quest	Operations support and program partnership



Job Skills Training & Employability Program Spotlight

AdventHealth Faith Activation Network: Community Resource Spot

About Faith Activation Network

The Faith Activation Network aims to connect with the community through houses of faith that are already well connected to their congregation and community. This work addresses food security by supporting food pantries and soup kitchens. The partnership with houses of faith also allows an opportunity to provide wrap-around and additional support services including but not limited to health screenings, connecting residents to assistance programs, health education and well-being programs.

About Community Resource Spot

Community Resource events are hosted at local churches on a monthly basis. The AdventHealth Mission and Ministry team invites hospital and community partners to provide services and information to the community. The Goodwill Job Connection Center is a consistent partner who attends events at two churches in East Orlando. They provide education and support related to employability such as applying and interviewing for jobs, resume writing, computer training and career counseling.



2019 Outcomes:
2 churches
Monthly visits

Priorities That Will Not Be Addressed

The Community Health Needs Assessment also identified the following priority health needs that will not be addressed. These specific issues and an explanation of why the Hospital is not addressing them is listed below.

1. Adverse Childhood Events (ACEs)

AdventHealth East Orlando will incorporate the issue of ACEs into their mental and behavioral health initiatives. The objective of working to identify and implement proactive mental health education and programs which focus on resiliency will include ACEs.

2. Housing

By prioritizing job skills training and employability, the Hospital hopes to provide lasting solutions for community members to increase their ability to secure housing and decrease homelessness.

Closing

Impacting a multi-faceted issue such as hunger in our communities will require working alongside a variety of community stakeholders as well as advocacy efforts focused on identifying and addressing the larger contributing social determinants of health. This requires a long-term commitment to community health improvement efforts. AdventHealth Central Florida Division will continue actively seeking to join with other hospitals, non-profits and community members to collaborate and amplify the role each of us plays in supporting our community. As we work to learn and create best practices, we will continue to enhance how we work with organizations across Central Florida as we strive to extend our mission into the community.

