

2016 COMMUNITY HEALTH NEEDS ASSESSMENT



FLORIDA HOSPITAL HEARTLAND MEDICAL CENTER IN SEBRING



FLORIDA HOSPITAL HEARTLAND MEDICAL CENTER IN LAKE PLACID

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1. Executive Summary: The Community Health Needs Assessment Process

Goals

Florida Hospital Heartland Medical Center (FHHMC) includes facilities in Sebring and Lake Placid, Florida. The facilities share a license and also share the same service area. FHHMC conducted a Community Health Needs Assessment (CHNA) 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 other 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. Those members of the Committee who serve members of minority, low-income and other medically underserved populations are indicated in the listing. The Committee's role was to guide the Assessment process and select the priority issues for the hospital's community. 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
 - 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 and Community Surveys (*see Appendix 4*)
3. Highlands County Community Health Improvement Committee/Needs Assessment
4. 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 Heartland 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 three times 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 5 for a list of CHNAC members.

Data

Florida Hospital Heartland 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 utilization data showed the top reasons for visits to Florida Hospital Heartland (Sebring and Lake Placid) over the past year.

Much of the secondary data report was compiled by Community Commons/chna.org. This report is published on the FHHMC website along with the CHNA Report. Overall, secondary data sources included publicly available from state and nationally recognized data sources.

Asset Inventory

The next step was a Community Asset Inventory. This Inventory was designed to help Florida Hospital Heartland Medical Center 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.

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 9 Priority Health and Health Behavior/Risk Factor Issues (determinants of health).

Next, the Community Health Committee used a Decision Tree tool (*see Appendix 2*) that uses clearly defined criteria to select the top Health and Health Behavior/Risk Factor Issues. The Decision Tree criteria is based on the following questions:

- 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 Community Health Needs Assessment Committee selected five Priority Issues on July 21, 2016:

1. Heart Disease/Stroke/High Blood Pressure & Cholesterol
2. Diabetes
3. Access to Mental Health Services
4. Obesity/Nutrition
5. Access to Primary Care

See Sections 11 and 12 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 Heartland Medical Center/Florida Hospital Heartland Medical Center Lake Placid/Florida Hospital Wauchula Board on November 30, 2016. The final Needs Assessment will be posted on the hospital's web site prior to December 31, 2016.

Next Steps

The Community Health Needs Assessment Committee will work with Florida Hospital Heartland Medical Center/Florida Hospital Heartland Medical Center Lake Placid 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 Heartland Medical Center/Florida Hospital Heartland Medical Center Lake Placid is part of Adventist Health System (AHS), which has 45 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 we do.

In June of 1947, the War Assets Administration of the United States announced the sale of the Highlands Lake Hotel and its surrounding properties to the Florida Sanitarium and Benevolent Association (now Florida Hospital). The government sale was made with a \$150,000 provision to be raised by October 1, 1947, to convert the hotel into a hospital. Highly-admired community leader Charles Walker put the call out to the Heartland community. The call was answered by the community and represented by the 5,000 people who gathered on the lawns above Lake Lillian on January 6, 1948, to witness the dedication of Walker Memorial Sanitarium and Hospital. And so began a 63-year journey that has witnessed the growth of a three-facility community hospital system, numerous building and program expansions, increased services, modern equipment and the staffing of board-certified physicians.

FHHMC, with locations in Sebring and Lake Placid are part of Adventist Health System, the nation's largest Protestant health care system. Both campuses offer a wide array of medical services to better serve the Heartland Community (*see Appendix 3*). Florida Hospital Wauchula is also part of this three-facility community, but requires a separate CHNA Report since it is located in a separate county (Hardee) and is designated by the State of Florida as a Critical Access Hospital.

See Appendix 3 for a full list of the hospitals' services.

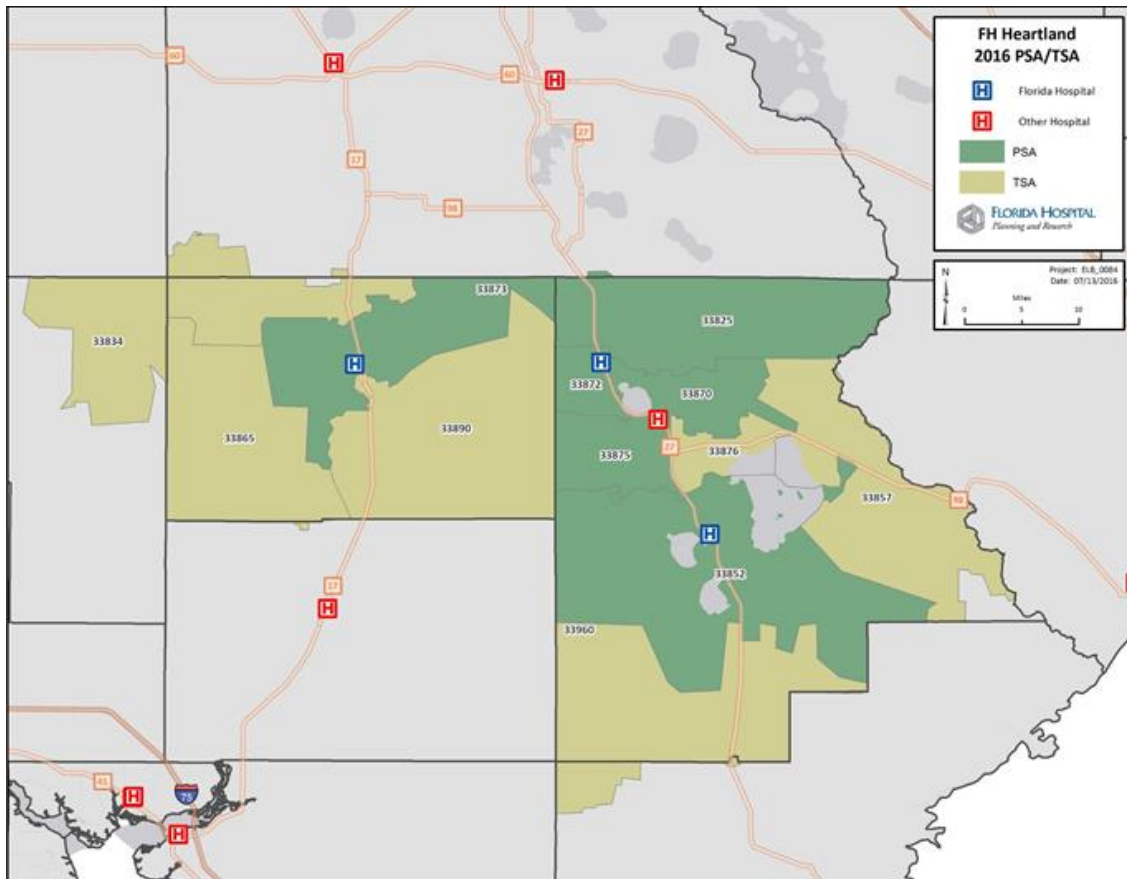
3. Choosing the Community

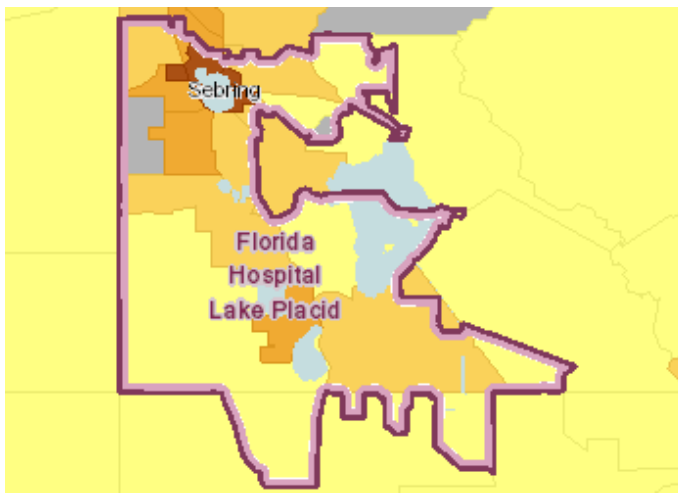
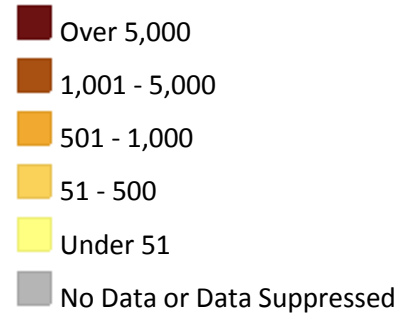
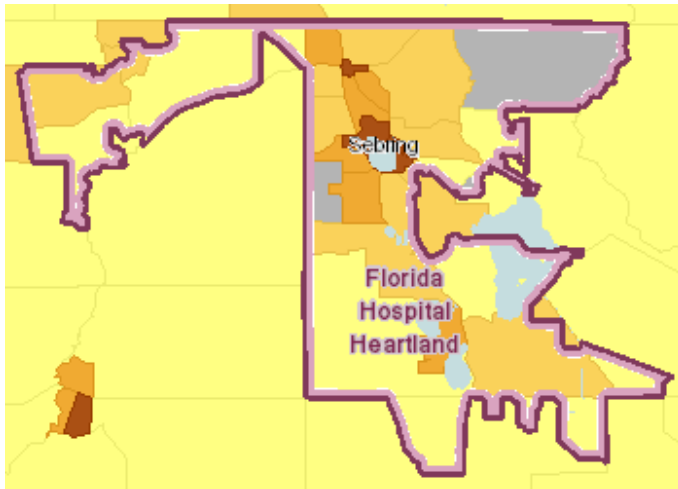
Florida Hospital Heartland Medical Center/Florida Hospital Heartland Medical Center Lake Placid defined its “community” as its Primary Service Area (PSA) from which 75-80% of its patients come.

4. Community Description & Demographics

Florida Hospital Heartland Medical Center/Florida Hospital Heartland Medical Center Lake Placid’s Primary Service Area includes Highlands County and portions of Hardee County, including zip codes 33825, 33843, 33870, 33872, 33875, 33852, 33873, 33960, 33876, 33857, and 34974.

A total of 104,797 people live in the 897 square mile report area defined for this assessment according to the U.S. Census Bureau American Community Survey 2009-13 5-year estimates. The population density for this area, estimated at 116.8 persons per square mile, is greater than the national average population density of 8.23 persons per square mile.





| Report Area | Total Population | Total Land Area (Square Miles) | Population Density (Per Square Mile) |
|---|------------------|--------------------------------|--------------------------------------|
| Florida Hospital Heartland (Service Area) | 104,797 | 897 | 116.8 |
| Florida Hospital Lake Placid (Service Area) | 66,574 | 540 | 123.18 |
| Hardee County, FL | 27,336 | 637.61 | 42.87 |
| Highlands County, FL | 98,275 | 1,016.35 | 96.69 |
| Okeechobee County, FL | 39,642 | 768.81 | 51.56 |
| Polk County, FL | 610,295 | 1,797.36 | 339.55 |
| Florida | 19,091,156 | 53,610.67 | 356.11 |
| United States | 311,536,591 | 3,530,997.6 | 88.23 |

Data Source: US Census Bureau, American Community Survey. 2009-13. Source geography: Tract Population, Density (Persons per Sq. Mile) by Tract, ACS 2009-13

Highlands County, Florida, was established in February 1937 with a population of 10,912. Today, a permanent population of approximately 98,275, which is increased by about 35,000 seasonal visitors during the winter, resides here according to the Highlands County Health Department. The county has a total area of 1,106.28-square miles, of which 92.95% is land and 7.05% is water.

Highlands County is located in the Heartland region of Florida located to the north and west of Lake Okeechobee, surrounded by six inland, non-metropolitan counties — Desoto, Glades, Hardee, Hendry, Highlands and Okeechobee. As of the 2015 census estimates, there were 98,275 people, 42,604 households and 28,027 families residing in the county. The population density was 97.2 people per square mile (32.82/km²).

The racial makeup of the county in 2015 was 85.6% White, 18.8% Hispanic or Latino, 10.5% Black or African American, 0.6% Native American, 1.6% Asian/Pacific Islander. In 2015, the county population included 17.6% under the age of 18, and 34.1% who were 65 years of age or older. The median age was 50 years.

In 2014, there were 39,882 households out of which 18.2% had children under the age of 18. The average household size was 2.28 and the average family size was 2.74. The median income for a household in the county was \$35,911, and per capita income was \$20,455. About 19.5% of all ages and 32.8% were under the age of 18, were living in poverty.

5. Community Health Needs Assessment Committee (CHNAC):

A Community Health Needs Assessment Committee was formed to help Florida Hospital Heartland Medical Center/Florida Hospital Heartland Medical Center - Lake Placid 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 three times in 2016.

| Name | Position/Entity | Representing | | | |
|-----------------|--|---------------|--------------|----------|-----------------------------|
| | | Public Health | Low - Income | Minority | Other Medically Underserved |
| Cathy Albritton | Community Benefit Manager, Florida Hospital Heartland Medical Center | | x | x | x |
| Peter Bath | Regional Vice President, Mission Ministry, Florida Hospital West Region – liaison to faith community | | | | x |
| Bruce Bergherm | President/CEO, Florida Hospital Heartland Medical Center | | x | x | x |
| Mary Kay Burns | Administrator, Highlands County Department of Health – public health services | x | x | x | x |
| Sara Carnes | Director of Clinical Education, Florida Hospital Heartland Medical Center | | x | x | x |

| Name | Position/Entity | Representing | | | |
|-------------------|---|---------------|--------------|----------|-----------------------------|
| | | Public Health | Low - Income | Minority | Other Medically Underserved |
| Ermelinda Centeno | Director of Enabling Services, Central Florida Health Care – federally qualified health center | | x | x | x |
| Ann Claussen | Executive Director, Central Florida Health Care – federally qualified health center | | x | x | x |
| Ingra Gardner | Executive Director, Nu-Hope Elder Care Services, Inc. – senior social services | | x | x | x |
| Brenda Garza | Manager, Diabetes Center, Florida Hospital Heartland Medical Center | | | | x |
| Denise Grimsley | Administrator, Florida Hospital Lake Placid | | | | x |
| Tessa Hickey | Director of Nursing, Highlands County Department of Health – public health services | x | x | x | x |
| Dr. Joy Jackson | Director, Hardee County Department of Health – public health services | x | x | x | x |
| Maureen Kersmarki | Director, Community Benefit and Public Policy, Adventist Health System – health care system | | x | x | x |
| Shawna Lambert | Healthy Start – Wauchula, public health services for pregnant women, infants | x | x | x | x |
| Ron Layne | Positive Medical Transport, Inc. – medical transportation service | | | | x |
| Linda Lynch | Director of Pastoral Care – Florida Hospital Heartland Medical Center | | x | x | x |
| Zbignew Nawrocki | Director Diagnostic Imaging and Cancer Center – Florida Hospital Heartland Medical Center | | | | x |
| Rosalie Oliver | Chief Financial Officer, Florida Hospital Heartland Medical Center | | | | x |
| Holly Parker | Healthy Start Coalition – mother and infant services | | x | x | x |
| Mary Plankenhorn | Human Services / CAC Manager, Highlands County Board of County Commissioners – social services | | x | x | x |
| Andrea Ragland | Diagnostic Imaging Manager, Florida Hospital Heartland Medical Center | | | | x |
| Kathleen Roehm | RCMA (Redlands Christian Migrant Association) – childcare and early education for children of migrant farm workers and rural, low-income families | | x | x | x |
| Sara Rosenbaum | Community Health Education Specialist, Florida Hospital Heartland Medical Center | | | | x |

| Name | Position/Entity | Representing | | | |
|--------------------|--|---------------|--------------|----------|-----------------------------|
| | | Public Health | Low - Income | Minority | Other Medically Underserved |
| Gloria Santos | Vice President, Chief Nursing Officer, Florida Hospital Heartland Medical Center | | | | x |
| Heather Stephenson | Executive Director, Samaritan's Touch – health clinic for uninsured people | | x | x | x |
| Melissa Thibodeau | Executive Director, Heartland Rural Health Network – rural health care network for low-income and minority populations | | x | x | x |
| Donna Wissing | Obstetric Nurse Manager, Florida Hospital Heartland Medical Center | | | | x |

6. Public Health

The Public Health departments of Highlands and Hardee Counties participated in the hospital's Community Health Needs Assessment Committee and in the completion of the community Stakeholder Survey.

Mary Kay Burns, RN, BSN, MBA, Administrator/Health Office for the Florida Department of Health in Highlands County. She is a Board Member for the Heartland Rural Health Network, Inc., CareerSource Heartland, and United Way of Charlotte County. She is also a member of the Highlands County Community Health Improvement group.

Burns has worked in a variety of hospital settings, including as vice president of nursing services and in director roles in case management, utilization review, quality and education. Her work for the department has largely focused on building relationships and partnerships to aid the counties she serves. During her time as administrator with Desoto, the department received a Prudential Productivity Award in 2014 for its School Health Dental Program.

Burns is a 2009 graduate of the Public Health Leadership Institute of Florida. She is a member of the Rotary Club of Arcadia, a past president of the Desoto County Chamber of Commerce and is a member of the Florida Public Health Association and Florida Association of County Health Officers. Burns serves as a board member for Charlotte Behavioral Health Care, Health Planning Council of Southwest Florida, Heartland Rural Health Network and the National Association of County and City Health Officials.

Tessa Hickey, Community Health Nursing Director, Florida Department of Health, Highlands County, became a nurse in 1997, and has worked in dialysis, oncology/hematology, med/surgery, and geriatrics. She worked as a Community Health Nursing Supervisor in the school health program for 11 years and has been the Nursing Director for the FDOH-Highlands for the past two years. She is the senior leader for the medical, dental, school health, and medical records departments. She recently received her Lean Six Sigma Green Belt Certification and is enrolled in the Leadership Highlands Class of 2017. She is also currently working with the Highlands Community Health Improvement Planning group, Highlands Prosperity

Partnership, Highlands Immunization Taskforce, Baby Steps to Baby Friendly, Healthy District/Healthy School Project and Healthiest Weight.

Joy Jackson, MD, Director of Hardee County Health Department Public Health was represented through involvement on the hospital's Community Health Needs Assessment Committee. Since 2012, Dr. Jackson has served as medical director for the Florida Department of Health in Polk County. In addition to serving as medical director for Polk County, Dr. Jackson has also served as medical director for Lakeland Volunteers in Medicine since 2012. She is board certified in internal medicine and has worked as Chief Medical Officer and Interim Vice President of Medical Affairs for Lakeland Regional Medical Center.

7. Primary & Secondary Data Sources

Primary Data

- a. Community Health Needs Assessment Committee
- b. Community surveys – Conducted online by Florida Hospital on Survey Monkey, via telephone, and in person at CREATION Health Ministry meetings, Rotary and Kiwanis meetings and churches.
- c. Stakeholder interviews – conducted via telephone. The same survey used for the community was also used for the stakeholder survey; however, the telephone survey allowed the collection of more detailed information from the interviewee.
- d. Hospital Utilization Data (Top 10 Inpatient and Emergency Department diagnoses by payer)

Secondary Data

- a. 2010 US Census <https://www.census.gov/quickfacts/table/PST045215/12055>
- b. Cardiac Arrest Registry to Enhance Survival (CARES), 2011-2012
- c. Centers for Disease Control & Prevention (CDC), Behavioral Risk Factor Surveillance System (BRFSS)
- d. Centers for Disease Control & Prevention (CDC), National Center for Chronic Disease Prevention & Health Promotion, 2012
- e. Centers for Disease Control & Prevention (CDC), National Vital Statistics System
- f. Centers for Disease Control (CDC), Wide-Ranging Online Data for Epidemiologic Research, 2006-2010
- g. Community Commons.org
- h. County Health Rankings and Roadmaps (www.countyhealthrankings.org) – 2016 data
<http://www.countyhealthrankings.org/app/florida/2016/> Primary Data
- i. Dartmouth Atlas of Health Care, Clinical Practice, 2012
- j. Dartmouth College Institute for Health Policy
- k. Federal Bureau of Investigation (FBI), FBI Uniform Crime Reports with additional analysis by the National Archive of Criminal Justice Data
- l. Health Council of West Central Florida (www.healthcouncils.org) – CHIP 2015 data
<http://www.hcwcfl.org/wp-content/uploads/2015/03/Highlands-Co-2015-Community-Health-Assessment-final.pdf>
- m. Healthy People 2020

- n. Highlands County Health Department 2015 Annual Report
<http://highlands.floridahealth.gov/about-us/data/data.html>
- o. National Institutes of Health (NIH); National Cancer Institute (NCI); Surveillance, Epidemiology and End Results Program; State Cancer Profiles; 2007-2011
- p. School Board of Highlands County (www.highlands.k12.fl.us) – 2012 data
- q. University of Wisconsin Population Health Institute, County Health Rankings, 2015
- r. US Census Bureau, American Community Survey (ACS), 2009-2013
- s. US Census Bureau, Small Area Health Insurance Estimates, 2013
- t. US Dept. of Agriculture (USDA), Economic Research Service, USDA Food Access Research Atlas, 2010
- u. US Dept. of Health & Human Services (HHS), Center for Medicare & Medicaid Services (CMS), Provider of Services File, Sept. 2015
- v. US Dept. of Health & Human Services (HHS), Health Indicators Warehouse
- w. US Dept. of Health & Human Services (HHS), Health Resources & Services Administration (HRSA), Area Health Resource File, 2013
- x. US Dept. of Labor (DOL), Bureau of Labor Statistics, Sept. 2015

8. Community Collaboration

The Community Health Improvement Planning (CHIP) Committee of Highlands County is composed of area residents and business leaders with an interest in improving the health of their community, with a special focus on low-income, minority and underserved populations. A partnership was formed between the Highlands County Health Department and the Health Council of West Central Florida, Inc., for the purpose of conducting a needs assessment for use by CHIP and other community partners.

Community Health Improvement Planning of Highlands Committee

| | |
|--------------------|---|
| Aisha Alayande | Drug-Free Highlands |
| Michelle Albritton | Highlands County Department of Health |
| Wendy Amos, Chair | Drug-Free Highlands |
| Sara Rosenbaum | Florida Hospital Heartland Medical Center |
| Danyiell Blosser | Highlands County Dept. of Health |
| Stephanie Douglas | Peace River Centers |
| Kathleen Gray | Highlands County Department of Health |
| Tessa Hickey | Highlands County Department of Health |
| Kelly Johnson | Heartland Rural Health Network |
| K. Lea | Peace River Center |
| Anthony Lopez | Balance Heartland |
| Ashley Moats | Florida Health Care |
| Judith New | Highlands County Department of Health |
| Holly Parker | Healthy Start Coalition |
| Mary Plankenhorn | Children's Advocacy Center |
| Jeff Roth | Children's Advocacy Center |
| Kitty Slark | Tri-County Health Services |
| Connie Snyder | Salvation Army |
| Melissa Thibodeau | Heartland Rural Health Network |
| Barbara Turner | Central Florida Health Care |

The CHIP's top priority was that the Assessment be as conclusive and inclusive as possible. The group spent several months determining the most important indicators to assess through the survey instrument, key informant interviews, and secondary data points from county, state and federal agencies. An effort was made to reach out to all members of the Highlands County communities and obtain perspectives across age, race/ethnicity, gender, profession, household income, education level and geographic location. Through the Needs Assessment process, the Coalition formed strong partnerships with health care providers, county and state agencies, nonprofits, and business and civic organizations, including Florida Hospital.

The Coalition reviewed all of the data and prioritized the key issues according to intensity of the need, current initiatives around the issue, and the potential for future collaboration. Florida Hospital Heartland Medical Center (Sebring and Lake Placid) referenced the information compiled by the CHIP coalition in their Needs Assessment.

9. Asset Inventory

The Asset Inventory lists the nine areas of focus determined by primary and secondary data. The Inventory's goal was to evaluate the existing needs and programs that could be developed, or enhanced, for each area of focus. We also believe it is important to share the many avenues being made within FHHMC that assist in communicating with the public and providing the necessary resources available to help address local health concerns. Additional resources are being identified to assist in meeting these concerns and will be addressed by the hospital or by existing community partnerships.

Major assets in Highlands County include Samaritan's Touch Free Clinic, Central Florida Health Care (a Federally Qualified Health Center, FQHC), three hospitals, Heartland Rural Health Network, and the Department of Health's free diabetes self-management program. There are many opportunities to be physically active in the Heartland area: parks, golf courses, bike lanes and multiple private gyms to join. There is a local VA Outpatient Mental Health Clinic and South Florida State College offers educational and cultural opportunities.

Major deficits include lack of public transportation, a shortage of primary and specialty care physicians, and few mental health specialists.

Appendix 1 includes the full Asset Inventory.

10. Data Summary & Priority Selection

The hospital's Community Health Assessment Committee discussed health concerns and issues that were discovered through the efforts of the needs assessment and the Highlands County CHIP. At the June 21, 2016 meeting, the committee determined which top priorities should be addressed and if there were programs already available to help meet the needs in the community. Along with this discussion, the decision process included whether or not the resources needed to meet these concerns can be addressed by the hospital, or by existing community programs or partnerships. Finally, the Committee determined whether or not the hospital offers services that can help address the key priorities. From this list, the Committee chose the Priority Issues that the hospital will address.

A. Primary & Secondary Data – High-level findings

| 8-10 health priorities determined by Primary Data from 37 Community Phone Interviews (Community Stakeholders) | | | |
|---|--------------------------------------|----|---------------------------|
| 1 | Diabetes | 6 | Obesity/Overweight |
| 2 | Cancer | 7 | Mental Health |
| 3 | Heart Disease | 8 | Lack of Medical Insurance |
| 4 | High Blood Pressure/High Cholesterol | 9 | Unemployment |
| 5 | Lack of Transportation | 10 | Teen Pregnancy |

| 8-10 health priorities determined by Primary Data from 194 Community Surveys | | | |
|--|------------------------------------|----|-----------------------------------|
| 1 | Obesity/Nutrition | 6 | Lack of Transportation |
| 2 | Poverty/Unemployment /Low Literacy | 7 | Lack of Medical Insurance |
| 3 | Diabetes | 8 | Aging |
| 4 | Cancer/Tobacco Use | 9 | Exercise |
| 5 | Heart Disease/HBP & Cholesterol | 10 | Access to Mental Health Providers |

| 8-10 health priorities determined by Primary Data from Hospital In-patient Utilization data (top ten conditions by PSA zip codes by payer) | | | |
|--|--|----|---|
| 1 | Septicemia – Medicare | 6 | Percutaneous cardiovascular proc w stent – Medicare |
| 2 | Psychoses – Medicare | 7 | Rehab w CC/MCC – Medicare |
| 3 | Vaginal Delivery – Medicaid | 8 | Heart Failure + shock w CC – Medicare |
| 4 | Heart Failure + Shock w MMC – Medicare | 9 | Esophagitis/Gastroenteritis – Medicare |
| 5 | Major Joint Replacement (lower extremity) – Medicare | 10 | Septicemia or severe sepsis – Medicare |

| 8-10 health priorities determined by Primary Data from Hospital Emergency Room Utilization data (top ten conditions by PSA zip codes by payer) | | | |
|--|--|----|--------------------------------------|
| 1 | Acute upper respiratory infection– Medicaid | 6 | Acute pharyngitis – Medicaid |
| 2 | Urinary tract infection – Medicare | 7 | Abdominal pain – Medicaid + Medicaid |
| 3 | Acute upper respiratory infection – Medicare | 8 | Acute bronchitis – Medicare |
| 4 | Otitis media – Medicaid | 9 | Headache – Medicaid + Medicare |
| 5 | Noninfectious gastroenteritis – Medicaid | 10 | Chest pain – Medicare + Medicaid |

| 8-10 health priorities determined by Secondary Data collected from Highlands County Community Health Assessment (CHIP) , a community collaboration | | | |
|--|-----------------------------------|----|--|
| 1 | Diabetes | 6 | Motor Vehicle Crashes |
| 2 | Heart Disease | 7 | Pneumonia/Influenza |
| 3 | Cancer – Lung, Cervical, Melanoma | 8 | Suicide |
| 4 | Access to Health Care | 9 | Asthma |
| 5 | Stroke | 10 | Chronic Lower Respiratory Disease (CLRD) |

| 8-10 health priorities determined by Secondary Data collected from the most recent local Highlands County Department of Health 2015 Annual Report | | | |
|---|--|----|---------------------------|
| 1 | Heart Disease | 6 | Unintentional Injuries |
| 2 | Cancer | 7 | Overweight/Obese |
| 3 | Chronic Lower Respiratory Disease (CLRD) | 8 | Asthma – Childhood |
| 4 | Diabetes | 9 | Mental Health Care Access |
| 5 | Stroke | 10 | Alcohol/Drug/Tobacco Use |

| Health priorities (no specific order) determined by Secondary Data from CommunityCommons .org | |
|---|----------------------------------|
| Income per capita | Physical inactivity (adult) |
| Lack of social or emotional support | Tobacco usage – current smokers |
| Population with no high school diploma | Depression – Medicare population |
| Poverty rate (<100% FPL) | Poor dental health |
| Teen births | Suicide |
| Unemployment rate | Accident mortality |
| Uninsured population age 18 – 64 | Cancer mortality |
| Uninsured population under age 19 | Cervical cancer incidence |
| Population with low food access | Diabetes prevalence |
| Use of public transportation for commute to work | Heart disease prevalence |
| Facilities designated as health professional shortage areas | High cholesterol |
| Federally qualified health center | Infant mortality |
| Access to dentists | Lung cancer incidence |
| Breast cancer screening (Mammogram) | Lung cancer mortality |
| Cervical cancer screening (PAP test) | Obesity (adult) |
| Colon cancer screening (Sigmoid/colonoscopy) | Poor/fair general health |
| Lack of consistent source of primary care | Premature death |
| Preventable hospital events | |

B. Aggregated Priority Issues

The data from the sources noted above was aggregated to determine the following Priority Issues for the Florida Hospital Heartland Medical Center community:

| Aggregated Priority Issues | |
|----------------------------|---|
| 1 | Heart Disease/Stroke/ High BP & Cholesterol |
| 2 | Cancer Incidence/Screenings/Tobacco Cessation |
| 3 | Diabetes |
| 4 | Mental Health |
| 5 | Obesity/Nutrition |
| 6 | Poverty/Unemployment/Low Literacy |
| 7 | Access to Care/Lack of Health Insurance |
| 8 | COPD/Upper Respiratory Infection/Asthma |
| 9 | Lack of Transportation |

11. Community Priority Issues that the Hospital WILL Address

The Community Health Needs Assessment Committee used the Decision Tree (*see Appendix 2*) which included the criteria listed in the heading below to determine that the hospital could effectively address the issues noted below.

| Health Issue | Acuity Level in the Service Area | Addressed by other Community Groups? | FH Capacity to Impact? | Issue Selected Yes or No | Rationale Yes or No |
|--|----------------------------------|--|--|--------------------------|---|
| Heart Disease/Stroke /High Blood Pressure & Cholesterol | High | A few local nutrition programs offered by Heartland Rural Health Network, and food offerings at food banks | Yes | Yes | Number two cause of death in the PSA, higher than state average rate of high blood pressure and cholesterol. 48% of adults in PSA have high cholesterol. |
| Diabetes | High and increasing | Department of Health, Heartland Rural Health Network classes | Yes | Yes | Higher than state average of diabetes, and lower than average access to diabetes self-management education programs. Pre-Diabetes education also lacking. |
| Access to Mental Health Services | High | A few programs: Peace River Center, Tri-County Human Services | Yes: Hospital has Senior Behavioral Health Unit at Lake Placid | Yes | PSA designated a Health Professional Shortage Area (HPSA) |
| Obesity/ Nutrition | High and increasing | Yes: Highlands Community Health Improvement Planning group (CHIP), Heartland Rural Health Network, Nu-Hope frozen food discharge program at FH, food banks and reservoir | Yes | Yes | Child Food Insecurity Rate of 28.4% in PSA, higher than state average. 41% of residents in the PSA have low food access (food desert). |
| Limited access to Primary Care | High and increasing | Yes: Heartland Rural Health Network, Samaritan's Touch. | Yes: Indirectly or in Partnership | Yes | Rate of under-insured higher than state average, and rising. 33% of the adult population and 13.2 % of children lack medical insurance. PSA designated a Health Professional Shortage Area (HPSA). 27% of PSA adult population has no regular primary physician. Ambulatory |

| | | | | |
|--|--|--|--|---|
| | | | | Care Sensitive Condition Discharge Rate of 72% in PSA. |
|--|--|--|--|---|

12. Community Priority Issues that the Hospital WILL NOT Address

The Community Health Needs Assessment Committee used the Decision Tree (*see Appendix 2*) which included the criteria listed in the heading below to determine that the hospital would not address the issues noted below.

| Health Issue | Acuity Level in the Service Area | Addressed by other Community Groups? | FH Capacity to Impact? | Issue Selected Yes or No | Rationale Yes or No |
|---|----------------------------------|--|-----------------------------|--------------------------|---|
| Cancer Incidence/ Screening/ Tobacco Cessation | High | Department of Health offers mammogram and PAP screening programs. Area Health Education Center (AHEC) offers tobacco cessation classes. | Yes, and already addressing | No | #1 cause of death in PSA. Currently holding tobacco cessation classes on-site or in partnership with at local venues, with AHEC. Mammography/breast cancer screening programs in place. |
| Poverty/ Unemployment /Low Literacy | High | South Florida Community College GED (General Education Diploma) and ESOL (English for Speakers of Other Languages) programs. CareerSource Heartland. | Low | No | 19.5% of all ages and 32.8% of all residents under the age of 18 are living in poverty. Other community groups are working on this issue. |
| COPD/Upper Respiratory Infection/ Asthma | Medium | Heartland Rural Health Network has a Community Health Worker Coalition Asthma Curriculum | Low | No | Committee felt other issues would be better suited for the hospital to address. |
| Lack of Transportation | High | Positive Medical Transport, MV Transportation, Community Transportation Committee, Transportation Disadvantaged, Central Florida Regional Planning Council | Low | No | Other community groups working on this issue. |

13. Next Steps

Current next steps include presentation of this report to the hospital board for approval and posting it online, researching appropriate projects that the hospital will pursue based on the results of this report, and presentation of those finding to the CHNA Committee later this year.

14. Public Comments

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

15. 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.

The Florida Hospital Heartland Division is comprised of three hospital facilities. Florida Hospital Heartland Medical Center (FHH) in Sebring and Florida Hospital Lake Placid (FHLP) in Lake Placid are both located in Highlands County. Florida Hospital Wauchula (FHW) is located in adjacent Hardee County.

Because the Florida hospital facilities in Highlands County are 16 miles apart and share the same service area, this response to Question 11 focuses on the two Highlands County facilities.

Highlands County is a rural county with 97,600 residents. However, the town of Sebring is home to just 10,300 people and Lake Placid is home to another 2,125. About a third of the residents are over 65.

FHH and FHLPs' Community Health Needs Assessment Committee, comprised of community members including those representing low-income, minority and other underserved populations, selected the following four priority issues.

Priority: Cancer

2013 Description of the Issue: Cancer is the second leading cause of death in the Sebring/Lake Placid community. Efforts to promote the importance for early detection are key to reducing the number of cases of cervical, breast and prostate cancer. Individuals from underserved populations are more likely to be diagnosed with late-stage cancers that might have been treated, or cured, if diagnosed earlier.

2015 Update: Florida Hospitals Heartland/Lake Placid held 26 smoking cessation classes in 2015; the classes were free to 125 uninsured/low-income residents. FHH/FHLPs' Pink Army (Breast Cancer) education efforts and early detection provided education about the early detection of breast cancer. Staff and 170 volunteers (trained by FHH/FHLP) reached nearly 3,100 people (the goal was 700) at 50 different community events. The effort also raised \$7,350 for the community mammography fund for uninsured residents.

Priority: Heart Disease and Stroke

2013 Description of the Issue: Heart disease and stroke are the leading cause of death in the Sebring/Lake Placid community. High cholesterol, heart attacks, angina, heart disease and hypertension rates are above the state average for all adults and for adult women. Poor eating habits and economic pressure contribute

to these outcomes. As with cancer, heart disease and its risk factors are not being detected early in people who do not or cannot afford routine checkups with a physician.

2015 Update: Because much of Highlands County's population consists of older people with chronic conditions, the Stanford Chronic Disease Self-Management Program (CDSMP) was a new effort defined in our implementation strategies. The CDSMP uses pre- and post-program surveys, and has expected outcomes (defined by the CDC) around disease self-management skills and reductions in preventable hospitalizations. As in other communities, it took time to set up the program according to Stanford specifications, build community partnerships, and train trainers. This work was completed in 2015 and classes will begin Q1 of 2016. There will be no charge for the program.

Two lifestyle training programs addressed the prevention and lifestyle factors that impact heart disease and stroke. CREATION Health classes and programs were offered at no cost in the community and at FHH and FHLP. CREATION Health is based on the principles of choice, rest, environment, activity, trust, interpersonal relationships, outlook and nutrition. CHIP (Community Health Improvement Program) provided classes on nutrition, exercise and stress management. CHIP's pre- and post-class biometric screenings showed that 100% of the program participants had improved biometric scores, an increased understanding of nutrition principles, and adherence to routine checkups with their physicians.

Other heart disease-related community efforts included cardiac screenings at eight health fairs. 75 people participated in cardiac rehabilitation classes, and 80 attended stroke education seminars. All programs stressed the importance of regular checkups with primary care physicians.

Priority: Diabetes/Chronic Disease Management

2013 Description of the Issue: There is a higher-than-state average for diabetes-related hospitalizations, including amputations, in the Florida Hospital Heartland service area. Attendance at diabetes self-management programs is also below the state average, indicating that it is important to make our community more aware of the importance of managing diabetes. An individual's socio-economic status, race and ethnicity plays a major role in access to education about diabetes and risk factors.

2015 Update: Interventions included diabetes self-management classes for 110 people, a community diabetes support group, outpatient Medical Nutrition Therapy (MNT) and gestational diabetes classes. The Stanford Chronic Disease Self-Management Program (CDSMP) to be implemented in 2016 includes a focus on diabetes. There will be no charge for the program.

Priority: Access to Health Care

2013 Description of the Issue: In addition to a lack of affordable insurance and/or health care services, access to health care can be attributed to a lack of education or understanding of the health care system and how treatment and overall care is communicated. Providing community education about access to health care and decision-making skills is important, as is information about resources for screening and intervention programs at health fairs and other events offered in the community.

2015 Update: FHH/FHLP provided \$2.5 million (at cost) in vouchers for free lab and imaging services to the local free clinic for uninsured people. FHH/FHLP conducted eight health fairs for both insured and

uninsured community members; uninsured participants were referred to the local Federally Qualified Health Center (FQHC). 45 Congregational Health volunteers provided education on available health care resources.

Priorities Considered but Not Selected:

Medical Home Shortage: The community's total number of licensed family physicians is below the state average with a ratio of 1 primary care physician to 270 people. This issue was not chosen because it is encompassed in the access to health care priority.

Motor Vehicle Deaths: The community's rate of motor vehicle accidents is higher than the state average; many are related to alcohol. Motor vehicle deaths that do not involve alcohol are seen as unintentional deaths and may be related to the rural nature of the community. Numerous local organizations are currently working to stop drinking and driving.

Chronic Lower Respiratory Disease: Hospitalizations for respiratory diseases exceed the state rate. Smoking is the main cause of chronic lower respiratory disease. Florida Hospital already offers smoking cessation classes and a Better Breathers Support Group, and other organizations such as the American Lung Association focus on this disease.

Need for Health Promotion: Lifestyle and personal health habits are growing concerns. The community's obesity rate is higher than the expected level for students in middle and high school, as well as in adults. We are already addressing this issue in our diabetes, heart disease and chronic disease self-management efforts. In addition, ACCESS Florida offered by the Florida Department of Children and Families helps families purchase nutritional foods needed to maintain a healthy lifestyle.

HIV/AIDS: HIV/AIDS deaths exceed the state average. An alarming 29% of married persons still believe you get HIV from mosquitoes. This is an issue of education, which many groups are focusing on. The local Health Department cares for HIV/AIDS patients. The Highlands County Rural Health Network offers "Making a Difference!" an initiative that empowers adolescents to change their behaviors and reduce their risks of pregnancy, HIV and other sexual transmitted diseases.

Maternal-Infant: Pregnancy, parental care and newborn care fall in as the tenth issue. Even though teen birth rates have dropped since 2010, the area's rates are still above the average. A 15 to 20-year-old has a 57% chance of giving birth, and 30% of mothers began their prenatal care after the first trimester. Florida Hospital Heartland offers a birthing center that serves women of all incomes and ethnicities. Several community groups are working diligently on teen pregnancy prevention. Healthy Choices Education/Teen Pregnancy Prevention are current initiatives by Highlands County Rural Health Network (of which FHH is a member); their focus is helping reduce STDs and teen pregnancy within the community.

Pediatrics: Pediatric services are limited in this community, due in part to a limited demand driven by a large aging population. Florida Hospital Heartland has a pediatric unit and a pediatric hospitalist, but no specialists. Families with acute needs travel out of the community - to Tampa, Orlando or Lakeland - for specialty pediatric services. Heartland has a referral agreement with the Florida Hospital for Children in

Orlando that provides access to 30 sub-specialties. Due to the limited demand for pediatrics in the community, Florida Hospital Heartland has no current plans to expand the existing pediatric unit.

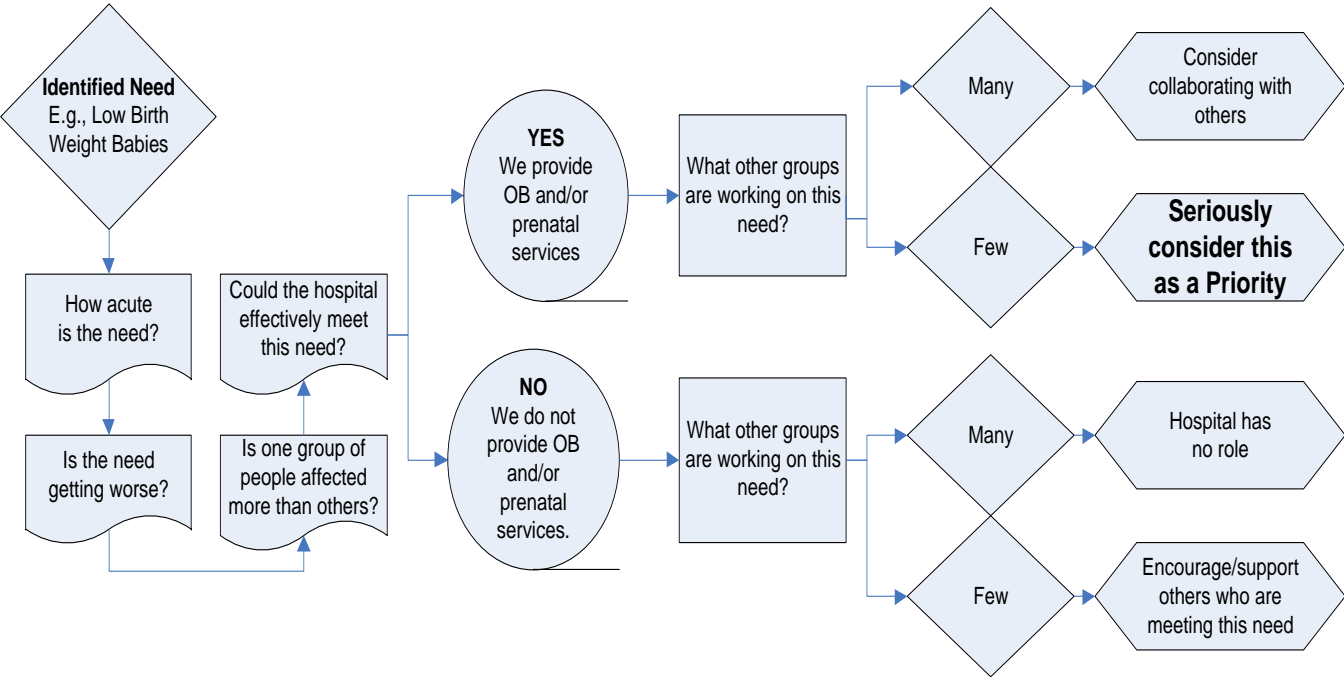
Mental Health/Substance Abuse: There is a shortage of mental health providers in the community, meaning that the ability to provide effective care is challenging. In Highlands County, the patient-to-provider ratio is four times the state average. Substance abuse is also a growing issue, especially in middle and high school aged populations. Marijuana use is above the state average. Florida Hospital Heartland does not provide mental health or substance abuse services. BALANCE Lives in Transition is an organization formed to improve treatment and quality of life for residents. Drug Free Highlands works with the Highlands County School Board and Sheriff's Office to promote a drug- free community.

Appendix 1: Full Asset Inventory


| Top 8-12 Areas of Focus defined by Primary/Secondary Data | Current Community Programs | Current Hospital Programs |
|---|--|---|
| Access to Care/Lack of Health Insurance | 2 ED's (Emergency Department), 3 Urgent Care Centers, Samaritan's Touch Free Clinics in Sebring and Lake Placid, Central Florida Health Care (FQHC), Community Transportation, Transportation Disadvantaged Program, Local taxi service, 207 Physicians | 12 bed ICU (Intensive Care Unit) in Sebring, 10 bed ICU in Lake Placid, CareNow Urgent Care Clinic, Geriatric Mental Health Beds in Lake Placid, 2 ED's, 59 employed MD/DO and mid-level Providers, 1 Rural Health Clinic, Charity Care, Support of Samaritan's Touch Free Clinic, Walgreens Rx bedside delivery program |
| Cancer Incidence/Screenings/Tobacco Cessation | Breast Center at HRMC, Samaritan's Touch partnership with Moffitt for cancer treatment | Breast Care Center, Florida Hospital Cancer Institute, Tobacco Cessation Classes, Mammography fund through FH Foundation |
| Heart Disease/Stroke/High Blood Pressure and Cholesterol | Multiple community-based neurologists and cardiologists, Nutrition education programs through Heartland Rural Health Network, Backpack Program weekend food program for elementary students through Heartland Food Reservoir | Accredited Chest Pain Center with Primary PCI, Interventional and diagnostic cardiac cath lab, Primary stroke program, board certified neurologist, Tele-neurology program, Community education about heart disease, Partnership with EMS for timely treatment of stroke and STEMI patients, Community screenings, Lectures, 1 Cardiology practice, 1 Interventional Cardiology practice, 6 Cardiologists |
| Diabetes | Department of Health Diabetes self-management classes | Lectures, Diabetes Center offers diabetes self-management classes and MNT education, Wound Care Center |
| Obesity/Nutrition | Walking trails and sidewalks in some areas, Bike lanes, Heartland Triathlon, Youth and adult sports programs, Multiple parks, Golf & outdoor activities, Private gyms, Nutrition education programs through Heartland Rural Health Network, Backpack Program weekend food program for elementary students through Heartland Food Reservoir | Annual FH Foundation 5K, Wellness Center in Lake Placid (BLCC), 24/7 FH Fitness Center in Lake Placid, CHIP (Complete Health Improvement Program) classes |
| Mental Health | Tri-County Human Services (Medicaid) hired new psychiatrist, VA Outpatient Mental Health Clinic/medications, Volunteers of America, JASA, County Behavioral Health Task Force, Crossroads Recovery (low cost counseling) | Inpatient Senior Behavioral Health Unit, 1 Psychiatrist, 2 Mental Health ARNP's, 1 LCSW |

| Top 8-12 Areas of Focus defined by Primary/Secondary Data | Current Community Programs | Current Hospital Programs |
|---|---|---|
| Lack of Transportation | Transportation Disadvantaged Program (County), Taxi service | |
| Asthma/COPD/Upper Respiratory Infection | | COPD "Better Breathers" Support Group |
| Poverty/Unemployment/Low Literacy | Lion's Club School Nurse Vision/Hearing training, South Florida State College, Azure Nursing Program, CareerSource Heartland workforce training, Highlands Prosperity Partnership | Physician CME's offered annually, Staff training provided based on position/need, Medical student program, Clinical training for healthcare students, Education financial support |

Appendix 2: Decision Tree




Appendix 3: Hospital Services (Sebring and Lake Placid)



OFFERING A WIDE ARRAY
OF MEDICAL SERVICES
AND LOCATIONS

- ER and Certified Chest Pain Center
- Heart & Vascular Center with three Cath Labs
- Cardiac and Pulmonary Rehabilitation
- Transitional Care
- Surgery Center
- Bone, Joint & Spine Center
- Minimally-Invasive Surgical Services
- Wound Healing & Hyperbaric Therapy
- Therapy Center with Physical, Occupational and Speech Services
- Imaging Center with Open MRI, Ultrasound, 64-Slice CT and PET
- Breast Care Center with Digital Mammography, Ultrasound and Stereotactic Biopsy
- Interventional and Invasive Radiology
- Cancer Institute
- Blessed Beginnings Birthing Center
- Pediatrics
- Behavioral Health
- Home Care Services
- Diabetes Center
- Lab Services
- Nuclear Medicine
- Sleep Studies
- Pastoral Care
- Pet Therapy
- Volunteer Services

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- *Surgical Services*
- *24-Hour Emergency Care*
- *Radiology/Diagnostic Imaging*
 - *MRI Services*
 - *Echocardiogram*
 - *Inpatient Nuclear Medicine*
 - *Multi-Slice CT*
 - *Ultrasound*
 - *PACS*
- *Full Lab Services*
- *Pastoral Care*
- *The Therapy Center*
(Physical, Occupational, Speech)
- *24-Hour Fitness Center*
- *Home Care Services*
- *Volunteer Services*
- *Hospitalist Program*

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Appendix 4: Survey Questions and Findings



Community Needs Assessment

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*)

| | |
|---|---|
| <ul style="list-style-type: none"> Cancer Heart disease High blood pressure / cholesterol Respiratory disease – adults Asthma – children Diabetes | <ul style="list-style-type: none"> Mental Health disorders Immunizations – children Immunizations – adults Teen pregnancy rates / low birth-weight babies Other (describe) |
|---|---|

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

| | |
|---|--|
| <ul style="list-style-type: none"> Obesity Lack of exercise Smoking Poor nutrition Seatbelt use Firearms in homes | <ul style="list-style-type: none"> Substance abuse – alcohol Substance abuse – drugs Lack of family / religious support systems Risky sexual behaviors Aging population Other (describe) |
|---|--|

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

| | |
|---|---|
| <ul style="list-style-type: none"> Unemployment Low-income families / poverty Crime / violence Homelessness Low education levels/literacy Inadequate transportation | <ul style="list-style-type: none"> Lack of grocery stores / access to healthy food Lack of health insurance / affordable care Access to dental care Air & water quality Other (describe) |
|---|---|

5. Who in our community promotes good health?

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

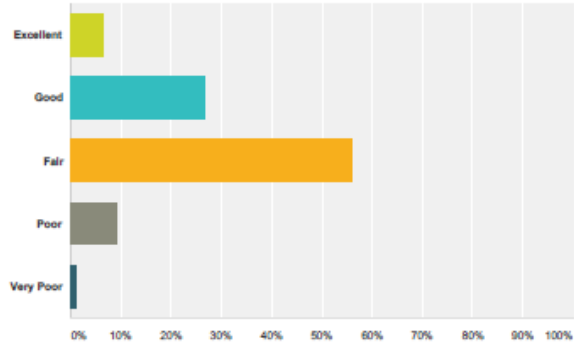
7. If you were in charge of promoting good health, what would you do first?

8. Who else should we talk to?

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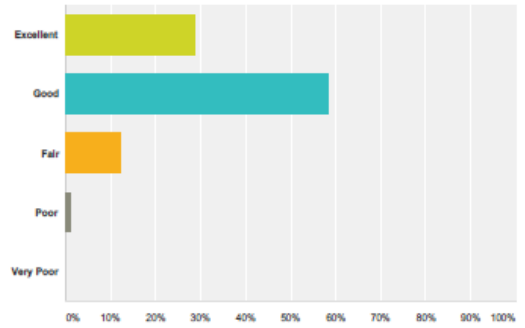
Q1 How would you rate: Overall community health status?

Answered: 194 Skipped: 6



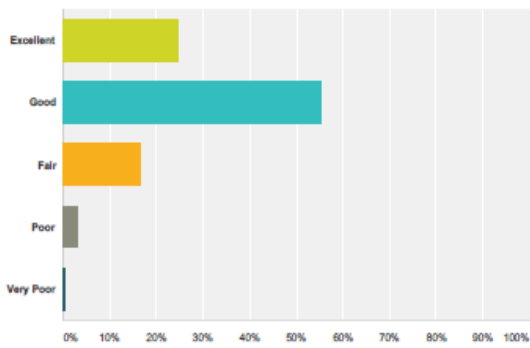
Q4 How would you rate: Your own understanding of health risks?

Answered: 189 Skipped: 11



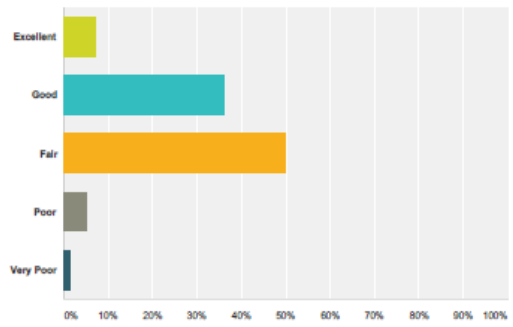
Q2 How would you rate: Your personal health status?

Answered: 195 Skipped: 5



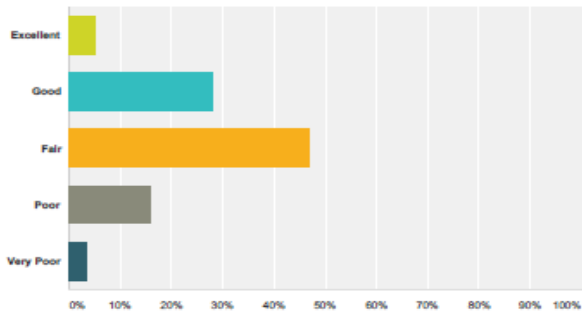
Q5 How would you rate: Community quality of health?

Answered: 194 Skipped: 6



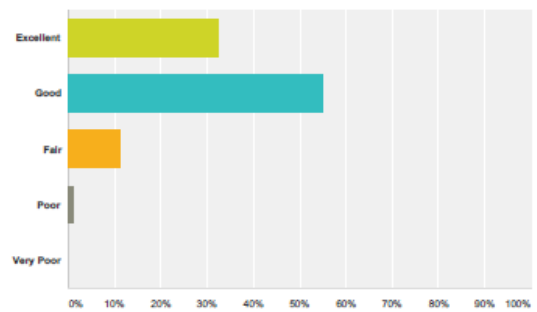
Q3 How would you rate: Community understanding of health risks?

Answered: 192 Skipped: 8



Q6 How would you rate: Your own quality of life?

Answered: 196 Skipped: 4



Q7 What do you see as the greatest HEALTH PROBLEMS/CONDITIONS in our community?

Answered: 200 Skipped: 0

| | Choose Top 3 |
|---------------------------------|----------------|
| Diabetes | 100.00% 120 |
| Cancer | 100.00% 119 |
| Heart disease | 100.00% 110 |
| High blood pressure/cholesterol | 100.00% 104 |
| Mental health disorders | 100.00% 64 |
| Respiratory disease in adults | 100.00% 45 |

FHHD Community Needs Assessment 2016

Su

| | |
|--|---------------|
| Teen pregnancy rates/low birth-weight babies | 100.00% 21 |
| Immunizations in adults | 100.00% 7 |
| Immunizations in children | 100.00% 6 |
| Asthma in children | 100.00% 5 |

Q8 What health BEHAVIORS/RISK FACTORS are the most common in our community? (choose the top 3)

| | Choose Top 3 |
|------------------|----------------|
| Obesity | 100.00% 148 |
| Aging population | 100.00% 88 |
| Lack of exercise | 100.00% 81 |
| Smoking | 100.00% 71 |

9 / 18

| | |
|--|---------------|
| Poor nutrition | 100.00% 59 |
| Substance abuse - drugs | 100.00% 50 |
| Substance abuse - alcohol | 100.00% 47 |
| Lack of family/religious support systems | 100.00% 35 |
| Risky sexual behavior | 100.00% 12 |
| Seat belt use | 100.00% 5 |
| Firearms in homes | 100.00% 3 |

Q9 Which COMMUNITY CONDITIONS most impact the health of people in our community? (choose the top 3)

| | Choose Top 3 |
|---|----------------|
| Low-income families/poverty | 100.00% 140 |
| Inadequate transportation | 100.00% 96 |
| Lack of health insurance/affordable care | 100.00% 95 |
| Unemployment | 100.00% 86 |
| Low education levels/literacy | 100.00% 70 |
| Lack of grocery stores/access to healthy food | 100.00% 28 |
| Crime/Violence | 100.00% 27 |
| Access to dental care | 100.00% 23 |
| Air and water quality | 100.00% 18 |
| Homelessness | 100.00% 17 |

Appendix 5: Results of Stakeholder Interviews

| Name (optional) | Agency or Affiliation (as appropriate) | Who does Stakeholder represent? (check all that apply) | | | Responses | | |
|--------------------|--|---|------------|---------------|--|---|--|
| | | Minority | Low-Income | Public Health | Top 3 Health Conditions | Top 3 Health Behaviors | Top 3 Community Conditions |
| Ingra Gardner | Nu-Hope Elder Care Services – senior social services | x | x | | high blood pressure, diabetes, mental health | poor nutrition, lack of support, aging population | low-income, inadequate transportation, lack of grocery stores |
| John Shoop | City of Sebring – city government | x | x | x | cancer, heart disease, diabetes | obesity, lack of exercise, aging population | low-income, low education, lack of health insurance |
| Ansley Woods | United Way – not for profit organization throughout the country in a coalition of charitable organizations to pool efforts in fundraising and support. | x | x | | mental health, child immunizations, teen pregnancy | obesity, lack of exercise, drugs/alcohol | low-income, inadequate transportation, lack of health insurance |
| Martha Brown | Nutrition Director, Highlands County School Board – public school system | x | x | | high blood pressure, diabetes, mental health | obesity, lack of exercise, alcohol | unemployment, low-income, low education |
| Mary Plankenhorn | Human Service /CAC Manager, Highlands County Board of County Commissioners | x | x | x | heart disease, high blood pressure, mental health | poor nutrition, alcohol, drugs | low-income, inadequate transportation, lack of grocery stores |
| Ermalinda Centeno | Central Florida Health Care – federally qualified health care center | x | x | x | heart disease, high blood pressure, mental health | lack of exercise, poor nutrition, alcohol | unemployment, low-income, lack of health insurance |
| Melissa Thibodeau | Heartland Rural Health Network – rural health care network, services, programs | x | x | x | cancer, diabetes, mental health | obesity, poor nutrition, aging population | low education, inadequate transportation, lack of health insurance |
| Gloria Santos | Florida Hospital Heartland Medical Center | x | x | x | cancer, heart disease, high blood pressure | obesity, lack of exercise, smoking | low-income, homelessness, low education |
| Donna Wissing | Florida Hospital Heartland Medical Center – obstetric program | x | x | x | heart disease, diabetes, mental health | obesity, aging population | low income, low education, inadequate transportation |
| Andrea Ragland | Florida Hospital Heartland Medical Center – radiology services | x | x | x | heart disease, high blood pressure, diabetes | obesity, lack of exercise, aging population | low-income, inadequate transportation, lack of health insurance |
| Tessa Hickey | Highlands County Health Department – public health services and education | x | x | x | cancer, heart disease, mental health | obesity, lack of exercise, drugs | low-income, lack of health insurance, access to dental |

| Name (optional) | Agency or Affiliation (as appropriate) | Who does Stakeholder represent? (check all that apply) | | | Responses | | |
|--------------------|---|--|----------------|------------------|--|---|--|
| | | Minority | Low- Income | Public Health | Top 3 Health Conditions | Top 3 Health Behaviors | Top 3 Community Conditions |
| Brenda Garza | Florida Hospital Heartland Medical Center - Diabetes Center | x | x | x | cancer, heart disease, diabetes | obesity, poor nutrition, aging population | unemployment, low education, lack of health insurance |
| Connie Snyder | Salvation Army – human services | x | x | | heart disease, high blood pressure, diabetes | obesity, poor nutrition, drugs/alcohol | low income, inadequate transportation, lack of health insurance |
| LeAnn Paynter | Volunteers of America – volunteer agency | x | x | | heart disease, diabetes, mental health | obesity, smoking, poor nutrition | low income, inadequate transportation, lack of health insurance |
| Kathy Haley | City of Sebring – city government | x | x | x | cancer, diabetes, teen pregnancy | obesity, smoking, alcohol/drugs | low income, crime, lack of health insurance |
| Maia | Highlands County Big Brothers Big Sisters – not for profit focusing on youth support programs | x | x | | cancer, high blood pressure, mental health | drugs, risky sexual behaviors, aging population | unemployment, low income, crime |
| Dayna Carlton | Samaritan's Touch – health care services for uninsured | x | x | x | high blood pressure, diabetes, mental health | obesity, alcohol/drugs, aging population | inadequate transportation, lack of health insurance, access to dental care |
| Wendy Amos | Drug Free Highlands – community coalition to decrease substance abuse | x | x | x | respiratory disease, diabetes, mental health | obesity, smoking, alcohol/drugs | unemployment, low education, lack of programs (education) |
| Jamie Bateman | Take Stock in Children – scholarships and mentoring for low-income youth | x | x | | heart disease, high blood pressure, diabetes | obesity, smoking, alcohol | unemployment, low income, inadequate transportation |
| Dorinda Hendry | Florida Hospital Heartland Medical Center – Accounts Payable | x | x | | cancer, diabetes, spiritual needs | obesity, risky sexual behaviors, breakdown of family unit | unemployment, low income, inadequate transportation |
| Carmen Levrone | Homeless Coalition – coalition addressing homelessness in Highlands County. | x | x | | cancer, heart disease, diabetes | obesity, smoking, alcohol | unemployment, low income, homelessness |
| Charleen Stroup | Counselor | x | x | | high blood pressure, diabetes, mental health | obesity, lack of exercise, poor nutrition | low education, inadequate transportation |
| Brenda Longshore | School Board | x | x | | cancer, heart disease, high blood pressure | poor nutrition, alcohol, aging population | low income families, low education, lack of health insurance |
| Lucy Castillo | Fair Housing Coordinator | x | x | | heart disease, mental health, teen pregnancy | obesity, poor nutrition, aging population | unemployment, low income, inadequate transportation |

| Name (optional) | Agency or Affiliation (as appropriate) | Who does Stakeholder represent? (check all that apply) | | | Responses | | |
|---------------------|---|---|------------|---------------|---|--|---|
| | | Minority | Low-Income | Public Health | Top 3 Health Conditions | Top 3 Health Behaviors | Top 3 Community Conditions |
| Carol Cecil | Boys/Girls Club – youth programs | X | X | | cancer, high blood pressure, diabetes | obesity, poor nutrition, aging population | low income, low education, lack of insurance |
| Shirley McCauley | Nu-Hope Elder Care Services – Senior Meal Site | X | X | | heart disease, high blood pressure, diabetes | lack of exercise, lack of family support, aging population | low income, inadequate transportation, dental care |
| Betty Heiring | AP Ministerial Association | X | X | | cancer, heart disease, teen pregnancy | smoking, drugs, aging population | inadequate transportation, access to healthy food, lack of health insurance |
| Mary Margaret Staik | Meals on Wheels – home delivered meals | X | X | | high blood pressure, respiratory, mental health | obesity, lack of support, aging population | low income, low education, inadequate transportation |
| Wendy Marrero | Redlands Christian Migrant Association – childcare and early education for children of migrant farm workers, rural, low-income families | X | X | | asthma, diabetes, mental health | obesity, alcohol, drugs | unemployment, low income, inadequate transportation |
| Kelly Ashworth | Florida Hospital Heartland Medical Center – Lake Placid, Emergency Department | X | X | X | heart disease, respiratory disease, diabetes | obesity, lack of exercise, aging population | low education, inadequate transportation, access to dental care |
| Toni Salvaggio | Transitional Housing | X | X | | diabetes, mental health, teen pregnancy | obesity, lack of support, risky sexual behaviors | unemployment, crime, lack of insurance |
| Paul Devlin | Meals on Wheels, Avon Park – home delivered meals | X | X | | high blood pressure, asthma, diabetes | obesity, lack of support, aging population | low income, low education. Inadequate transportation |
| Griselle Vasquez | St. Vincent DePaul – catholic social services and thrift store | X | X | | heart disease, high blood pressure, diabetes | Obesity, lack of exercise, poor nutrition | low income, crime, inadequate transportation |
| Ray Royce | Highlands County Citrus Growers Association | X | X | | heart disease, high blood pressure, diabetes | alcohol, drugs, aging population | low income, low education, lack of insurance |
| Charles Baker | ALPI | X | X | | asthma, mental health, teen pregnancy | smoking, lack of support, risky sexual behavior | unemployment, low income, low education |
| Ruth Long | Nu-Hope of Hardee – senior social services | X | X | | heart disease, high blood pressure, diabetes | lack of exercise, poor nutrition, aging population | low income, inadequate transportation, access to dental care |

| Name (optional) | Agency or Affiliation (as appropriate) | Who does Stakeholder represent? (check all that apply) | | | Responses | | |
|--------------------|---|---|------------|---------------|---|--|---|
| | | Minority | Low-Income | Public Health | Top 3 Health Conditions | Top 3 Health Behaviors | Top 3 Community Conditions |
| Eva Habeman | City of Lake Placid | X | X | | heart disease, diabetes | obesity, drugs, aging population | low income, low education, lack of insurance |
| Anita Hurley | Manna Ministries – food bank, social services | X | X | | cancer, high blood pressure, diabetes | obesity, drugs/alcohol, aging population | unemployment, low income, low education |
| Jim Tolbert | Serving Health Insurance Needs of Elders – health insurance navigation assistance | X | X | | cancer, respiratory disease, diabetes | obesity, lack of exercise, aging population | low income, lack of health insurance, access to dental |
| Derrick Roche | Florida Hospital Heartland Medical Center | X | X | X | high blood pressure, respiratory, mental health | lack of exercise, poor nutrition, aging population | unemployment, low income, lack of social activities that promote health |
| Maria Hagg | Florida Hospital Heartland Medical Center | X | X | X | cancer, heart disease, respiratory | obesity, lack of exercise, smoking | unemployment, low income, low education |
| Jim Tolbert | Serving Health Insurance Needs of Elders – health insurance navigation assistance | X | X | | cancer, respiratory disease, diabetes | obesity, lack of exercise, aging population | low income, lack of health insurance, access to dental |