AdventHealth Waterman 2020-2022 COMMUNITY HEALTH PLAN

Florida Hospital Waterman d/b/a AdventHealth Waterman Approved by Hospital Board on: March 5, 2020 Community Benefit Manager: Renée Furnas Renee.Furnas@adventhealth.com

Extending the Healing Ministry of Christ



2020-2022 COMMUNITY HEALTH PLAN

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Acknowledgements

This community health plan was prepared by Renée Furnas, with contributions from members of AdventHealth Waterman's Community Health Needs Assessment Committee representing health leaders in the community and AdventHealth Waterman 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

Florida Hospital Waterman d/b/a AdventHealth Waterman will be referred to in this document as AdventHealth Waterman or the "Hospital."

Community Health Needs Assessment Process

AdventHealth Waterman in Tavares, Florida, conducted a community health needs assessment in 2019. The assessment identified the health-related needs of the community including low-income, minority and other underserved populations.

In order to ensure broad community input, AdventHealth Waterman 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 members reviewed the primary and secondary data, helped define the priority issues to be addressed by the Hospital, and helped develop the Community Health Plan (CHP) to address the priority issues.

The CHP lists targeted interventions and measurable outcomes for each priority issue noted below. It includes resources the Hospital will commit and notes any planned collaborations between the Hospital and other community organizations and hospitals.

Priority Issues to be Addressed

The priority issues to be addressed include:

- 1. Access to Care: Cost of Care, Insurance, Medications for Cancer
- 2. Prevention: Screenings, Well Visits and Behavioral Risk Factors
- 3. Diabetes: Type II
- 4. Obesity: Adult and Children
- 5. Cardiovascular Disease

See Section 3 for goals, objectives and next steps for each priority selected to be addressed.

Priority Issues not to be Addressed

The priority issues that will not be addressed include:

- 1. Birth Characteristics: Infant Mortality
- 2. Economic Conditions: Employment/Livable Wage
- 3. Communicable Diseases: Childhood Immunizations
- 4. Behavioral Risks: Substance Abuse (Drugs, Alcohol, Tobacco)
- 5. Quality of Life/Mental Health: Depression Screenings

See Section 4 for an explanation of why the Hospital is not addressing these issues.

Board Approval

On March 5, 2020, the AdventHealth Waterman Board approved the Community Health Plan (CHP) 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 <u>https://www.adventhealth.com/community-health-needs-assessments</u>.

Ongoing Evaluation

AdventHealth Waterman's fiscal year is January – December. Implementation of the 2020 CHP begins upon its approval by the Board. The first annual evaluation will begin from the date of implementation through the end of the calendar year. Evaluation results will be attached to the Hospital's IRS Form 990, Schedule H. The collective monitoring and reporting will ensure the plan remains relevant and effective.

For More Information

Learn more about the Community Health Needs Assessment and CHP for AdventHealth Waterman at https://www.adventhealth.com/community-health-needs-assessments.

CHP PRIORITY 1 Access to Care: Cost of Care, Insurance, Medications for Cancer

In the current climate of health care reimbursement and escalating health care costs, navigating cancer care has become increasingly complex for patients living in Lake County and currently is the second leading cause of death. With a lens focused on social determinants of health—including poverty, lack of insurance and transportation—access to care for cancer was selected due to the concerns regarding the rising cost of health care services and the ease of access to available resources.

AdventHealth Waterman believes all individuals deserve access to quality, affordable health care, screenings, latest breakthroughs in treatment and medications. Everyone should have access to the care that could prevent

ADJUSTED, PER 100,000 POPULATION, LAKE							
COUNTY (2012-2017)							
						2017	Total
Cardiovascular diseases	186.8	189.2	207.0	204.3	210.1	206.4	201.1
Cancer	160.2	172.2	153.8	174.0	165.9	172.6	166.6
Other causes (residual)	72.5	91.4	82.7	85.5	84.6	92.9	85.1
Respiratory diseases	55.5	58.7	53.8	60.5	57.5	63.1	58.3
External causes	71.1	62.8	82.1	77.9	85.6	103.2	80.9
Nervous system diseases	25.4	26.2	28.0	33.8	30.1	31.0	29.2
Nutritional and metabolic diseases	22.4	23.6	22.4	18.7	26.0	27.1	23.4
Infectious diseases	17.7	21.1	17.2	18.0	15.3	16.2	17.5
Digestive diseases	15.2	13.5	13.7	14.3	19.7	17.7	15.8
Symptoms, signs & abnormal findings	14.1	10.4	12.3	6.1	6.6	5.7	9.0
Urinary tract diseases	8.2	6.4	7.1	8.8	9.1	8.8	8.1
In situ, benign neoplasms, uncertain/unknown behavior	4.0	4.5	4.0	3.8	4.3	5.1	4.3
Perinatal period conditions	4.6	3.6	7.5	6.1	3.0	6.4	5.2
Congenital & chromosomal anomalies	3.9	3.1	3.7	4.4	2.3	3.4	3.5
Anemias	1.6	0.8	1.7	1.0	1.4	2.1	1.4
Pregnancy, childbirth, puerperium complications	0.0	0.0	0.3	0.0	0.0	0.0	0.1

and treat cancer and more importantly save their life.

AdventHealth Waterman recognizes that the issue of access to care is one that will take the effort of many internal and external partners. The Hospital will be working with local community outreach, cancer care navigators, social workers, performance improvement, foundation, patient financial services, imaging and regional leadership to increase access to care for our community members.

Goal	Ensure timely triage, review and treatment of cancer patients that are uninsured/self-pay
Objective	Increase the number of uninsured women in Lake County who receive mammograms through utilization of the Florida Breast and Cervical Cancer Early Detection Program (FBCCEDP) by a minimum of 25% annually from a baseline of 17 in 2019.
Objective	Improve the timely administration of chemotherapy for identified uninsured/underinsured cancer patients treated at AdventHealth Waterman annually in accordance with the national standard of treatment initiation within 48 hours to 8 weeks.
Goal	Improve knowledge and skills on how to access resources among cancer patients to gain clear-cut access to care, transportation and medications

Objective	Partner with the local health department and community clinic to provide six or more community outreach education, prevention and screening activities in underserved /rural areas with a participation rate of a minimum of 10 individuals per activity and provide access to care resources and 100% follow up to those identified to be at risk for cancer by end of year three.
Objective	Educate 150 health care providers in regard to navigator services and other resources for uninsured/self-pay patients by end of year three.

Hospital Contributions

- Develop streamlined process for identification of Waterman's uninsured/underinsured mammography patients prior to imaging exam in order for cancer navigators to provide assistance with access to the Florida Breast and Cervical Cancer Early Detection Program (FBCCEDP).
- Provide staff to increase community and medical staff awareness of resources available to uninsured/underinsured cancer patients.
- Create a survey to identify and define issues that serve as barriers to cancer treatment access (delayed care, physician availability).
- Identify other community partners, such as food banks and shelters, to provide education about the Florida Breast and Cervical Cancer Education Program (FBCCEDP) and AdventHealth Waterman's navigation program.
- Explore foundation use of monies for diagnostic testing/treatment vs screening funding resources.
- Research external grants and contract with the Florida Breast and Cervical Cancer Education Program (FBCCEDP).

- Florida Breast and Cervical Cancer Education Program (FBCCEDP)
- Lake Cares Food Pantry
- Florida Department of Health, Lake County and Community Primary Health Clinic

CHP PRIORITY 2 Prevention: Screenings, Well Visits & Behavioral Risk Factors

Lake County has a significant burden of preventable and controllable chronic disease in the adult population. Identified needs in this area relate to a lack of understanding of the importance of preventative care, access to primary care services and behavioral risk factors that lead to disease. Focusing on all ethnicities and age groups, this issue was selected because data from the 2019 CHNA showed that this issue ranked as the number one

Identified Need Preventative Care Chronic Disease: Diabetes (Children and Adults)	Accountability 8.6	Magnitude 8.7	Impact	Capacity	A+M+I+
	0.0		8.8	9.2	35.
	6.6	8.9	9.7	7.8	33.
Chronic Disease: Obesity	6.0	9.4	10.0	6.5	31
Birth Characteristics: Infant Mortality	8.7	7.3	9.2	6.5	31
Chronic Disease: Childhood Obesity	6.1	9.0	10.0	6.0	31
Leading Cause of Death: Cancer	6.9	7.6	9.7	6.3	30
Leading Cause of Death: Cardiovascular Disease	6.4	8.7	8.8	6.5	30
Economic Conditions: Employment/Livable Wage	5.7	9.0	10.0	5.2	29
Access to Health Care: Cost of care/insurance/medications	7.1	9.1	9.5	4.2	29
Communicable Disease: Childhood Immunizations	8.7	7.0	6.8	7.3	29
Behavioral Risks: Substance Abuse	5.1	8.9	9.3	6.5	29
Quality of Life/Mental Health: Depression screenings	7.0	7.7	7.7	7.3	29
Communicable Disease: HIV/AIDS	7.7	7.7	7.0	7.2	29
Access to Health Care: Awareness of Available Services	8.1	7.7	7.3	5.2	28
Built Environment: Access to Affordable Food/Food					
Desert	6.1	8.3	8.3	4.7	27
Economic Conditions: Housing/Homeless	3.1	8.6	10.0	5.7	27
Access to Health Care: Health Literacy	6.4	7.9	8.3	4.7	27
Chronic Disease: Asthma/COPD	6.3	6.9	8.2	5.7	27
Birth Characteristics: Substance exposed infants	6.9	6.9	7.3	5.5	26
Chronic Disease: Breast Cancer	6.3	6.6	7.0	6.5	26
Injury: Preventable injuries/unintentional deaths	5.6	6.1	8.5	5.7	25
Access to Health Care: Transportation	5.4	8.6	7.0	4.8	25
Injury: Falls	7.7	5.9	5.8	6.0	25
Health Care Providers and Facilities: Bilingual					
Providers/cultural competency Chronic Disease: Lung Cancer	7.9	6.4	6.2	4.8	25
	6.3	5.6	7.0	6.2	25

priority needing to be addressed in Lake County.

AdventHealth Waterman recognizes the importance of preventative care as it will support individuals to stay healthy, access prompt treatment when necessary and reduce overall medical expenses. Many types of screenings and tests can catch a disease in its early stages. AdventHealth Waterman is committed to providing education and screenings to boost treatment or lifestyle changes before a disease starts or while it is still in its early stages that will help our community stay healthy.

AdventHealth Waterman recognizes the importance of

preventative measures and is committed to helping address Lake County's greatest health challenges. The focus put on prevention through partnerships with the Lake County Department of Health, AdventHealth Waterman Community Clinic and other community partners will aid in the overall health and well-being of the community.

Goal	Increase awareness and educate the community on Preventative measures to combat chronic disease
	Provide educational, preventative and management collateral material reaching >50% of residents in Primary Service Area through year end 2022.
Objective	Conduct 1,500 health risk and lifestyle assessments in primary service area to screen individuals, including the uninsured/underinsured, for risk factors associated with chronic disease by year end 2022.
	Improve health and enhance quality of life through educational and community-based programs designed to prevent disease
Objective	 programs designed to prevent disease Provide six prevention screening and assessment activities in low income housing communities with a participation rate of a minimum of 10 individuals per activity and referral of 90% of those identified at risk for chronic disease to free programs offered in the community,

to the Lake County Health Department, free clinic or a Federally Qualified Health Center by year end 2022

Objective

year end 2022
 Provide CREATION Life information and classes to community members in primary service area with the goal to reach 13,000 individuals per year through 2022.

Hospital Contributions

- Include and distribute health education in community magazine, Waterman Wellness, and local community programing Waterman Wellness TV.
- To serve as a convener with other local community-based organizations with the aim of participating in preventative community programs.
- Develop education and health preventative lifestyle resources.
- Provide free CREATION Life information and resources for community-based programs.

- Lake County Living Well Expo's
- Lake County Department of Health
- Lake County Community Health Improvement Planning

CHP PRIORITY 3 Diabetes: Type II

Diabetes can cause harmful complications such as heart disease, kidney disease, vision loss and stroke if left



unmanaged. According to the American Diabetes Association, many of these complications are preventable with early diagnosis and self -management. Even though Lake County has experienced a slight decline in adults diagnosed with diabetes, it remains a top priority. Focusing on all ethnicities ages 18+, this condition was selected because data shows that diabetes is one of the leading chronic diseases in Lake County, and the percentage of adults with diagnosed diabetes in Lake County is higher than the state average.

AdventHealth Waterman identifies diabetes as an ongoing problem in Lake County and the Primary Service Area for AdventHealth Waterman. Uncontrolled blood sugars can lead to other comorbidities such as cardiovascular disease, kidney damage and many other complications. Through education, screenings and lifestyle assessments, diabetes, although not curable, can be successfully prevented, managed and often reversed.

AdventHealth Waterman will continue to work within communities and with individuals through outreach, education classes, support groups, screenings and lifestyle assessments, which have shown positive results for prevention and successful management of this disease.

Goal	Educate and screen adults, including the uninsured/underinsured in the primary service area, for elevated glucose levels and other risk factors that contribute to the disease
Objective	Increase awareness and provide education on prevention and risk factors associated with pre-diabetes/diabetes at local events targeting the Hospital's Primary Service Area and provide 300 free glucose screenings to identified audiences with 90% of uninsured/underinsured with elevated glucose levels referred to a free health clinic, the Lake County Health Department or a Federally Qualified Health Center by year end 2022.
Objective	Provide 300 lifestyle risk assessments to identify behavioral risk factors that lead to type 2 diabetes and refer 90% of people identified with one or more risk factors to a free or reduced cost diabetes and/or health and wellness class by year end 2022.

Goal Educate on chronic disease management for adults with diabetes

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Objective	Provide a free community education event FEEL Whole expo to at least 300 community
	members in Lake County engaging community partners to participate and provide education,
	self-assessment and other resources to preventing and managing diabetes.
Objective	Take an integrated approach to diabetes management by providing 36 free educational sessions
	in conjunction with a monthly diabetes support group for adults and their families/caregivers in
	Lake County to educate on coping strategies, latest research and proper/meal planning over the
	next three years.

Hospital Contributions

- Staff time to identify new community partnerships and collaborations, including low income communities, local shelters and government supported housing.
- Staff time and resources to plan and hold screening and wellness events with laboratory services, clinical education and material.
- Provide laptops, printers, staffing for Health Risk Assessments (HRAs).
- Staff time provided to lead educational sessions, including a Certified Diabetes Educator (CDE) and Registered Dietician (RD).
- Develop free materials to promote and educate on diabetes self-management, prevention and resources.

- Lake Cares Food Bank
- Seventh-Day Adventist Church Umatilla
- Lake County Department of Health Diabetes Prevention Program (DPP)
- Seventh-Day Adventist Church Umatilla New Start program

CHP PRIORITY 4 Obesity: Adult and Children

Obesity is major problem amongst adults and children and is associated with increased risk of several serious health conditions including, but not limited to heart disease, type 2 diabetes, high blood pressure and cancer. Focusing on



all ethnicities and all age groups, this condition was selected because data shows the proportion of obese adults in Lake County is higher than the Healthy People 2020 goal, and there is a strong community concern about the impact of obesity on both children and adults.

AdventHealth Waterman values the importance of acknowledging the obesity problem facing Lake County and its communities. Addressing this issue is imperative to diminishing the multifaceted problems that can arise from being obese and create an environment that supports a healthy lifestyle.

AdventHealth Waterman is able to offer various classes, education and screenings in partnership with the Lake County Department of Health and other community

agencies to drive initiatives that will foster healthy lifestyles where community residents live and work.

Goal	Increase awareness and education about obesity and its impact on overall health
Objective	Provide 1,500 BMI screenings and lifestyle assessments for obesity and refer people with BMI> 30 back to their primary care provider and/or to free resources available through the Florida Department of Health, Lake County, local clinics or a Federally Qualified Health Center.
Objective	Provide a free wellness expo to at least 300 community members in Lake County engaging community partners to participate and provide education and resources to adapting healthy eating habits and weight loss management.
Goal	Increase awareness and provide health education to children and families on programs geared towards combating obesity and maintaining a healthy weight
Objective	Provide education on healthy eating and activity during a planned Vacation Bible School engaging 300 children by 2022.
Objective	Participate in two or more outreach activities at local schools to educate on healthy eating and activity reaching a minimum of 1,000 children by year end 2022.

Hospital Contributions

- Staff time to identify new community partnerships and collaborations, including low income communities, local shelters and government supported housing.
- Staff time and resources to plan and host screening and wellness events.
- Provide laptops, printers and staffing for health risk assessments (HRAs).
- Provide free health promotion materials for activities associated with Vacation Bible School (VBS).

- Elementary, Middle and High schools and charter schools in Primary Service Area
- Florida Department of Health, Lake County Department of Health
- Novo Nordics, Wallace Fitness, Towers for Change, Seventh-Day Adventist Church Umatilla New Start Program
- Lake County Living Well EXPO circuit
- Low income housing communities
- Local food banks

CHP PRIORITY 5 Cardiovascular Disease

AdventHealth Waterman recognizes behavioral risk factors of heart disease can lead to raised blood pressure,

COUNTY (2012-2017	'n						
2012 2017	2012	2013	2014	2015	2016	2017	Tota
Cardiovascular diseases	186.8	189.2	207.0	204.3	210.1	206.4	201.1
Cancer	160.2	172.2	153.8	174.0	165.9	172.6	166.6
Other causes (residual)	72.5	91.4	82.7	85.5	84.6	92.9	85.1
Respiratory diseases	55.5	58.7	53.8	60.5	57.5	63.1	58.3
External causes	71.1	62.8	82.1	77.9	85.6	103.2	80.9
Nervous system diseases	25.4	26.2	28.0	33.8	30.1	31.0	29.2
Nutritional and metabolic diseases	22.4	23.6	22.4	18.7	26.0	27.1	23.4
Infectious diseases	17.7	21.1	17.2	18.0	15.3	16.2	17.5
Digestive diseases	15.2	13.5	13.7	14.3	19.7	17.7	15.8
Symptoms, signs & abnormal findings	14.1	10.4	12.3	6.1	6.6	5.7	9.0
Urinary tract diseases	8.2	6.4	7.1	8.8	9.1	8.8	8.1
In situ, benign neoplasms, uncertain/unknown behavior	4.0	4.5	4.0	3.8	4.3	5.1	4.3
Perinatal period conditions	4.6	3.6	7.5	6.1	3.0	6.4	5.2
Congenital & chromosomal anomalies	3.9	3.1	3.7	4.4	2.3	3.4	3.5
Anemias	1.6	0.8	1.7	1.0	1.4	2.1	1.4
Pregnancy, childbirth, puerperium complications	0.0	0.0	0.3	0.0	0.0	0.0	0.1

raised blood glucose, raised blood lipids and obesity. When detected early, heart disease is easier and less expensive to treat. Addressing contributing factors such as obesity, physical activity and smoking cessation can improve the health of the individual and foster healthier communities.

Cardiovascular disease was an identified prevalent issue facing the residents of Lake County and the hospital's Primary Service Area. Focusing on all ethnicities and age groups, this condition was selected because data shows that even though there is a decrease in mortality, heart disease is still the top leading cause of death in Lake County.

AdventHealth Waterman's influence on improving cardiovascular health in Lake County can be achieved through educating and screening individuals and communities on preventative measures, detection and management of risk factors.

C	Goal	Increase awareness, educate and screen community on healthy lifestyle habits and smoking cessation to reduce the incident of cardiovascular disease
Objec	ctive	Provide heart disease screenings to community members, that include lifestyle health assessment, glucose and lipid panel to 300 people with 90% of participants being found at high risk referred back to their primary care provider and/or to free resources available through the Florida Department of Health, Lake County Department of Health, local clinics, or a Federally Qualified Health Center by year end 2022.
Objeo	ctive	Provide six prevention screening and assessment activities in low income housing communities aiming for a participation rate of a minimum of 10 individuals per activity and provide free resources available for identified smokers by end of year 2022.
	Goal	Increase awareness and educate on Early Heart Attack Care (EHAC) and the signs and symptoms of Acute Coronary Syndromes (ACS)

Objective	Provide free educational, preventative and disease management material on cardiovascular disease reaching >50% of residents in primary service area through year end 2022.
	disease reaching >50% of residents in primary service area through year end 2022.
Objective	Increase awareness and educate on Early Heart Attack Care (EHAC) and the signs and symptoms of Acute Coronary Syndromes (ACS) through a minimum of six educational seminars with 10 or more participants and distribution of 300 EHAC resources by year end 2022.

Hospital Contributions

- Staff time to connect with Area Health Education Centers (AHEC) and the Lake County Department of Health on current and upcoming programs for smoking cessation.
- Update and provide free Early Heart Attack Commitment (EHAC) pledges.
- Staff time to identify community partners and schedule outreach programs.
- Schedule public service announcement through community newsletter Waterman Wellness and local community programing Waterman Wellness TV.
- Staff time to coordinate and plan screening and wellness events.
- Provide laptops, printers, staffing for Health Risk Assessments (HRAs)
- Staff time to plan and coordinate screening and wellness events with laboratory services, clinical education and material.

- Lake County Department of Health
- Community Health Improvement Planning (CHIP) group
- American Heart Association (AHA)
- Society of Cardiovascular Patient Care (CPC)
- Local food banks, HUD housing and local shelters

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, are listed below.

1. Birth Characteristics: Infant Mortality

While this issue appears to be an issue for Lake County, especially among obese mothers, other local organizations such as the Lake County Department of Health are already working to address poor birth outcomes. Additionally, when compared to other nearby communities, AdventHealth Waterman has lower mortality rates.

2. Economic Conditions: Employment/Livable Wage

AdventHealth Waterman recognizes that addressing issues surrounding poverty and the negative effects on health warrant attention. After discussion, the CHNAC agreed that addressing these economic conditions requires a broader partnership than the CHNAC, such as large employers from other industries; local, state and federal government officials; and more.

3. Communicable Diseases: Childhood Immunizations

While AdventHealth Waterman can administer immunizations and successfully treat communicable diseases, the Lake County Department of Health is in a much better position to educate and offer immunizations at a free or reduced cost

4. Behavioral Risks: Substance Abuse (Drugs, Alcohol, Tobacco)

Addiction is understood to be a component of poor mental health. Local behavioral health partners, such as Lifestream Behavioral Health, is in a better position to address substance abuse. We are committed to working to improve the health and wellness of our communities and fully support local government and wellness coalitions in their efforts to positively impact these issues.

5. Quality of Life/Mental Health: Depression Screenings

AdventHealth Waterman is committed to working with community partner Lifestream Behavioral Health to improve the quality of life of all, especially for those suffering from mental health and depression. As Lake County's behavioral health center, Lifestream is more suited to spearhead this issue.

APPENDIX A

AH Waterman's PSA Market Analysis | Market Demographics

Zip Code i City	tttt	2	ħ	ES	ŧ	
	Total Population	5-Yr. Pop Growth	Median Age	% Hispanic	% Female	Median Hit Income
32726 - Eustis	21,361	5.8%	43.6	4.55	53.3%	\$ 41,945
32736 - Eustis	11,034	1.6%	43.9	#0.0#	50.7%	\$ 55,243
32757 - Mount Dora	26,713	7,3%	47.3	15,8%	52.6%	\$49,060
32776 - Somento	1,651	0.7%	41.7	15.2%	49.9%	\$ 63,448
32778 - Tevares	19,958	R0%	52.9	9.0%	51.4%	\$40,398
32784 - Umatilia	11,976	6.9%	44.9	80.7%	49.8%	\$ 42,960
34748 - Leesburg	41,808	8.2%	59.1	8.7%	53.4%	\$ 41,287
34788 - Leesburg	19,039	6.4%	59.5	6.7%	52.5%	\$ 41,048
Total AH Waterman PSA	163,501	8.1%	50.6	10.9%	52.2%	\$ 43,545