

# AdventHealth Heart of Florida\*

## 2021 COMMUNITY HEALTH NEEDS ASSESSMENT



\*AdventHealth Polk North, Inc. d/b/a AdventHealth Heart of Florida

Approved by the Hospital Board on: November 15, 2021

AdventHealth Central Florida Community Health Team:  
Stephanie Arguello, MPH  
[Stephanie.Arguello@AdventHealth.com](mailto:Stephanie.Arguello@AdventHealth.com)

Sarah Hawkins, MS, CHES  
[Sarah.Hawkins@AdventHealth.com](mailto:Sarah.Hawkins@AdventHealth.com)

**Extending the Healing  
Ministry of Christ**



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# Acknowledgements

This report was prepared by Stephanie Arguello, Director, Community Health and Sarah Hawkins, Program Manager, Community Health with contributions from members of the AdventHealth Heart of Florida Community Health Needs Assessment Committee and Hospital Health Needs Assessment Committee representing our community and the Hospital.

A special thanks to Lauren Springfield, Lakeland Regional Health for their partnership, expertise and support in the collection and analysis of the data.

We are especially grateful to all those who participated in our household surveys and key informant interviews. Their contributions made this report possible and lay the groundwork as we continue to fulfill our mission of *Extending the Healing Ministry of Christ*.

# A MESSAGE FROM CEO BRIAN ADAMS



Dear Community Member,

Since coming to Polk County in September 2019, AdventHealth has focused on our promise of providing whole person care and healing not just to the body, but the mind and spirit as well.

We keep this promise in mind as we address the health needs of our community. It has been a trying year for many. We were all forced to reassess how we interacted with others. Throughout the COVID-19 pandemic, health care providers have been tasked with finding new ways to meet the needs of our patients, their families and those of our team members.

Working together, we tackled the challenges as they came our way. I believe by continuing to work together we can further combat the issues of access to quality and affordable health care and focus on the mental health needs of those in our communities.

As a not-for-profit health care system, we are excited to partner with other organizations that share our goal of helping our neighbors to achieve wholistic health.

We are proud to participate in and contribute to our first Community Health Needs Assessment in Polk County. We are committed to helping address the health care concerns facing the place we now call home.

Sincerely,

A handwritten signature in blue ink that reads "Brian Adams".

Brian Adams  
AdventHealth Polk County Market President/CEO

# 1. EXECUTIVE SUMMARY

## Goals

AdventHealth Polk North, Inc. d/b/a AdventHealth Heart of Florida will be referred to in this document as AdventHealth Heart of Florida or “the Hospital”. AdventHealth Heart of Florida in Davenport, FL conducted a community health needs assessment in 2021 in collaboration with AdventHealth Lake Wales, this collaboration is referred to as “the Hospitals”. AdventHealth Heart of Florida and AdventHealth Lake Wales are part of the AdventHealth Central Florida Division, which includes 15 hospitals in Flagler, Volusia, Lake, Orange, Osceola, Seminole and Polk Counties. The Hospitals collaborated on the CHNA process and formed joint committees which represented their shared service area. The goals of the assessment were to:

- Engage public health and community stakeholders including low-income, minority and other underserved populations
- Assess and understand the community’s health issues and needs
- Understand the health behaviors, risk factors and social determinants that impact health
- Identify community resources and collaborate with community partners
- Publish the Community Health Needs Assessment
- Use assessment findings to develop and implement a 2022-2025 Community Health Plan based on AdventHealth Heart of Florida’s prioritized issues.

## Community Health Needs Assessment Committee

In order to ensure broad community input, AdventHealth Heart of Florida and AdventHealth Lake Wales created a joint Community Health Needs Assessment Committee (CHNAC) and a joint Hospital Health Needs Assessment Committee (HHNAC) to help guide the Hospitals through the assessment process.

The CHNAC included representation from the Hospitals, public health experts and the broad community. This included intentional representation from low-income, minority and other underserved populations.

The HHNAC included case management, nursing, medical staff, administration, community advisory/foundation board representatives and other clinical and non-clinical individuals. The HHNAC reviewed the primary and secondary data gathered for the CHNA. They also analyzed Hospital inpatient and emergency department (ED) utilization data to determine the top reasons for inpatient admissions and ED use.

The CHNAC reviewed the primary and secondary data and the top themes that were identified by the CHNAC were used to guide the priority selection exercise by the HHNAC. The data was presented to the CHNAC in a virtual Community Dialogue session where participants reviewed the data and then discussed priorities and community need. The HHNAC then reviewed the themes that were identified by the CHNAC and used a “Prioritization Rating” (Appendix E, Section C) to determine campus priorities to be addressed by the Hospital and helped develop the Community Health Plan to address the priority issues. *See Section 5 for a list of CHNAC and HHNAC members.*

## Data

AdventHealth Heart of Florida collected both primary and secondary data. The primary data included stakeholder interviews, community surveys and community focus groups.

Secondary data sources included internal Hospital utilization data (inpatient and emergency department). This utilization data showed the top reasons for visits to AdventHealth Heart of Florida over the past year. In addition,

we utilized publicly available data from state and nationally recognized data sources. *See Section 7 for a list of data sources.*

Primary and secondary data was then compiled and analyzed in order to identify the top aggregate issues from the various sources of data.

## Community Asset Inventory

The next step was to create a Community Asset Inventory (CAI). AdventHealth Heart of Florida, AdventHealth Lake Wales and Lakeland Regional Health worked collaboratively gathering information on existing resources within the community to identify available services within Polk County. This inventory was designed to help AdventHealth Heart of Florida and the CHNAC to:

- Understand existing community efforts to address the 11 identified issues from aggregate primary and secondary data;
- and
- Prevent duplication of efforts as appropriate. *See Section 11 for the Community Asset Inventory.*

## Selection Criteria

Using the feedback from the CHNAC, data findings and the CAI, AdventHealth Heart of Florida, AdventHealth Lake Wales and Lakeland Regional Health aggregated the results down to 11 priority issues. The HHNAC then narrowed the list of 11 issues, to two priority issues using the priority selection tool and CAI.

The HHNAC used a priority selection tool that uses clearly defined criteria to select the top issues to address. *See Section 10 for the Priority Selection Report.*

The priority selection criteria included:

- A. Alignment with Mission/Strategic Plan: How important is this issue?
- B. Existing Programs: What programs exist already to address this issue?
- C. Ability to Impact Within Three Years: What will we achieve by addressing this issue?
- D. Financial Resources: Do we have the resources to adequately address this issue?
- E. Human Resources: Do we have the resources to adequately address this issue?
- F. Measurable Outcome: Can we adequately measure the outcome?

## Priority Issues to be Addressed

The priority issues to be addressed included:

1. Health Care Access
2. Overweight/Obesity

*See Section 13-14 for an explanation of priority issues which were chosen as well as those not chosen.*

## Approvals

In November 2021, the AdventHealth Heart of Florida Board approved the Community Health Needs Assessment findings and priority issues. A link to the 2021 Community Health Needs Assessment was posted on the Hospital's website, as well as <https://www.adventhealth.com/community-health-needs-assessments>, prior to December 31, 2021.

## **Next Steps**

The CHNAC will work with AdventHealth Heart of Florida to develop a measurable 2022-2025 Community Health Plan to address the priority issues. The plan will be completed and posted on the Hospital's website prior to May 15, 2022.

## **2. ABOUT: ADVENTHEALTH HEART OF FLORIDA**

### **ADVENTHEALTH**

AdventHealth Heart of Florida is part of AdventHealth. With a sacred mission of Extending the Healing Ministry of Christ, AdventHealth is a connected system of care for every stage of life and health. More than 80,000 skilled and compassionate caregivers in physician practices, hospitals, outpatient clinics, skilled nursing facilities, home health agencies and hospice centers provide individualized, wholistic care. A Christian mission, shared vision, common values and service standards focus on whole-person health and commitment to making communities healthier.

### **ABOUT ADVENTHEALTH HEART OF FLORIDA & ADVENTHEALTH LAKE WALES**

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

The AdventHealth Polk facilities are proud to have the Gold Seal of Approval through Joint Commission. The AdventHealth Polk facilities also offer a National Accreditation Program for Breast Centers (NAPBC), Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) and Diabetes Self-Management Education and Support (DSME) through the American Diabetes Association. AdventHealth Heart of Florida is also a Primary Stroke Center through Joint Commission and American Heart Association/American Stroke Association and carries the Wound Care President's Circle Award through Healogics. In addition, both facilities are accredited Chest Pain Centers through the American College of Cardiology.

Our AdventHealth Medical Group has trusted physicians for every age in every stage.

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

Highlights:

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

### **3. CHOOSING THE COMMUNITY**

AdventHealth Heart of Florida defined its community as its Primary Service Area (PSA) from which 75-80% of its patients come. This includes Polk County and the zip codes 33837, 33838, 33844, 33853, 33854, 33880, 33881, 33884, 33896, 33897, 33898 and 34759.

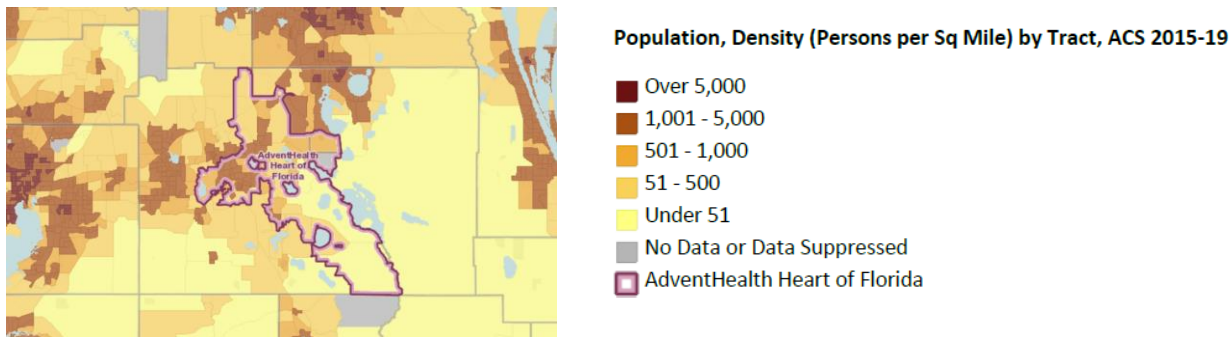


## 4. COMMUNITY DESCRIPTION AND DEMOGRAPHICS

In order to understand our community and the challenges faced, AdventHealth Heart of Florida looked at both demographic information for the service area population, as well as available data on social determinants of health. According to the Center for Disease Control and Prevention, social determinants of health include conditions in the places where people live, learn, work and play which affect a wide range of health risks and outcomes. A snapshot of our community demographics and characteristics is included below. *Secondary report data and methodology can be found in Appendix B.*

A total of 280,201 people live in the 576 square mile report area defined for this assessment according to the U.S. Census Bureau American Community Survey 2015-19 5-year estimates. The population density for this area, estimated at 486.37 persons per square mile, is greater than the national average population density of 91.93 persons per square mile.

The map below represents the service area where 75-80% of AdventHealth Heart of Florida's patients come from.



### Sources:

US Census Bureau, American Community Survey. 2015-19. Source geography: Tract  
US Census Bureau, Decennial Census. 2000 - 2010. Source geography: Tract



COMMUNITY DEMOGRAPHICS



Female 51.78%



Male 48.22%

AGE	0-4	5-17	18-24	25-34	35-44	45-54	55-64	65+
%	6.05%	16.40%	8.07%	12.93%	11.72%	11.96%	11.98%	20.88%

RACE	Caucasian	Black	Asian	Native American / Alaska Native	Native Hawaiian or Pacific Islander	Other Race	Multiple Races
%	74.45%	17.71%	1.52%	0.26%	0.06%	2.88%	3.12%

ETHNICITY	Hispanic or Latino	Non-Hispanic
%	30.02%	69.98%

Source: US Census Bureau, American Community Survey. 2015-19. Source geography: Tract

DATA INDICATOR	DESCRIPTION	ADVENTHEALTH HEART OF FLORIDA SERVICE AREA	FLORIDA AVERAGE
<b>Poverty<sup>1</sup></b>	% Population in Poverty (Below 100% FPL)	16.71%	13.42%
<b>Unemployment Rate<sup>2</sup></b>	Unemployment Rate	6.6%	5.7%
<b>Violent Crime<sup>3</sup></b>	Violent Crime Rate (Per 100,000 Pop.)	326.60	433.90
<b>Population with No High School Diploma<sup>1</sup></b>	% Population Age 25+ with No High School Diploma	15.7%	11.81%
<b>Insurance<sup>4</sup></b>	Uninsured Adults-% Without Medical Insurance	21.07%	19.44%
<b>Insurance<sup>4</sup></b>	Uninsured Children-% Without Medical Insurance	7.10%	7.59%
<b>Food Insecurity Rate<sup>5</sup></b>	Food Insecurity Rate	14.0%	13.40%
<b>Population with Low Food Access<sup>6</sup></b>	% Population with Low Food Access	39.36%	25.07%
<b>Use of Public Transportation<sup>1</sup></b>	% Population Using Public Transit for Commute to Work (Age 16+)	0.80%	1.82%
<b>Alcohol Consumption<sup>7</sup></b>	Estimated Adults Drinking Excessively (Age-Adjusted Percentage)	15.10%	17.10%
<b>Tobacco Usage<sup>7</sup></b>	% Population Smoking Cigarettes (Age-Adjusted)	20.60%	18.90%

#### Data Indicator Sources:

1. US Census Bureau, American Community Survey. 2015-19. Source geography: Tract; 2. US Department of Labor, Bureau of Labor Statistics. 2021 - June. Source geography: County; 3. Federal Bureau of Investigation, FBI Uniform Crime Reports. Additional analysis by the National Archive of Criminal Justice Data. Accessed via the Inter-university Consortium for Political and Social Research. 2015-17. Source geography: County; 4. US Census Bureau, Small Area Health Insurance Estimates. 2019. Source geography: County; 5. Feeding America. 2017. Source geography: County; 6. US Department of Agriculture, Economic Research Service, USDA - Food Access Research Atlas. 2019. Source geography: Tract; 7. Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System. Accessed via the Health Indicators Warehouse. US Department of Health & Human Services, Health Indicators Warehouse. 2006-12. Source geography: County

## 5. COMMUNITY HEALTH NEEDS ASSESSMENT COMMITTEE

A joint Community Health Needs Assessment Committee (CHNAC) was formed to help AdventHealth Heart of Florida and AdventHealth Lake Wales conduct a comprehensive assessment of the community. The committee included representation from the Hospitals, public health officials and the broad community as well as representation from low-income, minority and other underserved populations. The committee met in 2021 for a community dialogue session. CHNAC members include:

### COMMUNITY MEMBERS

Name	Agency Represented	Title	Description of Services	Low-Income	Minority	Other Underserved Populations
Doris Moore Bailey	The African American Chamber of Commerce - Polk County	President	Business		X	X
Tim Mitchell	Parker Street Ministries	Executive Director	Community Restoration, Reconciliation and Revitalization Services	X	X	X
Orathai Northern	Polk State College	VP, Workforce Education & Economic Development	Education	X	X	X
Jenna Levine	Florida Department of Health in Polk County	Public Health Planning Manager	Public Health	X	X	X
Stephanie McLean	American Cancer Society	Cancer Control Strategic Partner	Cancer Prevention	X	X	X
Tonya Akwetey	Healthy Start Coalition of Hardee, Highlands & Polk Counties, Inc.	Community Liaison/FIMR Project Coordinator	Women and Children Services	X	X	X
Joy Jackson	Florida Department of in Polk County	Director	Public Health	X	X	X
Marcia Roberson	Citrus Connection	Director of Mobility Services	Public Transportation	X	X	X
Donn VanStee	Tri-County Human Services Inc	Director of Administration	Behavioral Health/Substance Abuse	X	X	X
Holly Vida	Central Florida Health Care	Director of Marketing and Community Relations	Federally Qualified Health Center	X	X	X

Cory Skeates	Lakeland Chamber of Commerce	President & CEO	Business		X	X
Lori Martini	GiveWell Community Foundation	Vice President / CPO	Community Foundation	X	X	X
Cheryl Kelly	Early Learning Coalition of Polk County	Vice President of Programs	Education	X	X	X
Andrea Nikolai	UF/IFAS Extension Polk County Family and Consumer Sciences	Family and Consumer Science Agent	Health Education	X	X	X
Christina Criser Jackson	United Way	President and CEO	Social Services	X	X	X
Deena Ware	City of Winter Haven	CRA Manager	City Planning and Development	X	X	X
Stacy Campbell-Domineck	CareerSource Polk	President & CEO	Workforce Development	X	X	X
Kia Troutman	Kia Troutman Holistic Coaching	Holistic Wellness Coach	Holistic Wellness	X	X	X
Chandra Frederick	Polk Board of County Commissioners	Assistant County Manager	County Planning and Development	X	X	X
Dr. Lynn Marshall	Melanin Families Matter	President	Family Services/Racial Disparities	X	X	X
Cara Nelson-James	Central Florida Health Care	Chief Medical Officer	Federally Qualified Health Center	X	X	X
Robert Rihn	Tri-County Human Services	CEO	Behavioral Health/Substance Abuse	X	X	X
Joy Johnson	Polk County - Indigent Health Care	HHS Administrator	Indigent Health Care Services	X	X	X

## ADVENTHEALTH HEART OF FLORIDA MEMBERS

<b>Name</b>	<b>Agency Represented</b>	<b>Title</b>	<b>Description of Services</b>	<b>Low-Income</b>	<b>Minority</b>	<b>Other Underserved Populations</b>
Tracey Guerrero	AdventHealth Heart of Florida and AdventHealth Lake Wales	Senior Manager, Marketing	Connects with community partners & relationships with local organizations	X	X	X

## HOSPITAL HEALTH NEEDS ASSESSMENT COMMITTEE

The Hospital Health Needs Assessment Committee (HHNAC) included case management, nursing, medical staff, administration, community advisory/foundation board representatives and other clinical and non-clinical individuals. The HHNAC reviewed the primary and secondary data in the Polk County assessment. They also analyzed Hospital inpatient and emergency department utilization data to determine the top reasons for inpatient admissions and ED use. The HHNAC used a "Prioritization Rating" (Appendix E, Section C) to determine facility priorities based on the intensity of need, current community initiatives addressing the issue, the Hospital's capacity to impact these issues and the opportunity for collaboration with other hospitals and community partners.

### HHNAC MEMBERS

- **Brian Adams**, AdventHealth Polk County Market President/CEO
- **Royce Brown**, AdventHealth Lake Wales, President/CEO
- **Ann Barnhart**, Chief Business Development Officer, AdventHealth Polk, Leads business development for Polk County AdventHealth hospitals
- **Jason Shockey**, Executive Director Operations, AdventHealth Lake Wales
- **Rachel Lassel**, VP CNO, AdventHealth Heart of Florida
- **Tracey Guerrero**, Senior Manager, Marketing for Polk County AdventHealth hospitals
- **Tracey Porter**, Executive Director, Foundation for Polk County AdventHealth hospitals
- **Amber Smith**, Communications, Polk County AdventHealth hospitals
- **Aimee Keller-Pickford**, VP COO, AdventHealth Heart of Florida
- **Rachel Thompson**, Marketing Strategist, Marketing for Polk County AdventHealth hospitals
- **Steve Bacchus**, Marketing Specialist, Marketing for Polk County AdventHealth hospitals
- **Mary Mort**, Director of Market Development, Polk County AdventHealth hospitals
- **Vicky Santamaria**, Community Relations, Senior Manager, AdventHealth Central Florida Division
- **Kelly Campbell**, Director, Care Management, Polk County AdventHealth hospitals
- **Michele Cave**, Executive Director, Quality, Polk County AdventHealth hospitals

## 6. PUBLIC HEALTH

Public health was represented throughout the Community Health Needs Assessment. The electronic community survey was shared with Department of Health in Polk County representatives to share where possible with the community. Public health experts also participated in the CHNAC Community Dialogue session, described below, to share feedback and input on the priorities. Polk County public health representatives have experience in conducting community needs assessments and were involved in aspects of the AdventHealth Heart of Florida needs assessment process. The following county employees were included:

- Dr. Joy Jackson, Director, Florida Department of Health in Polk County
- Jenna D. Levine, MPH, CPH, Public Health Planning Manager, Florida Department of Health in Polk County

## 7. PRIMARY AND SECONDARY DATA SOURCES

### Primary Data

- a. Community Surveys: A primarily internet-based county health survey was implemented that included 21 questions about quality of life, community health concerns and social determinants of health. In Polk County, 926 residents completed the survey.
- b. Focus Groups: Lakeland Regional Health and AdventHealth planned and facilitated four focus groups, virtual and in-person, in order to give community members an opportunity to create a platform that promoted shared understanding and the ability to provide input on a variety of community topics.
- c. Community Dialogue: Lakeland Regional Health and AdventHealth planned and facilitated a virtual community dialogue session. The session consisted of community stakeholders with specific knowledge of or expertise in public health and those from regional, state/local health departments and other community agencies. The stakeholders were actively engaged during the CHNA process through the community dialogue session. The group reviewed data and informed the top 11 aggregate issues.

### Secondary Data: Hospital Utilization Data

- a. Top 10 inpatient and Emergency Department diagnoses by payer. This information was provided by Accounting, AdventHealth Central Florida Division – Polk. See Appendix C for utilization data.

### Secondary Data: Engagement Network & Other Sources

- a. Our secondary data was sourced from the Engagement Network. This is a national platform produced by the Center for Applied Research and Engagement Systems (CARES) at the University of Missouri. The Engagement Network hosts a national Map Room with 15,000+ data layers, a Community Health Needs Assessment reporting tool with 80+ health-related indicators and a hub network with 30+ partner organizations using CARES technology. In addition to the Engagement Network, this assessment considered multiple data sources, including secondary data (demographics, health status indicators, Hospital utilization data and measures of healthcare access), feedback from previous assessments and assessments prepared by other organizations, including the Florida Department of Health in Polk County's most recent assessment.

## DATA SOURCES:

1. US Census Bureau, American Community Survey. 2015-19
2. US Department of Labor, Bureau of Labor Statistics. 2021 - June
3. Federal Bureau of Investigation, FBI Uniform Crime Reports. Additional analysis by the National Archive of Criminal Justice Data. Accessed via the Inter-university Consortium for Political and Social Research. 2015-17.
4. US Census Bureau, Small Area Health Insurance Estimates. 2019.
5. Feeding America. 2017.
6. US Department of Agriculture, Economic Research Service, USDA - Food Access Research Atlas. 2019.
7. Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System.
8. US Census Bureau, Decennial Census. 2000 - 2010.
9. Florida Health Assessment Resource Tool Set (CHARTS)
10. Florida Behavioral Risk Factor Surveillance System (BRFSS)
11. Community Commons, Maps and Data, 2020
12. Robert Wood Johnson Foundation, County Health Rankings, 2021



## 8. COMMUNITY COLLABORATION

The AdventHealth Heart of Florida Community Health Needs Assessment is the product of a collaborative process between the Hospital, AdventHealth Lake Wales and Lakeland Regional Health. This collaborative approach in conducting the 2021 community health needs assessment has been a deliberate and strategic approach in order to work together to improve the health of Polk County residents. Each health system is committed to gaining a deeper understanding of the health inequalities, needs and biases that are present in our county.

By working together, Lakeland Regional Health, AdventHealth Heart of Florida and AdventHealth Lake Wales have been able to comprehensively assess the health needs of the community, while also identifying strengths on which to build additional community access and support programs.

The Hospitals and Lakeland Regional Health belong to the All4HealthFL collaborative. The All4HealthFL Collaborative consists of representation from local hospital systems and the Florida Department of Health. The purpose of the All4HealthFL Collaborative is to improve health by leading regional, outcome-driven health initiatives that have been prioritized through community health assessments.

## 9. DATA SUMMARY

### Primary and Secondary Data: High Level Findings

Once all primary and secondary data was collected, it was analyzed and categorized into the top 8-12 priorities per source of data. These results are listed by source in the tables below. The data was presented and reviewed with the CHNAC during the Community Dialogue session. The feedback from the CHNAC was used to identify the top 11 needs. The HHNAC then met and reviewed the priorities per source of data to narrow down to the top two priorities.

*Primary and secondary data was presented to the CHNAC and HHNAC. Each committee member received copies of the reports. The AdventHealth Heart of Florida financial department presented admission data for inpatient and the Emergency Department including diagnosis, payer source and zip codes for 2020.*

#### Top 8 Priorities determined from Community Dialogue/Focus Groups

1	Access to Care	5	Racism/Addressing Equality
2	Mental health	6	Transportation
3	Primary Care/Prevention	7	Substance Abuse
4	Access to food	8	Poverty

#### Top 12 Priorities determined from Community Surveys

1	Overweight/Obesity	5	Diabetes	9	Alzheimer's/Dementia
2	Mental health	6	Cancer	10	Vaping/E-cigarettes
3	Heart Disease/High Blood Pressure	7	Alcohol	11.	Lung Disease/Asthma
4	Drug Addiction	8	Smoking/Tobacco Use	12.	Stroke

#### Top 10 Priorities determined from Hospital Emergency Department Data

1	Urinary Tract Infection	5	Abdominal Pain	9	Open Wound of Head
2	COVID-19	6	Headache	10	Lower Back Pain
3	Upper Respiratory Infection	7	Acute Pharyngitis		
4	Chest Pain	8	Ortho Joint Disorder		

**Top 10 Priorities determined from Hospital Inpatient Admission Data**

<b>1</b>	Sepsis Organism	<b>5</b>	Non-STEMI – Myocardial infarction	<b>9</b>	AC Kidney Failure
<b>2</b>	COVID-19	<b>6</b>	Ortho Sepsis	<b>10</b>	PN Unspecified Organism
<b>3</b>	Liveborn Infant - Delivered Vaginally	<b>7</b>	HTN Heart Disease w/ Heart Failure		
<b>4</b>	Liveborn Infant – Delivered Cancerian	<b>8</b>	Morbid Obesity		

**Top 9 Priorities determined from Secondary Data provided by The Engagement Network**

<b>1</b>	Food Access	<b>5</b>	Lung Disease/Asthma	<b>9</b>	Smoking/Tobacco Use
<b>2</b>	Obesity/Overweight	<b>6</b>	Cancer		
<b>3</b>	Diabetes	<b>7</b>	Stroke		
<b>4</b>	Heart Disease/High Blood Pressure	<b>8</b>	Access to Dentist		

## Primary and Secondary Data: Aggregate Community Health Needs

The HHNAC met to review the CHNA primary and secondary data. In the meeting, the top 11 themes were presented with primary and secondary data. The HHNAC voted on each priority based on the summarized data. Each priority was ranked and weighted on six criteria:

- a. Alignment with mission and strategic plan
- b. Existing programs
- c. Ability to impact in three years
- d. Financial resources required
- e. Human resources required
- f. Measurable outcomes

Once the votes were submitted the totals were averaged and weighted to rank the priorities. The rankings were used to narrow the list of 11 down to top eight priorities. The eight priorities were then reviewed in a subsequent meeting by the HHNAC to narrow them down to the final two priority recommendations. The 11 priorities that were ranked are below.

Top 11 Priorities	
	Priority Issue
1	Heart Disease/High BP/Stroke
2	Access to Care
3	Diabetes
4	Mental Health
5	Overweight/Obesity
6	Substance Abuse/Alcohol
7	Lung Disease/Asthma
8	Maternal/Infant Health
9	Cancer
10	Injury Prevention
11	Alzheimer's/Dementia

## 10. ASSET INVENTORY

In order to help AdventHealth Heart of Florida's CHNAC determine the community health priorities where they could make a meaningful difference, the Hospital conducted a Community Asset Inventory related to the top eight identified community health needs. The inventory was designed to help the CHNAC narrow the eight needs to the two priority issues. Appendix C includes the full Community Asset Inventory.

COMMUNITY ASSET INVENTORY BY PRIORITY		
Top Issues Defined by Primary/Secondary Data	Current Community Programs	Current Hospital Programs
<b>Overweight/Obesity</b>	YMCA of West Central Florida University of Florida  IFAS Extension	Bariatric and Weight Care, Center for Nutritional Excellence, CREATION Life
<b>Heart Disease/High BP/Stroke</b>	American Heart Association Department of Health	Cardiology Services, Cardiac Rehab Stroke Care
<b>Diabetes</b>	American Diabetes Association	Endocrinologist, Diabetes Care, Diabetes Self-management education and support through ADA
<b>Cancer</b>	Watson Clinic Cancer & Research Center Lakeland Regional Health's Hollis Cancer Center BayCare Winter Haven Hospital's Cassidy Care Center American Cancer Society WeCare	Cancer Care, National Accreditation Program for Breast Cancer
<b>Lung Disease/Asthma</b>		COPD Clinics, Lung Screen Clinic
<b>Substance Use/Tobacco</b>	Peace River Center – Substance Use treatment Tri-County Human Services Talbot House Ministries AHEC Tobacco Free Florida	
<b>Mental Health</b>	Peace River Center (30 programs in 25 locations)	Inpatient Senior Adult Behavioral Services at AdventHealth Lake Wales
<b>Access to Care</b>	Lakeland Volunteers in Medicine (LVIM) Lake Wales Care Center We Care of Central Florida Department of Health Central Florida Health Care	Emergency department, Centra Care, case management

# 11. PRIORITY SELECTION

## Priority Selection using the RATING & PRIORITIZING KEY HEALTH ISSUES WORKSHEET

The top 11 issues identified from CHNAC's review of primary and secondary data were then reviewed by the HHNAC for rating using a prioritization tool. The HHNAC narrowed the list of 11 to the top eight and then to the final two priorities by using primary data, secondary data, top inpatient and ED admissions data, alongside with the community asset inventory.

The HHNAC utilized a tool called the Rating & Prioritizing Key Health Issues Worksheet located in Appendix D to help identify which issues would be addressed.

This worksheet utilized the following criteria for each issue:

- A. Alignment with Mission/Strategic Plan: How important is this issue?
- B. Existing Programs: What programs exist already to address this issue?
- C. Ability to Impact Within Three Years: What will we achieve by addressing this issue?
- D. Financial Resources: Do we have the resources to adequately address this issue?
- E. Human Resources: Do we have the resources to adequately address this issue?
- F. Measurable Outcome: Can we adequately measure the outcome?

Each potential issue was rated based on the above criteria, with a scoring of 1 = lowest priority, to 5= highest priority.

Criteria	Weight	Rating
(A) Alignment With Mission/Strategic Plan	0.25	1 least 5 most
(B) Existing Programs	0.25	1 none 5 existing
(C) Ability to Impact Within 3 Years	0.15	1 limited 5 significant
(D) Financial Resources Required	0.15	1 significant 5 limited
(E) Human Resources Required	0.10	1 significant 5 limited
(F) Measurable Outcome	0.10	1 no metrics 5 metrics available

## Community Priority Issues that the Hospital Will Address

Priority Issue	Relevance	Impact		Feasibility	
	Severity of problem	Availability of solutions	Consequence of not addressing this issue	Availability of resources	Potential Community Partners
<b>Access to Care</b>	2019 Adults with health care insurance Polk: 81.7% FL: 84.2% 2019 Adults who could not see a doctor at least once in the past year due to cost Polk: 19.8% FL: 16%	Community partners, examples from best practices, effects all areas of health & SDOH, decrease HC costs	Increases severity of illness, exacerbates social determinants of health, barrier to early screenings and prevention	Partners doing great work in access, shared goal, priority for CFD, CHP budget	Lakeland Volunteers in Medicine (LVIM) Lake Wales Care Center WeCare of Central Florida FQHCs, Community Clinics Central Florida Health Care Dept of Health
<b>Overweight Obesity</b>	71.4% adults are overweight or obese (BMI >25)  Top inpatient priority	Access to food, nutrition education, fitness education, cooking classes	Increases risk for other diseases: heart disease, stroke, diabetes, some types of cancer, etc.	Internal programming EHVB, Diabetes Institute, Food is Health, CHP budget	Lincoln Comm Development Agency, B Street Community Center, DOH, ADA, AHA, LRH

## Community Priority Issues that the Hospital Will Not Address

Priority Issue	Relevance	Impact		Feasibility	
	Severity of Problem	Availability of solutions	Consequence of not addressing this issue	Availability of resources	Potential Community Partners
<b>Diabetes</b>	2019 Diabetes Death Rate Per 100,000 Polk: 24.8 FL: 19.7 2019 Adults with diagnosed Diabetes Polk: 15.4% FL: 11.7% 2019 Hospitalizations from or with diabetes Rate Per 100,000 Polk: 3418.3 FL: 2214.2	Clinical level for treatment; prevention in terms of reducing causes and increasing healthy behaviors & access	Poorly controlled or untreated diabetes can lead to increased complications and poor quality of health	Diabetes Institute, Center for Nutritional Excellence	American Diabetes Association, Dept of Health



<b>Heart Disease, High Blood Pressure &amp; Stroke</b>	<p>2019 Major Cardiovascular Diseases Death Rate Per 100,000 Polk: 239.9 FL: 198.9</p> <p>2019 Stroke Death Rate Per 100,000 Polk: 60 FL: 41.4</p> <p>2019 Hospitalizations from or with Coronary Heart Disease Rate Per 100,000 Polk: 367.9 FL: 274.1</p> <p>Top inpatient and emergency department priority</p>	Clinical level for treatment; prevention in terms of reducing causes and increasing healthy behaviors & access	Can lead to increased complications and poor quality of health	Cardiac and stroke service lines	American Heart Association, Dept of Health
<b>Cancer</b>	<p>2019 Cancer Death Rate Per 100,000 Polk: 147.6 FL: 142.8</p> <p>2019 Breast Cancer Death Rate Per 100,000 Polk: 20.7 FL: 19.5</p>	Clinical level for treatment; prevention in terms of reducing causes and increasing healthy behaviors & access	Can lead to increased complications and poor quality of health	Cancer Institute	American Cancer Society, WeCare
<b>Lung Disease/ Asthma</b>	<p>2019 Chronic Lower Respiratory Disease Death Rate Per 100,000 Polk: 50.7 FL: 36.1</p> <p>2019 Asthma Death Rate Per 100,000 Polk: 1.1 FL: 0.8</p> <p>2019 Hospitalizations from or with Asthma Rate Per 100,000 Polk: 940.2 FL: 657.3</p>	Clinical level for treatment; prevention in terms of reducing tobacco use & smoking and increasing healthy behaviors, access and clean environments	Can lead to increased complications and poor quality of health	Lung Clinic, COPD Clinic,	
<b>Substance Use: Tobacco, Drug, Alcohol</b>	<p>2019 Adults who are current Cigarette Smokers Polk: 17.8% FL: 14.8%</p> <p>2019 Consumption of Alcohol Binge Drinking Polk: 12.9% FL: 18%</p>	Tobacco cessation program, substance use treatment programs	Can lead to an increased risk for cancers and lung disease		Tobacco Free Florida, AHEC, Dept of Health, Peace River, Tri-County Human Services, Talbot House Ministries
<b>Mental Health</b>	<p>Suicide rate per 100,000 17.3 in Polk vs 14.5 in FL</p> <p>Lack of Mental Health Providers in Polk 65.8 per 100,000 compared to 117.1 in FL</p> <p>Increase in need due to COVID-19</p>	Resilience, telehealth, community partners, collaborative, mental health first aid	Can lead to poor quality of health; increased risk of suicide and other mental health complications	Polk County Collaborative and shared goals, priority. Inpatient Senior Adult Behavioral Services at AdventHealth Lake Wales	Behavioral health collaborative (Polk Vision, DOH, Peace River, etc.)

## 12. PRIORITY ISSUES TO BE ADDRESSED

### a. Access to Care

- Many people face barriers that prevent or limit access to needed health care services, which may increase the risk of poor health outcomes and health disparities.
- Polk county has lower rates of insured adults compared to the state of Florida Polk: 81.7% vs. FL: 84.2%. More adults in Polk County could not see a doctor at least once in the past year due to cost compared to the state of Florida: Polk 19.8% vs. FL 16%.

### b. Obesity and Overweight

- Obesity is a medical condition in which excess body fat has accumulated to an extent that it may have a negative effect on health. Obesity is measured by an individual's body mass index (BMI). The prevalence of obesity continues to increase in the United States. Obesity is common, serious, and costly. This epidemic is putting a strain on American families, affecting overall health, health care costs, productivity, and military readiness. Moreover, obesity can have negative health outcomes since obesity can lead to type 2 diabetes, heart disease, and some cancers.
- More adults in Polk County are overweight and obese compared to the state of Florida: Polk 71.4% vs. Florida 64.6%.

## **13. PRIORITY ISSUES THAT WILL NOT BE ADDRESSED**

- a. Diabetes: Many of the indicators of concern will be addressed through the prioritization of Access to Health Care Services and addressing Obesity and Overweight.
- b. Heart Disease, HBP & Stroke: Many of the indicators of concern will be addressed through the prioritization of Access to Health Care Services and addressing Obesity and Overweight.
- c. Cancer: Many of the indicators of concern will be addressed through the prioritization of Access to Health Care Services and addressing Obesity and Overweight.
- d. Lung Disease/Asthma: Many of the indicators of concern will be addressed through the prioritization of Access to Health Care Services.
- e. Substance Use: Tobacco, Drug, Alcohol: There are efforts already in place to address this priority with community partners. The Hospital felt the need would be best addressed by community partners focused on this area due to available resources and solutions.
- f. Mental Health: There are significant efforts already in place to address this priority. The Hospital felt the need would be best addressed by community partners focused on this area. Some of the indicators of concern will be addressed through the prioritization of Access to Health Care Services.

## 14. NEXT STEPS

The CHNAC will work with AdventHealth Heart of Florida and other community partners to develop a measurable Community Health Plan for 2022-2025 to address the priority issues. For each priority, specific goals will be developed including measurable outcomes, intervention strategies and the resources necessary for successful implementation.

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

A link to the Community Health Plan will be posted on [AdventHealth.com](https://www.adventhealth.com) prior to May 15, 2022.

## **15. WRITTEN COMMENTS REGARDING PREVIOUS NEEDS ASSESSMENT**

This is the first CHNA conducted for AdventHealth Heart of Florida after becoming an AdventHealth facility in 2019. Previous to becoming an AdventHealth facility, the hospital was a for-profit entity and did not conduct a community health needs assessment.

## **16. REVIEW OF STRATEGIES UNDERTAKEN IN PREVIOUS COMMUNITY HEALTH PLAN**

This is the first CHNA conducted for AdventHealth Heart of Florida after becoming an AdventHealth facility in 2019. AdventHealth Heart of Florida will conduct an annual evaluation of the progress made from the implementation strategies from the Community Health Plan. The evaluation will be reported to the IRS in Form 990 Schedule H.

# APPENDIX A: PRIMARY DATA SURVEY & RESULTS

## COMMUNITY SURVEY



### 2022-2025 Community Health Needs Assessment Survey

By taking a few minutes to complete questions included in this survey, you will help us identify or emphasize the most important health needs in our community so that we can continue to develop goals, programs, and initiatives to best improve the health of our community.

With your help, we will have an updated understanding of the crucial needs within our community and will be better able to plan for the future.

**Please tell us a little more about yourself and answer the following questions about you and your family's health.**

1. What is your zip code? (Please use 5-digit zip code)

2. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Transgender
- ☐ Other/Gender non-conforming
- ☐ Prefer Not to Answer



**3. What is your age group? (Please choose one)**

- ☐ 18-29
- ☐ 30-39
- ☐ 40-49
- ☐ 50-64
- ☐ 65-74
- ☐ 75+
- ☐ Prefer not to Answer

**4. Which of the following best represents your racial or ethnic heritage? (Please check all that apply)**

- ☐ Black or African American
- ☐ White or Caucasian
- ☐ Asian
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other
- ☐ Prefer not to answer

**5. Are you Hispanic or Latino?**

- ☐ Yes
- ☐ No
- ☐ Prefer Not to Answer

**6. What is your highest level of education?**

- ☐ Less than High School
- ☐ Some High School
- ☐ High School Degree or GED/equivalent
- ☐ Associate's Degree
- ☐ Bachelor's Degree
- ☐ Graduate or Professional Degree
- ☐ Trade School
- ☐ Prefer not to answer

**7. Please select your income range.**

- ☐ Less than \$25,000
- ☐ \$25,000 - \$50,000
- ☐ \$50,000 - \$100,000
- ☐ \$100,000 - \$200,000
- ☐ More than \$200,000
- ☐ Prefer not to say

**8. Do you have health insurance?**

- ☐ Yes
- ☐ No

**9. When you get sick, where do you go? (Please select one)**

- ☐ Clinic/Doctor's Office
- ☐ Urgent Care
- ☐ Emergency Room/Department
- ☐ Health Department
- ☐ I do not seek medical attention
- ☐ Other (please specify)

**10. In the last year, was there a time when you needed medical care but were not able to get it?**

- ☐ Yes
- ☐ No

**11. If you answered yes to the previous question, why weren't you able to get medical care? (Check all that apply)**

- ☐ I did not have health insurance
- ☐ I could not afford my co-pay or deductible
- ☐ There were no available appointments
- ☐ I did not have transportation
- ☐ I do not have a doctor
- ☐ Other (please specify)

**12. Where do you get most of your medical information? (Choose only one)**

- ☐ Doctor
- ☐ Family/Friends
- ☐ Internet (i.e. Google, Bing, Chrome, etc.)
- ☐ Social Media (i.e. Facebook, Instagram, etc.)
- ☐ Church
- ☐ Pharmacy
- ☐ Other (please specify)

**13. How long has it been since you have had a flu shot?**

- ☐ Within the last year
- ☐ 1-2 years
- ☐ 3-5 years
- ☐ 5+ years
- ☐ I have never had a flu shot.

**14. How many days during the past 30 days did you struggle with stress, anxiety, depression, or any other problems with emotions or days that you would categorize your mental health as not good?**

- ☐ Not at all
- ☐ Several Days
- ☐ More than half the days
- ☐ Nearly every day

**15. In the last year, was there a time when you experienced stress, anxiety, depression, or any other problems with emotional wellness and needed mental-health care or counseling but could not get it?**

☐ Yes

☐ No

**16. If you answered “yes” to the previous question, why weren’t you able to get mental-health care/counseling? (Check all that apply)**

☐ I was not comfortable seeking mental health care

☐ I did not know where to seek mental health care

☐ My health insurance does not cover mental health care

☐ I didn’t have health insurance

☐ I could not afford my co-pay or deductible

☐ There were no available appointments

☐ I did not have transportation to get to the doctor

☐ I do not have a doctor

☐ Other (please specify)

**Please answer the following questions about how the COVID-19 pandemic has affected you and your family.**

**17. Which of the following apply to you? (Check all that apply)**

- ☐ I have been diagnosed with COVID-19.
- ☐ A household member has been diagnosed with COVID-19.
- ☐ A family member outside of my household has been diagnosed with COVID-19.
- ☐ A friend or someone I know outside my family has been diagnosed with COVID-19.
- ☐ I do not know anyone personally who has been diagnosed with COVID-19.

**18. As a result of COVID-19, have you or anyone in your household experienced a need for any of the following?**

**Please check all that apply and select if this need occurred before the pandemic (prior to March 2020) or appeared during the pandemic. Select both if it was a previous need and continues to be a need during the pandemic.**

	Before COVID-19	During COVID-19 Pandemic
Affordable Housing	<input type="checkbox"/>	<input type="checkbox"/>
Assistance with Child Care	<input type="checkbox"/>	<input type="checkbox"/>
Energy/Electricity Assistance	<input type="checkbox"/>	<input type="checkbox"/>
Financial Assistance	<input type="checkbox"/>	<input type="checkbox"/>
Job Placement Service	<input type="checkbox"/>	<input type="checkbox"/>
Loss of Employment	<input type="checkbox"/>	<input type="checkbox"/>
Food Assistance	<input type="checkbox"/>	<input type="checkbox"/>
Homelessness	<input type="checkbox"/>	<input type="checkbox"/>
Internet/Wi-Fi Assistance	<input type="checkbox"/>	<input type="checkbox"/>
Rent Assistance	<input type="checkbox"/>	<input type="checkbox"/>

**Other (please specify)**



**Please answer the following questions about the health of your community.**

**19. What are the three most important health problems that affect the health of your community? (Please check only three)**

- ☐ Alcohol
- ☐ Alzheimer's/Dementia
- ☐ Cancer
- ☐ Diabetes
- ☐ Drug Addiction
- ☐ Heart Disease/High Blood Pressure
- ☐ HIV/AIDS
- ☐ Infant Death
- ☐ Lung Disease/Asthma
- ☐ Mental Health
- ☐ Overweight/Obesity
- ☐ Sexually Transmitted Diseases
- ☐ Smoking/Tobacco Use
- ☐ Stroke
- ☐ Vaping/E-cigarettes
- ☐ Other (please specify)

**20. What are the three most important social/environmental problems that affect the health of your community? (Please check only three)**

- ☐ Affordable Housing
- ☐ Access to Doctor
- ☐ Access to Insurance
- ☐ Child Abuse
- ☐ Domestic Violence
- ☐ Elder Abuse
- ☐ Homelessness
- ☐ Lack of Job Opportunities
- ☐ Access to Healthy Foods
- ☐ Places to Exercise
- ☐ Neighborhood Safety/Violence
- ☐ Poverty
- ☐ Race/Ethnicity Discrimination
- ☐ Other (please specify)

**21. Is there anything else you would like to tell us about community concerns, health problems or services in the community?**

## COMMUNITY SURVEY RESULTS

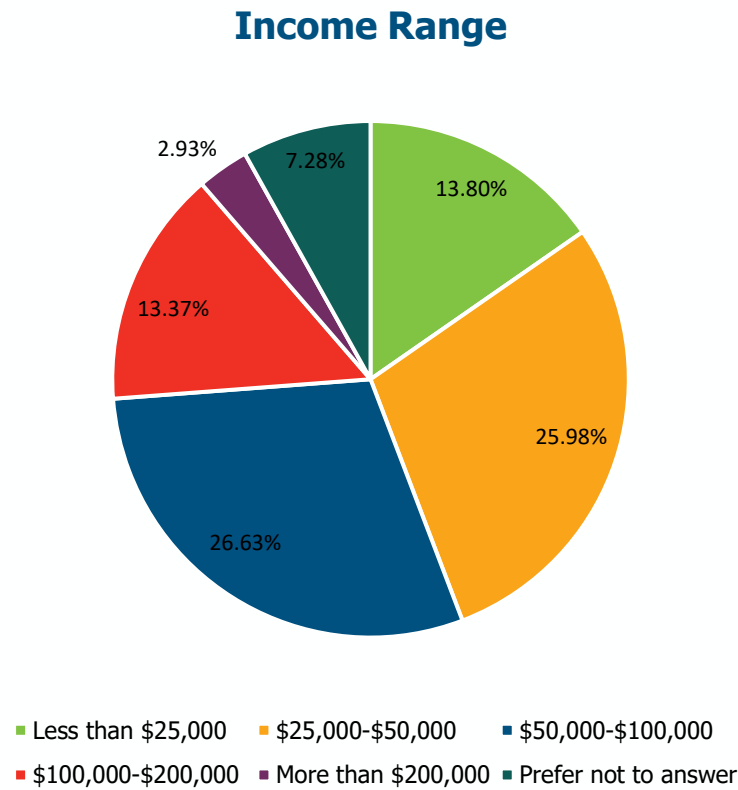
Community surveys were completed in collaboration with our partnership with Lakeland Regional Health and community partners. Surveys were administered mainly online with physical copies provided in person where needed. The aggregate results are shown below.

- 926 Community surveys
- 4 Focus groups
- 1 Community Dialogue Session with Stakeholders

SURVEY QUESTION		SURVEY RESULTS
<b>Demographic Questions</b>		
<b>Zip Code</b>	The survey was disseminated to community partners who work closely with hard-to-reach populations and individuals using social service support. Paper surveys were also provided to partner organizations to use where computer access was limited.	
<b>Gender</b>	79.85% Female	19.39% Male
<b>Highest Education Level</b>	0.65% Less than High School 2.06% Some High School 17.01% High School Graduate/GED 19.93% Associate Degree	30.44% Bachelor's Degree 23.73% Graduate Degree or Professional Degree 4.23% Trade School
<b>Age</b>	11.07% 18-29 Years 16.07% 30-39 Years 24.10% 40-49 Years	37.13% 50-64 Years 8.36% 65 -74 Years 2.71% 75 Years or older
<b>Ethnicity</b>	10.44% Hispanic	86.37% Non-Hispanic
<b>Race</b>	78.30% White 11.67% African-American 1.96% Asian 0.76% American Indian/Alaska Native	.33% Native Hawaiian/Other Pacific Islander 6.22% Other
<b>As a result of COVID-19, have you or anyone in your household experienced a need for any of the following?</b>	<b>Before COVID-19</b>	<b>During COVID-19 Pandemic</b>
<b>Affordable Housing</b>	59.55%	80.90%
<b>Assistance with Child Care</b>	34.72%	93.06%
<b>Energy/Electricity Assistance</b>	32.14%	91.07%
<b>Financial Assistance</b>	28.78%	95.68%
<b>Job Placement Service</b>	30.19%	96.23%

<b>Loss of Employment</b>	11.59%	93.48%
<b>Food Assistance</b>	41.11%	93.33%
<b>Homelessness</b>	58.82%	70.59%
<b>Internet/Wi-Fi Assistance</b>	29.63%	94.44%
<b>Rent Assistance</b>	31.03%	94.83%
<b>How many days during the past 30 days did you struggle with stress, anxiety, depression, or any other problems with emotions or days that you would categorize your mental health as not good?</b>	45.66% Not at all 35.29% Several Days 9.36% More than half the days 8.70% Nearly every day 0% 10+ Days	
<b>In the last year, was there a time when you experienced stress, anxiety, depression, or any other problems with emotional wellness and needed mental-health care or counseling but could not get it?</b>	20.23% Yes 79.77% No	

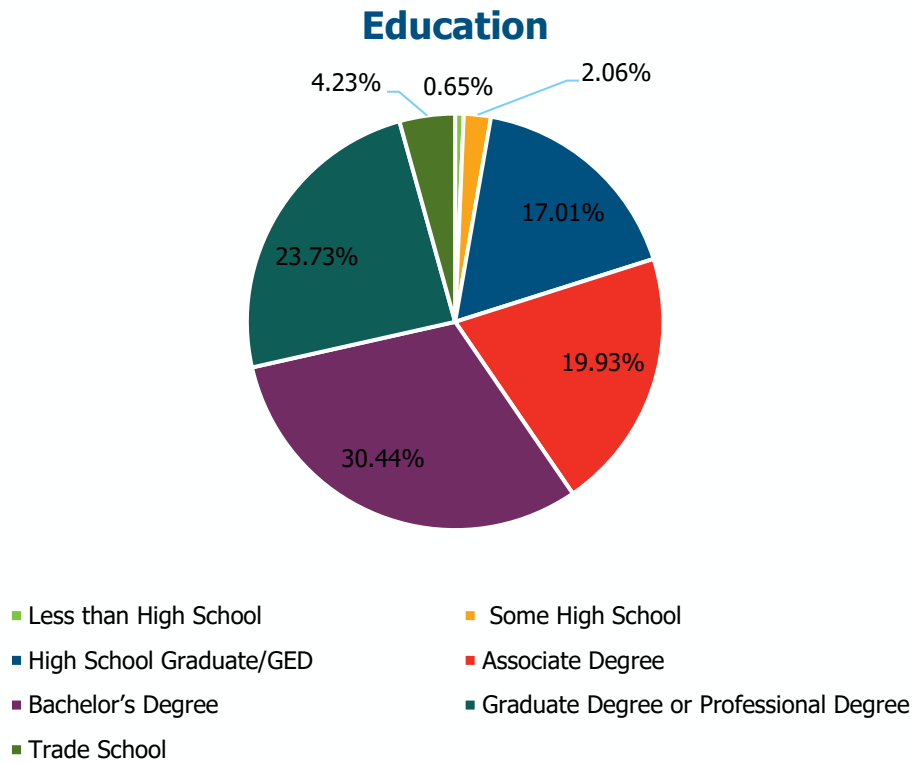
# HOUSEHOLD ANNUAL INCOME



# HEALTH INSURANCE STATUS

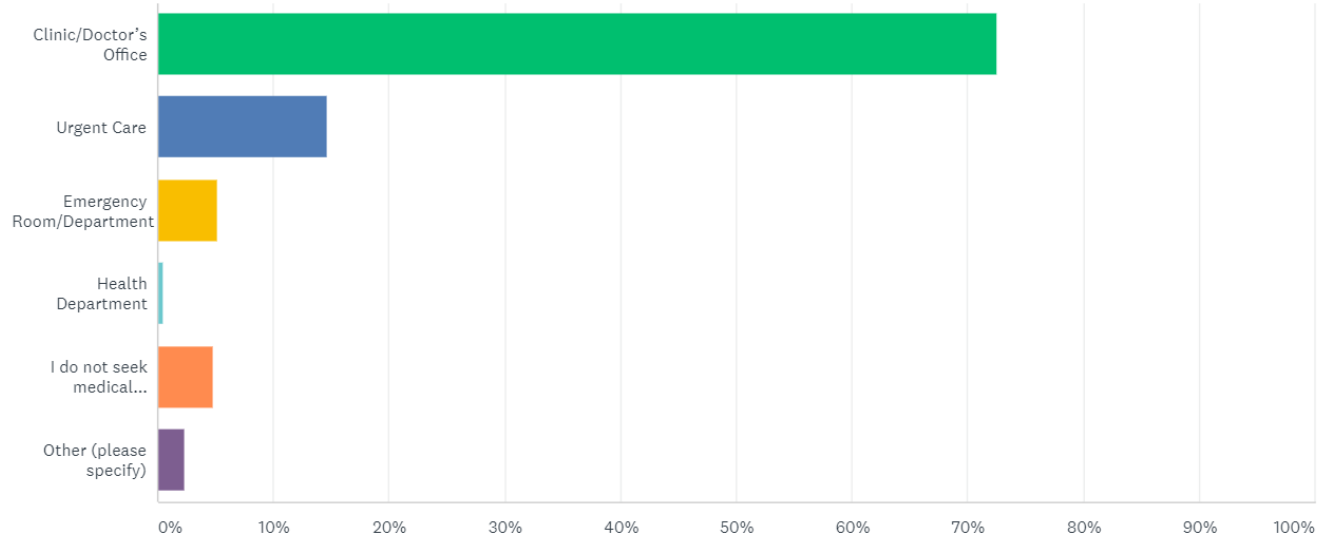


# EDUCATION



### When you get sick, where do you go? (Please select one)

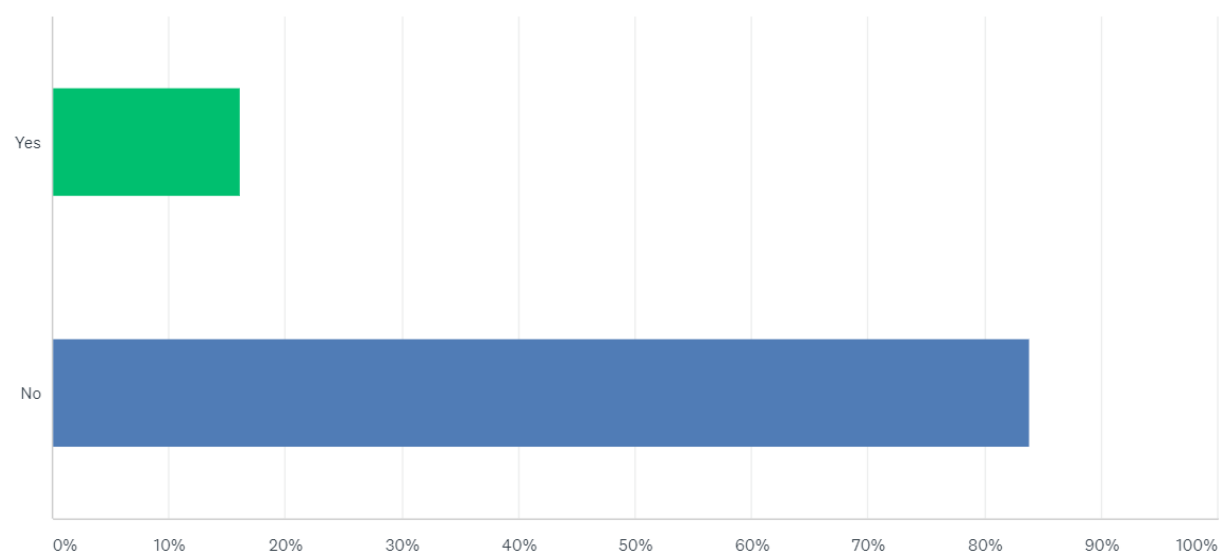
Answered: 920 Skipped: 6



ANSWER CHOICES		RESPONSES	
Clinic/Doctor's Office		72.50%	667
Urgent Care		14.67%	135
Emergency Room/Department		5.22%	48
Health Department		0.43%	4
I do not seek medical attention		4.78%	44
Other (please specify)	Responses	2.39%	22
TOTAL			920

**In the last year, was there a time when you needed medical care but were not able to get it?**

Answered: 890    Skipped: 36

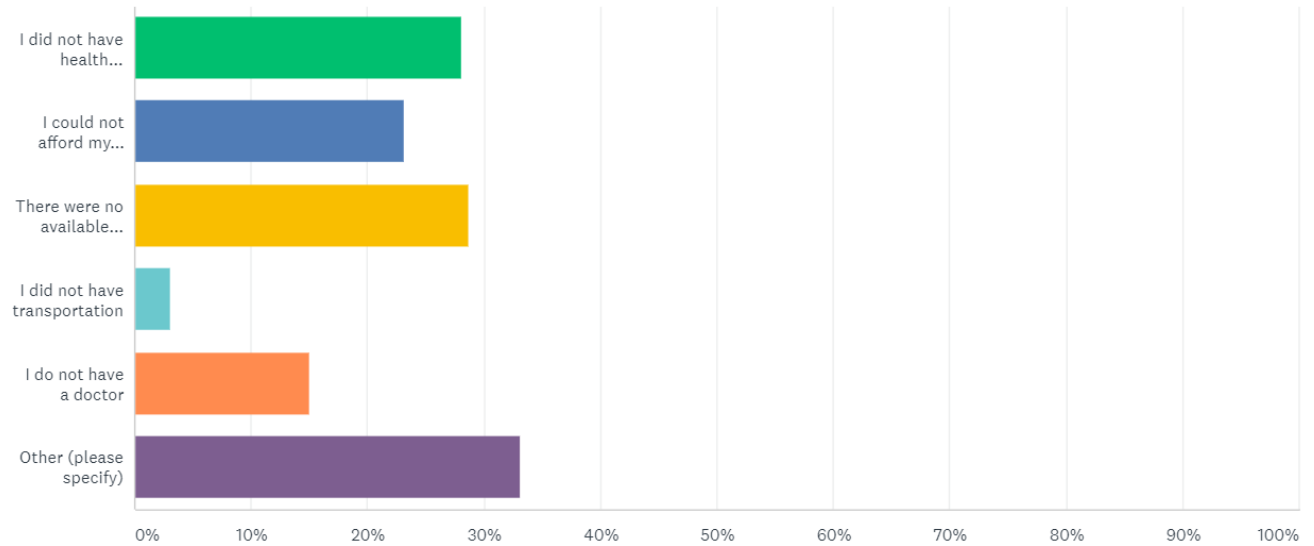


ANSWER CHOICES		RESPONSES
Yes	16.18%	144
No	83.82%	746
TOTAL		890



**If you answered yes to the previous question, why weren't you able to get medical care? (Check all that ap...**

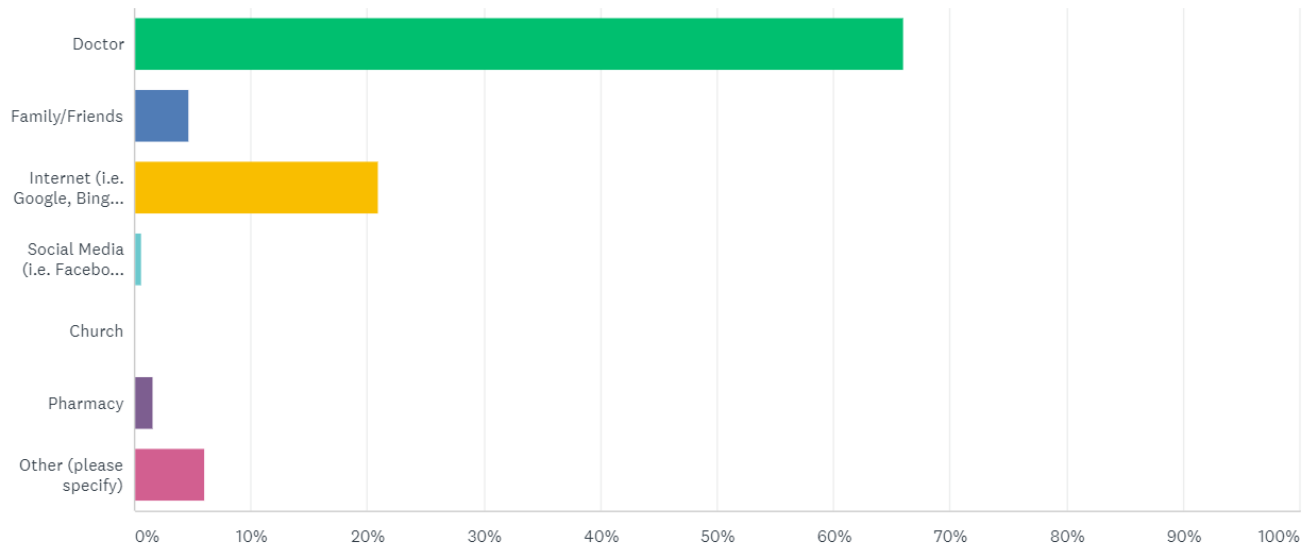
Answered: 160 Skipped: 766



ANSWER CHOICES		RESPONSES	
I did not have health insurance		28.13%	45
I could not afford my co-pay or deductible		23.13%	37
There were no available appointments		28.75%	46
I did not have transportation		3.13%	5
I do not have a doctor		15.00%	24
Other (please specify)	Responses	33.13%	53
Total Respondents: 160			

### Where do you get most of your medical information? (Choose only one)

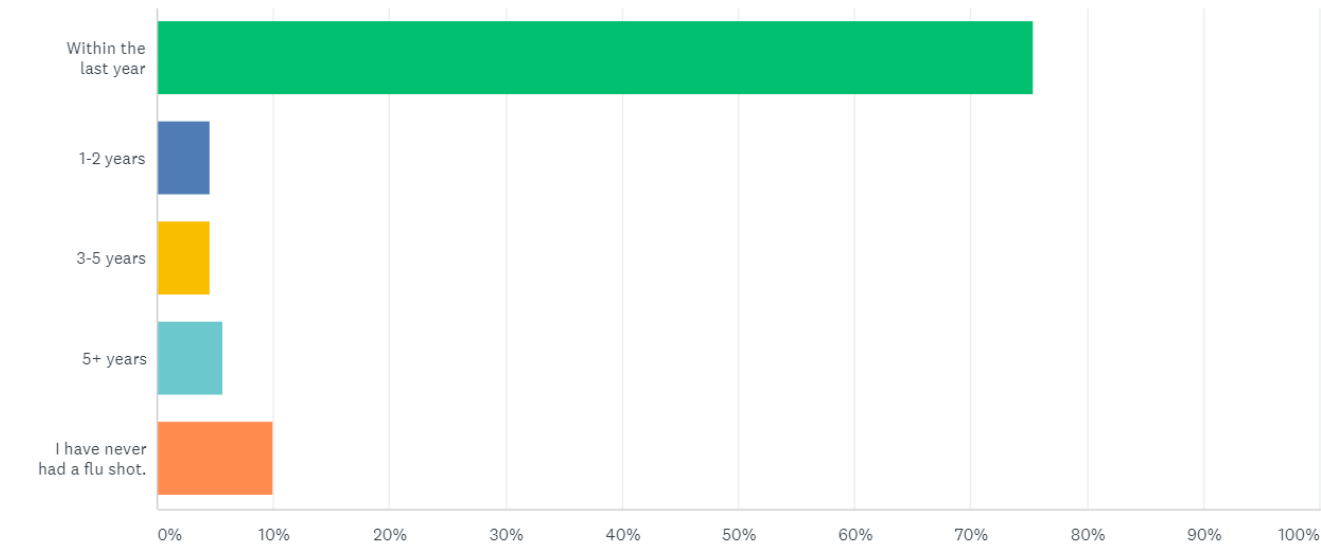
Answered: 886 Skipped: 40



ANSWER CHOICES		RESPONSES	
Doctor		66.03%	585
Family/Friends		4.74%	42
Internet (i.e. Google, Bing, Chrome, etc.)		20.99%	186
Social Media (i.e. Facebook, Instagram, etc.)		0.68%	6
Church		0.00%	0
Pharmacy		1.58%	14
Other (please specify)	Responses	5.98%	53
TOTAL			886

How long has it been since you have had a flu shot?

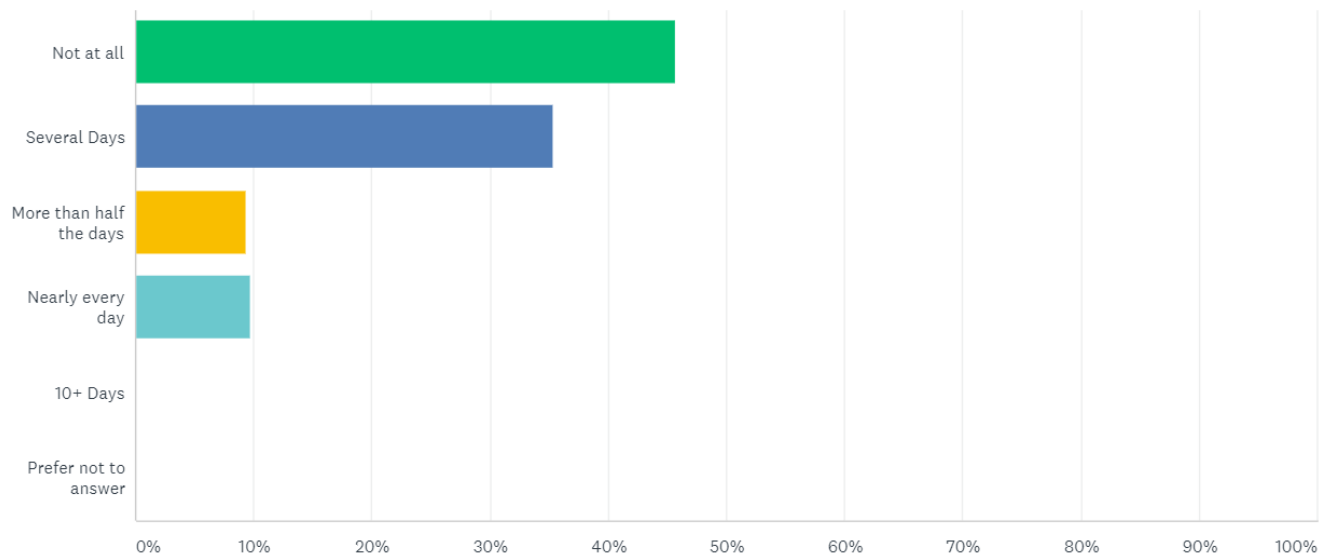
Answered: 888    Skipped: 38



ANSWER CHOICES	RESPONSES	
Within the last year	75.34%	669
1-2 years	4.50%	40
3-5 years	4.50%	40
5+ years	5.63%	50
I have never had a flu shot.	10.02%	89
TOTAL		888

## How many days during the past 30 days did you struggle with stress, anxiety, depression, or any other pro...

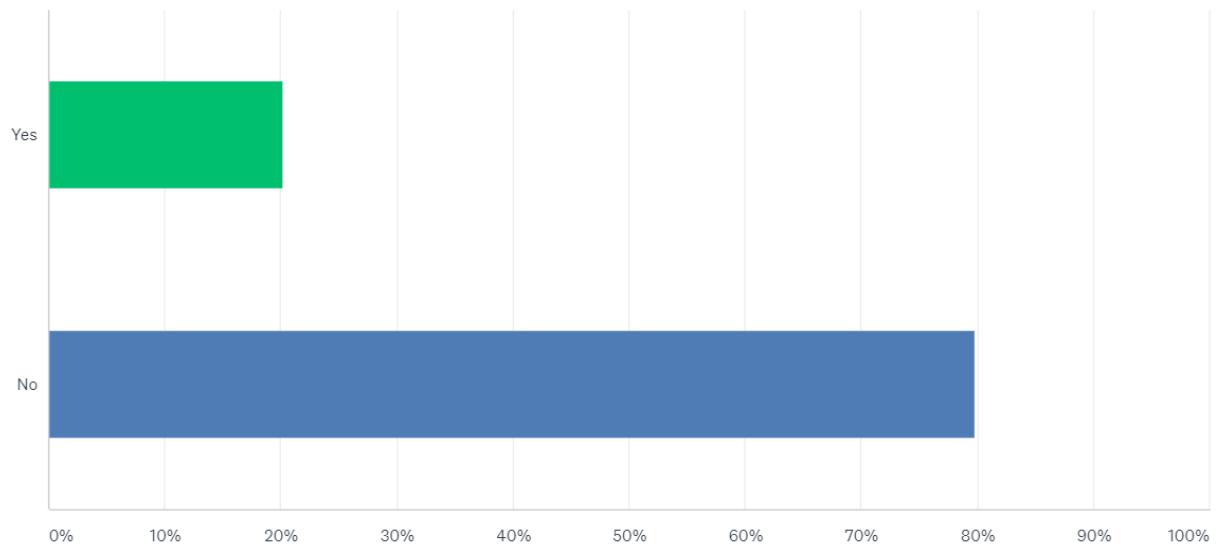
Answered: 887 Skipped: 39



ANSWER CHOICES	RESPONSES	
Not at all	45.66%	405
Several Days	35.29%	313
More than half the days	9.36%	83
Nearly every day	9.70%	86
10+ Days	0.00%	0
Prefer not to answer	0.00%	0
<b>TOTAL</b>		<b>887</b>

**In the last year, was there a time when you experienced stress, anxiety, depression, or any other problems...**

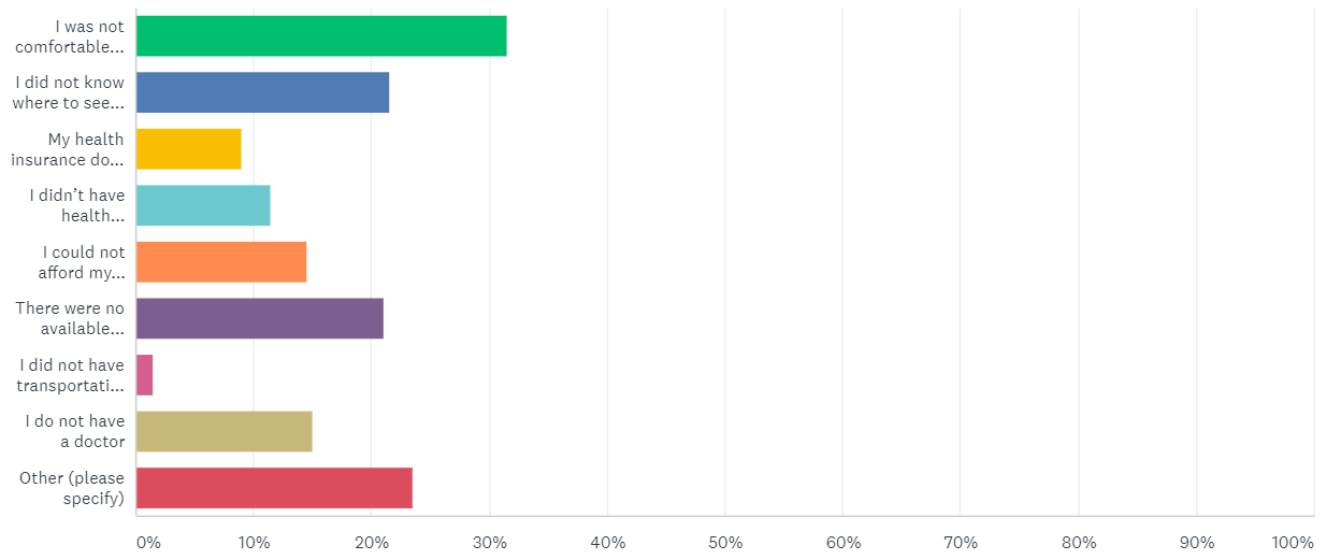
Answered: 880 Skipped: 46



ANSWER CHOICES		RESPONSES	
Yes		20.23%	178
No		79.77%	702
TOTAL			880

### If you answered “yes” to the previous question, why weren’t you able to get mental-health care/counselin...

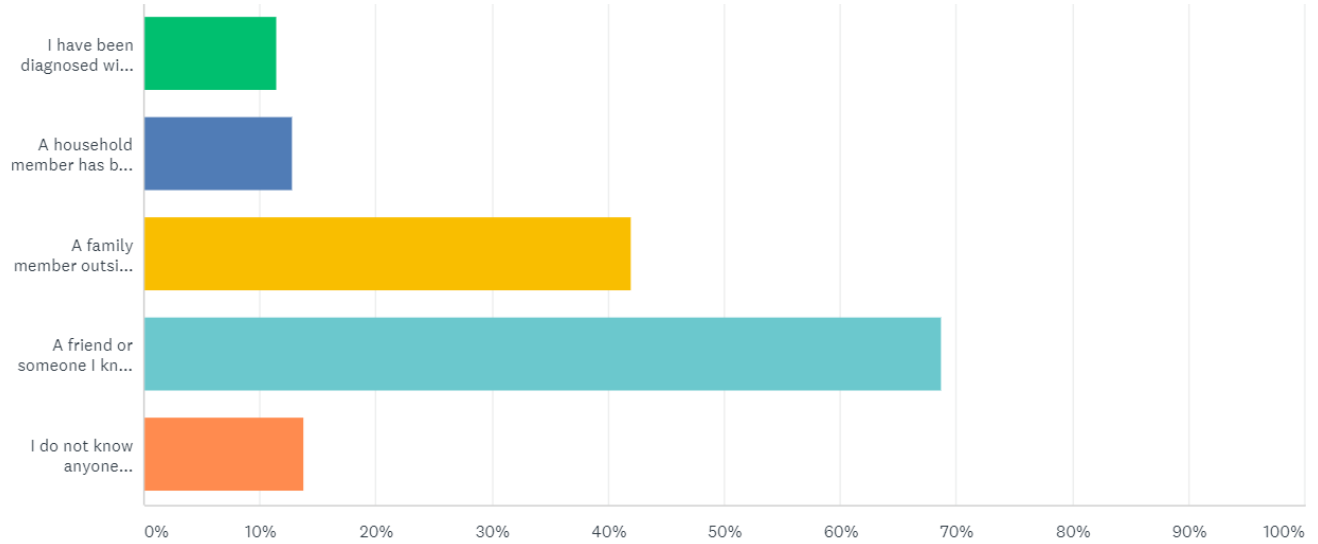
Answered: 200 Skipped: 726



ANSWER CHOICES	RESPONSES	
I was not comfortable seeking mental health care	31.50%	63
I did not know where to seek mental health care	21.50%	43
My health insurance does not cover mental health care	9.00%	18
I didn't have health insurance	11.50%	23
I could not afford my co-pay or deductible	14.50%	29
There were no available appointments	21.00%	42
I did not have transportation to the get to the doctor	1.50%	3
I do not have a doctor	15.00%	30
Other (please specify)	Responses 23.50%	47
Total Respondents: 200		

### Which of the following apply to you? (Check all that apply)

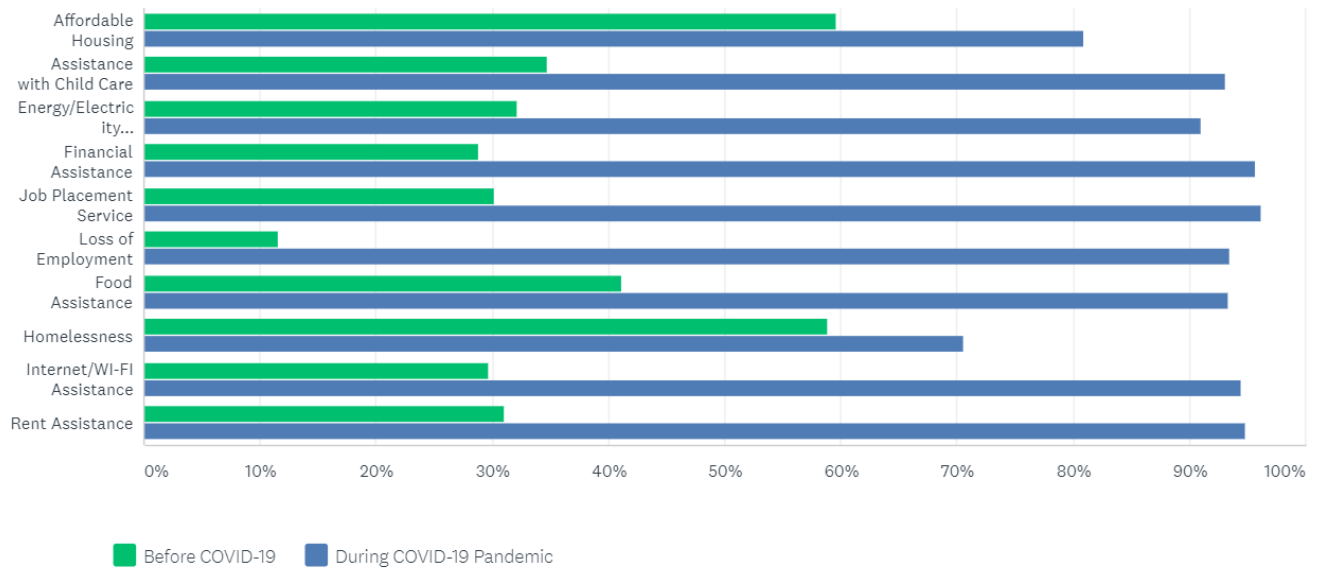
Answered: 875 Skipped: 51



ANSWER CHOICES	RESPONSES	
I have been diagnosed with COVID-19.	11.43%	100
A household member has been diagnosed with COVID-19.	12.80%	112
A family member outside of my household has been diagnosed with COVID-19.	41.94%	367
A friend or someone I know outside my family has been diagnosed with COVID-19.	68.69%	601
I do not know anyone personally who has been diagnosed with COVID-19.	13.83%	121
Total Respondents: 875		

## As a result of COVID-19, have you or anyone in your household experienced a need for any of the following...

Answered: 277 Skipped: 649

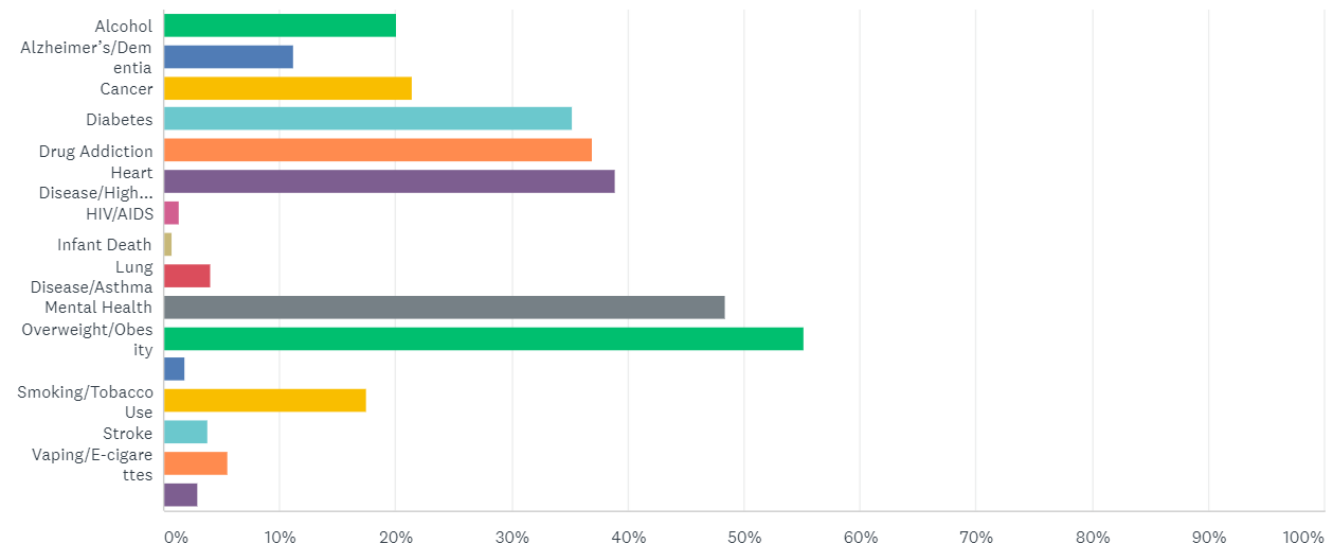




	BEFORE COVID-19	DURING COVID-19 PANDEMIC	TOTAL RESPONDENTS
Affordable Housing	59.55% 53	80.90% 72	89
Assistance with Child Care	34.72% 25	93.06% 67	72
Energy/Electricity Assistance	32.14% 18	91.07% 51	56
Financial Assistance	28.78% 40	95.68% 133	139
Job Placement Service	30.19% 16	96.23% 51	53
Loss of Employment	11.59% 16	93.48% 129	138
Food Assistance	41.11% 37	93.33% 84	90
Homelessness	58.82% 10	70.59% 12	17
Internet/WI-FI Assistance	29.63% 16	94.44% 51	54
Rent Assistance	31.03% 18	94.83% 55	58

### What are the three most important health problems that affect the health of your community? (Please ch...

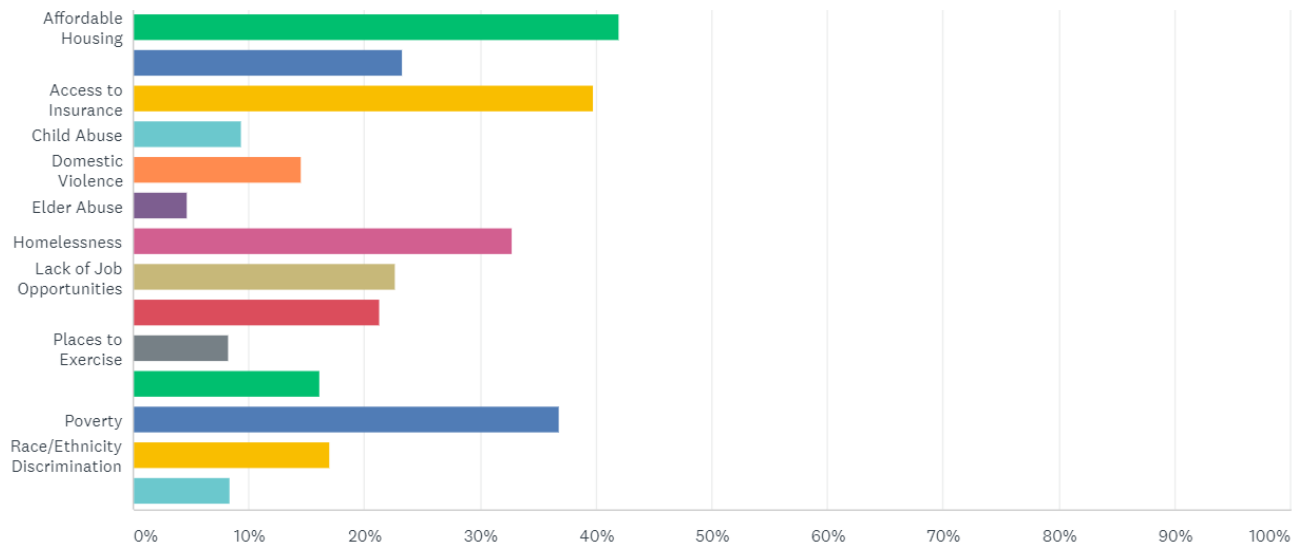
Answered: 841 Skipped: 85



ANSWER CHOICES	RESPONSES	
Alcohol	20.10%	169
Alzheimer's/Dementia	11.18%	94
Cancer	21.40%	180
Diabetes	35.20%	296
Drug Addiction	36.98%	311
Heart Disease/High Blood Pressure	38.88%	327
HIV/AIDS	1.31%	11
Infant Death	0.71%	6
Lung Disease/Asthma	4.04%	34
Mental Health	48.39%	407
Overweight/Obesity	55.17%	464
Sexually Transmitted Diseases	1.90%	16
Smoking/Tobacco Use	17.48%	147
Stroke	3.80%	32
Vaping/E-cigarettes	5.59%	47

### What are the three most important social/environmental problems that affect the health of your communi...

Answered: 800 Skipped: 126



ANSWER CHOICES	RESPONSES	
Affordable Housing	42.00%	336
Access to Doctor	23.25%	186
Access to Insurance	39.75%	318
Child Abuse	9.38%	75
Domestic Violence	14.50%	116
Elder Abuse	4.63%	37
Homelessness	32.75%	262
Lack of Job Opportunities	22.63%	181
Access to Healthy Foods	21.25%	170
Places to Exercise	8.25%	66
Neighborhood Safety/Violence	16.13%	129
Poverty	36.88%	295
Race/Ethnicity Discrimination	17.00%	136

## FOCUS GROUP QUESTIONS

The AdventHealth Central Florida Community Health Team and Lakeland Regional Health hosted Focus Group Sessions. The following questions were asked:

1. What do you believe makes a community healthy?
2. What do you see as the 2-3 most important issues that must be addressed to improve health and quality of life in your community?
3. Is there anything in particular that Polk County or more specifically the communities you serve deal with that should be addressed?
4. What barriers do you see or hear about preventing community members from accessing healthcare?
5. How has the pandemic impacted your health?
6. What do you feel are the best ways to communicate resources with and/or engage community members in their health?
7. Have you encountered any barriers when trying to access programs or services for your family members?
8. What do you believe the community health systems can do to improve health and quality of life in the community?

## SUMMARY OF FOCUS GROUPS

The AdventHealth Central Florida Community Health Team and Lakeland Regional Health conducted a focus group with alumni members of the Alpha Phi Alpha, an African-American fraternity. Participants were asked to share their thoughts around community health and what the Polk County community needs to be healthy. Several themes emerged from the meeting. One prominent theme was the need to have representation among health care providers. "It's much easier to go to the doctor if the doctor looks like me." The participants shared that as patients they want a doctor who can understand their experiences and who will listen. The participants also shared that there needs to be better representation in advertisements, Black doctors, lawyers, presidents, etc. need to be more visible. Accessibility was another common theme in the meeting. Participants expressed a need for health care offices to be open outside of the typical 8-5pm window. Closing offices by 5pm creates a barrier for many people to receive care. Often people cannot afford to miss work or take days off and therefore delay treatment and medical exams. Access to food was also identified as a need in Polk County. Some areas do not have access to grocery stores. If the community could increase access to grocery stores, those locations would also be a great place to include education.

The AdventHealth Central Florida Community Health Team and Lakeland Regional Health conducted a focus group with the North Ridge Unit Boys and Girls Club. Participants were asked to share their thoughts around community health and what the Polk County community needs to be healthy. When asked what comes to mind when you think of the word healthy, responses included having no disease, no littering, getting people vaccinated, clean, active, happy and non-violent. Participants felt like Polk County needs to be more united and needs more hospitals in order to be healthy. Participants were also aware of the additional stress that COVID-19 has put on adults around them. When asked what they would like to see to make the community healthier that included stopping racism, increasing the amount of health care workers, access to more restaurants, providing the homeless population more food, getting cleaner bathrooms and water fountains at school and having teachers who respond more appropriately to discipline and not out of proportion.

Additional notes to mention, the participants would eat more vegetables if the food provided at lunch was better. Better to the students included food and vegetables being cooked and seasoned well and not soggy. Racism and safety also came up several times throughout the conversation.

The AdventHealth Central Florida Community Health Team conducted a focus group with employees of AdventHealth Heart of Florida and AdventHealth Lake Wales. Participants were asked to share their thoughts around community health and what the Polk County community needs to be healthy. Several themes emerged from the meeting and are represented in the next section Themes of focus groups.

The AdventHealth Central Florida Community Health Team conducted a stakeholder focus group with board representation from the Green and Gold Foundation. Participants were asked to share their thoughts around community health and what the Polk County community needs to be healthy. Several themes emerged from the meeting and are represented in the next section Themes of Focus Groups.

## **THEMES OF FOCUS GROUPS**

- Access to health care is a top need
- Need to expand access to health care providers (time offices are open) & representation among providers
- Lack of BIPOC representation in the community makes it difficult for young men and women to see themselves in potential careers and positions
- Need access to mental health services, need to remove stigma
- Need more mental health services for middle level mental health needs to prevent escalation
- Transportation is needed for rural parts of Polk
- Access to food is a need in the Polk community. Rural parts of Polk County make it difficult to access healthy food and produce. The cost of healthy food is also a barrier
- Youth recognize a need for the community to come together to stop racism, improve safety and mental health
- COVID-19 and wearing masks at school has added an additional challenge and barrier for kids to connect with teachers and classmates
- Students would be open to eating more vegetables and healthy food at school if the options provided were better quality and prepared well
- Rise in substance abuse seen since COVID-19
- Need for more wellness/preventative screenings
- Resilience training is needed to prevent baker act

## COMMUNITY DIALOGUE WITH STAKEHOLDER QUESTIONS

The AdventHealth Central Florida Community Health Team and Lakeland Regional Health hosted a Community Dialogue Session. The following questions were asked:

1. What do you believe makes a community healthy?
2. What do you see as the 2-3 most important issues that must be addressed to improve health and quality of life in your community?
3. Is there anything in particular that Polk County or more specifically the communities you serve deal with that should be addressed?
4. What barriers do you see or hear about preventing community members from accessing healthcare?
5. What makes leadership difficult on these issues?
6. What do you feel are the best ways to communicate resources with and/or engage community members in their health?
7. Have you encountered any barriers when trying to access programs or services for your family members?
8. What do you believe the community health systems can do to improve health and quality of life in the community?

## SUMMARY OF COMMUNITY DIALOGUE SESSION

- Many themes were highlighted during the community dialogue session.
- Access to care was a top need identified. Participants expressed a need for more providers in the community to increase access, reduce the wait. Access to care also includes the time that offices are open for appointments. Difficulty paying for medical treatment was also included in the comments for accessing care. Many people wait until they are in crisis to seek care due to availability of providers and cost. Many expressed that there are not enough providers available in their community.
- Care navigation and access to shared resources was also a top need. Participants expressed a need for improving navigation through the health care system and increasing communication for available resources.
- Transportation was identified as a need. Polk has rural areas and can be difficult to travel to health care appointments and to attend to health needs.
- Improving cultural competence and offering resources and support in multiple languages
- Access to mental health care was identified as a need by participants, in addition to removing the stigma around mental health
- Access to food
- Education and prevention
- Addressing racism and the impact on health
- Additional themes for health care need include poverty, youth development, senior care, maternal health, pedestrian safety, improving collaboration among agencies

# APPENDIX B:

## SECONDARY DATA REPORT

### AdventHealth Heart of Florida Needs Assessment Report - Quick Facts

#### Location

Heart of Florida Service Area

#### Demographics

Data Indicator	Indicator Variable	Location Summary	State Average
Change in Total Population	Total Population, 2000 Census	165,465	15,982,378
	Total Population, 2010 Census	230,540	18,801,310
	Population Change, 2000-2010	65,074	2,818,932
	Population Change, 2000-2010, Percent	39.33%	17.64%
Total Population	Total Population	280,201	20,901,636
	Total Land Area(Square Miles)	576	53,638.93
	Population Density (Per Square Mile)	486.37	389.67
Male Population	Total Population	280,201.00	20,901,636
	Male Population	135,100.00	10,220,813
	Percent Male Population	48.22%	48.90%
Female Population	Total Population	280,201.00	20,901,636
	Female Population	145,101.00	10,680,823
	Percent Female Population	51.78%	51.10%
Population Age 0-18	Total Population	280,201	20,901,636
	Population Age 0-17	62,920	4,182,462
	Population Age 0-17, Percent	22.46%	20.01%
Population Age 18-64	Total Population	280,201.00	20,901,636
	Population Age 18-64	158,779.00	12,513,746
	Population Age 18-64, Percent	56.67%	59.87%

<b>Population Age 65+</b>	Total Population	280,201	20,901,636
	Population Age 65+	58,502	4,205,428
	Population Age 65+, Percent	20.88%	20.12%
<b>Hispanic Population</b>	Total Population	280,201	20,901,636
	Non-Hispanic Population	196,087	15,554,952
	Percent Population Non-Hispanic	69.98%	74.42%
	Hispanic or Latino Population	84,113	5,346,684
	Percent Population Hispanic or Latino	30.02%	25.58%

## Social & Economic Factors

Data Indicator	Indicator Variable	Location Summary	State Average
<b>Violent Crime</b>	Total Population	263,339.00	20,754,584
	Violent Crimes, 3-year Total	2,581.00	270,212
	Violent Crimes, Annual Rate (Per 100,000 Pop.)	326.6	433.9
<b>Unemployment Rate</b>	Labor Force	128,002	10,575,435
	Number Employed	119,518	9,974,581
	Number Unemployed	8,484	600,854
	Unemployment Rate	6.60%	5.70%
<b>Teen Births</b>	Female Population, Age 15 - 19	7,588	597,095
	Births to Mothers Age 15 - 19	387	21,555
	Teen Births, Rate (Per 1,000 Population)	51.02	36.1
<b>Lack of Social or Emotional Support</b>	Total Population Age 18+	175,045.00	14,682,954.00
	Estimated Population Without Adequate Social / Emotional Support	45,589.00	3,127,469
	Crude Percentage	26.00%	21.30%
	Age-Adjusted Percentage	26.30%	21.20%
<b>Food Insecurity Rate</b>	Total Population	251,207.00	20,946,045
	Food Insecure Population, Total	35,290.00	2,806,770
	Food Insecurity Rate	14.00%	13.40%



<b>Population with No High School Diploma</b>	Total Population Age 25+	194,662	14,965,745
	Population Age 25+ with No High School Diploma	30,519	1,767,583
	Population Age 25+ with No High School Diploma, Percent	<b>15.70%</b>	11.81%
<b>Income - Per Capita Income</b>	Total Population	280,201.00	20,901,636
	Total Income (\$)	\$6,607,212,936.00	\$660,889,232,200
	Per Capita Income (\$)	<b>\$23,580</b>	\$31,619
<b>Poverty - Population Below 100% FPL</b>	Total Population	277,886	20,481,252
	Population in Poverty	46,425	2,870,487
	Population in Poverty, Percent	<b>16.71%</b>	14.02%
<b>Poverty - Children Below 100% FPL</b>	Total Population	277,886	20,481,252
	Population Under Age 18	61,995	4,115,878
	Population Under Age 18 in Poverty	16,459	829,342
	Percent Population Under Age 18 in Poverty	<b>26.55%</b>	20.15%

## Physical Environment

Data Indicator	Indicator Variable	Location Summary	State Average
<b>Use of Public Transportation</b>	Total Population Employed Age 16+	114,322.00	9,383,111
	Population Using Public Transit for Commute to Work	911	170,350
	Percent Population Using Public Transit for Commute to Work	<b>0.80%</b>	1.82%
<b>Population with Low Food Access</b>	Total Population (2010)	230,539	18,801,310
	Population with Low Food Access	90,751	4,712,762
	Percent Population with Low Food Access	<b>39.36%</b>	25.07%

## Clinical Care

Data Indicator	Indicator Variable	Location Summary	State Average
Federally Qualified Health Centers	Total Population (2010)	81,819	18,801,310
	Number of Federally Qualified Health Centers	5	417
	Rate of Federally Qualified Health Centers per 100,000 Population	6.11	2.22
Facilities Designated as Health Professional Shortage Areas	Primary Care Facilities	1	138
	Mental Health Care Facilities	1	125
	Dental Health Care Facilities	1	127
	Total HPSA Facility Designations	3	390
Lack of a Consistent Source of Primary Care	Survey Population(Adults Age 18+)	185,575.00	14,671,272
	Total Adults Without Any Regular Doctor	47,362.00	3,638,104
	Percent Adults Without Any Regular Doctor	25.50%	24.80%
Cancer Screening - Sigmoidoscopy or Colonoscopy	Total Population Age 50+	68,260.00	5,497,252.00
	Estimated Population Ever Screened for Colon Cancer	46,978.00	3,628,186
	Crude Percentage	68.80%	66.00%
	Age-Adjusted Percentage	64.20%	61.50%
Cancer Screening - Pap Test	Female Population Age 18+	141,156.00	11,566,352.00
	Estimated Number with Regular Pap Test	111,753.00	8,894,525
	Crude Percentage	79.20%	76.90%
	Age-Adjusted Percentage	80.80%	78.80%
Cancer Screening - Mammogram	Medicare Beneficiaries	24,916	2,222,669
	Female Beneficiaries with Recent Mammogram, Percent	34%	33%
Lack of Prenatal Care	Total Births	18,478	665,174
	Births with Late/No Care	1,445	49,447
	% of Births with Late/No Care	7.82%	7.43%
Preventable Hospital Events	Medicare Beneficiaries	24,916	2,222,669
	Preventable Hospitalizations, Rate per 100,000 Beneficiaries	6,955	5,371

<b>Access to Dentists</b>	Total Population, 2015	250,409	20,271,272.00
	Dentists, 2015	74	11,304.00
	Dentists, Rate per 100,000 Population	<b>29.7</b>	55.8

## Health Behaviors

Data Indicator	Indicator Variable	Location Summary	State Average
<b>Alcohol Consumption</b>	Population Age 18+	175,045	14,682,954.00
	Estimated Adults Drinking Excessively	24,938.00	2,334,590
	Excessive Drinking, Crude Percentage	14.20%	15.90%
	Excessive Drinking, Age-Adjusted Percentage	<b>15.10%</b>	17.10%
<b>Tobacco Usage - Current Smokers</b>	Total Population Age 18+	175,045.48	14,682,954.00
	Total Adults Regularly Smoking Cigarettes	34,227.23	2,642,932
	Percent Population Smoking Cigarettes (Crude)	19.60%	18.00%
	Percent Population Smoking Cigarettes (Age-Adjusted)	<b>20.60%</b>	18.90%
<b>Physical Inactivity</b>	Population Age 20+	No data	16,296,709
	Adults with No Leisure Time Physical Activity	No data	4,205,541
	Adults with No Leisure Time Physical Activity, Percent	No data	24.70%

## Health Outcomes

Data Indicator	Indicator Variable	Location Summary	State Average
<b>Obesity</b>	Population Age 20+	198,792	16,303,586
	Adults with BMI > 30.0 (Obese)	72,225	4,435,461
	Adults with BMI > 30.0 (Obese), Percent	<b>36.40%</b>	27.20%
<b>Overweight</b>	Survey Population (Adults Age 18+)	173,971.00	14,014,811
	Total Adults Overweight	66,593.00	5,146,693
	Percent Adults Overweight	<b>38.30%</b>	36.70%
<b>Diabetes (Adult)</b>	Population Age 20+	198,519	16,300,437
	Adults with Diagnosed Diabetes	26,307.00	1,762,208
	Adults with Diagnosed Diabetes, Age-Adjusted Rate	<b>11.20%</b>	9.00%
	Total Population (Age 18+)	175,045	14,682,954.00

<b>High Blood Pressure (Adult)</b>	Total Adults with High Blood Pressure	51,925	4,155,276
	Percent Adults with High Blood Pressure	<b>29.70%</b>	28.30%
<b>Heart Disease (Adult)</b>	Survey Population (Adults Age 18+)	187,020.00	14,681,551
	Total Adults with Heart Disease	15,141.00	822,348
	Percent Adults with Heart Disease	<b>8.10%</b>	5.60%
<b>Cancer Incidence - Breast</b>	Estimated Total Population (Female)	161,529	13,906,170
	New Cases (Annual Average)	202	16,451
	Cancer Incidence Rate (Per 100,000 Population)	<b>125.3</b>	118.3
<b>Cancer Incidence - Cervix</b>	Estimated Total Population (Female)	133,027	11,247,191
	New Cases (Annual Average)	14	1,001
	Cancer Incidence Rate (Per 100,000 Population)	<b>11.2</b>	8.9
<b>Cancer Incidence - Colon and Rectum</b>	Estimated Total Population	335,538	27,796,143
	New Cases (Annual Average)	138	10,090
	Cancer Incidence Rate (Per 100,000 Population)	<b>41.2</b>	36.3
<b>Cancer Incidence - Lung</b>	Estimated Total Population	362,744	29,471,403
	New Cases (Annual Average)	238	17,005
	Cancer Incidence Rate (Per 100,000 Population)	<b>65.8</b>	57.7
<b>Cancer Incidence - Prostate</b>	Estimated Total Population (Male)	172,366	13,870,074
	New Cases (Annual Average)	170	13,024
	Cancer Incidence Rate (Per 100,000 Population)	<b>99</b>	93.9
<b>Low Birth Weight</b>	Total Live Births	80,661	1,585,346
	Low Weight Births (Under 2500g)	6,612	137,925
	Low Weight Births, Percent	<b>8.20%</b>	8.70%
<b>Poor Dental Health</b>	Population Age 18	172,143	14,682,954.00
	Adults with Poor Dental Health	39,113	2,635,605.00
	Adults with Poor Dental Health, Percent	<b>22.70%</b>	18.00%

<b>Poor General Health</b>	Population Age 18+	175,045.00	14,682,954.00
	Estimated Population with Poor or Fair Health	37,016.00	2,525,468
	Fair or Poor Health, Crude Percentage	21.10%	17.20%
	Fair or Poor Health, Age-Adjusted Percentage	<b>20.60%</b>	15.90%
<b>Mortality - Cancer</b>	Total Population, 2015-2019 Average	264,897	20,929,035
	Five Year Total Deaths, 2015-2019 Total	2,823	224,288
	Crude Death Rate (Per 100,000 Population)	213.2	214.3
	Age-Adjusted Death Rate (Per 100,000 Population)	<b>151.6</b>	144.7
<b>Mortality - Premature Death</b>	Premature Deaths, 2017-2019	3,859	533,314
	Years of Potential Life Lost, 2017-2019 Average	59,028	8,370,817
	Years of Potential Life Lost, Rate per 100,000 Population	<b>7,915</b>	7,229
<b>Mortality - Stroke</b>	Total Population, 2015-2019 Average	264,897	20,929,035
	Five Year Total Deaths, 2015-2019 Total	891	63,046
	Crude Death Rate (Per 100,000 Population)	67.2	60.2
	Age-Adjusted Death Rate (Per 100,000 Population)	<b>47.1</b>	38.6
<b>Infant Mortality</b>	Total Births	15,424	1,133,160
	Infant Deaths	119	7,932
	Infant Mortality Rate (Per 1,000 Births)	<b>7.7</b>	7
<b>Mortality - Suicide</b>	Total Population, 2015-2019 Average	264,897	20,929,035
	Five Year Total Deaths, 2015-2019 Total	204	16,607
	Crude Death Rate (Per 100,000 Population)	15.4	15.9
	Age-Adjusted Death Rate (Per 100,000 Population)	<b>14.6</b>	14.4
<b>Mortality - Homicide</b>	Total Population, 2015-2019 Average	264,897	20,929,035
	Five Year Total Deaths, 2015-2019 Total	65	6,420
	Crude Death Rate (Per 100,000 Population)	4.9	6.1
	Age-Adjusted Death Rate (Per 100,000 Population)	<b>5.3</b>	6.5

<b>High Cholesterol (Adult)</b>	Survey Population (Adults Age 18+)	139,787.00	11,691,020
	Total Adults with High Cholesterol	50,235.00	4,898,256
	Percent Adults with High Cholesterol	<b>35.90%</b>	41.90%
<b>Mortality - Heart Disease</b>	Total Population, 2015-2019 Average	264,897	20,929,035
	Five Year Total Deaths, 2015-2019 Total	3,027	231,711
	Crude Death Rate (Per 100,000 Population)	228.6	221.4
	Age-Adjusted Death Rate (Per 100,000 Population)	<b>161.9</b>	144.8
<b>Asthma Prevalence</b>	Survey Population (Adults Age 18+)	187,672.00	14,756,311
	Total Adults with Asthma	28,597.00	1,841,437
	Percent Adults with Asthma	<b>15.20%</b>	12.50%
<b>Mortality - Unintentional Injury</b>	Total Population, 2015-2019 Average	264,897	20,929,035
	Five Year Total Deaths, 2015-2019 Total	753	62,216
	Crude Death Rate (Per 100,000 Population)	56.8	59.5
	Age-Adjusted Death Rate (Per 100,000 Population)	<b>53.2</b>	53.2
<b>Mortality - Lung Disease</b>	Total Population, 2015-2019 Average	264,897	20,929,035
	Five Year Total Deaths, 2015-2019 Total	958	60,670
	Crude Death Rate (Per 100,000 Population)	72.3	58
	Age-Adjusted Death Rate (Per 100,000 Population)	<b>49.3</b>	37.4
<b>Depression (Medicare Population)</b>	Total Medicare Fee-for-Service Beneficiaries	24,361	2,200,536
	Beneficiaries with Depression	4,915	428,682
	Beneficiaries with Depression, Percent	<b>20.20%</b>	19.50%

<https://ahs.engagementnetwork.org>, 08/23/2021

## Polk County Health Outcomes Summary Charts

Cardiovascular	US	FL	Hillsborough	Polk	Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
<b>2019 Age-Adjusted Major Cardiovascular Diseases</b> <i>Death Rate Per 100,000</i> (Source: FloridaCharts, NCHS Health)	217.8 (2016-2018)	198.9	204	239.9	193.3	250.3	165.1	233.06	307.95	206.29
<b>2019 Age-Adjusted Stroke</b> <i>Death Rate Per 100,000</i> (Source: FloridaCharts, HealthyPeople)	37.4 (2016-2018)	41.4	30.9	60	39.2	60.9	40.1	57.59	82.17	79.4
<b>2019 Age-Adjusted Hospitalizations from or with Coronary Heart Disease</b> <i>Rate Per 100,000</i> (Source: FloridaCharts)	Data Unavailable	274.1	287.5	367.9	255.8	278.44	240.8	342.9	343.3	426.4
<b>2019 Age-Adjusted Hospitalizations from Congestive Heart Failure</b> <i>Rate Per 100,000</i> (Source: FloridaCharts)	Data Unavailable	1285.6	1482.9	1660.3	1102.0	2133.5	1016.6	1481.7	2543.6	1606.8

Respiratory	US	FL	Hillsborough	Polk	Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
<b>2019 Age Adjusted Chronic Lower Respiratory Disease</b> <i>Death Rate Per 100,000</i> (Source: FloridaCharts, CDC)	47.8 (2019)	36.1	38.3	50.7	38.1	22.9	20.6	53.7	33.9	19.2
<b>2019 Age Adjusted Asthma</b> <i>Death Rate Per 100,000</i> (Source: FloridaCharts, CDC)	1.1 (2019)	0.8	1	1.1	0.6	1.4	0.7	0.8	3.2	0.5

<b>2019 Age Adjusted Hospitalizations from or with Asthma</b> <i>Rate Per 100,000</i> (Source: FloridaCharts)	ED visits or Inpatient Stays available (5.5 per 10,000 for 2018)	657.3	866.6	940.2	523.5	1044.9	586.5	795.4	1275.8	1103.9
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Cancer	US	FL	Hillsborough	Polk	Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
<b>2019 Age Adjusted Cancer</b> <i>Death Rate Per 100,000</i> (Source: FloridaCharts, HealthyPeople)	153 (2017)	142.8	147.3	147.6	142.5	152.1	109.5	149.4	135	128.4
<b>2019 Age Adjusted Lung Cancer</b> <i>Death Rate Per 100,000</i> (Source: FloridaCharts, HealthyPeople)	34.8 (2018)	33.4	34.5	35.8	34.8	24.9	18.8	37.4	25.3	22
<b>2019 Age Adjusted Breast Cancer</b> <i>Death Rate Per 100,000</i> (Source: FloridaCharts, HealthyPeople)	19.9 Female (2017)	19.5	20.5	20.7	18.3	26	14.1	20.1	26.2	16.9
<b>2019 Age Adjusted Colorectal Cancer</b> <i>Death Rate Per 100,000</i> (Source: FloridaCharts, HealthyPeople)	13.5 (2017)	12.5	14.2	12.6	12.1	15.7	11.6	12.2	14.7	12.8
<b>2019 Age Adjusted Cervical Cancer</b> <i>Death Rate Per 100,000</i> (Source: FloridaCharts, HealthyPeople)	2 (2017)	2.7	1.9	4.2	2.5	4.2	2.4	4.2	3.9	5.5
<b>2019 Age Adjusted Prostate Cancer</b> <i>Death Rate Per 100,000</i> (Source: FloridaCharts, HealthyPeople)	18.9 (2017)	16.5	16.9	14.8	15.2	32.8	15.9	14.6	18.3	27.3



<b>2018 Age Adjusted Melanoma Incidence</b> <i>Rate Per 100,000</i> (Source: FloridaCharts)	22.7 (2017)	25.3	27.9	29.9	28.5	1.4	3.2	34.9	0	3
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<b>Diabetes</b>	<b>US</b>	<b>FL</b>	<b>Hillsborough</b>	<b>Polk</b>	<b>Florida-White</b>	<b>Florida-Black</b>	<b>Florida-Hispanic</b>	<b>Polk-White</b>	<b>Polk-Black</b>	<b>Polk-Hispanic</b>
<b>2019 Age Adjusted Diabetes</b> <i>Death Rate Per 100,000</i> (Source: FloridaCharts)	26.7 (2019)	19.7	19.3	24.8	17.5	37.6	17.3	23.8	36.7	23.6
<b>2019 Adults with diagnosed Diabetes</b> (Source: FloridaCharts, CDC)	11.3% (2015-2018)	11.7%	10.9%	15.4%	11.5%	16.0%	10.6%	11.8%	31.4%	18.0%
<b>2019 Age Adjusted Hospitalizations from or with diabetes</b> <i>Rate Per 100,000</i> (Source: FloridaCharts,	Data Unavailable	2314.2	2667.1	3418.3	1915.1	4020.3	2249.3	3046.2	5002.0	4030.3

<b>Prenatal and Perinatal Health</b>	<b>US</b>	<b>FL</b>	<b>Hillsborough</b>	<b>Polk</b>	<b>Florida-White</b>	<b>Florida-Black</b>	<b>Florida-Hispanic</b>	<b>Polk-White</b>	<b>Polk-Black</b>	<b>Polk-Hispanic</b>
<b>2019 Infant deaths from 0-364 days from birth</b> <i>Per 1,000 Births</i> (Source: FloridaCharts, Healthy People)	5.67 (2018)	6	6.6	6.7	4.4	10.9	4.9	5.6	10.8	7.9
<b>2019 Percentage of births with low birth weight &lt;2500grams - Per 1,000 Live Births</b> (Source: FloridaCharts, Healthy People)	8.31%	8.8%	8.7%	9.0%	7.2%	14.0%	7.5%	7.5%	14.2%	7.6%
<b>2019 Teen birth rate mothers 15-19</b> <i>Birth Rate Per 1,000 Females</i> (Source:	16.7 (2019)	16.2	16.7	24.4	14.6	22.8	18.6	22.7	30.4	25.9

FloridaCharts, CDC)										
<b>2019 Resident live births to mothers who smoked during pregnancy</b> <i>Percentage of total Births</i> (Source: FloridaCharts)	7.2% (2016)	4.1%	3.8%	5.6%	4.7%	2.8%	1.1%	6.3%	3.8%	2.1%

Behavioral/Mental	US	FL	Hillsborough	Polk	Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
<b>2019 Age-Adjusted deaths due to suicide</b> <i>Death Rate Per 100,000</i> (Source: FloridaCharts, HealthyPeople)	13.9 (2019)	14.5	14.1	17.3	16.5	5.9	7.7	19.7	7.5	10.0

Injuries	US	FL	Hillsborough	Polk	Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
<b>2019 Motor Vehicle Deaths</b> <i>Death Rate Per 100,000</i> (Source: FloridaCharts, CDC FastStats)	11.5 (2019)	14.7	13.9	17.3	15.1	15.3	12.8	17.8	16.3	18.2
<b>2019 Violent Crimes-Aggravated Assault</b> <i>Rate Per 100,000</i> (Source: FloridaCharts, FBI)	250.2 (2019)	260.2	179.1	217.9	Data not available by race/ethnicity					
<b>2019 Age-Adjusted Deaths Due to Unintentional Injuries</b> <i>Death Rate Per 100,000</i> (Source: FloridaCharts, CDC FastStats)	52.7 (2019)	55.5	49.9	53.4	60.3	41.2	34.1	56.8	38.6	35.9

Infectious/Communicable Diseases	US	FL	Hillsborough	Polk	Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
<b>2019 Age Adjusted Pneumonia/Influenza</b> <i>Death Rate Per 100,000</i> (Source: FloridaCharts, CDC NVSS)	14.9 (2018)	8.4	10.7	14.8	8.3	9.2	6.5	14.2	18.8	9.7

<b>2015 AIDS Cases</b> <i>Rate Per 100,000</i> (Source: FloridaCharts, Healthy People)		8.8	9.6	8.1	3.9	27.9	8.4	4.3	24.8	8.6
<b>2019 HIV CASES</b> <i>Rate Per 100,000</i> (Source: FloridaCharts, CDC)	13.3 (2018)	21.6	19.7	18.7	9.6	53.2	29.2	10.0	54.6	20.9
<b>2019 Gonorrhea, Chlamydia and infectious syphilis</b> <i>Rate Per 100,000</i> (Source: FloridaCharts)	Chlamydia 553 per 100k; Gonorrhea 188 per 100k; Syphilis 40 per 100k ; 781 combined (2019)	758	890.4	791.1	268.3	1598.4	452.1	467.5	2136.3	408.2

Weight/Nutrition /Activity	US	FL	Hillsborough	Polk	Florida -White	Florida -Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
<b>2019 Overweight and Obese Adults</b> % of Adults with BMI >25.0 (Source: FloridaCharts)	73.6% adults over 20 (2017-2018)	64.6%	68.8%	71.4%	63.2%	70.1%	67.2%	70.3%	68.0%	79.7%
<b>2020 Students who are overweight or obese</b> (Source: FloridaCharts)	<a href="https://www.cdc.gov/obesity/data/childhood.html">https://www.cdc.gov/obesity/data/childhood.html</a>	30%	28.3%	30.9%	Data not available by race/ethnicity					

Substance Use	US	FL	Hillsborough	Polk	Florida -White	Florida -Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
<b>2019 Adults who are current Cigarette Smokers</b> (Source: FloridaCharts, HealthyPeople)	14% (2019)	14.8%	16.0%	17.8%	16.4%	12.4%	12.6%	17.7%	24.0%	13.9%
<b>2019 Consumption of Alcohol</b> Binge Drinking - % of Adult Males having 5 or more drinks, or Females having 4 or more drinks on 1 occasion, 1 or	16% (2018)	18.0%	17.1%	12.9%	19.8%	14.3%	17.1%	13.8%	8.7%	11.7%

more times in the past 30 days (Source: FloridaCharts, HealthyPeople)										
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Screening and Vaccination	US	FL	Hillsborough	Polk	Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
<b>2019 Influenza Immunizations</b> 65 years and older who received vaccine (Source: HealthyPeople, FloridaCharts)	68.7% (2018)	58.3%	60.90%	57.7%	62.20%	49.5%	47.4%	60.5%	Not available	Not available
<b>2019 Pneumonia Immunizations</b> 65 years and older who received vaccine (Source: FloridaCharts)	68.9% (2018)	66.8%	67.00%	70.3%	73%	56.5%	41.4%	76.1%	Not available	Not available
<b>2016 Women 40+ who received mammogram in the past year</b> (Source: FloridaCharts, CDC)	66.7% (past 2 years 2018)	60.8%	55.5%	72.7%	60.9%	61.7%	60.7%	68.5%	Not available	Not available
<b>2016 Women 18+ who have had a Pap Smear in the Past Year</b> (Source: FloridaCharts)	66% (past 3 years 2018)	48.4%	50.30%	55.1%	46.0%	55.8%	51.5%	48.6%	Not available	68.8%
<b>2016 Adults 50+ who received a Sigmoidoscopy or Colonoscopy in the Past 5 Years</b> (Source: FloridaCharts)	Colorectal Cancer Screening: 65.5% (ages 50-75; 2018)	53.9%	48.3%	52.4%	55.9%	51.2%	49.6%	52.9%	Not available	48.9%
<b>2010 Men Age 50+ who received a digital rectal exam in the past year</b> (Source: FloridaCharts)		48.5%	44.7	50.4%	50.4%	41.9%	39.8%	47.3%	Not available	Not available
<b>2016 Men Age 50+ who received a PSA test in the past 2 years</b> (Source: FloridaCharts)		54.9%	51.4	55.7%	58.2%	48.4%	47.0%	59.3%	Not available	Not available

Health Systems/Access	US	FL	Hillsborough	Polk	Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
<b>2019 Adults with medical insurance</b> (Source: FloridaCharts, HealthyPeople)	89% (2018)	84.20%	84.50%	81.70%	88.60%	81.40%	76%	84.40%	82.40%	69.50%
<b>2019 Adults who could not see a doctor at least once in the past year due to cost</b> (Source: FloridaCharts)		16.0%	15.6%	19.8%	13.5%	16.8%	22.7%	15.7%	23.6%	30.8%

<b>2019-20 Mental Health Providers</b> <i>Rate Per 100,000</i> (Source: FloridaCharts, CountyHealthRankings, CMS NPI)	381.9 (2021)	117.1	118.6	65.8	Data not available by race/ethnicity
<b>2019-20 Dentists</b> <i>Rate Per 100,000</i> (Source: AmericasHealthRankings, HRSA)	62.7 (2018)	56.7	62.9	24.9	Data not available by race/ethnicity

# **APPENDIX C: HOSPITAL UTILIZATION & EMERGENCY ROOM DATA**

Below are the top 10 diagnoses for AdventHealth Heart of Florida in 2021.

## **Emergency Department**

1. Urinary Tract Infection
2. COVID-19
3. Upper Respiratory Infection
4. Chest Pain
5. Abdominal Pain
6. Headache
7. Acute Pharyngitis
8. Ortho Joint Disorder
9. Open Wound of Head
10. Lower Back Pain

## **Inpatient Admissions**

1. Sepsis Organism
2. COVID-19
3. Liveborn Infant – Delivered Vaginally
4. Liveborn Infant – Delivered C-section
5. Non-STEMI – Myocard
6. Ortho Sepsis
7. HTN Heart Disease w/Heart Failure
8. Morbid Obesity
9. AC Kidney Failure
10. PN Unspecified Organism

# APPENDIX D: ASSET INVENTORY

## Polk County Municipalities

POPULATION ESTIMATES

	Municipality	Population
1	City of Auburndale	16,650
2	City of Bartow	20,147
3	City of Davenport	6,005
4	Town of Dundee	5,044
5	City of Eagle Lake	2,904
6	City of Fort Meade	6,257
7	City of Frostproof	3,261
8	City of Haines City	26,009
9	Village of Highland Park	220
10	Town of Hillcrest Heights	298
11	City of Lake Alfred	6,257
12	Town of Lake Hamilton	1,494
13	City of Lakeland	112,136
14	City of Lake Wales	16,759
15	City of Mulberry	4,257
16	City of Polk City	2,724
17	City of Winter Haven	44,955

US CENSUS, POPULATION ESTIMATES (V2019)

## Community Asset Inventory

Community, Civic, Non-profit Organizations

Basic Needs Assistance		
Organization	Contact Information	Overview
<b>United Way of Central Florida</b>	<b>Access 211</b> 888.370.7188	Comprehensive source of human and social services information
<b>Feeding Tampa Bay</b>	To find food distributions or pantries visit: <a href="http://www.Feedingtampabay.org">www.Feedingtampabay.org</a>	Provides free groceries through community distribution and pantries.
<b>Florida Department of Health – Polk County</b>	1290 Golfview Ave Bartow, FL 33830 863.519.7542	WIC is a federally funded nutrition program serving pregnant, breastfeeding and postpartum women; infants; and children under the age of 5 who have low-to-

<b>Women, Infants and Children (WIC) Nutrition Program</b>		moderate income and are at nutritional risk.
<b>Meals on Wheels - Polk</b>	620 6th Street NW Winter Haven, FL, 33881 863.299.1616	Provides hot, nutritionally balanced meals and a daily contact to the homebound residents of the Polk County area.
<b>Peace River Center</b>	<b>Domestic Violence Shelter</b> Confidential Address 863.413.2708 (Crisis Line)	Peace River Center's Domestic Violence Program provides free, confidential services for individuals affected by domestic violence, sexual assault and human trafficking crimes, their family members and friends in Polk, Hardee and Highlands counties.
	<b>Sebring Domestic Violence Shelter</b> Confidential Address 863.386.1167 (Crisis Line)	
<b>Talbot House Ministries</b>	814 North Kentucky Ave Lakeland, FL 33801 863.687.8475	Mission: Through the love of God, Talbot House Ministries provides those in need with immediate basic services and opportunities for life renewal.
<b>Volunteers in Service to the Elderly (VISTE)</b>	1232 E Magnolia Street Lakeland, FL 33801 863.284.0828	Services: Transportation, supplemental groceries, hot meals
<b>The WAY Center</b>	20 North 6th Street Haines City, FL 33844 863.422.2309	Mission is to provide a variety of spiritual and social services for families in need or crisis
<b>Green &amp; Gold Foundation</b>	230 B Street Lake Wales, FL 33853 863.679.8091	Place of assistance to those in need, as well as an education center that educates, empowers, enlightens

<b>Children and Youth Organizations</b>		
<b>Organization</b>	<b>Contact Information</b>	<b>Overview</b>
<b>Big Brother Big Sisters of Tampa Bay</b>	1231 East Orange Street, Lakeland, FL 33801 813.769.3600	Mission: To create and support one-to-one mentoring relationships that ignite the power and promise of youth
<b>Boys and Girls Club of Polk County</b>	PO Box 763 Lakeland, FL 33802 863.686.1719	Mission: To enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.
<b>Dream Center of Lakeland</b>	635 W 5 <sup>th</sup> Street Lakeland, FL 33805 863.413.0088	Dream Center of Lakeland exists to bring hope to our neighbors in



		need through service, resources and education.
<b>Girls Inc. of Lakeland</b>	Jenkins Building 1220 W. Highland Street Lakeland, FL 33815 863.682.3002	Girls Inc. inspires all girls to be strong, smart and bold, through direct service and advocacy
<b>InnerAct Alliance</b>	621 S Florida Avenue Lakeland, FL 33813 863.802.0777	Mission: To reduce the abuse and underage use of harmful substances along with involvement in other risky behaviors through: Community Awareness and Involvement; Prevention Education; Economic Support; and Leadership Development.
<b>Lakeland PAL</b>	325 W. 2 <sup>nd</sup> Street Lakeland, FL 33805 863.834.2546	Mission: To promote positive interaction between the youth in the community and the Lakeland Police Department using educational and recreational activities directed through a variety of youth programming.
<b>Lakeland Youth Alliance (LYA)</b>	P.O Box 8978 Lakeland, FL 33806	Provides a non-exploitative, safe, drug and alcohol free, social outlet for youth ages 13 to 24 who are grappling with gay, lesbian, bisexual, transgendered and questioning issues.
<b>Pace Center for Girls</b>	213 Tyler Avenue Lakeland, FL 33801 863.688.5596	Mission: Pace provides girls and young women an opportunity for a better future through education, counseling, training and advocacy.

<b>Community Service and Planning Organizations</b>		
<b>Organization</b>	<b>Contact Information</b>	<b>Overview</b>
<b>Polk Vision</b>	999 Avenue H NE #79 Winter Haven, FL 33881	Facilitates countywide collaboration among schools, non-profits, businesses and the public sector
<b>Lakeland Vision</b>	P.O. Box 1582 Lakeland, FL 33802-1582 863.682.9660	Collaborates with a broad range of community stakeholders to implement a comprehensive action plan shaped by the community's own vision of its future.

<b>Chamber of Commerce and Economic Development Organizations</b>	
<b>Organization</b>	<b>Contact Information</b>
<b>Central Florida Development Council</b>	1725 Bartow Road Lakeland, FL 33801 863.937.4430
<b>The Greater Auburndale Chamber of Commerce</b>	2701 Lake Myrtle Park Road Auburndale, FL 33823 863.967.3400
<b>The Greater Bartow Chamber of Commerce</b>	510 N. Broadway Avenue Bartow, FL 33830 863.533.7125
<b>Bartow Economic Development Council</b>	510 North Broadway Avenue Bartow, FL 33830 863.533.7125
<b>Frostproof Area Chamber of Commerce</b>	11 East Wall Street Frostproof, FL 33843 863.635.9112
<b>Northeast Polk Chamber of Commerce (Haines City and Davenport)</b>	35610 Hwy 27 Haines City, FL 33845 863.422.3751
<b>Haines City Economic Development Council</b>	608 Ingraham Avenue, Suite B Haines City, FL 33844 863.422.2525
<b>Lake Alfred Chamber of Commerce</b>	115 E Pomelo Street Lake Alfred, FL 33850 863.875.7800
<b>Lakeland Chamber of Commerce</b>	35 Lake Morton Drive Lakeland, FL 33801 863.688.8551
<b>Lakeland Economic Development Council</b>	502 E. Main Street Lakeland, FL 33801 863.687.3788
<b>Lake Wales Area Chamber of Commerce and Economic Development Council</b>	340 W. Central Avenue Lake Wales, FL 33853 863.676.3445
<b>Mulberry Chamber of Commerce</b>	705 North Church Avenue Mulberry, FL 33860 863.425.4414
<b>Greater Winter Haven Chamber of Commerce</b>	401 Avenue B, NW Winter Haven, FL, 33881 863.293.2138
<b>Winter Haven Economic Development Council</b>	150 Third Street SW, Suite 206 Winter Haven, FL 33880 863.837.5280
<b>The African American Chamber of Commerce</b>	1543 Lakeland Hills Boulevard, Suite 17 Lakeland, FL 33805

	863.327.3934
<b>Puerto Rican/Hispanic Chamber of Commerce of Polk County</b>	Catapult 502 E Main St Lakeland, FL 863.838.2084

<b>Education</b>		
<b>Organization</b>	<b>Contact Information</b>	<b>Overview</b>
<b>Early Learning Coalition</b>	115 S. Missouri Avenue, Suite 201 Lakeland, FL 33815 863.577.2450	The Early Learning Coalition of Polk County offers free Child Care Resource and Referral (CCR&R) to all families seeking quality and affordable child care options and local community resources.
<b>Learning Resource Center</b>	1628 Florida Avenue S. Lakeland, FL 33803 863.688.9477	The Learning Resource Center offers an individualized approach to learning giving students the opportunity to reach their maximum potential.
<b>Polk County Public Schools</b>	1915 South Floral Avenue Bartow, FL 33830 863.534.0500	The mission of Polk County Public Schools is to provide a high-quality education for all students.
<b>Lake Wales Charter Schools</b>	130 E Central Avenue Lake Wales, FL 33853 863.679.6560	Our mission is to bring the best of public education to our community by providing innovation and choice within a continuous pre-school through postsecondary curriculum so that each child recognizes the benefits of life-long learning, constructive citizenship and personal happiness

<b>Foundations</b>		
<b>Organization</b>	<b>Contact Information</b>	<b>Overview</b>
<b>AARP Foundation Lakeland</b>	1959 E Edgewood Drive #101 Lakeland, FL 33803 863.499.1290	The Senior Community Service Employment Program (SCSEP) is the nation's oldest program to help low-income, unemployed individuals aged 55+ find work.
<b>GiveWell Community Foundation</b>	1501 South Florida Avenue Lakeland, FL 33803 863-683-3131	The GiveWell Community Foundation is a 501(c)(3) public charity serving Polk, Hardee and Highlands counties in Central Florida. The Community

		Foundation holds more than 300 charitable funds established by individuals, families, organizations and private foundations and serves a wide variety of charitable services.
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Life Skills/Job Training		
Organization	Contact Information	Overview
<b>Alliance for Independence</b>	1038 Sunshine Drive E. Lakeland, FL 33801 863.665.3846	Adult Day Training Center that provides independent living skills and vocational training to Polk County adults with intellectual & developmental disabilities.
<b>CareerSource Polk</b>	600 N. Broadway Ave., Suite B Bartow, FL 33830  309 N. Ingraham Ave. Lakeland, FL 33801  500 E. Lake Howard Dr. Winter Haven, FL 33881  863.508.1100	Job search assistance, veterans' services, re-employment assistance, welfare transition program assistance
<b>Goodwill industries</b>	5411 Florida Avenue S Lakeland, FL 33813 863.646.4301	Goodwill Industries-Suncoast, Inc. provides Job Connection. This program offers free services to job seekers. The program provides participants access to resources and support in developing job skills.
<b>Lighthouse of the Blind</b>	863.299.3633	Lighthouse for the Blind & Low Vision provides on-site comprehensive rehabilitation programs for persons who are blind or visually impaired in two locations in Florida.
<b>Traviss Technical College</b>	Polk Education Pathways 1915 S. Floral Avenue Bartow, FL 33830	Traviss Technical College offers post-secondary, dual-enrollment, and high school programs.

## Health Care

Federally Qualified Health Center (FQHC)		
Organization	Contact Information	Overview
Central Florida Health Care	<b>Crystal Lake Elementary</b> 903 Lowry Ave #2 Lakeland, FL 33801 866.234.8534	Primary care, Well visits, Same-day sick visits, Care for chronic illnesses, Immunizations, Dental Care, Obstetrics, Women's health services, Family planning, Pharmacy
	<b>Dundee</b> 916 Dundee Rd Dundee, FL 33838 866.234.8534	
	<b>Frostproof</b> 109 W Wall St Frostproof, FL 33843 866.234.8534	
	<b>Haines City</b> 705 Ingraham Ave Haines City, FL 33844 866.234.8534	
	<b>Lake Wales</b> 305 W Central Ave Lake Wales, FL 33853 866.234.8534	
	<b>Lakeland</b> 1129 N Missouri Ave Lakeland, FL 33805 866.234.8534	
	<b>Lakeland Hills Dental</b> 1417 Lakeland Hills Blvd #101 Lakeland, FL 33805 866.234.8534	
	<b>Lakeland Pediatrics</b> 601 South Florida Ave, #6 Lakeland, FL 33801 866.234.8534	
	<b>Winter Haven</b> 1514 First Street N Winter Haven, FL 33881 866.234.8534	
	<b>Winter Haven Women and Children</b> 201 Magnolia Ave SW Winter Haven, FL 33880 866.234.8534	

<b>Hospitals</b>		
<b>Organization</b>	<b>Contact Information</b>	<b>Overview</b>
<b>AdventHealth Lake Wales</b>	410 South 11 <sup>th</sup> Street Lake Wales, FL 33853 863.676.1433	Emergency Services Inpatient Services Specialty Services
<b>Lakeland Regional Health</b>	1324 Lakeland Hills Boulevard Lakeland, FL 33805 863.687.1100	Emergency Services Inpatient Services Specialty Services
<b>South Florida Baptist Health</b>	301 N Alexander Street Plant City, FL 33563 813.757.1200	Emergency Services Inpatient Services Specialty Services
<b>BayCare Bartow Regional Medical Center</b>	2200 Osprey Blvd. Bartow, FL 33830 863.533.8111	Emergency Services Inpatient Services Specialty Services
<b>BayCare Winter Haven Hospital</b>	200 Avenue F N.E. Winter Haven, FL 33881 863.293.1121	Emergency Services Inpatient Services Specialty Services
<b>BayCare Winter Haven Women's Hospital</b>	101 Avenue O S.E. Winter Haven, FL 33880 863.294.7010	Inpatient Services Specialty Services
<b>AdventHealth Heart of Florida</b>	40100 US Highway 27 Davenport, FL 33837 863.422.4971	Emergency Services Inpatient Services Specialty Services

<b>Clinics and Other Healthcare Providers</b>		
<b>Organization</b>	<b>Contact Information</b>	<b>Overview</b>
<b>Dream Center of Lakeland</b> (Pregnancy Care Center)	635 W 5 <sup>th</sup> Street Lakeland, FL 33805 863.413.0088	Dream Center of Lakeland exists to bring hope to our neighbors in need through service, resources and education.
<b>Lakeland Volunteers in Medicine (LVIM)</b>	600 West Peachtree Street Lakeland, FL 33815 863.688.5846	Provides a medical home and access to doctors' visits, diagnostic testing, lab tests, ultrasound scans and x-rays at no charge. Patients must be a Polk County resident, uninsured with an income below 200% of the Federal Poverty Level. Additionally, individuals must be employed or a full-time student.
<b>Healthy Start</b>	650 E Davidson Street Bartow, FL 33830 863.534.9224	Promotes and supports healthy pregnancies, babies and families by providing a maternal and child health system of care through community partnerships.

<b>Suncoast Community Women's Care of Lakeland</b>	1729 Lakeland Hills Boulevard Lakeland, FL 33805 813.653.6100	Obstetrics & Gynecology (OB/GYN), Low Risk Pregnancy Care, Family Planning
<b>Lake Wales Care Center</b>	140 E. Park Avenue, Lake Wales, FL 33853 863.676-6678	Acute and chronic care of adult patients, referrals for specialty care, STD testing, smoking cessation classes, diabetes education classes
<b>We Care of Central Florida</b>	205 Farnol Street SW Winter Haven, FL 33880 863.662-4227	Provides low income, uninsured residents of Central Florida volunteer medical specialists that will see them for care at no charge
<b>Watson Clinic Cancer &amp; Research Center</b>	P.O. Box 95000 Lakeland, FL 33804-5000 863-680-7000	A CoC approved cancer program that ensures that all patients have access to comprehensive care

<b>Hospice Care</b>	
<b>Organization</b>	<b>Contact Information</b>
<b>Good Shepherd Hospice</b>	3470 Lakeland Hills Boulevard Lakeland, FL 33805
<b>Cornerstone Hospice and Palliative Care</b>	2140 E County Road 540A, Lakeland, FL 33813
<b>Vitas Healthcare</b>	6850 New Tampa Highway, Suite 600 Lakeland, FL 33815
<b>Compassionate Care Hospice of Central Florida Inc</b>	2525 Drane Field Road, Suite 4 Lakeland, FL 33811

<b>Behavioral Health and Addictions Services</b>		
<b>Organization</b>	<b>Contact Information</b>	<b>Overview</b>
<b>Peace River Center</b>	<b>Bartow – Administrative Services</b> 1239 East Main Street, Bartow, FL 33830 863.519.0575	
	<b>Bartow Crisis Campus</b> 1255 Golfview Avenue, Bartow, FL 33830 863.519.3744	Crisis Stabilization Unit and Mobile Crisis Response Team
	<b>Outpatient Therapy and Psychiatry at Bartow Crisis Campus</b> 1255 Golfview Avenue, Bartow, FL 33830 863.248.3311	

	<b>Inpatient Short-term Residential Treatment Center</b> 1260 Golfview Avenue, Bartow, FL 33830	
	<b>Domestic Violence Outreach Services</b> 244 North Broadway Avenue, Bartow, FL 33830 863.534.4350	
	<b>Club Success Haines City</b> 751 Scenic Hwy, Haines City, FL 33844 863.519.0874	
	<b>Lakeland Crisis Campus</b> 715 North Lake Avenue, Lakeland, FL 33801 863.519.3744	Crisis Stabilization Unit and Mobile Crisis Response Team
	<b>Outpatient Therapy and Psychiatry at Lakeland Crisis Campus</b> 715 North Lake Avenue, Lakeland, FL 33801 863.248.3311	
	<b>Florida Assertive Community Treatment (FACT) Team</b> 1835 Gilmore Avenue, Lakeland, FL 33805 863.248.3314	
	<b>Gateway</b> 621 North Lake Parker Avenue, Lakeland, FL 33801 863.519.0575	Adult Case Management, Adult Overlay, Psychiatric Rehabilitation, Supported Employment, Supported Housing
	<b>Outpatient Therapy and Psychiatry at Gilmore Health Campus</b> 1835 Gilmore Avenue, Lakeland, FL 33805 863.248.3311	
	<b>Children's Services Center</b> 1831 North Crystal Lake Drive, Lakeland, FL 33801 863.500.3780	Referral Only
	<b>Substance Use Treatment Services</b>	



	1825 Gilmore Avenue, Lakeland, FL 33805 863.248.3311	
	<b>Wellness Clinic- Adult Behavioral Health Home</b> (Primary Care Clinic) 1831 Gilmore Avenue, Lakeland, FL 33805 863.519.0930	
	<b>Inpatient Senior Adult Behavioral Health Services, AdventHealth Lake Wales, in affiliation with Peace River Center</b> 410 S 11th St, Lake Wales, FL 33853 863.678.2200	
	<b>Outpatient Therapy &amp; Psychiatry, Lake Wales</b> 815 State Road 60 E, Lake Wales, FL 33853 863.978.4800	By appointment only.
	<b>Sebring Outpatient Therapy</b> 7205 South George Boulevard, Sebring, FL 33876 863.248.3311	By appointment only.
<b>Tri-County Human Services</b>	1815 Crystal Lake Drive Lakeland, FL 33801 863.709.9392	Tri-County Human Services, Inc. is a private, not-for-profit organization, providing substance abuse, mental health and co-occurring treatment to residents of Polk, Hardee and Highlands Counties.
<b>Talbot House Ministries</b>	814 North Kentucky Ave Lakeland, FL 33801 863.687.8475	Mission: Through the love of God, Talbot House Ministries provides those in need with immediate basic services and opportunities for life renewal.

Support and Resources		
Organization	Contact Information	Overview
<b>Alliance for Independence</b>	1038 Sunshine Drive E. Lakeland, FL 33801 863.665.3846	Mission: Offering individuals with disabilities the avenues to explore and experience personal growth and achievement through awareness, education, community resources and personal relationships.
<b>Family Fundamentals</b>	109 N. Kentucky Avenue Lakeland, FL 33801 863.686.1221 x 221	Community agencies provide services to children and their families in a one-stop opportunity.

Nutrition, Physical Activity, Healthy Living		
Organization	Contact Information	Overview
<b>YMCA of West Central Florida</b>	<b>Lakeland</b> 3620 Cleveland Heights Blvd Lakeland, FL 33803	Mission: To put Christian principles into practice through programs that build healthy spirit, mind and body for all.
	<b>Fontaine Gills Family YMCA</b> 2125 Sleepy Hill Road Lakeland, FL 33810	
	<b>Lake Wales</b> 1001 Burns Ave Lake Wales, FL 33853 863.644.3528	
<b>University of Florida   IFAS Extension</b>	<b>Family and Consumer Sciences</b> 1702 Highway 17 South, Bartow, FL 33830 863.519.1072	Dedicated to providing science-based information and educational programming throughout the community to empower individuals and families to make informed decisions about their well-being.

## AdventHealth Heart of Florida Resources

Program/Resource	
Bariatric and Weight Care	COPD Clinic
Cancer Care, National Accreditation Program for Breast Cancer	Diabetes Self-management Education
Cardiac Rehab	Emergency Department
Heart Success Center & Cardiology Services	Endocrinologist & Diabetes Care
Center for Nutritional Excellence	Inpatient Senior Adult Behavioral Services
Centra Care	Stroke Care

## Resources Phone Numbers and Crisis Lines

Local Resource Hotlines		
	Contact Information	Overview
United Way   211	2-1-1	Comprehensive source of human and social service information for Polk County
24-hour Crisis Line	863.519.3744 Toll-free: 800.627.5906	Peace River Center
24-hour Domestic Violence Crisis Line	863.413.2700	Peace River Center
24-hour Sexual Assault Crisis Line	863.413.2707	

National Resource Hotlines		
	Contact Information	Overview
National Suicide Prevention Lifeline	1.800.273.8255	<a href="https://suicidepreventionlifeline.org/">https://suicidepreventionlifeline.org/</a>
Lesbian, Gay, Bisexual and Transgender (LGBT) National Help Center	888.843.4564	<a href="https://www.glbthotline.org/">https://www.glbthotline.org/</a>
National Sexual Assault	800.656.4673 (HOPE)	<a href="https://www.rainn.org/">https://www.rainn.org/</a>
National Drug Abuse	1.800.662.4357 (HELP)	<a href="https://www.samhsa.gov/">https://www.samhsa.gov/</a>
National Elder Abuse Resources	1.855.500.3537 (ELDR)	<a href="https://ncea.acl.gov/">https://ncea.acl.gov/</a>
Veterans Crisis Line	1.800.273.8255	<a href="https://www.veteranscrisisline.net/">https://www.veteranscrisisline.net/</a>

# APPENDIX E:

## PRIORITY SELECTION REPORT

### A. Primary & Secondary Data – high-level findings

#### Top 8 Priorities determined from Community Dialogue/Focus Groups

1	Access to Care	5	Racism/Addressing Equality
2	Mental health	6	Transportation
3	Primary Care/Prevention	7	Substance Abuse
4	Access to food	8	Poverty

#### Top 12 Priorities determined from Community Surveys

1	Overweight/Obesity	7	Alcohol
2	Mental health	8	Smoking/Tobacco Use
3	Heart Disease/High Blood Pressure	9	Alzheimer's/Dementia
4	Drug Addiction	10	Vaping/E-cigarettes
5	Diabetes	11	Lung Disease/Asthma
6	Cancer	12	Stroke

#### Top 11 Priorities determined by Review of Data with the Hospital Community Health Needs Assessment Committee

1	Heart Disease/High BP/Stroke	7	Lung Disease/Asthma
2	Access to Care	8	Maternal and Infant Health
3	Diabetes	9	Cancer
4	Mental Health	10	Injury Prevention
5	Overweight/Obesity	11	Alzheimer's/Dementia
6	Substance Abuse, Tobacco Use		

**Top 10 Priorities determined from Hospital ED data**

<b>1</b>	Urinary Tract Infection	<b>5</b>	Abdominal Pain	<b>9</b>	Open Wound of Head
<b>2</b>	Covid 19	<b>6</b>	Headache	<b>10</b>	Lower Back Pain
<b>3</b>	Upper Respiratory Infection	<b>7</b>	Acute Pharyngitis		
<b>4</b>	Chest Pain	<b>8</b>	Ortho Joint Disorder		

**Top 10 Priorities determined from Hospital Inpatient Admission Data**

<b>1</b>	Sepsis Organism	<b>5</b>	Non-STEMI – Myocardial infarction	<b>9</b>	AC Kidney Failure
<b>2</b>	Covid 19	<b>6</b>	Ortho Sepsis	<b>10</b>	PN Unspecified Organism
<b>3</b>	Liveborn Infant - Delivered Vaginally	<b>7</b>	HTN Heart Disease w/ Heart Failure		
<b>4</b>	Liveborn Infant – Delivered Cancerian	<b>8</b>	Morbid Obesity		

**Top 9 Priorities determined from Secondary Data provided by The Engagement Network**

<b>1</b>	Food Access	<b>6</b>	Cancer
<b>2</b>	Obesity/Overweight	<b>7</b>	Stroke
<b>3</b>	Diabetes	<b>8</b>	Access to Dentist
<b>4</b>	Heart Disease/High Blood Pressure	<b>9</b>	Smoking/Tobacco Use
<b>5</b>	Lung Disease/Asthma		

**Top 10 Priorities determined by Data collected from the most recent Polk County Department of Health needs assessment**

<b>1</b>	Behavioral Health: Mental Health & Substance Abuse	<b>6</b>	Oral Health
<b>2</b>	Access to Health Services	<b>7</b>	Immunization & Infectious Disease
<b>3</b>	Exercise, Weight, & Nutrition	<b>8</b>	Violence, Crime, & Injury Prevention
<b>4</b>	Maternal & Infant Health	<b>9</b>	Child & Adolescent Health
<b>5</b>	Chronic Disease	<b>10</b>	Aging Adult Health

## B. Primary & Secondary Data – Aggregated Priority Issues

	Priority Issue	Ethnic Group	Age Group	Specific Geographic Area
1	Overweight/Obesity	All	All	All of Polk County
2	Heart Disease/High Blood Pressure/Stroke	All	All	All of Polk County
3	Diabetes	All	All	All of Polk County
4	Cancer	All	All	All of Polk County
5	Lung Disease/Asthma	All	All	All of Polk County
6	Substance Use: Drug/Tobacco	All	All	All of Polk County
7	Access to Care	All	All	All of Polk County; rural areas, high poverty areas
8	Mental Health	All	All	All of Polk County

## C. Priority Selection Rating & Prioritizing Health Issues

Over the course of several months, key stakeholders from Lakeland Regional Health, AdventHealth Heart of Florida and AdventHealth Lake Wales met to review primary and secondary data, determine criteria to be used for prioritization and complete the prioritization of community health needs.

Prioritization of community needs took into consideration the following criteria:

- A. **Alignment with Mission/Strategic Plan:** How important is this issue?
- B. **Existing Programs:** What programs exist already to address this issue?
- C. **Ability to Impact Within 3 Years:** What will we achieve by addressing this issue?
- D. **Financial Resources:** Do we have the resources to adequately address this issue?
- E. **Human Resources:** Do we have the resources to adequately address this issue?
- F. **Measurable Outcome:** Can we adequately measure the outcome?

Rate each criterion was ranked from 1 to 5.

Criteria	Weight	Rating
(A) Alignment With Mission/Strategic Plan	0.25	1 least 5 most
(B) Existing Programs	0.25	1 none 5 existing
(C) Ability to Impact Within 3 Years	0.15	1 limited 5 significant
(D) Financial Resources Required	0.15	1 significant 5 limited
(E) Human Resources Required	0.10	1 significant 5 limited
(F) Measurable Outcome	0.10	1 no metrics 5 metrics available

Prioritization Matrix - AdventHealth Heart of Florida & AdventHealth Lake Wales HHNAC							
Priority Area	Criterion A (Rating)	Criterion B (Rating)	Criterion C (Rating)	Criterion D (Rating)	Criterion E (Rating)	Criterion F (Rating)	Weighted Score
Heart Disease/High BP/Stroke	5	3.25	3.75	2.25	2.38	4.5	3.65
Access to Care	3.8	3.8	4.2	2.2	2.5	4	3.52
Diabetes	4.25	3	3.88	2.67	2.89	3.89	3.47
Mental Health	4.75	2.6	4.25	1.75	2	4.25	3.37
Overweight/Obesity	4.1	2.6	3.6	3.1	3	3.7	3.36
Substance Abuse, Tobacco Use	3.875	3.125	3.25	2.75	3.13	3.63	3.33
Lung Disease/Asthma	4.5	2.125	4.375	2.25	2	4	3.25
Maternal and Infant Health	4.14	2.71	3.14	2.14	2.14	4	3.12
Cancer	4.125	3.25	3.5	1.125	1.88	3.25	3.05
Injury Prevention	2.5	2.5	2.25	3	2.375	3	2.575
Alzheimer's/Dementia	3.5	2.33	2.17	2	2.5	1.83	2.52

## D. Community Priority Issues that the Hospital Will Address

Priority Issue	Relevance	Impact		Feasibility	
	Severity of problem	Availability of solutions	Consequence of not addressing this issue	Availability of resources	Potential Community Partners
<b>Access to Care</b>	2019 Adults with health care insurance Polk: 81.7% FL: 84.2% 2019 Adults who could not see a doctor at least once in the past year due to cost Polk: 19.8% FL: 16%	Community partners, examples from best practices, effects all areas of health & SDOH, decrease HC costs	Increases severity of illness, exacerbates social determinants of health, barrier to early screenings and prevention	Partners doing great work in access, shared goal, priority for CFD, CHP budget	Lakeland Volunteers in Medicine (LVIM) Lake Wales Care Center WeCare of Central Florida FQHCs, Community Clinics Central Florida Health Care Dept of Health
<b>Overweight Obesity</b>	71.4% adults are overweight or obese (BMI >25)  Top inpatient priority	Access to food, nutrition education, fitness education, cooking classes	Increases risk for other diseases: heart disease, stroke, diabetes, some types of cancer, etc.	Internal programming EHWP, Diabetes Institute, Food is Health, CHP budget	Lincoln Comm Development Agency, B Street Community Center, DOH, ADA, AHA, LRH

## E. Community Priority Issues that the Hospital Will Not Address

Priority Issue	Relevance	Impact		Feasibility	
	Severity of Problem	Availability of solutions	Consequence of not addressing this issue	Availability of resources	Potential Community Partners
<b>Diabetes</b>	2019 Diabetes Death Rate Per 100,000 Polk: 24.8 FL: 19.7 2019 Adults with diagnosed Diabetes Polk: 15.4% FL: 11.7% 2019 Hospitalizations from or with diabetes Rate Per 100,000 Polk: 3418.3 FL: 2214.2	Clinical level for treatment; prevention in terms of reducing causes and increasing healthy behaviors & access	Poorly controlled or untreated diabetes can lead to increased complications and poor quality of health	Diabetes Institute, Center for Nutritional Excellence	American Diabetes Association, Dept of Health
<b>Heart Disease, High Blood Pressure &amp; Stroke</b>	2019 Major Cardiovascular Diseases Death Rate Per 100,000 Polk: 239.9 FL: 198.9	Clinical level for treatment; prevention in terms of reducing causes and increasing healthy behaviors & access	Can lead to increased complications and poor quality of health	Cardiac and stroke service lines	American Heart Association, Dept of Health



	2019 Stroke Death Rate Per 100,000 Polk: 60 FL: 41.4 2019 Hospitalizations from or with coronary heart disease Rate Per 100,000 Polk: 367.9 FL: 274.1  Top inpatient and emergency department priority				
<b>Cancer</b>	2019 Cancer Death Rate Per 100,000 Polk: 147.6 FL: 142.8 2019 Breast Cancer Death Rate Per 100,000 Polk: 20.7 FL: 19.5	Clinical level for treatment; prevention in terms of reducing causes and increasing healthy behaviors & access	Can lead to increased complications and poor quality of health	Cancer Institute	American Cancer Society, WeCare
<b>Lung Disease/ Asthma</b>	2019 Chronic Lower Respiratory Disease Death Rate Per 100,000 Polk: 50.7 FL: 36.1 2019 Asthma Death Rate Per 100,000 Polk: 1.1 FL: 0.8 2019 Hospitalizations from or with Asthma Rate Per 100,000 Polk: 940.2 FL: 657.3	Clinical level for treatment; prevention in terms of reducing tobacco use & smoking and increasing healthy behaviors, access and clean environments	Can lead to increased complications and poor quality of health	Lung Clinic, COPD Clinic,	
<b>Substance Use: Tobacco, Drug, Alcohol</b>	2019 Adults who are current Cigarette Smokers Polk: 17.8% FL: 14.8% 2019 Consumption of Alcohol Binge Drinking Polk: 12.9% FL: 18%	Tobacco cessation program, substance use treatment programs	Can lead to an increased risk for cancers and lung disease		Tobacco Free Florida, AHEC, Dept of Health, Peace River, Tri-County Human Services, Talbot House Ministries
<b>Mental Health</b>	Suicide rate per 100,000 17.3 in Polk vs 14.5 in FL Lack of Mental Health Providers in Polk 65.8 per 100,000 compared to 117.1 in FL Increase in need due to COVID-19	Resilience, telehealth, community partners, collaborative, mental health first aid	Can lead to poor quality of health; increased risk of suicide and other mental health complications	Polk County Collaborative and shared goals, priority Inpatient Senior Adult Behavioral Services at AdventHealth Lake Wales	Behavioral health collaborative (Polk Vision, DOH, Peace River, etc.)

