

AdventHealth Lake Wales*

2021 COMMUNITY HEALTH NEEDS ASSESSMENT



*AdventHealth Polk South, Inc. d/b/a AdventHealth Lake Wales

Approved by the Hospital Board on: November 15, 2021

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**Extending the Healing
Ministry of Christ**



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Acknowledgements

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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 South, Inc. d/b/a AdventHealth Lake Wales will be referred to in this document as AdventHealth Lake Wales or “the Hospital”. AdventHealth Lake Wales in Lake Wales, FL conducted a community health needs assessment in 2021 in collaboration with AdventHealth Heart of Florida, 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 Lake Wales 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 Lake Wales 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 Lake Wales 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 Lake Wales 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 11 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 12-13 for an explanation of priority issues which were chosen as well as those not chosen.

Approvals

In November 2021, the AdventHealth Lake Wales 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 Lake Wales 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 LAKE WALES

ADVENTHEALTH

AdventHealth Lake Wales 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, holistic care. A Christian mission, shared vision, common values and service standards focus on whole-person health and commitment to making communities healthier.

ABOUT 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 campuses 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 campuses 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

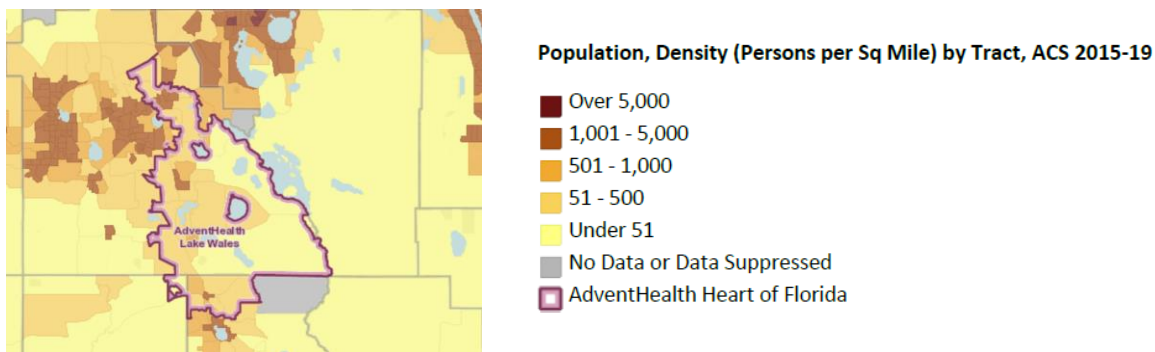
AdventHealth Lake Wales defined its community as its Primary Service Area (PSA) from which 75-80% of its patients come. This includes Polk County and the zip codes 33825, 33827, 33843, 33844, 33853, 33854, 33855, 33859, 33884 and 33898.

4. COMMUNITY DESCRIPTION AND DEMOGRAPHICS

In order to understand our community and the challenges faced, AdventHealth Lake Wales 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 119,375 people live in the 706 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 168.89 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 Lake Wales'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 50.52%



Male 49.48%

AGE	0-4	5-17	18-24	25-34	35-44	45-54	55-64	65+
%	5.41%	16.0%	8.42%	11.7%	10.65%	11.77%	12.3%	23.74%

RACE	Caucasian	Black	Asian	Native American / Alaska Native	Native Hawaiian / Pacific Islander	Other Race	Multiple Races
%	74.33%	18.12%	0.88%	0.19%	0.02%	3.92%	2.55%

ETHNICITY	Hispanic or Latino	Non-Hispanic
%	26.9%	73.1%

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

DATA INDICATOR	DESCRIPTION	ADVENTHEALTH LAKE WALES SERVICE AREA	FLORIDA AVERAGE
Poverty¹	% Population in Poverty (Below 100% FPL)	19.86%	13.42%
Unemployment Rate²	Unemployment Rate	6.7%	5.7%
Violent Crime³	Violent Crime Rate (Per 100,000 Pop.)	329.00	433.90
Population with No High School Diploma¹	% Population Age 25+ with No High School Diploma	19.5%	11.81%
Insurance⁴	Uninsured Adults-% Without Medical Insurance	21.07%	19.44%
Insurance⁴	Uninsured Children-% Without Medical Insurance	7.10%	7.59%
Food Insecurity Rate⁵	Food Insecurity Rate	14.20%	13.40%
Population with Low Food Access⁶	% Population with Low Food Access	24.03%	25.07%
Use of Public Transportation¹	% Population Using Public Transit for Commute to Work (Age 16+)	1.07%	1.82%
Alcohol Consumption⁷	Estimated Adults Drinking Excessively (Age-Adjusted Percentage)	15.3%	17.10%
Tobacco Usage⁷	% Population Smoking Cigarettes (Age-Adjusted)	21%	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 LAKE WALES MEMBERS

Name	Agency Represented	Title	Description of Services	Low-Income	Minority	Other Underserved Populations
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 Lake Wales 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 Lake Wales Community Health Needs Assessment is the product of a collaborative process between the Hospital, AdventHealth Heart of Florida 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	Chest Pain	9	Oth Chst Pain
2	Upper Respiratory Infection	6	Headache	10	Nausea W Vomiting Unspecified
3	Abdominal Pain	7	Dorsalgia Unspecified		
4	COVID-19	8	Lower Back Pain		

Top 10 Priorities determined from Hospital Inpatient Admission Data

1	Sepsis Organism	5	Chron Obstr Pulm Dz W/Exacerbation	9	Hype Hrt&Ckd W Heart Flr&Stg1-4ckd, Un
2	COVID-19	6	Non-STEMI – Myocardial infarction	10	Ac Pancreatitis Wo Necr Or Infection Unspecified
3	HTN Heart Disease w/ Heart Failure	7	AC Kidney Failure		
4	Urinary Tract Infection	8	PN Unspecified Organism		

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

1	Food Access	5	Lung Disease/Asthma	9	Smoking/Tobacco Use
2	Obesity/Overweight	6	Cancer		
3	Diabetes	7	Stroke		
4	Heart Disease/High Blood Pressure	8	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 Lake Wales'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 D includes the full Community Asset Inventory.

COMMUNITY ASSET INVENTORY BY PRIORITY		
Top Issues Defined by Primary/Secondary Data	Current Community Programs	Current Hospital Programs
Overweight/Obesity	YMCA of West Central Florida University of Florida IFAS Extension	Bariatric and Weight Care, Center for Nutritional Excellence, CREATION Life
Heart Disease/High BP/Stroke	American Heart Association Department of Health	Cardiology Services, Cardiac Rehab Stroke Care
Diabetes	American Diabetes Association	Endocrinologist, Diabetes Care, Diabetes Self-management education and support through ADA
Cancer	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
Lung Disease/Asthma		COPD Clinics, Lung Screen Clinic
Substance Use/Tobacco	Peace River Center – Substance Use treatment Tri-County Human Services Talbot House Ministries AHEC Tobacco Free Florida	
Mental Health	Peace River Center (30 programs in 25 locations)	Inpatient Senior Adult Behavioral Services at AdventHealth Lake Wales
Access to Care	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
Access to Care	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
Overweight Obesity	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 EHWPB, 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
Diabetes	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

Heart Disease, High Blood Pressure & Stroke	<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
Cancer	<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
Lung Disease / Asthma	<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,	
Substance Use: Tobacco, Drug, Alcohol	<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
Mental Health	<p>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</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 Network 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 Lake Wales 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 Lake Wales 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 Lake Wales after becoming an AdventHealth facility in 2019. AdventHealth Lake Wales 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 the 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

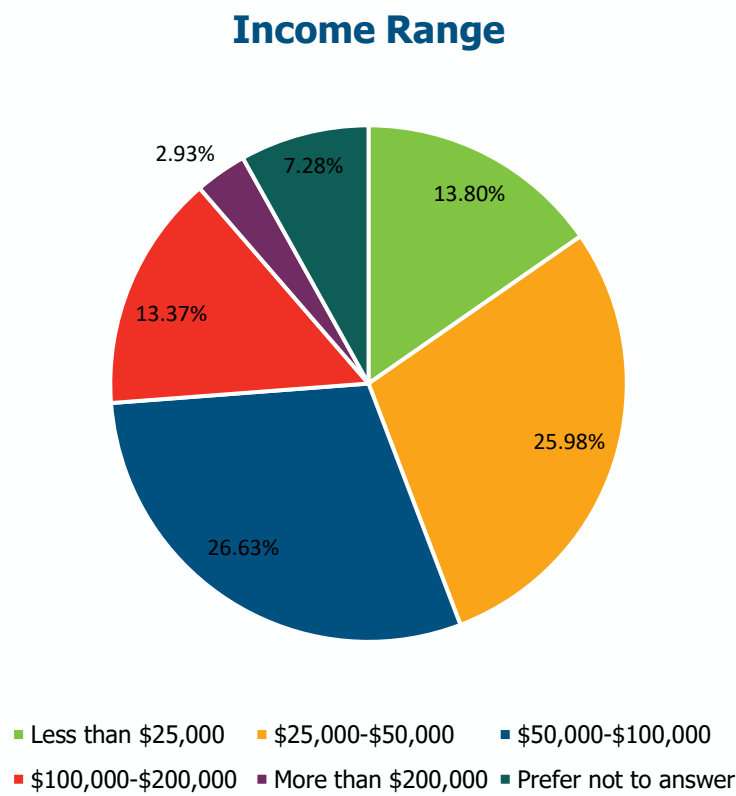
Community surveys were completed in collaboration with our partnership with Lakeland Regional Health and community partners. Surveys were administered mainly online with physical copies provided in person where needed. The aggregate results are shown below.

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

Survey Question	Survey Results	
Demographic Questions		
Zip Code	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.	
Gender	79.85% Female	19.39% Male
Highest Education Level	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
Age	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
Ethnicity	10.44% Hispanic	86.37% Non-Hispanic
Race	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
As a result of COVID-19, have you or anyone in your household experienced a need for any of the following?	Before COVID-19	During COVID-19 Pandemic
Affordable Housing	59.55%	80.90%
Assistance with Child Care	34.72%	93.06%
Energy/ Electricity Assistance	32.14%	91.07%
Financial Assistance	28.78%	95.68%
Job Placement Service	30.19%	96.23%

Loss of Employment	11.59%	93.48%
Food Assistance	41.11%	93.33%
Homelessness	58.82%	70.59%
Internet/Wi-Fi Assistance	29.63%	94.44%
Rent Assistance	31.03%	94.83%
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?	45.66% Not at all 35.29% Several Days 9.36% More than half the days 8.70% Nearly every day 0% 10+ Days	
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?	20.23% Yes 79.77% No	

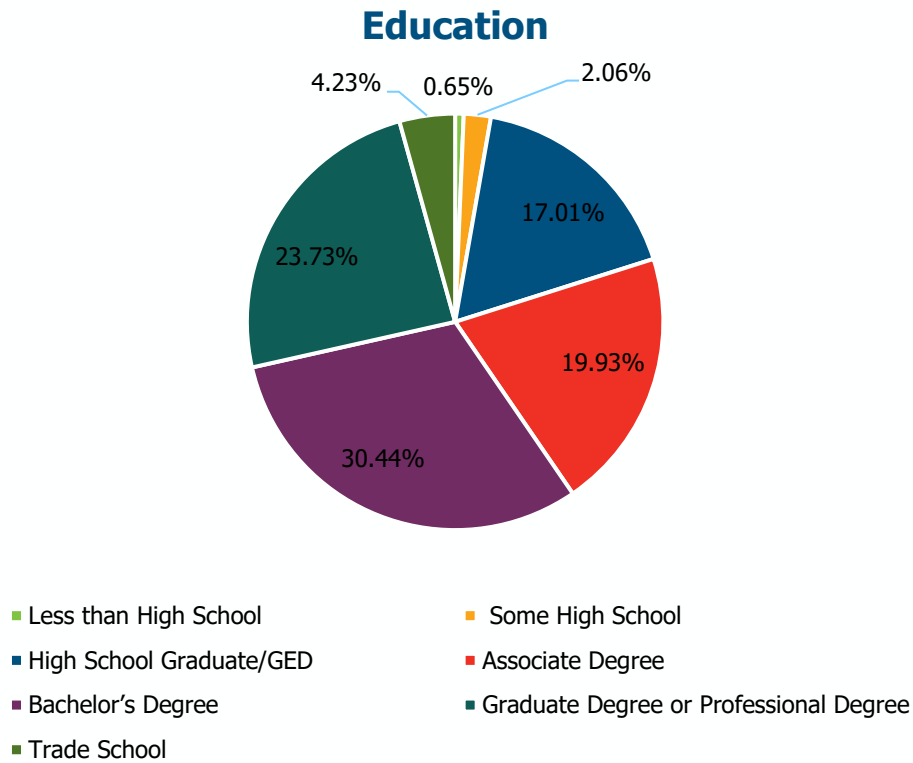
HOUSEHOLD ANNUAL INCOME



HEALTH INSURANCE STATUS

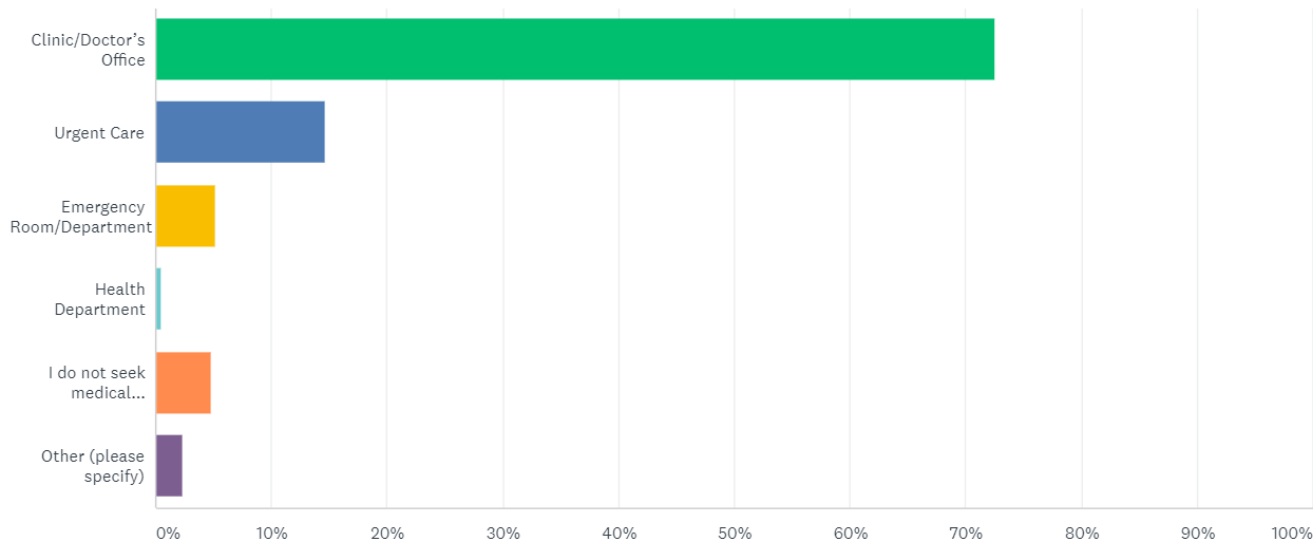


EDUCATION



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

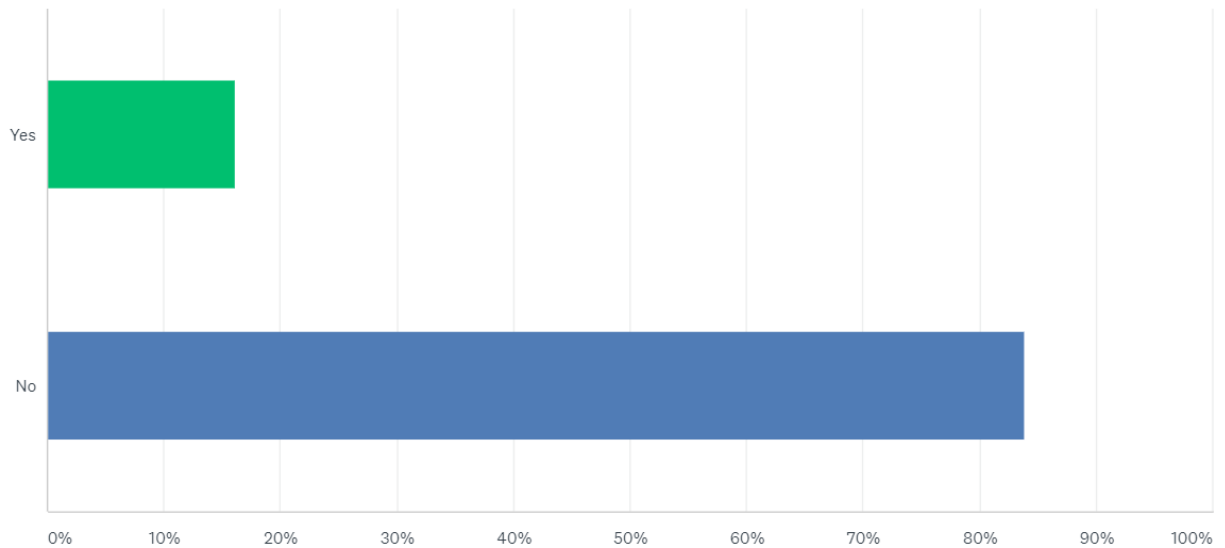
Answered: 920 Skipped: 6



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?

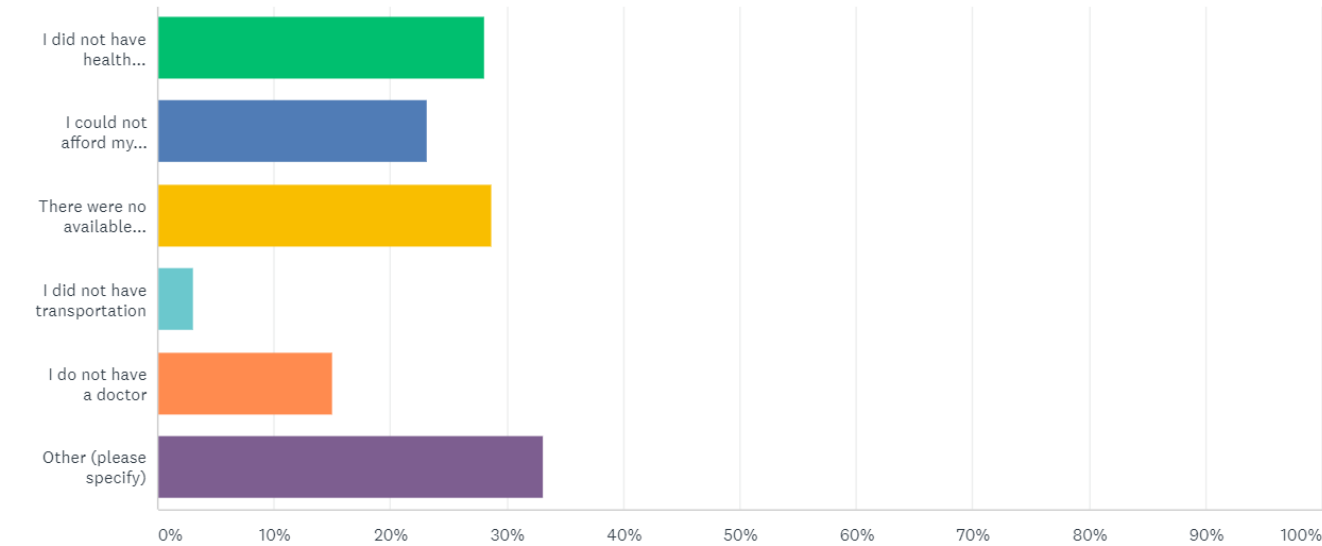
Answered: 890 Skipped: 36



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...

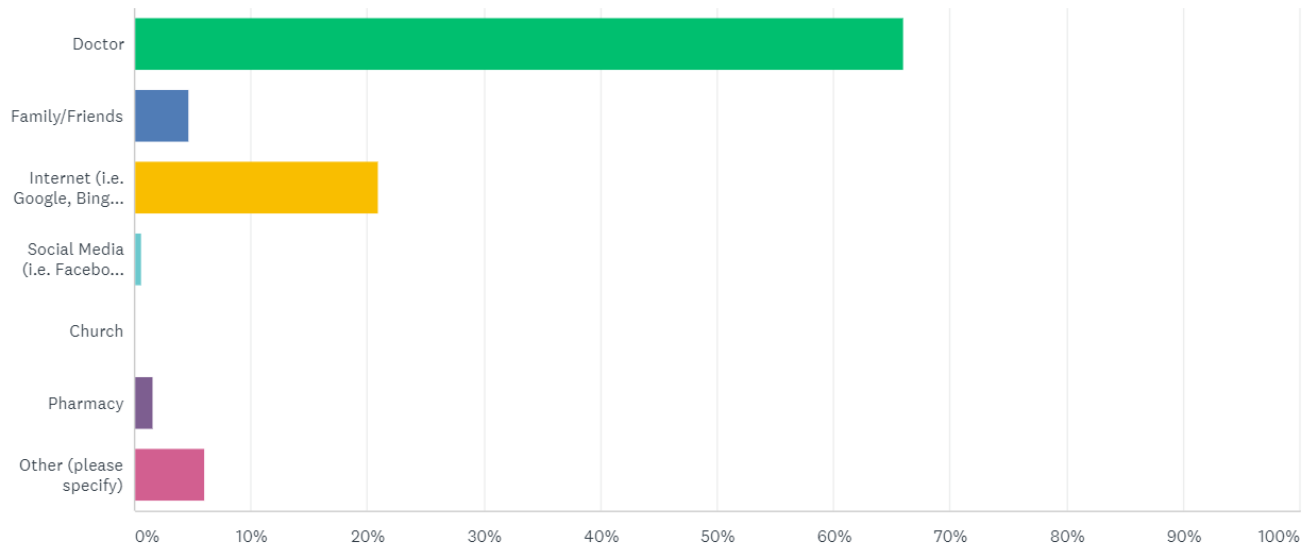
Answered: 160 Skipped: 766



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)

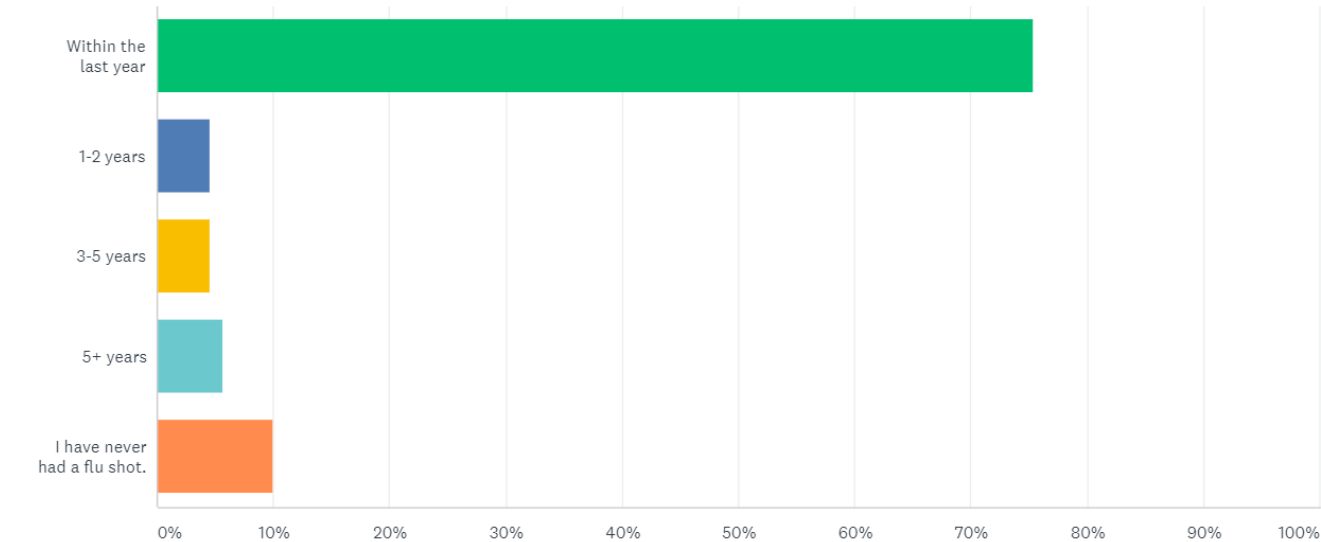
Answered: 886 Skipped: 40



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?

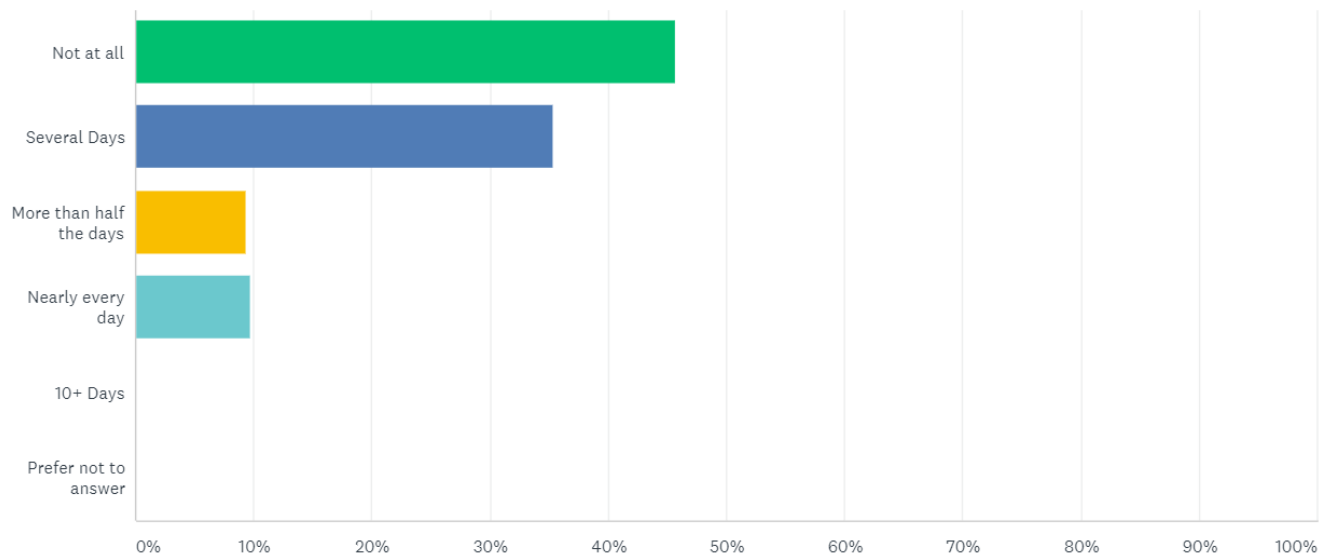
Answered: 888 Skipped: 38



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...

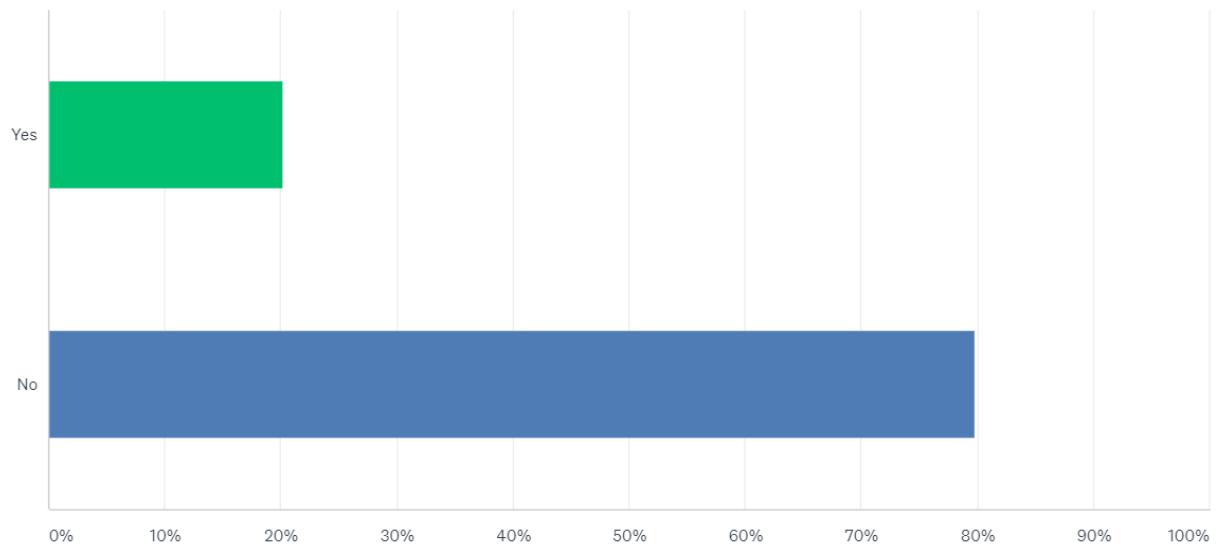
Answered: 887 Skipped: 39



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
TOTAL		887

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

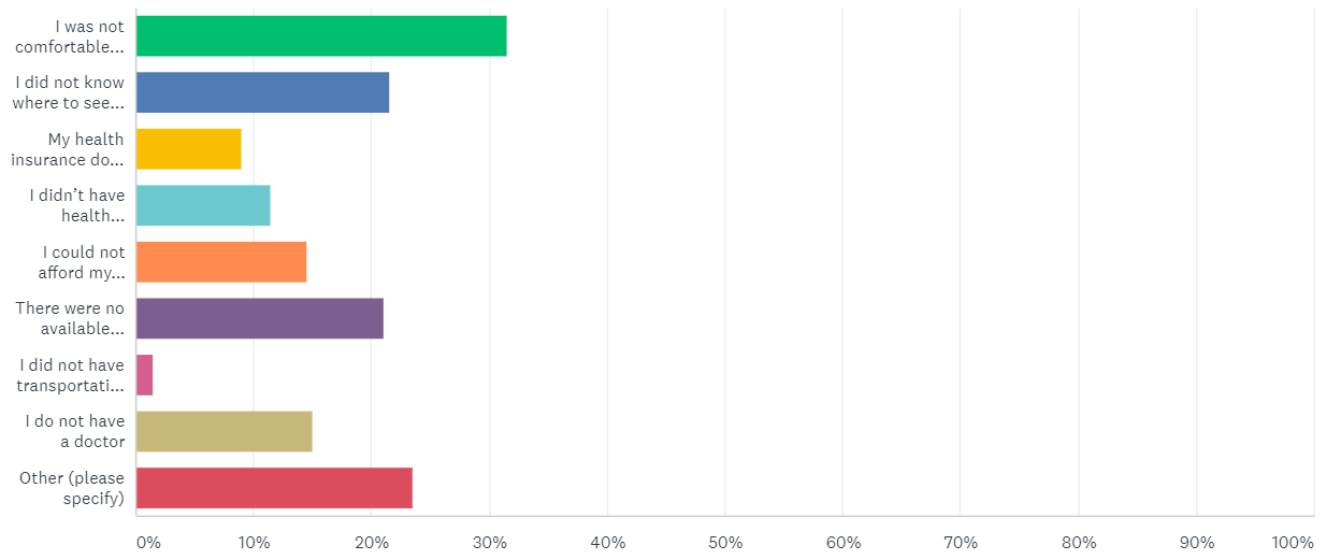
Answered: 880 Skipped: 46



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...

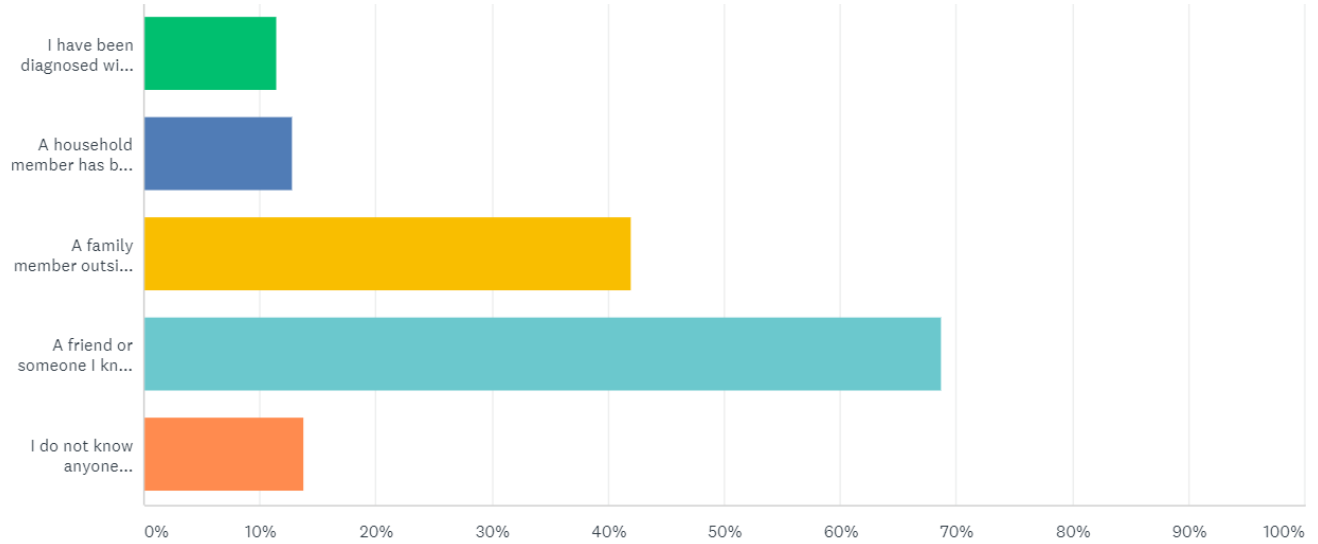
Answered: 200 Skipped: 726



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)

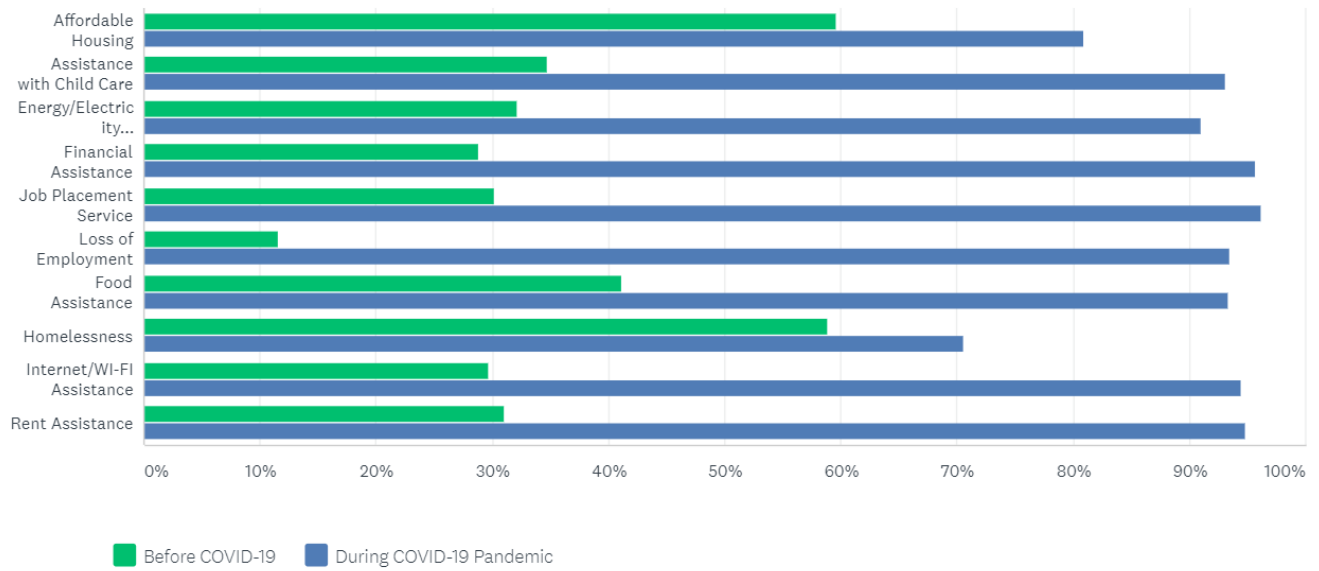
Answered: 875 Skipped: 51



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...

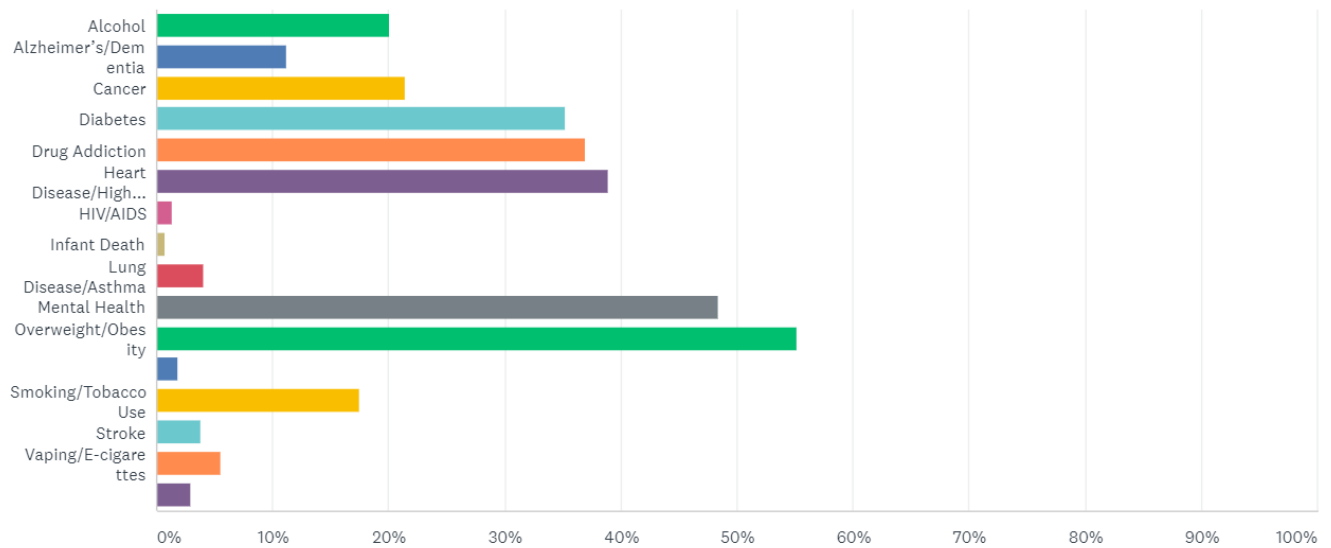
Answered: 277 Skipped: 649



	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...

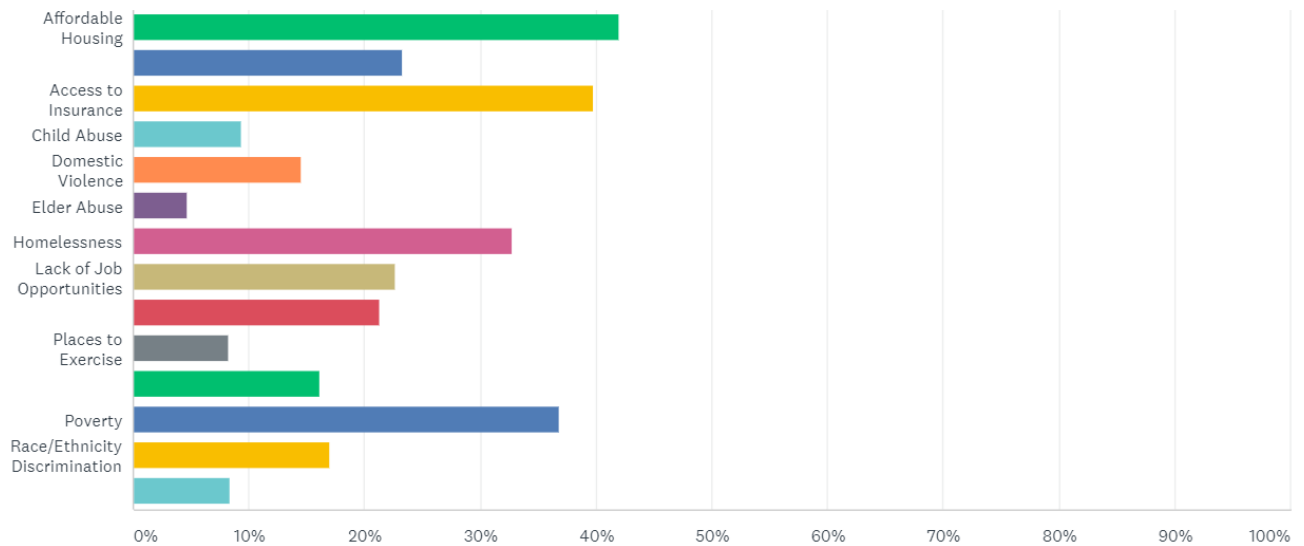
Answered: 841 Skipped: 85



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 Lake Wales Needs Assessment Report - Quick Facts

Location

Lake Wales Service Area

Demographics

Data Indicator	Indicator Variable	Location Summary	State Average
Change in Total Population	Total Population, 2000 Census	95,226	15,982,378
	Total Population, 2010 Census	110,185	18,801,310
	Population Change, 2000-2010	14,960	2,818,932
	Population Change, 2000-2010, Percent	15.71%	17.64%
Total Population	Total Population	119,375	20,901,636
	Total Land Area (Square Miles)	706	53,638.93
	Population Density (Per Square Mile)	168.89	389.67
Male Population	Total Population	119,376.00	20,901,636
	Male Population	59,067.00	10,220,813
	Percent Male Population	49.48%	48.90%
Female Population	Total Population	119,376.00	20,901,636
	Female Population	60,309.00	10,680,823
	Percent Female Population	50.52%	51.10%
Population Age 0-18	Total Population	119,376	20,901,636
	Population Age 0-17	25,562	4,182,462
	Population Age 0-17, Percent	21.41%	20.01%
Population Age 18-64	Total Population	119,376.00	20,901,636
	Population Age 18-64	65,476.00	12,513,746
	Population Age 18-64, Percent	54.85%	59.87%
Population Age 65+	Total Population	119,376	20,901,636

	Population Age 65+	28,338	4,205,428
	Population Age 65+, Percent	23.74%	20.12%
Hispanic Population	Total Population	119,375	20,901,636
	Non-Hispanic Population	87,295	15,554,952
	Percent Population Non-Hispanic	73.13%	74.42%
	Hispanic or Latino Population	32,080	5,346,684
	Percent Population Hispanic or Latino	26.87%	25.58%

Social & Economic Factors

Data Indicator	Indicator Variable	Location Summary	State Average
Violent Crime	Total Population	123,932.00	20,754,584
	Violent Crimes, 3-year Total	1,223.00	270,212
	Violent Crimes, Annual Rate (Per 100,000 Pop.)	329	433.9
Unemployment Rate	Labor Force	56,464	10,575,435
	Number Employed	52,657	9,974,581
	Number Unemployed	3,807	600,854
	Unemployment Rate	6.70%	5.70%
Teen Births	Female Population, Age 15 - 19	3,423	597,095
	Births to Mothers Age 15 - 19	178	21,555
	Teen Births, Rate (Per 1,000 Population)	51.91	36.1
Lack of Social or Emotional Support	Total Population Age 18+	84,958.00	14,682,954.00
	Estimated Population Without Adequate Social / Emotional Support	21,608.00	3,127,469
	Crude Percentage	25.40%	21.30%
	Age-Adjusted Percentage	26.00%	21.20%
Food Insecurity Rate	Total Population	117,700.00	20,946,045
	Food Insecure Population, Total	16,759.00	2,806,770
	Food Insecurity Rate	14.20%	13.40%

Population with No High School Diploma	Total Population Age 25+	83,757	14,965,745
	Population Age 25+ with No High School Diploma	16,319	1,767,583
	Population Age 25+ with No High School Diploma, Percent	19.50%	11.81%
Income - Per Capita Income	Total Population	119,376.00	20,901,636
	Total Income (\$)	\$2,609,824,658.00	\$660,889,232,200
	Per Capita Income (\$)	\$21,862	\$31,619
Poverty - Population Below 100% FPL	Total Population	114,837	20,481,252
	Population in Poverty	22,802	2,870,487
	Population in Poverty, Percent	19.86%	14.02%
Poverty - Children Below 100% FPL	Total Population	114,837	20,481,252
	Population Under Age 18	25,094	4,115,878
	Population Under Age 18 in Poverty	8,936	829,342
	Percent Population Under Age 18 in Poverty	35.61%	20.15%

Physical Environment

Data Indicator	Indicator Variable	Location Summary	State Average
Use of Public Transportation	Total Population Employed Age 16+	43,002.00	9,383,111
	Population Using Public Transit for Commute to Work	458	170,350
	Percent Population Using Public Transit for Commute to Work	1.07%	1.82%
Population with Low Food Access	Total Population (2010)	110,185	18,801,310
	Population with Low Food Access	26,473	4,712,762
	Percent Population with Low Food Access	24.03%	25.07%

Clinical Care

Data Indicator	Indicator Variable	Location Summary	State Average
Federally Qualified Health Centers	Total Population (2010)	47,196	18,801,310
	Number of Federally Qualified Health Centers	4	417
	Rate of Federally Qualified Health Centers per 100,000 Population	8.48	2.22
Facilities Designated as Health Professional Shortage Areas	Primary Care Facilities	3	138
	Mental Health Care Facilities	4	125
	Dental Health Care Facilities	3	127
	Total HPSA Facility Designations	10	390
Lack of a Consistent Source of Primary Care	Survey Population (Adults Age 18+)	94,658.00	14,671,272
	Total Adults Without Any Regular Doctor	24,479.00	3,638,104
	Percent Adults Without Any Regular Doctor	25.90%	24.80%
Cancer Screening - Sigmoidoscopy or Colonoscopy	Total Population Age 50+	36,471.00	5,497,252.00
	Estimated Population Ever Screened for Colon Cancer	24,943.00	3,628,186
	Crude Percentage	68.40%	66.00%
	Age-Adjusted Percentage	60.50%	61.50%
Cancer Screening - Pap Test	Female Population Age 18+	69,815.00	11,566,352.00
	Estimated Number with Regular Pap Test	52,365.00	8,894,525
	Crude Percentage	75.00%	76.90%
	Age-Adjusted Percentage	77.20%	78.80%
Cancer Screening - Mammogram	Medicare Beneficiaries	14,290	2,222,669
	Female Beneficiaries with Recent Mammogram, Percent	34%	33%
Lack of Prenatal Care	Total Births	6,912	665,174
	Births with Late/No Care	546	49,447
	% of Births with Late/No Care	7.91%	7.43%
Preventable Hospital Events	Medicare Beneficiaries	14,290	2,222,669
	Preventable Hospitalizations, Rate per 100,000 Beneficiaries	6,718	5,371

Access to Dentists	Total Population, 2015	117,316	20,271,272.00
	Dentists, 2015	37	11,304.00
	Dentists, Rate per 100,000 Population	31.3	55.8

Health Behaviors

Data Indicator	Indicator Variable	Location Summary	State Average
Alcohol Consumption	Population Age 18+	84,958	14,682,954.00
	Estimated Adults Drinking Excessively	11,614.00	2,334,590
	Excessive Drinking, Crude Percentage	13.70%	15.90%
	Excessive Drinking, Age-Adjusted Percentage	15.30%	17.10%
Tobacco Usage - Current Smokers	Total Population Age 18+	84,958.30	14,682,954.00
	Total Adults Regularly Smoking Cigarettes	16,398.03	2,642,932
	Percent Population Smoking Cigarettes (Crude)	19.30%	18.00%
	Percent Population Smoking Cigarettes (Age-Adjusted)	21.00%	18.90%
Physical Inactivity	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
Obesity	Population Age 20+	94,376	16,303,586
	Adults with BMI > 30.0 (Obese)	33,249	4,435,461
	Adults with BMI > 30.0 (Obese), Percent	35.60%	27.20%
Overweight	Survey Population (Adults Age 18+)	89,794.00	14,014,811
	Total Adults Overweight	32,888.00	5,146,693
	Percent Adults Overweight	36.60%	36.70%
Diabetes (Adult)	Population Age 20+	94,274	16,300,437
	Adults with Diagnosed Diabetes	12,973.00	1,762,208
	Adults with Diagnosed Diabetes, Age-Adjusted Rate	11.10%	9.00%

High Blood Pressure (Adult)	Total Population (Age 18+)	84,958	14,682,954.00
	Total Adults with High Blood Pressure	24,808	4,155,276
	Percent Adults with High Blood Pressure	29.20%	28.30%
Heart Disease (Adult)	Survey Population (Adults Age 18+)	95,633.00	14,681,551
	Total Adults with Heart Disease	7,938.00	822,348
	Percent Adults with Heart Disease	8.30%	5.60%
Cancer Incidence - Breast	Estimated Total Population (Female)	81,373	13,906,170
	New Cases (Annual Average)	98	16,451
	Cancer Incidence Rate (Per 100,000 Population)	121.4	118.3
Cancer Incidence - Cervix	Estimated Total Population (Female)	61,586	11,247,191
	New Cases (Annual Average)	6	1,001
	Cancer Incidence Rate (Per 100,000 Population)	11.1	8.9
Cancer Incidence - Colon and Rectum	Estimated Total Population	172,109	27,796,143
	New Cases (Annual Average)	68	10,090
	Cancer Incidence Rate (Per 100,000 Population)	39.7	36.3
Cancer Incidence - Lung	Estimated Total Population	188,327	29,471,403
	New Cases (Annual Average)	124	17,005
	Cancer Incidence Rate (Per 100,000 Population)	66.3	57.7
Cancer Incidence - Prostate	Estimated Total Population (Male)	88,901	13,870,074
	New Cases (Annual Average)	78	13,024
	Cancer Incidence Rate (Per 100,000 Population)	88.5	93.9
Low Birth Weight	Total Live Births	65,114	1,585,346
	Low Weight Births (Under 2500g)	5,281	137,925
	Low Weight Births, Percent	8.11%	8.70%
Poor Dental Health	Population Age 18	83,832	14,682,954.00
	Adults with Poor Dental Health	19,996	2,635,605.00
	Adults with Poor Dental Health, Percent	23.90%	18.00%

Poor General Health	Population Age 18+	84,958.00	14,682,954.00
	Estimated Population with Poor or Fair Health	18,500.00	2,525,468
	Fair or Poor Health, Crude Percentage	21.80%	17.20%
	Fair or Poor Health, Age-Adjusted Percentage	20.90%	15.90%
Mortality - Cancer	Total Population, 2015-2019 Average	123,484	20,929,035
	Five Year Total Deaths, 2015-2019 Total	1,471	224,288
	Crude Death Rate (Per 100,000 Population)	238.2	214.3
	Age-Adjusted Death Rate (Per 100,000 Population)	151.4	144.7
Mortality - Premature Death	Premature Deaths, 2017-2019	1,903	533,314
	Years of Potential Life Lost, 2017-2019 Average	28,170	8,370,817
	Years of Potential Life Lost, Rate per 100,000 Population	8,305	7,229
Mortality - Stroke	Total Population, 2015-2019 Average	123,484	20,929,035
	Five Year Total Deaths, 2015-2019 Total	477	63,046
	Crude Death Rate (Per 100,000 Population)	77.3	60.2
	Age-Adjusted Death Rate (Per 100,000 Population)	46.1	38.6
Infant Mortality	Total Births	7,003	1,133,160
	Infant Deaths	54	7,932
	Infant Mortality Rate (Per 1,000 Births)	7.7	7
Mortality - Suicide	Total Population, 2015-2019 Average	123,484	20,929,035
	Five Year Total Deaths, 2015-2019 Total	107	16,607
	Crude Death Rate (Per 100,000 Population)	17.3	15.9
	Age-Adjusted Death Rate (Per 100,000 Population)	16	14.4
Mortality - Homicide	Total Population, 2015-2019 Average	123,484	20,929,035
	Five Year Total Deaths, 2015-2019 Total	31	6,420
	Crude Death Rate (Per 100,000 Population)	5.1	6.1
	Age-Adjusted Death Rate (Per 100,000 Population)	5.7	6.5
	Survey Population (Adults Age 18+)	73,195.00	11,691,020

High Cholesterol (Adult)	Total Adults with High Cholesterol	28,486.00	4,898,256
	Percent Adults with High Cholesterol	38.90%	41.90%
Mortality - Heart Disease	Total Population, 2015-2019 Average	123,484	20,929,035
	Five Year Total Deaths, 2015-2019 Total	1,581	231,711
	Crude Death Rate (Per 100,000 Population)	256	221.4
	Age-Adjusted Death Rate (Per 100,000 Population)	159	144.8
Asthma Prevalence	Survey Population (Adults Age 18+)	95,937.00	14,756,311
	Total Adults with Asthma	13,790.00	1,841,437
	Percent Adults with Asthma	14.40%	12.50%
Mortality - Unintentional Injury	Total Population, 2015-2019 Average	123,484	20,929,035
	Five Year Total Deaths, 2015-2019 Total	371	62,216
	Crude Death Rate (Per 100,000 Population)	60.1	59.5
	Age-Adjusted Death Rate (Per 100,000 Population)	54.9	53.2
Mortality - Lung Disease	Total Population, 2015-2019 Average	123,484	20,929,035
	Five Year Total Deaths, 2015-2019 Total	551	60,670
	Crude Death Rate (Per 100,000 Population)	89.3	58
	Age-Adjusted Death Rate (Per 100,000 Population)	52.1	37.4
Depression (Medicare Population)	Total Medicare Fee-for-Service Beneficiaries	13,904	2,200,536
	Beneficiaries with Depression	2,689	428,682
	Beneficiaries with Depression, Percent	19.30%	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
2019 Age-Adjusted Major Cardiovascular Diseases <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
2019 Age-Adjusted Stroke <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
2019 Age-Adjusted Hospitalizations from or with Coronary Heart Disease <i>Rate Per 100,000</i> (Source: FloridaCharts)		274.1	287.5	367.9	255.8	278.44	240.8	342.9	343.3	426.4
2019 Age-Adjusted Hospitalizations from Congestive Heart Failure <i>Rate Per 100,000</i> (Source: FloridaCharts)		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
2019 Age Adjusted Chronic Lower Respiratory Disease <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
2019 Age Adjusted Asthma <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
2019 Age Adjusted Hospitalizations from or with	ED visits or Inpatient Stays	657.3	866.6	940.2	523.5	1044.9	586.5	795.4	1275.8	1103.9

Asthma <i>Rate Per 100,000</i> (Source: FloridaCharts)	available (5.5 per 10,000 for 2018)									
Cancer	US	FL	Hillsborough	Polk	Florida- White	Florida- Black	Florida- Hispanic	Polk- White	Polk- Black	Polk- Hispanic
2019 Age Adjusted Cancer <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
2019 Age Adjusted Lung Cancer <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
2019 Age Adjusted Breast Cancer <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
2019 Age Adjusted Colorectal Cancer <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
2019 Age Adjusted Cervical Cancer <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
2019 Age Adjusted Prostate Cancer <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
2018 Age Adjusted Melanoma Incidence <i>Rate Per 100,000</i>	22.7 (2017)	25.3	27.9	29.9	28.5	1.4	3.2	34.9	0	3

(Source: FloridaCharts)										
Diabetes	US	FL	Hillsborough	Polk	Florida- White	Florida- Black	Florida- Hispanic	Polk- White	Polk- Black	Polk- Hispanic
2019 Age Adjusted Diabetes Death Rate Per 100,000 (Source: FloridaCharts)	26.7 (2019)	19.7	19.3	24.8	17.5	37.6	17.3	23.8	36.7	23.6
2019 Adults with diagnosed Diabetes (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%
2019 Age Adjusted Hospitalizations from or with diabetes <i>Rate Per 100,000</i> (Source: FloridaCharts,		2314.2	2667.1	3418.3	1915.1	4020.3	2249.3	3046.2	5002.0	4030.3
Prenatal and Perinatal Health	US	FL	Hillsborough	Polk	Florida- White	Florida- Black	Florida- Hispanic	Polk- White	Polk- Black	Polk- Hispanic
2019 Infant deaths from 0- 364 days from birth <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
2019 Percentage of births with low birth weight <2500grams - Per 1,000 Live Births (Source: FloridaCharts, Healthy People)	8.31%	8.8%	8.7%	9.0%	7.2%	14.0%	7.5%	7.5%	14.2%	7.6%
2019 Teen birth rate mothers 15-19 <i>Birth Rate Per 1,000 Females</i> (Source: FloridaCharts, CDC)	16.7 (2019)	16.2	16.7	24.4	14.6	22.8	18.6	22.7	30.4	25.9
2019 Resident live births to mothers who smoked during pregnancy <i>Percentage of total Births</i>	7.2% (2016)	4.1%	3.8%	5.6%	4.7%	2.8%	1.1%	6.3%	3.8%	2.1%

(Source: FloridaCharts)										
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Behavioral/Mental	US	FL	Hillsborough	Polk	Florida -White	Florida -Black	Florida- Hispanic	Polk- White	Polk- Black	Polk- Hispanic
2019 Age-Adjusted deaths due to suicide <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
2019 Motor Vehicle Deaths <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
2019 Violent Crimes- Aggravated Assault <i>Rate Per 100,000</i> (Source: FloridaCharts, FBI)	250.2 (2019)	260.2	179.1	217.9	Data not available by race/ethnicity					
2019 Age-Adjusted Deaths Due to Unintentional Injuries <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/Commun icable Diseases	US	FL	Hillsborough	Polk	Florida -White	Florida -Black	Florida- Hispanic	Polk- White	Polk- Black	Polk- Hispanic
2019 Age Adjusted Pneumonia/ Influenza <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
2015 AIDS Cases <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
2019 HIV CASES <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

2019 Gonorrhea, Chlamydia and infectious syphilis <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
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Weight, Nutrition & Activity	US	FL	Hillsborough	Polk	Florida -White	Florida -Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
2019 Overweight and Obese Adults % 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%
2020 Students who are overweight or obese (Source: FloridaCharts)	https://www.cdc.gov/obesity/data/childhood.html	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
2019 Adults who are current Cigarette Smokers (Source: FloridaCharts, HealthyPeople)	14% (2019)	14.8 %	16.0%	17.8 %	16.4%	12.4%	12.6%	17.7%	24.0%	13.9%
2019 Consumption of Alcohol Binge Drinking - % of Adult Males having 5 or more drinks, or Females having 4 or more drinks on 1 occasion, 1 or more times in the past 30 days (Source: FloridaCharts, HealthyPeople)	16% (2018)	18.0 %	17.1%	12.9 %	19.8%	14.3%	17.1%	13.8%	8.7%	11.7%

Screening and Vaccination	US	FL	Hillsborough	Polk	Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
2019 Influenza Immunizations 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
2019 Pneumonia Immunizations 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
2016 Women 40+ who received mammogram in the past year (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
2016 Women 18+ who have had a Pap Smear in the Past Year (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%
2016 Adults 50+ who received a Sigmoidoscopy or Colonoscopy in the Past 5 Years (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%
2010 Men Age 50+ who received a digital rectal exam in the past year (Source: FloridaCharts)		48.5%	44.7	50.4%	50.4%	41.9%	39.8%	47.3%	Not available	Not available
2016 Men Age 50+ who received a PSA test in the past 2 years (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
2019 Adults with medical insurance (Source: FloridaCharts, HealthyPeople)	89% (2018)	84.20%	84.50%	81.70%	88.60%	81.40%	76%	84.40%	82.40%	69.50%
2019 Adults who could not see a doctor at least once in the past year due to cost (Source: FloridaCharts)		16.0%	15.6%	19.8%	13.5%	16.8%	22.7%	15.7%	23.6%	30.8%
2019-20 Mental Health Providers <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					
2019-20 Dentists <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 Lake Wales in 2021.

Emergency Department

1. Urinary Tract Infection
2. Upper Respiratory Infection
3. Abdominal Pain
4. COVID-19
5. Chest Pain
6. Headache
7. Dorsalgia Unspecified
8. Lower Back Pain
9. Oth Chst Pain
10. Nausea W Vomiting Unspecified

Inpatient Admissions

1. Sepsis Organism
2. COVID-19
3. HTN Heart Disease w/ Heart Failure
4. Urinary Tract Infection
5. Chron Obstr Pulm Dz W/Exacerbation
6. Non-STEMI – Mycard
7. AC Kidney Failure
8. PN Unspecified Organism
9. Hype Hrt&ckd W Hrt Flr&stg1-4ckd,un
10. Ac Pancreatitis Wo Necr Or Infection Unspecified

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
United Way of Central Florida	Access 211 888.370.7188	Comprehensive source of human and social services information
Feeding Tampa Bay	To find food distributions or pantries visit: www.Feedingtampabay.org	Provides free groceries through community distribution and pantries.
Florida Department of Health – Polk County	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-

Women, Infants and Children (WIC) Nutrition Program		moderate income and are at nutritional risk.
Meals on Wheels - Polk	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.
Peace River Center	Domestic Violence Shelter 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.
	Sebring Domestic Violence Shelter Confidential Address 863.386.1167 (Crisis Line)	
Talbot House Ministries	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.
Volunteers in Service to the Elderly (VISTE)	1232 E Magnolia Street Lakeland, FL 33801 863.284.0828	Services: Transportation, supplemental groceries, hot meals
The WAY Center	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
Green & Gold Foundation	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

Children and Youth Organizations		
Organization	Contact Information	Overview
Big Brother Big Sisters of Tampa Bay	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
Boys and Girls Club of Polk County	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.
Dream Center of Lakeland	635 W 5 th 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.
Girls Inc. of Lakeland	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
InnerAct Alliance	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.
Lakeland PAL	325 W. 2 nd 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.
Lakeland Youth Alliance (LYA)	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.
Pace Center for Girls	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.

Community Service and Planning Organizations		
Organization	Contact Information	Overview
Polk Vision	999 Avenue H NE #79 Winter Haven, FL 33881	Facilitates countywide collaboration among schools, non-profits, businesses and the public sector
Lakeland Vision	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.

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

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

Education		
Organization	Contact Information	Overview
Early Learning Coalition	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.
Learning Resource Center	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.
Polk County Public Schools	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.
Lake Wales Charter Schools	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

Foundations		
Organization	Contact Information	Overview
AARP Foundation Lakeland	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.
GiveWell Community Foundation	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
Alliance for Independence	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.
CareerSource Polk	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
Goodwill industries	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.
Lighthouse of the Blind	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.
Traviss Technical College	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	Crystal Lake Elementary 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
	Dundee 916 Dundee Rd Dundee, FL 33838 866.234.8534	
	Frostproof 109 W Wall St Frostproof, FL 33843 866.234.8534	
	Haines City 705 Ingraham Ave Haines City, FL 33844 866.234.8534	
	Lake Wales 305 W Central Ave Lake Wales, FL 33853 866.234.8534	
	Lakeland 1129 N Missouri Ave Lakeland, FL 33805 866.234.8534	
	Lakeland Hills Dental 1417 Lakeland Hills Blvd #101 Lakeland, FL 33805 866.234.8534	
	Lakeland Pediatrics 601 South Florida Ave, #6 Lakeland, FL 33801 866.234.8534	
	Winter Haven 1514 First Street N Winter Haven, FL 33881 866.234.8534	
	Winter Haven Women and Children 201 Magnolia Ave SW Winter Haven, FL 33880 866.234.8534	

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

Clinics and Other Healthcare Providers		
Organization	Contact Information	Overview
Dream Center of Lakeland (Pregnancy Care Center)	635 W 5 th 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.
Lakeland Volunteers in Medicine (LVIM)	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.
Healthy Start	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.

Suncoast Community Women's Care of Lakeland	1729 Lakeland Hills Boulevard Lakeland, FL 33805 813.653.6100	Obstetrics & Gynecology (OB/GYN), Low Risk Pregnancy Care, Family Planning
Lake Wales Care Center	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
We Care of Central Florida	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
Watson Clinic Cancer & Research Center	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

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

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

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

	1825 Gilmore Avenue, Lakeland, FL 33805 863.248.3311	
	Wellness Clinic- Adult Behavioral Health Home (Primary Care Clinic) 1831 Gilmore Avenue, Lakeland, FL 33805 863.519.0930	
	Inpatient Senior Adult Behavioral Health Services, AdventHealth Lake Wales, in affiliation with Peace River Center 410 S 11th St, Lake Wales, FL 33853 863.678.2200	
	Outpatient Therapy & Psychiatry, Lake Wales 815 State Road 60 E, Lake Wales, FL 33853 863.978.4800	By appointment only.
	Sebring Outpatient Therapy 7205 South George Boulevard, Sebring, FL 33876 863.248.3311	By appointment only.
Tri-County Human Services	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.
Talbot House Ministries	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
Alliance for Independence	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.
Family Fundamentals	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
YMCA of West Central Florida	Lakeland 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.
	Fontaine Gills Family YMCA 2125 Sleepy Hill Road Lakeland, FL 33810	
	Lake Wales 1001 Burns Ave Lake Wales, FL 33853 863.644.3528	
University of Florida IFAS Extension	Family and Consumer Sciences 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 Lake Wales 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	https://suicidepreventionlifeline.org/
Lesbian, Gay, Bisexual and Transgender (LGBT) National Help Center	888.843.4564	https://www.glbthotline.org/
National Sexual Assault	800.656.4673 (HOPE)	https://www.rainn.org/
National Drug Abuse	1.800.662.4357 (HELP)	https://www.samhsa.gov/
National Elder Abuse Resources	1.855.500.3537 (ELDR)	https://ncea.acl.gov/
Veterans Crisis Line	1.800.273.8255	https://www.veteranscrisisline.net/

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 Emergency Department Data

1	Urinary Tract Infection	5	Chest Pain	9	Oth Chst Pain
2	Upper Respiratory Infection	6	Headache	10	Nausea W Vomiting Unspecified
3	Abdominal Pain	7	Dorsalgia Unspecified		
4	COVID-19	8	Lower Back Pain		

Top 10 Priorities determined from Hospital Inpatient Admission Data

1	Sepsis Organism	5	Chron Obstr Pulm Dz W/Exacerbation	9	Hype Hrt&Ckd W Heart Flr&Stg1-4ckd, Un
2	COVID-19	6	Non-STEMI – Myocardial infarction	10	Ac Pancreatitis Wo Necr Or Infection Unspecified
3	HTN Heart Disease w/ Heart Failure	7	AC Kidney Failure		
4	Urinary Tract Infection	8	PN Unspecified Organism		

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

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

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

1	Behavioral Health: Mental Health & Substance Abuse	6	Oral Health
2	Access to Health Services	7	Immunization & Infectious Disease
3	Exercise, Weight, & Nutrition	8	Violence, Crime, & Injury Prevention
4	Maternal & Infant Health	9	Child & Adolescent Health
5	Chronic Disease	10	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
Access to Care	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
Overweight Obesity	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 EHWB, 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
Diabetes	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
Heart Disease, HBP & Stroke	2019 Major Cardiovascular Diseases Death Rate Per 100,000 Polk: 239.9 FL: 198.9 2019 Stroke Death Rate Per 100,000 Polk: 60 FL: 41.4	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 Hospitalizations from or with Coronary Heart Disease Rate Per 100,000 Polk: 367.9 FL: 274.1 Top inpatient and emergency department priority				
Cancer	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
Lung Disease / Asthma	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,	
Substance Use: Tobacco, Drug, Alcohol	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
Mental Health	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 Network and shared goals, priority for CFD & WFD, Inpatient Senior Adult Behavioral Services at AdventHealth Lake Wales	Behavioral health collaborative (Polk Vision, DOH, Peace River, etc.)