AdventHealth Palm Coast
Community Health Needs Assessment
Extending the Healing Ministry of Christ
Letter From Leadership

It is my honor to serve as CEO of AdventHealth’s Central Florida Division — North Region, which includes Flagler and Volusia counties. From the sunny beaches of Palm Coast to the bustling neighborhoods of Deltona, we are on a journey together to build healthy communities.

Thank you for taking the time to review the 2022 Community Health Needs Assessment. It is the culmination of a yearlong collaborative process spearheaded and resourced by a steering committee of leaders from community-based organizations, along with six community leaders (health equity champions), who ensured we were including voices from all populations. Your health equity champions in Volusia and Flagler worked closely with the community—they reviewed materials, identified focus groups and helped to prioritize the health needs of the areas we serve. This publication includes a summary of the focus groups, the Community Health Survey, stakeholder interviews and an analysis of population-health data.

The 2022 Community Health Needs Assessment will serve as a guide as we work together with community partners, organizations and our health equity champions in developing Community Health Plans for the communities from Palm Coast to New Smyrna Beach, Daytona Beach to Delraye, DeLand and Deltona so every person has an opportunity to attain full health potential. Together our collective vision will maximize efforts through collaboration, driving our communities to success.

Thank you again for your interest in the 2022 Community Health Needs Assessment.

Audrey Gregory, Ph.D.
President and CEO
Central Florida Division North Region
Community Asset Inventory

The next step was to create a Community Asset Inventory. This inventory was designed to help the Collaborative and HHNAC understand existing community efforts to address the identified issues from aggregate primary and secondary data and to prevent duplication of efforts. See Available Community Resources for more.

Selection Criteria

The Collaborative participated in a prioritization process that consisted of two rounds of online surveying and three facilitated discussion sessions. See Priorities Selection for more.

The Collaborative and the HHNAC considered four factors during prioritization:

A. Alignment: Does this issue align with our mission, strategy, public-health or community goals?
B. Impact on Community: What is the scope, size and seriousness of this issue? What are the consequences to the health of the community of not addressing this issue now?
C. Resources: Are there existing, effective interventions and opportunities to partner with the community to address this issue?
D. Outcome Opportunities: Can an impact on this issue be made in a demonstrable way, and will interventions have an impact on other health and social issues in the community?
AdventHealth Palm Coast is a part of AdventHealth. With a sacred mission of "Extending the Healing Ministry of Christ," AdventHealth strives to heal and restore the body, mind and spirit through our connected system of care.

More than 80,000 skilled and compassionate caregivers serve 4.7 million patients annually. From physician practices, hospitals, outpatient clinics, skilled nursing facilities, home health agencies and hospice centers, AdventHealth provides integrated, holistic care at 50 hospital campuses and hundreds of care sites throughout nine states.

Committed to your care today and tomorrow, AdventHealth is investing in research, new technologies and the people behind them to redefine medicine and create healthier communities.

In a 2020 study by Stanford University, physicians and researchers from AdventHealth were featured in the ranking of the nation's largest not-for-profit faith-based care systems with the highest level of training, using leading-edge simulation technology. With five classroom labs that mimic patient rooms, the regional simulation center is the largest in AdventHealth’s Central Florida footprint, which extends from Flagler County to Ocala County, south of Orlando. The center provides realistic training for nurses of all skill levels, using interactive realistic manikins that can simulate a range of health conditions and scenarios.

Trainers, working from a central command center, can make the manikins “speak” and introduce new challenges that nurses then must respond to. Training extends beyond clinical care, including teaching nurses how to interact with patients and deal with family members who may become difficult as they navigate their loved one's health challenges. The center also serves as a training site for nursing students from the University of North Florida and Jacksonville University, helping to develop the next generation of healthcare workers.

AdventHealth Palm Coast

AdventHealth Palm Coast is part of Adventist Health System, one of the nation’s largest not-for-profit faith-based care systems with nearly 150 hospitals and more than 700 care sites in nearly a dozen states. With the mission of Extending the Healing Ministry of Christ, AdventHealth Palm Coast provides whole person care to heal the body, mind and spirit. AdventHealth Palm Coast has 99 licensed beds. AdventHealth Palm Coast continues to grow with the community and is now comprised of the Hospital’s main campus, Town Center Surgery, a freestanding outpatient center; Hospice and Home Care services; and the Parkway Medical Plaza that includes a walk-in clinic, laboratory, imaging and women’s center and physician offices. A second Hospital featuring 100 licensed beds is scheduled to open in Palm Coast in 2023.

For over 20 years, AdventHealth Palm Coast has served the Flagler County area and surrounding communities by providing the following comprehensive healthcare services: Cancer Care, Diabetes Care, Heart and Vascular Care, Home Care, Hospice Care, Imaging Services, Lab Services, Orthopedic Surgery, Sports Medicine and Rehab Care, Surgical Services, Emergency and Urgent Care, Wound Care.

<table>
<thead>
<tr>
<th>Priority Issues to Be Addressed</th>
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</thead>
<tbody>
<tr>
<td>1. Behavioral Health Drug and Substance Use</td>
</tr>
<tr>
<td>2. Early Childhood Education</td>
</tr>
<tr>
<td>3. Community Engagement on Available Resources and Services</td>
</tr>
</tbody>
</table>

See Priorities Selection for more.

Approval

On September 22, 2022, the AdventHealth Palm Coast Board approved the Community Health Needs Assessment findings, priority issues and final report. A link to the 2022 Community Health Needs Assessment was posted on the Hospital’s website prior to December 31, 2022.

Next Steps

AdventHealth Palm Coast will work with the Collaborative and the HHNAC to develop a measurable implementation strategy called the 2023-2025 Community Health Plan to address the priority issues. The plan will be completed and posted on the Hospital’s website prior to May 15, 2023.

About AdventHealth

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COMMUNITY OVERVIEW

Community Description

Located in Flagler County, Florida, AdventHealth Palm Coast defines its community as the Primary Service Area (PSA), the area in which 75-80% of its patient population lives. This includes three zip codes across Flagler County.

According to the 2020 Census, the population in the AdventHealth Palm Coast community has grown 20% in the last ten years to 104,446 people. This is almost three times the amount of growth in the United States since the last Census. Demographic and community profile data in this report are from publicly available data sources such as the US Census Bureau and the Center for Disease Control and Prevention unless indicated otherwise. Data are reported for the Hospital’s PSA, also referred to as the community, unless listed for a specific county. Data are also provided to show how the community compares locally, in the state and at a national level for some indicators.

Community Profile

Age and Sex

The median age in the Hospital’s community is 50.5, higher than that of state which is 42.2 and the US, 38.2.

Females are the majority, representing 52.3% of the population. Middle-aged women, 40-64 are the largest demographic in the community at 17.6%.

Children are 17.5% of the total population in the community. Infants, those zero to four, are 4% of that number. The community birth rate is 25 births per 1,000 women aged 15-50, this is lower than the US average of 51.9 and that of the state, 48.3. In the Hospital’s community, 13.8% of children aged 0-4 and 17.4% of children aged 5-17 live in poverty.

Seniors, those 65 and older, represent 29.1% of the total population in the community. Females are 52.2% of the total senior population.
Race and Ethnicity

In the Hospital’s community, 71.3% of the residents are non-Hispanic White, 9.9% are non-Hispanic Black and 11.4% are Hispanic or Latino. Residents that are of Asian or Pacific Islander descent represent 2.3% of the total population, while 4.2% are two or more races.

Social Determinants of Health

According to the CDC, social determinants of health (SDOH) are the conditions in the places where people live, learn, work and play that affect a wide range of health risks and outcomes. Social determinants of health are increasingly seen as the largest contributing factor to health inequities in communities throughout the country.

The Hospital categorized and analyzed SDOH data following the Healthy People 2030 model. This approach was chosen so, when possible, the Hospital could align its work with national efforts when addressing social determinants of health. For the purposes of the CHNA, the Hospital will follow this model for reporting any related data.

Economic Stability

This includes areas such as income, cost of living, food security and housing stability.

Education Access and Quality: This focuses on topics such as high school graduation rates, enrollment in higher education, literacy and early childhood education and development.

Health Care Access and Quality: This includes topics such as access to health care, access to primary care and health insurance coverage.

Neighborhood and Built Environment: This includes areas like quality of housing, access to transportation, availability of healthy foods and neighborhood crime and violence.

Social and Community Context: This focuses on topics such as community cohesion, civic participation, discrimination and incarceration.

The Healthy People 2030 place-based framework outlines five areas of SDOH:

- Economic Stability
- Education Access and Quality
- Health Care Access and Quality
- Neighborhood and Built Environment
- Social and Community Context

The Hospital’s community, median household income is $62,773. This is above the median for the state and below that of the US. The poverty rate in the community is 11.3%, which is lower than both the state and national rates.

Food Insecurity and Housing Stability

People who are food insecure, having reduced quality and/or amount of food intake, may be at an increased risk of negative health outcomes. Studies have shown an increased risk of obesity and chronic disease in adults who are food insecure. Children who are food insecure have been found to have an increased risk of obesity and developmental problems compared to children who are not. Feeding America estimates for 2020 showed the food insecurity rate in the Hospital’s community as 9%.

Increased evidence is showing a connection between stable and affordable housing and health. When households are cost burdened or severely cost burdened, they have less money to spend on food, health care and other necessities. Having less access can result in more negative health outcomes. Households are considered cost burdened if they spend more than 30% of their income on housing and severely cost burdened if they spend more than 50%.

Food Insecurity - Healthy People 2030 | health.gov
Map the Meal Gap 2020 Combined Modules.pdf (feedingamerica.org)
Severe housing cost burden* | County Health Rankings & Roadmaps

1
2
3
Education Access and Quality

Research shows education can be a predictor of health outcomes, as well as a path to address inequality in communities. Better education can lead to people having an increased understanding of their personal health and health needs. Higher education can also lead to better jobs, which can result in increased wages and access to health insurance.

In the Hospital's community, there is an 91% high school graduation rate, which is higher than in the state and the US. The rate of people with a post-secondary degree however is lower in the Hospital's community than both that of the state and the nation.

Early childhood education is uniquely important and can improve the cognitive and social development of children. This helps provide the foundation for long term academic success, as well as improved health outcomes. Research on early childhood education programs show that long-term benefits include improved health outcomes, savings in health care costs and increased lifetime earnings.

In the Hospital's community, 41.6% of 3–4-year-olds were enrolled in preschool. This is lower than both the state (51%) and the national (47.3%) average. There is a large percentage of children in the community who may not be receiving these early foundational learnings.

Health Care Access and Quality

In 2020, 13.6% of community members aged 18-64 were found to not have health insurance. A lack of health insurance can lead to delayed care, resulting in more serious health conditions and increased treatment costs. Although health insurance coverage levels can be a strong indicator of a person’s ability to access care, there are other potential barriers that can delay care for many people.

Accessing health care requires more than just insurance, there also need to be available health care professionals to provide care. When more providers are available in a community access can be easier, particularly for those experiencing transportation challenges. Routine checkups can provide an opportunity to identify potential health issues and when needed develop care plans. In the Hospital’s community, 78.8% of people report visiting their doctor for routine care.

Providers Per Capita

<table>
<thead>
<tr>
<th></th>
<th>Primary Care</th>
<th>Mental Health</th>
<th>Dental</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital’s Community</td>
<td>63.5</td>
<td>66.6</td>
<td>61.2</td>
</tr>
<tr>
<td>Flagler County</td>
<td>68.3</td>
<td>60.0</td>
<td>64.4</td>
</tr>
<tr>
<td>FL</td>
<td>73.5</td>
<td>68.6</td>
<td>69.2</td>
</tr>
<tr>
<td>US</td>
<td>83.1</td>
<td>72.4</td>
<td>82.1</td>
</tr>
</tbody>
</table>

Educational Attainment

<table>
<thead>
<tr>
<th></th>
<th>Preschool Enrollment</th>
<th>High School Graduation</th>
<th>Post Secondary Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital’s Community</td>
<td>41.6%</td>
<td>91.0%</td>
<td>34.7%</td>
</tr>
<tr>
<td>Flagler County</td>
<td>41.5%</td>
<td>91.5%</td>
<td>35.8%</td>
</tr>
<tr>
<td>FL</td>
<td>51.0%</td>
<td>88.5%</td>
<td>40.5%</td>
</tr>
<tr>
<td>US</td>
<td>47.3%</td>
<td>88.5%</td>
<td>41.6%</td>
</tr>
</tbody>
</table>
Increasingly, a community’s neighborhoods and built environment are being shown to impact health outcomes. If a neighborhood is considered to have “low food access”, which is defined as being more than ½ mile from your nearest supermarket in an urban area or 10 miles in a rural area, it may make it harder for people to have a healthy diet. A very low food access area is defined as being more than 1 mile from your nearest supermarket in an urban area or 20 miles in a rural area. A person’s diet can have a significant impact on health, so access to healthy food is important. For example, the largest contributors to cardiovascular disease are obesity and type 2 diabetes, both of which can be impacted by diet. In the Hospital’s community, 70.1% of the community lives in a low food access area, while 52% live in a very low food access area.

Access to public transportation is also an important part of a built environment. For people who do not have cars, reliable public transportation can be essential to access health care, healthy food and maintaining employment. In the community, 2.6% of the households do not have an available vehicle.

Social and Community Context
People’s relationships and interactions with family, friends, co-workers and community members can have a major impact on their health and well-being. When faced with challenges outside of their control, positive relationships with others can help reduce negative impacts. People can connect through work, community clubs or others to build their own relationships and social supports. There can be challenges to building these relationships when people don’t have connections to create them or there are barriers like language between groups.

In the community, 5% of youth aged 16-19 were reported as disconnected, which means they were neither enrolled in school nor working at the time. Also, in the community 17% of seniors (age 65 and older) report living alone and 2.7% of residents report having limited English proficiency. All these factors can create barriers to feeling connected in the community.

Disconnected Youth

<table>
<thead>
<tr>
<th>Food Access</th>
<th>Low Food Access Area 70.1%</th>
<th>Very Low Food Access Area 52.0%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Low Food Access</td>
<td>52.0%</td>
<td></td>
</tr>
<tr>
<td>Low Food Access Area</td>
<td>70.1%</td>
<td></td>
</tr>
</tbody>
</table>
Process and Methods

The Process
The health of people living in the same community can be very different because there are so many influencing factors. To understand and assess the most important health needs of its unique community and the people in it, input was solicited directly from the community and from individuals who represent the broad interests of the community. A real effort was made to reach out to all members of the community to obtain perspectives across age, race/ethnicity, gender, profession, household income, education level and geographic location. Publicly available data also was collected to inform the assessment process.

The Hospital partnered with local community organizations and stakeholders, including those in public health and those who represent the interests of medically underserved, low-income and minority community members, to form the Volusia/Flagler CHNA Collaborative to guide the assessment process. During data review sessions, community members of the Collaborative provided insight on how health conditions and areas of need were impacting those they represented. The Collaborative used the data review and discussion sessions to understand the most important health needs and barriers to health the community was facing and to guide the selection of needs to be addressed in the 2022 CHNA.

Community Input
The Collaborative collected input directly from the community and from community stakeholders, individuals working in organizations addressing the needs and interests of the community. This was collected through a community survey, stakeholder interviews and focus groups.

Community Health Survey
• Provided in both English and Spanish to anyone in the community and accessible through weblinks and QR codes.
• Links and QR codes were shared through targeted social media posts and with community partners including public health organizations. Partners were provided links to the survey, with the request that it be sent to listservs, electronic mailing lists they maintained and when possible shared on their own social media channels.
• Paper surveys were given to partners to place at their organizations with the goal of reaching those who might not have access otherwise and experience barriers to responding electronically. Responses from paper surveys were recorded using survey weblinks.

Stakeholder Interviews
• Interviews were scheduled with 50 community stakeholders who were asked to provide input on health and barriers to health that they were seeing in the community.

Focus Groups
• Focus groups were held with 14 small groups of community stakeholders to gain input on health and barriers to health in the community.
• A focus was on hearing from stakeholders who represent or serve communities that are underserved, underrepresented, lower income and/or who are more likely to be impacted by the social determinants of health.
Public and Community Health Experts Consulted

A total of 61 stakeholders provided their expertise and knowledge regarding their community. This included all members of the Community Health Needs Assessment Committee.

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Services Provided</th>
<th>Populations Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nicole Shetton, Senior Vice President Clinical Services</td>
<td>SMA Healthcare</td>
<td>Behavioral health programs</td>
<td>Focused on uninsured populations with special programs for individuals experiencing homelessness and individuals with disabilities</td>
</tr>
<tr>
<td>Dr. Barry Toler, Founder and Executive Director</td>
<td>Adirondack Education Foundation</td>
<td>Behavioral/health education</td>
<td>Focused on serving populations with substance use disorder and disabilities</td>
</tr>
<tr>
<td>Beth Schmidle, Executive Regional Director of Patient Financial Services/Revenue Integrity</td>
<td>Adventhealth</td>
<td>Health care</td>
<td>Serves as an advocate and organizer to create financial solutions for uninsured and underserved patients to remain financially solvent after care</td>
</tr>
<tr>
<td>Lesa Burns, Nurse Practice Manager</td>
<td>Adventhealth</td>
<td>Health care</td>
<td>Vulnerable population, employed, minority, poverty in 32720 (Deland), 32130 (DeLeon Springs), 32374 (Deland) neighborhoods at risk with identified Social Vulnerability Index (SVI) zip codes Volusia and Flagler</td>
</tr>
<tr>
<td>Katie Biancavilla, Diabetes Educator</td>
<td>Adventhealth</td>
<td>Health care</td>
<td>Vulnerable residents, minority, poverty, uninsured, underserved population throughout Volusia County</td>
</tr>
<tr>
<td>Tim Farley, Director of Ambulance Services for the Cardiovascular Institute</td>
<td>Adventhealth Central Florida</td>
<td>Health care</td>
<td>Vulnerable residents, minority, poverty, uninsured, underserved population throughout Volusia and Flagler</td>
</tr>
<tr>
<td>Oles McElhaney, Community Benefit Director</td>
<td>Adventhealth Central Florida Duval North Region</td>
<td>Health care</td>
<td>Social Vulnerability Index zip codes Volusia and Flagler</td>
</tr>
<tr>
<td>Vita-Ballouw Community Health Program Manager</td>
<td>Adventhealth Central Florida Duval North Region</td>
<td>Health care</td>
<td>Social Vulnerability Index zip codes Volusia and Flagler</td>
</tr>
<tr>
<td>David Weis, CEO</td>
<td>AdventHealth DeLand</td>
<td>Health care</td>
<td>Volusia County residents</td>
</tr>
<tr>
<td>Wally DeBaptiste, COO</td>
<td>AdventHealth Palm Coast</td>
<td>Health care</td>
<td>Flagler County residents</td>
</tr>
<tr>
<td>Kathy Goven, Chief Nursing Officer</td>
<td>AdventHealth Palm Coast</td>
<td>Health care</td>
<td>Flagler County residents</td>
</tr>
<tr>
<td>Leslie Gacimorto, CEO &amp; Founder</td>
<td>非洲裔美国人企业家协会, Inc.</td>
<td>Community leader</td>
<td>Focused on special programs for communities of color</td>
</tr>
</tbody>
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Name | Organization | Services Provided | Populations Served
--- | --- | --- | ---
Steve Bieden, Medical Director | Department of Health in Flagler County | Health care/public health | Provides medical care to low-income and uninsured residents.
Bob Snyder, Health Officer | Department of Health in Flagler County | Health care/public health | Provides medical care to low-income and uninsured residents.
Ethan Johnson, Assistant County Health Department Director | Department of Health in Volusia County | Health care/public health | Provides medical care to low-income and uninsured residents and leads public health initiatives.
Di Lebo, CEO | Early Learning Coalition of Flagler and Volusia | Early learning programs | Provides programming for low-income residents and children with disabilities.
Susan Moore, Vice President - Philanthropy | Southeastern Northeast Central Florida | Disability services | Provides programming for low-income residents and children with disabilities.
Trish Gacconite, CEO | Family Life Center | DV and sexual assault services | Flagler County residents, survivors of domestic violence and sexual assault.
David Ayers, General Manager | Flagler Broadcasting | Communications | Hosts several radio shows focused on health and wellness.
Carrie Bond, CEO | Flagler Care/ One Voice for Volusia | Coordination, community programs | Provides programs for low- and very-low-income residents and the uninsured.
Donald O'Brien, County Commissions District 5 | Flagler County | County leadership | Has special initiatives focused on low-income residents.
Andy Bank, Commissioner | Flagler County Board of County Commissioners | County leadership | Has special initiatives focused on low-income residents.
Teresa Roy, Executive Director | Flagler County Education Foundation | Education support and education | Has special initiatives focused on low-income students and students with disabilities.
Terri Belleville, Executive Director | Flagler County Free Clinic | Health care for the uninsured | Provides healthcare services for the uninsured and disabled.
Cheryl Massaro, Board Member | Flagler County School Board | K-12 education, Equity/Champion | Provides educational services for low-income students, students with disabilities and LGBTQIA students.
Shelley Ragsdale, President | Flagler MACP | Community leader | Advocates for communities of color.
Pam Belote, Executive Director | Flagler OARS | Substance Use peer support | Provides peer support services for individuals with substance use disorder.
Brenda Williams, Coordinator of Counseling Services | Flagler Schools | Mental health supports | Provides programs for students with disabilities and behavioral health disorders.

John Farrell Coordinator of Student Supports and Behavior | Flagler Schools | Mental health and behavioral supports | Provides programs for students with disabilities and behavioral health disorders.
Sue Bickel, Chaplain | Flagler Sheltering Tree | Homeless programs | Provides programs for homeless and disabled individuals.
Marie DeLo, Community Director | Food Bank Hope | Community programs | Provides programs for low-income families and individuals with disabilities. Serves very low-income neighborhoods.
Buck James, Executive Director | Halifax Urban Ministries | Homeless programs | Provides services for low-income families, homeless families and people with disabilities.
Vicky Campen, Family Placement, Parent Partner | Healthy Start Coalition of Flagler and Volusia Counties | Care coordination and education for pregnant mothers and families of young children. | Provides services for pregnant women, low-income families, homeless families and women with Medicaid who are uninsured.
Bill Giler, Family Health Medical Director | Jesus Clinic | Health care for the uninsured | Provides healthcare services for the uninsured and disabled.
Mike Drashinsky, Detective | New Smyrna Beach Police Department | Law enforcement | Has special initiatives focused on homeless individuals.
Kylla Marks, Vice Mayor of Orange City | Orange City Florida | City leadership | Has special initiatives focused on low-income neighborhoods.
Stephanie Mason-Trogue, Executive Director | Ormond Memorial Art Museum and Gardens | Arts education | Provides art education programs to youth.
Mya Middletton, Retired educator | Community advocate focused on youth with disabilities.
Andrew Williams, Vice President of Flagler Services | SMA Healthcare | Behavioral health supports | Focused on uninsured populations with special programs for individuals experiencing homelessness and individuals with disabilities.
Jessica Roberts, Lead Organizer | The Dart Center - Fighting Against Trauma Toward Harmony | Advocacy | Advocacy group focused on homelessness and other social issues.
Maria Valdiva, VR Coordinator/Organizer | The Farmworkers Association of Florida | Community advocacy and leadership | Advocacy group focused on migrant workers and undocumented individuals.
Andreas Lasner, Vice President of Operations | United Way of Volusia-Flagler Counties | Grantmaker | Grant making organization focused on housing, health and education for vulnerable populations.
Name | Organization | Services Provided | Populations Served
--- | --- | --- | ---
Courtney Edgcomb, President | United Way of Volusia-Flagler Counties | Grantmaker | Grant making organization focused on housing, health and education for vulnerable populations.
Kelly Amy, Manager of Strategic Partnerships | Volusia County Schools | K-12 education | Provides education services for low-income students and students with disabilities.
Jeff White, Executive Director | Volusia/Flagler Coalition for the Homeless | Homeless programs | Provides services for low-income households, households with disabilities.
Kelvin Miller, General Manager | Votran | Transportation | Provides transportation services to low-income residents.
Brielle Goldberg, Executive Director | WaterSafe, Inc. | Water safety promotion and education | Provides water safety instruction to low-income families.
Jennifer Com, Representative | West Volusia Hospital Authority | Hospital losing district leadership | Transition District provides special healthcare programs for low income and uninsured residents.
George Turner, Executive Director | West Volusia Tourism Advertising Authority | Community leadership | Has initiatives focused on vulnerable populations.

Secondary Data
To inform the assessment process, the Collaborative collected existing health related and demographic data about the community from publicly available sources. This included data on health conditions, social determinants of health and health behaviors.

The most current public data for the assessment was compiled and sourced from government and public health organizations, including:

• US Census Bureau
• The Surveillance, Epidemiology and End Results (SEER) Program database
• Health Equity Data Analysis (HEDA) system (University of Minnesota)
• County Health Rankings
• The State Health Department
• Other proprietary and internally developed database

The Findings
There were 16 issues found in the assessment process that rose to the top for Flagler County. Needs that are SDOH related are group accordingly.

Economic Stability
- Access to affordable, quality housing.
- Access to nutritious, affordable food
- Quality, affordable childcare
- Childcare services for special needs children

System Infrastructure:
- Systems to improve the ability of schools, the justice system, health care providers and public health departments to safely share information

Health Care Access:
- Telehealth capacity for mental health and primary care
- Outpatient medical and mental health care services for children with special needs
- Initiatives to improve community awareness of available health care resources
- Additional services to address cancer, heart disease and diabetes

Mental Health Care:
- Mental health outpatient services for children under age 18
- Suicide prevention initiatives targeting higher-risk adults, e.g., African Americans
- Improve mental health and substance use disorder transition care for inmates being released from jail
- Behavioral health initiatives to prevent suicide among targeted populations (e.g., youth)
- Mental health outpatient services for adults
- Recruiting mental health providers

Substance Use:
- Substance use disorder treatment programs
Prioritization Process

The Collaborative through data review and discussion, narrowed down the needs of the community to a list of three priorities. Community partners on the Collaborative represented the broad range of interests and needs from public health to the economic, of underserved, low-income and minority people in this community. In the Spring of 2022, the Collaborative met three times to review and discuss the collected data and select the top community needs.

Members of the Volusia/Flagler CHNA Collaborative included:

- **Community Partners**
  - David Alfin, Mayor, City of Palm Coast, leader of city government.
  - David Ayers, General Manager, Flagler Broadcasting, radio hosts several public health radio shows.
  - Carrie Baird, CEO, Flagler Cares/One Voice for Volusia, community impact organizations that facilitate public health projects.
  - Pam Britto, Executive Director, Flagler OARS, recovery community organization.
  - Andy Dance, Commissioner, Flagler County Board of County Commissioners, leader of county government.
  - Amanda Laserski, Vice President of Operations, United Way of Volusia-Flagler Counties, part of leadership team at a local grantmaking organization.
  - Courtney Edgcomb, President, United Way of Volusia-Flagler Counties, a leader at a local grantmaking organization.
  - John Fanelli, Coordinator of Student Supports and Services, Flagler Schools, responsible for student discipline and liaison with the Department of Juvenile Justice.
  - Brandy Williams, Coordinator of Counseling Services, Flagler Schools, leads the school behavioral health team.
  - Andrew Williams, Vice President of Flagler Services, SMA Healthcare, Flagler leader of largest public behavioral health provider in Flagler County.
  - Alvin Jackson, City Manager, City of Bunnell, leader of city government.
  - Cheryl Massaro, Board Member, Flagler County School Board, leader of the county school board.
  - Myra Middleton, Retired educator, community leader and activist.
  - Shelley Ragdale, President, Flagler NAACP, the leadership of local community advocacy organization.
  - Kathy Gove, Chief Nursing Officers, AdventHealth Palm Coast, leadership of AdventHealth Palm Coast.
  - Nicole Sharbono, Senior Vice President Clinical Services, SMA Healthcare, part of leadership of largest public behavioral health provider in Flagler County.
AdventHealth Team Members

- Wally DeAquino, COO, AdventHealth Palm Coast
- Debi McNabb, Community Benefit Director, AdventHealth Central Florida Division North
- Ida Babazadeh, Community Health Program Manager, AdventHealth Central Florida Division North
- David Weiss, CEO, AdventHealth DeLand

Public Health Experts

- Steve Bickel, Medical Director, Department of Health in Flagler County, leading HIV clinic.
- Bob Snyder, Health Officer, Department of Health in Flagler County, leader of county public health organization.
- Ethan Johnson, Assistant County Health Department Director, Department of Health in Volusia County, part of the leadership at Volusia County public health organization.
- Danyell Wilson-Howard, Ph.D., Associate Professor & Project Lead, Health Disparities Liaison, Bethune-Cookman University; Department of Health in Volusia County, professor and public health expert working on health equity projects.

During these discussions, the decision was made to group multiple needs together, so similar or related needs could be addressed under one priority. After the Collaborative grouped the related needs, it decided to address everything that had been found under three county level priorities.

The Collaborative participated in a prioritization process based on the Delphi method that consisted of two rounds of online surveying and three facilitated discussion sessions. The needs were then evaluated with the AdventHealth priority criteria, which considered four factors:

- **A. Alignment:** Does this issue align with public health or community goals?
- **B. Impact on Community:** What is the scope, size and seriousness of this issue? What are the consequences to the health of the community of not addressing this issue now?
- **C. Resources:** Are there existing effective interventions and opportunities to partner with the community to address this issue?
- **D. Outcome Opportunities:** Can an impact on this issue be made in a demonstrable way and will interventions have an impact on other health and social issues in the community?

The Collaborative then grouped all the needs identified in the assessment under one of the following priorities:

**Access to Behavioral Health Services**

Behavioral health for the Collaborative’s priorities includes addressing both mental health and substance use disorder related needs. The access barriers faced by youth, adults and seniors are unique and require specific actions to address these issues equitably. This priority includes the needs identified around:

- Mental health
- Substance use disorder
- Access for particular populations including children, adults and seniors
Economic and Social Barriers
The Collaborative will address the housing, income and education related needs under this priority. Economic and social barriers have a profound impact on health and wellness. Equitable access to affordable quality housing, quality childcare and stable income are critical components. These barriers are sometimes more challenging for people with special needs. This priority includes the needs identified around:

- Affordable quality housing
- Income supports
- Affordable quality childcare
- Health insurance

System Infrastructure
The systems created to support health and stability often include inadvertent barriers that prevent people in need from equitably accessing needed services and supports. Systems need the ability to safely share information with one another and raise community awareness of local resources. This priority includes the needs identified around:

- Awareness of resources
- Ability to access services
- Ability to safely share information across sectors
- Systemic barriers to health insurance

Behavioral Health: Drug and Substance Use
Substance use disorders can involve illicit drugs, prescription drugs or alcohol. Opioid use disorders, which stem from the improper use of prescription drugs, have become especially problematic in recent years. Substance use disorders are linked to many health problems, and overdoses can lead to emergency department visits and deaths.

Early Childhood Education
Early childhood education describes the period of learning that takes place from birth to 8 years old. There are several types of early education programs, including those that are federal, state or privately funded. Early childhood, particularly the first 5 years of life, impacts long-term social, cognitive, emotional and physical development. Healthy development in early childhood helps prepare children for the educational experiences of kindergarten and beyond.

Community Engagement in Available Resources and Services
Community engagement is the process of working collaboratively with and through groups of people affiliated by geographic proximity, special interest or similar situations to address issues affecting the wellbeing of those people. Community engagement can also bring environmental and behavioral changes that will improve the health of the community and its members. This is achieved through partnerships that help mobilize resources and influence systems.
### Available Community Resources

As part of the assessment process, a list of resources or organizations addressing the top needs in the community was created. Although not a complete list, it helped to show where there were gaps in support and opportunities for partnership in the community when the HHNAC chose which priorities to address.

#### Top Issues

<table>
<thead>
<tr>
<th>Behavioral Health Services</th>
<th>Youth Mental Health</th>
<th>Youth Substance Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults (ages 75+)</td>
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<tr>
<td>Issues specific to older adults (ages 75+)</td>
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</tr>
</tbody>
</table>

#### Current Community Programs

- Alcohols Anonymous (AA) Meeting Locations
- Break the Cycle Outpatient Program
- Els treat those wanting to hurt themselves or someone else
- Faith based counseling centers and private counseling opportunities
- Family Life Center
- Flagler County Sheriff
- Flagler County Village (hosted by Flagler Cares)
- Florida Humane Society
- Flagler Open Arms Recovery Services (OARS)
- Halifax Health
- Halifax Humane Society
- Healthy Start Coalition of Flagler & Volusia Counties, Inc.: Substance Exposed Newborns Task Force and Family Place and Healthy Families
- Herald-Mike – addiction recovery for veterans by veterans (out of county)
- Lutheran Services of Florida (LSF)
- National Alliance on Mental Illness (NAMI)
- Naruto Anonymous Meeting Locations (almost 200 in the area: http://www.na.org/MeetingSearch/)
- Salvation Army
- Crisis Staging and Treatment Unit (CSTU)
- Adult Outpatient Substance Abuse Program (AOP) and Mental Health Counseling: Medicated Assisted Treatment (out of county)
- Psychiatric-Medication Outpatient Program, Florida Assertive Community Treatment (FACT) Program
- Forensic Case Management: Family Intervention Services (FIS); Family Intensive Treatment Team (FITT); Community Court Liaison (Outreach Services); Enrolment Program Initiatives for persons with developmental disabilities or co-occurring disorders (out of county)
- Crisis Stabilization and Detox Services and Screenings (out of county)
- Reality House; Re-Entry and Work Release Programs (out of county)
- Residential substance use treatment for adults and adolescents
- Family Education Program: Speaker Bureau and Mental Health: To AD; SMA walk-in; great resource for older care for F1; Primary Care (out of county)
- Mobile Response Team; SMA Access Center
- teen RED White and Blue
- The Childrens Academy
- Visalia Sheriff’s Office
- Visalia/Flagler Behavioral Health
- Consortium
- Visalia/Flagler Substance Abuse Disorder Committee

#### Current Hospital Programs

- Els treat those wanting to hurt themselves or someone else
- Hospital partners with Flagler Open Arms Recovery Services (OARS)/Florin Narcom Distribution & Overdose Response & Reversal Training events at the hospital
- Pastoral Care/Partnership with Open Door Re-Entry Ministry providing transitional programming for those with substance addiction

#### Top Issues

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<th>Behavioral Health Services</th>
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<th>Current Hospital Programs</th>
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<td>Adults (ages 75+)</td>
<td>Adopt Behavioral Services</td>
<td>Healthy Start Coalition of Flagler &amp; Volusia Counties, Inc.: Substance Exposed Newborns Task Force and Family Place and Healthy Families</td>
</tr>
<tr>
<td>Issues specific to older adults (ages 75+)</td>
<td>AMKids Behavioral Health, Inc.</td>
<td>Hospice Healthcare: Children/Families In Need</td>
</tr>
<tr>
<td></td>
<td>Associated Nerve Institute</td>
<td>Police &amp; Fire Department: Education Programs, Police, Fire &amp; EMS, Community Safety Education Council</td>
</tr>
<tr>
<td></td>
<td>Adult Outpatient Substance Abuse Program</td>
<td>Prevention: Boys &amp; Girls Clubs, Mentoring Programs, Youth Sports Leagues/Programs, Police Activities/Activities League (PAL) After School Programs, Arts programs, Recreation Departments, Clubs, Youth Groups, Girls on the Run (GOTR)</td>
</tr>
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|                              | Adult Outpatient Substance Abuse Program | Family Education Program: Speaker Bureau and Mental Health: To AD; SMA walk-in; great resource for older care for F1; Primary Care (out of county)
|                              | Family Intensive Treatment Team (FITT) | Mobile Response Team; SMA Access Center |
|                              | Community Court Liaison (Outreach Services) | teen RED White and Blue |
|                              | Enrolment Program Initiatives for persons with developmental disabilities or co-occurring disorders (out of county) | The Childrens Academy |
|                              | Crisis Stabilization and Detox Services and Screenings (out of county) | Visalia Sheriff’s Office |
|                              | Reality House; Re-Entry and Work Release Programs (out of county) | Visalia/Flagler Behavioral Health
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2022 Community Health Needs Assessment

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2022 Community Health Needs Assessment
## Top Issues

### Economic and Social Barriers – access to health care services, social and economic issues

- ACCESS (Medicaid, Requests for Assistance) sites
- African American Entrepreneurs Association (AAEA)
- Boys & Girls Clubs of Volusia/Flagler Counties
- CenavSource FlaggerVolusia
- Department of Children & Families
- EastEnders
- FFB Community Inc. (Fool Bring Hope)

### Family Health Source

- FlaggerCare
- Flagler County Free Clinic
- Florida Breast and Cervical Cancer Prevention/Early Detection Program
- Florida Department of Health in Flagler County
- Florida Department of Health in Volusia County
- Florida Healthy Kids
- Florida Healthy Schools
- Florida’s School Health Advisory Committee (SHAC)
- Florida’s Worksite Wellness Programs

### System Infrastructure

- Action for Healthy Kids
- Alliance for Children’s Services
- Collaborateur’s children’s services
- Community Care Program
- EPC Behavioral Healthcare
- Flagler Caregivers
- Flagler County Free Clinic
- Flagler County Schools
- Florida’s Health Equity Zones
- Florida’s Health Navigators to help with insurance coverage access

### Current Community Programs

- American Heart Association
- American Lung Association
- Cancer Support Teams
- CareerSource Flagler Volusia
- CapeCanoe
- Charities, Fundraising, and other organizations
- Children’s Association of Volusia/Flagler Counties
- Consumer Advocacy
- Department of Children & Families
- Easterseals
- Family Health Source
- Flagler Caregivers
- Flagler County Free Clinic
- Flagler County Habitat for Humanity
- Flagler County Schools
- FlaggerVolusia
- Florida Breast and Cervical Cancer Prevention/Early Detection Program
- Florida Department of Health in Flagler County
- Florida Department of Health in Volusia County
- Florida’s School Health Advisory Committee (SHAC)
- Florida’s Worksite Wellness Programs
- Health Equity Zones – collaborative community partner efforts
- Health Navigators to help with insurance coverage access

### Current Hospital Programs

- Action for Healthy Kids
- Alliance for Children’s Services
- Collaborateur’s children’s services
- Community Care Program
- EPC Behavioral Healthcare
- Flagler Caregivers
- Flagler County Free Clinic
- Flagler County Schools
- Florida’s Health Equity Zones
- Florida’s Health Navigators to help with insurance coverage access
- Multiple hospices for palliative care
- One Voice for Volusia/FlaglerCare
- Our Two Stories Inc. DBA Backstop Buddies
- Project WARM (Women Assisting Recovering Mothers)
- Salvation Army
- Supplemental Nutrition Assistance Program (SNAP) (food stamps
- Sports leagues
- The Early Learning Coalition of Flagler and Volusia Counties, Inc.
- The House-Ne-Door
- United Way of Volusia-Flagler Counties – Multiple programs and services. Grants to community organizations; Community Impact; ALICE Report (Asset Limited)
- Volusia-Flagler County Coalition for the Homeless
- Walk in Clinics
- Whole Health Hub (Find Help)
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### Top Issues

- Action for Healthy Kids
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Behavioral Health: Drug and Substance Use

Fentanyl deaths in Flagler County increased nearly eightfold from 2013 to 2019 and opioid-related deaths doubled from 2019 to 2020 despite decreasing statewide. Awareness of and the need to address substance misuse, as well as a growing fentanyl crisis, has been increasing in the country. By addressing alcohol and drug use as a priority, the Hospital can align to local, state and national efforts for resources to create better outcomes opportunities over the next three years.

Early Childhood Education

The assessment showed that the percentage of youth ready for kindergarten at entry has increased in Flagler County, although it is still lower than that of the state. According to public data, only 41.6% of toddlers in the community are enrolled in preschool, which helps prepare youth for kindergarten and beyond. The Hospital prioritized early childhood education because of the foundation it provides for better health and long-term outcomes for all residents.

Community Engagement on Available Resources and Services

Data in the assessment highlighted how complicated the health care system can be to understand and navigate, even for those who work within the industry. Many stakeholders discussed how disconnected different parts of the health care system are, leading to a lack of care coordination between different providers and a low awareness in the community of what services and resources are available. Word-of-mouth tends to be the best method to share information, especially in priority populations. The Hospital hopes to improve the health of the community, by increasing community engagement and awareness of the resources and services available that improve health and connecting residents to them.
Priorities Not Addressed

Mental Health

There is a growing need in Flagler County to increase the available resources addressing mental health needs. The assessment found the percentage of adults reporting poor mental health is slowly increasing statewide, as well as in Flagler County. Flagler County also lags behind the statewide average for both mental health providers and adult psychiatric beds.

The mental health needs of the community are significant, but the HHNAC did not perceive the ability to impact the issue with existing Hospital resources at this time.

Housing and Income

The need for safe and affordable housing and increased wages in the community is significant. More than one-third of homeowners (about 34%) and over half of renters (about 55%) are paying over 30% of their income towards housing. The median price of homes also increased 18.8% from November 2020 to November 2021. The assessment also found that Black residents are twice as likely to be living below the federal poverty level as their White counterparts, and the poverty rates for those of Other Race and Hispanic are also notably higher than White and Non-Hispanic residents.

The HHNAC did not perceive the ability to have a measurable impact on these issues within the three years allotted for the Community Health Plan with the current resources available to the Hospital at this time.
Next Steps
The Hospital will work with the Collaborative and other community partners to develop a measurable Community Health Plan for 2023-2025 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 monitored 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 prior to May 15, 2023.
The Hospital evaluates the progress made on the implementation strategies from the Community Health Plan annually. The following is a summary of progress made on our most recently adopted plan. The full evaluation is available upon request.

Priority 1: Adult Behavioral Health

In the 2019 CHNA, the Hospital addressed adult behavioral health as a priority. Because substance abuse and mental health can be closely linked, the Hospital also included mental health strategies as a way to address substance use. During the assessment, data showed Flager County had higher rates of alcohol-suspected motor vehicle crashes than the state. It was also found that deaths in Flagler County due to opioid overdoses had increased as had opioid usage among individuals seeking treatment for addiction. Flager County also had the highest rate of suicide in the state of Florida.

Since adopting the plan, the Hospital provided Flagler Cares, a local nonprofit, $25,000 in financial support for a new one-stop service location called the Flagler County Village. The new access point opened in November 2021 and houses staff from 4 organizations providing social, health, educational, financial and behavioral health services. The Hospital has also partnered with Flagler Cares in a pilot project to connect health and behavioral health systems through a referral network. By the end of 2021, fourteen local organizations were participating in the network and more than 889 referrals had been made.

Priority 2: Youth Behavioral Health

Youth behavioral health was also selected as a priority. Because substance abuse and mental health can be closely linked, the Hospital also included mental health strategies as a way to address substance use. During the assessment, data showed there was an increase in the usage of marijuana by Flager County middle and high school students though 2018. While the use of vaporizers/e-cigarettes among Flager County middle and high school students has also increased, the suicide rate in Flagler County among those 12-19 is higher than that of the state. Flager County also has a higher out of school suspension rate among those K-12 than in the rest of the state and it has been increasing since 2014.

As part of the effort to address the priority the Hospital partnered with Flagler County schools and community stakeholders to increase youth access to psychiatric services. To support this, the Hospital established a five-year partnership with the schools and IMPower, a leading non-profit which provides telehealth services. Through this work the Hospital has established a referral pipeline from local schools to provide easily accessible mental health services for students, as well as an annual fund to cover care for those in need for whom cost would be prohibitive.

Priority 3: Cardiovascular Diseases and Diabetes

Cardiovascular diseases and diabetes were also a priority. Flager County was found to have higher death rates for congestive heart failure and stroke than the state during the assessment. The percentage of adults with diabetes was also higher in Flagler County than in the state. More than 70% of Flagler middle and high school students were found to lack vigorous exercise and 47% of the adults in the county were found to be inactive or sufficiently inactive. Exercise and lifestyle choices can play a role in both cardiovascular disease and diabetes.

The Hospital has focused on the impact of education and lifestyle as an avenue to addressing these conditions in the community. In 2021, the Hospital provided screenings, education on healthy eating and chronic disease prevention to more than 240 people. The Hospital has also launched a wellness program designed specifically for children and teens, which empowers them to be healthier through understanding their choices, through which almost 200 youth have been served.

Priority 4: Mothers and Children Under Age 5

The Hospital chose mothers and children under five as a priority. The 2019 assessment showed that in Flagler County births to mothers 15-19 was higher than the state rate. Black women in Flagler County were also found to have higher rates of low birth weight and very low birth weight babies than that of the state. The rate of births to women with no prenatal care has also been rising in the county.

As part of the effort to address the priority, the Hospital partnered with Flagler County schools and community stakeholders to increase youth access to psychiatric services. To support this, the Hospital provided screenings, education on healthy eating and chronic disease prevention to more than 240 people. The Hospital has focused on the impact of education and lifestyle as an avenue to addressing these conditions in the community. In 2021, the Hospital provided screenings, education on healthy eating and chronic disease prevention to more than 240 people. The Hospital has also launched a wellness program designed specifically for children and teens, which empowers them to be healthier through understanding their choices, through which almost 200 youth have been served.

Priority 5: Family Violence

Family violence was chosen as a priority due to increasing rates of abuse and sexual violence against children ages 5-11 in Flagler County, both rates are higher than the state’s. The number of Flagler County infants, children ages 1-5 and children ages 12-17 in foster care has also been increasing since 2012. To address this priority the Hospital has partnered with Family Life Center to provide annual trainings to staff members. Trainings are designed to increase understanding in and the ability of the Hospital’s staff to identify the signs of domestic violence and sexual assault and to provide them with information about local resources available.

Cardiovascular diseases and diabetes were also a priority. Flager County was found to have higher death rates for congestive heart failure and stroke than the state during the assessment. The percentage of adults with diabetes was also higher in Flagler County than in the state. More than 70% of Flagler middle and high school students were found to lack vigorous exercise and 47% of the adults in the county were found to be inactive or sufficiently inactive. Exercise and lifestyle choices can play a role in both cardiovascular disease and diabetes.
2019 Community Health Needs Assessment Comments

We posted a link to the most recently conducted CHNA and most recently adopted implementation strategy on our Hospital website as well as AdventHealth.com prior to May 15, 2020 and have not received any written comments.