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**Memorial Health Systems, Inc.
d/b/a Florida Hospital Memorial
Medical Center
2013 Community Health Needs Assessment**

CEO: Daryl Tol

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Date Submitted: 12-12-13

Executive Summary

The Florida Hospital Memorial Medical Center (FHMMC or the Hospital) Community Health Needs Assessment was conducted through a series of internal and community meetings, primary research, and secondary data. Florida Hospital Memorial Medical Center's internal and community meetings of its Community Health Needs Assessment Committee (CHNAC) were held in conjunction with Florida Hospital Memorial Medical Center Oceanside's assessment meetings. Both campuses share staffing and primary service areas. During both the internal meetings as well as the external community meetings, internal and external data was reviewed and combined with community stakeholder interviews.

The Florida Hospital Volusia/Flagler Region started the health needs assessment process for its four campuses in Volusia County by contracting with One Voice for Volusia to assist in conducting the internal and external community assessment meetings and data compiling and analysis. In addition to conducting stakeholder interviews on behalf of the Florida Hospital Volusia/Flagler Region, One Voice for Volusia also assisted the Daytona Beach-based community hospital, Halifax Health, in facilitating their Community Health Needs Assessment.

The interviews and secondary data collection were conducted by One Voice for Volusia, a community leader in research and community data collection. One Voice for Volusia is a non-profit corporation which mentors other neighboring initiatives and groups and leads the way in studying the process of local funding and planning decisions. Since its inception, One Voice for Volusia has implemented community efforts to establish a shared vision for local health and human services, which will result in long-term positive changes for the community as a whole.

After contracting with One Voice for Volusia, hospital committees were formed to assist with reviewing the data provided by One Voice for Volusia as well as prioritizing community needs based on the provided data.

Two committees drove the Memorial and Oceanside assessments:

- Hospital Health Needs Assessment Committee (HHNAC) – internal
- Community Health Needs Assessment Committee (CHNAC) – external stakeholders with some HHNAC members. The CHNAC included Public Health and community members who represented the needs of the general community as well as the underserved.

A review of the Volusia County Profile and Service Area Profiles (secondary data) was conducted by an internal audience on August 1, 2012 (see *FHMMC County Market Data, FINAL VERSION* and *Priority Data for CHNAC Memorial and Oceanside*). Thirteen (13) health issues that represent a “clustering” of 41 health indicators from the Volusia County Profile for which Volusia County ranked in the 3rd or 4th quartile (worse) compared to the other counties in Florida were presented and included:

1. Chronic Disease: Asthma
2. Cancer
3. Chronic Disease: Cardiovascular Disease

4. Chronic Disease: Chronic Lower Respiratory Disease
5. Chronic Disease: Diabetes
6. Chronic Disease: Chronic Liver Disease and Cirrhosis
7. Health Access
8. Infant and Maternal Health
9. Injury
10. Promote Health and Wellness
11. Risky Sexual Activity
12. Tobacco
13. Youth Alcohol/Drug Use

During the internal assessment process, the following issues were identified as significant community health needs:

Health Issue	Key Indicators
1. Chronic Disease: Cardiovascular Disease	Heart failure age-adjusted death rate
	Screening, adults who have diagnosed high blood cholesterol
	Stroke age-adjusted hospitalization rate
	Stroke age-adjusted death rate
	Adults who have ever had a heart attack, angina, or coronary
2. Chronic Disease: Diabetes	Adults with diagnosed diabetes
	Screening, adults with diabetes who had two A1C tests in the past year
	Diabetes Age-Adjusted Hospitalization Rate
3. Promote Health and Wellness	Influenza and Pneumonia age-adjusted death rate
	Kindergarten children fully immunized
	Adults with good physical health
	Adults who are overweight
	Adults with good mental health
4. Alcohol, Drug and Tobacco Use and Abuse	Adults who are current smokers
	Middle school students smoking cigarettes in the past 30 days
	High school students who used marijuana/ hashish in past 30 days
	High school students who used alcohol in the past 30 days
	Middle school students who used marijuana/ hashish in past 30 days
	Adult Heavy or Binge Drinking
	Illicit Drug Use
5. Access to Care	Children with health insurance
	Adults who had a medical checkup in the past year
	Adults who could not see a doctor due to cost over the past year
	Adults who could not see a dentist at least once in the past year due to cost

A review of the Volusia County Profile and Service Area Profiles was conducted at a separate meeting held on August 29, 2012 attended by community stakeholders, which made up the Community Health Needs Assessment Committee. The meeting was held at Florida Hospital Medical Center’s Medical Office Building classrooms. Fifteen people were in attendance at the meeting including representatives from Florida Hospital, One Voice for Volusia, the United Way of Volusia and Flagler Counties, Volusia County Health Department, the Jesus Clinic, Junior League of Daytona Beach, Stewart Marchman and Haven Recovery. Please see Attachment 1.2 for additional information concerning the members of the Community Health Needs Assessment Committee that represented a broad cross-section of the Hospital’s community, including medically underserved, low-income, and minority populations.

After review of the County data and service area profiles, the community committee identified the same health significant needs of Cardiovascular Disease, Diabetes, Promoting Health and Wellness, and Alcohol, Drug and Tobacco Use and Abuse as needing further exploration for a community improvement plan. Both the internal committee and the community stakeholders came to these identified significant health needs by using the Priority Selection Decision Tree (FHMMC 3.3 Priority Selection (Q12)).

In addition, discussion at the initial Community Health Needs Assessment Committee (CHNAC) meeting led to a recommendation that access to health care be incorporated into all of the priority issues. Access to health care was discussed as part of promoting health and wellness to the community. Further discussion regarding access to healthcare centered on the need to assist the uninsured who have financial issues but who are not eligible for Medicaid, mainly the working poor.

As part of addressing access to healthcare it was discussed that an established connection between Florida Hospital Memorial Medical Center and the Jesus Clinic needed to be revisited. The Jesus Clinic provides free healthcare to the working poor of East Volusia County.

Between October 1- 15, 2012, interviews and surveys were conducted with additional community stakeholders. The following health needs (not ranked) were identified as a result of the key stakeholder interviews and surveys:

- Obesity (poor nutrition and lack of activity)
- Poverty Related Issues (employment, no insurance, underinsured)
- Access to health care and affordable healthcare
- HIV/AIDS
- Substance abuse – drugs (prescription) and alcohol
- Cancer
- Prevention Services and Care
- Mental Health Disorders
- Health and Wellness (in general, education/choices)
- Heart Disease/Stroke

A second internal health needs assessment meeting of the Hospital Health Needs Assessment Committee was held on November 5, 2012. The internal hospital data, an inventory of assets (community and hospitals) and stakeholder interviews/surveys were reviewed. The group reached consensus that the following significant health needs were priority health needs to be incorporated into an implementation plan pending additional input from members of the Community Health Needs Assessment Committee. A review of the prioritized health needs and asset inventory (community and hospitals assets) was also discussed at the second Community Health Needs Assessment Committee meeting on January 18, 2013, which led to additional assets to be considered and to be added to the meeting materials. An explanation of the priority-setting rationale and process used by the Community Health Needs Assessment Committee can be found on page 14 of this document. As a result of this process, the CHNAC and the HHNAC determined the following five health needs as priority needs for this community assessment period.

Priority		Focus
Promote Health and Wellness	Obesity	1. Youth and Efforts to Reach Parents (Let’s Move Volusia’s YOUth Coalition and Early Learning Coalition of Flagler/Volusia) 2. Educational Outreach to All Ages
	Cardiovascular Disease	1. Prevention 2. Access
	Diabetes	1. Access to Education 2. Risk Factor Reduction 3. Management and Access to Management
Supporting Role		Focus
Substance Abuse/Use	Tobacco, Drugs, Alcohol, Prescription Drugs	1. Work with Partners to Map Continuum of Care
Geographic Focus	Health Access	1. FHMMC will work with The Jesus Clinic

. It was agreed that a significant impact on the community's future could be achieved by implementing strategies that involve children and by working with the school system and parks and recreation/leisure services. It was acknowledged that both are likely overwhelmed with requests to incorporate programs/services into their curricula so additional strategies were identified:

Strategy	Strategy discussion items
Convene key representatives to develop a message to the general population	YMCA is trying to play more of a role in community health
	Consider inserting IFAS into the YMCA for nutrition information Support these types of partnerships
	There are national guidelines for disease management
	Group support is needed to maintain health changes
	Affect chronic disease, cardiovascular disease, and diabetes as prevention
	This needs to be a community-wide culture change
Develop incentives to support healthy lifestyle changes	Time, money, and navigation of the "system" is difficult for many
	Accountability, coaching, and monitoring is needed
	Transitional care is important to ensure compliance
	Pay people to go to the doctor instead of the ER
	For the older population – diabetes – health management is key; i.e., nutrition, exercise Cardiovascular disease is not as much management but more of a medical home issue with a community support model
Example: Substance abuse is a chronic disease which has successful treatment through Drug Court which has considerable sanctions to support success. If can't sanction, then offer incentives	
Identify a health pilot school(s) and engage parents	A controllable pilot will be needed to test strategies; i.e. health pilot school Example: Hosseini schools for anti-hunger program
	The whole family has to change, not just the child
Target a specific population (school, community) and design what would link the collaborative together and for how long. Would need outputs (how many people) and outcomes (BMI changes).	Overall the community health is good Pockets of ill health bring down the community average
	Once the target population is identified, then there are multiple evidence-based programs available
	Volusia County is considering offering a healthy lifestyle summer camp
	Use afterschool or extended day programs to target youth Or six week summer camp Great Kids Explorers Club would be an excellent partner Grassroots giving – assists with athletic activity fees

A review of the supporting roles of the hospital (i.e. substances) and community assets led to identification of additional assets to be considered and will be added to the meeting materials. Possible strategies:

Strategy	Strategy discussion items
Combine the priority topic and the supporting role topics and form a wellbeing task force.	SWAT (Students Working Against Tobacco) is good but a small group (access).
	Build one school-age approach, build task force to adopt and put that into a school rather than everyone approaching the schools individually.
	Dr. Oz model – Health Corps staff in schools that provide school
	Crosswalk of evidence-based programs outcomes and Sunshine State Standards.
	Target adults who are collateral damage of substance abuse and chronic disease patients (empower the rest of the support system on how to interact/support the patient and support groups are a needed service – no

	fee for service)
Strategy continued	Strategy discussion items continued
<p>Same strategy as above: Combine the priority topic and the supporting role topics and form a wellbeing task force.</p>	<p>Tobacco cessation – quit lines are used more often than person-to-person groups</p> <ul style="list-style-type: none"> • This has moved from an individual treatment to a community policy <ul style="list-style-type: none"> ○ Obesity will probably move the same way; i.e., walking trails in neighborhoods • Florida Hospital has smoking cessation classes
	<p>Prescription drug abuse is still a huge issue in the community</p> <ul style="list-style-type: none"> • Addiction is more firmly embedded than illicit substances • Relapse rates are very high • If there was initial medical involvement, the outcome is often better • Need to move the discussion to the provider end which is smaller than the whole community

Florida Hospital Memorial Medical Center

Through our Christian mission of hope, health and healing, Florida Hospital Memorial Medical Center strives to promote wellness of the mind, the body and the spirit. We are a recipient of the 2012 Governor's Sterling Award, which is the highest award an organization in Florida can receive for performance excellence.

More than 400 physicians hold privileges to practice at our facilities, we employ more than 1,700 care team members and more than 300 community members volunteer here. Our specialties include cardiology, oncology, emergency care, surgical services, obstetrics, neurosurgery, stroke care, rehabilitation, weight-loss surgery, imaging, laboratory, home health, wound care, diabetes, hospice, physician practices and women's services.

In 2012, Consumer Reports rated us the safest hospital in Florida, and The Leapfrog Group awarded us an A grade for safety.

Florida Hospital Memorial Medical Center is one of 44 hospitals in ten states, which make up the Adventist Health System, making it the largest not-for-profit Protestant health care system in the United States. Florida Hospital Memorial Medical Center is one of 22 campuses serving communities throughout Florida. For more than 100 years, Adventist Health has been committed to those who seek our expert, compassionate, individualized care.

Our Community

Being one of 22 hospitals in the state of Florida and one of five campuses which make up the Volusia/Flagler Region, for the purposes of the community health needs assessment, Florida Hospital Memorial Medical Center chose its geographical community based on its pre-defined Primary Service Area (PSA) and Targeted Service Area (TSA). If a PSA zip code was located in Flagler County, those zip codes were assigned to our Volusia/Flagler sister campus, Florida Hospital Flagler as they are also considered primary zip codes for Florida Hospital Flagler.

The Primary Service Area for Florida Hospital Memorial Medical Center has a total population of 296,352. The median age is 47. 17.4 % of the population is under age 18 and 25% of the population is 65 years or older.

78.5% of the population is white, 12% black, 5.2% Hispanic and 2.1% Asian.

The median household income for the PSA is \$40,355 with 23.4% of the population being uninsured. 15.6 % of the PSA according to the 2010 census are living below the poverty level.

Within the PSA, 87.5% have attained a high school diploma or higher and 21.7% have a bachelor's degree or higher. For additional details on the PSA, see *Priority Data for CHNAC Memorial and Oceanside*.

Stakeholder Input Process

Stakeholders were chosen from three groups: community members who are currently active in other civic and community organizations, community members who regularly attend community sponsored events hosted by Florida Hospital Memorial Medical Center, and community members that subscribe to the *Community Connector* email newsletter (a free service published by One Voice for Volusia).

Subscribers to One Voice for Volusia's *Community Connector* represent underserved populations in the Volusia County area through agencies such as:

A Helping Hand, Inc.

<http://www.ahelpinghandinc.org/>

Avenues 12, Inc.

<http://avenues12recoveryhouse.com/>

Alzheimer's Association

<http://www.alz.org/>

Boys and Girls Clubs of Volusia/Flagler Counties

<http://www.bgcvcf.org/>

Center for Visually Impaired	http://www.cvicentralflorida.org/
Children's Advocacy Center	http://www.childrensadvocacy.org/
Children's Home Society	http://www.chsfl.org/page.aspx?pid=368
Council on Aging	http://www.coavolusia.org/
Department of Children and Families	http://www.myflfamilies.com/
disability Solutions for Independent Living, Inc.	http://www.dsil.org/
Domestic Abuse Council	http://www.domesticabusecouncil.com/
Early Learning Coalition of Flagler/Volusia	http://www.elcfv.org/
Easter Seals of Volusia/Flagler Counties	http://fl- vf.easterseals.com/site/PageServer?pagename=FLVF_homepage
Family Renew Community, Inc.	http://www.familyrenew.org/
Florida Lions Conklin Center for the Blind	http://www.conklincenter.org/
Guardian Ad Litem	http://www.guardianadlitem.org/
Halifax Urban Ministries	http://www.halifaxurbanministries.org/
Haven Recovery Center	http://www.havenrecoverycenter.org/contact_us0.aspx
Healthy Communities	http://www.halifaxhealth.org/locations/healthycommunities.aspx
Healthy Start Coalition of Flagler/Volusia	http://www.healthystartfv.org/
Housing Authority of the City of Daytona Beach	http://www.dbhafl.org/
PACE Center for Girls	http://www.pacecenter.org/
Stewart-Marchman-Act Behavioral Healthcare	http://www.smbehavioral.org/
The Arc Volusia, Inc.	http://www.arcvolusia.org/
UCP/WORC	http://www.ucpworc.org/
United Way of Volusia/Flagler	http://www.unitedway-vfc.org/
Volusia County Health Department	http://www.doh.state.fl.us/chd/volusia/index.html
Volusia County Schools	http://myvolusiaschools.org/Pages/default.aspx
Volusia County Sheriff's Office	http://www.volusiasheriff.org//
Volusia/Flagler Coalition for the Homeless	http://vfcch.org/

Of all the stakeholders, respondents were randomly contacted by phone and were given the option of conducting a survey interview by phone or completing the survey online. The survey was distributed through the *Community Connector* distribution list which is comprised of local businesses and non-profit organizations which seek to improve the lives of the underserved in our community. In addition, a link to take a community health needs survey was placed on the front page of all Volusia/Flagler Florida Hospital websites for access by residents of east Volusia County. Nearly 50 people completed the surveys.

Appendix *FHMMC 2.6 Primary Data Collection - Stakeholder Interview Log*, lists the responses from the phone and online survey. Since One Voice for Volusia conducted surveys for all Volusia/Flagler Florida Hospitals simultaneously, the field titled "What community or group does the Stakeholder represent?" is used to assign the individual survey responses to a Volusia/Flagler campus by the respondents' zip code. This field does not represent an affiliation or employment with Florida Hospital Memorial Medical Center.

A representation of the demographics from the completed surveys includes:

Zip	City	Tot Pop.	Med Age	% Under Age 18	% 65 Years or Older	White	Black	Hispanic/Latino	Median Household Income	Uninsured (% to total population)
32114	Daytona Beach	35,365	33	19.70%	14.30%	39.90%	48.80%	5.30%	\$25,321	43.50%
32117	Holly Hill	25,113	41	21.40%	18.60%	61.90%	28.00%	6.20%	\$30,110	33.20%
32118	Daytona Beach	20,165	54	11.00%	31.20%	88.60%	2.30%	4.30%	\$39,488	25.80%
32119	Daytona Beach	22,528	45	17.80%	24.30%	80.40%	9.60%	4.90%	\$37,315	23.70%
32127	Port Orange	30,582	49	17.30%	24.90%	92.80%	1.40%	3.40%	\$47,592	17.30%
32129	Port Orange	20,934	48	15.50%	27.20%	89.40%	3.00%	3.60%	\$38,281	22.00%
32174	Ormond Beach	45,693	48	18.40%	23.70%	89.20%	3.50%	3.60%	\$47,628	17.40%
32176	Ormond Beach	15,072	56	12.90%	34.80%	92.50%	0.50%	3.70%	\$44,790	19.30%

The full list of survey responses is located in the appendix on page 40.

Community Health Needs Assessment Committee (CHNAC):

The Community Health Needs Assessment Committee was comprised of community leaders with a proven ability to develop systemic solutions based on population health data. They also represented underserved and minority populations. The CHNAC met twice between August 2012 and January 2013.

Members of the Committee included:

- Daryl Tol, CEO of Florida Hospital Memorial Medical Center & Regional CEO of Florida Hospital Volusia/Flagler
- Karen Klemm, Case Management Director, Florida Hospital Memorial Medical Center
- Farzad Nourian, Pastoral Care, Florida Hospital Memorial Medical Center
- Jill Piazza, Regional Director, Health & Performance Florida Hospital Volusia/Flagler
- Dr. Bonnie Sorenson, Director of the Volusia County Health Department
- Dr. Bill Gilmer, the Jesus Clinic, a clinic providing free healthcare to families that earn too much to qualify for Medicaid, but not enough to pay health insurance premiums. Volunteers provided more than \$900,000 in free medical care in 2012. They are funded entirely through donations and volunteers. Patients must meet certain criteria, for treatment such as being employed full or part-time and being below specific income levels.
- Carrie Baird, One Voice for Volusia, a non-profit corporation that mentors other neighboring initiatives and groups and leads the way in studying the process of local funding and planning decisions. One Voice for Volusia coordinates a coalition that connects non-profit, governmental and community-based organizations along with local businesses to promote system and community improvements for the benefit of youth and families in Volusia County.
- Lynn Kennedy, One Voice for Volusia
- Deborah Sabotka, One Voice for Volusia
- Laura Reece, President Elect, Junior League of Daytona Beach, a not for profit that supports community organizations including Easter Seals, Association of Retarded Citizens, Healthy Start, Project W.A.R.M. (Women Assisting Recovering Mothers), Best Foot Forward (event to clothe Title I school children) and Kids in the Kitchen (wellness program).

- Ray Salazar, President of the United Way of Volusia-Flagler Counties. United Way conducts fundraising efforts and leads a number of community-building programs and services for all county residents. Areas of focus include educational programs that help students succeed from birth, promoting financial stability and independence through financial education, homelessness prevention, emergency assistance, and job training programs as well as improving people’s health and wellbeing by supplementing nutritional food, physical fitness programs for all or prescription discount cards.
- Chet Bell, Chief Executive Officer, Stewart Marchman-Act. For over fifty years, Stewart-Marchman-Act Behavioral Healthcare has been advancing recovery for mental illness and addiction in Volusia and Flagler Counties.

See *FHMMC 1.2 CHNAC* for the complete participant roster.

Additional information on CHNA committee member organizations can be found by visiting:

- Volusia County Health Department <http://www.doh.state.fl.us/chd/volusia/index.html>
- Jesus Clinic <http://jesusclinic.com>
- One Voice for Volusia <http://onevoiceforvolusia.org/index.htm>
- Junior League <http://www.jldb.org>
- United Way of Volusia and Flagler Counties <http://www.unitedway-vfc.org/>
- Stewart Marchman Act <http://www.smbehavioral.org>

Public Health

Dr. Bonnie Sorenson, Volusia County Health Department director represented Public Health during the needs assessment process. With over 20 years in public health, Dr. Bonnie J. Sorensen brings years of experience and expertise to Volusia County. She started her public health career in 1990 at the Volusia County Health Department as an HIV/AIDS expert and then advanced to become the Director in 1996. In 2002, she was promoted to work for the Florida Department of Health in Tallahassee where she was responsible for all 67 county health departments. In 2007, she had the opportunity to help launch the new California Department of Public Health in Sacramento under Governor Schwarzenegger's leadership. She returned home in August of 2009 to resume the Directorship of the Volusia County Health Department. Along with her Volusia duties, in September of 2012, Dr. Sorensen was selected as Incident Commander of the TB Cluster Investigation in Duval County. She was also named Interim Director of the Duval County Health Department.

Dr. Sorensen obtained her Bachelors in Science, Doctorate in Medicine and Board Certification in Endocrinology and Metabolism at the University of Illinois. She obtained her Board Certification in Internal Medicine at the University of Florida. After 10 years of private practice in Palm Beach County, Dr. Sorensen attended a year of law school at University of Florida before discovering public health. She also obtained a Master’s in Business Administration from Nova Southeastern University in 2000.

Under Dr. Sorensen’s leadership, the health department launched a number of community-based projects to tackle childhood obesity and nutrition in underserved areas.

She was awarded the Outstanding Woman in Public Health Award in 2004 by the USF College of Public Health.

Data Sources

The following data sources were used in compiling the Community Health Needs Assessment for Florida Hospital Memorial Medical Center:

- American Community Survey (2010)
- Behavioral Risk Factor Surveillance System Data Report (2010, 2007, 2002)
- Florida Agency for Health Care Administration (AHCA) (2012)
- Florida CHARTS (2011)
- Florida Department of Health, Bureau of Epidemiology, Florida BRFSS survey (1986-2010)

- Florida Department of Health, Bureau of Immunization (2012)
- Florida Department of Health, Division of Disease Control (2012)
- Florida Department of Health, Office of Health Statistics and Assessment (Florida CHARTS) (2011)
- Florida Department of Health, Office of Injury Prevention (2011)
- Florida Department of Health, Office of Planning, Evaluation & Data Analysis (2012)
- Florida Department of Health, Office of Vital Statistics (2011)
- Florida Department of Health, School-aged Child and Adolescent Profile (2010)
- Florida Hospital internal data (2010-2012) Florida Office of Insurance Regulation (2012)
- Florida Youth Substance Abuse Survey (2010)
- National Survey on Drug Use and Health (2008)
- Stewart-Marchman-Act Behavioral Healthcare (2012)
- Surveys and interviews (2012)
- The Centers for Disease Control and Prevention, Lead Poisoning Prevention Program (2012)
- The Market Planner Plus (2011)
- U.S. Department of Agriculture - Food Environment Atlas (2012)
- University of Miami (FL) Medical School, Florida Cancer Data System (2012)
- US Census (2010)

Data Collection & Analysis

In compiling and analyzing the data for the Community Health Needs Assessment, One Voice for Volusia conducted phone interviews and online surveys with key stakeholder individuals and groups. In addition, group interviews were conducted to review collected data and gather feedback.

One Voice for Volusia assisted Florida Hospital Memorial Medical Center in compiling all data sources. In addition, One Voice for Volusia facilitated both the internal and external stakeholder meetings including the Community Health Needs Assessment Committee to provide impartial review of all sources and discussion of the data sources.

All discussions during the data review process facilitated by One Voice for Volusia were based on developing a community centered approach to improving health and wellness in the community. All decisions after reviewing data sources were based on consensus. The committees then utilized a decision tree process in determining community health needs priorities.

**FHMMC 3.2 Priority Selection
PRIORITY SELECTION REPORT (PSR)
Part 1: Preliminary Data
Florida Hospital Memorial Medical Center - 2012**

Part A: Preliminary Data – high-level findings

List the top 8-10 health priorities determined by Primary (local) Data collected from local community /multi-hospital health assessments, interviews, surveys, etc.			
1	Obesity (poor nutrition and lack of activity)	6	Poverty Related Issues (employment, no insurance, underinsured)
2	Access to health care and affordable healthcare	7	HIV/AIDS
3	Substance abuse – drugs (prescription) and alcohol	8	Prevention Services and Care
4	Mental Health Disorders	9	Heart Disease/Stroke
5	Health and Wellness (in general, education/choices)	10	Cancer
List the 8-10 health priorities determined by Secondary Data from AHS, Health Department and other publicly available sources.			
1	Chronic Disease: Asthma	7	Health Access
2	Cancer	8	Infant and Maternal Health
3	Chronic Disease: Cardiovascular Disease	9	Injury
4	Chronic Disease: Lower Respiratory Disease	10	Promote Health and Wellness
5	Chronic Disease: Diabetes	11	Risky Sexual Activity
6	Chronic Disease: Chronic Liver Disease & Cirrhosis	12	Youth Alcohol/Drug/Tobacco Use
List the 8-10 health priorities determined by internal Hospital Data			
1	Cardiovascular: Chest Pain	6	Sepsis
2	Cardiovascular: Congestive Heart Failure	7	Gastrointestinal
3	Cardiovascular: Cardiac Arrhythmia	8	Sprains
4	COPD/respiratory disorders	9	Childbirth: Vaginal delivery/C-section
5	Urinary Tract Infection	10	Orthopedic/Joint replacement

Part B: Aggregated Priorities - What aggregated Priorities emerged as a result of the above data?

The Community Health Needs Assessment Committee with assistance from One Voice for Volusia narrowed down the priorities listed above to the following five:

	Condition	Ethnic Group	Age Group	State (or National or County) Variation	Selection Rationale
1	Heart disease/stroke (cardiovascular disease)	Blacks are significantly affected Males more affected than females	Adults 18+	Age-adjusted death rate due to heart failure per 100,000 in Volusia County more than doubles the State rate.	Heart disease/stroke identified as leading health concern County is Higher than State Has a current program that is making strides and could be enhanced (Change Your Life) Disparity data
	High Blood cholesterol (cardiovascular disease)	More males and white population affected	Adults 18+	Percentage of adults with diagnosed high blood cholesterol is getting worse and higher than the State More Volusia adults have had a heart attack, angina or coronary high blood cholesterol than the State percentage.	
2	Diabetes	Racial disparity data by county not available but diabetes prevalence rates among black adults are 1.7 times as likely to have disease as non-Hispanic whites of similar age, on average.	All Adults but Adults 65+ is highest percentage	Percentage of Adults with Diagnosed Diabetes by Age is Higher in Volusia than in State (13.5 vs. 10.4%)	Address disparities as a strategy Identified consistently as area of concern among survey respondents Hospitalization rate due to diabetes is getting worse in Volusia County Percentage of adults with diagnosed diabetes is higher than the State
3	Obesity (promote health and wellness)	All groups but heavy disparities in African Americans	Youth and Adults, all ages	Percentage of Volusia County adults who are overweight are higher than the State, increasing since 2007 Percentage of adults with good physical health in the 18-44 age group dropped from 91% in 2007 to 81.5% in 2010.	Concentrate on youth, especially through efforts like the Let's Move Volusia's YOUth (but also to reach the parents) Connect with the Early Learning Coalition of Flagler/Volusia Counties (making a difference at the earliest possible age and to the parents/families) and thrive by five collaborative.
4	Alcohol, Drug and Tobacco Use and Abuse	Hispanic, Non-Hispanic White (tobacco) Trend among females is increasing (heavy	All ages, starting at middle school age (tobacco)	Higher percentage of adult smokers in Volusia County than the State (23% versus 17%) Adult Alcohol use among Volusia Women increased	Prescription drug abuse is becoming epidemic Prevention efforts, through partnerships, could be incorporated (Stewart-Marchman-Act Behavioral Healthcare and Haven Recovery). Reach out to faith community

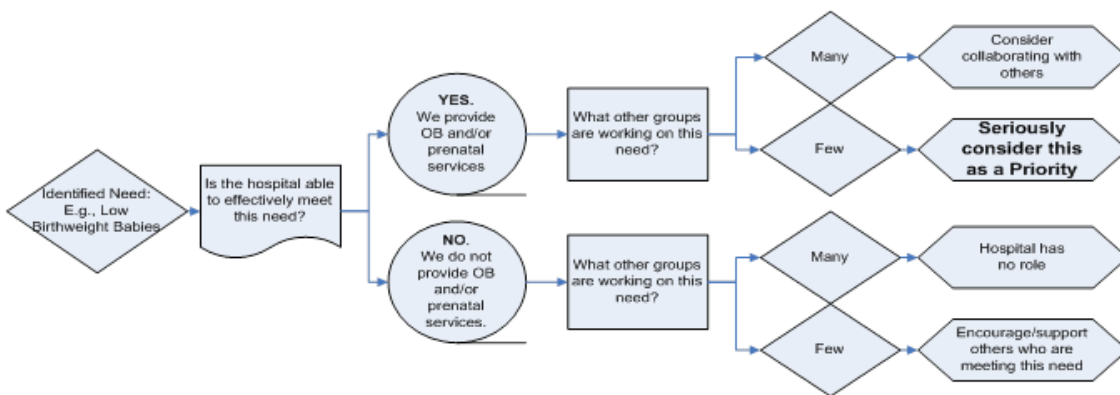
		or binge drinking)		since 2002 Volusia County is in 4 th quartile among high school students for marijuana use over past 30 days	Tobacco prevention/cessation through outreach efforts Integrate behavioral health with physical health
5	Health Access	Uninsured patients not eligible for Medicaid	All ages	21.3% of Volusia County residents are uninsured. 43.5% of residents in zip code 32114, located in the primary service area for FHMMC are uninsured compared to 21.5% in Florida and 16.6% nationwide. 33.2% of Memorial's home zip code (32117) are uninsured, 19.3% in the home zip code for Oceanside are uninsured. 21.3% of Volusia County residents are uninsured.	In 2012, 5.6 % of the inpatients seen by FHMMC were self-pay or uninsured. 11.9% were Medicaid. 21.4% of the ED visits within the market are uninsured. Of the ED visits seen at FHMMC in 2012, 20.4% were uninsured. Existing resources are available such 2-1-1 and the Jesus Clinic, however the population that would utilize these services are not aware of them.

PRIORITY SELECTION REPORT (PSR)

Part 2: Priority Selection Report, Decision Tree, & Template

Part C: Finalizing the CHNA Priorities

The Community Health Needs Assessment Committee used a Decision Tree process to review each Aggregated Priority.



Part D:

Based on the decision tree process, the Community Health Needs Assessment Committee and the Hospital Health Needs Assessment Committee selected to focus on cardiovascular disease, diabetes, promoting health and wellness, substance abuse and health access as priorities for developing community health plans. These areas were selected for inclusion in a community health plan since there are existing programs currently in place within the community or supported by Florida Hospital Memorial Medical Center that can be enhanced or partnered to provide greater access to the underserved within our primary service area.

Priority 1: Cardiovascular Disease

Florida Hospital Memorial Medical Center has a longstanding history in the community as a leader in cardiovascular care. It was determined that FHMMC had solid resources in place to tackle this issue in conjunction with the Volusia/Flagler market-wide *Change Your Life* Program, the incorporation of *CREATION Health*, as well as planned Community Corporate Wellness initiatives and partnerships with local civic and government agencies.

Priority 2: Diabetes

Florida Hospital Memorial Medical Center's Diabetes Center has the resources and staff available to support a community outreach program. Support groups, nutritional classes and educational seminars are currently available as well as an annual World Diabetes Day event. Rolling these existing programs into the *Change Your Life* Program and its community outreach activities to promote health and wellness was a natural fit.

Priority 3: Promote Health and Wellness (Obesity, Health Literacy)

Both the internal and external stakeholders agreed that all of the chronic issues discussed, including cardiovascular disease, diabetes and substance abuse fell under the umbrella category of Health and Wellness. By strategically approaching Health and Wellness through existing Florida Hospital initiatives, particularly *Change Your Life*, *Pink Army* and *CREATION Health* and community programs, such as Let's Move Volusia's YOUth Coalition, Worksite Wellness Council of Volusia County, partnerships with Volusia County Schools, Volusia County Health Department, the Junior League of Daytona Beach, and Healthy Start Coalition of Flagler/Volusia there would be a halo effect to the other key issues.

Priority 4: Substance Use and Abuse (Tobacco, Drugs, Alcohol, Prescription Drugs)

Florida Hospital Memorial Medical Center chose this area of focus because it was outside of its "Comfort Zone" and would act as a supporting role to the area of promoting health and wellness through the development of incentives to support healthy lifestyle changes. The hospital currently provides smoking cessation programs through a grant with Florida Area Health Education Centers (AHEC). The smoking cessation program as well as developing partnerships with existing drug and alcohol programs such as Students Working Against Tobacco and the Volusia County schools system was discussed as potential ways of affecting the issue on both local youths and adults.

Priority 5: Health Access

Access to healthcare was identified by both the external and internal stakeholders as a priority to incorporate into all the priority issues due to our findings that the residents of PSA zip codes including 32114 and 32117 do not have access to primary care and are uninsured. Limited access to health care can lead to chronic issues previously identified including cardiovascular disease, diabetes and obesity. An existing clinic available to the working poor in the area, known as the Jesus Clinic was identified as a potential partner to help bridge the gap to identified geographical areas within the community. The Daytona Beach Cultural Center and public pool were also identified as an ideal geographic location for conducting screenings and health education because of its easy access to residents in zip code 32114.

Asset Inventory

Once the significant health needs were identified, an inventory of existing community wide programs was collected. An inventory of existing Florida Hospital Memorial Medical Center programs, products and support groups was also inventoried and analyzed to see which could stand alone to meet the prioritized significant health needs or which could benefit from the formation of partnerships with existing community programs to meet prioritized needs.

Existing community programs inventoried include Let's Move Volusia's YOUth Coalition, Early Learning Coalition of Flagler/Volusia, Worksite Wellness Council of Volusia County, Community Cafes, and Food Banks. Examples of existing programs hosted by Florida Hospital Memorial Medical Center include *Change Your Life with Florida Hospital*, Farmers and Honey Market on campus, partnership with the City of Ormond Beach Mayor's Fitness Challenge, Community and Corporate Health Fair sponsorships, seminars focused on healthy eating and snacking and the Pink Army.

FHMMC 3.1 Asset Inventory (Q10)
Asset Inventory Template
Florida Hospital Memorial Medical Center
Year: 2012

Area of Focus defined by Primary/Secondary Data	Current Community Programs	Current Hospital Programs	Potential Projects <i>(optional but helpful for guiding the HHNAC and CHNAC)</i>
Chronic Disease: Cardiovascular Disease	<ul style="list-style-type: none"> ✓ EVAC ✓ Various community screenings conducted by area hospitals, pharmacies, etc. ✓ Health Fairs ✓ Paid Screenings (information in the mail) 	<ul style="list-style-type: none"> ✓ Change Your Life Program ✓ Free screenings for PAD and ABI 	<ul style="list-style-type: none"> ✓ Develop a chronic care team approach with a long term vision
Chronic Disease: Diabetes	<ul style="list-style-type: none"> ✓ Prevention Screenings/Health Fairs ✓ Volusia Flagler Family YMCA, Pre-Diabetes Program ✓ Area Hospitals ✓ Healthy Volusia ✓ Volusia County Health Department, Diabetes Program ✓ Volusia County Health Department 	<ul style="list-style-type: none"> ✓ Outpatient education classes ✓ Free support groups ✓ Annual World Diabetes Day Event (5th year), which includes free screenings ✓ Diabetes Educators give educational talks at local events, expos and health fairs 	<ul style="list-style-type: none"> ✓
Promote Health and Wellness	<ul style="list-style-type: none"> ✓ Let's Move Volusia's YOUth Coalition ✓ Early Learning Coalition of Flagler/Volusia ✓ Worksite Wellness Council of Volusia 	<ul style="list-style-type: none"> ✓ Farmers and Honey Market on Campus – open to public ✓ Partner with Ormond Beach Mayor's Fitness 	<ul style="list-style-type: none"> ✓ Youth Obesity Programs or a Comprehensive Program to Address Physical Activities and Nutrition (connect/build Let's Move Volusia's YOUth Coalition) ✓ Partner with agencies like the Early Learning Coalition to reach children at

	<ul style="list-style-type: none"> County ✓ Community Cafes (parents) ✓ Food Banks ✓ Volusia County Schools ✓ After School Youth Programs ✓ Council on Aging (reach to impact senior population) ✓ Suicide Prevention Efforts ✓ Meals on Wheels ✓ Halifax Urban Ministries ✓ Area Associations (Diabetes Association, Lung Association) ✓ Community Support Groups ✓ Mental Health Association for East Central Florida ✓ thrive by five collaborative ✓ Volusia Flagler Family YMCA ✓ Volusia County Health Department ✓ Infant Mental Health Chapter ✓ Healthy Start Coalition of Flagler/Volusia ✓ Behavioral Health Consortium ✓ Head Start ✓ The Chiles Academy ✓ Prevention on the Move (Stewart-Marchman-Act) ✓ JLDB & Great Kids Explorers Club – healthy food baskets over the holidays ✓ 2-1-1 ✓ For profit health-related businesses (Health insurance plans, Weight loss clinics, Gyms & 	<ul style="list-style-type: none"> Challenge ✓ Community and Corporate Health Fair sponsorships ✓ Seminars focused on healthy eating and snacking ✓ Pink Army – encourage screening or attendance at health themed events ✓ CYL health themed events 	<p>a younger age (re: nutrition and physical activity)</p> <ul style="list-style-type: none"> ✓ Address Health Literacy for Seniors ✓ Incorporate a physical training to screen for depression ✓ Efforts to reach parents ✓ The work of the Daytona Beach Visioning Team should also be explored regarding their Volunteers In Medicine efforts. ✓ It was agreed that a large impact on the community's future could be achieved by implementing strategies that involve children. Working with the school system and leisure services would have a far reaching impact; however, both are overwhelmed with requests to incorporate programs/services into their curricula. The ideas below were shared during the discussion. ✓ Promoting Health and Wellness ideas (Overall): <ul style="list-style-type: none"> - Physicians need places for referrals for comprehensive services for youth and adolescence - Mental health is connected to physical health; i.e., self-esteem, substance use/abuse - Prevention might be the first year - Treatment might be after year one - needs physicians engaged ✓ Target a specific population (school, community) and design what would link the collaborative together and for how long. Would need outputs (how many people) and outcomes (BMI changes). ✓ Convene key representatives to develop a message to the general population ✓ Develop incentives to support healthy lifestyle changes ✓ Identify a health pilot school(s) and engage parents
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	<ul style="list-style-type: none"> health clubs) ✓ Hospitals ✓ Nursing schools ✓ County/city parks ✓ University of Florida Extension Service, IFAS (Institute of Food and Agricultural Science) ✓ Florida Bicycling Association ✓ Running clubs ✓ USTA (United States Tennis Association) ✓ 		
Alcohol, Drug and Tobacco Use and Abuse	<ul style="list-style-type: none"> ✓ Substance Abuse Task Force (multi-agency collaborative) ✓ Stewart-Marchman-Act Behavioral Healthcare/Vince Carter Sanctuary/Project WARM ✓ Haven Recovery Center ✓ MADD ✓ Halifax Behavioral Services ✓ Tobacco Prevention Program/Task Force/Volusia County Health Department ✓ One Voice for Volusia (anti-drug coalition) ✓ Community Support groups like Al-Anon ✓ East Central Florida Keep Kids Drug Free Regional Prevention Center (Stewart-Marchman-Act) ✓ Behavioral Health Consortium ✓ 2-1-1 ✓ The House Next Door ✓ NOPE (Narcotics Overdose Prevention & Education) ✓ NCPRS (National Center for Prevention and Research) 	<ul style="list-style-type: none"> ✓ Quit Smoking Now – Smoking Cessation program. Meets regularly at FHMMC and as needed with Community and Corporate Groups. ✓ Support of Project Warm – provide meals to meetings on a monthly basis ✓ Free hospital hosted events and health fair participation including lung health screening (pulse oximetry and carbon monoxide) 	<ul style="list-style-type: none"> ✓ Evaluation of opiate detox protocol ✓ Work with partners to integrate behavioral health with physical health ✓ Identify links between physicians and attorneys ✓ Efforts to reach parents ✓ Combine the priority topic and the supporting role topics and form a wellbeing task force (see meeting notes). ✓ Same strategy as above: Combine the priority topic and the supporting role topics and form a wellbeing task force.
Health Access	<ul style="list-style-type: none"> ✓ The Jesus Clinic 	<ul style="list-style-type: none"> ✓ Flu Shot Clinics 	<ul style="list-style-type: none"> ✓

<p>Geographic Focus</p>	<ul style="list-style-type: none"> ✓ PACE-EH ✓ Walk-in Clinics 	<p>performed at Homeless Shelters</p> <ul style="list-style-type: none"> ✓ Provide food to homeless shelter on a monthly basis (as well as basic clinical care, including wound monitoring) ✓ Annual Canned Food Drive ✓ Mission Trip- 2012 local emphasis v. overseas. 	
<p>Health Access Should Be Addressed Across All Areas of Focus</p>	<ul style="list-style-type: none"> ✓ Access Center (I & R) ✓ 2-1-1/First Call for Help (United Way) ✓ Federally Qualified Health Centers ✓ Area Pharmacies ✓ Volusia County Health Department ✓ Healthy Start Coalition of Flagler/Volusia ✓ Behavioral Health Consortium ✓ Walk-in Clinics 	<ul style="list-style-type: none"> ✓ Hospital employee participation with groups such as Health Dept., Healthy Start, Am Cancer Society, American Heart Assn. to examine system challenges from all angles 	<ul style="list-style-type: none"> ✓ Map the healthcare system

Data Summary

Of the 41 health indicators from the Volusia County Profile for which Volusia County ranked in the 3rd or 4th quartile (worse) compared to the other counties in Florida, the top ten health needs identified included:

1. Chronic Disease: Asthma
2. Cancer
3. Chronic Disease: Cardiovascular Disease
4. Chronic Disease: Chronic Lower Respiratory Disease
5. Chronic Disease: Diabetes
6. Chronic Disease: Chronic Liver Disease and Cirrhosis
7. Health Access
8. Infant and Maternal Health
9. Injury
10. Promote Health and Wellness

The data sources used in compiling the information included:

- American Community Survey (2010)
- Behavioral Risk Factor Surveillance System Data Report (2010, 2007, 2002)
- Florida Agency for Health Care Administration (AHCA) (2012)
- Florida CHARTS (2011)
- Florida Department of Health, Bureau of Epidemiology, Florida BRFSS survey (1986-2010)
- Florida Department of Health, Bureau of Immunization (2012)
- Florida Department of Health, Division of Disease Control (2012)
- Florida Department of Health, Office of Health Statistics and Assessment (Florida CHARTS) (2011)
- Florida Department of Health, Office of Injury Prevention (2011)
- Florida Department of Health, Office of Planning, Evaluation & Data Analysis (2012)
- Florida Department of Health, Office of Vital Statistics (2011)
- Florida Department of Health, School-aged Child and Adolescent Profile (2010)
- Florida Office of Insurance Regulation (2012)
- Florida Youth Substance Abuse Survey (2010)
- National Survey on Drug Use and Health (2008)
- Stewart-Marchman-Act Behavioral Healthcare (2012)
- Surveys and interviews (2012)
- The Centers for Disease Control and Prevention, Lead Poisoning Prevention Program (2012)
- The Market Planner Plus (2011)
- U.S. Department of Agriculture - Food Environment Atlas (2012)
- University of Miami (FL) Medical School, Florida Cancer Data System (2012)US Census (2010)

For additional information on the Volusia County Profile used in ranking the top ten issues, see *FHMMC County Market Data, FINAL VERSION*.

Priority Selection

Both the Community Health Needs Assessment Committee and the Hospital Health Needs Assessment Committee determined through a decision tree process that cardiovascular disease, promoting health and wellness, diabetes, access to care, as well as alcohol, drug and tobacco use and abuse were the top health needs priorities for Florida Hospital Memorial Medical Center over the other issues identified in the Volusia County Profile for discussion, further prioritization and possible solutions and implementation.

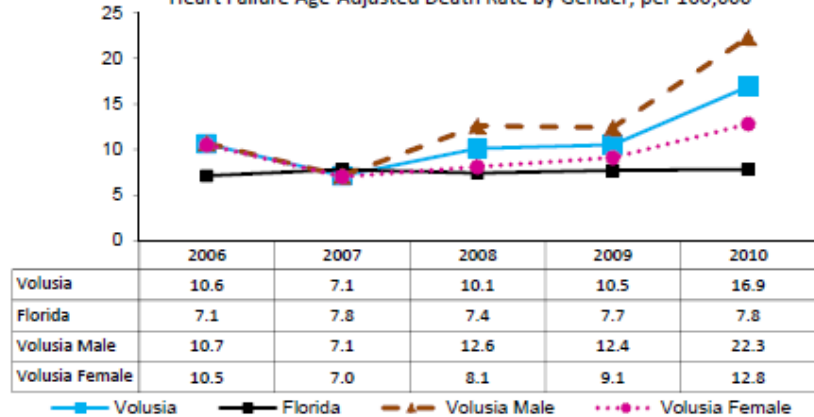
Of the top 10 issues listed in the primary and secondary data, Florida Hospital Memorial Medical Center chose not to concentrate its efforts on the issue of Mental Health Disorders, due to a lack of sufficient internal resources at this time to fully support a program. It was determined through our meetings with representatives from external stakeholders that by supporting programs tackling the issue of alcohol and drug abuse that there would also be an indirect effect on mental health issues in the primary service area.

For the issue of “Chronic Disease: Asthma”, it was also determined that it was outside the scope of existing hospital programs but potentially could be addressed as part of a health and wellness initiative.

Cardiovascular Disease: Cardiovascular disease was selected as a priority for FHMMC due to Heart disease/stroke being identified as a leading health concern; the County rate of incidence being higher than the state level. Chest pain is one of the top 10 presenting symptoms to the Emergency Departments at both Florida Hospital Memorial Medical Center as well as Florida Hospital Memorial Medical Center Oceanside. Cardiovascular disease was also chosen as a priority due to the existing programs and resources in place which are making strides toward improving cardiovascular health which could be enhanced (Change Your Life) to fulfill this need within the community through educational efforts and access screenings. Discussion also included what a “Care Team Approach” could look like.

Cardiovascular diseases, including heart disease and stroke, account for more than one-third (34.3%) of all U.S. deaths. Nationally, coronary heart disease makes up the majority of heart disease deaths. For 2010, the CDC has estimated that the cost of cardiovascular diseases, including health care expenditures and lost productivity from deaths and disability have exceeded more than \$503 billion dollars.

Heart Failure Age-Adjusted Death Rate by Gender, per 100,000

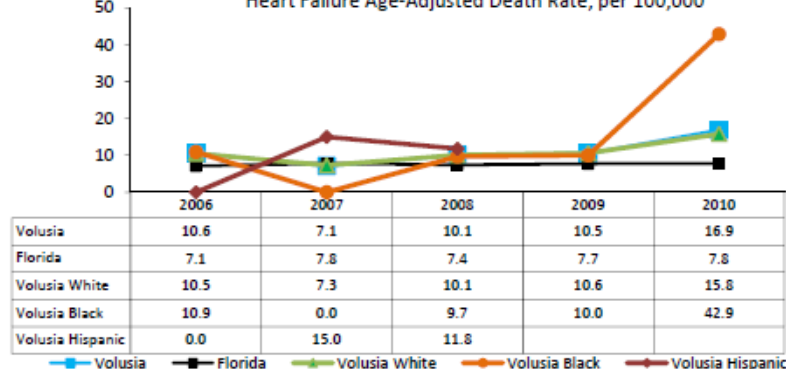


Source: Florida CHARTS

Heart failure is when the heart can't keep up with its workload. Signs of heart failure:

- Shortness of breath (also called dyspnea)
- Persistent coughing or wheezing
- Buildup of excess fluid in body tissues (edema)
- Tiredness, fatigue
- Lack of appetite, nausea
- Confusion, impaired thinking
- Increased heart rate

Heart Failure Age-Adjusted Death Rate, per 100,000



The age-adjusted death rate due to heart failure, per 100,000 in Volusia County more than doubles the state rate.

Blacks are significantly affected (42.9). Volusia males are affected more than females.

Volusia Congestive Heart Failure Hospitalizations					
	2006	2007	2008	2009	2010
Number of hospitalizations	2,125	1,813	1,232	1,098	1,046
Age-adjusted Rate per 100,000	267.9	224.4	149.4	132.6	126.0
<i>Source: Florida CHARTS</i>					

Volusia Coronary Artery Disease Hospitalizations					
	2006	2007	2008	2009	2010
Number of hospitalizations	4,111	3,780	3,129	2,768	2,655
Age-adjusted Rate per 100,000	562.3	510.3	417.4	369.1	350.4
<i>Source: Florida CHARTS</i>					

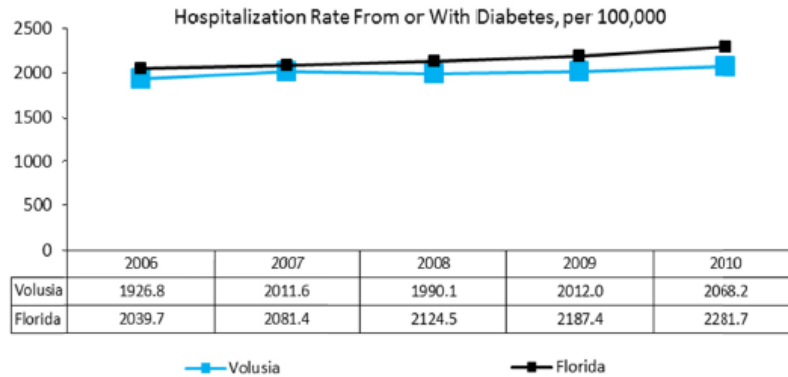
Percentage of Adults with Diagnosed Hypertension			
	2002	2007	2010
Volusia	28.6	30.1	34.6
Florida	27.7	28.2	34.3
Volusia White	28.0	31.3	36.9
Volusia Black	Not available	Not available	27.8
Volusia Hispanic	Not available	17.8	17.3
Volusia Male	29.0	30.0	37.2
Volusia Female	28.2	30.1	32.3
<i>Source: Behavioral Risk Factor Surveillance System Data Report</i>			

Diabetes: Diabetes was identified consistently as an area of concern among survey respondents. Hospitalization rate due to diabetes is also getting worse in Volusia County with the percentage of adults diagnosed with diabetes being higher than the State (13.5 vs. 10.4%).

Diabetes is a disease in which blood glucose levels are above normal. Diabetes is the sixth leading cause of death in the United States. Diabetes can cause serious complications:

- Heart Disease
- Blindness
- Kidney failure
- Lower-extremity amputations

Diabetes affects an estimated 23.6 million people in the United States and is the 7th leading cause of death. It lowers life expectancy by up to 15 years and increase the risk of heart disease by 2 to 4 times. In addition, the estimated total financial cost of diabetes in the United States in 2007 was \$174 billion, which includes the costs of medical care, disability, and premature death.



In Florida, diabetes prevalence is at an all-time high. Florida ranks 15th among the states with the highest death rate from diabetes. Compared with Whites, Blacks have higher diabetes death rates, higher rates of hospital discharges with diabetes as the primary diagnosis, and higher non-traumatic lower extremity amputation rates (*Florida State Health Status Report, December 2011*).

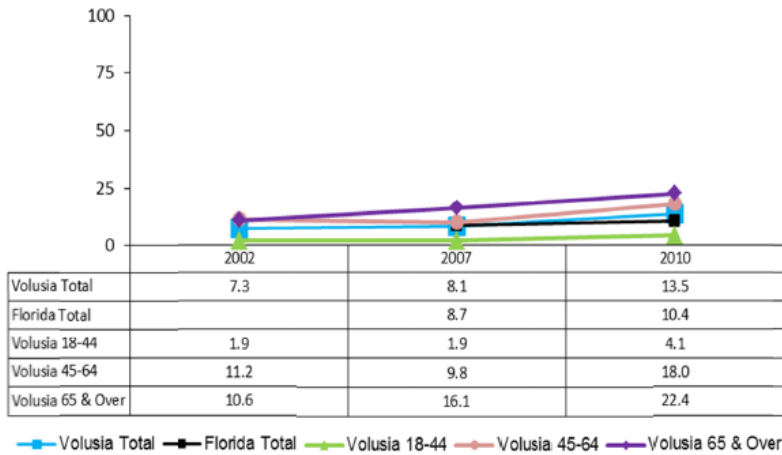
The A1C test is a common blood test used to diagnose Type 1 and Type 2 diabetes and then to gauge how well you’re managing your diabetes. The A1C test result reflects your average blood sugar level for the past two to three months. The higher your A1C level, the poorer your blood sugar control. And if you have previously diagnosed diabetes, the higher the A1C level, the higher your risk of diabetes complications.

Percentage of Adults with Diabetes Who Had Two A1C Tests in the Past Year		
	2007	2010
Volusia	81.0	72.2
Florida	71.2	75.6
Volusia White	77.0	71.3
Volusia Black	Not available	Not available
Volusia Hispanic	Not available	Not available
Volusia Male	Not available	76.0
Volusia Female	Not available	67.6

Types of diabetes:

- Type 2 diabetes results from a combination of resistance to the action of insulin and insufficient insulin production.
- Type 1 diabetes results when the body loses its ability to produce insulin.
- Gestational diabetes is a common complication of pregnancy. It can lead to perinatal complications in mother and child and substantially increases the likelihood of cesarean section. Also a risk factor for subsequent development of Type 2 diabetes after pregnancy.

Percentage of Adults with Diagnosed Diabetes by Age



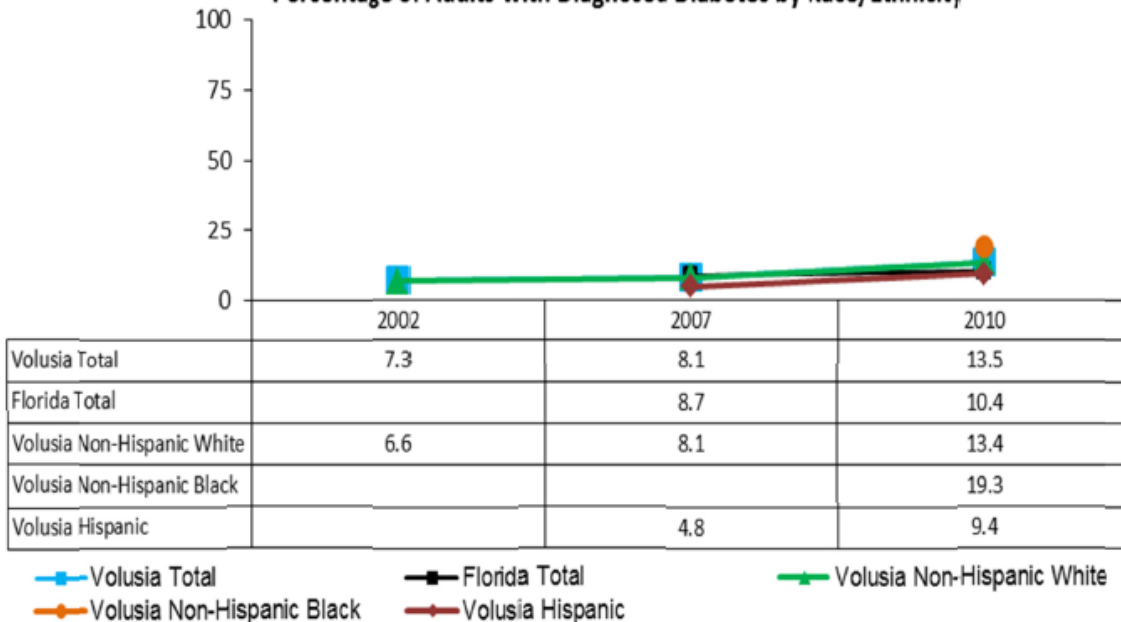
Source: Florida CHARTS

People from minority populations are more frequently affected by Type 2 diabetes. Minority groups constitute 25% of all adult patients with diabetes in the United States and represent the majority of children and adolescents with type 2 diabetes.

African Americans, Hispanic/Latino Americans, American Indians, and some Asian Americans and Native Hawaiian and other Pacific Islanders are at particularly high risk for the development of Type 2 diabetes.

Diabetes prevalence rates among American Indians are 2 to 5 times those of whites. On average, African American adults are 1.7 times as likely and Mexican Americans and Puerto Ricans are twice as likely to have the disease as non-Hispanic whites of similar age.

Percentage of Adults with Diagnosed Diabetes by Race/Ethnicity



Source: Florida CHARTS

A significant proportion of mortality and morbidity related diabetes could be prevented by addressing:

- Exercise
- Weight control
- Smoking prevention and cessation
- Hypertension
- Glycemic control
- Elimination of barriers to preventative care and treatment

In Volusia County, the hospitalization rate due to diabetes is getting worse and the percentage of adults with diagnosed diabetes is higher than the State with the highest percentage representing non-Hispanic Blacks.

Promote Health and Wellness: The percentage of Volusia County adults who are overweight is higher than the State, increasing since 2007. In Volusia County, the percentage of adults with good physical health in the 18-44 age group dropped from 91% in 2007 to 81.5% in 2010. Committee members unanimously agreed that concentrating on youth, especially through efforts like the Let’s Move Volusia’s YOUth (but also reaching out to the parents of school age children) and connecting with the Early Learning Coalition of Flagler/Volusia Counties will make a difference at the earliest possible age. A secondary audience included the health literacy among seniors as a possible strategy.

Preventing disease before it starts is critical to helping people live longer. Many of the strongest indicators of a healthy community fall outside of the health care setting. In Volusia County, the below indicators fall in the third or fourth quartile in the State:

- Influenza and pneumonia age-adjusted death rate (steady)
- Kindergarten children fully immunized (steady)
- Adults with good physical health (no trend; little information)
- Adults who are overweight (getting worse)
- Adults with good mental health (no trend; little information)

2010 Health Status and Quality of Life for Volusia Adults (Percentages)			
	Good to excellent overall health	"very satisfied" or "satisfied" with their lives	Always or usually receive social/emotional support needed
Volusia Total	78.3	89.3	77.8
Florida Total	82.9	93.1	79.5
Volusia Non-Hispanic White	79.6	90.8	81.3
Volusia Non-Hispanic Black	72.7	79.9	65.0
Volusia Hispanic	79.4	90.0	64.7
Volusia Male	77.1	87.1	71.2
Volusia Female	79.4	91.4	83.8

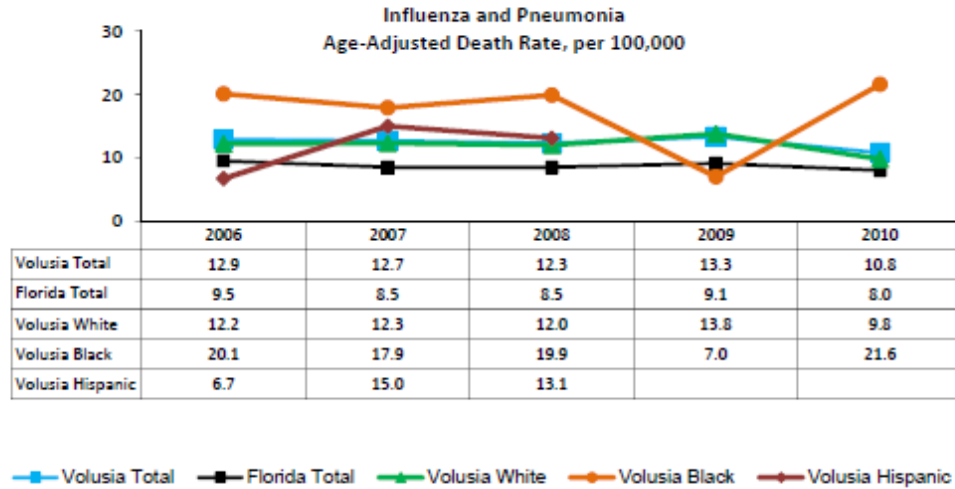
Source: Behavioral Risk Factor Surveillance System (BRFSS)

2010 Health Status and Quality of Life for Volusia Adults (Number of Days in the Past 30 Days)			
	Poor mental or physical health interfered with activities of daily living	Unhealthy physical days	Unhealthy mental days
Volusia Total	5.8	5.4	4.5
Florida Total	5.2	4.1	3.8
Volusia Non-Hispanic White	6.0	5.3	4.3
Volusia Non-Hispanic Black	5.8	6.0	6.5
Volusia Hispanic	4.4	3.7	3.5
Volusia Male	5.6	5.2	4.5
Volusia Female	5.9	5.6	4.5

Source: Behavioral Risk Factor Surveillance System (BRFSS)

Influenza and Pneumonia:

The flu is a contagious infection of the nose, throat, and lungs caused by the influenza virus. Pneumonia is an infection of the lungs.



Source: Florida CHARTS

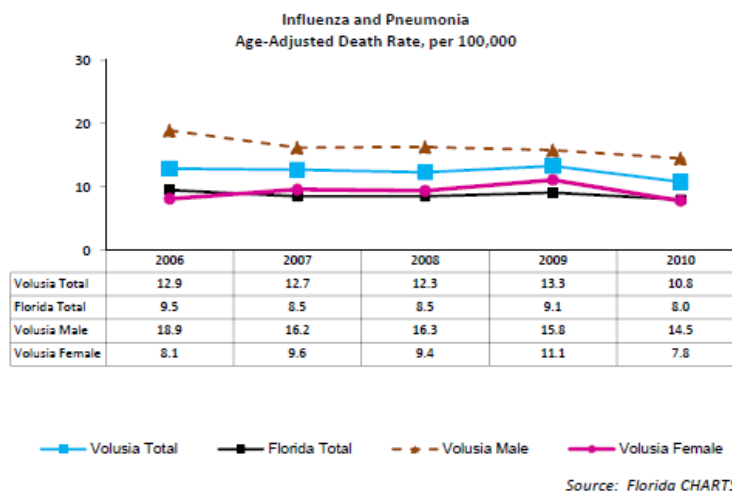
Influenza (*the flu*)

- can cause mild to severe illness
- at times can lead to death
- *some* older and younger people and people with certain health conditions, are at high risk for serious flu complications
- best way to prevent: get vaccinated

Pneumonia

- usually caused by bacteria or viruses
- causes more deaths than any other infectious disease
- often prevented with vaccines
- usually treated with antibiotics or antiviral drugs

Together influenza and pneumonia constitute the sixth leading cause of death in the United States. The two diseases are reported together, as pneumonia is frequently a complication of influenza. Influenza is a contagious disease caused by a virus. Pneumonia is an infection of the lungs. The number of influenza deaths can fluctuate considerably from one year to the next and can become more virulent as the viruses constantly mutate year after year. Influenza and pneumonia mortality information is used by local governments and organizations to identify areas in need and designate available resources.



Source: Florida CHARTS

Kindergarten Children Fully Immunized

Immunizations protect children from contracting and spreading communicable disease such as measles, mumps, and whooping cough. These diseases can result in extended school absences, hospitalizations, and death. Childhood illnesses also have a significant financial impact on parents including costly medical bills and loss of work time.

Immunization is one of public health’s leading health indicators and a primary defense against some of the most deadly and debilitating diseases known. It is particularly important to vaccinate small children to prevent them from contracting serious diseases that can be prevented by immunizations.

Healthy People 2010 Goal: Through mandatory immunization requirements for school-age children, Florida is able to improve immunization coverage and is available to assist in reducing the threat of vaccine-preventable diseases to our children’s lives. The Florida Department of Health’s Bureau of Immunization conducts an annual immunization survey of Kindergarteners attending public and private schools in Florida.

In Volusia County the percentage of Kindergarten children fully immunized is steady and higher than the State. However, when calculated by a three-year rolling average (note: above is a single year percentage), considering how well the counties fare respectively, Volusia County falls in the fourth quartile.

Adults who are Overweight

The percentage of overweight and obese adults is an indicator of the overall health and lifestyle of a community. Losing weight and maintaining a healthy weight helps prevent and control these diseases.

Being overweight or obese carries significant economic costs due to increased healthcare spending and lost earnings. The percentage of Volusia County adults who are overweight is higher than the State, increasing since 2007. Non-Hispanic whites are heavier than other race and ethnicities and the percentage of overweight males is greater than females.

Percentage of Adults Who Are Overweight by Race, Ethnicity and Gender			
	2002	2007	2010
Volusia Total	36.8	37.6	38.9
Florida Total	35.1	38.0	37.8
Volusia Non-Hispanic White	35.2	38.9	40.0
Volusia Non-Hispanic Black	Not available	Not available	36.2
Volusia Hispanic	Not available	20.7	29.0
Volusia Male	48.9	47.7	41.9
Volusia Female	25.3	28.2	36.0

Source: Behavioral Risk Factor Surveillance System (BRFSS)

Obesity Increases Risk of:

- Heart disease
- Type 2 diabetes
- Cancer
- Hypertension
- Stroke
- Liver
- Gallbladder disease
- Respiratory problems
- Osteoarthritis

Percentage of Adults with Good Physical Health by Age		
	2007	2010
Volusia Total	86.9	81.8
Florida Total	88.8	87.4
Volusia 18-44	91.0	81.5
Volusia 45-64	81.5	82.1
Volusia 65 & over	87.1	81.3

Source: Behavioral Risk Factor Surveillance System (BRFSS)

Adults with Good Physical Health

According to the Center for Disease Control and Prevention, physical activity:

- helps control weight, increases chances of living longer
- reduces risk of cardiovascular disease
- reduces risk of type 2 diabetes and metabolic syndrome
- reduces risk of some cancers
- strengthens bones and muscles
- improves mental health and mood
- improves ability to do daily activities and prevent falls

In Volusia County, the percentage of adults with good physical health by age and by race, ethnicity and gender is not as high as the State reports. The percentage of adults with good physical health in the 18-44 age group dropped significantly from 2007 to 2010 (from 91% to 81.5%).

Alcohol, Drug and Tobacco Use and Abuse:

Tobacco is the agent most responsible for avoidable illness and death in America today. Tobacco use brings premature death to almost half a million Americans each year, and it contributes to profound disability and pain in many others, Approximately one-third of all tobacco users in this country will die prematurely because of their dependence on tobacco. Areas with a high smoking prevalence will also have a greater exposure to secondhand smoke for non-smokers, which can cause or exacerbate a wide range of adverse health effects, including cancer, respiratory infections, and asthma (*Northeast Florida Counts*).

Respiratory issues (Bronchitis) are one of the top 10 presenting systems to the Emergency Departments at both Florida Hospital Memorial Medical Center and Florida Hospital Memorial Medical Center Oceanside.

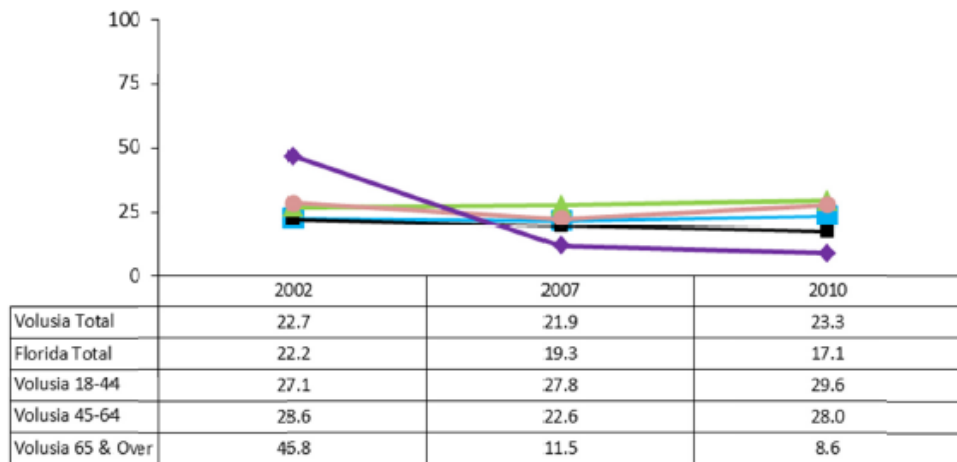
Healthy People 2020 national health target: to reduce the proportion of adults aged 18 years and older who smoke cigarettes to 12%.

17% of Florida adults are current smokers. This is defined as those who have smoked 100+ cigarettes in their lifetime and who are still smokers. Volusia County adults surpass this percentage by 23%. Non-Hispanic Blacks (24%) and ages 18-44 (29.6%) have the highest rates.

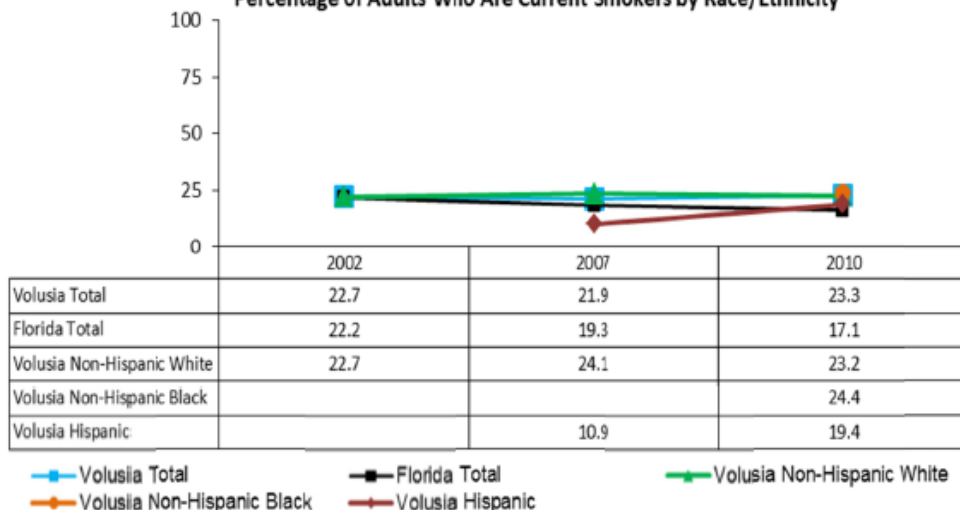
	2007	2010
Volusia Total	86.9	81.8
Florida Total	88.8	87.4
Volusia Non-Hispanic White	86.4	82.4
Volusia Non-Hispanic Black	Not available	79.1
Volusia Hispanic	92.6	85.9
Volusia Male	87.9	82.8
Volusia Female	85.9	80.8

Source: Behavioral Risk Factor Surveillance System (BRFSS)

Percentage of Adults Who Are Current Smokers by Age

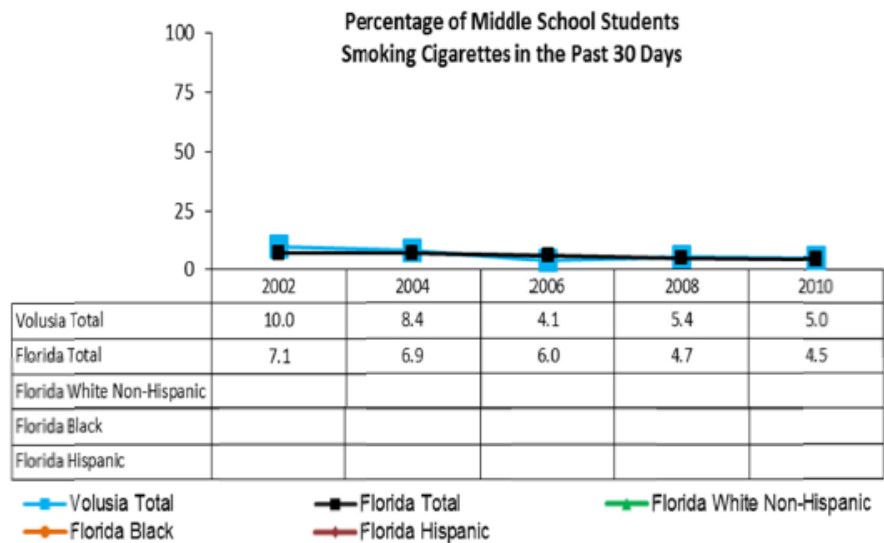


Percentage of Adults Who Are Current Smokers by Race/Ethnicity



Tobacco use is the single most preventable cause of death and disease in the United States. Each year, approximately 443,000 Americans die from tobacco-related illness. For every person who dies from tobacco use, 20 more people suffer with at least 1 serious tobacco related illness. Tobacco use costs the US \$193 billion annually in direct medical expenses and lost productivity.

In 2010, 5% of middle school students smoked one or more cigarettes during the past 30 days. While our trend is getting better, Volusia County is higher than the State percentage. Disparity data not available.



Source: 2010 Florida Youth Substance Abuse Survey

Alcohol use by persons under age 21 years is a major public health problem. Alcohol is the most commonly used and abused drug among youth in the United States, more than tobacco and illicit drugs.

Drinking under age 21 is illegal, but:

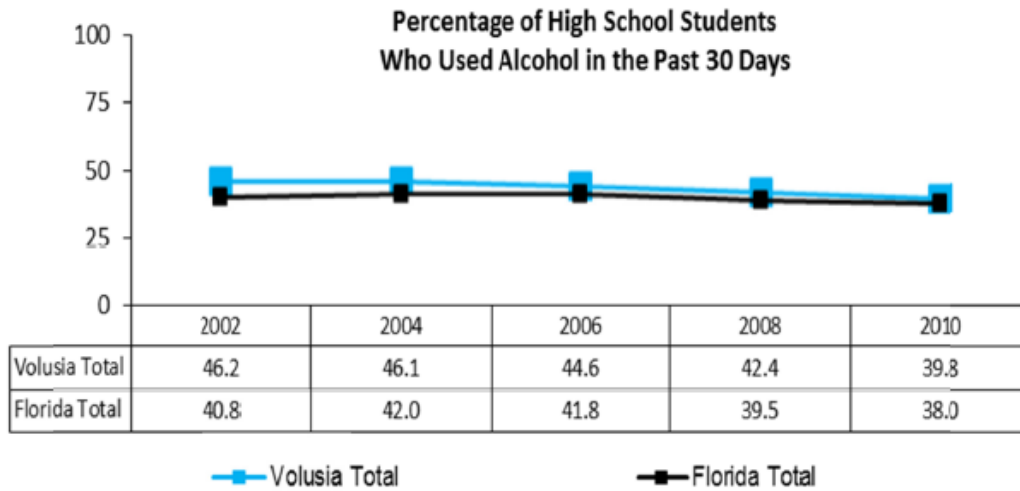
- people aged 12 to 20 years drink 11% of all alcohol consumed in the United States
- more than 90% of this alcohol is consumed in the form of binge drinks
- on average, underage drinkers consume more drinks per drinking occasion than adult drinkers
- in 2008, there were approximately 180,000 emergency room visits by persons under age 21 for injuries and other conditions linked to alcohol
- youth who start drinking before age 15 years are five times more likely to develop alcohol dependence or abuse late in life than those who begin drinking at or after age 21 years.

	2002	2007	2010
Volusia	44.8	50.9	61.3
Florida	55.3	53.2	30.1
Volusia White	44.1	53.7	56.9
Volusia Black	Not available	Not available	Not available
Volusia Hispanic	Not available	Not available	Not available
Volusia Male	42.9	51.2	61.7
Volusia Female	46.6	50.6	60.9

Source: Behavioral Risk Factor Surveillance System Data Report

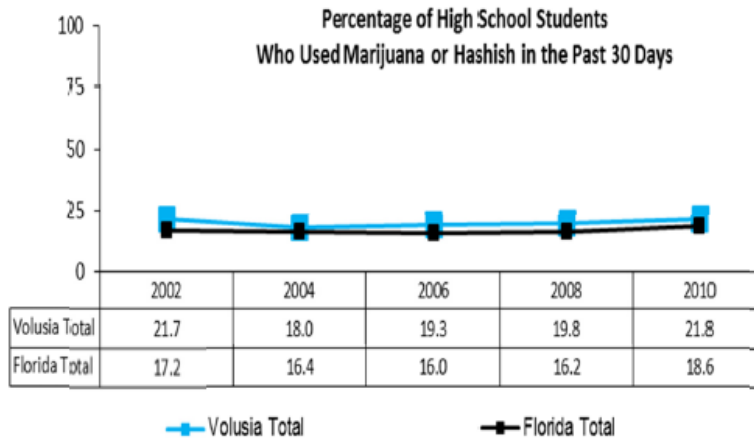
The Florida Youth Substance Abuse Survey (FYSAS) is administered bi-annually to randomly selected middle and high school students. Used to capture behavior, it is the only valid source of youth behavior. These indicators measure the percent of self-reported use of alcohol by high school students, the self-reported use of marijuana or hashish by high school students and middle school students (respectively) in the past 30 days.

Volusia County high school students are self-reporting a greater level of alcohol consumption in the last 30 days than the state. Disparity data is not available by county, but by the state.

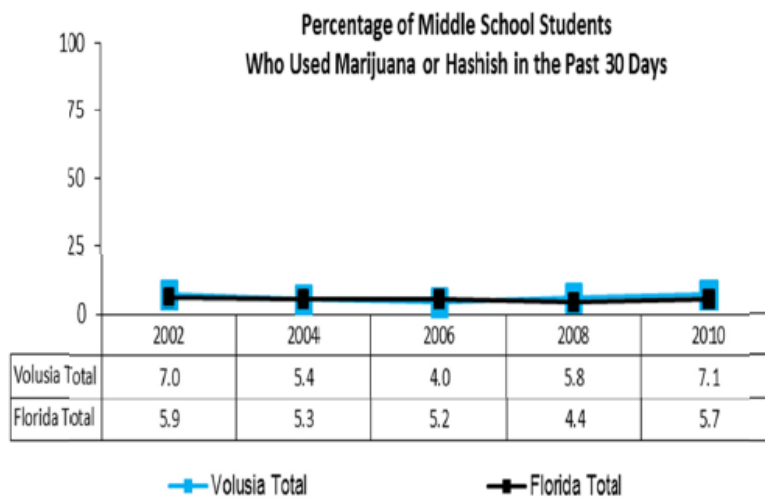


Source: Florida Youth Substance Abuse Survey

Marijuana use among youth is increasing and Volusia County youth self-reported a greater use than the state. Volusia County is in the fourth quartile among high school students.



Source: Florida Youth Substance Abuse Survey



Source: Florida Youth Substance Abuse Survey

Volusia County Past 30-Day Trend in Alcohol, Cigarettes and Marijuana or Hashish

	2002			2004			2006		
	Middle School	High School	Total	Middle School	High School	Total	Middle School	High School	Total
Alcohol	21.5	46.2	35.2	21.8	46.1	35.5	20.0	44.6	34.4
Binge Drinking	11.2	27.7	20.5	9.9	24.1	17.9	8.1	24.1	17.6
Cigarettes	10.0	18.7	14.9	8.4	17.4	13.4	4.1	13.9	9.8
Marijuana or Hashish	7.0	21.7	15.4	5.4	18.0	12.5	4.0	19.3	13.0
Inhalants	5.4	2.2	3.7	4.9	3.7	4.2	5.0	3.5	4.1

Source: Florida Youth Substance Abuse, 2010

	2008			2010		
	Middle School	High School	Total	Middle School	High School	Total
Alcohol	17.2	42.4	31.5	16.2	39.8	29.7
Binge Drinking	6.4	25.3	17.1	8.1	21.4	15.7
Cigarettes	5.4	13.8	10.2	5.0	12.8	9.4
Marijuana or Hashish	5.8	19.8	13.8	7.1	21.8	15.5
Inhalants	5.6	2.2	3.7	4.4	2.0	3.0

Source: Florida Youth Substance Abuse, 2010

In reviewing the data provided, the committee selected to do more research and connect to leaders of the community addressing these issues. It was also discussed to learn more about grassroots efforts such as Mothers Against Drunk Driving, tobacco prevention and cessation as well as connecting to the faith community.

Access to Healthcare:

Access to healthcare was selected as a priority for inclusion in the community health plan through data findings of high rates of uninsured within Volusia County as well as high rates of uninsured utilizing the emergency rooms at Florida Hospital Memorial Medical Center and Oceanside. Of the chronic diseases seen in the emergency rooms at both Florida Hospital Memorial Medical Center as well as Oceanside, chest pain and bronchitis were in the top 10 presenting items.

In Volusia County, barriers to healthcare services include lack of availability, high cost, and lack of insurance coverage. The percentage of adults who could not see a doctor due to cost was higher than the State's percentage. A greater percentage of non-Hispanic Black and Hispanic individuals to that of non-Hispanic White individuals reported they could not see a doctor due to cost.

Access to comprehensive, quality health care services is important for the achievement of health equity and for increasing the quality of a healthy life for everyone (Healthy People 2020).

Percentage of Adults Who Had a Medical Checkup in the Past Year		
	2007	2010
Volusia	69.2	65.4
Florida	74.6	69.7
Volusia Non-Hispanic White	68.9	67.4
Volusia Non-Hispanic Black	Not available	51.1
Volusia Hispanic	52.3	51.4
Volusia Male	70.0	59.5
Volusia Female	68.4	70.9

Source: Florida BRFSS (Behavioral Risk Factor Surveillance System Data Report)

Access to health services means the timely use of personal health services to achieve the best health outcomes. It requires 3 distinct steps:

- Gaining entry into the health care system.
- Accessing a health care location where needed services are provided.
- Finding a health care provider with whom the patient can communicate and trust.

Volusia County is in third quartile in the State, falling below the State’s percentage of adults who had a medical checkup in the past year. Volusia County’s non-Hispanic Black and Hispanic percentage is significantly lower than that of the non-Hispanic white.

Access to Health Care Impacts:

- Overall physical, social, and mental health status
- Prevention of disease and disability
- Detection and treatment of health conditions
- Quality of life
- Preventable death
- Life expectancy
- Disparities in access to health services affect

individuals and society. Limited access to health care impacts people's ability to reach their full potential, negatively affecting their quality of life.

Percentage of Adults Who Could Not See a Doctor Due to Cost Over the Past Year		
	2007	2010
Volusia	16.1	20.0
Florida	15.1	17.3
Volusia Non-Hispanic White	12.7	18.8
Volusia Non-Hispanic Black	Not available	25.8
Volusia Hispanic	41.4	26.9
Volusia Male	11.3	19.4
Volusia Female	20.5	20.3

Barriers to Services:

- Lack of availability
- High cost
- Lack of insurance coverage

Access Barriers Lead to:

- Unmet health needs
- Delays in receiving appropriate care
- Inability to get preventive services
- Hospitalizations that could have been prevented

In Volusia County, the percentage of adults who could not see a doctor due to cost was higher than the State’s percentage. A greater percentage of non-Hispanic Black and Hispanic individuals to that of non-Hispanic White individuals reported they could not see a doctor due to cost.

Volusia County Insurance Coverage and Personal Doctor

- 82.1% of Volusia County adults with any type of health care insurance coverage (2010, BRFSS)
 - o 84% of Non-Hispanic White with any type of health care insurance coverage
 - o 75.7% of Non-Hispanic Black with any type of health care insurance coverage
 - o 64.2% of Hispanic with any type of health care insurance coverage
- 82% of Volusia County adults have a personal doctor (2010, BRFSS)

Next Steps

The Community Health Plan for Florida Hospital Memorial Medical Center will attempt to address the top five priorities by developing an approach that is all-inclusive.

The next steps in developing the action plan for FHMMC include reconvening the internal committee and the CHNAC, selecting additional stakeholders, and discussing ways to evolve current and new projects and programs into a comprehensive approach to meet the community needs prioritized in the Community Health Needs Assessment.

Florida Hospital Memorial Medical Center, Community Benefits Plan Outline

Priority & Focus				
Promoting Health and Wellness	Obesity	3. Youth and Efforts to Reach Parents (Let's Move Volusia's YOUth Coalition and Early Learning Coalition of Flagler/Volusia) 4. Educational Outreach to All Ages	Other Collaboration/Supporting Role(s)	
	Cardiovascular Disease	3. Prevention 4. Access		
	Diabetes	4. Access to Education 5. Risk Factor Reduction 6. Management and Access to Management	Substance Abuse/Use	1. Work with Partners to Map Continuum of Care
			Health Access	1. Work with The Jesus Clinic to identify supporting role(s) in addressing Health Access

Identify Potential Strategies/Partners
Review Community and Hospital Assets

Identify Potential Strategies/Partners
Review Community and Hospital Assets

APPENDIX

Attachments

Executive Summary	<i>FHMMC County Market Data, FINAL VERSION Priority Data for CHNAC Memorial and Oceanside</i>
Question 4:	<i>Priority Data for CHNAC Memorial and Oceanside.</i>
Question 5:	<i>FHMMC 2.6 Primary Data Collection - Stakeholder Interview Log.</i>
Question 6:	<i>FHMMC 1.2 CHNAC</i>
Question 10:	<i>FHMMC 3.1 Asset Inventory</i>
Question 11:	<i>FHMMC County Market Data, FINAL VERSION</i>
Question 12:	<i>FHMMC 3.3 Priority Selection</i>

FHMMC 1.1 HHNAC
HOSPITAL HEALTH NEEDS ASSESSMENT COMMITTEE (HHNAC) ROSTER
Florida Hospital Memorial Medical Center/Florida Hospital Oceanside
Daytona Beach, FL
Year: 2012

Community Benefit Manager: INTERIM Shannon Finley – Marketing Manager

Name		Position	Expertise
1	Daryl Tol	CEO/President	Health care industry leadership individual
2	Ron Jimenez, MD	CMO	Chief Medical Officer, long-standing medical community/health industry involvement
3	Darlinda Copeland, RN	COO	Health care industry leadership individual, History of clinical leadership
4	Debra Graham	Compliance/Case Management	Involvement with community entities, oversight of hospital discharge process and case management, understanding of health industry
5	Farzad Nourian	Mission Development	Faith-based and connections with community entities, particular needs of health segments
6	Joni Hunt	Government Relations/Community Relations	Knowledge of community entities, governmental connections, key employers
7	Shannon Finley	Community Benefit Manager	Internal working knowledge of community benefit reporting, community agencies connection, health industry expertise.
8	Jill Piazza	CHNA Coordinator – Volusia/Flagler Regional Director, Health & Performance	Health care industry expertise, experience in community health promotion and wellness programs
9.	Carrie Baird/Deborah Schlageter	One Voice for Volusia – Facilitators	Contracted health industry professionals assisting with the CHNA process, in-depth working knowledge of market demographics/health indicators, statistics, community agencies, etc.
10.	Michele Goeb-Burkett	CNO	Experience with patient care among hospital patients, including low-income and minority populations.
11.	Amy Sandler	Marketing Director	Expertise in community demographics and community outreach/marketing.
12.	Debbie Thomas	CFO	Financial expertise including analysis of hospital data that defines uninsured, low-income and minority patients.
13.	Linda Misko	Education	Health education.
14.	Robert Davis	Exec Director, Nursing	Experience with patient care among hospital patients, including low-income and minority populations.
15.	Donna Kearns	Auxiliary	Volunteer

FHMMC 1.2 CHNAC (Q6)
COMMUNITY HEALTH NEEDS ASSESSMENT COMMITTEE (CHNAC) ROSTER
Florida Hospital Memorial Medical Center/Florida Hospital Oceanside
Daytona Beach, FL

Year: 2012

Community Benefit Manager: INTERIM – Shannon Finley, Marketing & Planning Manager

Name		Entity/Agency Represented	Title	Expertise	Address
1	Daryl Tol	Florida Hospital Memorial Medical Center/Oceanside	President/CEO	Health industry executive	301 Memorial Medical Ctr. Pkwy, Daytona Beach 32117
2	Shannon Finley	Florida Hospital Memorial Medical Center/Oceanside	CB Project Manager	Internal working knowledge of community benefit reporting, community agencies connection, health industry expertise.	301 Memorial Medical Ctr. Pkwy Daytona Beach 32117
3	Karen Klemm	Florida Hospital Memorial Medical Center/Oceanside	Case Management	Involvement with community entities and discharge planning for all patients including those who are low income or are minorities.	301 Memorial Medical Ctr. Pkwy, Daytona Beach 32117
4	Farzad Nourian (designee)	Florida Hospital Memorial Medical Center/Oceanside	Mission Development	Faith-based and connections with community entities, particular needs of health segments	301 Memorial Medical Ctr. Pkwy. Daytona Beach, FL 32117
5	Jill Piazza	Florida Hospital Volusia/Flagler Region, Regional Director, Health & Performance	CHNA Coordinator	Health care industry expertise, experience in community health promotion and wellness programs	907 Sterthaus Avenue Ormond Beach, FL 32174
6	Dr. Bonnie Sorenson	Volusia County Health Department	Director	Health care industry expertise, community agency and governmental regulation	1845 Holsonback Drive Daytona Beach, FL 32117 Tel. 386-274-0500
7	Dr. Bill Gilmer	Representative – The Jesus Clinic	TBD	Community Service Agency that serves	1133 Sixth Street, Daytona Beach, FL 32117

				low-income and minority patients who do not have health insurance.	
8	Carrie Baird/Deborah Schlageter	One Voice for Volusia/Consultant	Facilitators	Contracted health industry professionals assisting with the CHNA process, in-depth working knowledge of market demographics/health indicators, statistics, community agencies, etc.	135 Executive Circle Daytona Beach, FL 32114 (386) 947-8301
9	Laura Hill Reece	Women's Initiative/Volusia Flagler; President Elect Junior League of Daytona Beach; Current Community VP Junior League of Daytona Beach		Heavily involved in multiple community organizations that served special populations within Volusia County. Has a good pulse on women's and children's needs.	Home: (386) 673-2340 Cell: (386) 481-8682 *Home: 426 Triton Rd Ormond Beach, FL 32176 Email: lhillreece@yahoo.com
10	Ray Salazar	United Way of Volusia/Flagler	President	United Way conducts fundraising efforts and leads a number of community-building programs and services for all county residents, including low-income, minority and underserved populations.	3747 W. International Speedway Blvd. Daytona Beach FL 32124-1011 Phone: 386-253-0563 Fax: 386-253-9517
11	Chet Bell	Stewart Marchman- Act		For over fifty years, Stewart-Marchman-Act Behavioral Healthcare has been advancing recovery for mental illness and addiction in Volusia and Flagler Counties. Serves all populations including low-income, minority and underserved groups.	1220 Willis Ave Daytona Beach, FL 32114 Phone - (386) 236-3200, Fax - (386) 236-3140

FHMMC 2.6 Primary Data Collection - Stakeholder Interview Log (Q5)
Primary Data Collection
Stakeholder Interview Log
Florida Hospital Memorial Medical Center
Community Benefit Manager: Shannon Finley
Year: 2012

Date	Group or Individual Interview (pick one)	Location	What community or group does the Stakeholder represent? (Survey Respondent responses were assigned to FH MMC survey data based on Zip Code provided in survey. This field does not represent an affiliation with FHMMC)	Key Health Issues Identified	Hospital Comments (how well does your local Florida Hospital promote good health and what could they do better?)
10/16/12	Individual	Survey	FH MMC, Daytona Beach 32117	Obesity, Diabetes, High Blood Pressure, Poor nutrition, Access to affordable health care, Access to fresh, healthy food; Poverty	Fair, Offer healthy living classes and lead community assistance effort in providing nutritional foods
10/12/12	Individual	Survey	FH MMC, Daytona Beach 32118	HIV/AIDS, Cancer, Diabetes, Substance Abuse-drugs, HIV/Sexually transmitted diseases, Alcohol/Drug Use, Unsafe sex, Poverty	Excellent.
10/11/12	Individual	Survey	FH MMC, Daytona Beach 32119	Access to healthcare, Diabetes, High blood pressure, Obesity, HIV/Sexually transmitted diseases, Access to affordable health care, Unsafe Sex, Poverty	Fair; More prevention programs
10/10/12	Individual	Survey	FH MMC, Daytona Beach 32114	Obesity, Cancer, Heart disease/stroke, Substance abuse- drugs, Poverty, unemployment	Fair; Provide a mobile unit for health services

10/10/12	Individual	Phone/Survey	FH MMC, Daytona Beach 32114	HIV/AIDS, Substance abuse – drugs, HIV/sexually transmitted diseases, Teen pregnancy, Lack of grocery stores, Alcohol/drug use, Unsafe sex	Good; More healthy eating and living programs
10/10/12	Individual	Phone/Survey	FH MMC, Daytona Beach 32114	Competitions between hospitals, Cancer, Diabetes, Obesity, Substance abuse – drugs, Alcohol/drugs, Poor eating habits	Excellent; Advise community of the expert physicians and their practices.
10/9/12	Individual	Survey	FH MMC, Daytona Beach 32118	Poverty, Diabetes, Obesity, Smoking, Substance abuse – drugs, Access to affordable healthcare, High number of uninsured people	Excellent; More free screenings and seminars
10/9/12	Individual	Survey	FH MMC, Daytona Beach 32117	Health services for uninsured, Cancer, Diabetes, High blood pressure, Dental problems, Access to affordable health care, High number of uninsured people	Excellent; Low or reduced costs for the uninsured
10/9/12	Individual	Phone Interview	FH MMC, Daytona Beach 32118	Place for senior citizens to exercise, Cancer, Diabetes, Heart disease, High blood pressure, Access to fresh, healthy food, Obesity, Poor eating habits/nutrition	Excellent; more lectures similar to current doctors' series
10/9/12	Individual	Survey	FH MMC, Daytona Beach 32114	Low to no income, Respiratory diseases – adults, High blood pressure, Substance abuse – alcohol, Substance abuse – drugs, Alcohol/drugs, High number of uninsured, unemployment	Excellent; more workshops
10/9/12	Individual	Survey	FH MMC, Daytona Beach 32118	Very few doctors take Medicaid, Cancer,	Poor; have more specialists here and

				Substance abuse – drugs, Mental health disorders, HIV/Sexually transmitted diseases, Access to physicians, Alcohol/drug use, unemployment	don't refer away
10/3/12	Individual	Survey	FH MMC, Daytona Beach 32124	Smoking, outdoor places to exercise, Cancer, Poor nutrition, Lack of physical activity, Alcohol/drug use, Poor eating habits, High number of uninsured people	Fair; open a gym (offer specialty services)
10/2/12	Individual	Survey	FH MMC, Daytona Beach 32114	Lack of emergency shelter for families, affordable healthcare, Cancer, Diabetes, Heart/disease, Substance abuse – drugs, Alcohol/drug use, High number of uninsured people, unemployment	Fair; nutrition, exercise, self-care workshops
10/1/12	Individual	Survey	FH MMC, Daytona Beach 32114	Access to healthcare, Cancer, Lack of physical activity, Obesity, Dental problems, High number of uninsured people, Poverty, Unemployment	Poor; More free health classes for those who can't afford them
10/9/12	Individual	Survey	FH MMC, Daytona Beach 32118	Lack of jobs, Cancer, Asthma, Diabetes, Substance abuse – drugs, Alcohol/drug use, Poverty, Unemployment	Excellent; publish community service ads and post them in poorer areas of town, bulletin boards, advertise jobs
10/11/12	Individual	Survey	FH MMC, Edgewater, 32132	Food, Poor nutrition, Obesity, Substance abuse – alcohol, Teen pregnancy, Alcohol/drug use, High number of uninsured people, Unemployment	Very poor; Respond to emergency care first; if hurt or sick and brought by ambulance, see them first through the back. Take most in need first.
10/9/12	Individual	Survey	FH MMC, Holly Hill 32117	Safe place for outdoor activities, Diabetes, high blood pressure, Obesity,	Good; Advertise more in my area: 32117

				Lack of grocery stores, Obesity	
10/9/12	Individual	Survey	FH MMC, New Smyrna Beach 32169	Adult and pediatric access to primary and specialty health care, testing and treatment including dental, Heart disease/stroke, Obesity, Substance abuse – drugs, Mental health disorders, Access to affordable health care, Alcohol/drug use, High number of uninsured people	Good; Be more visible in local communities in healthy ways (i.e. establish an extensive bike trail).
10/9/12	Individual	Survey	FH MMC, New Smyrna Beach 32169	Prescription drugs, unhealthy lifestyle, High blood pressure, Lack of physical activity, Obesity, Substance abuse – alcohol, Alcohol/drug use, Obesity, unemployment	Good
10/2/12	Individual	Survey	FH MMC, Ormond Beach 32174	Not enough low cost or free health care for those who cannot afford it, Diabetes, High blood pressure, Poor nutrition, Substance abuse – drugs, Access to affordable health care, Inadequate transportation, Poor eating habits/nutrition, Poverty	Fair; Actually be present at local events, human contacts and face to face meetings
10/15/12	Individual	Survey	FH MMC, Ormond Beach 32174	Lack of education of healthy lifestyles and diets, Cancer, Heart disease/stroke, Obesity, Substance abuse – drugs, Alcohol/drug use, Poor eating habits/nutrition, High number of uninsured people	Good; More education at events/programs at outside locations like schools, clubs, etc.
10/13/12	Individual	Survey	FH MMC, Ormond Beach 32176	Stigma, Cancer, Obesity, Substance abuse – drugs, HIV/sexually transmitted diseases, Obesity, Unsafe	Good; Make your healthy lifestyles gym and nutritionist more

				sex, Poverty	affordable/lower price
10/10/12	Individual	Survey	FH MMC, Ormond Beach 32174	Too many people unemployed/no direction/needy, Diabetes, Poor nutrition, Substance abuse – alcohol, Mental health disorders, Alcohol/drug use, Poor eating habits/nutrition, Unemployment	Fair
10/10/12	Individual	Phone/Survey	FH MMC, Ormond Beach	Obesity, poor diet and lack of exercise, Diabetes, High blood pressure, Lack of physical activity, Alcohol/drug use, Obesity, Poor eating habits/nutrition	Excellent; Offer community exercise equipment (maybe at hospital)
10/9/12	Individual	Survey	FH MMC, Ormond Beach 32174	Emphasis on free preventive care rather than reactive care, Cancer, Respiratory diseases – adults, Lack of physical activity, Obesity, Access to affordable health care, High number of uninsured, Unemployment	Good; Provide free preventative healthcare
10/9/12	Individual	Survey	FH MMC, Ormond Beach 32174	Obesity and early onset of diabetes, lack of robust health related information and referral system, smoking and no uniform access to nutritious foods, High blood pressure, Substance abuse – drugs, Access to affordable health care, Obesity, Poverty	Fair; Partner with school district to promote good health and partner with health related agencies to develop curriculum for child care providers
10/9/12	Individual	Survey	FH MMC, Ormond Beach 32174	Lack of resources for indigent population, Cancer, Diabetes, High blood pressure, Lack of physical activity, Access	Good

				to affordable health care, Poor eating habits, Unemployment	
10/1/12	Individual	Survey	FH MMC, Ormond Beach 32174	Obesity, Heart disease, High blood pressure, Mental Health Disorders, Access to fresh, healthy food, Poor eating habits/nutrition, High number of uninsured people, Obesity	Poor: Nutritional outreach that teaches how to shop and cook healthy and affordable
10/1/12	Individual	Survey	FH MMC, Ormond Beach 32174	Unemployment leads to a lot of health issues, Cancer, Diabetes, Heart disease/stroke, Obesity, Alcohol/drugs use, Unsafe sex, Unemployment	Excellent
10/1/12	Individual	Survey	FH MMC, Ormond Beach 32174	The lack of insight into the large numbers of people who are not currently receiving health care at all and the misbegotten option that the current emergency room health care is health care at all is number one. The large numbers of people who live in poverty and are unable to access reasonable health care, substance abuse, mental health, child abuse, Obesity, Substance abuse – drugs, Mental health disorders, Alcohol/drug use, Obesity, Poor eating habits	Very Poor; [] I don't know what you do so I don't know what you should do
10/1/12	Individual	Survey	FH MMC, Ormond Beach 32174	Several areas are heavily populated with low income residents who don't have access to grocery stores with fresh produce or parks/areas for walking/exercise.	Excellent

				These areas are also lacking in cleanliness and job opportunities, Cancer, Heart disease/stroke, Poor nutrition, Substance abuse – drugs, Alcohol/drug use, Poor eating habits/nutrition, Poverty	
10/15/12	Individual	Survey	FH MMC, Port Orange 32128	Not enough services for those without health insurance and those adults who are developmentally disabled and autistic, Smoking, Substance abuse – alcohol, Substance abuse – drugs, Mental health disorders, Access to affordable health care, Inadequate transportation, Alcohol/drug use	Good
10/11/12	Individual	Survey	FH MMC, Port Orange 32129	Medical Bills and Medicare not paying a lot of needed medicine, Cancer, Respiratory diseases – adults, Obesity, Access to affordable health care, Poor eating habits/nutrition, High number of uninsured people	Excellent; Have more teaching health seminars
10/10/12	Individual	Phone/Survey	FH MMC, Port Orange 32129	Obesity, substance abuse – especially prescription meds, dental problems, untreated mental health, lack of access to healthcare/housing, lack of good jobs for those who have a lower skill set, Substance abuse – drugs, Mental health disorders, Dental problems, Alcohol/drug	Good; FH has good programs, should be better outreach

				use, Obesity, Poverty	
10/10/12	Individual	Survey	FH MMC, Port Orange 32127	Lack of education regarding healthcare topics, Heart disease/Stroke, Substance abuse- alcohol, Dental problems, Palliative care options, Inadequate transportation, Alcohol drug/use, unemployment	Fair; Put a little more "Christ" likeness into your programs and into your personnel
10/9/12	Individual	Survey	FH MMC, Port Orange 32129	Not affordable, Obesity, Smoking, Substance abuse – drugs, Mental health disorders, Access to affordable health care, Alcohol/drug use, Unemployment	Excellent; More free clinics and promotions such as flu shots
10/9/12	Individual	Survey	FH MMC, Port Orange 32128	Obesity, Cancer, Diabetes, Lack of physical activity, Access to affordable health care, Obesity, High number of uninsured people	Good; health seminars
10/9/12	Individual	Survey and In Person	FH MMC, Port Orange 32128	Prescription drugs, Poor nutrition, Substance abuse – drugs, Mental health disorders, Poor eating habits, nutrition	Good; Advertise
10/9/12	Individual	Survey	FH MMC, Port Orange 32127	Poverty, Failure to make healthy behavior and lifestyle choices, Diabetes, Heart disease/stroke, Obesity, Substance abuse – drugs, Alcohol/drug use, Poor eating habits/nutrition, Failure to make changes directed by physician	Fair; Greater marketing emphasis on Health and Wellness promotion
10/3/12	Individual	Survey	FH MMC, Port Orange 32127	Lack of insurance and inability to pay for services, Asthma-children, Diabetes, High blood pressure, Obesity, Access to affordable health care, Inadequate	Fair; Advertising and marketing and free services

				transportation, High number of uninsured people	
10/2/12	Individual	Survey	FH MMC, Port Orange 32127	Lack of services for the uninsured, Mental health services, Cancer, Breast cancer, Diabetes, High blood pressure, Obesity, Mental health disorders, Access to affordable health care, High number of uninsured people, Poverty	Fair; Services and/or programs for the uninsured
10/1/12	Individual	Survey	FH MMC, Port Orange 32127	Affordable access to services for low income families, Cancer, High blood pressure, Poor nutrition, Obesity, Access to affordable health care, Poor eating habits/nutrition, High number of uninsured people	Good; Increase name recognition
10/1/12	Individual	Survey	FH MMC, Port Orange, 32127	Charging too much, Breast cancer, Heart disease/stroke, Poor nutrition, Obesity, Smoking, Alcohol/drug use, High number of uninsured people, Unemployment and everything identified in survey.	Fair; Be more sensitive
10/9/12	Individual	Phone/Survey	FH MMC, Port Orange 32128	Smoking, Cancer, Heart disease/stroke, Obesity, Smoking, Obesity, Poor eating habits/nutrition, High number of uninsured people	Good; Get involved closer with community activities, Be more verbal about smoking risks, help smokers quit
10/1/12	Individual	Survey	FH MMC, Port Orange 32129	Money and knowing how many with disabilities are now adults (no longer children), High blood pressure, Poor nutrition, Lack of physical activity	Good; have more community events for disabled community

10/9/12	Individual	Survey	FH MMC, South Daytona 32119	Poor choice, disinterest in their own, Cancer, Apathy and Chosen ignorance in general, Respiratory diseases – adults, Heart disease/stroke, Poor nutrition	Good
10/9/12	Individual	Survey	FH MMC, South Daytona 32119	Health care for poor families, Diabetes, Heart disease/stroke, Lack of physical activity, Obesity	Good; Actively support new health care laws that will support wider coverage of health insurance
10/9/12	Individual	Survey	FH MMC South Daytona 32119	Drug and alcohol abuse, Poor nutrition, Obesity, Substance abuse – alcohol, Substance abuse – drugs, Alcohol/drug use, Obesity, Poverty	Good