# Access to Care

Baptist Medical Center South has partnered with Muslim American Social Services, The Way Free Clinic and Vision is Priceless to provide access to care for people living in Baptist Medical Center South’s service area who do not have insurance.

## Key Issues Identified in the Assessment:
- There are adults who lack a usual source of health care in the service area
- There is a deficit of mental health services in the service area, with access being nearly impossible for those who are underinsured or uninsured
- There are language barriers and barriers due to transportation issues that affect access

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| Increase access to health services for un- and underinsured people in the BMCS service area. | Continue partnering with organizations who provide access to care for Duval and Clay residents who do not have health insurance. | • Number of people served  
• Evaluate health and wellness of participants | • MASS  
• The Way Free Clinic  
• Volunteers In Medicine  
• Agape Health  
• Community Health Outreach  
• MASS  
• Mission House  
• Sulzbacher Center  
• We Care Jacksonville  
• Volunteers In Medicine | • In 2020, Community Health Outreach, MASS, Mission House, Sulzbacher, We Care, Volunteers in Medicine and The Way collectively served 5,889 un- and underinsured patients  
○ 1,301 patients with diabetes, 32% improved and 34% reached normal levels  
○ 2,610 patients with hypertension, 78% improved and 51% reached normal levels  
○ 943 patients were identified as needing mental health services, 73% participated.  
• In 2019, Community Health Outreach, MASS, Mission House, Sulzbacher, We Care, Volunteers in Medicine and The Way collectively served 8,454 un- and underinsured patients  
○ 1,005 patients with diabetes, 27% improved and 44% reached normal levels  
○ 2,196 patients with hypertension, 76% improved and 56% reached normal levels |
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| **Support Duval free medical clinics and Federally Qualified Health Centers in collaborative efforts to increase access to care.** | • Number of people served  
• Evaluate health and wellness of participants | • Agape Health  
• CHO  
• MASS  
• Mission House  
• Sulzbacher Center  
• We Care  
• VIM | • See outcomes listed above  
• Baptist Health funded a facilitator to help the free clinics and FQHCs develop a model to create JaxCareConnect, a system of care led by We Care Jacksonville | |
| **Increase access to health services for un- and under-insured people in the BMCS service area.** | • Number of people referred to programs  
• Number of people participating in classes  
• Number of people completing classes | • Agency Health Education Center  
• American Lung Association | In FY 2019 & FY 2020, 56 signed referrals for Smoking Cessation Program  
• 23 participants enrolled in a class  
• In 2019, Better Breathers class was held onsite at BMCS with 14 participants | |
| **Continue providing screenings and health coaching through YMCA Healthy Living Centers and JCA Health Connexions.** | • Number of people receiving screening  
• Number of people receiving coaching | • Florida’s First Coast YMCA  
• Jewish Community Alliance | **Year 1**  
• Mandarin Y Healthy Living Center had 916 total visits/interactions  
  o 59 patients with biometric screenings  
  o 118 1:1 health coaching sessions  
• JCA had a total of 1,118 total visits/interactions  
  o 224 patients with biometric screenings  
  o 664 1:1 coaching sessions | **Year 2**  
• Due to COVID, there was an expected drop in visitations. Mandarin Y Healthy Living Center had 369 total visits/interactions  
  o 57 patients with biometric screenings  
  o 115 1:1 health coaching sessions  
  o 197 program participants  
• JCA had a total 365 visits/interactions  
  o 21 patients with biometric screenings  
  o 250 1:1 coaching sessions  
  o 94 program participants |
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| Every Child in Northeast Florida has Health Care | Partner with CHS, Clay Public Schools and Aza Health to assess the feasibility of offering health services in Wilkinson and Keystone Heights and developing a plan if determined feasible. | • Feasibility of offering health services in Wilkinson Junior High & Keystone Heights Junior/Senior High | • Children’s Home Society Buckner Division  
• Clay County Public Schools  
• Aza Health | • Application assistance and enrollment events at Wilkinson Junior High School took place January 30th, 2019 and February 10th, 2020. Seven families were helped during the events |
**Behavioral Health**

Baptist Health has made behavioral health services a priority, providing comprehensive inpatient and outpatient services to both children and adults. Mental Health was a priority health need addressed by Baptist Medical Center South in the last three-year CHNA cycle, and the focus on this health need continues into this CHNA cycle as behavioral health needs of residents of Duval Clay and St. Johns counties continue to increase.

**Key Issues Identified in the Assessment**

- Many clinics are not equipped to deal with serious mental health illnesses
- Great need for psychiatrists for the underinsured/uninsured as services are expensive but mental health issues often affect those without coverage
- Smoking and drug use are prevalent in Duval County
- Alcohol use and health issues and outcomes related to it affect the entire service area

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| Increase access to behavioral health services. | Continue offering Mental Health First Aid, a proven best practice to reduce stigma of mental illness which increases the likelihood that people will access care. | • 3,000 people trained by 2021  
• Evaluate participant satisfaction | • Jacksonville Nonprofit Hospital Partnership  
• National Council for Behavioral Health  
• Baptist Health Faith Partners  
• Florida’s First Coast YMCA | • 2,517 people were trained October 1, 2018 – September 30, 2019  
  o 98% of participants rated high satisfaction with training quality  
  o 96% of participants rated high satisfaction with training usefulness  
  o 99% of participants would recommend the training to others  
  • 1,050 people were trained October 1, 2019 – September 30, 2020  
    o 98% of participants rated high satisfaction with training quality  
    o 99% of participants rated high satisfaction with training usefulness  
    • 95% of participants would recommend training to others |
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| Increase access to behavioral health services. | Provide funding to innovative efforts to reduce stigma, advocate for increased services and increase access to care. | • Evaluate the impact of each initiative according to its focus | • The Partnership: For Mental Health, A project of Baptist Health and the Delores Barr Weaver Fund at The Community Foundation for Northeast Florida | • The fund was established with $2.2m. As of December 2020, 29 grants have been made for a total of approximately $1,452,000  
  • With funding from Baptist, Community Health Outreach, MASS, Mission House, Sulzbacher, We Care, Volunteers in Medicine and The Way collectively served 943 un- and underinsured patients who needed mental health services  
    o 73% participated in at least one session  
  • With funding from Baptist to community behavioral health organizations, 359 youth received mental health services  
  • With funding from Baptist to a community behavioral health organization, 125 adults received mental health services |
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| Increase access to behavioral health services. | Host a community-wide conference on mental health to reduce stigma and barriers to care. | • Number of people attending the conference  
• Satisfaction surveys | • Faith organizations  
• University of North Florida  
• Community mental health providers | • A planning committee of community representatives and BH team members was formed and met monthly to determine conference content and format  
• The 2020 Behavioral Health Conference - Health and Wellbeing in a Pandemic, was hosted on Nov. 17, 18, and 19 with 159, 151 and 131 individuals attending each day, respectively.  
  o Recordings and other content from each session was posted on the Baptist Health website, receiving about 56 views a day the week of the conference.  
• 96% of survey respondents rated the conference quality as excellent or good. |
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| Increase access to behavioral health services. | Provide education and prevention programming in the community. | • Number of people participating in programs | • Florida’s First Coast YMCA  
• Jewish Community Alliance | **Year 1**  
• Provided 275 people with mental health education and prevention programming material at the Clay County Government Health & Benefits Fair and the Springs Church Community Outreach event  
• Provided 37 meditation classes with 190 visits at JCA Wellness Connexion  
**Year 2**  
• Provided 82 meditation classes with 657 visits at Y Health Living Centers and JCA Wellness Connexion  
• Hosted “Suicide Prevention 101: What You Need to Know to Help Save Lives” virtually for the community and Baptist Health Team Members on 9/22/20 with 100 individuals attending.  
  o 100% of survey respondents rated the quality of the event as excellent or good  
• Hosted a webinar on depression in the LGBT+ community on 9/24/20 with 51 individuals attending.  
  o 80% of survey respondents were either likely or very likely to recommend the event to a friend or family member  
  o 80% of survey respondents rated the quality of the event overall as above average or outstanding |
Maternal, Fetal and Infant Health

Each year, approximately 2,500 babies are delivered Baptist Medical Center South. The health and wellbeing of the mothers, fathers and their babies is important to the hospital. This health need is a new focus for Baptist Medical Center South due to the significant number of adverse outcomes in Jacksonville.

Key Issues Identified in the Assessment
- Duval County in particular struggles in this area
- Adverse birth outcomes are prevalent as a result of substance abuse and smoking among pregnant women
- The environment that many people live in, particularly those who are low-income or underserved, is not conducive to good fetal and infant health

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| Decrease the number of pre-term births, babies with low birth weight and infant mortality. | Partner with the Northeast Florida Healthy Start Coalition to study the cause of every infant death in Northeast Florida in a 12-month period. | Identify causes for infant deaths in Northeast Florida | Northeast Florida Healthy Start Coalition  
Florida Blue  
UF Health Jacksonville  
Jacksonville University | Actively participate in Fetal Infant Mortality Review meetings  
Provided funding for an in-depth review of all 2019 infant deaths resulting in a strategic plan to reduce infant mortality in Duval County.  
Provided funding to implement community health workers in OB offices to increase risk-screening completion rates, a key part of the strategic plan to reduce infant mortality in Duval. |
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| Decrease the number of pre-term births, babies with low birth weight and infant mortality. | Partner with Northeast Florida Health Start Coalition to develop a community plan to reduce the number of infant deaths. | • Decrease in the number of infant deaths | • Northeast Florida Healthy Start Coalition  
• Florida Blue  
• UF Health Jacksonville  
Jacksonville University  
The Community Foundation for Northeast Florida | • Developed WELLcome Home visiting program focused on newborn and maternal education for families who deliver at South and reside in Duval County. WELLcome Home provides mothers and families with educational resources, such as lactation support, postpartum emotional encouragement, home and car safety, and safe sleep practices. WELLcome Home is being piloted at Baptist Jacksonville for expansion to Baptist South if successful  
○ 743 calls placed, 356 were first time moms  
○ 491 mothers actively participated, 230 first time moms  
○ 157 mothers were referred or requested additional services  
○ Top three WELLcome Home participant zip codes  
32210, 32218, 32207  
• Baptist Health implemented a system-wide “Infant Safe Sleep” hospital policy no. 7.22.02, which follows the Safe Sleeping Guidelines established by the American Academy of Pediatrics. The purpose of the policy is to model and promote safe sleep practices for patients and visitors at Baptist Health  
• Baptist Health engaged in a Safe Sleep Initiative to train hospital staff in appropriate safe sleeping behaviors to model safe sleep practices in the hospital setting practices before parents and families return to their home environment  
• 521 maternal and newborn hospital staff members attend a Safe Sleep Return Demonstration training to identify safe and unsafe sleep practices, swaddling demonstrations, and patient education and correction |
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<td>Decrease the number of pre-term births, babies with low birth weight and infant mortality.</td>
<td>Continue partnering with Duval County Public Schools to provide safe sex education through health curriculum.</td>
<td>• Number of students participating in classes</td>
<td>• University of North Florida • Duval County Public Schools</td>
<td>• Total of 1,793 students have been educated</td>
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<td>Offer Ready, Set, Sleep class focused on increasing awareness of safe sleep practices and CPR to expectant mothers.</td>
<td>• Measure pre and post-test knowledge gains • Number of participants to class</td>
<td>• Florida Department of Health • Duval Healthy Start • UF Health Healthy Start</td>
<td></td>
<td>• A total of 1,311 individuals were educated on safe sleep • Distributed a total of 125 pack and plays and 145 sleep sacks • Attended a total of 35 community events • Had a total of 777,026 social media impressions • Participated in Sleep Baby Safely - a community initiative to help reduce infant mortality related to unsafe sleep. Funding was provided by DOH Florida. Every mom that birthed at one of the 9 birthing hospitals was given a “safety bag” along with education provided by the nurse before discharge</td>
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| Support parents with perinatal mood disorders. | Provide a continuum of care including psychology and psychiatry support on an inpatient and outpatient basis. | • Number of participants | • Private OBGYN Practices | • Developed new behavioral health services for new moms and dads  
• Outpatient: Baptist Behavioral Health received 480 maternal mental health referrals, of those referrals 227 patients were served  
• Inpatient (maternity): Baptist Behavioral Health received 241 maternal mental health referrals, of those referrals, 189 patients were served |
| Provide education on perinatal mood disorder (PMD) to clinicians. |  | • Number of people trained | • Postpartum Support International | • 28 clinicians trained in “Pregnancy Emotional Health: Perinatal Mood and Anxiety Disorders”  
• 41 clinicians trained in “MNB Intensive: Care of the Postpartum Patient” |
| Provide support groups to new mothers experiencing PMD. |  | • Number of people participating in support groups | • Florida’s First Coast YMCA  
• Postpartum Support International | Year 1  
• Moms Matter Group – 6 classes at Riverside YHLC; 17 visits  
• No Moms Matter groups offered at JCA or Mandarin YHLC  
Year 2  
• Moms Matter Group – 5 classes at Riverside YHLC; 19 visits  
• No Moms Matter groups offered at JCA or Mandarin YHLC |