

Baptist Medical Center Jacksonville

# Community Health Plan Report

Three-Year Report 2019-2021



Changing Health Care for Good.®

# 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 Jacksonville in the last three-year CHNA cycle, and the focus on this health need continues into this CHNA cycle as behavioral health needs of Jacksonville residents continue to increase.

## Key Issues Identified in the Assessment:

- Alcohol use continues to negatively affect the region
- Stigma related to mental health and substance abuse often prevents those affected from seeking help
- Depression and substance abuse issues among seniors is growing
- Deaths due to drugs are a concern, in part due to the opioid crisis

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
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.	<ul style="list-style-type: none"> <li>• 3,000 people trained by 2021</li> <li>• Evaluate participant satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>• Baptist Health Faith Partners</li> <li>• Florida's First Coast YMCA</li> <li>• Jacksonville Nonprofit Hospital Partnership</li> <li>• National Council for Behavioral Health</li> </ul>	<ul style="list-style-type: none"> <li>• 4,472 people were trained October 1, 2018 – September 30, 2021 across Northeast Florida</li> </ul> <p><b>Year 1 (October 1, 2018 – September 30, 2019)</b></p> <ul style="list-style-type: none"> <li>• 2,517 trained               <ul style="list-style-type: none"> <li>○ 98% of participants rated high satisfaction with training quality</li> <li>○ 96% of participants rated high satisfaction with training usefulness</li> <li>○ 99% of participants would recommend the training to others</li> </ul> </li> </ul> <p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>• 1,050 trained               <ul style="list-style-type: none"> <li>○ 98% of participants rated high satisfaction with training quality</li> <li>○ 99% of participants rated high satisfaction with training usefulness</li> <li>○ 95% of participants would recommend the training to others</li> </ul> </li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <li>• 905 trained               <ul style="list-style-type: none"> <li>○ 97% of participants rated high satisfaction with training quality</li> </ul> </li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
				<ul style="list-style-type: none"> <li>94% of participants rated high satisfaction with training usefulness</li> <li>99% of participants would recommend the training to others</li> <li>178 Narcan kits and training were distributed to participants</li> </ul>
Increase access to behavioral health services.	Provide funding to innovative efforts to reduce stigma, advocate for increased services and increase access to care	<ul style="list-style-type: none"> <li>Evaluate the impact of each initiative according to its focus</li> </ul>	<ul style="list-style-type: none"> <li>The Partnership for Mental Health: A project of Baptist Health and the Delores Barr Weaver Fund at The Community Foundation for Northeast Florida</li> </ul>	<ul style="list-style-type: none"> <li>The fund was established with \$2.2m. As of December 2021, 60 grants were made to 49 organizations for a total of approximately \$2,407,874.</li> <li>With funding from Baptist, Community Health Outreach, MASS, Mission House, Sulzbacher, We Care, Volunteers in Medicine, and The Way collectively served: <ul style="list-style-type: none"> <li>In 2020, 833 un- and under-insured patients who needed mental health services of which 78.4% participated in at least one treatment session</li> <li>In 2021, 933 un- and under-insured patients who needed mental health services of which 92.7% participated in at least one treatment session</li> </ul> </li> <li>With funding from Baptist to community behavioral health organizations, 527 youth received mental health services and Ending the Silence presentations were made to 7,638 middle and high school students</li> <li>With funding from Baptist to community behavioral health organizations, 407 calls to NAMI's crisis line were answered</li> <li>Wolfson launched the On Our Sleeves campaign to educate about youth mental health. 1,056 people subscribed to the monthly educational newsletter</li> </ul>
Increase access to behavioral health services.	Participate in Project Save Lives to provide access to peer support for ED patients with mental health and	<ul style="list-style-type: none"> <li>Number of people who met with peer specialist</li> </ul>	<ul style="list-style-type: none"> <li>City of Jacksonville</li> <li>Gateway Services</li> </ul>	<b>Year 1 (October 1, 2018 – September 30, 2019)</b> <ul style="list-style-type: none"> <li>The Project Save Lives MOU was signed and funding provided in September</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
	substance use disorder for the purpose of getting them into treatment.	<ul style="list-style-type: none"> <li>• Number of people who enter treatment</li> <li>• Number of people who are readmitted into ED</li> </ul>		<p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>• Peer support services began at Baptist North on November 18</li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <li>• Peer support services began at Baptist Jacksonville on May 21</li> <li>• Through September, 1,099 patients were seen and 549 patients consented to services from both sites</li> </ul>
Increase access to behavioral health services.	Implement support groups for LGBT+ populations to address addictions, mental health, advocacy, community resources, etc.	<ul style="list-style-type: none"> <li>• Number of people participating in support groups</li> <li>• Evaluation of quality and outcomes of support groups</li> </ul>	<ul style="list-style-type: none"> <li>• Jacksonville Coalition for Equality</li> <li>• JASMYN</li> <li>• PFLAG</li> <li>• University of North Florida</li> </ul>	<p><b>Year 1 (October 1, 2018 – September 30, 2019)</b></p> <ul style="list-style-type: none"> <li>• Baptist Health hosted a weekly support group April 10 – May 15, for one hour. 19 individuals registered and an average of 8 individuals attended weekly <ul style="list-style-type: none"> <li>○ 88% of respondents agreed their social support system increased since participating in the group</li> <li>○ 100% of respondents “strongly agreed” they would recommend this group to other LGBT+ adults</li> </ul> </li> </ul> <p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>• Baptist Health hosted a weekly support group from October 2 – December 18. Seventeen individuals registered and an average of 6 individuals attended weekly <ul style="list-style-type: none"> <li>○ 100% of evaluation respondents “strongly agreed” their social support system increased since participating in the group and they would recommend this group to other LGBT+ adults</li> </ul> </li> <li>• Baptist Health hosted a weekly support group from February 12 – April 1 (The March 18 meeting was canceled due to COVID, and subsequent meetings were transferred to virtual. <ul style="list-style-type: none"> <li>○ 100% of evaluation respondents “somewhat agreed” their social support system increased since participating in the group and they would recommend this group to other LGBT+ adults</li> </ul> </li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
				<ul style="list-style-type: none"> <li>100% of respondents “strongly agreed” they would recommend this group to other LGBT+ adults</li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <li>A weekly virtual support group was offered from April 7 – April 28 and May 26 – June 9, but there was a lack of attendance.</li> </ul>
Increase access to behavioral health services.	Host a community-wide conference on mental health to reduce stigma and barriers to care.	<ul style="list-style-type: none"> <li>Number of people attending the conference</li> <li>Satisfaction surveys</li> </ul>	<ul style="list-style-type: none"> <li>Community mental health providers</li> <li>Faith organizations</li> <li>University of North Florida</li> </ul>	<p><b>Year 1 (October 1, 2018 – September 30, 2019)</b></p> <ul style="list-style-type: none"> <li>A planning committee of community representatives and Baptist Health team members met monthly to determine conference content and format</li> </ul> <p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>The 2020 Behavioral Health Conference - Health and Wellbeing in a Pandemic, was hosted virtually on Nov. 17, 18, and 19 with 159, 151 and 131 individuals attending, respectively <ul style="list-style-type: none"> <li>Recordings and other session content were posted on the Baptist Health website, receiving about 56 views a day the week of the conference.</li> <li>96% of survey respondents rated the conference quality as excellent or good</li> </ul> </li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <li>COVID-19 surges in 2021 postponed the September conference to April 2022</li> </ul>
Increase access to behavioral health services.	Provide education and prevention programming in the community.	<ul style="list-style-type: none"> <li>Number of people participating in programs</li> </ul>	<ul style="list-style-type: none"> <li>Florida’s First Coast YMCA</li> <li>Jewish Community Alliance</li> </ul>	<ul style="list-style-type: none"> <li>Provided a total of 192 mediation classes with 1,598 visits at Y Health Living Centers and JCA Wellness Connexion (all locations) from October 1, 2018 – September 30, 2021</li> </ul> <p><b>Year 1 (October 1, 2018 – September 30, 2019)</b></p> <ul style="list-style-type: none"> <li>Hosted 24 NAMI Peer Connection Recovery Support Groups at Riverside YHLC</li> <li>Participated in 6 health fairs attended by 132 individuals. Attendees were screened for mental health risk, and behavioral health resource information was provided. If identified as at-risk, participants received a follow-up from a RN</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
				<p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>• Hosted a 3 week “Coping with COVID” webinar series which reached a total of 4,096 individuals.</li> <li>• Hosted “Suicide Prevention 101: What You Need to Know to Help Save Lives” virtually for the community and Baptist Health Team Members on September 22, 2020 with 100 individuals attending. <ul style="list-style-type: none"> <li>○ 100% of survey respondents rated the quality of the event as excellent or good</li> </ul> </li> <li>• Hosted a webinar on depression in the LGBT+ community on September 24, 2020 with 51 individuals attending. <ul style="list-style-type: none"> <li>○ 80% of survey respondents were either likely or very likely to recommend the event to a friend or family member</li> <li>○ 80% of survey respondents rated the quality of the event overall as above average or outstanding</li> </ul> </li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <li>• Hosted “Distress Tolerance &amp; Practicing Acceptance” webinar on Jan. 1, 2021 reaching 1,833 individuals.</li> <li>• The Resilience and Strength: Supporting the Mental Well-Being of our Black Community series was a three-session panel held in the spring/summer of 2021 and focused on the mental health of elders, caregivers and adults, and youth with attendance totaling 280 people</li> <li>• Hosted a webinar on depression, substance use, and suicide in the LGBT+ community on July 15, 2021 that was shared with the community</li> <li>• Hosted five behavioral health Grand Rounds presentations with 349 participants</li> </ul>



# Maternal, Fetal and Infant Health

Each year, approximately 2,000 babies are delivered Baptist Medical Center Jacksonville. 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 Jacksonville due to the significant number of adverse outcomes in Jacksonville identified in the 2018 Community Health Needs Assessment.

## Key Issues Identified in the Assessment:

- High rates of adverse outcomes in service area, such as pre-term births, babies with low birth weight, infant mortality.
- A large proportion of mothers do not receive early prenatal care.
- Adverse birth outcomes are prevalent as a result of substance abuse among pregnant women.

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
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.	<ul style="list-style-type: none"> <li>• Identify causes for infant deaths in Northeast Florida</li> </ul>	<ul style="list-style-type: none"> <li>• Florida Blue</li> <li>• Jacksonville University</li> <li>• Northeast Florida Healthy Start Coalition</li> <li>• UF Health Jacksonville</li> </ul>	<p><b>Year 1 (October 1, 2018 – September 30, 2019)</b></p> <ul style="list-style-type: none"> <li>• Actively participated in Fetal Infant Mortality Review meetings</li> <li>• Provided funding for an in-depth review of all 2019 infant deaths to develop a strategy to end infant mortality</li> </ul> <p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>• Actively participated in Fetal Infant Mortality Review meetings</li> <li>• Provided funding for an in-depth review of all 2020 infant deaths resulting in a strategic plan to reduce infant mortality in Duval County</li> <li>• 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</li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <li>• Actively participated in Fetal Infant Mortality Review meetings</li> <li>• Provided funding for an in-depth review of all 2021 infant deaths resulting in a strategic plan to reduce infant mortality in Duval County</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
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.	<ul style="list-style-type: none"> <li>Decrease in the number of infant deaths</li> </ul>	<ul style="list-style-type: none"> <li>The Community Foundation for Northeast Florida</li> <li>Florida Blue</li> <li>Northeast Florida Healthy Start Coalition</li> <li>UF Health Jacksonville Jacksonville University</li> </ul>	<p><b>Year 1 (October 1, 2018 – September 30, 2019)</b></p> <ul style="list-style-type: none"> <li>Developed WELLcome Home visiting program which focuses on newborn and maternal education for families who deliver at Baptist Medical Center Jacksonville and reside in Duval County. WELLcome Home is designed to provide mothers and families with educational resources, such as lactation support, postpartum emotional encouragement, home and car safety, and safe sleep practices</li> <li>Implemented safe sleep policies in hospitals and education for new parents</li> </ul> <p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>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. <ul style="list-style-type: none"> <li>743 calls placed, 356 were first time moms</li> <li>491 mothers participated, 230 first time moms</li> <li>157 mothers were referred or requested additional services</li> <li>Top three WELLcome Home participant zip codes 32210, 32218, 32207</li> </ul> </li> <li>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</li> </ul>



Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
				<ul style="list-style-type: none"> <li>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</li> <li>521 maternal and newborn hospital staff members attended a Safe Sleep Demonstration training to identify safe and unsafe sleep practices, swaddling demonstrations, and patient education and correction</li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <li>Continued WELLcome Home visiting program focused on newborn and maternal education for families who deliver at BMC-Jax and reside in Duval County. <ul style="list-style-type: none"> <li>1141 total calls placed</li> <li>759 mothers participated, 374 first time moms</li> <li>Top three WELLcome Home participant zip codes 32210, 32218, 32207</li> </ul> </li> <li>347 mothers referred to additional services, such as WELLcome Home Healthy Start Home visit, Lactation Consultation, Behavioral Health. <ul style="list-style-type: none"> <li>63.5% of mothers referred to the WELLcome Home Healthy Start Home Visit completed the home visit.</li> </ul> </li> </ul>
Decrease the number of pre-term births, babies with low birth weight and infant mortality.	Offer Ready, Set, Sleep class focused on increasing awareness of safe sleep practices and CPR to expectants mothers.	<ul style="list-style-type: none"> <li>Measure pre and post-test knowledge gains</li> <li>Number of participants to class</li> </ul>	<ul style="list-style-type: none"> <li>Duval Healthy Start</li> <li>Florida Department of Health</li> <li>UF Health Healthy Start</li> </ul>	<p><b>Year 1 (October 1, 2018 – September 30, 2019)</b></p> <ul style="list-style-type: none"> <li>THE PLAYERS Center for Child Health educators provided safe sleep education to 956 people at 21 community events</li> <li>Safe Sleep messaging had a program reach of 220,026 media impressions</li> <li>136 sleep sacks and 116 pack and plays were distributed</li> </ul> <p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>A total of 417 individuals were educated on safe sleep</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
				<ul style="list-style-type: none"> <li>• Distributed a total of 9 pack and plays and 9 sleep sacks</li> <li>• Attended a total of 15 community events</li> <li>• Had a total of 557,000 social media impressions</li> <li>• 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.</li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <li>• Hosted virtual, in-person, and Spanish-speaking specific safe sleep classes</li> <li>• Organized 7 classes to educate individuals on safe sleep.</li> <li>• Distributed a total of 7 Pack N Plays</li> <li>• Had a total of 6,085 social media impressions on safe sleep practices and tips.</li> </ul>
	Continue partnering with Duval County Public Schools to provide safe sex education through health curriculum.	<ul style="list-style-type: none"> <li>• Number of students participating in classes</li> </ul>	<ul style="list-style-type: none"> <li>• University of North Florida</li> <li>• Duval County Public Schools</li> </ul>	<p><b>Year 1 (October 1, 2018 – September 30, 2019)</b></p> <ul style="list-style-type: none"> <li>• Wolfson Children’s Hospital team members assisted with condom demonstration for 7 schools educating 1,122 students.</li> </ul> <p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>• Wolfson Children’s Hospital team members assisted with condom demonstration for 17 school classes educating a total of 671 students.</li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <li>• Wolfson Children’s Hospital team members assisted with condom demonstration for 1 school educating a total of 13 students.</li> </ul>
Support parents with perinatal mood disorders.	Provide a continuum of care including psychology and psychiatry support on an	<ul style="list-style-type: none"> <li>• Number of participants</li> </ul>	<ul style="list-style-type: none"> <li>• Private OBGYN Practices</li> </ul>	<ul style="list-style-type: none"> <li>• Developed new behavioral health services for new moms and dads</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
	inpatient and outpatient basis.			<ul style="list-style-type: none"> <li>Outpatient: Baptist Behavioral Health received 981 maternal mental health referrals, of those referrals:               <ul style="list-style-type: none"> <li>227 patients were served (Y1&amp;2)</li> <li>294 were scheduled (Y3)</li> </ul> </li> <li>Inpatient (maternity): Baptist Behavioral Health received 436 maternal mental health referrals, of those referrals, 384 patients were served</li> </ul>
	Provide education on perinatal mood disorder to clinicians.	<ul style="list-style-type: none"> <li>Number of people trained</li> </ul>	<ul style="list-style-type: none"> <li>Postpartum Support International</li> </ul>	<ul style="list-style-type: none"> <li>38 clinicians trained in Pregnancy Emotional Health: Perinatal Mood and Anxiety Disorders</li> <li>64 clinicians trained in MNB Intensive: Care of the Postpartum Patient</li> </ul>
	Provide support groups to new mothers experiencing perinatal mood disorder.	<ul style="list-style-type: none"> <li>Number of people participating in support groups</li> </ul>	<ul style="list-style-type: none"> <li>Florida's First Coast YMCA</li> <li>Postpartum Support International</li> </ul>	<ul style="list-style-type: none"> <li>137 individuals participated in new mom support groups</li> </ul>

## Vulnerable Population – LGBT+

The Lesbian, Gay, Bisexual, Transgender, Queer or Questioning and Intersex (LGBT+) community has made important advancements in their attainment of civil liberties. However, LGBT+ individuals continue to face barriers that prevent them from accessing culturally competent healthcare and achieving the highest possible level of health. Due to these barriers, LGBT+ individuals experience multiple health disparities. Compared to their heterosexual counterparts, LGBT+ populations have higher rates of HIV and sexually transmitted infections, obesity, certain forms of cancer, suicide, and tobacco, alcohol, and other drug use. LGBT+ adults are also more likely to delay or avoid seeking medical care due to decreased access to healthcare and fear of discrimination.

LGBT+ people experience disparities in health outcomes resulting from a variety of sources: differential risks and risk taking between the community and the general population, unequal access to health and societal resources, stigma in the community and healthcare institutions, disparities in insurance coverage, and a history of culturally incompetent care.

Baptist Health participated in the Jacksonville-Area Community Assessment, which was initiated to learn about the composition, experiences, and needs of Northeast Florida's large and diverse lesbian, gay, bisexual, transgender and intersex (LGBT+) community. Between August and November 2017, 671 LGBT+ adults who lived, worked, worshipped or received services in Jacksonville in the prior year completed anonymous, English-language surveys.

### **Health needs identified in the survey include:**

- more than one-third (34.2%) of respondents reported a lifetime diagnosis of depression,
- almost sixty percent (58.4%) of gender minorities reported a lifetime diagnosis of depression
- rates of attempted suicide were higher among gender minority respondents (11.1%) compared to cisgender respondents (2.6%)
- rates of attempted suicide were higher among younger respondents (5.6%) compared to older respondents (0.0%)
- 16.5% of all LGBTQI respondents reported being a current smoker
- binge drinking in the past 30 days was reported by nearly four out of ten respondents

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
Increase access to support services.	Implement support groups for LGBT+ populations to address addictions, mental health, advocacy, community resources, etc.	<ul style="list-style-type: none"> <li>• Number of people participating in support groups</li> <li>• Evaluation of quality and outcomes of support groups</li> </ul>	<ul style="list-style-type: none"> <li>• Jacksonville Coalition for Equality</li> <li>• JASMYN</li> <li>• PFLAG</li> <li>• University of North Florida</li> </ul>	<p><b>Year 1 (October 1, 2018 – September 30, 2019)</b></p> <ul style="list-style-type: none"> <li>• Baptist Health hosted a weekly support group April 10 – May 15, for one hour. Nineteen individuals registered and an average of 8 individuals attended weekly <ul style="list-style-type: none"> <li>○ 88% of respondents agreed their social support system increased since participating in the group</li> <li>○ 100% of respondents “strongly agreed” they would recommend this group to other LGBT+ adults</li> </ul> </li> </ul> <p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>• Baptist Health hosted a weekly support group from October 2 – December 18. Seventeen individuals registered and an average of 6 individuals attended weekly <ul style="list-style-type: none"> <li>○ 100% of evaluation respondents “strongly agreed” their social support system increased since participating in the group and they would recommend this group to other LGBT+ adults</li> </ul> </li> <li>• Baptist Health hosted a weekly support group from February 12 – April 1 (The March 18 meeting was canceled due to COVID; subsequent meetings were transferred to virtual). <ul style="list-style-type: none"> <li>○ 100% of evaluation respondents “somewhat agreed” their social support system increased since participating in the group and they would recommend this group to other LGBT+ adults</li> <li>○ 100% of respondents “strongly agreed” they would recommend this group to other LGBT+ adults</li> </ul> </li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <li>• A weekly virtual support group was offered from April 7 – April 28 and May 26 – June 9, but there was a lack of attendance.</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
Increase access to support services.	Partner with JASMYN to provide support to parents and family members of LGBT+ people.	<ul style="list-style-type: none"> <li>Number of people who participate in education</li> <li>Evaluation of quality and outcomes of support groups</li> </ul>	<ul style="list-style-type: none"> <li>JASMYN</li> <li>Pride Team Member Community</li> </ul>	<p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <p>Two support group cycles were offered to the community. Sessions were 1 hour weekly and led by a facilitator who was also the parent of a LGBT+ person.</p> <ul style="list-style-type: none"> <li>Cycle 1 (4 weeks: March 9– March 30) <ul style="list-style-type: none"> <li>Average attendance: 5 parents/family members</li> <li>The quality of the sessions was rated as above average</li> <li>Participants agreed that the space was safe and welcoming</li> <li>Participants were very likely to recommend the group to other parents/family members with a LGBT+ child</li> </ul> </li> <li>Cycle 2 (6 weeks: May 11 – June 15) <ul style="list-style-type: none"> <li>Average attendance: 3 parents/family members</li> </ul> </li> <li>Cycle 3 was set to begin on August 10, but due to unforeseen circumstances, efforts were transferred to JASMYN’s Family Space support group.</li> </ul>
Increase access to support services.	Partner with organizations to provide health education specific to LGBT+ populations.	<ul style="list-style-type: none"> <li>Number of people who participate in education</li> <li>Evaluation of quality and outcomes of support groups</li> </ul>	<ul style="list-style-type: none"> <li>JASMYN</li> <li>Pride Team Member Community</li> </ul>	<p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>Hosted a webinar on depression in the LGBT+ community on September 24 with 51 individuals attending. <ul style="list-style-type: none"> <li>80% of survey respondents were either likely or very likely to recommend the event to a friend or family member</li> <li>80% of survey respondents rated the quality of the event overall as above average or outstanding</li> </ul> </li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <li>Hosted a webinar series on various LGBT+ topics and shared with the community <ul style="list-style-type: none"> <li>“Pre-Exposure Prophylaxis” on June 3</li> </ul> </li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
				<ul style="list-style-type: none"> <li>○ “Depression, Substance Use, and Suicide” on July 15</li> <li>○ “Disparities in Healthcare” on September 9</li> </ul>



# Vulnerable Population - Seniors

Seniors, the fastest-growing population in Northeast Florida, is identified as a population in need of services through the 2016 needs assessment. Baptist Health partnered with United Way in 2003 to better serve our senior population resulting in a Robert Wood Johnson grant to provide additional social supports to frail seniors upon discharge from our downtown hospital. These early efforts informed the development of AgeWell, which opened as the region's first and only comprehensive geriatric program in 2012. AgeWell provides an enriched level of specialized, geriatric primary care uniquely designed to meet the needs of our community's medically complex, frail seniors. The Institute provides comprehensive geriatric assessments and utilizes evidenced-based protocols through an integrated, interdisciplinary care team model. The team includes Geriatricians, Gero-Psychiatrist, Psychologist, RN Care Manager, Licensed Social Workers, Clinical Pharmacists, Nutritionist, a rehab team, and Social Service coordinators. The team of geriatric specialists extend traditional medical boundaries to address the social and emotional needs of patients and their caregivers; promoting better health and maximizing their functional capacity and ability to live at home in their communities. Most of the non-medical services are unreimbursed by Medicare or other insurance carriers and not charged to patients. The type of comprehensive geriatric care is typically only available at academic medical centers where unreimbursed costs can be covered/reduced through residents and fellowships and research funding.

## **Key Issues Identified in the Assessment:**

- According to the data, the Medicare population has high rates of chronic diseases and injuries; specifically, atrial fibrillation, cancer, hyperlipidemia, rheumatoid arthritis, and stroke.
- In Nassau County, the Age-Adjusted Death Rate due to Falls is higher than the state average.
- The percentages of older adults over age 65 with arthritis and cancer are higher than the state averages.

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
Reduce isolation of frail seniors and proactively identify health needs.	Partner with Meals on Wings to provide nutritional meals to seniors on the state waiting list for services.	<ul style="list-style-type: none"> <li>Number of seniors receiving meals</li> </ul>	<ul style="list-style-type: none"> <li>Morrison's Cafeteria</li> <li>UNF</li> </ul>	<p>Across the Baptist system, 27,995.6 meals were provided to seniors from 2019-2021, with 19,038.2 meals being provided to BMC Jacksonville seniors during this period from food donated to the UNF dietary department for the Meals on Wings program.</p> <p><b>Year 1 (October 1, 2018 – September 30, 2019)</b></p> <ul style="list-style-type: none"> <li>5,216.2 meals provided to BMCJ seniors</li> <li>Around 25 seniors were assisted across the NEFL program</li> </ul> <p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>6,865.1 meals provided to BMCJ seniors</li> <li>Around 75 seniors were assisted across the NEFL program</li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <li>6,956.9 meals provided to BMCJ seniors</li> <li>Over 250 seniors were assisted across the NEFL program</li> </ul>
	Partner with organizations to reduce senior isolation.	<ul style="list-style-type: none"> <li>Number of seniors reached through the program</li> <li>Evaluation of satisfaction</li> <li>Number of needs identified</li> </ul>	<ul style="list-style-type: none"> <li>Nonprofit Hospital Partnership</li> <li>ElderSource</li> <li>Heartfelt Ministries</li> <li>Baptist Health Auxiliary and Volunteers</li> </ul>	<p><b>Year 2 (June 1, 2020 – September 30, 2020)</b> <b>Across the system</b></p> <ul style="list-style-type: none"> <li>72 volunteers</li> <li>100 community members</li> <li>400 phone calls</li> <li>200 hours</li> <li>Quality of calls (as rated by volunteers) <ul style="list-style-type: none"> <li>Excellent: 64.02%</li> <li>Pretty Good: 30.16%</li> <li>OK: 2.91%</li> <li>Weak: 1.85%</li> <li>Poor: 1.06%</li> </ul> </li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b> <b>Across the system</b></p> <ul style="list-style-type: none"> <li>67 volunteers</li> <li>69 community members</li> <li>1605 phone calls</li> <li>654 hours</li> <li>Quality of calls (as rated by volunteers)</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
				<ul style="list-style-type: none"> <li>○ Excellent: 77.43%</li> <li>○ Pretty Good: 17.62%</li> <li>○ OK: 2.01%</li> <li>○ Weak: 1.85%</li> <li>○ Poor: 1.09%</li> </ul>
Provide educational, therapeutic, and exercise opportunities for seniors and caregivers to improve the health of seniors.	Implement ENRICH Outreach cognitive enhancement program for seniors experiencing moderate to moderately severe cognitive impairment and their care partners.	<ul style="list-style-type: none"> <li>• Number of seniors and care partners who participate</li> <li>• Evaluation of program satisfaction and health outcomes by seniors and care partners</li> <li>• Number of seniors and care partners who participate</li> <li>• Evaluation of program satisfaction and health outcomes by seniors and care partners</li> </ul>	<ul style="list-style-type: none"> <li>• AgeWell</li> </ul>	<b>Year 1 (October 1, 2018 – September 30, 2019)</b> <ul style="list-style-type: none"> <li>• 2 days of ENRICH classes with 8 couples. (COVID caused cancellation of any further classes)</li> <li>• Comments also indicated that it was a safe environment for sharing ideas and receiving emotional support; was an avenue for resources to help better understand and care for loved ones; and was enjoyed by patients who looked forward to attending</li> <li>• Care partners were highly satisfied with content and opportunities for respite and self-care</li> <li>• In addition, care partners felt that AgeWell cared about them as well. Through a creation of a support system, and access to education and resources, care partners are hopefully able to reduce levels of stress, improving their personal health, thus allowing them to better care for their loved one. Providing them with unique holistic care, care partners begin to feel supported and relieved. Providing them with disease-specific education allows them to gain a better understanding of the disease and its progression. Knowing what to expect calms fears</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
Provide educational, therapeutic, and exercise opportunities for seniors and caregivers to improve the health of seniors.	Partner with health education organizations to offer senior programming to address health needs. Partner with health education organizations to offer senior programming to address health needs.	<ul style="list-style-type: none"> <li>• Number of seniors and care partners who participate</li> <li>• Evaluation of program satisfaction and health outcomes by seniors and care partners</li> <li>• Number of seniors and care partners who participate</li> <li>• Evaluation of program satisfaction and health outcomes by seniors and care partners</li> </ul>	<ul style="list-style-type: none"> <li>• AgeWell</li> <li>• AHEC (Area Health Education Centers)</li> <li>• ElderSource</li> </ul>	<p>10 partner organizations, 31 events with 3,245 total participants with tabling events and presentations covering health education topics including: blood pressure and BMI management, end of life planning, falls prevention, healthy aging, joint care, lung health, mental health and stroke awareness</p> <p>In partnership with our faith-based community, the following topics were covered with seniors and the participants from our faith community:</p> <ul style="list-style-type: none"> <li>• “Isolation and Loneliness”</li> <li>• “Advanced Care Planning”</li> <li>• “Rheumatoid Arthritis”</li> <li>• “Lung Cancer”</li> <li>• “Saving Claire, Falls Prevention”</li> <li>• Approximately 150 individuals attended these virtual events.</li> </ul> <p><b>Year 1 (October 1, 2018 – September 30, 2019)</b></p> <ul style="list-style-type: none"> <li>• 865 people attended 75 health and aging educational programs in the community throughout the Baptist Health system.</li> <li>• Social distancing precautions for COVID-19 forced all face-to-face educational opportunities to be offered through virtual platforms. As such, participants from around the region were invited to attend these events.</li> </ul> <p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>• The Social responsibility Office provided 7 presentations to approx. 215 community members (live and virtual events)</li> <li>• Educated Senior Round Table on the connection between grief and health/immunity in seniors and strategies for stress reduction to manage both stress and grief attended by 50 caregivers</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
				<ul style="list-style-type: none"> <li>• Provided education on stress management, and information on where to turn for additional support to staff at senior ALF or ILF facilities. <ul style="list-style-type: none"> <li>○ 250 attended</li> <li>○ Those reached reported high satisfaction with information and support provided</li> </ul> </li> <li>• <b>Year 3 (October 1, 2020 – September 30, 2021)</b></li> <li>• The following topics were covered virtually for seniors and members of the faith community: <ul style="list-style-type: none"> <li>○ “Healthy Aging”</li> <li>○ “Resilience and Strength-Supporting Elders”</li> <li>○ “Resilience and Strength-Supporting Parents, Caregivers and All Adults”</li> <li>○ “Colorectal Cancer”</li> <li>○ “Saving Claire-Falls Prevention”</li> </ul> </li> <li>• Baptist AgeWell offered senior health education on 10 formal topics and an additional option to customize chronic disease education by specific illness: <ul style="list-style-type: none"> <li>○ “5 Keys to Healthy Aging”, “Understanding the 3 D’s”, “Fall prevention”, “Bladder Health”, “Is this depression?”, “Coping with grief”</li> <li>○ “Caring for the Caregiver Mind, Body, and Spirit”, “Accessing community resources for yourself or your loved one”, “Pills, Pills, Pills”, “Living a Brain Healthy Lifestyle”</li> <li>○ Approximately 300 individuals attended live and virtual events.</li> <li>○ Those attending training sessions took surveys which averaged a “highly satisfactory” or “satisfactory” ratings.</li> </ul> </li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
Provide educational, therapeutic, and exercise opportunities for seniors and caregivers to improve the health of seniors.	<p>Implement Congregational Health Network to provide care and support to seniors through key, trained volunteers within churches. Two levels of collaboration:</p> <ul style="list-style-type: none"> <li>Congregational Health Network Basic Partnership: Certified Community Health Workers (“Liaisons”) are trained to independently assist members of the church with general health needs and health promotion, and assistance in navigating the hospital system and connecting to community health resources</li> <li>Congregational Health Network Plus Partnership: Certified Community Health Workers are trained as described in the above bullet. Additionally, the agreement includes formalized alert process to contact program coordinator to CHW when a member (patient) is admitted to the hospital (via auto-alert with Patient Access Services)</li> </ul>	<ul style="list-style-type: none"> <li>Number of patients in program</li> <li>Number of hospital admissions</li> <li>Admits per patient</li> <li>Total patient days</li> <li>Days per admission</li> <li>Days per patient (total)</li> <li>Total charges</li> <li>Average charge/admit</li> <li>Average charge/patient</li> <li>Number of ED visits</li> <li>Number of ED admits</li> </ul>	<ul style="list-style-type: none"> <li>Area church congregations</li> <li>Pastors</li> <li>Health Ministry Members (to serve as Liaisons)</li> <li>Certified trainers for volunteers (“Liaisons”), Life Limbs</li> <li>City of Jacksonville</li> <li>ElderSource</li> </ul>	<p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>Program’s official launch: August, 18, 2020</li> <li>Number of patient-members: 23</li> <li>Marketing efforts underway in all congregations, 12 churches agreed to participate in the Congregational Health Network Basic Partnership</li> <li>6 churches signed agreements to participate as Congregational Health Network Plus Partnership</li> <li>Cohort 1 consisted of 18 Liaisons. 2 hours of program training completed January, 13, and 6.5 hours of Community Health Worker training completed January, 25. (Training was paused due to COVID-19)</li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <li>Cohort 2 consisted of 13 Liaisons.</li> <li>The CHW credential required 30 hours of education; participants completed 15 hours of education. Classes continued every other week through October.</li> <li>13 CHW completed the 30 hours of required certification training virtually.</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
Provide educational, therapeutic, and exercise opportunities for seniors and caregivers to improve the health of seniors.	Address the social needs of patients with chronic conditions that are not being optimally managed by performing skilled and non-skilled services in the home.	<ul style="list-style-type: none"> <li>• Reduction in avoidable hospital admissions, readmissions, and ED visits</li> <li>• Patient satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>• Aging True</li> </ul>	<ul style="list-style-type: none"> <li>• 69 seniors served since pilot began in October 2019</li> <li>• After 6 months of service, ED visits decreased 20% compared to 6 months prior to receiving services</li> <li>• After 12 months of service inpatient visits decreased 36% and ED visits decreased 50% compared to 12 months prior to receiving services</li> <li>• All patients who completed the satisfaction survey (n=6) rated the program 100/100 and replied “yes” when asked if they are likely to recommend</li> <li>• Although not an anticipated metric, this program has helped transition patients off the ElderSource waitlist for home and community services to long-term Medicaid. Without these services, these patients would most likely be living in a nursing home or ALF. These services allow the individual to remain at home, reducing their overall cost of care</li> </ul>
Provide educational, therapeutic, and exercise opportunities for seniors and caregivers to improve the health of seniors.	Collaborate with Ames Production and the Nonprofit Hospital Partnership to share the Saving Claire program with the NE Florida community. Saving Claire is a 2-part program that includes a documentary film and panel discussion with falls prevention experts.	<ul style="list-style-type: none"> <li>• Number of events offered in the community</li> <li>• Number of community members attending each event.</li> <li>• Participants’ responses to program (based on formal evaluation of program)</li> <li>• Number of seniors who connect to a falls prevention strategy following the program (e.g. home assessment, exercise class, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Baptist Health Auxiliary</li> <li>• Caregiver Coalition Professional Members</li> <li>• City of Jacksonville</li> <li>• Faith Partner Network</li> </ul>	<p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <p>Two events hosted in December:</p> <ul style="list-style-type: none"> <li>○ Faith Partners: 24 attendees</li> <li>○ Baptist Health Auxiliary Volunteers: 46 attendees</li> <li>• An in-person event scheduled for August 2 at City of Jacksonville’s Mary Singleton Senior Center was canceled due to COVID restrictions.</li> <li>• The Caregiver Coalition event on August 27 was pivoted to virtual. 85 people attended. <ul style="list-style-type: none"> <li>○ 27 survey respondents</li> <li>○ 92.6% thought the content was very helpful</li> </ul> </li> </ul>



Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
				<ul style="list-style-type: none"> <li>○ 100% believed they learned something that would make them a better caregiver</li> <li>○ 92.6% were very likely to take action or make a change to help themselves or a loved one prevent a fall</li> <li>○ 100% wanted follow-up emails to learn more and about next steps</li> </ul>
Provide educational, therapeutic, and exercise opportunities for seniors and caregivers to improve the health of seniors.	Collaborate with the Caregiver Coalition, a formal network of area senior care providers to enhance the resource network available to seniors and caregivers of older adults through financial sponsorship/membership and team member involvement	<ul style="list-style-type: none"> <li>• Number of educational events</li> <li>• Number of participants</li> <li>• Percentage of new participants</li> <li>• Percentage of returning participants</li> <li>• Newsletter distribution (number of contacts)</li> <li>• Post-evaluation polls assess satisfaction with that specific workshop</li> </ul>	<ul style="list-style-type: none"> <li>• Aging True Community Senior Services, City of Jacksonville Senior Services, Community Hospice, ElderSource, and other confirmed members of the Caregiver Coalition</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly newsletter distributed to 2320 contacts</li> <li>• Number of workshops: 7</li> <li>• Total Attendance for all events: 666</li> <li>• Post-workshop evaluations assessing satisfaction to questions:</li> <li>• Responses were 99.9% positive on a three-point scale.</li> </ul> <p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>○ May: “Caregiving During COVID-19”</li> <li>○ June: “The Legal Aspects of Caregiving”</li> <li>○ July: “Preparing for a Crisis During a Crisis”</li> <li>○ Aug: “Caring for Yourself as You Care for Others”</li> <li>○ September: “Caring for the Veteran Caregiver Conference”</li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <li>○ November: “The Joys in Caregiving: Meeting the Challenges of Caregiving During the Holidays”</li> <li>○ December: “How to Make the Most of the Holidays”</li> </ul>