

Baptist Medical Center Beaches

# Community Health Plan Report

Three-Year Report 2019-2021



Changing Health Care for Good.®

# Access to Care

As the Beaches communities' main source of health care, Baptist Medical Center Beaches has partnered with the Beaches Health and Wellness initiative for many years. The Beaches Health and Wellness initiative is led by We Care Jacksonville. Active participants include Baptist Medical Center Beaches, BEAM, Sulzbacher Center, Muslim American Social Services and Mission House.

## 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
- Lack of access to proper nutrition in some areas – food desert designation in Atlantic Beach

Goal	Strategies	Metrics/What we Are Measuring	Partnering/External Organizations	Results
Increase access to health services for un- and under-insured people in the BMCB service area.	Continue participation in the Beaches Health and Wellness initiative.	<ul style="list-style-type: none"> <li>• Number of people served</li> <li>• Evaluate health and wellness of participants</li> </ul>	<ul style="list-style-type: none"> <li>• Beaches Emergency Assistance Ministry (BEAM)</li> <li>• Community Health Outreach</li> <li>• Mission House</li> <li>• Muslim American Social Services (MASS)</li> <li>• Sulzbacher Center</li> <li>• Volunteers in Medicine</li> <li>• The Way</li> <li>• We Care Jacksonville</li> </ul>	<p><b>Year 1 (October 1, 2018 – September 30, 2019)</b></p> <ul style="list-style-type: none"> <li>• Community Health Outreach, MASS, Mission House, Sulzbacher, We Care, Volunteers in Medicine and The Way collectively served 8,283 un- and under-insured patients <ul style="list-style-type: none"> <li>○ 1,238 diabetic patients were served, of which 914 were seen at least twice during the 12-month period and 41.5% reported reaching within normal levels (HbA1c&lt;7% or 8%)</li> <li>○ 2,936 hypertensive patients were served, of which 1,980 were seen at least twice during the 12-month period and 55.4% measured &lt;140/90</li> </ul> </li> </ul> <p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>• Community Health Outreach, MASS, Mission House, Sulzbacher, We Care, Volunteers in Medicine and The Way collectively served 5,163 un- and under-insured patients <ul style="list-style-type: none"> <li>○ 1,177 diabetic patients were served, of which 807 were seen at least twice during the 12-month period and 32.8% reported reaching within normal levels (HbA1c&lt;7% or 8%)</li> </ul> </li> </ul>

Goal	Strategies	Metrics/What we Are Measuring	Partnering/External Organizations	Results
				<ul style="list-style-type: none"> <li>○ 2,323 hypertensive patients were served, of which 1,625 were seen at least twice during the 12-month period and 49.0% measured &lt;140/90</li> <li>○ 1,444 patients with mental health needs were serviced, of which 833 scored 10 or greater on PHQ9 and were referred for treatment and 78.4% participated in at least one counseling session during the 12-month period</li> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <li>• Community Health Outreach, MASS, Mission House, Sulzbacher, Volunteer in Medicine, The Way, and WeCare collectively served 8,844 un- and under-insured patients <ul style="list-style-type: none"> <li>○ 1,339 diabetic patients were served, of which 978 were seen at least twice during the 12-month period and 31.6% reported reaching within normal levels (HbA1c&lt;7% or 8%)</li> <li>○ 3,115 hypertensive patients were served, of which 2,203 were seen at least twice during the 12-month period and 53.1% measured &lt;140/90</li> <li>○ 1,648 patients with mental health needs were serviced, of which 933 scored 10 or greater on PHQ9 and/or were referred for treatment and 92.7% participated in at least one counseling session during the 12-month period.</li> </ul> </li> </ul>
	Support Duval free medical clinics and Federally Qualified Health Centers in collaborative efforts to increase access to care.	<ul style="list-style-type: none"> <li>• Number of people served</li> <li>• Evaluate health and wellness of participants</li> </ul>	<ul style="list-style-type: none"> <li>• Agape Health</li> <li>• Community Health Outreach</li> <li>• MASS</li> <li>• Mission House</li> <li>• Sulzbacher Center</li> <li>• Volunteers in Medicine</li> <li>• We Care Jacksonville</li> </ul>	<ul style="list-style-type: none"> <li>• Baptist Health funded a facilitator to help the free clinics and FQHCs develop a model to create JaxCareConnect, a system of care led by WeCare Jacksonville <ul style="list-style-type: none"> <li>○ As of September 31, 2021, 429 referrals for care were received from community members and emergency department social workers, 305 (71.1%) moved</li> </ul> </li> </ul>

Goal	Strategies	Metrics/What we Are Measuring	Partnering/External Organizations	Results
				<p>forward with scheduling an appointment with a primary care physician and 151 of these patients (49.5%) established a medical home with a JaxCareConnect-affiliated free clinic or FQHC, and 70 (22.9%) were enrolled in private or city sponsored healthcare plans.</p> <ul style="list-style-type: none"> <li>• MASS documentary screening onsite at BMCB on 3/27/19 to encourage referrals; 32 team members attended</li> <li>• Mission House monthly meal service by BMCB team members with 4 employees participating each month since October 1, 2018; approximately 1,600 meals served from FY19-FY21</li> <li>• Provided Mission House clinic tour to healthcare professionals each month in FY2019; 40 team members participated</li> <li>• Mission House volunteer recruitment event and sponsorship on 11/10/18</li> </ul>
	Partner with area faith partners and civic groups to offer health education.	<ul style="list-style-type: none"> <li>• Number of partner organizations</li> <li>• Number of people served</li> </ul>	<ul style="list-style-type: none"> <li>• Faith partners</li> <li>• Florida's First Coast YMCA</li> </ul>	<ul style="list-style-type: none"> <li>• 11 partner organizations, 17 events with 2628 total participants with tabling events and presentations covering health education topics including: Baptist Health service line information, blood pressure and BMI management, end of life planning, healthy aging, joint care, lung health, mental health and stroke awareness</li> <li>• In September 2020, free flu vaccines were provided to 24 seniors at the vaccine clinic</li> <li>• Provided Play60 nutrition curriculum to 802 students in 6 schools and 4 counties</li> <li>• THE PLAYERS Center for Child Health provided nutrition and hygiene education to 4,253 students in 191 classes</li> <li>• Implemented safe sleep policies in hospitals and education for new parents</li> </ul>

Goal	Strategies	Metrics/What we Are Measuring	Partnering/External Organizations	Results
	Continue partnerships to offer free smoking cessation classes.	<ul style="list-style-type: none"> <li>Number of people referred for classes</li> <li>Number of people who participate in and complete classes</li> </ul>	<ul style="list-style-type: none"> <li>NE Florida Area Health Education Center (AHEC)</li> </ul>	<ul style="list-style-type: none"> <li>27 inpatient referrals since October 1, 2018</li> <li>5 two-hour, 1 four-week, and 1 six-week smoking cessation programs offered onsite at BMCB with 26 participants total</li> </ul>
	Develop resource catalog for transportation, prescription assistance, nutrition, and health services to better connect people to available resources.	<ul style="list-style-type: none"> <li>Number of people trained on available community resources</li> </ul>	<ul style="list-style-type: none"> <li>Aging True</li> <li>AHEC</li> <li>Beaches Community Kitchen</li> <li>Beaches Council on Aging</li> <li>BEAM</li> <li>Elder Source</li> <li>Hart Felt Ministries</li> <li>Jax Legal Aid</li> <li>Lend an Ear</li> <li>MASS</li> <li>Mission House</li> <li>Neptune Beach Senior Center</li> <li>OEIUS</li> <li>Pablo Towers / Pablo Hamlet</li> <li>Palms Presbyterian</li> <li>Rock Solid Law</li> <li>St. Vincent de Paul Society</li> <li>Sulzbacher Center</li> <li>WeCare Jax</li> <li>UNF</li> <li>Vision is Priceless</li> </ul>	<ul style="list-style-type: none"> <li>Developed and distributed a research catalog in partnership with the Beaches Council on Aging to aid in coordinating referrals with community partners</li> </ul>
	Connect healthcare professionals to volunteer opportunities at community health events and clinics.	<ul style="list-style-type: none"> <li>Number of opportunities</li> <li>Number of participants</li> </ul>	<ul style="list-style-type: none"> <li>Baptist Excel Nursing Program</li> </ul>	<p><b>Year 1 (October 1, 2018 – September 30, 2019)</b></p> <ul style="list-style-type: none"> <li>Hosted volunteer recruitment event at Mission House on November 10</li> <li>Provided Mission House clinic tour to healthcare professionals each month; 40 team members participated</li> <li>Documentary screening to BMCB team members on MASS clinic services. Held on March 27 with 32 in attendance</li> </ul>

Goal	Strategies	Metrics/What we Are Measuring	Partnering/External Organizations	Results
				<ul style="list-style-type: none"> <li>7 additional community health events with 18 volunteer team members</li> </ul>
Increase access to nutritious food to frail seniors.	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>University of North Florida</li> </ul>	<p>Across the Baptist system, 27,995.6 meals were provided to seniors from 2019-2021, with 1,131.5 meals being provided to BMC Beaches seniors during this period from food donated to the UNF dietary department for the Meals on Wings program.</p> <p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>828.1 meals provided to Beaches seniors</li> <li>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>303.4 meals provided to Beaches seniors</li> <li>Over 250 seniors were assisted across the NEFL program</li> </ul>

# 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 Beaches 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
- Many healthcare providers are not equipped to deal with serious mental health illnesses
- There is a great need for psychiatrists for the underinsured and uninsured as services are expensive but mental health issues often affect those without coverage

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>
	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> <li>● Free clinics and FQHCs <ul style="list-style-type: none"> <li>● Community Health Outreach</li> <li>● MASS</li> <li>● Mission House</li> <li>● Sulzbacher</li> <li>● Volunteers in Medicine</li> <li>● The Way</li> <li>● WeCareJax</li> </ul> </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>
	Continue offering free post-partum support and meditation programs.	<ul style="list-style-type: none"> <li>● Number of offerings</li> </ul>	<ul style="list-style-type: none"> <li>● Baptist Women's Resource Center</li> <li>● Jewish Community Alliance</li> </ul>	<b>Year 1 (October 1, 2018 – September 30, 2019)</b> <ul style="list-style-type: none"> <li>● 5 postpartum support group sessions offered at Ponte Vedra YHLC with 9 visits</li> <li>● 6 meditation classes offered at Ponte Vedra YHLC with 61 participants in attendance</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
			<ul style="list-style-type: none"> <li>Y Healthy Living Centers</li> </ul>	<ul style="list-style-type: none"> <li>Weekly meditation program offered onsite at BMCB. 182 in attendance during FY2019</li> </ul> <b>Year 2 (October 1, 2019 – September 30, 2020)</b> <ul style="list-style-type: none"> <li>Provided 82 meditation classes with 657 visits at Y Healthy Living Centers and JCA Wellness Connexion</li> <li>Provided 5 Moms Matter sessions at Ponte Vedra YHLC with 10 visits</li> </ul> <b>Year 3 (October 1, 2020 – September 30, 2021)</b> <ul style="list-style-type: none"> <li>Provided 45 support groups and mediation classes with 189 visits at Y Health Living Centers and JCA Wellness Connexion</li> </ul>
	Continue hosting behavioral health support groups.	<ul style="list-style-type: none"> <li>Number of sessions held at location</li> </ul>	<ul style="list-style-type: none"> <li>Substance abuse and mental health support organizations</li> </ul>	<ul style="list-style-type: none"> <li>BMCB hosted 7 behavioral health support groups with a total of 433 sessions since October 1, 2018</li> </ul>
	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>	<b>Year 1 (October 1, 2018 – September 30, 2019)</b> <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> <b>Year 2 (October 1, 2019 – September 30, 2020)</b> <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> <b>Year 3 (October 1, 2020 – September 30, 2021)</b> <ul style="list-style-type: none"> <li>COVID-19 surges in 2021 postponed the September conference to April 2022</li> </ul>
	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> </ul>	<b>Year 1 (October 1, 2018 – September 30, 2019)</b> <ul style="list-style-type: none"> <li>BMCB partnered with 7 organizations, supporting 7 events with 1634 total participants</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
				<ul style="list-style-type: none"> <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> <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> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
				<ul style="list-style-type: none"> <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>

## Vulnerable Population - Seniors

Seniors, the fastest-growing population in Northeast Florida, is identified as a population in need of services through the 2018 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, Geropsychiatrist, 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 Duval County, the Age-Adjusted Death Rate due to Falls is higher than the state average.
- The percentages of older adults over age 65 with influenza and pneumonia vaccinations are lower than the state average.

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>• University of North Florida</li> </ul>	<p>Across the Baptist system, 27,995.6 meals were provided to seniors from 2019-2021, with 1,131.5 meals being provided to BMC Beaches seniors during this period from food donated to the UNF dietary department for the Meals on Wings program.</p> <p><b>Year 2 (October 1, 2019 – September 30, 2020)</b></p> <ul style="list-style-type: none"> <li>• 828.1 meals provided to Beaches seniors</li> <li>• 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>• 303.4 meals provided to Beaches seniors</li> <li>• Over 250 seniors were assisted across the NEFL program</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
	Engage Baptist Health's team of Auxiliary volunteers in a Friendly Calling program to reduce feelings of loneliness and isolation in community seniors with social phone calls to offer friendship, encouragement and support.	<ul style="list-style-type: none"> <li>• Number of volunteers in program</li> <li>• Number of community members (patients) in program</li> <li>• Number of phone calls</li> <li>• Total time invested in calls</li> <li>• Quality of phone calls (reported by volunteers)</li> </ul>	<ul style="list-style-type: none"> <li>• Baptist Health Auxiliary</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) <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> </li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
	Develop working group of community partners to prioritize health needs of seniors.	<ul style="list-style-type: none"> <li>Number of seniors and community organizations who participate</li> <li>Number of volunteers who participate</li> <li>Evaluation of partnership satisfaction and health outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Beaches Council on Aging</li> <li>BEAM</li> <li>Elder Source</li> <li>Hart Felt Ministries</li> <li>Pablo Towers / Pablo Hamlet</li> <li>UNF</li> <li>United Way of NE Florida</li> </ul>	<ul style="list-style-type: none"> <li>7 strategy meetings held in FY21 and 4 strategy meetings held in FY20 with representatives from Beaches Council on Aging, BEAM, Elder Source, Hart Felt Ministries, Pablo Towers / Pablo Hamlet, UNF and United Way</li> <li>The priority of the group included identifying existing services and providing easier access to services for seniors who are isolated and/or in need of services, including seniors discharged from the hospital without sufficient in-home support</li> <li>Jacksonville Nonprofit Hospital Partnership worked with Ames Productions to increase awareness of fall prevention strategies with seniors and caregivers using the Saving Claire documentary as a platform for discussion</li> </ul>
Provide educational, therapeutic, and exercise opportunities for seniors and caregivers to improve the health of seniors.	Expand ENRICH enhancement programs for seniors experiencing 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</li> </ul>	<ul style="list-style-type: none"> <li>Baptist Health AgeWell</li> </ul>	<ul style="list-style-type: none"> <li>4 sessions of ENRICH scheduled for FY2020 onsite at BMCB; these sessions were cancelled due to the COVID-19 pandemic</li> </ul>
Provide educational, therapeutic, and exercise opportunities for seniors and caregivers to improve the health of seniors.	Partner with area faith partners, civic groups and AHEC to offer senior programming to address health needs.	<ul style="list-style-type: none"> <li>Number of seniors who participate</li> <li>Evaluation of program satisfaction and health outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Area Health Education Center (AHEC)</li> <li>ElderSource</li> <li>Faith organizations</li> <li>Pablo Hamlet</li> <li>Pablo Towers</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><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</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
				<p>opportunities to be offered through virtual platforms. As such, participants from around the region were invited to attend these events</p> <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> <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> </ul> <p><b>Year 3 (October 1, 2020 – September 30, 2021)</b></p> <ul style="list-style-type: none"> <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</li> </ul> </li> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
				<p>depression?”, “Coping with grief”  “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”</p> <ul style="list-style-type: none"> <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>
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> <li>•</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>
Provide educational, therapeutic, and exercise opportunities for seniors and	Address the social needs of patients with chronic conditions that are not being optimally managed by	<ul style="list-style-type: none"> <li>• Reduction in avoidable hospital admissions, readmissions, and ED visits</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> </ul>

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
caregivers to improve the health of seniors.	performing skilled and non-skilled services in the home.	<ul style="list-style-type: none"> <li>Patient satisfaction</li> </ul>		<ul style="list-style-type: none"> <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 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>