Wolfson Children's Hospital

Community Health Plan Report

Year 3 Update — 2019-2021



Access to Care

In 2015, Baptist Health and Wolfson Children's Hospital established a goal to transform the health of children in our community. By improving access and increasing utilization of primary care services, we can improve health outcomes and reduce preventable ED visits and hospitalizations. Wolfson Children's Hospital aims to partner with community organizations in order to ensure that every child in Northeast Florida has healthcare.

Research indicates that school-based health centers are an effective mechanism for providing health care to children and youth due to convenient access. In a December 2013 survey of Duval County Public Schools (DCPS) administrators, 86% of respondents had some need or a great need for health services in their school. Services identified as needed included vision, dental and overall health services. In consultation with DCPS, Ribault High School and Ribault Middle School were identified as the first sites to initiate health centers based on need, proximity to each other, and the existing presence of mental health services in the schools.

Health services in Ribault High School and Ribault Middle School began in January of 2018. A community health center was also opened to increase access to all children under age 21 in the community. The health centers are operated by Sulzbacher Center, a Federally Qualified Health Center, with a pediatrician from UF Health Jacksonville. Full Service Schools will continue to provide mental health services and Wolfson will work in partnership with Full Service Schools and others to initiate additional programs and services aimed to impact the social determinants of health.

Funding for these services is provided by Baptist Health, grants, donors and Medicaid revenue.

Key Issues Identified in the Assessment:

- For families across Wolfson Children's Hospital service area, access due to transportation and waiting times can be a major barrier to family health.
- Child food insecurity is high within Wolfson Children's Hospital service area.

	Children with Health Primary Care Child Foo		Child Food Insecurity Rate (2015)		Food insecure children likely ineligible for assistance (2015)		
Florida	93.8%	Florida	72.7	Florida	22.7%	Florida	29.0%
Baker	NA	Baker	43.8	Baker	23.8%	Baker	30.0%
Clay	94.6%	Clay	56.9	Clay	19.7%	Clay	39.9%
Duval	95.0%	Duval	85.5	Duval	23.2%	Duval	29.0%
Nassau	94.9%	Nassau	45.9	Nassau	22.9%	Nassau	36.0%
St. Johns	97.1%	St. Johns	90.5	St. Johns	18.8%	St. Johns	52.0%

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
Every Child in Northeast Florida has Health Care	Continue operating health centers in schools in the Ribault and Raines feeder pattern in Duval County.	Number of visits Student health as measured through surveys	 Department of Health – Duval Duval County Public Schools Full Service Schools Sulzbacher Center UF Health Jacksonville 	 Year 1 (October 1, 2018 – September 30, 2019) Opened Wolfson Children's School Health Centers on the Ribault High and Ribault Middle School campuses. 583 appointments provided between October 1st, 2018 and September 2019 R.A.W. (Ribault Access & Wellness) the student advisory committee for the Wolfson Children's School Based Health at Ribault High School was established during this time. Its mission is to promote the health center, healthy living and well-being Ribault Middle Health & Wellness Club (Healthtastic) is a middle school group that was established during this time to promote healthy living. This club was established to give students an opportunity to improve their overall health & wellness Year 2 (October 1, 2019 – September 30, 2020) Opened Wolfson Children's School Health Centers on the Ribault High campus. Provided a total of 519 appointments at the Wolfson Children's School Health Center R.A.W. (Ribault Access & Wellness) student advisory committee for the Wolfson Children's School Based Health was established to promote the health center, healthy living and well-being. During the 2019-2020 fiscal year, 17 students participated in the committee. 7 activities took place during this report period Ribault Middle Health & Wellness Club (Healthtastic) is a middle school group established to promote healthy living. During the 2019-2020 fiscal year, 12 students participated. A total of 5 activities took place during this report period

Goal	Strategies	Metrics/What we are	Partnering/External	Results
		measuring	Organizations	
				With funding from Wolfson, 144 children washing and space if needed
				received eye exams and glasses if needed
				With funding from Wolfson, 88 children
				received speech and hearing services
				With funding from Baptist to community
				behavioral health organizations, 359 youth received mental health services
				Year 3 (October 1, 2020 – September 30, 2021)
				Provided a total of 670 appointments at the
				Wolfson Children's School Health Center.
				R.A.W. (Ribault Access & Wellness) student
				advisory committee for the Wolfson
				Children's School Based Health Center
				hosted their 1 st Inaugural Health Fair with a
				total of 7 vendors and over 100 attendees.
				R.A.W. student advisory committee had 2
				students participate on the Duval County
				Public Schools Mental Health Conference
				Panel.
				R.A.W student advisory committee hosted
				3 "R.A.W. Chats" for students covering the
				health educational topics of Adverse
				Childhood Experiences (ACES), LGBTQ+, and
				Health Disparities & COVID-19, bringing
				information to over 50 students.
				Wolfson Children's Health Center held their
				first Future Medical Professionals of
				America meeting, with 16 student-
				members in participation.
				R.A.W. student advisory committee Surveyed 100 students on student health
				surveyed 100 students on student health,
				health disparities, and COVID-19 o Approximately 40% of students
				 Approximately 40% of students preferred receiving health information
				through browsing the web/internet
				Over 70% of students stated being
				sexually active, with approximately
				70% practicing safe sex
		l		7070 practicing sale sex

Goal	Strategies	Metrics/What we are	Partnering/External	Results
Goal	Strategies	measuring	Organizations	
				 Over 50% of students surveyed cited
				not receiving the COVID-19 vaccine,
				stating "No, I don't trust it/it's not
				safe" or "No, my parents don't want
				me to get it."
Every Child in	Provide enrollment	 Number of children 	Clay County Public Schools	Year 1 (October 1, 2018 – September 30, 2019)
Northeast Florida has	assistance to children	enrolled in Florida	Duval County Public	Provided application assistance to 852
Health Care	eligible for Florida KidCare.	KidCare	Schools	individuals from October 1 st , 2018 to
			 Lutheran Services Florida 	September 30 th , 2019
			Head Start	Participated in 67 health fairs and provided
			St Vincent's Mobile Health	education to 6,631 individuals
			outreach	Year 2 (October 1, 2019 – September 30, 2020)
				Provided application assistance to a total of
				840 individuals
				Participated in a total of 83 events/health
				fairs and provided education to a total of
				13,524 individuals
				During 2020, promoted Flu vaccine shot in
				media with a total of 15 media posts and a
				total reach of 17,401 and 422 engagements
				Held two "Access to Health Care" Facebook
				live series with YMCA Healthy Living
				Centers, JCA and Wolfson. The series had
				an outreach of 2,000
				Year 3 (October 1, 2020 – September 30, 2021)
				Provided application assistance to a total of
				983 individuals.
				Participated in a total of 50 events/health
				fairs and provided education to a total of
				6,276 individuals.
				During 2021, promoted healthcare
				coverage, including dental and vision
				media, with a told of 36 media posts and a
				total reach of 27,888.

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
Every Child in Northeast Florida has Health Care	Provide asthma education to children diagnosed with the chronic disease.	 Pre and post-test for knowledge gains Number of children/adults educated 	 Clay County Public Schools Duval County Public Schools St Johns County Head Start 	 Year 1 (October 1, 2018 – September 30, 2019) CAP-W provided education to 1,122 children and 780 adults. CAP-W care coordinated 64 newly identified high risk patients Year 2 (October 1, 2019 – September 30, 2020) CAP-W provided education to a total of 897 individuals. Increased knowledge gained for the 2018-2019 fiscal year was 5.6% Identified a total of 35 high risk patients either through admissions or ED encounters Patients in the High Risk Asthma program were followed for 12 months. Families received patient education materials and supplies needed for patient HRA families were contacted quarterly for follow ups, and helped with insurance and scheduling appointments for allergies or pulmonology PCP provider and school nurse were notified of enrollment of high risk patient; support and resources provided to school Held "Pandemic Parenting: COVID: 19 and Asthma" Facebook Live event in partnership with Nemours. The event was viewed by more than 2,700 viewers and had 5,561 media impressions Year 3 (October 1, 2020 – September 30, 2021) CAP-W provided education to a total of 1,227 individuals. Identified a total of 39 high risk patients either through admissions or ED encounters. Patients in the High Risk Asthma program were followed for 12 months. Families receive patient education

Goal	Strategies	Metrics/What we are	Partnering/External	Results
	Partner with Children's Home Society, Clay Public Schools and Azalea Health to assess the feasibility of offering health services in the Clay County Community Schools and developing a plan if determined to be feasible.	Feasibility of offering health services in Wilkinson Junior High and Keystone Heights Junior/Senior High	 Azalea Health Children's Home Society Buckner Division Clay County Public Schools 	materials and supplies needed for patient. HRA families were contacted quarterly for follow ups, and helped with insurance and scheduling appointments for allergies or pulmonology. PCP provider and school nurse were notified of enrollment of high risk patient; support and resources provided to school. Assisted families with additional community resources, such as rent/utility, food, and legal assistance. Ongoing support and resources for school health nurses for Baker, Clay, Duval, Nassau, and St. John's counties. Year 1 (October 1, 2018 – September 30, 2019) Actively participated in the Wilkinson Junior High School Community Partnership School Committee Application assistance event at Wilkinson Junior High School planned for February Year 2 (October 1, 2019 – September 30, 2020) Actively participated in the Wilkinson Junior High School Community Partnership School Committee Application assistance and enrollment events at Wilkinson Junior High School Tommunity Partnership School Committee 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 Provided access to free telehealth services with 5 appointments being used in Clay county and 3 in Nassau county

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
				 Year 3 (October 1, 2020 – September 30, 2021) Actively participated in the Wilkinson Junior High School Community Partnership School Executive and Telehealth Committees Application assistance and enrollment information were provided to Wilkinson Junior High School on August 5th, 2021. 100 individuals were talked to and provided enrollment information during the events.

Behavioral Health

Baptist Health has made behavioral health services a priority providing comprehensive inpatient and outpatient services. Mental Health was a priority health need addressed by Wolfson Children's Hospital in the last three-year CHNA cycle, and the focus on this health need continues into this CHNA cycle as behavioral health needs of children and youth in the Wolfson Children's Hospital service area continue to increase.

Key Issues Identified in the Assessment:

- Access to mental health providers for children and families in the region served by Wolfson Children's Hospital is a barrier
- The opioid epidemic impacts the health of children in both the social environment and family life as well as their ability to access health care

Duval Middle School – Suicide Youth Risk Behavior Survey				
Ever seriously thought about killing themselves	25.9%			
Ever made a plan about how they would kill themselves	21.7%			
Ever tried to kill themselves	16.8%			

Duval High School – Suici Youth Risk Behavior Surv	Florida	
Seriously considered attempting suicide	20.8%	13.8%
Made a serious plan to attempt suicide	18.5%	10.7%
Attempted Suicide	18.8%	7.6%
Felt hopeless or sad almost every day for two weeks in a row	35.1%	27.8%

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.	 3,000 people trained by 2021 Evaluate participant satisfaction 	 Baptist Health Faith Partners Duval County Public High Schools Florida's First Coast YMCA Jacksonville Nonprofit Hospital Partnership National Council for Behavioral Health 	 Year 1 (October 1, 2018 – September 30, 2019) 528 people were trained October 1, 2018 – January 1, 2019 1,989 people were trained January 2, 2019 – September 30, 2019 98% of participants rated high satisfaction with training quality 96% of participants rated high satisfaction with training usefulness 99% of participants would recommend the training to others Wolfson Children's Hospital offered 7 Youth Mental Health First Aid classes. The classes educated 79 community participants Year 2 (October 1, 2019 – September 30, 2020) 1,050 people were trained October 1, 2019 – September 30, 2020 98% of participants rated high satisfaction with training quality 99% of participants rated high satisfaction with training usefulness 95% of participants would recommend the training to others 4 classes offered Educated a total of 64 community participants, including DCPS and Fresh Ministries employees, UNF nursing students, and other community members The overall impression of the course is 4.84 out of 5 100% of the participants would recommend the course to others Year 3 (October 1, 2020 – September 30, 2021) 15 Youth Mental Health First Aid classes were offered 221 people were trained October 1, 2020 – September 30, 2021

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
Increase access to behavioral health services.	Support implementation of Calm Classroom in Northeast Florida.	Number of schools and organization participating in Calm Classroom Evaluation of implementation and results	 BASCA Calm Classroom Duval County Public Schools Early Learning Coalition of Duval North Florida School for Special Education University of North Florida 	Year 1 (October 1, 2018 – September 30, 2019) Calm Classroom was implemented in 33 schools in Duval County 91% of teaches rated the Calm Classroom program as successful 80% of teachers said their students were calmer and more peaceful after participating in Calm Classroom 60% of teachers reported leading the Calm Classroom program 2 or more times per school day 73% of teachers reported students were more focused and learning ready due to Calm Classroom techniques 61% of teachers reported seeing improvement in their classroom culture and climate Year 2 (October 1, 2019 – September 30, 2020) Calm Classroom was implemented in 124 schools in Duval County 95% of teachers rated the Calm Classroom program as successful 91% of teachers said their students were calmer and more peaceful after participating in Calm Classroom 92% of teachers reported that students enjoyed practicing Calm Classroom 87% of teachers reported students were more engaged and learning ready due to Calm Classroom techniques 80% of teachers have reported that students were more engaged and learning ready due to Calm Classroom techniques 80% of teachers have reported that students were more engaged and learning ready due to Calm Classroom techniques 80% of teachers have reported that students were better able to regulate their emotions since beginning the program Year 3 (October 1, 2020 – September 30, 2021)
				Clay County Schools (specifically

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
				Exceptional Student Education students [25% of the student population]) o 150 school facilitators and behavioral coaches were provided Calm Classroom trainings
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	 Year 1 (October 1, 2018 – September 30, 2019) The fund was established with \$2.2m. As of December 2019, 14 grants were made for a total of approximately \$900,000 Year 2 (October 1, 2019 – September 30, 2020) As of December 2020, 29 grants were made for a total of approximately \$1,452,000 With funding from Baptist to community behavioral health organizations, 359 youth received mental health services Year 3 (October 1, 2020 – September 30, 2021) As of December 2021, 60 grants were made to 49 organizations for a total of approximately \$2,407,874.
	Provide screenings of The Ripple Effect to reduce stigma, the screenings will include a local resource guide.	Number of participants at screenings	First Coast YMCA	 Year 1 (October 1, 2018 – September 30, 2019) Wolfson Children's Hospital conducted two screenings of The Ripple Effect. A total of 26 individuals attended the screenings. The main purpose of the screenings was to enhance suicide prevention efforts in the communities where it was shown Year 2 (October 1, 2019 – September 30, 2020) Wolfson Children's Hospital did not conduct screenings of The Ripple Effect. Year 3 (October 1, 2020 – September 30, 2021) Wolfson Children's Hospital did not conduct screenings of The Ripple Effect due to COVID-19.

Maternal, Fetal and Infant Health

Each year, approximately 17,500 babies are born in Northeast Florida. The health and wellbeing of the mothers, fathers and their babies is important to Baptist Health and Wolfson Children's Hospital. This health need continues to be a focus for Wolfson Children's Hospital due to the significant number of adverse outcomes in the hospital's service area.

Key Issues Identified in the Assessment:

- High rates of adverse outcomes in service area, such as preterm births, babies with low birth weight, infant mortality
- Large proportion of mothers do not receive early prenatal care
- Adverse birth outcomes are prevalent as a result of substance abuse among pregnant women
- Based on secondary data indicators, Baker and Duval counties have the poorest health outcomes and health behaviors related to Maternal, Fetal and Infant health compared to the area served by Wolfson Children's Hospital

Infant Mortality Rate			
Florida 6.1			
Baker	6.7		
Clay	5.5		
Duval	8.3		
Nassau	5.1		
St. Johns	5.4		

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
Decrease the number of preterm 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.	Causes for infant deaths in Northeast Florida	 Florida Blue Jacksonville University Northeast Florida Healthy Start Coalition UF Health Jacksonville 	 Year 1 (October 1, 2018 – September 30, 2019) Actively participated in Fetal Infant Mortality Review meetings Provided funding for an in-depth review of all 2019 infant deaths to develop a strategy to end infant mortality Year 2 (October 1, 2019 – September 30, 2020) Actively participated in Fetal Infant Mortality Review meetings Provided funding for an in-depth review of all 2020 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

Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
Decrease the number of preterm births, babies with low birth weight and infant mortality.	Partner with Northeast Florida Healthy Start Coalition to develop a community plan to reduce the number of infant deaths.	Metrics/What we are measuring Decrease in the number of infant deaths	Partnering/External Organizations The Community Foundation for Northeast Florida Florida Blue Jacksonville University Northeast Florida Healthy Start Coalition UF Health Jacksonville	Year 3 (October 1, 2020 – September 30, 2021) Actively participated in Fetal Infant Mortality Review meetings Provided funding for an in-depth review of all 2021 infant deaths resulting in a strategic plan to reduce infant mortality in Duval County Year 1 (October 1, 2018 – September 30, 2019) Developed WELLcome Home visiting program which focused on newborn and maternal education for families who delivered at Baptist Medical Center Jacksonville and resided in Duval County. WELLcome Home was designed to provide mothers and families with educational resources, such as lactation support, postpartum emotional encouragement, home and car safety, and safe sleep practices Implemented safe sleep policies in hospitals and education for new parents Year 2 (October 1, 2019 – September 30, 2020) Developed WELLcome Home visiting
				program focused on newborn and maternal education for families who delivered at South and resided in Duval County. WELLcome Home provided mothers and families with educational resources, such as lactation support, postpartum emotional encouragement, home and car safety, and safe sleep practices.
				 743 calls placed, 356 were first time moms 491 mothers participated, 230 first time moms 157 mothers were referred or requested additional services

o 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 was 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 sleep practices in the hospital setting practices before parents and families return to their home environment • 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 Year 3 (October 1, 2020 – September 30, 2021) • Continued WELLcome Home visiting program focused on newborn and materna education for families who delivered at BMC-Jax and resided in Duval County. • 1141 total calls placed • 759 mothers participated, 374 first time moms • Top three WELLcome Home participant
zip codes 32210, 32218, 32207 347 mothers referred to additional services, such as WELLcome Home Healthy

cused on increasing	 Measure pre and post- test knowledge gains Number of participants to class 	Organizations Duval Healthy Start Florida Department of Health UF Health Healthy Start	 63.5% of mothers referred to the WELLcome Home Healthy Start Home Visit completed the home visit. Year 1 (October 1, 2018 – September 30, 2019) THE PLAYERS Center for Child Health educators provided safe sleep education to 956 people at 21 community events Safe Sleep messaging had a program reach
			 of 220,026 media impressions 136 sleep sacks and 116 pack and plays were distributed Year 2 (October 1, 2019 – September 30, 2020) A total of 417 individuals were educated on safe sleep Distributed a total of 9 pack and plays and 9 sleep sacks Attended a total of 15 community events Had a total of 557,000 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.
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Goal	Strategies	Metrics/What we are measuring	Partnering/External Organizations	Results
Decrease the number of preterm births, babies with low birth weight and infant mortality.	Continue partnering with Duval County Public Schools to provide safe sex education through health curriculum.	Number of students participating in classes	 Duval County Public Schools University of North Florida 	 Year 1 (October 1, 2018 – September 30, 2019) Wolfson Children's Hospital team members assisted with condom demonstration for 7 schools educating 1,122 students. Year 2 (October 1, 2019 – September 30, 2020) Wolfson Children's Hospital team members assisted with condom demonstration for 17 school classes educating a total of 671 students. Year 3 (October 1, 2020 – September 30, 2021) Wolfson Children's Hospital team members assisted with condom demonstration for 1 school educating a total of 13 students.