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Since 1955, Baptist Health has served as a source of healing and hope for all in Northeast Florida. Led by the community – for the community – we are committed to improving the health of all our residents, and the work of Social Responsibility and Community Health remains at the heart of our mission and values today.

We understand that a person’s health and well-being is primarily influenced by what happens their everyday lives. That’s why we work closely with local community and faith-based organizations to reach residents where they are.

Through the community health needs assessment, we’re able to gain a deeper understanding of the most pressing health issues and to expand programming and partnerships to address those needs. Here are just a few examples of our ongoing investments in the community’s health:

- Through JaxCareConnect, we’re helping to expand pathways to ensure all adult residents find a primary care home, regardless of their insurance or financial status.
- We are providing additional support and resources for mothers after delivery through our WELLcome Home program, which offers a free home visit with a registered nurse who provides information, support and community referrals. This program supported 1,250 families in 2021 alone.
- Working with Project Save Lives, we are facilitating life-saving connections for those in need of mental health and substance use support. When patients arrive at Baptist Jacksonville and Baptist North emergency departments, they are met by peer recovery specialists who can assist with securing needed treatment once they are released.

Yet we know there is more work to be done. The 2022 Community Health Needs Assessment has illuminated our continued need to focus on mental health, maternal and child health, and access to care. We have renewed our commitment to these priorities for the next three years alongside an added focus on social determinants of health, including transportation and access to healthy food. We’ve begun work with Blue Zones, a research-based, long-term initiative designed to address social determinants of health in Jacksonville. In addition, we’re integrating the work of our Congregational Health Network, which helps connect seniors with volunteers who can offer the health, faith and community support they need to maintain wellness.

Baptist Health is truly honored to serve our community as the only faith-based, locally governed, not-for-profit health system in Northeast Florida. On behalf of our team members, medical staff and Boards of Directors, allow me to express our heartfelt gratitude to all who share in our mission of improving the health and well-being of our community.

Sincerely,

[Signature]

Michael A. Mayo, DHA, FACHE
President and CEO
Baptist Health
Founded in 1955, Baptist Health is Northeast Florida's largest and most preferred health system comprised of five hospitals with a sixth hospital opening in late 2022, four freestanding emergency centers, a robust ambulatory presence inclusive of imaging, urgent care and convenient care; and the area's most comprehensive network of primary and specialty care providers.

- With 1,326 licensed beds, the health system is the market leader with inpatient market share of 32.6%.
- Baptist Health is Jacksonville's largest private employer, employing more than 12,720 team members.
- Baptist Health has a medical staff of 1,781 physicians practicing in 150 adult and pediatric specialties.
- The health system is independent and is not a part of any other Baptist Health System nationally.

As a faith-based, mission-driven, locally governed system, Baptist Health provides care for every stage of life and includes the region's only children's hospital, Wolfson Children's Hospital, as well as many services that would not otherwise be sufficiently provided in the community, such as a continuum of inpatient and outpatient adult and pediatric behavioral health care.

The health system's strategy is to provide convenient access to comprehensive care with support from its extensive network of more than 170 primary care physicians strategically located throughout the growing community.

Baptist Health’s distinctive programs include Baptist MD Anderson Cancer Center; comprehensive cardiovascular services including the area’s only dedicated heart hospital; a neurological institute which includes a comprehensive stroke and cerebrovascular care program; Jacksonville Orthopedic Institute, which provides the team physicians for Jacksonville's professional sports teams; a Bariatric Center of Excellence; a full array of women's services; and a growing regional presence for Wolfson Children's Hospital, the only freestanding children's hospital between Orlando, FL and Atlanta, GA.

Awards & Honors

- All five Baptist Health hospitals have achieved Magnet™ status for excellence in patient care three consecutive times.
- The Leapfrog Group rated four Baptist Health hospitals "A" in patient safety in spring 2022.
- Wolfson Children's Hospital is nationally ranked among the top 50 children's hospitals in orthopedics and diabetes & endocrinology by U.S. News & World Report.
- National Research Corporation has consistently rated Baptist as having the top reputation in the Jacksonville area for quality, best nurses and best doctors since 1990.

Mission & Values

At Baptist Health, our mission is to continue the healing ministry of Christ by providing accessible, quality health care services at a reasonable cost in an atmosphere that fosters respect and compassion.

Our core values reflect how Baptist Health "CARES"

- **Community Advocacy:** Promote the health of the community and individuals in need through responsible action and charitable service
- **Respect:** Treat those we serve and each other with dignity, compassion and integrity and foster a culture of inclusiveness that celebrates the diversity of all individuals.
- **Excellence:** Exceed the quality and service expectations of those we serve through innovative efforts, constant evaluation of results and celebration of achievements
- **Stewardship:** Render cost-effective, compassionate, quality health care through responsible management of resources
Community Benefits

As the only locally governed, mission-driven, not-for-profit health system in Northeast Florida, Baptist Health dedicates substantial resources to social responsibility and community health. And our team members contribute their time and talent — giving back to our community and making a true difference in the lives of our neighbors.

Let’s take a closer look at the benefits Baptist Health provides Northeast Florida.

In FY 2021, Baptist Health committed $19.5 million in health education and improvement programs in Northeast Florida and financial support to organizations providing access to care and working to improve the health and wellbeing of our community and our neighbors in need. Programs include 8 Weeks to Healthy Living, Mental Health First Aid, Car Seat Safety Checks, Community Asthma Partnership, WELLcome Home, the Ribault Family Resource Center and many others.

Baptist Health serves diverse areas throughout the region; providing financial support for programs that align with its goals, engaging employees in community programs, providing volunteer leadership for local organizations and initiatives, and bringing key players together to tackle tough problems.

Baptist Health’s community commitment is data-driven and highly intentional. Specific community service goals call Baptist Health to partner with others to ensure:

- All children have health care
- Elderly people live independent, fulfilling lives
- Adults in need have access to quality health care
- The community’s critical health needs are addressed

215 Community Partners

3,049 Student health care interns

31,353 Volunteer hours in the community
About Baptist Medical Center Beaches

This full-service community hospital is located just a half-mile from the Atlantic Ocean, and a few blocks west of State Road A1A. Baptist Beaches serves residents in Atlantic Beach, Neptune Beach, Jacksonville Beach and Ponte Vedra Beach, in addition to communities west of the Intracoastal Waterway. The hospital provides easy access to comprehensive, high-tech medical and surgical care close to home, and is the only hospital-based, 24-hour emergency service at the beach.

The 146-bed community hospital has been recognized nationally:

- Watson Health Top 100 Hospital
- Magnet™- designated hospital
- 5-Star Rated by CMS
- Achieved an “A” safety grade from Leapfrog for seven consecutive rating periods
- Named one of the World’s Best Hospital by Newsweek (2020-22)
- Received a 5-Star ranking from the Centers for Medicare and Medicaid Services
- Ranked high performing in Maternity Care by U.S. News & World Report

The hospital’s services include:

- 24/7 Emergency Center with Accredited Chest Pain Center and Primary Stroke Center
- Advanced Imaging (64-channel CT, MRI, PET/CT)
- AgeWell Advanced Care Unit for Seniors
- Bloodless Medicine and Surgery Program
- Breast Health Program with digital mammography
- Cardiology, Catheterization Lab
- Center for Endoscopy
- Center for Joint Replacement
- Center for Wound Care and Hyperbaric Medicine
- Community Health Education
- Maternity with expansive patient suites
- Neurological Diagnostics
- Orthopedics
- Rehabilitation Services
- Rackley Center for Diagnostic Cardiology and Interventional Radiology
- Sleep Disorders Center
- Surgical Services (inpatient and outpatient)
- Wilson Cancer Care Center

Baptist Beaches’ 12-person board of directors is comprised of local community leaders and volunteers who ensure the hospital is meeting community needs. Nancy Broner, Executive Director Emerita of OneJax, chairs the board and Joseph Mitrick, FACHE, serves as hospital president.

“At Baptist Medical Center Beaches, we strive to provide the highest quality of care and best possible experience to our patients and their families. As the only hospital east of the Intracoastal Waterway, we are driven to identify and address unmet health needs to better serve all of our residents. The latest community health needs assessment results have renewed our focus on expanding access pathways to high-quality care for our residents. These findings help us identify gaps and develop strategies to reach the residents who are most in need.”

Joseph M. Mitrick, FACHE
Hospital President
Baptist Medical Center Beaches
In 2021, Baptist Health participated in a joint Community Health Needs Assessment (CHNA) with the Jacksonville Nonprofit Hospital Partnership, which consists of the five health systems and 13 hospital campuses of Ascension St. Vincent’s, Baptist Health/Wolfson Children’s Hospital, Brooks Rehabilitation, Mayo Clinic in Florida, and UF Health Jacksonville. The Jacksonville Nonprofit Hospital Partnership CHNA Report focuses on the geographic area of Northeast Florida, which includes Baker, Clay, Duval, Nassau, and St. Johns counties in the state of Florida.

The CHNA process is conducted every three years and solicits input from local community stakeholders including nonprofit providers, community coalitions, vulnerable populations and the community at large through the use of focus group meetings, key informant interviews, and a survey available in paper and online. More than 840 people in Duval and St. Johns counties provided input for the CHNA. Community input is combined with health data to identify the top health needs for the community. The CHNA report for Baptist Medical Center Beaches focuses on its service area, Duval and St. Johns counties, which had a population of 995,567 and 273,425 residents, respectively, according to 2020 U.S. Census Bureau population estimates.

The resulting CHNA offers a meaningful understanding of the most pressing health and health-related needs across Baptist Beaches’ service area. The information and priorities defined as a result of the CHNA will help influence the development of new programs and the continuation of applicable services in an effort to improve the health of Jacksonville over the next three years. The CHNA report and this Community Health Plan are posted online at Baptist Health and can be found at baptistjax.com/about-us/social-responsibility.

Community priorities identified as a result of the most recent CHNA process are:

- Mental Health
- Access
- Areas of Poverty
- Chronic Disease
- Transportation
- Housing
- Maternal and Child Health
- Drug Abuse
- Cancer

*clinics, food, cost, dental, etc.
Methodology and Plan Development

This implementation plan describes how Baptist Medical Center Beaches plans to address the priority health areas identified in the 2021 CHNA. The hospital reviewed the CHNA findings and applied the following criteria to determine the most appropriate needs for Baptist Beaches to address:

- The extent to which the hospital has resources and competencies to address the need;
- The impact that the hospital could have on the need (i.e., the number of lives the hospital can impact);
- The extent of the need in the service area of the hospital; and
- The extent of community support for the hospital to address the issue and potential for partnerships to address the issue.

By applying these criteria, the hospital determined that it will address the significant health needs identified by Y (for Yes) in the table that follows. Issues identified by N (for No) represent issues that the hospital does not plan to address in addition to current partnerships and ongoing activities during the 2022-2024 period.

| Mental Health                  | Y  |
| Access (includes clinics, cost, dental, etc.) | Y  |
| Areas of Poverty               | N  |
| Chronic Disease                | N  |
| Transportation                 | N  |
| Housing                        | N  |
| Maternal and Child Health      | Y  |
| Drug Abuse                     | N  |
| Cancer                         | N  |
| Social Determinants of Health  | Y  |

No entity can address all of the health needs present in its community. Baptist Beaches is committed to serving the community by adhering to its mission, using its skills and capabilities, and remaining a strong organization so that it can continue to provide a wide range of community benefits.

This plan does not include specific strategies to address the following health priorities that were identified in the 2021 Community Health Needs Assessment; however, each of these health needs will continue to be addressed through partnerships and ongoing initiatives:

**Areas of Poverty** – This need is being addressed by other entities in Northeast Florida, including United Way of Northeast Florida, which is supported by Baptist Health. In addition, Baptist Health’s Vice President of Community Investment and Impact actively participates in a community effort that includes businesses, city government and funders to end poverty in Jacksonville. Baptist Beaches does not anticipate implementing additional initiatives to address poverty. The hospital does not have sufficient resources to effectuate a significant change in this area and will focus resources on other significant community health needs.

**Chronic Disease** - Baptist Beaches through Baptist Health operates 8 Weeks to Healthy Living, a nutrition and physical
activity program, in partnership with faith organizations and the YMCA. Baptist Health also operates Healthy Living Centers in YMCA locations in the Baptist Beaches service area. Community members, regardless of membership with the YMCA, receive screenings and health coaching through the centers. Also, JaxCareConnect, a joint collaboration created by the local nonprofit safety net of free charitable clinics to assist uninsured adult Duval County residents find a primary care medical home, is better suited to connect residents with a primary care doctor and navigate community resources to address chronic disease concerns. Last, Baptist Health is a leader and significant sponsor of Blue Zones Jacksonville to increase the health and well-being of Jacksonville residents. The project does not specifically address chronic diseases but does focus on systems level factors to improve the places and spaces people live, work, and play. The prevalence of chronic disease may potentially be impacted by this initiative. Given these long-term investments, the hospital will focus on other significant community health needs, and Baptist Beaches does not anticipate implementing additional initiatives to address chronic disease.

Transportation - The Jacksonville Transportation Authority, United Way, and other Northeast Florida organizations that Baptist Health collaborates with provide transportation options for local residents. In addition, Blue Zones Jacksonville seeks to increase the health and safety of environments to enable residents to enjoy healthier lives. A key component of the Blue Zones work is to address transportation safety. Given this significant investment, Baptist Beaches does not have additional resources to commit to transportation needs. The hospital is committed to addressing other social determinants of health.

Housing – Beaches Habitat for Humanity, United Way, and other organizations in Northeast Florida are better positioned to assist residents with housing needs. Baptist Health is committed to addressing social determinants of health and will advocate for ways to ensure residents have the means to a healthy life.

Drug Abuse – While mental health is being addressed by Baptist Beaches, drug abuse is not a specific priority on which the hospital is focused. There are many organizations and addiction treatment centers in Northeast Florida that Baptist Health works with that can provide the support systems the community needs.

Cancer – Baptist MD Anderson Cancer Center is part of the Baptist Beaches services and participates in outreach and educational activities throughout Northeast Florida. Given this significant investment in cancer care and education in the Baptist Beaches service area, the hospital will focus on other significant community health needs.

Although Baptist Beaches is able to play a direct role in addressing many health-related priorities, others will require the development of strategic partnerships with community service partners or involve the expertise of the hospital’s staff in the development of new and effective efforts that will be administered by other local community organizations. Regardless of the role Baptist Beaches will play in meeting needs, Baptist remains committed to leading and supporting efforts that increase access to care and engage our patients in improving health and community wellbeing, especially through a health equity lens.

All Community Health Plan efforts implemented by Baptist Beaches must be measurable, achievable and financially feasible. This report reflects the goals and strategic objectives identified to address community priorities within Baptist Beaches’ influence and scope of service.
Access to Care

The significant health need of access refers to access issues across the spectrum of both health and quality of life topic areas, including access to health services, transportation, housing, and nutritious food. Access issues were compiled due to their inextricable nature in impacting health behaviors and health outcomes. During the last three-year CHNA cycle, Access to Care was a priority health need addressed by Baptist Medical Center Beaches. As access issues for Duval and St. Johns residents continue to increase, the focus on this priority will continue into the 2022-2024 CHNA cycle.

Key Issues Identified in the Assessment:

- Transportation is identified as a need - 74% from zip code 32086 (St. Johns) indicated they do not have access to public transportation.
- Factors contributing to chronic disease incidence are many and inclusive of the presence of food deserts, level of access to physical activity, and indoor/outdoor air quality.
- Duval County 2018-2020 age-adjusted rates of chronic disease
  - Congestive heart failure: The hospitalization rate was 1.95x higher for Black patients than White patients
  - Diabetes: The hospitalization rate was 2.52x higher for Black patients than White patients
- St. Johns County 2018-2020 age adjusted rates of chronic disease:
  - Congestive heart failure: The hospitalization rate was 2.06x higher for Black patients than White patients
  - Congestive heart failure: The hospitalization rate was 1.59x higher for non-Hispanic patients than Hispanic patients
  - Diabetes: The hospitalization rate was 3.24x higher for Black patients than White patients
  - Stroke: The death rate was 1.16x higher for White people than Black people
  - Stroke: The death rate was 1.22x higher for non-Hispanic people than Hispanic people
- Cancer is the leading cause of death in the region, followed by heart disease. The three leading cancer death incidences are: breast cancer deaths (females), lung cancer deaths (females & males) and prostate cancer deaths (males).
  - Duval County 2018-2020 age-adjusted death rates:
    - Breast cancer: The death rate was 1.55x higher for Black females than White females.
    - Prostate cancer: The death rate was 2.13x higher for Black males than White males and 3.48x higher for non-Hispanic males than Hispanic males
  - St. Johns County 2018-2020 age-adjusted deaths rates:
    - Breast cancer: The death rate was 2.16x higher for Black females than White females
    - Breast cancer: The death rate was 1.27x higher for non-Hispanic females than Hispanic females
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<th>Strategies</th>
<th>Metrics/What we Are Measuring</th>
<th>Potential Partnering/External Organizations</th>
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</table>
| 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 | • Number of people served  
• Percentage of people receiving preventative services  
• Evaluate health outcomes and wellness of participants in diabetes, hypertension and mental health | • Beaches Emergency Assistance Ministry  
• Community Health Outreach (CHO)  
• Mission House  
• Muslim American Social Services (MASS)  
• Sulzbacher Center  
• Volunteers in Medicine (VIM)  
• WeCare |
| Support JaxCareConnect to increase access to care.                  |                                                                           | • Number of people served  
• Diabetes, hypertension and mental health outcomes | • Agape Health  
• CHO  
• MASS  
• Mission House  
• Sulzbacher Center  
• VIM  
• WeCare |
| Ensure Beaches seniors have access to care                          | Continue partnership with Beaches Council on Aging to provide transportation to seniors | • Number of trips provided  
• Number of flu shots given | • Beaches Council on Aging  
• Walgreens/Faith Based Partners & Assisted Living |
| Ensure seniors have information about Medicare                       | Ensure seniors have information about Medicare                           | • Number of seniors receiving information/sessions | • Beaches Council on Aging  
• ElderSource |
| Increase knowledge of chronic diseases and where to access services  | Provide community partners with education on chronic diseases            | • Educational opportunities provided  
• Number of people educated | • Faith Partners  
• Healthy Living Centers  
• Mission House |
Mental and Behavioral Health

Mental health is an integral and essential component of health. It is a state of well-being in which individuals realize their abilities, cope with the everyday stresses of life, work productively, and contribute to their community. 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:
- Mental Health was one of the most mentioned health concerns.
- Priority issues identified include lack of providers, cost, and long wait times.
- Duval County:
  - The 2020 age-adjusted rates per 100,000 persons for opioid overdose deaths and drug overdose deaths are highest in Northeast Florida, at 51.0 and 58.0, respectively.
- St. Johns County:
  - The 2020 age-adjusted rate per 100,000 for opioid deaths was 14.3 and drug overdose deaths was 18.3, lower than the state’s rates of 29.9 and 36.0 respectively.
  - The 2018-2020 age-adjusted rate of suicide deaths for White and non-Hispanic populations is higher than state rate overall, with White individuals experiencing the highest rate.

<table>
<thead>
<tr>
<th>Age-Adjusted Suicide Deaths, Rate per 100,000, 2018-2020</th>
<th>Adults who Engage in Heavy/Binge Drinking (2019)</th>
<th>Age-Adjusted Drug Poisoning Death Rate, Rate per 100,000, 2018-2020</th>
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<tbody>
<tr>
<td>Florida</td>
<td>Duval</td>
<td>St. Johns</td>
</tr>
<tr>
<td>14.3</td>
<td>16.6</td>
<td>18.8</td>
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<tr>
<th>Goal</th>
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<th>Metrics/What we are measuring</th>
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</table>
| A healthy community with easy and timely access to high quality services when needed | 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 | • 1,500 people trained by 2024  
• Evaluate participant satisfaction | • Baptist Health Faith Partners  
• Florida’s First Coast YMCA  
• National Council for Behavioral Health  
• The Partnership for Child Health  
• Starting Point |
| Convene a leadership task force of providers, elected leaders and people with lived experience to prioritize identified opportunities and develop a plan for action | Measure crisis calls (schools, EMT, police)  
• Evaluate the impact of each initiative according to its focus  
• Rate of behavioral health ED visits | Community organizations addressing stigma and/or providing behavioral health services  
• Educational institutions: k-12 schools, universities, preschools  
• Elected officials  
• Health systems  
• Insurance companies  
• People with lived experience |
<table>
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<tr>
<th>Goal</th>
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</thead>
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| Host community-wide conferences on mental health to reduce stigma and barriers to care | • Number of participants at conference  
• Satisfaction surveys | | • Community mental health providers  
• Faith organizations  
• Universities |
| Decrease isolation of seniors | Friendly callers – seniors developing phone friendships with seniors | • Number of volunteers in program  
• Number of seniors in program  
• Number of phone calls  
• Total time invested in calls  
• Quality of phone calls (reported by volunteers) | | • AgeWell and Baptist Primary Care  
• Baptist Health Auxiliary  
• BEAM |
| Provide home visits to seniors | • Number of home visits provided | | • Beaches Community Kitchen  
• BEAM  
• Heart Felt Ministries  
• Meals on Wings |
| Engagement in community center activities | • Number of events held at community centers  
• Number of participants at events | | • Beaches Council on Aging  
• City of Jacksonville Senior Services |
Maternal and Child Health

In 2020 17,920 babies were born in Northeast Florida with 12,490 born in Duval County, 2,148 born in St. Johns County, and Baptist Medical Center Beaches delivering over 1,050 of these babies. Maternal health refers to the health of women during pregnancy, childbirth, and the postnatal period. Each stage should be a positive experience, ensuring women and their babies reach their full potential for health and well-being. Children’s health is the extent to which individual children or groups of children are able or enabled to develop and realize their potential, satisfy their needs, and develop the capacities that allow them to interact successfully with their biological, physical, and social environments. Child health is the foundation to adult health and overall well-being. At Baptist Health, we are committed to providing quality care through every stage of life.

Key Issues Identified in the Assessment:

- The neonatal mortality rate per 1,000 live births is almost three-times higher among Black babies than White babies in Duval.
- The infant mortality rate per 1,000 live births is over two-times higher among Black babies than White babies in Duval.
- The child mortality rate in Duval (38.3 per 100,000 population aged 5-19) is the highest in Northeast Florida and well over the state rate of 26.0.
- The Duval County age-adjusted rate for all deaths ages 1-5 is 26.6, higher than the state rate of 24.4
- The rate of children in foster care in Duval County is 234.8, higher than the state rate of 220.4

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</thead>
</table>
| Zero preventable deaths. Zero health disparities. | Partner with the Northeast Florida Healthy Start Coalition to address needs of moms and babies including program and policy solutions | - Infant mortality  
- Pre-term births  
- Low Birth-weight babies | - Florida Blue  
- Northeast Florida Healthy Start Coalition  
- UF Health |
| | Expand WELLcome Home initiative to Baptist Beaches | - Number of moms connected through phone and/or in-home support | - Home visiting programs  
- Northeast Florida Healthy Start Coalition |
| | Offer classes focused on increasing awareness of safe sleep practices and CPR to expectants mothers | - Number of participants at classes | - Florida Department of Health  
- Northeast Florida Healthy Start Coalition |
| | Provide education about chronic diseases for preconception | - Educational opportunities provided  
- Number of people educated | - Mission House  
- Sulzbacher |
| | Address SDoH in doctors’ offices | - Number of patients provided with material addressing SDoH | - Mission House  
- Northeast Florida Healthy Start Coalition  
- Sulzbacher |

Infant Mortality Rate

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<tr>
<th></th>
<th>Florida</th>
<th>Duval</th>
<th>St. Johns</th>
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<tbody>
<tr>
<td>Infant Mortality Rate</td>
<td>6.0</td>
<td>7.9</td>
<td>4.5</td>
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<tr>
<td>Goal</td>
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| Support parents with perinatal mood disorders. | Education on health equity, toxic stress and implicit bias for providers (L&D and all providers) | • Educational opportunities provided  
• Number of people educated | • Northeast Florida Healthy Start Coalition |
| | Provide a continuum of care including psychology and psychiatry support on an inpatient and outpatient basis | • Number of participants | • Private OBGYN Practices |
| | Provide education on perinatal mood disorder (PMD) to clinicians | • Number of people trained | • Postpartum Support International |
| | Provide support groups to new mothers experiencing PMAD | • Number of participants in support groups | • Florida’s First Coast YMCA  
• Postpartum Support International |
Social Determinants of Health

While the traditional role of health care is to treat patients’ physical symptoms and medical conditions, clinical care accounts for only about 20 percent of an individual’s health outcomes. An individual’s habits and behaviors account for about 30 percent of that person’s quality and length of life. The social, economic, and environmental factors, also known as the Social Determinants of Health (SDOH) determine 50% of an individual’s health outcomes, and they affect an individual’s ability to stay healthy and recover from illness, manage chronic conditions, and maintain overall well-being. The Healthy People Initiative organized SDOH around five key domains: Economic stability; Education, access, and quality; Health care access and quality; Neighborhood and built environment; and Social and community context.

Key Issues Identified in the Assessment:
- Cost of care (copays, prescriptions) was commonly cited as an inhibiting factor for individuals who have difficult accessing medical and dental services.
- Top economic issues affecting health also include lack of a living wage, as well as lack of affordable healthcare and insurance in Duval County.
- CHNA survey respondents and interviewees indicated a community-wide concern regarding the lack of affordable and safe housing in Duval and St. Johns counties.

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</tr>
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</table>
| Address social needs that keep people from achieving optimal health | Increase employment opportunities | • Percentage of people hired in low life expectancy zip codes | • BEAM  
• FSCJ  
• GoodWill  
• Mission House  
• WorkSource |
| Increase access to healthy food |  | • Percentage of identified FQHC and free clinic patients screened for food insecurity  
• Percentage of patients connected with food assistance programs  
• Number of home delivered food boxes or meals | • Beaches Community Kitchen  
• BEAM  
• Mission House  
• UNF Meals on Wings  
• Blue Zones Jacksonville |
| Ensure seniors have access to in-home and other supports for health and wellbeing including food |  | • Number of seniors provided services  
• Number of meals served | • Beaches Council on Aging (Dial-A-Ride)  
• Faith Partners  
• UNF Meals on Wings |