

Baptist Medical Center South

# Community Health Plan Report

Year 1 Update — 2019-2021



Changing Health Care for Good.®

# Access to Care

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

## Key Issues Identified in the Assessment:

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

Goal	Strategies	Metrics/What we are measuring	Potential Partnering/External Organizations	Results
Increase access to health services for un- and under-insured people in the BMCS service area.	Continue partnering with organizations who provide access to care for Duval and Clay residents who do not have health insurance.	<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>• MASS</li> <li>• The Way Free Clinic</li> <li>• Volunteers In Medicine</li> <li>• Agape Health</li> <li>• Community Health Outreach</li> <li>• MASS</li> <li>• Mission House</li> <li>• Sulzbacher Center</li> <li>• We Care Jacksonville</li> <li>• Volunteers In Medicine</li> </ul>	<ul style="list-style-type: none"> <li>• Community Health Outreach served 797 patients with a total number of 1,029 appointments               <ul style="list-style-type: none"> <li>○ 79 patients with diabetes, 38% improved and 76% reached normal levels</li> <li>○ 167 patients with hypertension, 65% reached normal levels</li> </ul> </li> <li>• MASS Clinic served 1,681 unduplicated patients with a total of 3,771 encounters               <ul style="list-style-type: none"> <li>○ 20% of adults with diabetes who visited at least twice stabilized their HbA1c levels(&lt;8)</li> <li>○ 57% of adults with hypertension who visited at least twice stabilized their blood pressure levels</li> <li>○ Mission House served 104 patients</li> </ul> </li> <li>• Mission House               <ul style="list-style-type: none"> <li>○ 47 patients with diabetes, 45% improved and 79% reached normal levels</li> <li>○ 140 patients with hypertension, improving 61% and 90% reached normal levels</li> <li>○ 82 patients with a previous or new diagnosis of mental illness</li> </ul> </li> </ul>

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	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>• CHO</li> <li>• MASS</li> <li>• Mission House</li> <li>• Sulzbacher Center</li> <li>• We Care</li> <li>• VIM</li> </ul>	<ul style="list-style-type: none"> <li>• See outcomes listed above</li> <li>• Baptist Health funded a facilitator to help the free clinics and FQHCs develop a model to create a system of care led by We Care Jacksonville</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Potential Partnering/External Organizations	Results
Increase access to health services for un- and under-insured people in the BMCS service area.	Continue partnering with organizations to provide referrals for and increase access to smoking cessation classes and assistive medication.	<ul style="list-style-type: none"> <li>• Number of people referred to programs</li> <li>• Number of people participating in classes</li> <li>• Number of people completing classes</li> </ul>	<ul style="list-style-type: none"> <li>• Agency Health Education Center</li> <li>• American Lung Association</li> </ul>	<ul style="list-style-type: none"> <li>• 38 signed referrals for Smoking Cessation Program</li> <li>• 15 participants enrolled in a class</li> <li>• Better Breathers class held onsite at BMCS with 14 participants</li> </ul>
	Continue providing screenings and health coaching through Y Healthy Living Centers and JCA Health Connexions.	<ul style="list-style-type: none"> <li>• Number of people receiving screening</li> <li>• Number of people receiving coaching</li> </ul>	<ul style="list-style-type: none"> <li>• Florida’s First Coast YMCA</li> <li>• Jewish Community Alliance</li> </ul>	<ul style="list-style-type: none"> <li>• Mandarin Y Healthy Living Center had 916 total visits/interactions <ul style="list-style-type: none"> <li>○ 59 patients with biometric screenings</li> <li>○ 118 1:1 health coaching sessions</li> </ul> </li> <li>• JCA had a total of 1,118 total visits/interactions <ul style="list-style-type: none"> <li>○ 224 patients with biometric screenings</li> <li>○ 664 1:1 coaching sessions</li> </ul> </li> </ul>
Every Child in Northeast Florida has Health Care	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.	<ul style="list-style-type: none"> <li>• Feasibility of offering health services in Wilkinson Junior High and Keystone Heights Junior/Senior High</li> </ul>	<ul style="list-style-type: none"> <li>• Children’s Home Society Buckner Division</li> <li>• Clay County Public Schools</li> <li>• Azalea Health</li> </ul>	<ul style="list-style-type: none"> <li>• Actively participate in the Wilkinson Junior High School Community Partnership School Committee</li> <li>• Application assistance event at Wilkinson Junior High School planned for February</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 South in the last three-year CHNA cycle, and the focus on this health need continues into this CHNA cycle as behavioral health needs of residents of Duval Clay and St. Johns counties continue to increase.

## Key Issues Identified in the Assessment

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

Goal	Strategies	Metrics/What we are measuring	Potential 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>• Jacksonville Nonprofit Hospital Partnership</li> <li>• National Council for Behavioral Health</li> <li>• Baptist Health Faith Partners</li> <li>• Florida’s First Coast YMCA</li> </ul>	<ul style="list-style-type: none"> <li>• 528 people were trained October 1, 2018 – January 1, 2019</li> <li>• 1,989 people were trained January 2, 2019 – September 30, 2019</li> <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>
	Provide funding to innovative efforts to reduce stigma, advocate for increased services and increase access to care.	<ul style="list-style-type: none"> <li>• Evaluate the impact of each initiative according to its focus</li> </ul>	<ul style="list-style-type: none"> <li>• The Partnership: For Mental Health, A project of Baptist Health and the Delores Barr Weaver Fund at The Community Foundation for Northeast Florida</li> </ul>	<ul style="list-style-type: none"> <li>• The fund was established with \$2.2m. As of December 2019, 14 grants have been made for a total of approximately \$900,000</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Potential Partnering/External Organizations	Results
Increase access to behavioral health services.	Host a community-wide conference on mental health to reduce stigma and barriers to care.	<ul style="list-style-type: none"> <li>• Number of people attending the conference</li> <li>• Satisfaction surveys</li> </ul>	<ul style="list-style-type: none"> <li>• Faith organizations</li> <li>• University of North Florida</li> <li>• Community mental health providers</li> </ul>	<ul style="list-style-type: none"> <li>• A planning committee of community representatives and BH team members was formed and met monthly to determine conference content and format</li> <li>• Conference is planned for November 2020</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> <li>• Jewish Community Alliance</li> </ul>	<ul style="list-style-type: none"> <li>• Provided 275 people with mental health education and prevention programming material at the Clay County Government Health &amp; Benefits Fair and the Springs Church Community Outreach event</li> <li>• Provided 37 meditation classes with 190 visits at JCA Wellness Connexion</li> </ul>

# Maternal, Fetal and Infant Health

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

## Key Issues Identified in the Assessment

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

Goal	Strategies	Metrics/What we are measuring	Potential Partnering/External Organizations	Results
Decrease the number of pre-term births, babies with low birth weight and infant mortality.	Partner with the Northeast Florida Healthy Start Coalition to study the cause of every infant death in Northeast Florida in a 12-month period.	<ul style="list-style-type: none"> <li>• Identify causes for infant deaths in Northeast Florida</li> </ul>	<ul style="list-style-type: none"> <li>• Northeast Florida Healthy Start Coalition</li> <li>• Florida Blue</li> <li>• UF Health Jacksonville</li> <li>• Jacksonville University</li> </ul>	<ul style="list-style-type: none"> <li>• Actively participate on Fetal Infant Mortality Review</li> <li>• Providing funding for an in-depth review of all 2019 infant deaths to develop a strategy to end infant mortality</li> </ul>
	Partner with Northeast Florida Health Start Coalition to develop a community plan to reduce the number of infant deaths.	<ul style="list-style-type: none"> <li>• Decrease in the number of infant deaths</li> </ul>	<ul style="list-style-type: none"> <li>• Northeast Florida Healthy Start Coalition</li> <li>• Florida Blue</li> <li>• UF Health Jacksonville</li> <li>• Jacksonville University</li> <li>• The Community Foundation for Northeast Florida</li> </ul>	<ul style="list-style-type: none"> <li>• Developed WELLcome Home visiting program which focuses on newborn and maternal education for families who deliver at Baptist Medical Center South and reside in Duval County. WELLcome Home is designed to provide mothers and families with educational resources, such as lactation support, postpartum emotional encouragement, home and car safety, and safe sleep practices. WELLcome Home is being piloted at Baptist Jacksonville for expansion to Baptist South if successful</li> </ul>

Goal	Strategies	Metrics/What we are measuring	Potential Partnering/External Organizations	Results
Decrease the number of pre-term births, babies with low birth weight and infant mortality.	Continue partnering with Duval County Public Schools to provide safe sex education through health curriculum.	<ul style="list-style-type: none"> <li>Number of students participating in classes</li> </ul>	<ul style="list-style-type: none"> <li>University of North Florida</li> <li>Duval County Public Schools</li> </ul>	<ul style="list-style-type: none"> <li>Wolfson Children’s Hospital team members assisted with condom demonstration for 7 schools educating 1,122 students</li> <li>Implemented safe sleep policies in hospitals and education for new parents</li> </ul>
	Offer Ready, Set, Sleep class focused on increasing awareness of safe sleep practices and CPR to expectant mothers.	<ul style="list-style-type: none"> <li>Measure pre and post-test knowledge gains</li> <li>Number of participants to class</li> </ul>	<ul style="list-style-type: none"> <li>Florida Department of Health</li> <li>Duval Healthy Start</li> <li>UF Health Healthy Start</li> </ul>	<ul style="list-style-type: none"> <li>THE PLAYERS Center for Child Health educators provided safe sleep education to 956 people at 21 community events</li> <li>Safe Sleep messaging had a program reach of 220,026 media impressions</li> <li>136 sleep sacks and 116 pack and plays were distributed</li> </ul>
Support parents with perinatal mood disorders.	Provide a continuum of care including psychology and psychiatry support on an inpatient and outpatient basis.	<ul style="list-style-type: none"> <li>Number of participants</li> </ul>	<ul style="list-style-type: none"> <li>Private OBGYN Practices</li> </ul>	<ul style="list-style-type: none"> <li>Developed new behavioral health services for new moms and dads</li> <li>Outpatient: Baptist Behavioral Health received 166 maternal mental health referrals, of those referrals 81 patients were served</li> <li>Inpatient (maternity): Baptist Behavioral Health received 86 maternal mental health referrals, of those referrals, 64 patients were served</li> </ul>
	Provide education on perinatal mood disorder (PMD) to clinicians.	<ul style="list-style-type: none"> <li>Number of people trained</li> </ul>	<ul style="list-style-type: none"> <li>Postpartum Support International</li> </ul>	<ul style="list-style-type: none"> <li>“BHU - Pregnancy Emotional Health: Perinatal Mood and Anxiety Disorders” <ul style="list-style-type: none"> <li>7 clinicians trained 7/23/19</li> </ul> </li> <li>“BHU - System MNB Intensive: Care of the Postpartum Patient” <ul style="list-style-type: none"> <li>10 clinicians trained 4/15/19</li> <li>11 clinicians trained 9/9/19</li> </ul> </li> </ul>
	Provide support groups to new mothers experiencing PMD.	<ul style="list-style-type: none"> <li>Number of people participating in support groups</li> </ul>	<ul style="list-style-type: none"> <li>Florida’s First Coast YMCA</li> <li>Postpartum Support International</li> </ul>	<ul style="list-style-type: none"> <li>Moms Matter Group – 6 classes at Riverside YHLC; 17 visits</li> <li>No Moms Matter groups offered at JCA or Mandarin YHLC</li> </ul>