

2016

Community Health Needs Assessment



TABLE OF CONTENTS

EXECUTIVE SUMMARY

Approach _____	2
Data Sources and Methods _____	2
Areas of Need _____	2

INTRODUCTION

Defining Our Service Area _____	5
Who We Are _____	6
Leadership _____	7
Consultants _____	7

METHODS

Core Indicator Summary _____	8
Health Professional Feedback _____	9
Community Survey _____	11

COMMUNITY HEALTH NEEDS ASSESSMENT SUMMARY

Demographics _____	15
Gaps, Limitations and Other Considerations _____	16
Conclusions _____	17

PRIORITY AREAS

Selecting Priorities _____	18
Addressing Other Health Issues _____	18

APPENDICES

Appendix A: 2013 CHNA Summary _____	30
Appendix B: Disparities Dashboard _____	33
Appendix C: Disparities Stoplight Report _____	50
Appendix D: Road Map to IRS Requirements _____	51

EXECUTIVE SUMMARY

In collaboration with St. Francis Medical Center (SFMC) to prepare our Community Health Needs Assessment (CHNA), P&S Surgical Hospital (P&S) chose to adopt the following information from the SFMC and St. Francis North CHNA as a meaningful overview of the health needs of the people of Region 8 of Northeast Louisiana. The purpose of this CHNA is to help guide our community benefit planning and the development of implementation strategies to address prioritized needs. The focus of the CHNA research has been to spotlight health disparities, the needs of vulnerable populations and service gaps. The report fulfills the IRS requirements of Internal Revenue Code section 501(r)(3) to conduct a CHNA in order to determine if the services and programs we are providing as part of our affiliation with St. Francis Medical Center are appropriately addressing the needs of the people we are privileged to serve.

APPROACH

In 2015, SFMC and St. Francis North, in partnership with P&S, used data from Healthy Communities Institute (HCI) to conduct a CHNA for Region 8 of Northeast Louisiana. Our analysis was constructed based on determinants of health, which included a comprehensive characterization of community health taking into account significant secondary data regarding social, economic and physical factors, as well as health risks and outcomes. Feedback was requested through a community survey that helped garner input from business, education, non-profit and healthcare professionals. The survey results offered valuable insights about the health needs of the people of this region and what issues community leaders feel are the highest priority. This information, compared with the data provided through HCI, allowed SFMC, St. Francis North and P&S to select priority areas and to create this CHNA and implementation strategies.

Through this work, we will be better prepared to contribute to community health improvement efforts. The CHNA and implementation strategies were developed by SFMC, St. Francis North and P&S without the collaboration of community partners; however, members of the health, government and education and business communities were asked to respond to a survey to help prioritize the area's health needs so that we may advance health and wellness outcomes for the people of Northeast Louisiana.

DATA SOURCES AND METHODS

An extensive collection of data was analyzed for this CHNA which incorporated multiple disparities reports and comparisons to define health disparities and trends for our service area. Indicators of key preventable causes of hospitalizations were analyzed at the local and parish levels and compared to core health indicators and demographic information. This data, which highlighted patterns and geographic disparities in core indicators, was the basis for a community survey which guided the selection of priority areas. The community survey process yielded 345 responses via an online survey. This information supplemented – and gave a “face” – to the HCI data, which helped us gain a better understanding of how the information translated into real-life, actionable strategies. Among the participants were members of the health, government, education and business communities, including members of the SFMC Board.

AREAS OF NEED

This CHNA is an overview of the health of the people of Northeast Louisiana. The areas of need have been defined by the information gathered from HCI and community surveys with particular attention given to areas of the greatest SocioNeeds Index. HCI's SocioNeeds Index combines a set of

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

socioeconomic factors for all zip codes in the United States. Determinants are standardized, averaged and weighted to arrive at a composite index value, which maximizes the correlation to poor health outcomes based on premature deaths and preventable hospitalizations. The SocioNeeds Index can be used to set a perimeter around geographic service areas at the zip code level and then rank the zip codes from 1 to 5 to identify the most vulnerable populations. Areas ranked as a 5 represent the highest, most immediate needs across a range of socioeconomic indicators.

The community survey findings revealed six primary areas of need in the region: Obesity/Sedentary Lifestyles, Chronic Disease Management, Heart Attack /Stroke, Substance Abuse, Nutrition/Healthy Eating and Care for The Elderly. Survey respondents were asked to choose the top four health needs from a list of nine options¹:

- Chronic Disease Management (236 responses; ranked number 2)
- Obesity/Sedentary Lifestyles (275 responses; ranked number 1)
- Access to Care (84 responses)
- Care for The Elderly (140 responses)
- Substance Abuse (146 responses)
- Mental Health (122 responses)
- Heart Attack/Stroke (164 responses; ranked number 3)
- Communicable/Infectious Disease (56 responses)
- Nutrition/Healthy Eating (141 responses)

Respondents were also asked an open-ended question regarding additional areas of need. The numbers of responses were relatively low for this question, but the answers provided additional insight about areas of importance. The primary areas noted in the write-in responses were care for cancer patients, health education, diabetes, patient compliance and cost of medical care and prescriptions. After examination of the data and comparison to community feedback, several overarching themes emerged:

Obesity and sedentary lifestyles are a major concern for the people of this region and are a contributing factor to other concerns.

Obesity and sedentary lifestyles are closely related to other health issues, such as diabetes, heart attack/stroke and healthy eating.

Health literacy is a determining factor in patients' compliance rates and outcomes. When patients do not understand how to manage chronic diseases and how to appropriately access care, they are more likely to be repeatedly readmitted for the same health problems and to perpetuate poor health outcomes across generations.

Barriers to care result in greater health impacts.

Lack of transportation and financial barriers limit people's ability to seek timely, appropriate care for health issues, which can cause ongoing, unaddressed health disparities.

¹ The options are listed in the order in which they were included in the survey and are not listed in order of how they were prioritized by respondents. Respondents prioritized the list as follows from highest priority to lowest: Obesity/Sedentary Lifestyles, Chronic Disease Management, Heart Attack/Stroke, Substance Abuse, Nutrition / Healthy Eating, Care for the Elderly, Mental Health, Access to Care and Communicable/Infectious Diseases.

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

Greater health needs and impacts are found in areas with a higher SocioNeeds Index. Socioeconomically disadvantaged people experience poorer health outcomes and are less likely to have access to a medical home and a full spectrum of health services.

Effective interventions must begin with community collaboration.

With so many varied health disparities and a wide range of possible priorities, it is imperative that community partners review the needs and collaborate to implement effective, long-term strategies.

Based on the data analysis and community feedback, our joint venture partner SFMC has chosen to focus on the significant community health needs of Obesity/Sedentary Lifestyles, Heart Attack/Stroke and Chronic Disease Management, and St. Francis North has chosen to focus on Tobacco Use (related to Substance Abuse) as their priority areas for this CHNA.

P&S has chosen to focus of the significant community health needs of Access to Dental Care and Obesity.

INTRODUCTION

The 2010 Patient Protection and Affordable Care Act, commonly known as the Affordable Care Act (ACA), requires non-profit, tax-exempt hospitals to conduct a Community Health Needs Assessment (CHNA) every three years. To meet the ACA's requirements, hospitals must identify the health needs of their community and devise an implementation strategy to address the identified needs. P&S is pleased to present our 2016 CHNA report, which provides an overview of the significant community health needs identified in our service area. The goal of this CHNA is to provide a data-driven picture of the health needs of our community and to help guide our community benefit planning efforts and implementation strategy development.

DEFINING OUR SERVICE AREA

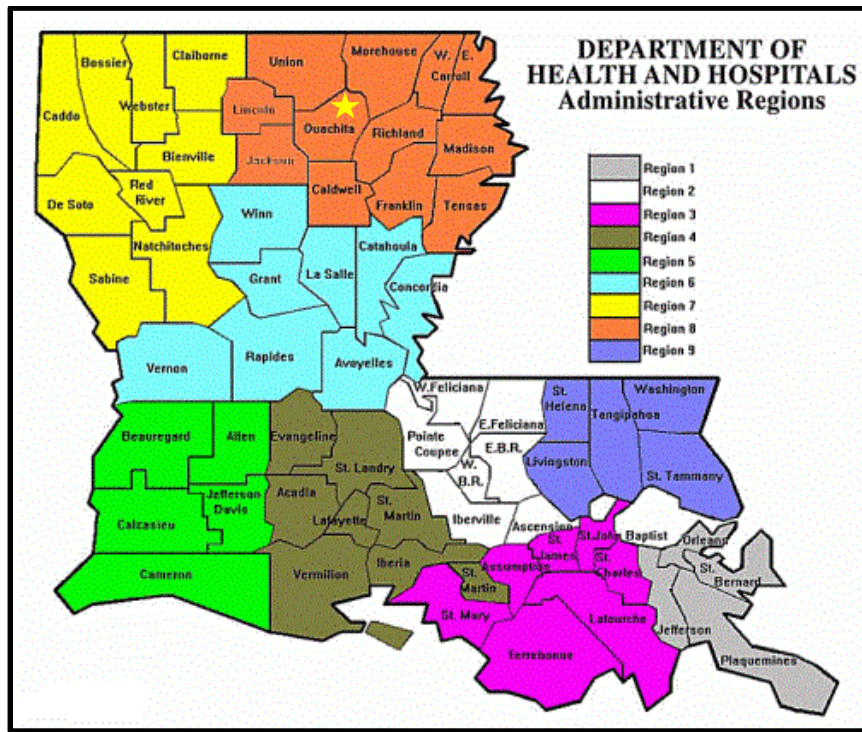
For the purposes of this CHNA, we define the service area as Ouachita Parish where 59.34% of our 8,460 total cases originated. Of those 8,460 cases, 1,319 were Medicaid cases, and 800 were patients from Ouachita Parish (60.65%). Even though residents of other parishes have significant health needs as well and regularly access P&S programs and services, this assessment and its related implementation plan specifically target Ouachita Parish only. Reasons for this choice include:

- Insufficient resources to address health needs in every parish
- Additional parishes being addressed by other facilities
- Alignment with our strengths/mission/priorities
- Opportunities to intervene at prevention levels
- Opportunities for partnership
- Feasibility of interventions

P&S does not define our community to exclude medically underserved, low-income or minority populations. When determining how we define our service area for the purposes of this CHNA, we took into account all patients without regard to whether (or how much) they or their insurers pay for the care received or whether they are eligible for assistance under our financial assistance policy.

Ouachita Parish serves as the geographical boundary and the focus for related data, demographics and implementation strategies. As such, the health needs presented in this assessment pertain only to individuals living within this parish at the time the assessment was prepared. When relevant, highlights are provided for subgroups within the parish (i.e., zip code breakouts, information divided by race or gender, etc.). Ouachita Parish was chosen to represent our community based on several factors, which are detailed in this CHNA's Methods section beginning on page 9. Our defined service area is illustrated in the following map:

Figure 1²: Louisiana Department of Health and Hospitals Administrative Regions



WHO WE ARE

P&S is a joint venture between SFMC and physician specialists. Located in downtown Monroe, Louisiana, our hospital continues to garner national accolades for incredible patient care and technically advanced medical procedures. Our hospital – named one of the “56 Physician-Owned Hospitals to Know” by Becker’s Hospital Review – was founded by a group of 19 doctors in a joint venture with SFMC in 1997. Our 22-bed, fully licensed and accredited hospital has built a strong reputation for excellence in medical care. Healthgrades awarded P&S five-star ratings for total hip replacement, total knee replacement and back and neck surgery. P&S is designated as a Bariatric Center of Excellence as well as a Minimally Invasive GYN Center of Excellence. Our fully licensed hospital is among the nation’s top 1% to receive both the Patient Safety Excellence Award and the Outstanding Patient Experience Award from Healthgrades.

Located in the James R. Wolff Physicians and Surgeons Medical Complex, P&S is connected to SFMC by a walkway at the second-floor level, which allows patients access to additional services from our partner hospital. The physician ownership model ensures the highest caliber of efficient care, patient choice and cost transparency. Physicians are directly involved in every aspect of our healthcare services, thereby increasing the quality of patient care. P&S offers 13 medical specialties including bariatric, cardiac, ears nose and throat, gynecological, neurological, orthopedic, ophthalmic, urological, oral surgery and reconstructive procedures and surgeries. Cardiac and peripheral vascular catheterizations are performed in two state-of-the-art catheterization labs located on the second floor of the hospital. Electrophysiological services are also provided. Surgical cases and pain management procedures are

² <http://dhh.louisiana.gov>

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

conducted in seven operating rooms on the first floor, while other services such as preoperative preparation and testing and urodynamics testing are performed in the Pre-Op Clinic.

LEADERSHIP

For a complete list of our physician owners, visit <http://pssurgery.com/medical-staff/>.

CONSULTANTS

Two consulting groups provided data and assessment assistance.

Healthy Communities Institute

Data was provided by the Healthy Communities Institute (HCI) to create disparities dashboards and to gather information describing the demographics, health indicators and socioeconomic data of Northeast Louisiana. This information helped shape the priority areas and service area. HCI's mission is to improve the health, environmental sustainability and economic viability of cities, counties and communities worldwide. The company is rooted in work started in 2002 in concert with the Healthy Cities Movement at the University of California at Berkeley. HCI offers a spectrum of technology and services to support community health improvement. HCI's web-based dashboard system makes data easy to understand and visualize. The web system and services enable planners and community stakeholders to understand all types and sources of data and then take concrete action to improve target areas of interest. HCI has more than 100 implementations of its dashboard for clients in 40+ states. The HCI team is composed of experts in public health, health informatics and health policy. The services team provides customized research, analysis, convening, planning and report writing to meet the organizational goals of health departments, hospitals and community organizations. To learn more about HCI, visit www.HealthyCommunitiesInstitute.com.

KPMG

KPMG LLP, an audit, tax and advisory firm, assessed the CHNA and implementation strategies to determine whether they meet the requirements of Internal Revenue Code section 501(r)(3). KPMG is the U.S. member firm of KPMG International Cooperative ("KPMG International") and is a global network of professional firms providing audit, tax and advisory services. Operating in 155 countries with more than 162,000 employees working in member firms around the world, KPMG delivers a globally consistent set of multidisciplinary services based on deep industry knowledge. Their industry focus helps KPMG professionals develop a deeper understanding of clients' businesses and the insight, skills and resources required to address industry-specific issues and opportunities. KPMG is committed to providing high-quality, professional services in an ethical manner to entities that are listed on capital markets around the globe. Their Transparency Report articulates the steps they take to uphold their professional responsibilities and describes the firm's structure, governance and approach to quality control. To learn more about KPMG and to view the report, visit www.KPMG.com.

METHODS

This CHNA originated from a systematic, quantitative analysis of secondary data indicators specific to the parishes of Region 8 in Northeast Louisiana. After narrowing the parishes to those in closer proximity to Ouachita Parish and further drilling the data down into a disparities dashboard, P&S has chosen Ouachita Parish as the defined community for this CHNA. The data framework assessed 12 demographic indicators, 79 health indicators and 17 economic and educational indicators. Additionally, the CHNA findings were compared to the responses received from 345 community surveys submitted to leaders in the non-profit sector, healthcare, government and education, as well as the SFMC and St. Francis North Board of Directors, Executive Council and team members.

CORE INDICATOR SUMMARY

The core indicators included in this CHNA originated from the Healthy Communities Institute (www.HealthyCommunitiesInstitute.com). The core indicators cover health outcomes, behaviors contributing to health, and other influences, such as demographics, education and economics. The data available through HCI is continuously monitored and updated as new data becomes available, and the data used to generate this CHNA was current as of October 2015. Detailed information on all indicators can be found in Appendix A.

The general health status of Ouachita Parish was assessed one indicator at a time using three comparison methods:

- *Geography:* Comparisons began with all of Region 8 of Northeast Louisiana and were narrowed to parishes in immediate proximity to P&S. From this information and analysis, we chose Ouachita Parish to define our community.
- *Disparities:* By comparing the data trends in each indicator, disparities were noted in geographic and demographic subcategories. Disparities are wide differences among indicators, e.g. people living in a particular zip code experiencing higher hospitalization rates for a disease than people living in other zip codes. Where there are significant differences, disparities exist.
- *Benchmarks:* Indicator values were compared to the nationally recognized Healthy People 2020 benchmarks, which can be accessed at www.healthypeople.gov/HP2020. Benchmarks are points of reference used to evaluate performance or levels of quality.

The availability of subpopulation data varied by indicator, which resulted in a few indicators that did not have comparable data. These variances were taken into account when choosing priority areas and did not affect the final selections.

After comparisons were evaluated, indicators were aggregated into a Disparities Stoplight Report by topics (see Appendix B). The report categorizes the indicators and their current outcomes into three categories – Green, Yellow and Red. Indicators that were marked as Green are indicators that are performing well in Ouachita Parish compared to benchmarks. Indicators marked as Yellow have room for improvement but have not yet reported outcomes poor enough to be classified as Red. Indicators marked as Red have the greatest opportunity and need for improvement when compared to the benchmarks.

HEALTH PROFESSIONAL FEEDBACK

On June 10, 2015, the Office of Public Health for Region 8 assembled a group of 88 professionals from throughout the region to discuss “Creating a Blueprint for the Future.” The goal of the meeting was to begin establishing a list of priorities for the region to be used by the regional Health Units as they conducted their community health needs assessments and developed implementation strategies. The meeting’s attendees represented the following sectors³:

- Healthcare – 41.79% (28)
- Government – 17.91% (12)
- School/Education – 13.43% (9)
- Community-Based Organizations – 11.94% (8)
- Law Enforcement – 5.97% (4)
- Other – 4.48% (3)
- Business Employers – 2.99% (2)
- Mental Health/Substance Abuse – 1.49% (1)

Meeting attendees from these sectors represented organizations that serve people who are underserved in socioeconomic categories such as education, health and employment. For example, among the attendees were representatives from the following:

- *Regional health departments* – addressing special health needs, women’s and children’s health, immunizations, nutrition programs and infectious diseases primarily for those who are underserved
- *School boards* – working with children from all socioeconomic groups to ensure all have a voice
- *Not-for-profit healthcare entities* – special focus on providing care to those who are medically underserved and traditionally are the most likely to experience barriers to care
- *Healthy Communities Coalition* – Region 8 coalition focused on preventing youth and adult obesity and decreasing initiation of tobacco use in youth; goal is to “Improve Louisiana’s health ranking;” work focuses greatly on working with populations who are the most vulnerable.
- *Louisiana Public Health Institute* – Mission is “to improve the health and quality of life of all Louisianans regardless of where they live, work, learn or play;” coordinates and manages public health programs and initiatives in health systems development and community health improvement.
- *Children’s Coalition for Northeast Louisiana* – Work at ground and system levels to identify problems, collaborate with policymakers and partners to devise and implement solutions in the areas of early childhood, parenting, healthy living and youth development
- *Office of Addictive Disorders* – Services provided for people (and their families and friends) suffering from addictions to drugs, alcohol or gambling; aims to provide services to groups most in need with no waiting period or a minimal waiting period.
- *Northeast Delta Human Services Authority* – Serves as a catalyst for individuals with mental health, developmental disabilities and addictive disorders by creating greater access to health services and to quality, competent care.
- *Economic development districts* – Network of organizations and partners dedicated to helping communities attract, grow and maintain businesses in order to enhance workforce development efforts and overall economic wellness for the people of Region 8.

Each of these groups make it a primary part of their mission to ensure that health, wellness and equal opportunities are provided to people of all socioeconomic categories with special focus on those most in

³ Only 67 of the 88 attendees responded to the question.

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

need. As such, these groups were the ideal gathering of healthcare professionals to address the questions presented about the community needs in Region 8.

The three objectives stated for the day included identifying the top three regional health priorities, exploring regional health assets, challenges and trends and beginning to identify local resources and strategies to address priority issues identified. Attendees were presented with information about health rankings for Region 8 parishes, regional and statewide health trends and how to take the information presented and create a priority list after a detailed analysis of the Strengths, Weaknesses, Opportunities and Threats (SWOT) of each. From this meeting, the following priority list was created in ranking order:

- Healthcare and Insurance – 42.05%
 - Medical/dental/school-based health access, providers/services, quality, equity, medication access/affordability, etc.
- Unemployment/Economic Development – 40.91%
 - Poverty, jobs, wage scales, skills set/levels, etc.
- Behavioral Health/Mental Health/Addictive Disorders – 40.91%
 - Access to providers/services, quality, equity, suicide, etc.
- Chronic Disease Management – 39.77%
 - Obesity, asthma, diabetes, hypertension, cancer, etc.
- Alcohol Abuse/Illicit Drug Use – 20.45%
- Nutrition/Healthy Eating – 18.18%
 - Breastfeeding, access to affordable and healthy food options, vending, lunches, etc.
- Transportation Services – 15.91%
- Violence/Crime/Intentional Injuries – 12.50%
 - High incarceration rates, homicides, etc.
- Education Levels/Attainment – 12.50%
 - Low graduation rates, quality, curricula, funding, etc.
- Communication Infectious Diseases – 11.36%
 - STD's, HIV, TB, vaccine preventable immunizations, etc.
- Access to Physical Activity – 10.23%
 - Parks, gyms, bike lanes, walking paths, etc.
- Child Care/Elder Care – 7.95%
- Infrastructure – 6.82%
 - Roads, physical environment/infrastructure, etc.
- Tobacco Use – 5.68%
 - Smoking, chewing, etc.
- Disaster Preparedness/Emergencies/Bioterrorism – 4.55%
 - Natural and manmade
- Homelessness – 4.55%
- Environmental Health and Safety – 2.27%
 - Safe foods, drinking water, lead/healthy homes, sanitation/sewage, toxic sites, etc.
- Veteran Affairs – 2.27%
- Health and Safety Laws/Regulations – 1.14%
 - Too many, not enough, too restrictive, etc.
- Discrimination – 0.00%
 - Age, race, ethnicity, gender identity, economic status, religion, etc.
- Occupational Health and Safety – 0.00%
- Immigrant Health and Safety – 0.00%

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

From this information, the Office of Public Health generated a priority list with the following ranking:

1. Healthcare and Insurance
2. Unemployment/Economic Development
3. Behavioral Health/Mental Health/Addictive Disorders
4. Chronic Disease Management
5. Nutrition/Healthy Eating

This priority list, along with detailed information about regional stakeholders and the process for gathering the data and determining priorities was presented at a follow-up meeting on August 19, 2015. Priority area presentations and discussions were presented by the following:

- Healthcare and Insurance
 - Brian Burton, Director of Southwest Louisiana Area Health Education Center and ACA Navigators
 - Angela Marshall, Medicaid Program Manager with Bayou Health
- Unemployment and Economic Development
 - Tana Trichel, President and Chief Executive Officer of Northeast Louisiana Economic Alliance
 - Christine Rambo, Senior Vice President of Communications and Business Development with Northeast Louisiana Economic Partnerships
 - Doretha Bennett, Executive Director of Ouachita Parish Workforce Investment Board
- Behavioral Health/Mental Health/Substance Abuse
 - Dr. Monteic Sizer, Executive Director of Northeast Delta Human Services Authority

Based on information and feedback derived from surveys and from work groups that conducted and reported on table exercises at the first meeting in June, a SWOT analysis was presented at the second meeting in August on the three topics listed above. Emerging themes were discussed in each of the SWOT categories. Details of these emerging themes and other conclusions drawn from each of the two meetings and related surveys can be found at <http://new.dhh.louisiana.gov/index.cfm/page/2181>.

Representatives from SFMC and St. Francis North attended these meetings and provided feedback as part of the process. Additionally, they were provided the link to the survey results by the Office of Public Health for Region 8 Medical Director/Administrator who was aware that they would be using the information in part to help shape their own community survey, CHNA and implementation strategies. When SFMC and St. Francis North used this Region 8-specific information gathered and reported by the Office of Public Health as a basis for the community survey sent to key stakeholders in the community to gain further insight into the healthcare components, they chose not to list the priority areas in the same order as they were listed on the Office of Public Health survey in order to avoid any appearance of duplication of effort or intention to influence the results in a particular direction.

COMMUNITY SURVEY

An online survey was used to garner feedback from representatives of various community sectors, including non-profit organizations, healthcare, government and education. Responses (345) were collected in October 2015. No problems were experienced obtaining input from any required sources; however, because the survey was sent to select audiences, it is not intended to be representative of the population as a whole but rather as a snapshot of the community's needs as defined by the professionals who are in touch with the community's needs through the work they do. Responses were received from professionals involved in healthcare, business, economic and workforce development,

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

government and education, as well as organizations addressing domestic violence, homelessness, access to care for low-income/medically underserved patients, parenting and youth services from throughout the area. All these organizations serve populations which cut across income and racial barriers to address issues for any person who is need; however, many of their services are provided to low-income, minority populations who have traditionally experienced the greatest barriers to care.

Following are some of the organizations included in the responses.

- *YMCA of Northeast Louisiana* serves youth through development programs focused on social responsibility and healthy living focused in four main areas:
 - After-School Programs and Summer Academy (child care)
 - Mobile Fitness Unit (access to health education; childhood obesity)
 - Mobile Aquatics (water safety; childhood obesity)
 - Youth Sports (access to fitness opportunities; childhood obesity)
- *The Children's Coalition for Northeast Louisiana*, which serves children and families, including many minority groups, offers programs such as the following:
 - HeadStart
 - Fatherhood initiatives and positive parenting for teenage mothers
 - Suicide prevention
 - Literacy programming offered through the Monroe Housing Authority focused on parental involvement with low-income children
 - U-ACT Coalition (Union Parish Alliance for Community Transformation) to reduce the incidence of underage drinking and other data-driven priorities in Union Parish, such as depression, suicide, teen pregnancy, school failure and violence; the coalition focuses a portion of its effort on the Hispanic community, which is a significant contributing force in the Union Parish community
 - SHARE of Northeast Louisiana, support for families who have lost a baby
 - Dia de la Familia, annual event celebrating Hispanic culture and promoting healthy living in Union Parish; connects Hispanic children and families in Northeast Louisiana to resources and services
- *Christopher Youth Center*, formerly known as Our House, serves homeless youth ages 11-17 in this area.
 - The Basic Center Program is a youth shelter and crisis center providing emergency shelter, food, clothing, counseling, tutoring, transportation to school and other appropriate referrals for youth ages 11-17 years old. The immediate goal is to address the crisis and stabilize the youth and families toward reunification.
 - The Safe Place Outreach Program allows youth who need someone to listen or need immediate help to call 24 hours a day to a crisis line at 318-343-TEEN, to go to a Safe Place location, to go to the shelter or to visit the center's Facebook page to chat.
 - The Transitional Living Program provides shelter up to 21 months for homeless young adults and their accompanying small children. Services include comprehensive case management, life skills, counseling and transportation assistance.
 - The Homeless Prevention Program provides assistance to youth ages 17-24 who would otherwise become homeless and seeks to rapidly re-house youth who are homeless and/or aging out of the foster care system.
- *St. Vincent DePaul Pharmacy* serves medically underserved and low-income patients.
 - Volunteer-driven program
 - Offers medications to patients who cannot afford to pay for them

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

- Educate patients about how to understand the importance of their medications and why they need to take them as they are prescribed without changing the dosages
- *NOVA NELA* connects area residents who are living at 200% of the federal poverty level with training needed to find living wage employment with benefits and a career path.
 - Offers job placement assistance, case management, financial support, training, mentoring and support groups
 - Serves as a job intermediary connecting employers, training entities and residents
- *The Wellspring* is an umbrella organization focused on leading our community by serving people in need.
 - Mentoring through Big Brothers Big Sisters of Northeast Louisiana
 - Counseling, therapy and supervised visitation services through the Counseling & Family Development Center
 - Comprehensive residential and non-residential services for survivors of domestic violence, dating violence, sexual assault and stalking
 - Homeless and Veterans' programs and services
 - Other services for our region's most vulnerable individual and families who are homeless, chronically homeless or at-risk of being homeless

Other groups included in the survey represented broader segments of the population, such as The City of West Monroe (representing local government), the Monroe-West Monroe Convention & Visitors' Bureau and institutions of higher learning such as the University of Louisiana at Monroe, Grambling State University and Louisiana Delta Community College, among others.

In the first question, respondents were asked to choose the top four health issues facing the people in this region based on issues chosen from the core indicator analysis for the general population:

- Chronic Disease Management
- Obesity/Sedentary Lifestyles
- Access to Care
- Care for The Elderly
- Substance Abuse
- Mental Health
- Heart Attack/Stroke
- Communicable/Infectious Diseases
- Nutrition/Healthy Eating

Question two was optional. Respondents were asked to write in other critical health issues they feel need to be addressed that were not listed in the first question. Following are a representative sample of the responses received:

- "Cost of healthcare deters people from seeking treatment"
- "Proper utilization of ER – not using as primary care"
- "Substandard living conditions as it relates to healthy living"
- "Patient noncompliance is the biggest issue I have witnessed."
- "Lack of green, open space for exercise and socialization within the parish; lack of sidewalks in most neighborhoods"
- "Not having copay to pay the doctor's office and/or prescriptions either"
- "Women's health issues"
- "Cancer treatment"
- "Diabetes, also lack of education and follow-up education on ALL types of disease processes"

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

- “Substance abuse and lack of parental care for children”
- “STD and other diseases similarly transmitted”
- “The level of poverty influences health issues in many ways. Poor nutrition choices, lifestyle choices, abuse of ER visits as first line of medical care, to name just a few.”
- “Homelessness, unclean water, not having proper food to eat”
- “Pain management”
- “COPD”
- “Renal”
- “Allergies”
- “Lack of specialty physicians to see Medicaid patients”
- “Smoking cessation”
- “Services for children with autism and other development disabilities”
- “Violence, role modeling/parenting, overuse of antibiotics”
- “Transportation and follow-up on health issues”

In question three, respondents indicated in which parish they spend most of their professional time. Most of the responses received were from community members in Ouachita and Lincoln Parishes with a small percentage of responses received from Caldwell, East Carroll, Franklin, Jackson, Morehouse, Union and West Carroll Parishes.

COMMUNITY HEALTH NEEDS ASSESSMENT SUMMARY

DEMOGRAPHICS

A community’s demographics significantly impact its health profile. Differences in ethnicity, age, gender and socioeconomic factors may create unique needs and require varied approaches. This section of the CHNA focuses on the demographics of residents in Ouachita Parish in Region 8 of Northeast Louisiana, the area defined as the P&S community. All information was retrieved from Health Communities Institute at www.HealthyCommunitiesInstitute.com.

Population

An estimated 157,415 people reside in Ouachita Parish. Of those people, the majority of residents live in the 71203 zip code (North Monroe – 38,223), followed closely by the 71291 zip code (West Monroe – 33,539).

Gender

Parish	Males	Females
Ouachita	75,612 (48.03%)	81,803 (51.97%)

Ethnicity

The population of Ouachita Parish is primarily white; however, the health disparities typically lie heavily in the Black/African American community (See Appendix A). In Ouachita Parish, 59.42% of residents are white, compared to 37.16% of residents who are Black/African American. Hispanic/Latino residents comprise 2.35% of the population, Asian residents account for 1% and 1.29% are classified as “2+ Races.” English is the primary language spoken in 97.3% of Ouachita Parish homes.

Age

The median age in Ouachita Parish in 2015 is 34.8.

Ouachita Parish	Population by age	Population by age (%)
Age <18	40,645	25.82%
Age 18+	116,770	74.18%
Age 25+	99,830	63.42%
Age 65+	21,221	13.48%

Income

The median household income in Ouachita Parish is \$37,472, and the average household income is \$56,366. This is compared to a median household income of \$44,874 for the state of Louisiana.

Poverty

A higher percentage of Ouachita Parish residents (20.09%) live below the federal poverty level compared to Louisiana (19.1%). Families living below poverty with children represent 16.3% of Ouachita Parish residents.

High School Graduation Rates

Despite the availability of universities and other institutions of higher learning, 15.3% of Ouachita Parish residents did not graduate from high school. This gap represents an educational barrier that can affect indicators such as unemployment rates, understanding of health and wellness and income potential.

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

Unemployment

Ouachita Parish unemployment rates are nearly the same for males (8.36%) and females (8.78%).

Parish Rankings

All zip codes, parishes/counties and parish/county equivalents in the United States are given an Index Value from 0 (low need) to 100 (high need). To help find the areas of highest need in each community, the selected locations are ranked from 1 (low need) to 5 (high need) based on their Index Value.

Parish	Zip Code / Location	Ranking	Index Value
Ouachita	71202 / South Monroe	98.5	5
	71292 / South West Monroe	76.7	4
	71238 / Eros	68.6	3
	71203 / North Monroe	62.2	3
	71201 / Monroe	53.7	2
	71280 / Sterlington	50.7	2
	71225 / Calhoun	39.5	2
	71291 / West Monroe	34.1	2

GAPS, LIMITATIONS AND OTHER CONSIDERATIONS

No significant gaps were encountered during examination of the collected data. The survey data was somewhat limited by the number of respondents from the community at large; however, the responses received were from community members actively working in non-profit, educational, governmental and healthcare industries in this region. With the understanding that the 345 responses received were from people living and working in this area who are keenly aware of the ongoing and immediate needs of the people they serve, we concluded that the responses received were a fair representation of the region's health concerns. Additionally, there were a few indicators included in the data retrieved from HCI that were lacking one or more pieces of information needed for comparison. However, after looking at the overall needs of the communities and comparing it to the survey responses and disparities dashboard, these missing data points were determined to be insignificant to the overall CHNA findings.

This CHNA is subject to limitations of the methods used for summarizing core data indicators and key informant interview findings. The scoring system used could not account for the inherent relationships between health and wellness topics, and the number of indicators available for each topic area varied. Nonetheless, this CHNA utilized an extensive data set derived from the best, most current public health data available. The variability in accuracy and precision of data indicators, as well as the comparisons used, are further limitations. Some indicators, such as those from vital statistics, are based on accurate counts and are more exact. Other indicators are based on surveys, which are subject to variability due to sampling errors and the unreliable accuracy of self-reported data.

Despite the minor limitations, this CHNA provides an appropriate snapshot of the health and quality of life challenges for the people of Ouachita Parish in Region 8 of Northeast Louisiana, and the outlined needs provide a guide for community benefit planning. As we formulate implementation strategies based on the needs identified in the 2016 joint CHNA, we will explore what these indicators look like in our community. Who are the people experiencing these outcomes? What factors contribute to their health and wellness? How do socioeconomic factors beyond our control affect their outcomes? Understanding these answers will help guide P&S toward the most effective intervention strategies.

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

Although we did not receive any written comments from the community in regards to our 2013 CHNAs, we welcome any feedback community members may have in regards to the 2016 CHNA and its related implementation strategies. Written comments may be addressed to President/CEO, P&S Surgery Center, 312 Grammont St., Monroe, LA 71201.

CONCLUSIONS

Based on feedback from professionals working with underserved populations and internal research efforts related to community demographics and needs assessments, P&S, in partnership with SFMC and St. Francis North, has determined a list of the top health priorities of the people we serve. These priorities (in rank order) are:

- Obesity/Sedentary Lifestyles
- Chronic Disease Management
- Heart Attack/Stroke
- Substance Abuse
- Nutrition/Healthy Eating
- Care for the Elderly
- Mental Health
- Access to Care
- Communicable/Infectious Diseases.

The health needs of the people of Region 8 of Northeast Louisiana span all indicators. Some issues impact a larger proportion of the population while others affect primarily one subgroup more than others. Overall, the region's health issues are alarming compared to the state and national data reported in the same indicators. Many of the Healthy People 2020 indicators are not being addressed at the same rate as in other areas of the country, and there is no substantial advancement toward long-term, measurable, positive outcomes.

As we formulate our implementation strategies, we will take into account a considerable number of contributing factors, data indicators and organization-specific capabilities and limitations to create an action-ready plan which will produce measurable, sustainable outcomes. We will work with community partners to positively affect the health of the people of Ouachita Parish and will attempt to incorporate strategies which can be replicated in other areas.

PRIORITY AREAS

Selecting Priorities

Through comprehensive data review and a community survey which collected 345 responses from internal and external sources, P&S has prioritized the following critical community health needs:

- Access to dental care
- Obesity

All related data and activities will be reported to the P&S Board of Directors and to the SFMC Board, as our joint venture partner, and will be made publicly available as required.

Addressing Other Health Issues

P&S acknowledges the significance of all nine health issues identified as concerns from the data analysis. As we implement strategies, we expect to encounter linkages among the various areas. All of the issues noted by the data impact the health of the people we serve in some way, and any one of the nine issues would have been acceptable choices for the final list of priorities. However, we feel the chosen areas are the most appropriate focus for the P&S CHNA for the following reasons:

- They are areas in which a great amount of work needs to take place in our service area in order to truly see a positive impact.
- They are areas frequently mentioned by survey respondents/community partners, and the collected data supports this.
- They are areas which have a noteworthy influence on the vulnerable populations of this region.

P&S will work with community partners to address the other health issues identified as needs arise in the service area. Following is the list of issues presented in the community survey and the work currently being done by our own resources and by the programming of our community partners:

Chronic Disease Management: According to Healthcare.gov, Chronic Disease Management is “an integrated care approach to managing illness which includes screenings, checkups, monitoring and coordinating treatment and patient education. It can improve your quality of life while reducing your healthcare costs if you have a chronic disease by preventing or minimizing the effects of a disease.”⁴ For the purposes of this CHNA, we define chronic disease as four primary areas – cancer, diabetes, cardiovascular disease and asthma.

- **Cancer Resources**
 - *American Cancer Society*
1761 N. 19th St., Monroe, LA, (318) 398-7248
 - *Cancer Foundation League of Northeast Louisiana* (located at the Northeast Louisiana Cancer Institute, a joint venture of IASIS – Glenwood Regional Medical Center and SFMC)

⁴ Retrieved online at the following address: <https://www.healthcare.gov/glossary/chronic-disease-management>

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

411 Calypso St., First Floor, Monroe, LA, (318) 966-1953

- *The Health Hut* (Mobile medical care at no cost for the uninsured of Lincoln Parish)
310 West Mississippi Ave., Ruston, LA, (318) 245-4555
- *St. Francis Kitty DeGree Breast Health Center* (community screenings and support group)
3421 Medical Park Dr., Monroe, LA, (318) 812-PINK (7465)
- *Primary Health Services Center* (breast and cervical cancer screenings)
2815 Betin Ave., Monroe, LA, (318) 388-1250
- *Susan G. Komen for the Cure* (Northeast Louisiana office located at St. Francis North)
3421 Medical Park Dr., Monroe, LA, (318) 966-8130

▪ **Diabetes Resources**

- *The Health Hut* (Mobile medical care at no cost for the uninsured of Lincoln Parish)
310 West Mississippi Ave., Ruston, LA, (318) 245-4555
- *Prescription Assistance*
<http://www.diabetes.org/living-with-diabetes/health-insurance/prescription-assistance.html>
- *Primary Health Services Center*
2815 Betin Ave., Monroe, LA, (318) 388-1250
- *St. Francis Diabetes & Nutrition Center*
2600 Tower Dr., Monroe, LA, (318) 966-5219
- *St. Francis Walk-In Clinic*
1805 Jackson St., Monroe, LA, (318) 966-6165

▪ **Cardiovascular Disease Resources**

- *American Heart Association*
There is no local office for the American Heart Association. However, there are offices in Dallas, Texas, and Jackson, Mississippi, which work with the representatives placed in the communities throughout North Louisiana to conduct the annual fundraising events, such as the Heart Walk and Go Red for Women. The American Heart Association can be reached by calling 1-800-AHA-USA-1 or by visiting <http://www.heart.org>.
- *The Health Hut* (Mobile medical care at no cost for the uninsured of Lincoln Parish)
310 West Mississippi Ave., Ruston, LA, (318) 245-4555
- *Primary Health Services Center*
2815 Betin Ave., Monroe, LA, (318) 388-1250
- *St. Francis Walk-In Clinic*
1805 Jackson St., Monroe, LA, (318) 966-6165

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

- *University Health System – Conway*
4864 Jackson St., Monroe, LA, (318) 330-7000

▪ **Asthma Resources**

- *The Health Hut* (Mobile medical care at no cost for the uninsured of Lincoln Parish)
310 West Mississippi Ave., Ruston, LA, (318) 245-4555
- *Louisiana Asthma Friendly Schools* (Currently only West Carroll Parish School District in Region 8 has received the designation.)
Program Contact: Mark A. Perry, MPA (Mark.Perry@la.gov)
- *Primary Health Services Center*
2815 Betin Ave., Monroe, LA, (318) 388-1250
- *St. Francis Walk-In Clinic*
1805 Jackson St., Monroe, LA, (318) 966-6165

Obesity/Sedentary Lifestyles: SFMC and St. Francis North offer the Healthy Lives program, an employer-driven health program offering coaching, assessments, analytics and wellness screenings, to team members, their spouses and their dependents. There are also various youth-focused sports associations available throughout Northeast Louisiana to engage young people in activities such as baseball/softball, soccer, football and cheerleading.

- *The Health Hut* (Mobile medical care at no cost for the uninsured of Lincoln Parish)
310 West Mississippi Ave., Ruston, LA, (318) 245-4555
- *Ouachita Well* (A partnership with the YMCA of Northeast Louisiana, the Ouachita Parish Police Jury, Ouachita Parish School Board and the cities of Monroe and West Monroe)
<http://www.ouachitawell.org>

Access to care: SFMC and St. Francis North provide a substantial portion of the charity care provided in this region to help make care accessible for uninsured or underinsured patients. P&S also provides significant levels of charity care as well as increased access to oral surgery services for pediatric Medicaid patients. Many community partners are also working diligently to help eliminate barriers to access. Following are a few of our partners and the services/programs they offer to facilitate access to care:

▪ **Dental Resources**

- *Primary Health Services Center – Dental Clinic*
2914 Betin Ave., Monroe, LA, (318) 323-4450
- *University of Louisiana at Monroe Dental Hygiene Clinic*
Caldwell Hall, 700 University Ave., Monroe, LA, (318) 342-1616
- *University of Louisiana at Monroe Dental Clinic at Riser Middle School School-Based Health Center* – Care provided solely to Riser Middle School students
100 Price Dr., West Monroe, LA, (318) 325-0973

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

▪ **Maternal, Parenting and Early Childhood Resources**

- *Health Units*
 - *Caldwell Parish Health Unit*, 501 Collins Rd., Columbia, LA, (318) 649-2393
 - *East Carroll Parish Health Unit*, 403 2nd St., Lake Providence, LA, (318) 559-2012
 - *Franklin Parish Health Unit*, 6614 Main St., Winnsboro, LA, (318) 435-2143
 - *Jackson Parish Health Unit*, 228 Bond St., Jonesboro, LA, (318) 259-6601
 - *Lincoln Parish Health Unit*, 405 E. Georgia Ave., Ruston, LA, (318) 251-4120
 - *Madison Parish Health Unit*, 123 Bailey Rd., Tallulah, LA, (318) 574-3311
 - *Morehouse Parish Health Unit*, 650 School Rd., Bastrop, LA, (318) 283-0806
 - *Ouachita Parish Health Unit*, 1650 Desiard St., Monroe, LA, (318) 361-7281
 - *Richland Parish Health Unit*, 21 Lynn Gayle Robertson Rd., Rayville, LA, (318) 728-4441
 - *Tensas Parish Health Unit*, 1115 Levee St., St. Joseph, LA, (318) 766-3515
 - *Union Parish Health Unit*, 1002 Marion Hwy., Farmerville, LA, (318) 368-3156
 - *West Carroll Parish Health Unit*, 402 Beale St., Oak Grove, LA, (318) 428-9361
- *St. Francis School-Based Health Center* – open to Monroe City Schools students
2945 Renwick St., Monroe, LA, (318) 966-6625
- *The Children’s Coalition for Northeast Louisiana*
1363 Louisville Ave., Monroe, LA, (318) 323-8775
- *Primary Health Services Center – Wellness Clinic* – OB/GYN and pediatrician onsite
2815 Betin Ave., Monroe, LA, (318) 651-9914
- *University Health System – Conway* – OB/GYN and pediatrician onsite
4864 Jackson St., Monroe, LA, (318) 330-7000

▪ **Military Veterans’ Resources**

- *Louisiana Department of Veterans’ Affairs*
 - *Caldwell Parish office*, 201 Main St., Ste. 6, Columbia, LA, (318) 649-2552
 - *East Carroll Parish office*, 407 2nd St., Ste. 5, Lake Providence, LA, (318) 559-4887
 - *Franklin Parish office*, 210 Main St., Winnsboro, LA, (318) 435-2141
 - *Jackson Parish office*, 322 6th St., Jonesboro, LA, (318) 259-2100
 - *Lincoln Parish office*, 307 N. Homer St., Ruston, LA, (318) 251-4142
 - *Madison Parish office*, 402 E. Green St., Tallulah, LA, (318) 574-3870
 - *Morehouse Parish office*, 129 N. Franklin St., Bastrop, LA, (318) 283-0841
 - *Ouachita Parish office*, 704 Cypress St., West Monroe, LA, (318) 362-5137 / 3002
 - *Ouachita Parish office*, 6700 Hwy. 165 N., Monroe, LA, (318) 362-4206
 - *Richland Parish office*, 708 Julia St., Rayville, LA, (318) 728-2472
 - *Tensas Parish office*, 205 Hancock St., St. Joseph, LA, (318) 766-3542, ext. 17
 - *Union Parish office*, 303 E. Water St., Ste. 106, Farmerville, LA, (318) 368-3271
 - *West Carroll Parish office*, 310 Skinner Lane, Oak Grove, LA, (318) 428-2671
- *Monroe Community-Based Outpatient Clinic*
250 Desiard Plaza Dr., Monroe, LA, (318) 343-6100; Toll-free (800) 832-3525

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

▪ **Minority Health Resources**

- *Bureau of Minority Health Access and Promotions*
 - <http://www.dhh.state.la.us/index.cfm/page/210/n/170>
 - The Bureau of Minority Health Access and Promotions has reviewed the resources listed at this site and recommends them because they have relevant, informative content about health disparities, minority health access and other related topics and may provide help and answer questions or indicate resources. The list changes as programs and services are added or discontinued.

▪ **Prescription Drug Resources**

- *CVS, Target, Walgreens and Walmart offer generic pharmacy discount programs for an average of \$4 per 30-day prescription.*
- *FamilyWize Prescription Savings Card* – Pulls together millions of people who have no health insurance or have high medication costs or need to buy medicine not covered by their health plan. FamilyWize negotiates with pharmacies to get discounts similar to what they give large groups like insurance companies and employers and passes through 100% of these negotiated discounts to the people using the card to purchase their medicine. In 2014, the average savings was 42%. This card is free to everyone, guarantees all FDA-approved prescription medications and is accepted at more than 60,000 pharmacies nationwide. Free savings cards can be downloaded and printed at <http://FamilyWize.org> or can be picked up at the United Way of Northeast Louisiana office located at 1201 Hudson Lane in Monroe.
- *Partnership for Prescription Assistance* – Offers a single point of access to more than 475 public and private programs and connects millions of Americans with free or reduced-cost prescription medicines. The program can be reached toll-free at (888) 477-2669 or online at www.pparx.org.
- *St. Vincent DePaul Community Pharmacy* – Provides prescription medicines free of charge to people who are unable to pay for them. The Monroe St. Vincent DePaul Community Pharmacy is located at 502 Grammont Street and can be contacted by calling (318) 387-7868.

▪ **Primary Care Resources**

- *The Health Hut* (Mobile medical care at no cost for the uninsured of Lincoln Parish)
310 West Mississippi Ave., Ruston, LA, (318) 245-4555
- *St. Francis Walk-In Clinic*
1805 Jackson St., Monroe, LA, (318) 966-6165
- *Primary Health Services Center Wellness Clinic*
2915 Betin Ave., Monroe, LA, (318) 651-9914
- *University Health System – Conway*
4864 Jackson St., Monroe, LA,
 - Hospital – (318) 330-7000
 - Family Medicine Clinic – (318) 330-7600

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

- Partners in Wellness – (318) 330-7571, Toll-free (800) 378-7161
- **Additional Health Resources**
 - *Louisiana 2-1-1* – A single access point 24 hours a day for information and referrals to health and human services for Louisiana citizens’ everyday needs and in times of crisis
Dial: 211 (just as you would dial 911 in an emergency)
Website: www.Louisiana211.org
 - *Primary Health Services Transportation* – Ouachita Parish
(318) 651-9914

Additionally, Bayou Health is the way most of Louisiana's Medicaid and LaCHIP recipients receive healthcare services. According to Bayou Health their “overriding goal is to encourage enrollees to own their own health and the health of their families.” With Bayou Health, Medicaid recipients enroll in a health plan, which can differ from one to another in several ways, such as provider networks, referral policies, health management programs and services/incentives offered. Each of the health plans is accountable to the Department of Health and Hospitals (DHH), which monitors all complaints, grievances and appeals to ensure the system is accountable to the enrollees and to the state. Medicaid, which is an assistance program providing medical coverage for low-income people who meet certain eligibility qualifications, currently serves more than 1.2 million people in Louisiana.

Care for the elderly: SFMC and St. Francis North’s parent organization, the Baton Rouge-based Franciscan Missionaries of Our Lady Health System (FMOLHS), has recently hired a Senior Services Strategy Manager who will be based in Monroe. This person will lead initiatives in regards to how we address Care for the Elderly and will partner with senior-focused organizations, such as Communities Acting to Benefit Louisiana’s Elderly (CABLE), nursing homes and home health agencies, to help people age 55+ stay active, healthy and in the community longer. For people who already reside in nursing homes, the Senior Services Strategy Manager will help the nursing homes improve or maintain the highest quality of care in order to prevent the residents from requiring hospitalization.

At the state level, Louisiana has established the Governor’s Office of Elderly Affairs, which serves as a focal point for Louisiana’s senior citizens and administers a broad range of home- and community-based services through a network of Area Agencies on Aging. Their website can be accessed at goea.louisiana.gov for a full list of services and programs offered.

In Lincoln Parish, the contact is the Lincoln Parish Council on Aging located at 1000 Saratoga Street in Ruston, which can be contacted at (318) 255-5070. Services offered through the Lincoln Parish Council on Aging include assistance with chores and transportation, congregate meals, home-delivered meals, home repair, information and assistance, legal and material aid, medication management, National Family Caregiver Support Program (NFCSP) information and assistance, NFCSP in-home respite care, NFCSP material aid, nutrition education, outreach, recreation, transportation and wellness.

In Ouachita Parish, there are two contacts – the North Delta Regional Planning and Development District (which offers Area Agency on Aging Services) and Ouachita Council on Aging (which offers congregate meals, home-delivered meals, information and assistance, legal and material aid, medication management, NFCSP information and assistance, NFCSP individual counseling, NFCSP ,in-home respite care, NFCSP material aid, NFCSP outreach, NFCSP personal care, NFCSP public education, NFCSP sitter service, nutrition counseling and education, outreach, recreation, telephoning, transportation, utility

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

assistance, wellness and a senior center. North Delta Regional Planning and Development District is located at 1913 Stubbs Avenue in Monroe and can be reached at (318) 387-2572. Ouachita Council on Aging is located at 2407 Ferrand Street in Monroe and can be reached at (318) 387-0535.

Substance abuse: In January 2015, SFMC opened its Tobacco Cessation Program at St. Francis North to help residents of Louisiana overcome tobacco addiction. At this time, SFMC and St. Francis North do not offer other substance abuse programs. However, there are programs in the area that do, including the following:

- *Children’s Coalition for Northeast Louisiana* – Life skills and substance abuse prevention program
1363 Louisville Ave., Monroe, LA, (318) 323-8775
- *Lincoln Parish DARE (Drug Abuse Resistance Education) Program*
100 W. Texas, Ruston, LA, (318) 251-5111
- *Louisiana Tech University* – Life skills and substance abuse prevention program
P.O. Box 7924, Ruston, LA, (318) 257-2651
- *Northeast Delta Human Services Authority* – Addiction and mental health clinic
4800 Grand St., Monroe, LA, (318) 362-3339
- *Northeast Delta Human Services Authority Women & Children’s Clinic* – Addiction, mental health and developmental disabilities clinic
3200 Concordia St., Monroe, LA, (318) 362-5188
- *Ouachita Parish DARE (Drug Abuse Resistance Education) Program*
400 St. John St., Monroe, LA, (318) 329-1200
- *Rays of Sunshine* – Inpatient treatment services 24 hours a day for women and dependent children with addictive disorders
200 Breard St., Monroe, LA, (318) 680-4095
- *Rayville Recovery*
307 Hayes St., Rayville, LA, (318) 728-5488
- *Southern Oaks Addiction and Recovery Treatment Centers*
4781 South Grand St., Monroe, LA, (318) 362-5430
- *Wellspring Alliance for Families* – Provides services for individuals who are severely mentally ill, along with substance use disorders and/or co-occurring disorders
1515 Jackson St., Monroe, LA, (318) 807-6200
- *YMCA* – Life skills and substance abuse prevention program
1505 Stubbs Ave., Monroe, LA, (318) 387-9622

Mental health: P&S is located in a Health Professional Shortage Area (HPSA) related to mental health; however, there are quite a few organizations in the area attempting to care for people with mental health needs. Allegiance Health has recently opened an inpatient/outpatient behavioral unit located on

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

the St. Francis North campus. Additionally, there are other providers in the area working to ensure appropriate access to mental health service:

- *Liberty Healthcare System – Bastrop*
4673 Eugene Ware Blvd., Bastrop, LA, (318) 281-2448
- *Monroe Behavioral Health Clinic and Behavioral Health After-Hours*
4800 S. Grand St., Monroe, LA, (318) 362-3339; Toll-free (800) 256-2522
- *Monroe Behavioral Health Clinic – Women and Children Services*
3200 Concordia Ave., Monroe, LA, (318) 362-5188
- *Primary Health Services Center Behavioral Health Clinic – Individual, family and group counseling*
2915 Betin Ave., Monroe, LA, (318) 325-7740
- *Ruston Behavioral Health Clinic – Pediatric and adult services*
602 E. Georgia, Ruston, LA, (318) 251-4125

Northeast Delta Human Services Authority is a key organization in the service area working in the mental health field. Northeast Delta serves as a catalyst for individuals with mental health, developmental disabilities, and addictive disorders to realize their full human potential. Their vision is “to build a unified Northeast Louisiana where individuals are thriving and reaching their full human potential.” Their partners in Lincoln and Ouachita Parish include:

- *Center for Children and Families – Face-to-face crisis screening and in-home stabilization for children and youth under age 18*
622 Riverside Dr., Monroe, LA, (318) 398-0945
- *Children’s Coalition for Northeast Louisiana – Life skills and substance abuse prevention program*
1363 Louisville Ave., Monroe, LA, (318) 323-8775
- *Easter Seals of Louisiana – Intensive case management, medication management and transitional housing services*
300 Washington St., Monroe, LA, (318) 388-0293
- *The Extra Mile – Peer support specialists and wraparound funds for clients in need*
1900 Lamy Lane, Suites C & D, Monroe, LA, (318) 388-6088
- *Gail Durbin – Gambling addictions counselor*
3200 Concordia St., Monroe, (318) 362-4196
- *Louisiana Tech University – Life skills and substance abuse prevention program*
P.O. Box 7924, Ruston, LA, (318) 257-2651
- *Monroe Area Guidance Center and Fairhaven Homeless Shelter– Short-term bed-and-board while preparing consumers for independent living*
1900 Garrett Rd., Monroe, LA, (318) 343-9200
- *Monroe Peer Support Center – Place for consumers (peers) to promote acceptance and independence*

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

912 St. John St., Monroe, LA, (318) 322-5972

- *Northeast Delta Human Services Authority* – Addiction and mental health clinic
4800 Grand St., Monroe, LA, (318) 362-3339
- *Northeast Delta Human Services Authority Women & Children’s Clinic* – Addiction, mental health and developmental disabilities clinic
3200 Concordia St., Monroe, LA, (318) 362-5188
- *Rays of Sunshine* – Inpatient treatment services 24 hours a day for women and dependent children with addictive disorders
200 Breard St., Monroe, LA, (318) 680-4095
- *Region 8 Community Health Task Force* – Law enforcement trained to properly respond to mental health crises
219 Stone Creek, Monroe, LA, (318) 329-2606
- *Second Beginnings Peer Support Center* – Peer support and social activities
901 White St., Ruston, LA, (318) 251-4150
- *Wellspring Alliance for Families* – Provides services for individuals who are severely mentally ill, along with substance use disorders and/or co-occurring disorders
1515 Jackson St., Monroe, LA, (318) 807-6200
- *YMCA* – Life skills and substance abuse prevention program
1505 Stubbs Ave., Monroe, LA, (318) 387-9622

Additional psychiatric inpatient and outpatient programs and mental health initiatives in Region 8 of Northeast Louisiana can be reviewed at www.nedeltahsa.org.

Heart attack/Stroke: SFMC is an Accredited Chest Pain Center, which means it has demonstrated expertise and commitment to quality patient care by meeting or exceeding a wide set of stringent criteria and undergoing an onsite accreditation review. Key areas in which an Accredited Chest Pain Center must demonstrate expertise include:

- Integrating the emergency department with the local emergency medical system
 - Assessing, diagnosing and treating patients quickly
 - Effectively treating patients with low risk for acute coronary syndrome and no assignable cause for their symptoms
 - Continually seeking to improve processes and procedures
 - Ensuring the competence and training of Accredited Chest Pain Center personnel
 - Maintaining organizational structure and commitment
 - Having a functional design that promotes optimal patient care
 - Supporting community outreach programs that educate the public to promptly seek medical care if they display symptoms of a possible heart attack.
-
- *American Heart Association*
1-800-AHA-USA-1 / <http://www.heart.org>.

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

- *The Health Hut* (Mobile medical care at no cost for the uninsured of Lincoln Parish)
310 West Mississippi Ave., Ruston, LA, (318) 245-4555

- *Primary Health Services Center*
2815 Betin Ave., Monroe, LA, (318) 388-1250

- *Hospitals in Region 8 offering emergency services during a heart attack or stroke*
 - *Caldwell Memorial Hospital*, 411 Main St., Columbia, LA, (318) 649-6111
 - *Citizens Medical Center*, 7939 Hwy. 165, Columbia, LA, (318) 649-6106
 - *Franklin Medical Center*, 2106 Loop Rd., Winnsboro, LA, (318) 435-9411
 - *Glenwood Regional Medical Center*, 503 McMillan Rd., West Monroe, LA, (318) 329-4200
 - *Jackson Parish Hospital*, 165 Beech Springs Rd., Jonesboro, LA, (318) 259-4435
 - *Madison Parish Hospital*, 900 Johnson St., Tallulah, LA, (318) 574-2374
 - *Morehouse General Hospital*, 323 W. Walnut Ave., Bastrop, LA, (318) 283-3600
 - *Northern Louisiana Medical Center*, 401 E. Vaughn Ave., Ruston, LA, (318) 254-2100
 - *Richardson Medical Center*, 254 Hwy. 3048, Rayville, LA, (318) 728-4181
 - *Richland Parish Hospital*, 407 Cincinnati St., Delhi, LA, (318) 878-5171
 - *St. Francis Medical Center*, 309 Jackson St., Monroe, LA, (318) 966-4000
 - *St. Francis North*, 3421 Medical Park Dr., Monroe, LA, (318) 966-7777
 - *Union General Hospital*, 901 James Ave., Farmerville, LA, (318) 368-9751
 - *University Health System – Conway*, 4864 Jackson St., Monroe, LA, (318) 330-7000
 - *West Carroll Memorial Hospital*, 706 Ross St., Oak Grove, LA, (318) 428-3237

Communicable/Infectious disease: The St. Francis Medical Group employs a full-time physician dedicated to addressing infectious diseases. Khawar Khurshid, MD, practices in Monroe near SFMC and can be reached at (318) 966-8050. Physicians who specialize in infectious disease have expertise in infections of the sinuses, heart, brain, lungs, urinary tract, bowel, bones and pelvic organs. Their extensive training focuses on all kinds of infections, including those caused by bacteria, viruses, fungi and parasites. Along with their specialized knowledge comes greater insight into the use of antibiotics and their potential adverse effects. Infectious disease physicians also have additional training in immunology (how the body fights infection), epidemiology (how infections spread) and infection control.⁵

SFMC also has two full-time infection control practitioners to ensure that all our campuses are providing as clean, healthy and safe an environment as possible. Besides continuously monitoring the facilities and team education needs, SFMC's Infection Control department stays abreast of developing situations, such as the recent Ebola scare and ongoing concerns about the West Nile Virus. The team is an integral part of the leadership responsible for implementing appropriate, effective strategies to keep these and many other infectious disease issues from becoming a problem for our facilities. Additionally, SFMC and St. Francis North team members are given free flu shots and tuberculosis tests each year by the Employee Health team in partnership with the University of Louisiana at Monroe Nursing School students.

⁵ Retrieved online from the American College of Physicians at the following address:
https://www.acponline.org/patients_families/about_internal_medicine/subspecialties/infectious_disease

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

The state of Louisiana has established an Infectious Disease Epidemiology Program staffed by 30 epidemiologists and support staff who act as disease detectives to track the causes and consequences of infectious diseases. Their purpose is to study the distribution of infectious diseases and to carry out or coordinate programs that prevent the spread of communicable diseases. Funded through cooperative agreements with the state of Louisiana and the Centers for Disease Control and Prevention (CDC), the program is also involved in several collaborative efforts with Louisiana State University Veterinary School and Tulane University School of Public Health.

The Infectious Disease Epidemiology Program conducts surveillance on bioterrorism, school manuals, antibiotic sensitivity, MRSA infections, foodborne/waterborne diseases, healthcare-associated infections, hepatitis, influenza and other respiratory viruses and rabies. The program can be further reviewed at www.dhh.state.la.us/index.cfm/page/299/n/267.

Nutrition/Healthy eating: SFMC provides the services of a nutritional support staff who work with patients to ensure they are receiving a proper diet while they are in the hospital and that they understand any dietary restrictions they may have before they are discharged. They also offer a Diabetes & Nutrition Center located at SFMC's Community Health Center (CHC) at 2600 Tower Drive in Monroe. To contact the Diabetes & Nutrition Center, call (318) 966-5219.

Schools in Ouachita Parish provide nutrition instruction through health classes, and physicians often speak to patients about the importance of eating healthy foods and having balanced, nutritious meals. These efforts are not getting to the root cause of nutrition and health eating issues, though, and are not effective on a large scale as they do not have the ability to focus resources solely on this issue. The problem is really two-fold – people don't know how to eat healthy, and they often don't have access to healthy foods. That's where community-based groups come into the picture. For example, LSU Ag Center has developed a mobile kitchen concept which allows program staff to go into a home or a group setting and teach people how to cook foods that are healthier and still within a budget. When the instruction is completed, the pots, pans and utensils used to cook are left for the participant to use so he/she may put the ideas that were learned into practice. For people who do not have adequate food supplies, there are community programs such as Meals on Wheels, which provide meals for people in need. SFMC helps support this important outreach by donating meals to Meals on Wheels, and the following organizations are part of the Meals on Wheels network in Lincoln and Ouachita Parishes:

- *Hope Street Ministries*, Downsville, LA, (318) 982-5690
- *Lincoln Council on Aging*, Ruston, LA, (318) 255-5070
- *North Delta Area Agency on Aging*, Monroe, LA, (318) 387-2572
- *Nutrition Healthy Choice of Monroe*, Monroe, LA, (318) 388-5277
- *Ouachita Council on Aging*, Monroe, LA, (318) 387-0535
- *Senior Citizens Outreach Facility*, Monroe, LA, (318) 398-0770
- *West Ouachita Senior Center*, West Monroe, LA, (318) 324-1280

The Food Bank of Northeast Louisiana (318-322-3567) is also a significant resource for food distribution in Northeast Louisiana. The Food Bank serves the following parishes: Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union and West Carroll. The Food Bank offers the Adopt-A-Senior Program, which is designed to help supplement seniors (age 60 and older) who are living at or below poverty level by providing a large box of food every month for one year. The goal is to supplement seniors' nutritional needs so they are not faced with the difficult decision of choosing between buying food or other life-sustaining necessities, such as medications, rent or utilities. With more food in the household, seniors do not have to skip meals, they experience

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

improved nutrition and can stretch their budgets by saving money on food costs. The Adopt-A-Senior Program serves approximately 1,435 seniors each month. The Food Bank also provides a Backpack Program, a national program supported by Feeding America (www.feedingamerica.org). In Northeast Louisiana, there are 60,000 school-age children, and 65% are enrolled in free and reduced lunch. The Backpack Program allows children to bring home nutritious food when other resources are not available, such as on the weekends or during school vacations. Backpacks are filled by volunteers with child-friendly, non-perishable, vitamin-fortified food which are discreetly distributed to at-risk children at local schools.

The Food Bank also distributes commodities to eligible, needy families under the Food Bank Program in the following places in Lincoln and Ouachita Parishes:

- *Anchor Tabernacle*, 3836 Elm St., Choudrant, LA, (318) 768-3015
- *Christian Community Action*, 108 S. Bonner St., Ruston, LA, (318) 251-3282
- *Ruston Teen Challenge*, 411 E. California Ave., Ruston, LA, (318) 254-2830
- *IAM Food Pantry*, 118 Bennett Rd., Grambling, LA, (318) 247-3793
- *Calhoun Church of Christ*, 1288 Hwy. 151, Calhoun, LA, (318) 644-2216
- *Calvary Missionary Baptist Church*, 201 S. 9th St., West Monroe, LA, (318) 323-0238
- *City of West Monroe*, 1800 N. 7th St., West Monroe, LA, (318) 324-1280
- *Jackson House Image*, 820 Jackson St., Monroe, LA, (318) 410-1751
- *Macedonia SDA Church*, 2300 Lee Ave., Monroe, LA, (318) 323-3239
- *Monroe Area Guidance*, 1900 Garrett Rd., Monroe, LA, (318) 450-1038
- *Mt. Pleasant Community Development*, 105 Bernice Dr., Monroe, LA, (318) 323-3632
- *Ouachita Multi-Purpose*, 315 Plum St., Monroe, LA, (318) 322-7151
- *Ray of Hope Ministries*, 1935 Winnsboro Rd., Monroe, LA, (318) 322-9244
- *Rays of Sonshine*, 411 S. 1st St., Monroe, LA, (318) 323-0502
- *St. Jude Baptist Church*, 5301 Blanks St., Monroe, LA, (318) 345-2956
- *The Assembly South*, 713 S. 8th St., Monroe, LA, (318) 342-8000
- *True Vine Baptist Church*, 1400 Dilling St., Monroe, LA, (318) 547-1235
- *West Ouachita Senior Center*, 1800 N. 7th St., West Monroe, LA, (318) 324-1280
- *White's Ferry Road Church of Christ*, 3201 N. 7th St., West Monroe, LA, (318) 343-3319

The Region 8 Health Units also address Nutrition/Healthy Eating and connect parents with the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), which provides Federal grants to States for supplemental foods, healthcare referrals and nutrition education for low-income pregnant, breastfeeding and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.

- *Caldwell Parish Health Unit*, 501 Collins Rd., Columbia, LA, (318) 649-2393
- *East Carroll Parish Health Unit*, 403 2nd St., Lake Providence, LA, (318) 559-2012
- *Franklin Parish Health Unit*, 6614 Main St., Winnsboro, LA, (318) 435-2143
- *Jackson Parish Health Unit*, 228 Bond St., Jonesboro, LA, (318) 259-6601
- *Lincoln Parish Health Unit*, 405 E. Georgia Ave., Ruston, LA, (318) 251-4120
- *Madison Parish Health Unit*, 123 Bailey Rd., Tallulah, LA, (318) 574-3311
- *Morehouse Parish Health Unit*, 650 School Rd., Bastrop, LA, (318) 283-0806
- *Ouachita Parish Health Unit*, 1650 Desiard St., Monroe, LA, (318) 361-7281
- *Richland Parish Health Unit*, 21 Lynn Gayle Robertson Rd., Rayville, LA, (318) 728-4441
- *Tensas Parish Health Unit*, 1115 Levee St., St. Joseph, LA, (318) 766-3515
- *Union Parish Health Unit*, 1002 Marion Hwy., Farmerville, LA, (318) 368-3156
- *West Carroll Parish Health Unit*, 402 Beale St., Oak Grove, LA, (318) 428-9361

APPENDICES

- Appendix A:** 2013 CHNA Summary
- Appendix B:** Disparities Dashboard
- Appendix C:** Disparities Stoplight Report
- Appendix D:** Road Map to IRS Requirements

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX A: 2013 CHNA SUMMARY

In 2013, P&S, in collaboration with SFMC, published a CHNA addressing the priority areas of adolescent health and immunizations. Following are the results obtained to evaluate the impact of the actions taken in our community. P&S provided dental care for low-income pediatric patients and provided pediatric immunizations for the community. While we have little doubt that offering these services to the community helped decrease the barriers to care for those most in need, we have not yet seen a change in the overall statistics that can show the impact it had on the community. However, each quarter P&S exceeded its goals of providing 250 pediatric patients with dental care and providing 150 pediatric patients with immunizations (until the state of Louisiana pushed the immunization programs back to primary care offices).

P&S COMMUNITY BENEFIT DASHBOARD / FISCAL YEAR 2014							
ADOLESCENT HEALTH							
	Target	Stretch Target	July-September	October-December	January-March	April-June	Fiscal Year
Decrease the barriers to dental care for low-income pediatric patients	250	275	334	278	272	343	1,227
IMMUNIZATIONS							
	Target	Stretch Target	July-September	October-December	January-March	April-June	Fiscal Year
Provide an accessible pediatric immunization program that helps maintain childhood immunization rates	150	225	325	227	227	176	955

P&S COMMUNITY BENEFIT DASHBOARD / FISCAL YEAR 2015							
ADOLESCENT HEALTH							
	Target	Stretch Target	July-September	October-December	January-March	April-June	Fiscal Year
Decrease the barriers to dental care for low-income pediatric patients	250	275	335	258	271	273	1,137
IMMUNIZATIONS							
	Target	Stretch Target	July-September	October-December	January-March	April-June	Fiscal Year
Provide an accessible pediatric immunization program that helps maintain childhood immunization rates	150	225	73	77	34	0	184
COMMENTS: No immunizations were provided after March because the program was eliminated due to the State's push back of immunizations to primary care offices.							

APPENDIX A: 2013 CHNA SUMMARY

Other Community Benefits

While we know it is impossible to capture every activity in which P&S participates each year, we try to monitor activities that provide direct community benefit and impact as closely as possible. Many of the things we do fall outside the priority areas chosen for the CHNAs and are, therefore, not captured on the scorecard listed above, such as:

- Volunteer hours logged on behalf of health-related organizations, such as American Heart Association, March of Dimes, Susan G. Komen for the Cure, the United Way of Northeast Louisiana, the Children’s Coalition for Northeast Louisiana and many more
- Financial support of organizations helping further health-related programs in the community
- Administrative support on the Boards of community-based organizations promoting positive outcomes for people of all ages and socioeconomic backgrounds
- Mentoring programs which provide hundreds of hours of clinical instruction hours for nursing, radiology, health information management, laboratory students and health information management and marketing students

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: HEALTH		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
ACCESS TO HEALTH SERVICES				
Adults with health insurance	Yellow, borderline Red	Unmet	=	No significant disparities
Non-physician primary care provider rate	Green	-	-	No data available
Preventable hospital stays	Red, borderline Yellow	-	-	No data available
Primary care provider rate	Green	-	-	No data available
ADOLESCENT HEALTH				
High school graduation rate	No data available	Unmet	Improving	No data available
CANCER				
Age-adjusted death rate due to breast cancer <i>(deaths/100,000 females)</i>	Yellow	Unmet	=	Black – 36.9 White – 17.9 Overall – 23.3
Age-adjusted death rate due to cancer <i>(deaths/100,000 population)</i>	Red, borderline Yellow	Unmet	=	Black – 243 White – 185.1 Other – 200.6
Age-adjusted death rate due to colorectal cancer <i>(deaths/100,000 population)</i>	Yellow, borderline Red	Unmet	=	Female – 17.1 Male – 23.4 Black – 28.9 White – 16.8 Overall – 19.9
Age-adjusted death rate due to lung cancer <i>(deaths/100,000 population)</i>	Yellow, borderline Red	Unmet	=	Female – 44.6 Male – 85.5 Overall – 61.1
Age-adjusted death rate due to prostate cancer <i>(deaths/100,000 males)</i>	Red	Unmet	=	Black – 64.9 White – 23.2 Overall – 30.8
All cancer incidence <i>(cases/100,000 population)</i>	Yellow, borderline Red	-	-	Female – 411.9 Male – 584.9

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: HEALTH		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
				Black – 483.7 Hispanic – 193.3 White – 485.7 Overall – 482.7
Breast cancer incidence <i>(cases/100,000 females)</i>	Yellow, borderline Red	-	-	No significant disparities
Cancer: Medicare population	Green	-	-	<65 – 2.3% 65+ – 8.1% Overall – 6.9%
Colorectal cancer incidence <i>(cases/100,000 population)</i>	Yellow	-	-	Female – 41 Male – 58.5 Black – 65.9 White – 42.2 Overall – 48.4
Lung and bronchus cancer incidence <i>(cases/100,000 population)</i>	Yellow, borderline Red	-	-	Female – 59.6 Male – 104.2 Black – 69.6 White – 80.2 Overall – 78.0
Mammography screening: Medicare Population	Yellow	-	-	No data available
Prostate cancer incidence <i>(cases/100,000 males)</i>	Red, borderline Yellow	-	-	Black – 219.1 White – 146.4 Overall – 162.2

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: HEALTH		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
DIABETES				
Adults with diabetes	Yellow	-	-	No significant disparities
Age-adjusted death rate due to diabetes <i>(deaths/100,000 population)</i>	Red	-	-	Female – 81.9 Male – 103.1 Black – 148.3 White – 71.8 Overall – 90.4
Age-adjusted hospitalization rate due to diabetes <i>(hospitalizations/100,000 population)</i>	Red, borderline Yellow	-	-	Hospitalizations heaviest in 65-84 age range, followed closely by 85+ and 25-44. Female – 38.6 Male – 23.3 Black – 53.5 White – 21.3 Overall – 31.2
Age-adjusted hospitalization rate due to long-term complications of diabetes <i>(hospitalizations/100,000 population)</i>	Red	-	-	Hospitalization heaviest in 85+ age range. Female – 22 Male – 13.8 Black – 32.7 White – 11.5 Overall – 18

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: HEALTH		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
Age-adjusted hospitalization rate due to short-term complications of diabetes <i>(hospitalizations/100,000 population)</i>	Red, borderline Yellow	-	-	Hospitalization heaviest in 25-44 age range. Female – 13.5 Male – 6 Black – 15 White – 7.6 Overall – 9.9
Age-adjusted hospitalization rate due to uncontrolled diabetes <i>(hospitalizations/100,000 population)</i>	Red, borderline Yellow	-	-	Hospitalization heaviest in 65-84 age range. Black – 4.5 White – 1.8 Overall – 2.6
Diabetes: Medicare Population	Yellow	-	-	No significant disparities
ENVIRONMENTAL HEALTH				
Workers commuting by public transportation	Green	Unmet	=	16-19 – 7.1% 20-24 – 1.9% 25-44 – 1.0% 45-64 – 0.9% 55-59 – 1.4% 60-64 – 2.1% 65+ - 0.5% American Indian/Alaskan Native – 4.5% Black – 4.1% White – 0.1% Overall – 1.3%

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: HEALTH		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
Workers who walk to work	Red	Unmet	=	Disparities noted in 25-44 age range and in males Black – 1.5% Hispanic/Latino – 6.3% Other – 5.4% White, non-Hispanic – 0.5% Overall – 0.9%
FAMILY PLANNING				
Teen birth rate	Green, borderline Yellow	-	-	No data available
HEART DISEASE / STROKE				
Age-adjusted death rate due to cerebrovascular disease (stroke) <i>(deaths/100,000 population)</i>	Yellow	Unmet	=	Black – 55.6 White – 38.4 Overall – 42.4
Age-adjusted death rate due to coronary heart disease <i>(deaths/100,000 population)</i>	Green	Met	=	Black – 40.7 White – 46.7 Overall – 45.8
Age-adjusted hospitalization rate due to heart failure <i>(hospitalizations/10,000 population)</i>	Yellow	-	-	25-44 – 6.1 45-64 – 34.6 65-84 – 160.4 85+ – 479.9 Female – 41.6 Male – 53.9 Black – 64.6 White – 39.7 Overall – 46.8

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: HEALTH		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
Age-adjusted hospitalization rate due to hypertension <i>(hospitalizations/10,000 population)</i>	Red	-	-	25-44 – 6.3 45-64 – 17.5 65-84 – 36.7 85+ – 77.8 Female – 18.1 Male – 11.7 Black – 23.5 White – 11.6 Overall – 15.3
Atrial fibrillation: Medicare Population	Yellow, borderline Red	-	-	Disparities noted in 65+ age range
Heart failure: Medicare Population	Red	-	-	No data available
Hyperlipidemia: Medicare Population	Green	-	-	Disparities noted in 65+ age range
Hypertension: Medicare Population	Red	-	-	Disparities noted in 65+ age range
Ischemic heart disease: Medicare Population	Red	-	-	Disparities noted in 65+ age range
Stroke: Medicare Population	Red	-	-	Disparities noted in 65+ age range
IMMUNIZATIONS / INFECTIOUS DISEASE				
Age-adjusted death rate due to influenza and pneumonia <i>(deaths/100,000 population)</i>	Yellow	-	-	Female – 14.4 Male – 22.7 Overall – 17.5
Age-adjusted hospitalization rate due to bacterial pneumonia <i>(hospitalizations/10,000 population 18+ years)</i>	Yellow, borderline Red	-	-	Black – 34.4 White – 51.3 Overall – 47.1

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: HEALTH		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
Age-adjusted hospitalization rate due to hepatitis <i>(hospitalizations/10,000 population 18+ years)</i>	Green	-	-	No significant disparities noted
Age-adjusted hospitalization rate due to immunization-preventable pneumonia and influenza <i>(hospitalizations/10,000 population)</i>	Green	-	-	45-64 – 1.9 65-84 – 5.6 Overall – 1.7
Chlamydia incidence rate	Red	-	-	No data available
Gonorrhea incidence rate	Red	-	-	No data available
MATERNAL, INFANT & CHILD HEALTH				
Babies with low birth weight	Yellow	Unmet	Negative trend	No data available
Infant mortality rate	Red	Unmet	Negative trend	No data available
Mothers who smoked during pregnancy	Green	Unmet	-	No data available
Mothers who received early and adequate prenatal care	Yellow	-	-	No data available
MENTAL HEALTH / MENTAL HEALTH DISORDERS				
Depression: Medicare Population	Yellow	-	-	Disparities noted in <65 age range
Age-adjusted death rate due to suicide	Yellow	Unmet	=	No data available
Mental health provider rate	Green	-	-	No data available
MORTALITY DATA				
Premature death	Yellow, borderline red	-	-	No data available
NUTRITION / WEIGHT STATUS / PHYSICAL ACTIVITY				
Adults who are obese	Red	Unmet	=	No significant disparities
Adults who are sedentary	Red	Unmet	=	Female – 36.2% Male – 29.1% Overall – 32.9%
Child food insecurity rate	Yellow	-	-	No data available
Food insecurity rate	Red, borderline Yellow	-	-	No data available
Low-income preschool obesity	Green	-	-	No data available

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: HEALTH		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
OLDER ADULTS & AGING				
Age-adjusted death rate due to Alzheimer's Disease <i>(deaths/100,000 population)</i>	Red	-	-	Female – 47.6 Male – 39.4 Black – 38.8 White – 46.9 Overall – 45.1
Alzheimer's Disease or Dementia: Medicare Population	Red	-	-	Disparities noted in 65+ age range
ORAL HEALTH				
Dentist rate	Green	-	-	No data available
OTHER CHRONIC DISEASES				
Chronic kidney disease: Medicare Population	Red	-	-	Disparities noted in 65+ age range
Osteoporosis: Medicare Population	Red	-	-	Disparities noted in 65+ age range
Rheumatoid arthritis or osteoarthritis: Medicare Population	Red	-	-	Disparities noted in 65+ age range
OTHER CONDITIONS				
Age-adjusted hospitalization rate due to dehydration <i>(hospitalizations/10,000 population)</i>	Red, borderline Yellow	-	-	20-24 – 3.9 7.4 – 7.4 45-64 – 17.6 65-84 – 8.9 85+ – 269.5 Black – 33.1 White – 26.1 Overall – 27.4

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: HEALTH		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
<p>Age-adjusted hospitalization rate due to urinary tract infections <i>(hospitalizations/10,000 population)</i></p>	Yellow	-	-	20-24 – 7.2 25-44 – 5.5 45-64 – 10.2 65-84 – 84.1 85+ – 374.7 Females – 35.2 Males – 14.2 Overall – 26.5
PREVENTION & SAFETY				
<p>Age-adjusted death rate due to unintentional injuries <i>(deaths/100,000 population)</i></p>	Green	Unmet	=	Female – 28.2 Male – 64.2 Black – 32.9 White – 51.5 Overall – 45.1
RESPIRATORY DISEASES				
<p>Age-adjusted death rate due to chronic lower respiratory diseases <i>(deaths/100,000 population)</i></p>	Yellow	-	-	Female – 46.7 Male – 64.0 Black – 29.2 White – 60.8 Overall – 53.5

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: HEALTH		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
Age-adjusted hospitalization rate due to adult asthma <i>(hospitalizations/100,000 population 18+ years)</i>	Green	-	-	Disparities noted in 65-85+ age range Female – 10.0 Male – 4.3 Black – 9.5 White – 6.7 Overall – 7.5
Age-adjusted hospitalization rate due to asthma <i>(hospitalization/10,000 population)</i>	Green	-	-	0-4 – 33.3 5-9 – 13.4 10-14 – 6.0 25-44 – 2.9 45-64 – 10.3 65-84 – 17.7 85+ – 21.6 Black – 12.0 White – 7.8 Overall – 9.3

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: HEALTH		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
Age-adjusted hospitalization rate due to COPD <i>(hospitalizations/10,000 population; value may be statistically unstable and should be interpreted with caution)</i>	Yellow, borderline Red	-	-	25-44 – 0.9 45-64 – 37.9 65-84 – 136.1 85+ – 152.8 Black – 20.3 White – 40.8 Overall – 35.2
Age-adjusted hospitalization rate due to pediatric asthma <i>(hospitalizations/10,000 population)</i>	Green	-	-	0-4 – 33.3 5-9 – 13.4 10-14 – 6.0 Female – 8.1 Male – 20.8 Black – 19.1 White – 10.9 Overall – 14.6
Asthma: Medicare Population	Green	-	-	No significant disparities noted
COPD: Medicare Population	Yellow	-	-	No significant disparities noted
SUBSTANCE ABUSE				
Adults who drink excessively	Green	Met	=	No data available
Adults who smoke	Yellow	Unmet	=	No data available

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: HEALTH		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
<p>Age-adjusted hospitalization rate due to alcohol abuse <i>(hospitalizations/10,000 population; value may be statistically unstable and should be interpreted with caution)</i></p>	Green	-	-	25-44 – 1.4 45-64 – 3.8 65-84 – 2.0 Female – 0.8 Male – 3.4 Black – 1.5 White – 2.4 Overall – 2.0
Death rate due to drug poisoning	Green	-	-	No data available
WELLNESS & LIFESTYLE				
Life expectancy for females	Red, borderline yellow	-	-	No data available
Life expectancy for males	Red	-	-	No data available
Self-reported general health assessment: Poor or Fair	Yellow, borderline red	-	-	No data available

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: ECONOMY & EDUCATION		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)

MEDIAN HOUSEHOLD INCOME				
Ouachita	-	-	-	American Indian/Alaskan Native - \$21,273 Asian - \$71,094 Black - \$23,362 Hispanic/Latino - \$46,164 Other - \$46,520 Two or more races - \$34,097 White - \$49,786 Overall - \$38,955
PER CAPITA INCOME				
Ouachita	-	-	-	American Indian/Alaskan Native - \$19,336 Asian - \$27,952 Black - \$12,656 Hispanic/Latino - \$18,115 Other - \$17,915 Two or more races - \$21,755 White - \$27,685 Overall - \$21,917

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: ECONOMY & EDUCATION		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
CHILDREN LIVING BELOW POVERTY LEVEL BY AGE				
Ouachita	-	-	-	<6 – 40.8% 6-11 – 34.9% 12-17 – 27.7% Overall – 34.5%
CHILDREN LIVING BELOW POVERTY LEVEL BY RACE/ETHNICITY				
Ouachita	-	-	-	Asian – 5.9% Black – 56.3% Hispanic/Latino – 17.9% Other – 28.3% Two or more races – 51.2% White – 15.3% Overall – 34.5%
FAMILIES LIVING BELOW POVERTY LEVEL				
Ouachita	-	-	-	American Indian/Alaskan Native – 45.3% Asian – 13.0% Black – 38.6% Hispanic/Latino – 5.8% Other – 4.9% Two or more races – 12.7% White – 9.8% Overall – 19.3%
PEOPLE 65+ LIVING BELOW POVERTY LEVEL BY AGE				
Ouachita	-	-	-	65-74 – 10.5% 75+ – 16.4% Overall – 13.1%

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: ECONOMY & EDUCATION		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
PEOPLE 65+ LIVING BELOW POVERTY LEVEL BY GENDER				
Ouachita	-	-	-	Female – 17.1% Male – 7.4% Overall – 13.1%
PEOPLE 65+ LIVING BELOW POVERTY LEVEL BY RACE/ETHNICITY				
Ouachita	-	-	-	American Indian/Alaskan Native – 7.5% Asian – 0.0% Black – 25.0% Hispanic/Latino – 28.4% Other – 0.0% Two or more races – 0.0% White – 9.8% Overall – 13.1%
PEOPLE LIVING BELOW POVERTY LEVEL BY AGE				
Ouachita	-	-	-	<6 – 40.8% 6-11 – 34.9% 12-17 – 27.7% 18-24 – 30.5% 25-44 – 20.0% 45-64 – 16.6% 65-74 – 10.5% 75+ – 16.4% Overall – 23.2%
PEOPLE LIVING BELOW POVERTY LEVEL BY GENDER				
Ouachita	-	-	-	Female – 26.3% Male – 19.6% Overall – 23.2%

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CATEGORY / TOPIC: ECONOMY & EDUCATION		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
PEOPLE LIVING BELOW POVERTY LEVEL BY RACE/ETHNICITY				
Ouachita	-	-	-	American Indian/Alaskan Native – 18.3% Asian – 12.6% Black – 40.8% Hispanic/Latino – 16.4% Other – 13.1% Two or more races – 35.6% White – 12.9% Overall – 23.2%
PEOPLE 25+ WITH A BACHELOR’S DEGREE OR HIGHER BY AGE				
Ouachita	-	-	-	25-34 – 22.5% 35-44 – 24.1% 45-64 – 23.8% 65+ – 20.2% Overall – 22.9%
PEOPLE 25+ WITH A BACHELOR’S DEGREE OR HIGHER BY GENDER				
Ouachita	-	-	-	Female – 23.8% Male – 21.8% Overall – 22.9%
PEOPLE 25+ WITH A BACHELOR’S DEGREE OR HIGHER BY RACE/ETHNICITY				
Ouachita	-	-	-	American Indian/Alaskan Native – 14.7% Asian – 35.1% Black – 13.0% Hispanic/Latino – 9.0% Other – 5.2% Two or more races – 20.2% White – 28.0% Overall – 22.9%

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APPENDIX B: DISPARITIES DASHBOARD

CATEGORY / TOPIC: ECONOMY & EDUCATION		GEOGRAPHY: OUACHITA PARISH		
	Comparison (Red/Yellow/Green)	HP 2020 (Met/Unmet)	Trend (Good/Bad)	Disparities (Age, Gender, Race)
PEOPLE 25+ WITH A HIGH SCHOOL DEGREE OR HIGHER BY AGE				
Ouachita	-	-	-	25-34 – 87.1% 35-44 – 85.3% 45-64 – 86.9% 65+ – 77.3% Overall – 84.7%
PEOPLE 25+ WITH A HIGH SCHOOL DEGREE OR HIGHER BY GENDER				
Ouachita	-	-	-	Female – 86.5% Male – 82.6% Overall – 84.7%
PEOPLE 25+ WITH A HIGH SCHOOL DEGREE OR HIGHER BY RACE/ETHNICITY				
Ouachita	-	-	-	American Indian/Alaskan Native – 88.4% Asian – 85.5% Black – 76.9% Hispanic/Latino – 72.2% Other – 68.8% Two or more races – 89.3% White – 88.9% Overall – 84.7%

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX C: Disparities Stoplight Report

Values shown in the table below are highlighted in green, yellow or red to represent the status of various indicators in Ouachita Parish. Green values represent a positive trend, while yellow represents categories needing improvement. Red values represent areas of significant disparities.

Category	Value	Green	Yellow	Red
Median Household Income	<i>Dollars</i>			\$38,955
Infant Mortality	<i>Deaths/1,000 live births</i>			12.5
Preventable Hospital Stays	<i>Discharges/1,000 Medicare Enrollees</i>			84
Drinking Water Violations				35.5
Adults With Health Insurance	<i>Percent</i>			75.3
Self-Reported General Health Assessment: Poor or Fair	<i>Percent</i>			20.2
Mental Health Provider Rate	<i>Providers/100,000 population</i>	149		
Age-Adjusted Death Rate Due to Influenza and Pneumonia	<i>Deaths/100,000 Population</i>		17.5	
Stroke: Medicare Population	<i>Percent</i>			5.5
Chronic Kidney Disease: Medicare Population	<i>Percent</i>			17.4
Heart Failure: Medicare Population	<i>Percent</i>			20.1
Food Environment Index	<i>Value</i>			5.3
Adults Who Are Sedentary	<i>Percent</i>			32.9
Diabetes: Medicare Population	<i>Percent</i>		27.9	
Physical Environment Ranking	<i>Value</i>			55
Children Living Below Poverty Level	<i>Percent</i>			34.5
Life Expectancy for Males	<i>Years</i>			71.6
Life Expectancy for Females	<i>Years</i>			78.1
Mothers Who Received Early and Adequate Prenatal Care	<i>Percent</i>		74.9	
Mortality Ranking	<i>Value</i>	24		
Teen Birth Rate	<i>Live births/1,000 females aged 15-19</i>	52.4		
Babies With Low Birth Weight	<i>Percent</i>		12.3	
Adults With Diabetes	<i>Percent</i>		11.5	
Adults Who Are Obese	<i>Percent</i>			35.2
Child Food Insecurity Rate	<i>Percent</i>		25.0	
Food Insecurity Rate	<i>Percent</i>			18.1
Diabetic Screening: Medicare Population	<i>Percent</i>			77.8
Age-Adjusted Death Rate Due to Diabetes	<i>Deaths/100,000 Population</i>			90.4
Adults Who Smoke	<i>Percent</i>		21.1	
Age-Adjusted Death Rate Due to Cerebrovascular Disease (Stroke)	<i>Deaths/100,000 population</i>		42.4	

2016 P&S COMMUNITY HEALTH NEEDS ASSESSMENT

APPENDIX D: ROAD MAP TO IRS REQUIREMENTS

All IRS requirements are met by this CHNA in the referenced sections:

COMMUNITY HEALTH NEEDS ASSESSMENT REQUIREMENTS	REFERENCE
The definition of the community served by the hospital facility	Page 5
Demographics of the community	Pages 15-16; Pages 33-49
Existing healthcare facilities and resources within the community that are available to respond to the health needs of the community	Pages 18-29
How data was obtained	Pages 2-4; Pages 8-14
The health needs of the community, including the primary and chronic disease needs and other health needs of uninsured persons, low-income persons and minority groups	Appendices B and C
The process for identifying and prioritizing community health needs and services to meet the community health needs	Pages 2-4; Pages 8-14
The process for consulting with persons representing the community's interests	Pages 2-4; Pages 8-14
Information gaps that limit the hospital facility's ability to assess all of the community's health needs	Page 16
Make CHNA widely available to the public	http://www.pssurgery.com/about