

Baptist Medical Center Nassau

Community Health Plan Report

Year 1 Update — 2019-2021



Changing Health Care for Good.®

Access to Care

As Nassau County's main source of health care, Baptist Medical Center Nassau has partnered with Barnabas Center for many years. Barnabas provides medical care, dental care, emergency financial assistance and food to Nassau County residents who do not have adequate insurance. Baptist Medical Center Nassau has also partnered with Nassau County Council on Aging to provide transportation to medical appointments for seniors in need of that service.

Key Issues Identified in the Assessment:

- Community input found that access to health services is the most important social determinant of health in Nassau County
- The dentist rate and primary care provider rate for Nassau County are both significantly lower than the Florida and U.S. rates
- There are very few mental health and substance abuse services in the county
- Transportation issues and the large, dispersed geography of the county exacerbate the access problem
- Food insecurity is a concern in Nassau County
- Key informants cited that families often have to make difficult choices when it comes to spending their income, and that they will often have to choose between putting food on the table and getting their health care needs met
- High rent cost prevents the affordability of safe, acceptable housing
- Other expenses such as health care needs are sacrificed.

Goal	Strategies	Metrics/What we are measuring	Potential Partnering/External Organizations	Results
<p>Increase access to health services for un- and under-insured people in the BMCN service area.</p>	<p>Continue partnership with organizations to increase access to care.</p>	<ul style="list-style-type: none"> • Number of people served • Evaluate health and wellness of participants 	<ul style="list-style-type: none"> • Barnabas Center • Nassau County Council on Aging 	<ul style="list-style-type: none"> • Barnabas Center provided medical services to 849 patients and dental services to 689 patients • Barnabas served 91 patients with diabetes, 66% reached normal levels • Barnabas served 216 patients with hypertension, 64% reached normal levels • Nassau County Council on Aging provided 477 seniors and low income individuals with transportation to medical appointments • Nassau County Council on Aging served 213 seniors with home health services and opened 26 new home health cases
	<p>Continue partnership with Starting Point to increase access to behavioral health treatment</p>	<ul style="list-style-type: none"> • Number of people engaging in treatment • Evaluation of health and wellbeing of patients 	<ul style="list-style-type: none"> • Starting Point 	<ul style="list-style-type: none"> • 479 individuals were assigned a care coordinator • 258 engaged in care coordination services • 135 receiving care coordination participated in treatment and achieved stabilization

Behavioral Health

Baptist Health has made behavioral health services a priority, providing comprehensive inpatient and outpatient services. Mental Health was a priority health need addressed by Baptist Medical Center Nassau in the last three-year CHNA cycle, and the focus on this health need continues into this CHNA cycle as behavioral health needs of Jacksonville residents continue to increase. Two years ago, Baptist Nassau began partnering with Starting Point to provide peers can care coordinators to talk with ER patients with a diagnosis of drug or alcohol addiction. The result has been many patients accessing behavioral health treatment and decreases in ER visits and hospital admissions.

Key Issues Identified in the Assessment

- Alcohol-related health issues are prevalent in Nassau County
- Death rate due to suicide is much higher than the state and national values and far exceeds the Healthy People 2020 target
- Suicide rate doubles every other county in our service area.
- Suicide, depression among seniors is an emerging issue
- Few providers of mental health or substance abuse services in the community and in schools

Death Rate do to Suicide (2016)		Alcohol Impaired Driving Deaths		Death Rate do to Drug Poisoning	
Florida	Nassau	Florida	Nassau	Florida	Nassau
14.2%	30.7%	26.4%	32.0%	17.4%	16.1%

Goal	Strategies	Metrics/What we are measuring	Potential Partnering/External Organizations	Results
Increase access to behavioral health services.	Continue offering Mental Health First Aid, a proven best practice to reduce stigma of mental illness which increases the likelihood that people will access care.	<ul style="list-style-type: none"> • 3,000 people trained by 2021 • Evaluate participant satisfaction 	<ul style="list-style-type: none"> • Jacksonville Nonprofit Hospital Partnership • National Council for Behavioral Health • Baptist Health Faith Partners • Florida's First Coast YMCA 	<ul style="list-style-type: none"> • 528 people were trained October 1, 2018 – January 1, 2019 • 1,989 people were trained January 2, 2019 – September 30, 2019 • 98% of participants rated high satisfaction with training quality • 96% of participants rated high satisfaction with training usefulness • 99% of participants would recommend the training to others
	Provide funding to innovative efforts to reduce stigma, advocate for increased services and increase access to care	<ul style="list-style-type: none"> • Evaluate the impact of each initiative according to its focus 	<ul style="list-style-type: none"> • The Partnership for Mental Health: A project of Baptist Health and the Delores Barr Weaver Fund at The Community Foundation for Northeast Florida 	<ul style="list-style-type: none"> • The fund was established with \$2.2m. As of December 2019, 14 grants have been made for a total of approximately \$900,000
	Continue partnership with Starting Point to increase access to behavioral health treatment	<ul style="list-style-type: none"> • Number of people engaging in treatment • Evaluation of health and wellbeing of patients 	<ul style="list-style-type: none"> • Starting Point 	<ul style="list-style-type: none"> • 479 individuals were assigned a care coordinator • 258 engaged in care coordination services • 135 receiving care coordination participated in treatment and achieved stabilization
	Host a community-wide conference on mental health to reduce stigma and barriers to care.	<ul style="list-style-type: none"> • Number of people attending the conference • Satisfaction surveys 	<ul style="list-style-type: none"> • Faith organizations • University of North Florida • Community mental health providers 	<ul style="list-style-type: none"> • A planning committee of community representatives and BH team members was formed and met monthly to determine conference content and format. • Conference is planned for November 2020

Vulnerable Population - Seniors

Seniors, the fastest-growing population in Northeast Florida, is identified as a population in need of services through the 2016 needs assessment. Baptist Health partnered with United Way in 2003 to better serve our senior population resulting in a Robert Wood Johnson grant to provide additional social supports to frail seniors upon discharge from our downtown hospital. These early efforts informed the development of AgeWell, which opened as the region's first and only comprehensive geriatric program in 2012. AgeWell provides an enriched level of specialized, geriatric primary care uniquely designed to meet the needs of our community's medically complex, frail seniors. The Institute provides comprehensive geriatric assessments and utilizes evidenced-based protocols through an integrated, interdisciplinary care team model. The team includes Geriatricians, Gero-Psychiatrist, Psychologist, RN Care Manager, Licensed Social Workers, Clinical Pharmacists, Nutritionist, a rehab team, and Social Service coordinators. The team of geriatric specialists extend traditional medical boundaries to address the social and emotional needs of patients and their caregivers; promoting better health and maximizing their functional capacity and ability to live at home in their communities. Most of the non-medical services are unreimbursed by Medicare or other insurance carriers and not charged to patients. The type of comprehensive geriatric care is typically only available at academic medical centers where unreimbursed costs can be covered/reduced through residents and fellowships and research funding.

Key Issues Identified in the Assessment:

- According to the data, the Medicare population has high rates of chronic diseases and injuries; specifically, atrial fibrillation, cancer, hyperlipidemia, rheumatoid arthritis, and stroke.
- In Nassau County, the Age-Adjusted Death Rate due to Falls is higher than the state average.
- The percentages of older adults over age 65 with arthritis and cancer are higher than the state averages.

Goal	Strategies	Metrics/What we are measuring	Potential Partnering/External Organizations	Results
Decrease the number of Nassau County seniors who experience falls.	Develop and implement a falls prevention initiative for Nassau seniors.	<ul style="list-style-type: none"> • Number of Fire and Rescue personnel trained to conduct assessments • Number of seniors participating in education sessions • Number of falls 	<ul style="list-style-type: none"> • Fernandina Beach Fire and Rescue • Nassau County Fire and Rescue • Nassau County Council on Aging • AHEC 	<ul style="list-style-type: none"> • Falls Prevention initiative planned with Fernandina Beach Fire and Rescue & Nassau County Council on Aging for implementation in November 2019
Ensure Nassau County seniors have access to care.	Continue partnership with Nassau County Council on Aging to provide transportation to doctor's appointments and errands.	<ul style="list-style-type: none"> • Number of trips provided 	<ul style="list-style-type: none"> • Nassau County Council on Aging 	<ul style="list-style-type: none"> • Nassau County Council on Aging provided 477 seniors and low income individuals with transportation to medical appointments