



2019 Community Health Needs Assessment

DeKalb Health

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ABOUT OUR COMMUNITY HEALTH NEEDS ASSESSMENT

Requirements

The March 2010 passage of the Patient Protection and Affordable Care Act (PPACA) introduced new reporting requirements for private, not-for-profit hospitals to maintain 501(c)(3) tax-exempt status.

Effective for tax years beginning after March 2012, each hospital must:

- ✓ Conduct a Community Health Needs Assessment (CHNA) at least once every three years
- ✓ Identify action plans to address unmet community health needs
- ✓ Report the results of CHNA publicly

To meet the requirements, we have conducted a CHNA in 2013 and 2016, with both available to the community at large on our website.

DeKalb Health's mission is to promote, preserve, and restore health. This is true not only with the patients who walk through the doors, but also as we reach out to our community. Our goal is to provide a comprehensive range of high quality services when our community members come to us for care and treatment, and simultaneously play a significant role in helping to improve the overall health of the community by supporting and/or collaborating with programs, activities, and organizations that serve to enhance the entire community's well-being.

Prior Community Health Needs Assessment Results

Our most recent assessment, done in 2016, revealed several areas of need in DeKalb County. The ongoing projects that were developed focused on improving access to vaccinations for school ages, reducing the prevalence of obesity and diabetes, enhancing suicide prevention efforts and improving accessibility with our PharmaCare Delivery program. Ongoing dollars continue to be committed annually to move these areas of focus forward. Although we are making great strides in addressing these needs, there is work to be done. As is the case throughout the state of Indiana, our key health metrics have been difficult to improve.

Review of 2016 Summary of Actions

After careful analysis, we determined areas of action for us both through our programming and through collaborations. Below defines our action plans and outcomes for the last three-year period.

➤ Improved Access for Vaccinations

2016 Strategy: Since 2014 DeKalb Health has been working with the DeKalb County Health Department to provide Flu Vaccines to DeKalb County schools.

- ✓ Since 2016, DeKalb Health has invested over \$45,000 in Flu vaccinations for our community.
- ✓ Annually the DeKalb Health Medical Group provides shot clinics to our community.

➤ Reduce the rate of Obesity and Diabetes

2016 Strategy: DeKalb Health has taken a holistic approach to impact obesity and it's related illnesses. Internally we have created opportunities for our team of nearly 650 employees to improve their personal health. Externally we recognize that a strong partnership with our local fitness centers is crucial to supporting a reduction in obesity and diabetes further. DeKalb Health has worked with the YMCA to create a diabetes prevention program and support a more active lifestyle for our community. DeKalb Health has also improved access to the JAM center for patients receiving physical therapy and health needs in Garrett and beyond. DeKalb Health is an active supporter of a variety of health fairs around the county including at the Senior Expo, Butler Library, Pink Out Health Fair and numerous employers.

- ✓ DeKalb Health has lead initiatives internally to improve overall health and wellness for our team providing us with key strategies we can share with the community at large.
 - A Commit to be Fit program was offered to our team and community that provided education on physical health tips, as well as access to healthy diet information
 - Our physicians have educated and encouraged a low-carb lifestyle to our team and patients, implementing actionable items to create healthier options internally. We have shared this information with local employers.
 - Our internal wellness program includes innovative options for team members, including comprehensive wellness solutions via a mobile app and Fitbit distribution to all eligible team members.
- ✓ DeKalb Health has supported the YMCA of DeKalb County in its capital campaign and a variety of health initiatives and programs including:
 - Annual 5K fun run
 - Healthy Kids Day Activities
 - Support of a robust sports medicine program
 - Installation of a Healthy Heart Check machine to allow attendees to self-assess key health metrics.

- DeKalb Health invested monetarily to the capital campaign and other sponsorship support.
- ✓ DeKalb Health has supported the JAM Center in their capital campaign and a variety of health initiatives and programs including:
 - On-site Physical Therapy Access for JAM attendees
 - Installation of a Healthy Heart Check machine to allow attendees to self-assess key health metrics.
 - DeKalb Health leaders help to serve on the JAM board of directors.

➤ Suicide Awareness and Prevention

2016 Strategy: Improved access to mental health and support of local mental health initiatives continues to be a top priority for DeKalb Health. We continue to work with partner agencies and mental health professionals to provide services in our county. We intentionally support local community events regarding suicide awareness and prevention to help address the problem of stigma. Additionally, we are pleased to have a long-term relationship with the Northeastern Center in our community and the Bowen Center to help our residents with mental health concerns.

- ✓ DeKalb Health was able to bring a mental health provider to the campus for a short time in 2016 and 2017.
- ✓ We have also been working with the Lutheran Foundation and their Systems of Care program, which actively works to bring social service providers in the county together monthly to share information on programs that can help positively impact mental health outcomes in our county.
- ✓ We have partnered with DeKalb High School and Garrett Keyser Butler High and Middle Schools to support the Sources of Strength initiative. This program trains and encourages a peer to peer support system in the schools to create a proactive approach to mental health. This programming is looking to expand in the coming years.
- ✓ DeKalb Health also provides funding and support for the county's annual Suicide Prevention and Awareness Walk.
- ✓ We have also enhanced our relationship with the St. Martins clinic, which provides health care to uninsured and underinsured individuals in our county. St. Martin's Clinic added mental health services to its patients in 2018. Each year we contribute funding to St. Martin's to support their work in our community.

➤ Enhance our Pharmacy Access through PharmaCare

2016 Strategy: DeKalb Health's retail pharmacy, DeKalb PharmaCare, opened a satellite pharmacy in the Garrett community's grocery store as an added convience to that community. DeKalb PharmaCare also offers delivery services through physician referral. DeKalb Health increased marketing for this value-added service to the community, which allows homebound residents or those with transportation impediments to utilize the pharmacy and receive their prescription medications at their door for a low monthly cost.

- ✓ In December of 2016, DeKalb Health opened a PharmaCare facility in Millers Market in Garrett. We have filled over 46,000 prescriptions since

opening, with a current volume of approximately 1700 prescriptions per month. This has far exceeded our growth and volume expectations.

- ✓ We have expanded our free delivery services across DeKalb with an average of 35 home deliveries each week out of the Garrett location alone.
- ✓ Along with prescription compounding and customized medications, DeKalb PharmaCare offers PacRx medication packaging to help patients adhere to their dosing schedule and providing peace of mind that the right dosage is being administered at the right time.

➤ Expand Support of St. Martin's Healthcare

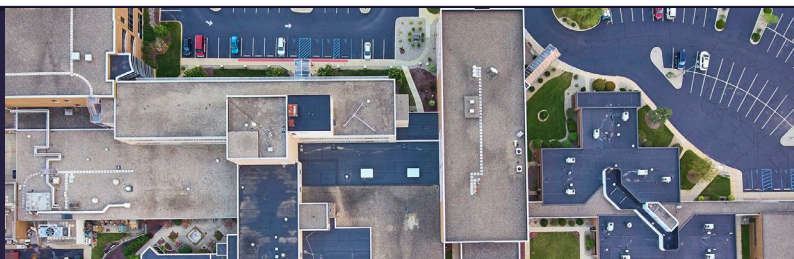
2016 Strategy: We will continue partnering with St. Martin's Healthcare through a variety of volunteer efforts, financial donations to their fundraisers, diabetes education for their patients, bone density screenings, financial assistance education for their patients, leadership on their board of directors and other opportunities to assist in their efforts to care for those in need of health services in our community.

- ✓ From 2016-2018, DeKalb Health has provided quarterly bone density testing and mammograms during their women's health days clinic.
- ✓ From 2016-2018, DeKalb Health invested annually to support a variety of community fundraising events St. Martin's Healthcare.
- ✓ DeKalb Health continues to work with St. Martin's as a resource to secure necessary medications for patients utilizing our volume pricing and improved accessibility to certain medications.
- ✓ In 2018, DeKalb Health supported Mental Health First Aid training in collaboration with St. Martin's by providing funding, space, and outreach support.

➤ Improved Charity Care through a partnership with Claim Aid

2016 Strategy: DeKalb Health Financial Services has greatly improved our charity care application process. We have contracted with Claim Aid, to provide comprehensive eligibility and enrollment services and claims resolution with uninsured and underinsured individuals to obtain insurance coverage. Additionally, Bright Point continues to partner with us enrollment events for eligible community members participating in the Marketplace plans each year. We will continue to evaluate these services and work to increase access for community members to gain coverage and apply for qualified claims assistance.

- ✓ DeKalb Health has continued its partnership with Claim Aid and hosts an on-campus location. We also have our own dedicated financial counselor that patients can meet with to talk about their bills and coverage for services.
- ✓ DeKalb Health has onsite Financial Aid counselor to provide support for patients as they navigate the billing and insurance reimbursement process.



About our 2018-2019 Community Health Needs Assessment

DeKalb Health conducted our 2019 Community Health Needs Assessment focusing again on the service area of DeKalb County, Indiana. We continue to be an acute-care community hospital whose primary focus is to serve the healthcare needs of our area residents.

According to the **United States Bureau of Statistics** website, the 2018 population estimate for DeKalb County, Indiana is just over 42,800 persons, with approximately 97.5% noted as being white. Our county population has grown by 2.36% since 2010, according to the 2018 U.S. Census Bureau population estimates.

DeKalb County, Indiana Statistics

- 2018 Population Estimate
 - 42,836
- Median Household Income
 - \$51,374
- Individuals Below Poverty Line
 - 10.4%
- Educational Attainment:
 - Percent High School Graduate or Higher: 89.7%
- Health Insurance Coverage:
 - Percent Uninsured: 9.8%
- Median housing Value:
 - \$113,600
- Total Housing Units
 - 18,011
- Number of Companies:
 - 977
- Veterans
 - 2,680

Introduction

With a mission to promote, preserve and restore health, our assessment will continue to serve as a key component for our community outreach strategies. The information contained in this report will continue to guide our leadership as they determine how to effectively allocate resources to provide a positive impact as we move forward. DeKalb Health serves the community at large by providing leadership, collaboration, connectivity, and financial support

to a wide array of community development initiatives. As a community hospital, caring for the needs of our community is our top priority.

2019 COMMUNITY SURVEY PROCESS AND METHODOLOGY

The methodology for our current survey included the utilization of two public forums in the spring of 2019, along with a survey of community stakeholders and several individual interviews with key contributors.

Beginning in January 2019, the Director of Community Outreach held two community forums with individuals from the DeKalb Health team (15 participants), community-based organization and social service leaders and individual stakeholders within the community (30 various stakeholders). All of these individuals were strategically selected because of their vast understanding of the community and overall involvement in various areas that impact health across demographics. We held focus group conversations to hear ‘real-world’ stories about the impact of health in our community and explore practical solutions.

The following organizations were in attendance at the community forums:

- DeKalb Health team members
- United Way of DeKalb County
- Local Libraries
- The Bowen Center
- Eastside Jr./Sr. High School Nurse
- Garrett-Keyser Butler School Superintendent
- St. Martins Clinic
- DeKalb County Sheriff's Department
- Garrett City Police Department
- DeKalb County Economic Development
- Waterloo Town Manager
- Children's First Center
- The JAM Center
- The DeKalb County Council on Aging



2019 SURVEY TOPICS & SUMMARY OF RESPONSES

The following is a summary of key findings during the community forums.

Overall Health needs identified include the following:

- Improved focus on Mental Health
- Transportation services for improved access to healthcare
- Prevalence of Obesity and related health issues
- Infant Mortality
- Drug Abuse
- Tobacco Use and related health complications
- Dental Health
- Support for youth

Community Health needs identified by community organizations:

- “Keeper Program” or a peer program to help work through medical processes and provide support for navigating the health system
- A need for parenting classes as part of prenatal care
- Improved programming in the schools to support a healthy lifestyle
- A comprehensive approach to supporting families with food insecurities including:
 - Access to locally grown produce through farmers markets
 - Improved use of healthy options by utilizing recipes or meal ideas at food banks and farmers markets

Current Community Health needs identified by medical professionals:

- Increased access to vaccination programs in our community
- Improved Pediatric/ Youth Mental Health Access
- Enhanced health education for school-aged children to target overall health needs and improve habits.

Common contributing factors to these health issues:

- Alcohol and Drug Dependence
- Lack of consistency for follow up appointments and medication management
- Rules surrounding SNAP and Food Assistance programs including:
 - Acceptance policies and location of resources
 - Quality of food provided through these programs
- Domestic Abuse including physical, mental and financial dependency

- Lack of mental health services
- Limited access to Broadband service in rural areas of the county
- Lack of transportation options, including walking and biking options and connectivity within the county.

2019 SURVEY TOPICS & SUMMARY OF RESPONSES CONTINUED

Barriers that prevent individuals from accessing healthcare resources or meeting needs:

- Education
- Transportation, including safe biking and walking options
- Stigma
- Access to quality food and information
- Generational poverty
- Disconnection or lack of knowledge of community resources

Specific Community Populations affected by needs:

- “ALICE” (Asset Limited Income Constrained Employed) population as identified by the United Way’s ALICE report.
- Unemployed/underemployed
- Seniors
- Broad reaching need for mental health access by all

Implementation Strategies within the Community:

- Explore and implement research-based programs for mental health
- Enhance job training programs post-high school (18-25)
- Improve elderly education and resources
- Enhanced home assessments after leaving a nursing home or hospital
- Support initiatives that make biking and walking healthy transportation alternatives

How DeKalb Health can contribute to the community:

- Increase collaboration between DeKalb Health and all mental health facilities to foster dialogue and strategies specific to our county’s unique needs.
- Educate the DeKalb Health team on available resources and encourage referrals out to other agencies and programs. Provide offices with information to give to individuals they encounter daily.
- Connect patients to DeKalb Health’s Chronic Care Coordinator for expanded services and support.
- Expand upon the QPR (Question. Persuade. Refer) training and Mental Health First Aid county-wide, including hospital leaders. This training is a

practical, proven suicide prevention program for recognizing behaviors and offer support.

- Encourage annual Wellness Checks possibly at Back to School time. At a minimum, focusing on students as they enter a new school (elementary, middle, high school) to improve face-to-face interactions with a Primary Care Physician to discuss important health topics such as EKG, Mental Health screenings, Obesity check, Bone Density Screenings, Pre-Diabetic screenings at age-appropriate times.
- Explore Emergency Department policies to improve patient care for pregnant women to include access to prenatal vitamins and information/referral to an Obstetric provider as needed.
- Continue to collaborate and expand on the Community-Wide Baby Shower initiative to connect new and expectant mothers with the resources in our community and beyond.
- Provide training to DeKalb Health Team members who interact with patients daily on strategies to better communicate with individuals living in poverty.
- Expand upon the Joint Camp program, to provide a patient-centered approach for individuals who are planning to undergo joint replacement surgery. This strategy allows patients to be active in their plan of care. It also explains to patients what to expect all along the way- from preparation for surgery to plans for care after discharge.

2019 IMPLEMENTATION PLANS

IMPROVED COLLABORATION

- ❖ Strategy: Work with partner agencies to share healthcare training and expertise. These organizations act as a gateway for many trying to navigate the healthcare system. We will work with the community access points such as the libraries, health clinics, and other social services organizations to provide information on the available financial counseling support available through DeKalb Health and Claim Aid.
- ❖ Strategy: Expand relationships with local social service agencies to better inform DeKalb Health Team members of the available resources for referral in our community.
- ❖ Strategy: We will continue to partner with the Mental Health agencies to support programming and access to services in our county. One such area of opportunity is for DeKalb Health to contribute to work focused on reducing the existing stigma associated with mental health needs.
- ❖ Strategy: DeKalb Health will act as a convener in the community to create opportunities for partner organizations to work together on programs to support health.
- ❖ Strategy: DeKalb Health will work closely with the schools to offer education and support of health and wellness programs. The strategy will be expanded to provide support to students and parents alike on the topics that impact them the most.
- ❖ Strategy: By partnering with agencies supporting new and expectant mothers, we can work to help inform, connect and support those preparing for parenthood.

EXPLORE NEW INITIATIVES

- ❖ Strategy: DeKalb Health will take a focused look at Obesity in DeKalb County and work to support initiatives around making healthy choices more accessible. Examples are as follows:

- Work with local food banks to create healthy recipes utilizing food that is available via these sources. This could include working with local farmers' markets to foster further accessibility and collaboration.
- DeKalb Health will partner with local schools to encourage educational opportunities that support healthy habits in our youth. These programs include healthy eating, movement and mindfulness in the day to day activities of our students.
- We will continue to support the fitness opportunities at the YMCA of DeKalb County, JAM Center and other community-focused physical fitness programs.
- DeKalb Health will take an active lead in encouraging and supporting more robust trails/sidewalk accessibility in our communities and connectivity between the communities.
- DeKalb Health will continue to support programs and activities that encourage physical fitness and wellbeing for youth.
- ❖ Strategy: We recognize that combating Drug Abuse begins with supporting law enforcement efforts. We will work to promote their efforts through funding and support.
- ❖ Strategy: By better understanding poverty and its effects on health, DeKalb Health can work to encourage team members to more effectively work with those living in poverty to take action to improve health.
- ❖ Strategy: Empowering our team members to consider innovative solutions for health will encourage a more comprehensive strategy for community outreach. By fostering relationships both internally and externally, our organization will be able to recognize and address needs as they arise.

IN CONCLUSION

Upon the adoption of the 2019 Community Health Needs Assessment, DeKalb Health will continue its tradition of promoting, preserving and restoring health in DeKalb County.

Members of the Board of Directors, leadership and team members will work together to serve as the leader in health and wellness initiatives within our community. We know serving our community is special and it's a job we take seriously. We will use these findings to move DeKalb Health into the future with an appreciation for our past and anticipation for our future.