

2019

Community Health Needs Assessment



Introduction

Tampa General Hospital (TGH), based in Tampa, Florida, is a private not-for-profit hospital and one of the most comprehensive medical facilities in West Central Florida serving a dozen counties with a population in excess of 4 million. As one of the largest hospitals in Florida, TGH is licensed for 1,007 beds, and with over 8,000 employees, is one of the region's largest employers. Tampa General Hospital has been affiliated with the USF Health Morsani College of Medicine since the school was created in the early 1970s. TGH is the primary teaching affiliate of the USF Health Morsani College of Medicine and over 300 residents are assigned to Tampa General Hospital for specialty training in areas ranging from general internal medicine to neurosurgery.

In addition, USF medical students, nurses and physical therapy students all receive part of their training at TGH. Faculty of the USF Health Morsani College of Medicine admit and care for patients at Tampa General Hospital as do community physicians, many of whom also serve as adjunct clinical faculty. TGH is the area's only Level 1 trauma center and one of just four burn centers in Florida.

With four medical helicopters, TGH is able to transport critically injured or ill patients from 23 surrounding counties to receive the advanced care they need. The hospital is home to one of the leading organ transplant centers in the country, having performed more than 10,000 adult solid organ transplants, including the state's first successful heart transplant in 1985.

TGH is a nationally designated comprehensive stroke center, and its 32 bed Neuroscience Intensive Care Unit is the largest on the west coast of Florida. Other outstanding centers include internal medicine, cardiovascular, orthopedics, high risk and normal obstetrics, urology, ENT, endocrinology, and the Children's Medical Center, which features a nine-bed pediatric intensive care unit and one of just three outpatient pediatric dialysis units in the state.

As the region's leading safety net hospital, TGH is committed to providing area residents with excellent and compassionate health care ranging from the simplest to the most complex medical services. This longstanding commitment seeks to respond to our community's most pressing health needs.

Every three years we evaluate those needs through a comprehensive Community Health Needs Assessment (CHNA). The most recent assessment includes quantitative and qualitative data that guide both our community benefit and strategic planning. This document is a summary of TGH's 2019 Community Health Needs Assessment, which was conducted in conjunction with a collaborative assessment for the Greater Tampa Bay Area coordinated by the Florida Department of Health.

Written comments regarding the health needs that have been identified and prioritized in the current CHNA should be directed to:

Kim Christine

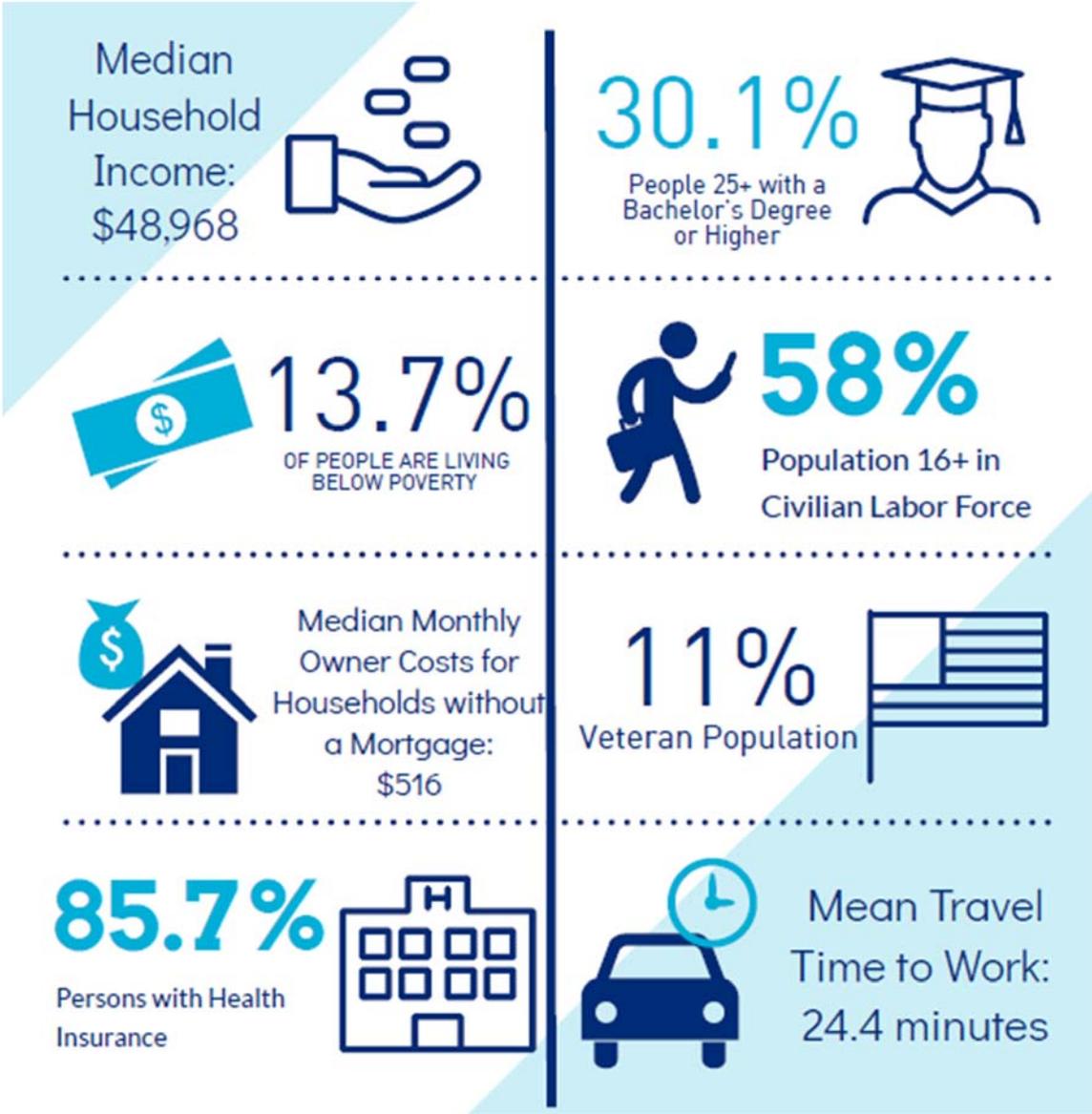
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Community Served by the Hospital

For purposes of this CHNA, the CHNA service area was defined based on the primary geographic area served by TGH, which is Hillsborough County. For TGH's fiscal year ending September 30, 2018, 66% of inpatient discharges and 73% of outpatient visits originated in Hillsborough County. The CHNA was determined by geography and is inclusive of medically underserved, low-income, minority populations and people with limited English proficiency.

While TGH serves patients across a broader geographic area, defining the CHNA service area as Hillsborough County will allow TGH to more effectively focus its resources to address identified significant health needs, targeting areas of greatest need and health disparity.

About our Community...



Process and Methods to Conduct the Community Health Needs Assessment

Tampa General Hospital participated in a regional Community Health Needs Assessment. The Florida Department of Health coordinated and led this collaborative assessment for the Greater Tampa Bay area. Collaborating partners included local area hospitals, county health departments and other area health organizations in Hillsborough, Pasco, Pinellas and Polk Counties.

To comply with section 501(r) of the Internal Revenue code, the following pages describe the CHNA process and findings for Tampa General Hospital. The original source material that includes the collaborative assessment report for Hillsborough County is cited below and is available to anyone interested in obtaining additional information on the collaborative assessment for the Greater Tampa Bay area. Links to this data are included in the Appendices. Data from the collaborative assessment is referenced throughout this summary.

Under the leadership of the Florida Department of Health, primary data was obtained through the following methods:

- An online CHNA survey was conducted from February 21 – May 1, 2019. The survey was available in English and Spanish versions and was promoted on health department and hospital websites and other social media platforms. In addition, paper surveys were disseminated to certain demographic populations in efforts to obtain proportional representation with that of the community at large. Survey participants were directed to complete the survey for the county they lived in. A total of 5,304 individuals from Hillsborough County participated in the survey. Significant community issues identified by survey participants were:
 - Cancer
 - Mental Health
 - Being Overweight
 - Substance Abuse
 - Distracted Driving
- Additionally, interviews were conducted with key stakeholders representing community-based organizations (listed on the following page) providing services in Hillsborough County.

A Survey Monkey questionnaire was distributed to individuals identified by the community collaborative as experts in their field with specific knowledge of community need and vulnerable populations. Interview text was analyzed using the web-based qualitative tool, Dedoose. Excerpts were coded by relevant topic areas and key health themes.

Organization Providing Input	Populations Represented by Organization
Hillsborough Community College	Academic
USF College of Public Health	Academic
Drug Abuse Comprehensive Coordinating Office (DACCO)	Behavioral Health
GTE Financial	Business
Community Gardener	Community at-large
Hillsborough County Commissioner	Elected Official
Congregation Kol Ami	Faith based
The Muslim Connection	Faith based
Wholesome Church (Wimauma)	Faith based
AdventHealth -Tampa	Medical
Department of Health - Hillsborough	Medical
Tampa Family Health Centers	Medical
Latino Coalition	Hispanic
Healthy Start	Maternal & Child Health
REACH UP	Maternal & Child Health
CDC of Tampa	Neighborhood Organizations
Tampa Heights Civic Association	Neighborhood Organizations
Special Olympics Florida (Tampa Bay)	Persons with Disabilities
Department of Health - Hillsborough	Veterans

Health needs that emerged from interviews with key stakeholders were as follows:

- Mental Health & Mental Disorders
- Substance Abuse
- Exercise, Nutrition & Weight
- Maternal, Fetal & Infant Health
- Cancer
- Access to Healthcare

Key themes from key stakeholder interviews:

“Hospitals don’t have the resources to take care of IV drug users. They need detox support, social support, and follow-up appointments. We have not caught up to the opioid crisis.” - Key Informant

“There is an increase in drug overdose and trauma volume in the county. Pregnant women with substance abuse disorders has become an emerging issue.” - Key Informant

“Depending on where you live in Hillsborough ...you just don’t have access. In some parts of the county it is an economic issue.” – Key Informant

“Many people are employed, yes, but they still can’t afford their portion of the health insurance copay.” – Key Informant

“Some of the factors that are contributing to obesity are poor diet quality, easily accessible high fat and high sugar convenience foods, less accessible fresh fruits and vegetables, cost of produce vs. convenience foods, and time.” – Key Informant

- Healthy Communities Institute’s Data Scoring Tool was utilized to compare and score health-related issues for each county participating in the CHNA. Over 141 demographic, social, economic and health indicators were collected from secondary data sources.

The scoring methodology qualitatively scores county data to the state value, the national value and target values such as the nationwide Healthy People 2020 goals. Scores were compiled for each indicator and summarized into 28 topic areas. Below are the topic areas for Hillsborough County that indicated the highest need.

Health Topic	Indicators	Score
Mental Health & Mental Disorders	4	1.95
Environmental & Occupational Health	4	1.92
Immunizations & Infectious Diseases	10	1.71
Respiratory Diseases	11	1.68
Cancer	16	1.55
Diabetes	3	1.54
Heart Disease & Stroke	10	1.54
Substance Abuse	15	1.51
Social and Environmental Determinants of Health	Indicators	Score
Transportation	5	1.76
Sub-Population Health	Indicators	Score
Older Adults & Aging	20	1.91
Women’s Health	6	1.58
Teen & Adolescent Health	13	1.53

Summary of Significant Health Needs

Information gathered during the CHNA was synthesized to identify overlapping needs from all sources of input. The findings from all three data sets were compared and studied simultaneously to gain a better understanding of the significant health needs for Hillsborough County. Eleven health issues were identified as significant health needs across all three data sources and were used for further prioritization.

	Access to Health Services
Community Feedback	<ul style="list-style-type: none"> • Key informants identified Access to Health Services as a top health issue in Hillsborough County. • Barriers to accessing health services include transportation limitations, insurance coverage, and cost. • There is a need for more culturally competent care and language services. • 807 individuals, of 5,304 survey respondents, represented they had a health need that went unaddressed in the past 12 months.
Indicators	<ul style="list-style-type: none"> • 66.5% of adults in Hillsborough County have a usual source of health care, which is lower than the Florida State value of 72%. • 78.5% of 19-25 year olds have health insurance – compared to 82.9% of the overall population.

	Cancer
Community Feedback	<ul style="list-style-type: none"> • Community feedback indicates individuals delay care because of fear of cancer diagnosis and cost to treat. • There is a growing aging population, which could add to cancer incidence in the community.
Indicators	<ul style="list-style-type: none"> • The age-adjusted cancer incidence rate per 100,000 population for Hillsborough County is higher than the rates for the State of Florida (468.4 for Hillsborough County compared to 436.6 for the State of Florida in 2016). • Cancer is the second leading cause of death in Hillsborough County, accounting for approximately 22% of all deaths in 2018.

	Diabetes
Community Feedback	<ul style="list-style-type: none"> • Health professionals felt that some individuals might not be taking their illness seriously and identified a need for stronger behavior-focused interventions to address diabetes. • 7% of community survey respondents indicated they received a diabetes diagnosis. • Community members were concerned about the limited access to healthy food and food deserts in part of the community. • Improved health literacy about diabetes was also identified as a need.
Indicators	<ul style="list-style-type: none"> • 13.2% of adults have diabetes in Hillsborough County. • 28.3% of the Medicare population have diabetes in Hillsborough County.

	Exercise, Nutrition, and Weight
Community Feedback	<ul style="list-style-type: none"> • Exercise, nutrition and weight was a top priority for survey respondents and key stakeholders. • Over 30% of survey respondents reported some level of food insecurity. Hispanic/Latino community survey respondents were almost twice as likely as non-Hispanic/Latinos to report being food insecure. • Affordability of healthy foods and sedentary lifestyles are contributing factors to obesity. • Well over half of survey respondents reported eating fast food weekly.
Indicators	<ul style="list-style-type: none"> • 26.7% of adults are obese in Hillsborough County. • Over 80% of teens lack sufficient physical activity in Hillsborough County.

	Heart Disease and Stroke
Community Feedback	<ul style="list-style-type: none"> • Chronic health conditions are not being addressed due to lack of access to health services and lack of health knowledge.
Indicators	<ul style="list-style-type: none"> • Over 36% of adults have high blood pressure in Hillsborough County. Almost 60% of the Medicare population has hypertension. • Over 33% of adults in Hillsborough County have high cholesterol.

	<h2 style="text-align: center;">Immunization and Infectious Disease</h2>
Community Feedback	<ul style="list-style-type: none"> • Cultural barriers and health literacy issues are contributing factors to increasing rates of disease in the community. • There is a need for education surrounding the care and treatment of diseases.
Indicators	<ul style="list-style-type: none"> • 69% of adults aged 65+ report having their pneumonia vaccination. • Incidence rates for Chlamydia and Gonorrhea exceed state and national rates by approximately 20%.

	<h2 style="text-align: center;">Maternal, Infant and Fetal Health</h2>
Community Feedback	<ul style="list-style-type: none"> • There is an increase in teen motherhood in the community. • Newborn infants being exposed to illegal or prescription drugs while in the mother's womb is an issue. • Some health professionals identified specific challenges in the community, such as access to family planning services and chronic disease among pregnant women.
Indicators	<ul style="list-style-type: none"> • The infant mortality rate for Hillsborough County is 6.2 deaths per 1,000 births compared to 6.0 for the State of Florida for 2018. • 81.8% of mothers receive early prenatal care.

	<h2 style="text-align: center;">Mental Health and Mental Disorders</h2>
Community Feedback	<ul style="list-style-type: none"> • Mental Health was selected as the second most important health need by respondents in the community survey. • 21% of survey respondents rated their mental health as 'fair' or 'poor'. • 14% of survey respondents needed mental health services but did not get what they needed. • The top reason participants gave for not getting the mental health services that they needed was cost.
Indicators	<ul style="list-style-type: none"> • 19.4% of the Medicare population in Hillsborough County have been diagnosed with depression. • In 2018, Hillsborough County had 9,384 hospitalizations for mental disorders.

	<h2 style="text-align: center;">Oral Health</h2>
Community Feedback	<ul style="list-style-type: none"> Over 26% of survey respondents indicated they did not receive the dental care they needed in the past 12 months. Over 60% of survey respondents indicated cost was a barrier to obtaining dental care.
Indicators	<ul style="list-style-type: none"> 17.2% of adults age 18 and older report having poor dental health.

	<h2 style="text-align: center;">Respiratory Disease</h2>
Community Feedback	<ul style="list-style-type: none"> Poor housing conditions means asthma is a growing concern. Approximately 9.5% of survey respondents indicated there are children in their household with asthma.
Indicators	<ul style="list-style-type: none"> Over 21% of teens have asthma. 10.4% of the Medicare population has been diagnosed with asthma.

	<h2 style="text-align: center;">Substance Abuse</h2>
Community Feedback	<ul style="list-style-type: none"> Substance abuse was the health behavior that survey respondents were the most concerned about in their community. Education and training are needed for medical providers and the community about substance abuse. There is an increase in overdose traffic, violence and newborns born with issues related to maternal substance abuse. There is an overall concern in community feedback about substance abuse and related physical violence and unintentional injuries (such as car accidents).
Indicators	<ul style="list-style-type: none"> 32.5% of adolescents report using electronic vaping in Hillsborough County which is favorable to 37.9% reported for the State of Florida. The percentage of adults in Hillsborough County who smoke is 16.1% slightly higher than the state average of 15.5%. 10% of high school students in Hillsborough County report binge drinking compared to 10.9% for the State of Florida.

Prioritization of Health Needs

A prioritization session was held on July 24, 2019 with approximately 150 individuals from the community representing schools, hospital systems and medical providers, local businesses, local government, churches and other community-based organizations. Collaborative Labs facilitated the all-day session to further review and discuss the top identified needs. These sessions included a data presentation highlighting primary and secondary data findings for the eleven significant health needs up for consideration. Focus groups were assembled to further discuss relevant demographics and health outcomes data for the eleven health categories. In addition, the Florida Department of Health conducted a Forces of Change assessment.

At the end of the day, all 150 representatives for Hillsborough County participated in a priority setting exercise. Utilizing polling software and response keypads, participants provided a rating from one to ten for two criteria for each of the top health needs. The prioritization criteria were as follows:

- Scope and Severity (prevalence and health consequences related to the health need)
- Ability to Impact

Criteria scores were then combined to calculate an overall ranking of health needs. After consideration, it was decided to combine the categories of Mental Health and Mental Disorders and Substance Abuse into the singular category of Behavioral Health. Thus, the final three top health priorities for Hillsborough County are:



TGH has determined each of the priority areas above align with resources and programs that TGH can build upon. In addition, multiple partnership opportunities have been identified where TGH can work with other organizations throughout the community to respond to the identified needs. TGH will work to develop implementation strategies, including collaborative opportunities, to address each of the priority areas listed above for 2020-2022.

Resources Available to Meet Identified Needs

Tampa General Hospital is committed to advancing this work and making an impact on community health. The list below provides names and descriptions of many existing resources available within TGH and the community to meet identified needs.

Behavioral Health

Tools to Quit and Quit Smoking Now (Smoking Cessation) - Both programs provide education on the health effects related to tobacco use, but more importantly, they teach the benefits of quitting and what to expect when quitting. Each is led by two Tobacco Treatment Specialists (TTS) or Certified Tobacco Treatment Specialists (CTTS) who guide participants as they identify triggers and withdrawal symptoms, and brainstorm ways to cope with them. Topics include addiction, withdrawal and medications that help, planning for the quit date, dealing with triggers, overcoming cravings and relapse prevention.

- The **Tools to Quit** program is a two-hour seminar where participants learn how to develop a successful quit plan.
- The **Quit Smoking Now** program meets once a week for four weeks and focuses on behavior change skills. Participants offer each other support as they go through the quit process.

Both programs offer free nicotine replacement therapy (while supplies last), educational materials, goodies for their quit day, and follow-up support. We like to have patients referred who are ready to quit within the next 30 days. <https://tobaccofreeflorida.com//quityourway/>

Mental Health First Aid - Led by a certified instructor, Mental Health First Aid (MHFA) is an in-person, eight-hour course to build a basic understanding of what different mental illnesses are, how they can affect a person's daily life and what helps these individuals get well. You will gain knowledge of depression and mood disorders, anxiety disorders, trauma, psychosis, substance use disorders and how recovery and accessible resources help with those certain life challenges. <https://www.mentalhealthfirstaid.org/about/>

ACTS Pilot Program - Care coordination that addresses high need, high utilizers of justice system or mental health services in Hillsborough County. Funded by Baycare, Department of Health and Tampa General Hospital.

Peer Specialist in Emergency Department - The drug treatment organizations ACTS and DACCO have provided two peer specialists in Tampa General's emergency room to identify patients who would be appropriate for drug treatment services. DACCO also has provided inhaled Narcan, the anti-opioid drug, for use at TGH's satellite pharmacies.

West Central Florida Mental Health Wellness Coalition - The coalition was formed out of the need to address the regional issues with behavioral health, especially stigmatization of mental health and substance use issues. The board has 14 members from various organizations. The coalition plans to focus on awareness and education. They have conducted interviews with 35 community leaders who work in mental health and have drafted a strategic plan. Funding was provided by Tampa General Hospital, Advent Health, Baycare, and HCA.

Access to Services

TGMG Primary Care Clinics - <https://www.tgmq.org/>

TGH Specialty Center at Healthpark - <https://www.tgh.org/specialty-center-healthpark>

TGH Fast Track Urgent Care -

https://www.fasttrackurgentcare.com/fastpass?source=ppc&qclid=EAlaIqobChMIImJGOs9ra5AlVjh-tBh0IOgEnEAAYASAAEgKtFPD_BwE

Market Place Open Enrollment Insurance Exchange - Sign Up Events at TGH October - December 2020

Virtual Care - <https://www.tgh.org/services/virtual-care>

TeleHealth Kiosks – will be placed within the community at various host sites

<https://www.tgh.org/news/media-resources/tgh-and-american-well-set-deliver-online-health-care>

Exercise, Nutrition & Weight

Eat Healthy, Be Active - Eat Healthy, Be Active is a six-session educational program that is designed to guide adults in eating healthier foods and increasing physical activity. The program aims to help adults make informed food choices, consume fewer calories, and increase physical activity in order to reduce their risk of chronic disease, attain and maintain a healthy weight, and achieve overall good health.

<https://health.gov/dietaryguidelines/2015/workshops/>

Active Living Every Day - Active Living Every Day is a lifestyle change program that teaches people to make physical activity a part of their everyday life. Participants learn skills to help overcome barriers to exercise and develop a plan for incorporating physical activity into their daily lives. <https://us.humankinetics.com/blogs/active-living>

Healthy Eating Every Day - Healthy Eating Every Day is a behavior change program that helps people improve their quality of life by making changes to their eating habits. Participants focus on learning and practicing behavior change skills, such as goal setting, self-monitoring, social support, and relapse prevention, which helps develop lifestyle changes that support healthy eating habits. <https://us.humankinetics.com/products/healthy-eating-every-day-2nd-edition>

TGH Bariatric Program - <https://www.tgh.org/services/weight-loss>

Social investment partnerships that address exercise, nutrition and weight:

- **YMCA Veggie Van at HealthPark** - <https://www.tampaymca.org/programs/community-programs/veggie-van/>
- **Where Love Grows** - <http://www.wherelovegrows.org/>
- **Kids in the Kitchen** - <https://www.jltampa.org/kidsinthekitchen/>
- **University Area Community Development Community Garden** - <https://www.uacdc.org/index.php/harvest-hope-park>

Diabetes

Nation Diabetes Prevention Program & Prevent T2 - CDC-recognized lifestyle change programs developed specifically to prevent type 2 diabetes. They are designed for people who have prediabetes or are at risk for type 2 diabetes, but who do not already have diabetes. A trained lifestyle coach leads the programs to help you change certain aspects of your lifestyle, like eating healthier, reducing stress, and getting more physical activity. The programs also include group support from others who share your goals and struggles. Both programs require a year-long commitment. This program consists of 16 one-hour sessions that meet once a week, followed by 6-8 monthly maintenance sessions.

<https://www.cdc.gov/diabetes/prevention/index.html>

Diabetes Self-Management Program - The Diabetes Self-Management Program was developed at the Stanford Patient Education Research Center for people with type 2 diabetes. Topics covered include: 1) techniques to deal with the symptoms of diabetes, fatigue, pain, hyper/hypoglycemia, stress, and emotional problems such as depression, anger, fear and frustration; 2) appropriate exercise for maintaining and improving strength and endurance; 3) healthy eating; 4) appropriate use of medication; and 5) working more effectively with health care providers. Participants make weekly action plans, share experiences, and help each other solve problems they encounter in creating and carrying out their self-management program.

<https://www.selfmanagementresource.com/programs/small-group/diabetes-self-management/>

Diabetes Self-Management Education - Diabetes self-management education (DSME) is a critical element of care for all people with diabetes and is necessary in order to improve patient outcomes. The National Standards for DSME are designed to define quality diabetes self-management education and to assist diabetes educators in a variety of settings to provide evidence-based education. Because of the dynamic nature of health care and diabetes-related research, these Standards are reviewed and revised approximately every five years by key organizations and federal agencies within the diabetes education community.

<https://professional.diabetes.org/diabetes-education%20>

Fetal and Maternal Health

TGH Breastfeeding Education - <https://www.tgh.org/news/media-resources/tgh-earns-baby-friendly%C2%AE-hospital-designation-supporting-breastfeeding-mothers>

March of Dimes Supportive Pregnancy Care Program at HealthPark -

<https://www.marchofdimes.org/supportive-pregnancy-care/about-march-of-dimes-supportive-pregnancy-care.aspx>

Progress on Health Priorities Identified in the 2016 Health Needs Assessment

TGH's previous Implementation Strategy outlined a plan for addressing the following priorities identified in the 2016 CHNA: obesity, behavioral health and healthcare access and availability. The list below describes the strategies completed by TGH and community partners over the last three years.

Obesity:

- Expanded TGH's Lifestyle Change and Weight Management Program offerings from 1 to 3 to include CDC's Diabetes Prevention Program, Bariatric Surgery information session and Active Living Every Day.
- Continued to provide TGH's Lifestyle Change and Weight Management Program Session 1 to over 1,100 participants per year from 2016 to 2019.
- TGH along with Healthy Hillsborough community partners provided obesity management and prevention classes to over 5,548 residents from 2016 to 2019.

Behavioral Health:

- TGH, along with Healthy Hillsborough community partners, developed the *Hillsborough Coordinated Care Member Team* to integrate behavioral health services (mental health counseling, drug addiction treatment and more) with other health services for better patient access.
- TGH, Baycare and the Florida Department of Health funded ACTS, a care coordination program that addresses high need, high utilizers of justice system or mental health services in Hillsborough County.

Healthcare Access and Availability:

- TGH offered annual Insurance Exchange events between November and January to improve access and availability to healthcare.
- TGH, along with Healthy Hillsborough community partners, developed training videos to help the public navigate various aspects of accessing the healthcare system. They include: *Preventive Care*, *Where Can You Go Besides the ER? Can I Get Covered?* and *What To Do After You Have Made Your Appointment*. Videos were created in English and Spanish.
- Expanded Clinical Locations – TGMG & Fast Track Urgent Care locations in Hillsborough and Pinellas Counties.

Appendices

Data Scoring Detailed Methodology and Tables: {<https://www.tgh.org/community-health-needs-assessment>}

A detailed overview of the Conduent HCI data scoring methodology and the results from the secondary data analysis are included in an interactive Excel workbook.

Community Survey Tool: {<https://www.tgh.org/community-health-needs-assessment>}

Across all four counties, 19,620 people responded to the Community Survey. Each County started with a core set of 77 questions and some counties included additional questions based on community stakeholder feedback. The Hillsborough County community survey consisted of 81 health and well-being focused questions. Surveys were available in English and Spanish and could be completed online through Survey Monkey or via paper copy (later entered into Survey Monkey manually by trained staff). The results for the responses to the core questions for all four county surveys were combined using statistical processing software and sorted by respondent's county of residence. The community survey results in this report reflect the results of this combined data analysis. The survey link and PDF files were stored electronically on a webpage to aid in broad distribution by the collaborative members and local community groups.

Key Informant Questionnaire: {<https://www.tgh.org/community-health-needs-assessment>}

Key Informant Interviews were conducted via a Survey Monkey questionnaire consisting of eight open-ended questions. 19 key informants identified by the community coalition responded to the questionnaire and represented input from community-based organizations across the region.
