Community Health Network

2013 Community Health Needs Assessment

(approved by Board of Trustees December 11, 2013 & May 12, 2014)

Abbreviation Key:

Network = Community Health Network health system
Community = all communities served by the system hospitals
CHNA -= Community Health Needs Assessment
IS = Implementation Strategy also called the Community Benefit Plan

Today, as the health care delivery system experiences major shifts, the Community Health Network organization remains positively positioned based on founding principles. In the1950's it was the desire to improve the health of the community that led citizens on Indianapolis' east side to raise funds and build a hospital to meet community needs. Today, the original hospital has grown into the Community Health Network, the second largest not-for-profit health system in Indiana with seven hospitals. What have not changed are our purpose, our compassion, and the passion of our commitment to community. It is a commitment that extends into the neighborhoods, schools, businesses and churches of the communities we serve. Just as our founding community members, we are committed to illuminating and supporting those core strengths necessary for a thriving population of healthy, well individuals within strong sustainable communities. In short we believe that any lasting cultural change in community health status will be driven by local communities initiating the change they want and need.

In 2013 Community Health Network conducted a Community Health Needs Assessment (CHNA) to understand the greatest health needs in the communities served by our hospitals. This assessment, described below, was a joint process among all our network hospitals serving central Indiana and used a definition of health that goes beyond the diseases we treat in our hospitals and clinics to include quality of life indicators.
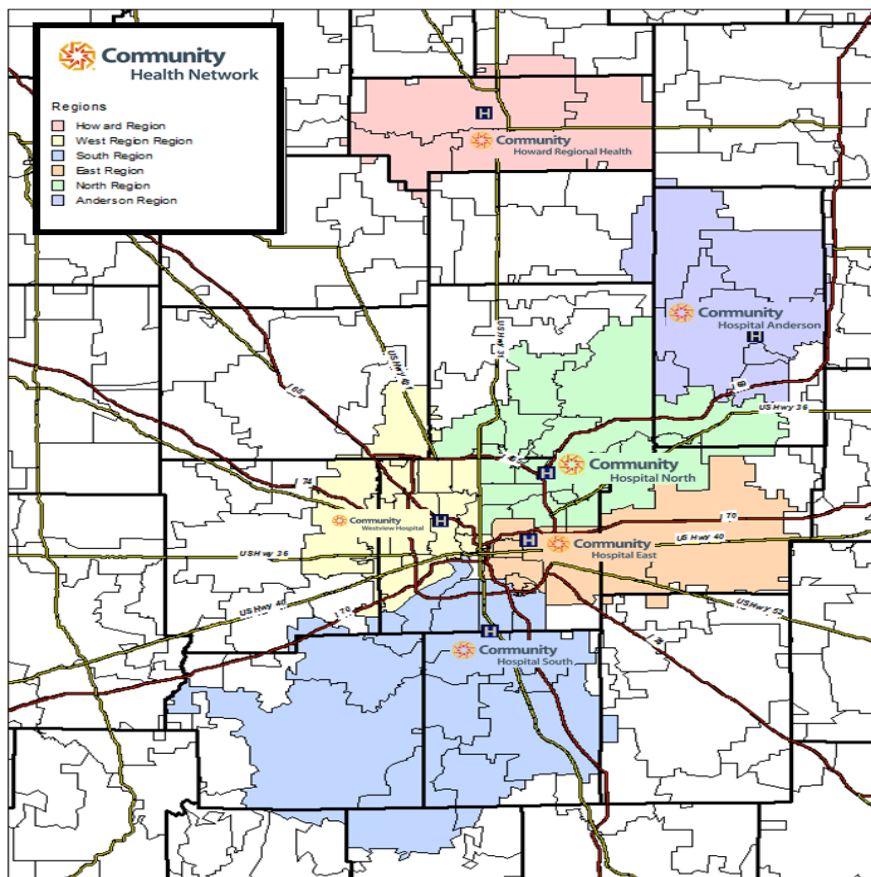
An Implementation Strategy (IS) was developed to address the significant community health needs discovered through the CHNA process that our hospitals plan to address. The IS is a working 'Community Benefit Plan' that provides direction for action and resource commitment.   To access the Community Health Network Community Benefit Plan/Implementation Strategy, http://www.ecommunity.com/aboutus/care.aspx

Definition of community

Community Health Network, Inc., along with its nonprofit affiliates (collectively the "Network"), comprises an integrated health care delivery system in central Indiana. The Network's seven (7) hospitals provide services in eleven (11) counties.

A joint CHNA report is being issued since all the Network hospitals serve the same geographic areas and jointly conducted the CHNA.

Community Heart & Vascular Hospital, Indianapolis
Community Hospital Anderson, Anderson, IN
Community Hospital East, Indianapolis
Community Hospital North, Indianapolis
Community Hospital South, Indianapolis
Community Howard Regional Health, Kokomo, IN
Community Westview Hospital, Indianapolis

CHNA process and methods used

Since 1996, we have participated in Community Health Needs Assessments spearheaded by the Healthy Indy Partnership a collaboration of all health providers and the public health department. These assessments have been the springboard to understanding and implementing strategies and programs that have targeted populations in need with specific outcomes driving the strategy for change.

Special attention was given to include medically under-served populations: people experiencing health disparities and/or at risk for not receiving adequate medical care due to lack of insurance, geographic, language, financial or other barriers.

A very important lesson was learned in the first assessment:
- When residents were asked what a healthy community looked like to them, they responded with clean and safe streets and other factors impacting their health (social determinants of health), not the absence of disease.

That began our journey into the social determinants of health and has brought us through many transformations of the Community Benefit Plan (Implementation Strategy) and the way in which we assess the needs of the community. Since that time, other assessment tools have been made available to the community by such agencies as United Way that assist us in assessing the community needs (i.e., Social Assets and Vulnerabilities Indicators)..

In 2006, we contracted with an outside vendor to provide a targeted community assessment in the urban area directly around our eastside facility. This community assessment was used as a catalyst for the "Eastside Redevelopment Initiative," which has driven a successful group of projects and activities. Much like the assessment ten years earlier, this assessment broke through some "myths and realities" of the neighborhood, such as perceptions and realities of crime and income in the community. These assessments have given us a snapshot of the community. The ongoing input of our community groups—through feedback mechanisms developed by and for our Community Benefit Plan/Implementation Strategy—is just as important and can ultimately drive our actions and planning. We begin where our communities are.

In 2009 another significant assessment was provided to Hamilton County. The Network marketing department collaborated with Fishers and other communities within Hamilton County, bringing interested organizations together to share their data resulting in an assessment of health needs of communities in Hamilton county area.

In 2009, we began using an advanced mapping tool, Health Landscape, to delve into areas of need. This mapping tool was able to help us address needs in both large regions and specific zip codes. When we received information from our needs assessment, we plotted geographic data in our service areas in order to actually "see" on a map where the highest-need areas were located. This also allowed us to identify service areas of other organizations so that we can work collaboratively on behalf of the community.

Beginning in 2010 we brought local and state leaders together to review the Healthy Communities Institute web-based platform to encourage a community-wide assessment. This tool includes real-time secondary data available in the community and a mapping feature. Although the fees were minimal compared to other products, the groups could not agree on one standard product to assist in the development of the community health needs assessments for the five to seven counties we serve. Ultimately, Community Health Network signed a contract with Healthy Communities Institute to use the tool in the hospital-sponsored 2013 community health needs assessment.

Summary of Assessments:

- 1996: Building Healthier Neighborhoods, Marion County,
- 1996: Partnership for a Healthier Johnson County
- 2001-ongoing: Minority Health Coalition of Marion County
- 2001-ongoing: Kids Count in Indiana, The Indiana Youth Institute
- 2002: Quality of Life in Marion County, A Community Snapshot
- 2005-ongoing: The SAVI Community Information System
- 2008: Community Needs Assessment—Windsor Village, Marion County, Indiana
- 2009: Fishers Community Assessment
- 2010: Jane Pauley Community Health Center FQHC Application requirements
- 2011 – 2012 Healthy Communities Institute –Community Health Needs Assessment – All Counties in Community Health Network Service Areas

We continue to generate data and information to guide our communities through health needs assessments and assist in measuring the outcomes of our initiatives. The Community Health Needs Assessment data is widely available on our website and easily accessible to anyone in our community including to an eighth grade student writing a report on health as well as to staff in a not-for- profit agency writing grants to serve the most vulnerable people in our communities.
http://www.ecommunity.com/aboutus/care.aspx

Input from persons who represent the broad interest of the community

An important component of data collection was to solicit input from community residents and organizations. Everyone visiting our website was asked to participate in an online survey (https://www.surveymonkey.com/s/2RKY78C) Over 249 individuals responded to the request between June 2012 to December 2013 and participated in our survey.

We also reached out to many community groups to obtain their input from March 2012 to March 2013, we used meetings for their input on the communities they serve, (eastside of Indianapolis, Anderson, Fishers, rural Hamilton County and rural Johnson County. Discussion was had regarding specific areas of the counties regarding access, poverty levels and transportation.

- Marion County Health Department
- Partnership for a Healthier Johnson County
- Hamilton County Task Force/Partnership for a Healthy Hamilton County
- United Way of Madison County
- United Way of Howard County
- NESCO
- CAFÉ
- Charter schools of Indianapolis
- Faith Health initiative
- KIB
- Emerson Street Corridor
- BRAGG
- Felege Hiywot
- Good Samaritan Network

In addition, we conducted interviews with patients receiving services from federally qualified health centers (FQHCs) and used screening results from the minority health fairs in which the Network participates. Further, we partnered with the Marion County Health Department, sharing data and participating in their citywide assessment.

Identified significant health needs and prioritization process and criteria

CHNA data was analyzed and prioritized using these key factors: feasibility for our hospitals to impact change, health system expertise in the field of the assessed need, and the hospitals ability to be the most effective with the resources available.

The three significant health needs identified in all our communities are:
- Pediatric asthma
- Diabetes
- Access to health care

The final area of effort is in addressing the social determinants of health. In this strategic area of intervention it most important to get community buy-in and support. Consequently the final category of our community health needs assessment implementation plan is:
- Community Driven Initiatives.

During the assessment phase we identified many needs that fall outside the expertise of the health system and its core competencies. Examples of needs identified but falling outside of the health system core competencies include long commute times, lack of bachelor degree attainment, and reading at grade level. While some of our programs may systemically improve needs such as reading level or bachelor degree attainment, the prioritization process criteria dictates that the health system narrow its focus to clinical core competencies.

Potential measures & resources identified to address significant health needs

The defined community contains a variety of resources that are available to meet the health needs indentified through the CHNA. These resources include hospitals, Federally Quality Health Centers (FQHCs), and other agencies and organizations.
In addition to the seven hospitals within the Community Health Network, there are an additional 12 other hospitals are within the defined community. Specifically, hospital collaborators include; St Vincent, St Francis, Indiana University Medical Centers, Johnson Memorial, Riverview Hospital and Hancock Regional Hospital.

Additionally, there are over 10 FQHCs with 30 plus sites of care which were created by Congress to promote access to ambulatory care in areas designated as "medically underserved." These clinics receive cost-based reimbursement for Medicare and also receive grant funding under Section 330 of the Public Health Service Act. FQHCs also receive a prospective payment rate for Medicaid services (based on reasonable costs). The Community Health Network, when evaluating the needs in the community began the process of establishing an FQHC where there was identified health shortage areas and today the Jane Pauley Community Health Center is an established FQHC with over 7 sites of care.

Marion County:

1 Barrington Health Center *	**9 Grassy Creek Health Center**	**17 Raphael Health Center ***
(HealthNet)	(Eskenazi Health)	401 E. 34th Street
3401 E. Raymond Street	9443 E. 38th Street	Indianapolis, IN 46205
Indianapolis, IN 46203	Indianapolis, IN 46235	(317) 926-1507
(317) 781-4994	(317) 890-2100	
2 Blackburn Health Center	**10 Jane Pauley Community Health Center ***	**18 St. Francis Neighborhood Health Center**
(Eskenazi Health)	8931 E. 30th Street	234 E. Southern Avenue
2700 Dr. Martin Luther King Drive	Indianapolis, IN 46219	Indianapolis, IN 46225
Indianapolis, IN 46208	(317) 355-8704	(317) 781-9669
(317) 921-9589		
3 Care Center at the Tower *	**11 Linwood Health Center**	**19 Shalom Health Care Center, Inc. ***
(HealthNet)	(Eskenazi Health)	3400 Lafayette Rd., Suite 200
1633 N. Capital Avenue, Suite #500	4401 E. 10th Street	Indianapolis, IN 46222
Indianapolis, IN 46202	Indianapolis, IN 46201	(317) 291-7422
(317) 962-5014		
4 Countyline Family Health Center *	**12 Martindale-Brightwood Health Center ***	**20 Southeast Health and Dental Center ***
(Windrose Health Network)	(HealthNet)	(HealthNet)
8404 Siear Terrace, Ste. 208	2855 N. Keystone Ave., Suite 100	901 North Shelby Street
Indianapolis, IN 46227	Indianapolis, IN 46218	Indianapolis, IN 46203
(317) 534-4660	(317) 920-5760	
5 Cottage Corner Health Center	**13 North Arlington Health Center**	**21 Southwest Health Center ***
(Eskenazi Health)	(Eskenazi Health)	(HealthNet)
1434 Shelby Street	2505 N. Arlington Avenue	2202 W. Morris Street
Indianapolis, IN 46203	Indianapolis, IN 46218	Indianapolis, IN 46221
(317) 655-3200	(317) 554-5200	(317) 488-2020
6 Eagledale Health Center	**14 Pecar Health Center**	**22 Southwest OB/GYN Annex ***
(Eskenazi Health)	(Eskenazi Health)	(HealthNet)
4326 Patricia Street	6940 N. Michigan Rd.	1621 West Howard Street
Indianapolis, IN 46222	Indianapolis, IN 46268	Indianapolis, IN 46221
(317) 923-7510	(317) 259-8845	(317) 488-2063
7 Eastside Health Center *	**15 Pediatric & Adolescent Care Center ***	**23 Westside Health Center**
(HealthNet)	(HealthNet)	(Eskenazi Health)
8902 E. 38th Street, Suite 500	1633 North Capitol Avenue, Suite 236	2732 W. Michigan
Indianapolis, IN 46226	Indianapolis, IN 46260	Indianapolis, IN 46222
(317) 782-2060	(317) 962-8067	(317) 554-4600
8 Forest Manor Health Center	**16 People's Health and Dental Center ***	**24 Eskenazi Health Center Primary Care**
(Eskenazi Health)	(HealthNet)	Center Primary Care
3840 N. Sherman Drive	2340 E. 10th Street	Primary Care Center
Indianapolis, IN 46226	Indianapolis, IN 46203	1002 Wishard Blvd.
(317) 541-3400	(317) 633-7364	Indianapolis, IN 46202
		(317) 692-2323

Madison County:

1 Madison County Community Health Center	2 Northern Elwood Center	3 Open Door Health Services Family Planning Clinic
1547 Ohio Avenue	(Madison County Community Health Center)	215 W. 2525 E. 10th Street
Anderson, IN 46015	1518 Main Street	Anderson, IN
(765) 641-7499	Elwood, IN 46036	(765) 641-1185
	(765) 552-0841	

Johnson County:

1 Trafalgar Family Health Center	2 Edinburgh/Trafalgar Family Health Center
14 Trafalgar Square	911 East Main Cross Street
Trafalgar, IN 46181	Edinburgh, IN 46124-1501
(317) 878-2301	(812) 526-4909

A range of other agencies and organizations are available in each county to assist in meeting health needs, including county health departments, mental health boards, and human services departments. Any community member can access assistance through 211 or Connect2Help. The Connect2Health 2-1-1's mission is to facilitate connections between people who need human services and those who provide them. Through the easy-to-remember 2-1-1 dialing code, Connect2Help 2-1-1 serves solely to promote self-sufficiency, change lives and, as a result, improve the quality of life in our communities. With the Connect2Health extensive database of local and statewide resources, they are already the first call for help in times of economic downturn or disaster. They provide clients far more than phone numbers, they offer eligibility information, what to expect and information on what documentation is necessary when applying for help. This extensive database of community social services provided by nonprofit, governmental and faith-based organizations is available in its entirety on their website for individual search. Additionally, Connect2Help also provides extensive downloadable catalogs (The Rainbow BooK™ series) of services offered to residents, within the counties we serve, for use by individuals, case managers or first responders. All editions of The Rainbow BooK™ are available for free download.

Supplemental references:

https://www.surveymonkey.com/s/2RKY78C

http://www.ecommunity.com/aboutus/care.aspx

http://www.ecommunity.com/s/community-benefit/community-benefit

http://www.ecommunity.com/

http://www.communityanderson.com/

http://www.communityanderson.com/aboutus/communityneedsassessment.asp

http://www.ecommunity.com/howard/