

## June 2015 - Implementation Update

The 2010 Patient Protection and Affordable Care Act requires that nonprofit hospitals conduct a community health needs assessment (CHNA) every three years and adopt implementation strategies to meet the community health needs identified through the assessment. In 2011 and 2012, Shands Teaching Hospital and Clinics, Inc. (Shands) participated in the conduct of a CHNA and the formulation of a community health improvement plan (CHIP) – activities that were led by the Alachua County Health Department with input from dozens of public and private organizations, community groups, and individuals. In 2013, Shands adopted select activities to support the strategic goals from the assessment (Access to Care and Community Wellness) and posted the CHNA and CHIP on the hospital website along with a list of implementation items. An update on the status of Shands' implementation activities was posted in 2014. This report describes the progress Shands made on its implementation items as assessed during the 2015 fiscal year.

### Access to Care

- Maintain/expand safety net provider capacity: Shands has policies for providing financial assistance for patients requiring care but who have limited or no means to pay for that care. These policies provide free or discounted health and health-related services to persons who qualify under certain income and asset criteria. In FY 2014, Shands provided unreimbursed financial assistance for patient care valued at an estimated cost of \$63.5 million.

The hospital's three Emergency Department (ED) sites experienced a combined total of 97,819 visits in FY 2014. Shands recently announced plans to open a new freestanding ED in southwest Gainesville in the fall of 2016. In addition, ground was broken on a new 216-bed neuro and cardiac clinical tower anticipated to be completed in early 2018.

The hospital is an active participant in the Alachua County Mental Health Coalition, which is chaired by the administrator of Shands' psychiatric hospital. In calendar year 2014, four general Board meetings and 10 subcommittee meetings were held.

- Educate the uninsured regarding new options for insurance coverage: In addition to direct financial assistance, Shands has a long history of helping patients and their families identify and qualify for various healthcare insurance and assistance programs, including Medicaid, disability, and other alternatives. In calendar year 2014, approximately 19,000 accounts were screened for insurance and qualification assistance; of those accounts approximately 12,046 (63%) were identified for potential assistance, and program qualification was pursued. Shands also assisted patients with Affordable Care Act (ACA) qualification applications and information; in FY 2015, more than 600 individuals were supplied with information about available programs, and 70 patients were successfully enrolled in health insurance plans via the federal Health Insurance Marketplace. Shands also provides patient assistance in identifying and qualifying for pharmaceutical

assistance programs and through the pharmacy programs provides approximately 1,400 free or reduced cost prescriptions per month to needy patients.

- Increase the number of children enrolled in Florida KidCare: In FY14, we helped enroll 3,809 individuals in Medicaid/CHIP, 1,468 of whom were under 18 years of age.
- Implement a program of care coordination for reducing avoidable hospital use: Shands operates the CareOne Clinic to provide frequent ED patients with access to primary care and to facilitate access to a medical home. The goal is to transition patients to providers in the community and improve continuity of care. During FY 2015, the CareOne Clinic averaged approximately 100 visits per month.
- Implement a medical respite program for homeless persons: Shands provides services, as needed, to assist patients in transitioning from the hospital to a more appropriate care setting by helping remove barriers such as lack of transportation and/or lack of other needed transitional resources. Annualized, this program is anticipated to cost \$6.5 million dollars in FY 2015. The majority of expenses are attributable to purchased nursing facility and home care costs.
- Increase access to diabetes management and education: Shands has initiated and coordinated several community-wide meetings with providers and/or public health personnel regarding diabetes education. The intent is to work on collaboration to deploy community resources in an effective manner and to reach as many patients as possible. Meetings are held quarterly; in FY 2015, four meetings were held.
- Increase cancer screening and detection: In CY 2014 Shands conducted and/or participated in eleven screening and education events that reached an estimated 2,300 people. In addition to the annual community health fair, which focused on general health awareness as well as cancer, there were additional cancer-related events such as the Women's Advantage Breast Symposium, seminars on colon cancer, a community group seminar on prostate cancer, a multiple myeloma support group, and a smoking cessation seminar that included information on lung cancer.

### **Community Wellness**

- Develop new worksite wellness programs: Launched in CY 2013, GatorCare insurance coverage and a Wellness Committee provide opportunities for employees to participate in a variety of activities promoting health. The Committee seeks ways to promote current wellness opportunities while developing collaborative wellness initiatives that foster a healthy community and improved employee health. Its vision is to model a culture of health through collaboration and the use of current resources to provide an embrace wellness program that increases employee engagement, improves health, and manages healthcare costs. Areas pertaining to wellness include weight management, fitness, nutrition, emotional well-being, stress reduction, smoking cessation, health services (e.g., flu shots), and training and information. Examples of programs include an on-campus gym available at subsidized rates for employees. In addition, smoking cessation

programs, Zumba classes, flu shots, and other services are available for free or at low cost. The Wellness portion of the GatorCare website provides links to an array of resources including breathing techniques, positive affirmations, 5-minute resistance band workouts, on- and off-campus walking routes, a calendar of events, and more. Financial incentives are provided to employees who participate in certain health screenings as well as to promote specific community-focused healthy behaviors like flu shots and tobacco cessation.

- Establish policies and incentive programs to promote breastfeeding among mothers returning to work: A breastfeeding support group began meeting weekly in August 2014. The gatherings are free to participants and are facilitated by breastfeeding educators. Scheduled for Tuesdays from 11:30 a.m. to 1:30 p.m., the meetings include a light lunch. Mothers are invited to bring their breastfeeding babies regardless of where they delivered and the child's age; siblings are welcome, too. In addition to expert advice and insight provided at the meetings, the group has a facebook page (UF Health Shands Breastfeeding Support Group) where mothers can post questions and resources can be accessed/shared daily.

Also during FY 2015, Shands increased the numbers of pumping rooms from 5 to 8 and breast pumps from 55 to 100. The pumps include those used by patients as well as those used by UF Health staff in the hospitals, clinics, and surgery centers. If a woman needs to pump but lacks access to a pump, a member of the hospital's Lactation Team will deliver one to her.

- Reduce prevalence and impact of tobacco use: The hospital grounds and all of UF Health is a smoke-free campus. Smoking cessation counseling and tools are available for employees for free or at a low, subsidized cost. Posters and other materials about smoking cessation (e.g., brochures) are posted in public areas for patients/families to access and consider.
- Improve mental health through access to resources for stress management such as peaceful outdoor environment, poetry readings and art gatherings: Arts in Medicine hosts programs for patients, families, and staff including yoga, t'ai chi, gardening, art therapy, dance therapy, etc. In FY 2015, this program is estimated to cost Shands a total of \$416,000 for the entire fiscal year.