

Inspira Health
Community Health Needs Assessment Implementation Strategy
Fiscal Years (2019-2021)

Inspira Health completed a comprehensive Community Health Needs Assessment (CHNA) adopted by the Board of Directors in December 2018. Inspira Health performed the CHNA in adherence with certain federal requirements for not-for-profit hospitals set forth in the Affordable Care Act by the Internal Revenue Service. The assessment took into account input from representatives of the community, community members, and various community organizations.

The complete CHNA report is available electronically at http://www.inspirahealthnetwork.org/upload/docs/CHNA_2019_2021_WRI_Final.pdf

Printed copies are available through the Community Relations Department.

Hospital Mission Statement and Information

Inspira Health Mission

To provide high quality health services that improve the lives of all we serve.

Inspiring Medicine

Inspira Health is a charitable nonprofit health care organization serving communities across southern New Jersey. The network, which traces its roots to 1899, comprises three hospitals, a comprehensive cancer center, several multi-specialty health centers and a total of more than 150 access points. These include urgent care; outpatient imaging and rehabilitation; numerous specialty centers, including sleep medicine, cardiac testing, digestive health and wound care; home care and hospice; and more than 30 primary and specialty physician practices in Gloucester, Cumberland, Salem and Camden counties.

Together with our medical staff of more than 1,100 physicians and other health care providers, we provide evidence-based care to help each patient achieve the best possible outcome. Our clinical and support staffs are focused on providing quality care in a safe environment for every patient. And we understand that to provide excellent care to our patients, we must also be sensitive to the needs of their families. The love and support of family can comfort and strengthen patients, while aiding the healing process.

In support of our mission to improve the lives of all we serve, the leadership and staff of Inspira Health are dedicated to clinical and service excellence. However, as a leading regional health network, we are committed to doing more than just that. We believe our organization must

become a source of inspiration, encouraging everyone to lead healthier lives. This can only be achieved by working together with our communities; by bringing vital services to the towns and neighborhoods we serve; and partnering with like-minded organizations to create a culture throughout our region that fosters good health for everyone.

Health Needs of the community

To achieve the goal of obtaining locally actionable information for improving health, this Community Health Needs Assessment employed a mixed-methods iterative strategy of data collection that combined quantitative and qualitative analysis of primary data collected from community members with quantitative analysis of secondary data. The two fundamentals of our approach are rigorous data analysis and community voice: to that end, we used a variety of methods and tools to analyze the data we collected from participants and sources identified through consultation with trusted community partners in each county. In this section, we describe the process and methods associated with our four main areas of data collection and analysis: (1) Primary Data: Focus Groups and Interviews; (2) Primary Data: Community Survey; (3) Secondary Data: Emergency Room Data; (4) Secondary Data: Community Descriptors.

Focus Groups: We conducted 13 different focus groups with community members (n=10) and stakeholders (n=3) across the three counties.

Key Stakeholder Interviews: We conducted 10 interviews with key representatives in the county and designated Inspira Health Network staff.

Community Survey: We also sought community engagement through the widespread dissemination of a Community Survey. The survey was comprised of 66 items, formatted for electronic and paper distribution in both English and Spanish. The Spanish surveys were translated from English and then back-translated by certified translators on the research team. The participant response time was approximately 15 minutes for the electronic version and 30 minutes for the paper version. The research team utilized Qualtrics, a web-based survey platform, for the development and distribution of the electronic format of the Community Survey. Survey item formats include multiple choice; fill in, Likert scale, and ranking. The survey was launched on June 8, 2018 and closed on November 24, 2018 (24 weeks) and was designed to complement the qualitative focus group and interview data to provide a comprehensive picture of the health status, needs, and resources as identified by residents of Cumberland, Gloucester, and Salem Counties.

Community Health Needs Assessment: Findings Through focus groups, interviews, and a survey designed with the help of community groups, community members talked about health in their communities: their concerns and thoughts about potential solutions. Throughout this Findings Section, we report the community's perspective on health alongside data from local, state and national sources. These other sources illustrate how the community perspective compares to state and national trends and benchmarks. Our analysis revealed five broad health themes: five areas of health needs

Theme 1: Obesity	<ul style="list-style-type: none"> • Lack of Physical Activity • Neighborhood Safety • Local Food Environment • Affordability of Food
Theme 2: Substance Abuse	<ul style="list-style-type: none"> • Community members are concerned about multiple types of substance abuse, including drug use, tobacco use, and overuse of alcohol. • Lack of Services/Resources
Theme 3: Mental Health	<ul style="list-style-type: none"> • Participants at all levels (from key decision makers to the end users) in all three counties felt there was a lack of services and resources available for individuals struggling with mental and behavioral health challenges. • Inadequate social support
Theme 4: Access to Health Care	<ul style="list-style-type: none"> • Lack of Facilities or Providers- Generally, lack of facilities or providers was a strong concern for community members in Salem County, and much less of a concern for community members in Gloucester and Cumberland Counties.
Theme 5: Transportation	<ul style="list-style-type: none"> • Community members reported that public transportation was an important missing resource and that transportation was an important barrier to care.

Hospital Implementation Strategy

Inspira Health resources and overall alignment with hospital’s mission, goals and strategic priorities were taken into consideration when addressing the significant health needs identified through the most recent CHNA process.

Significant health needs to be addressed

Inspira Health will focus on developing and/or supporting initiatives and measure their effectiveness, to improve the following health needs:

- Obesity- Detailed need-specific Implementation Strategy on pages 5
- Substance Abuse - Detailed need-specific Implementation Strategy on pages 6
- Mental Health- Detailed need-specific Implementation Strategy on pages 7
- Transportation- Detailed need-specific Implementation Strategy on page 8

Significant Health Theme that will not be addressed

Inspira Health acknowledges the wide range of priority health issues that emerged from the CHNA process, and determined that it could effectively focus on only those health needs that deemed most pressing, under-addressed, and within its ability to influence. Inspira Health will not take action on the following health need: Theme 4: Access to Health Care Lack of Facilities or Providers- Generally, lack of facilities or providers was a strong concern for community members in Salem County, and much less of a concern for community members in Gloucester

and Cumberland Counties. Inspira Health will continue to acknowledge the impact of this health need and remain committed to the issues they represent. The hospital also stays committed to addressing all the needs of the community when possible. Due to financial restrictions and the ability of other institutions to address the same issues. Inspira Health will focus on Obesity, Substance Abuse, Mental Health and Transportation.

This Implementation strategy specifies community health needs that the Hospital has determined to meet in whole or in part and that are consistent with its mission. The Hospital reserves the right to amend this implementation strategy as circumstance warrant. For example, certain needs may become more pronounced and require enhancements to the described strategic initiatives. During the three years ending (2021), other organizations in the community may decide to address certain needs, indicating that the Hospital then should refocus its limited resources to best serve the community.

CHNA Implementation Strategy 2019-2021			
Hospital Facility		Inspira Health	
CHNA Significant health need		Obesity with Focus on Prevention of Chronic Diseases	
CHNA reference page	14-20	Prioritization #1	
Brief Description of need	<p>Community members ranked obesity as the top health issue in their communities. Nationally, obesity is also a concern, with health care costs and mortality related to obesity rapidly overcoming tobacco-related costs/mortality. Since 2000, the adult obesity rate in New Jersey has increased by over 60%. This period has also seen an increase in the burden of obesity-related diseases such as diabetes, hypertension, and heart disease. Projections for the chronic disease burden related to obesity are dire, with an expected four-fold increase in the number of heart disease cases within the next 20 years. Even more troubling is that obesity and related chronic health conditions occur at higher rates in Southern New Jersey than they do in the rest of the state and nationally.</p>		
Goal	<ul style="list-style-type: none"> • Continue to strive towards meeting the goal of Healthy People 2020 to reduce adult obesity to 30.6% • Reduce risk factors for chronic disease and improve management of disease conditions through promotion and education of healthy lifestyles • Expand collaboration with community partners to focus efforts on specific programs for nutrition and weight management education with the hospital and in community • Expand collaboration with community partners to focus efforts on specific programs for physical activity with the hospital and in community 		
Objective	<ul style="list-style-type: none"> • Implement community education programs related to nutrition and physical activity • Improve access to healthy food through charitable contributions, employee volunteer opportunities and innovative community partnerships • Identify risk factors for chronic disease through early detection and screenings • Increase resident’s awareness of risk factors for chronic disease 		
Plan to evaluate the impact	<ul style="list-style-type: none"> • Measure progress of community programs through surveys • Number of participants attending physical activity programs • Number of participants attending nutrition related programs • Number of participants attending Diabetes Prevention Program- Chronic Disease Self-Management Program - NJ CEED 		

CHNA Implementation Strategy 2019-2021			
Hospital Facility		Inspira Health	
CHNA Significant health need		Substance Abuse	
CHNA reference page	21-24	Prioritization #2	
Brief Description of need	In 2017, the Governor of New Jersey declared opioid abuse a public health crisis in this state. Community members also expressed intense concern about substance abuse, the lack of resources to combat substance abuse, and the impact of substance abuse on friends and family members.		
Goal	<ul style="list-style-type: none"> • Reduce substance abuse to protect health, safety, and quality of life for all, especially children (HP2020 Substance Abuse goal) • Increase awareness and identification of substance abuse disorders 		
Objective	Implement tracking and monitoring mechanisms to: <ul style="list-style-type: none"> • Prevent patients from becoming addicted pain medications • Identify patients who are addicted to medications • Decrease overdoses and drug-induced deaths • Increase tobacco screening in health care settings • Reduce ED utilization for substance abuse-related issues 		
Plan to evaluate the impact	<ul style="list-style-type: none"> • Annual reporting on number of primary care physicians participating in education events • Number of referrals made to mental health and addiction facilities • Number of referrals made to Inspira Health’s Quit Centers • Number of persons provided with education about substance abuse and use of naloxone intervention • Survey to measure awareness of proper disposal of prescription drugs 		

CHNA Implementation Strategy 2019-2021			
Hospital Facility			Inspira Health
CHNA Significant health need		Mental Health	
CHNA reference page	25-28	Prioritization #3	
Brief Description of need	The rates of suicide are increasing in Gloucester, Salem and Cumberland Counties. Rate of suicide is higher than state rate in Gloucester, Salem and Cumberland counties. Residents report a high number of poor mental health days. Community members said that mental and behavioral health were important issues facing their communities in general, and themselves specifically. Increased access to mental health treatment is included among the Healthy People 2020 objectives.		
Goal	<ul style="list-style-type: none"> • Improve mental health through prevention and by ensuring access to appropriate, quality mental health services (HP2020 Mental Health and Mental Disorders goal) • Identify people with mental health conditions as early as possible in order to initiate treatment • Create a range of treatment options that provide the optimum setting in which to care for patients 		
Objective	<ul style="list-style-type: none"> • Participate in community planning process to address behavioral health and access to services • Increase awareness and identification of mental health disorders • Increase screening for behavioral health needs in primary care and specialty care settings • Work with area hospitals to develop a range of collaborative approaches to improve the care of the patients with behavioral health conditions • Increase the proportion of adults who receive mental health treatment • Increase the proportion of homeless adults who receive mental health services • Reduce ED utilization for mental health related issues • Provide education about warning signs of mental/behavioral health conditions 		
Plan to evaluate the impact	<ul style="list-style-type: none"> • Increase in referrals for behavioral health services from primary care physicians through Quartet • Record number of persons provided education around mental/behavioral health conditions • Survey to measure awareness of warning signs of mental/behavioral health conditions 		

CHNA Implementation Strategy 2019-2021			
Hospital Facility		Inspira Health	
CHNA Significant health need		Transportation	
CHNA reference page	32-34	Prioritization #4	
Brief Description of need	Community members reported that public transportation was an important missing resource and that transportation was an important barrier to care. Access to reliable transportation is important for people with chronic diseases. Research suggests that for individuals with limited economic resources, transportation to provider visits and pharmacies may be a significant barrier to care that can alter health outcomes. Community members reported that public transportation was an important missing resource and that transportation was an important barrier to care.		
Goal	<ul style="list-style-type: none"> • Define gaps in process, procedure, and infrastructure • Implement free-of-charge non-emergent transportation to patients with access problems to medical care • Complete software integration with providers for coordination of transportation 		
Objective	<ul style="list-style-type: none"> • Reduce the proportion of persons who are unable to obtain or delay in obtaining necessary medical care 		
Plan to evaluate the impact	<ul style="list-style-type: none"> • Record number of patients redirected to primary care providers 		