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January 12, 2023

The Medical Center of Deltona is pleased to present the 2022 Community Health Needs Assessment (CHNA). This CHNA was conducted in a collaborative effort of a broad spectrum of community leaders as outlined in pages 16-20.

The CHNA evaluates many components that impact and determine the health of the community. Many of these are not directly related to the mission or the health care services provided by the Medical Center of Deltona. These are categorized as Economic and Social Barriers.

The priority issues related to Economic and Social Barriers identified in the CHNA are:

* affordable housing,
* income supports
* affordable child care,
* health insurance.

The priority issues identified in the CHNA that pertain directly to health care providers are:

* mental health,
* substance abuse,
* access for particular populations including children, adults and seniors particularly;
  + additional services for cancer, heart disease and diabetes.

A third category identified in the CHNA is System Infrastructure, particularly means to enhance:

* awareness of resources,
* ability to access services,
* ability to safely share information across sectors,
* systemic barriers to health insurance

The Community Health Improvement Plan that accompanies this Community Health Needs Assessment describes the efforts of the Medical Center of Deltona and its parent organizations (Halifax Health and UF Health) in addressing these issues.

Thank you for your interest in this report and the opportunity to serve the needs of your community.

Jeff Feasel

# Executive Summary

Halifax Health | UF Health – Medical Center of Deltona participated in a two-county collaborative needs assessment process from August 2021 to August 2022. The process engaged community partners, used data analytics, and invited others to join discovery activities to:

* Identify community resources, strengths, and barriers.
* Develop a deeper understanding of community access to care challenges for all populations.
* Enable partners to convene, discuss, and prioritize opportunities for population health improvement.

**Collaborative Health Needs Assessment Committee**

The Flagler County and Volusia County Collaborative consisted of 57 community stakeholders representing the Hospital, public health and community organizations that serve and represent many underserved populations. The Collaborative provided guidance throughout the assessment process that included focus groups, stakeholder interviews, a community survey and the review of secondary health data.

**Hospital Health Needs Assessment Committee**

In addition to the broader Collaborative, the Medical Center of Deltona convened a committee of internal leaders to review and validate the findings of the two-county assessment.

**Priority Health Issues**

At the conclusion of the research, data review, community engagement and prioritization process, three Priority Health Issues were identified encompassing 21 Priority Components. Some components are specific to Flagler or Volusia counties where others are shared by both counties.

# About Medical Center of Deltona, Inc.

Halifax Health | UF Health – Medical Center of Deltona is a 6-story medical center with 43 licensed beds along with a two-story medical annex building adjacent. There are 4 operating rooms, 3 multi-purpose special procedure rooms, 13 intensive care rooms and 30 medical/surgical rooms.

Long recognized for innovation and excellence, Halifax Health is one of the nation’s leading healthcare centers. Halifax Health includes the largest and most comprehensive medical center on Central Florida’s East Coast and is recognized nationally by National Research Corporation for its programs, outcomes, and consumer satisfaction. We have joined forces with UF Health to bring West Volusia a new choice in healthcare. UF Health – the Southeast’s most comprehensive academic health center – encompasses the UF Health Science Center, UF Health Shands and UF Health Jacksonville. Including six health colleges, nine research institutes and centers, two teaching hospitals, two specialty hospitals and a host of physician medical practices and outpatient services throughout north central and northeast Florida.



# Community Description/Profile

The Medical Center of Deltona primarily serves residents on the west side of Volusia County, Florida with the majority of their patient population residing in 7 ZIP code areas: 32713 (DeBary), 32724 (DeLand), 32725 (Deltona), 32738 (Deltona), 32744 (Lake Helen), 32763 (Orange City) and 32754 (Osteen).

## Zip Code Level Information

Map

Description automatically generatedPopulation

Source: Data gathered on Metopio from the American Community Survey 2016-2020

Age

Chart, pie chart

Description automatically generated

Source: Data gathered on Metopio from the American Community Survey 2016-2020

Gender

|  |  |  |
| --- | --- | --- |
|  | Male | Female |
| 32713 (DeBary) | 50.50% | 49.50% |
| 32724 (DeLand) | 46.56% | 53.44% |
| 32725 (Deltona) | 48.66% | 51.34% |
| 32738 (Deltona) | 48.26% | 51.74% |
| 32744 (Lake Helen) | 51.93% | 48.07% |
| 32763 (Orange City) | 51.81% | 48.19% |
| 32764 (Osteen) | 50.18% | 49.82% |

Source: Data gathered on Metopio from the American Community Survey 2016-2020

Race

Chart, pie chart

Description automatically generated

Source: Data gathered on Metopio from the American Community Survey 2016-2020

Map

Description automatically generatedIncome

Source: Data gathered on Metopio from the American Community Survey 2016-2020

Map

Description automatically generatedHousing Stability (Location Affordability Index)

Source: Data gathered on Metopio from the US Department of Housing and Urban Development Location Affordability Index

Educational Attainment

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 9th Grade | High School | Any Higher  Education | Graduate  Education |
| **Zip Code** | | | | |
| 32713 (DeBary) | 98% | 95% | 61% | 6.8% |
| 32724 (DeLand) | 98% | 93% | 65% | 10.6% |
| 32725 (Deltona) | 96% | 88% | 55% | 4.5% |
| 32738 (Deltona) | 97% | 89% | 54% | 3.5% |
| 32744 (Lake Helen) | 95% | 86% | 53% | 6.7% |
| 32763 (Orange City) | 97% | 90% | 56% | 8.0% |
| 32764 (Osteen) | 97% | 91% | 54% | 3.5% |

Source: Data gathered on Metopio from the American Community Survey 2016-2020

Map

Description automatically generatedFood Access

Source: Data gathered on Metopio from the US Department of Agriculture Food Access Research Atlas

## County Level Information

Impoverished Population

Source: United States Census Bureau. American Community Survey Five-Year Estimates, 2015-2019

Impoverished Population by Race

|  |  |  |  |
| --- | --- | --- | --- |
|  | United  States | Florida | Volusia  County |
| White (Total Population) | 72.5% | 75.1% | 81.4% |
| White (In Poverty) | 12.5% | 13.7% | 13.1% |
| Black / African American (Total Population) | 12.7% | 16.1% | 10.9% |
| Black / African American (In Poverty) | 27.1% | 28.6% | 37.7% |
| Asian (Total Population) | 5.5% | 2.7% | 1.8% |
| Asian (In Poverty) | 12.5% | 13.2% | 12.8% |

Source: United States Census Bureau. American Community Survey Five-Year Estimates, 2015-2019

Median Household Income by Income Group

|  |  |  |  |
| --- | --- | --- | --- |
|  | United States | Florida | Volusia County |
| Less than $10,000 | 6.0% | 6.5% | 6.8% |
| $10,000 - $14,999 | 4.3% | 4.3% | 5.0% |
| $15,000 - $24,999 | 8.9% | 9.9% | 11.3% |
| $25,000 - $34,999 | 8.9% | 10.3% | 12.2% |
| $35,000 - $49,999 | 12.3% | 13.9% | 15.2% |
| $50,000 - $74,999 | 17.2% | No18.3% | 19.1% |
| $75,000 - $99,999 | 12.7% | 1No2.4% | 12.0% |
| $100,000 - $149,999 | 15.1% | 13.1% | 11.5% |
| $150,000 - $199,999 | 6.8% | 5.3% | 3.5% |
| More than $200,000 | 7.7% | 6.0% | 3.3% |
| **Median Household Income** | $62,843 | $55,660 | $49,494 |

Source: United States Census Bureau. American Community Survey Five-Year Estimates, 2015-2019

Population Living With a Disability Summary

|  |  |  |  |
| --- | --- | --- | --- |
|  | United States | Florida | Volusia County |
| **Total Population Living with a Disability** | 12.6% | 13.4% | 17.6% |
|  | | | |
| **Gender** | | | |
| Men | 12.5% | 13.5% | 17.7% |
| Women | 12.7% | 13.4% | 17.4% |
|  | | | |
| **Race** | | | |
| White | 13.1% | 14.2% | 18.2% |
| Black / African American | 14.0% | 11.9% | 14.8% |
| Asian | 7.1% | 7.7% | 7.9% |
|  | | | |
| **Ethnicity** | | | |
| White Alone, Not Hispanic or Latino | 13.9% | 15.9% | 18.8% |
| Hispanic or Latino | 9.0% | 10.0% | 14.8% |

Source: United States Census Bureau. American Community Survey Five-Year Estimates, 2015-2019

Leading Causes of Death (Chronic Disease)

|  |  |  |
| --- | --- | --- |
| 2019 Age-Adjusted Mortality Rate | Florida | Volusia County |
| Heart Disease | 143.5 | 182.6 |
| Cancer | 142.8 | 172.0 |
| Unintentional Injury | 55.5 | 75.3 |
| Stroke | 41.4 | 54.8 |
| Chronic Lower Respiratory Disease | 36.1 | 53.3 |
| Diabetes | 19.7 | 26.1 |
| Alzheimer's Disease | 18.8 | 29.9 |

Source: Florida Department of Health, Bureau of Vital Statistics, 2019

Children Considered to be Vulnerable

|  |  |  |
| --- | --- | --- |
|  | Florida | Volusia County |
| Students with Emotional or Behavioral Disability (Grades K-12) | 0.5% | 0.7% |
| Students Absent 21 + Days | 11.3% | 10.2% |
|  | | |
| **Children Receiving Mental Health Treatment Services (per 1,000)** | | |
| Under Five | 2.8 | 1.3 |
|  | | |
| **Homeless and Unaccompanied Youth** | | |
| Homeless Students | 79,949 | 548 |
| Unaccompanied Youth | 6,952 | 292 |

Source: Florida Department of Children and Families, 2019; Mental Health Treatment Services: Florida Department of Children and Families, 2019; Homeless and unaccompanied youth: The Shimberg Center for Housing Studies, Header Controller Homelessness, and Education in Florida: Students and Schools, 2018-2019

Reported Cases of Child Physical & Sexual Abuse (ages 5-11)

|  |  |  |
| --- | --- | --- |
| Per 100,000 | Florida | Volusia County |
| Child Abuse | 765.9 | 986.4 |
| Sexual Violence | 58.5 | 87.3 |

Source: Florida Department of Health Bureau of Community Health Assessment Division of Public Health Statistics and Performance Management School-aged Child and Adolescent Profile, 2019

Children in Foster Care by Age

|  |  |  |
| --- | --- | --- |
| Per 100,000 | Florida | Volusia County |
| Five to 11 | 453.7 | 709.9 |
| 12 to 17 | 366.3 | 518.2 |

Source: Florida Department of Health Bureau of Community Health Assessment Division of Public Health Statistics and Performance Management School-aged Child and Adolescent Profile, 2017-2019

Youth Substance Use

|  |  |  |
| --- | --- | --- |
| 2020 | Florida | Volusia County |
| **Middle School Students, Past 30 Day Substance Use** | | |
| Smoked cigarettes | 1.1% | 0.6% |
| Vaped Nicotine | 5.8% | 4.8% |
| Used alcohol | 8.2% | 8.4% |
| Binge drank | 3.4% | 3.7% |
| Used Marijuana/hashish | 3.8% | 3.5% |
| Vaped Marijuana | 3.0% | 3.2% |
|  | | |
| **High School Students, Past 30 Day Substance Use** | | |
| Smoked cigarettes | 2.4% | 2.8% |
| Vaped Nicotine | 15.6% | 19.4% |
| Used alcohol | 19.9% | 22.0% |
| Binge drank | 9.2% | 11.3% |
| Used Marijuana/hashish | 15.9% | 20.1% |
| Vaped Marijuana | 10.6% | 14.6% |

Source: 2020 Florida Youth Substance Abuse Survey, County Data Tables

Total Licensed Providers

|  |  |  |
| --- | --- | --- |
| Per 100,000 | Florida | Volusia County |
| Dentists | 56.7 | 43.7 |
| Physicians | 310.0 | 234.6 |
| Family Practice Physicians | 19.2 | 25.6 |
| Internists | 47.5 | 31.1 |
| OB/GYN | 9.3 | 6.7 |
| Pediatricians | 22.0 | 8.0 |

Source: Florida Department of Health, Division of Medical Quality Assurance, 2019-2020

Care Facilities by Type

|  |  |  |
| --- | --- | --- |
| Per 100,000 | Florida | Volusia County |
| Hospital Beds | 311.2 | 285.2 |
| Acute Care Beds | 251.8 | 240.0 |
| Specialty Beds | 59.4 | 45.2 |
| Nursing Home Beds | 401.9 | 635.1 |

Source: Florida Department of Health, Division of Medical Quality Assurance, Agency for Health Care Administration, 2019

Trend of Domestic Violence Offenses

Source: Florida Department of Law Enforcement

Adults Who Had Poor Mental Health 14 + Of Past 30 Days

Source: Florida Behavioral Risk Factor Surveillance System

Licensed Mental Health Providers

|  |  |  |
| --- | --- | --- |
| Per 100,000 | Florida | Volusia County |
| Mental Health Counselors | 57.3 | 50.3 |
| Psychologists | 23.4 | 11.2 |
| Clinical Social Workers | 49.7 | 39.9 |
| **Total Behavioral or Mental Health Professionals** | 117.1 | 104.1 |

Source: Florida Department of Health Bureau of Community Health Assessment. Division of Public Health Statistics & Performance Management’s Suicide and Behavioral Health Profile, 2020

Suicide Rate

Source: Florida Department of Health. Bureau of Vital Statistics, 2018 -2020

Substance Overdose Deaths

|  |  |  |
| --- | --- | --- |
| Per 100,000 | Florida | Volusia County |
| **2019** |  |  |
| Benzodiazepine | 11.6 | 16.6 |
| Cocaine | 9.6 | 13.7 |
| Fentanyl | 11.3 | 21.5 |
| Heroin | 3.6 | 6.2 |
| Methamphetamine | 9.1 | 10.3 |
| Opioids | 23.6 | 36.5 |
|  | | |
| **2013** | | |
| Benzodiazepine | ND | 17.2 |
| Cocaine | ND | 9.7 |
| Fentanyl | ND | 6.1 |
| Heroin | ND | 4.0 |
| Methamphetamine | ND | 5.3 |
| Opioids | ND | 29.3 |

Source: Florida Drug-Related Outcomes Surveillance & Tracking (FROST) System, University of Florida

Food Insecurity

|  |  |  |
| --- | --- | --- |
| 2019 | Florida | Volusia County |
| **Total Food Insecure Population** | 2,567,300 | 71,190 |
| Percent of Total Population | 12.0% | 13.3% |
| Food Insecure Children | 723,540 | 17,820 |
| Percent of Child Population | 17.1% | 18.7% |

Source: USDA Food Environment Atlas, Map the Meal Gap from Feeding America, 2019

# Process and Methods

## Community Input

The Flagler County and Volusia County Collaborative (FVC), which consists of partners in various community care positions, e.g., hospitals and clinics, public health departments, community-based organizations, and others, worked with its assessment partner Crescendo Consulting Group (CCG) to formalize and deploy a highly inclusive assessment framework. The framework was structured to be welcoming to priority communities and others, steeped in best practices, and designed to triangulate insights. At the conclusion of the process, the Flagler and Volusia communities developed a succinct, prioritized list of community needs. To do this, the methodology included a mixed modality approach – quantitative, qualitative, and technology-based techniques – to learn about the human stories and voices while weaving them with the best available data.

Primary research consisted of qualitative interviews with key stakeholders and discussion groups with partner organization staff, other community service providers, community members, and others. Approximately 50 in-depth stakeholder interviews and results from 13 focus groups were included in the final report.

An online survey was conducted with over 1,700 community members responding. The survey instrument included topic areas that emerged from the secondary data analysis, literature reviews of existing documents, initial qualitative research, and other early-stage research activities. Results were analyzed, and data tables/graphs were created to illuminate the results found in the final report.

## Public and Community Health Experts Consulted

A total of 57 stakeholders provided their expertise and knowledge regarding their community including:

| **Name** | **Title** | **Organization** | **Services Provided** | **Populations Served** |
| --- | --- | --- | --- | --- |
| Dr. Barry Tishler | Founder and Executive Director | Addiction Education Foundation | Behavioral health education | Focused on serving populations with substance use disorder and disabilities |
| Debi McNabb | Community Benefit Director | AdventHealth CFD-North | Health care | Vulnerable residents and uninsured in Volusia/Flagler residents |
| Ida Babazadeh | Community Health Program Manager | AdventHealth CFD-North | Health care | Vulnerable residents and uninsured in Volusia/Flagler residents |
| David Weis | CEO | AdventHealth DeLand | Health care | Vulnerable residents and uninsured in Volusia/Flagler residents |
| Wally DeAquino | COO | AdventHealth Palm Coast | Health care | Vulnerable residents and uninsured in Volusia/Flagler residents |
| Leslie Giscombe | CEO & Founder | African American Entrepreneurs Association, Inc. | Community leader | Focused on special programs for communities of color |
| Danyell Wilson-Howard, PhD | Associate Professor & Project Lead; Health Disparities Liaison | Bethune-Cookman University; Department of Health in Volusia County | Higher education, health Disparities/ health equity consultation | Area’s HBCU (historically black colleges and universities) focused on communities of color and lower income student |
| Rasheeda Denning | Founder and President | Black Homeschoolers of Central Florida | Community leadership | Focused on special programs for communities of color |
| Robin King | CEO | CareerSource Flagler Volusia | Workforce programs | Implements special programs for youth, individuals with disabilities and the uninsured and unemployed. |
| Pastor Daisy Henry | Pastor and former Bunnell city commissioner | Carver Center | Community leader | Focused on programs for communities of color in a very low income area. |
| Felicia Benzo | Founder and CEO | CATALYST Global Youth Initiatives, Inc. | Youth development | Focused on programs for communities of color and youth in very low income areas. |
| Chaleak Jones | Director | Chisholm Community Center in DeLand | Community programs | Focused on programs for communities of color in a very low income area, including Spring Hill. |
| Jacquelyn Lewis | Community Leader | CAC/ West Volusia Hospital Authority | Hospital taxing district leadership | Taxing District provides special healthcare programs for low income and uninsured residents. |
| Tina-Marie Schultz | City Commissioner | City of Bunnell | City leadership | Has special initiatives focused on low income neighborhoods that are predominantly home to communities of color. |
| Alvin Jackson | City Manager | City of Bunnell | City leadership | Has special initiatives focused on low income neighborhoods that are predominantly home to communities of color. |
| Maritza Avila-Vazquez | Vice Mayor | City of Deltona | City leadership | Has special initiatives focused on low income neighborhoods that are predominantly Hispanic/latino. |
| David Alfin | Mayor | City of Palm Coast | City leadership | Has special initiatives focused on affordable housing, health care workforce and low income residents. |
| Dona Butler | Director of Community Services | County of Volusia | County leadership, community programs | Provides programming for low and very low income residents. |
| Steve Bickel | Medical Director | Department of Health in Flagler County | Health care/public health | Provides medical care to low income and uninsured residents. |
| Bob Snyder | Health Officer | Department of Health in Flagler County | Health care/public health | Provides medical care to low income and uninsured residents and leads public health initiatives. |
| Ethan Johnson | Assistant County Health Department Director | Department of Health in Volusia County | Health care/public health | Provides medical care to low income and uninsured residents and leads public health initiatives. |
| DJ Lebo | CEO | Early Learning Coalition of Flagler and Volusia | Early learning programs | Provides programming for low income residents and children with disabilities. |
| Susan Moor | Vice President - Philanthropy | Easterseals Northeast Central Florida | Disability services | Provides programming for low income residents and children with disabilities. |
| Trish Giaccone | Chief Executive Officer | Family Life Center | DV and sexual assault services | Flagler County residents, survivors of domestic violence and sexual assault |
| David Ayers | General Manager | Flagler Broadcasting | Communications | Hosts several radio shows focused on health and wellness. |
| Carrie Baird | CEO | Flagler Cares/ One Voice for Volusia | Coordination, community programs | Provides programs for low and very low income residents and the uninsured. |
| Donald O'Brien | County Commissioner District 5 | Flagler County | County leadership | Has special initiatives focused on low income residents. |
| Andy Dance | Commissioner | Flagler County Board of County Commissioners | County leadership | Has special initiatives focused on low income residents. |
| Teresa Rizzo | Executive Director | Flagler County Education Foundation | Education support and education | Has special initiatives focused on low income students and students with disabilities |
| Terri Belletto | Executive Director | Flagler County Free Clinic | Health care for the uninsured | Provides healthcare services for the uninsured and disabled. |
| Cheryl Massaro | Board Member | Flagler County School Board | K-12 education, Equity Champion | Provides educational services for low income students, students with disabilities and LGBTQIA students. |
| Shelley Ragsdale | President | Flagler NAACP | Community leader | Advocates for communities of color |
| Pam Birtolo | Executive Director | Flagler OARS | Substance Use peer support | Provides peer support services for individuals with substance use disorder |
| Brandy Williams | Coordinator of Counseling Services | Flagler Schools | Mental health supports | Provides programs for students with disabilities and behavioral health disorders |
| John Fanelli | Coordinator of Student Supports and Behavior | Flagler Schools | Mental health and behavioral supports | Provides programs for students with disabilities and behavioral health disorders |
| Sue Bickings | Chairperson | Flagler Sheltering Tree | Homeless programs | Provides programs for homeless and disabled individuals. |
| Mamie Oatis | Community Director | Food Brings Hope | Community programs | Provides programs for low income families and individuals with disabilities. Serves very low income neighborhoods. |
| Bill Griffin | Halifax Health, Director for Strategic Planning | Halifax Health | Health care | Vulnerable residents and uninsured in Volusia/Flagler residents |
| Buck James | Executive Director | Halifax Urban Ministries | Homeless programs | Provides services for low income families, homeless families and people with disabilities. |
| Vicky Camper | Family Placement; Parent Partner | Healthy Start Coalition of Flagler and Volusia Counties | Care coordination and education for pregnant mother and families of young children | Provides services for pregnant women, low income families and women with Medicaid or who are uninsured. |
| Bill Gilmer | Founder and Medical Director | Jesus Clinic | Health care for the uninsured | Provides healthcare services for the uninsured and disabled. |
| Mike Delahanty | Detective | New Smyrna Beach Police Department | Law enforcement | Has special initiatives focused on homeless individuals. |
| Kelli Marks | Vice Mayor of Orange City | Orange City Florida | City leadership | Has special initiatives focused on low income neighborhoods. |
| Stephanie  Mason-Teague | Executive Director | Ormond Memorial Art Museum and Gardens | Arts education | Provides art education programs to youth |
| Myra Middleton |  | Retired educator | Retired educator | Community advocate focused on youth with disabilities |
| Andrew Williams | Vice President of Flagler Services | SMA Healthcare | Behavioral health supports | Area’s largest publicly funded behavioral health provider focused on uninsured populations with special programs for individuals experiencing homelessness and individuals with disabilities. |
| Nicole Sharbono | Senior Vice President Clinical Services | SMA Healthcare | Behavioral health programs | Area’s largest publicly funded behavioral health provider focused on uninsured populations with special programs for individuals experiencing homelessness and individuals with disabilities. |
| Jessica Robillard | Lead Organizer | The Dart Center - FAITH | Advocacy | Advocacy group focused on homelessness and other social issues. |
| Maria Valdiva | Area Coordinator/ Organizer | The Farmworkers Association Pierson | Community advocacy and leadership | Advocacy group focused on migrant workers and undocumented individuals |
| Amanda Lasecki | Vice President of Operations | United Way of Volusia-Flagler Counties | Grantmaker | Grant making organization focused on housing, health and education for vulnerable populations |
| Courtney Edgcomb | President | United Way of Volusia-Flagler Counties | Grantmaker | Grant making organization focused on housing, health and education for vulnerable populations |
| Kelly Amy | Manager of Strategic Partnerships | Volusia County Schools | K-12 education | Provides education services for low income students and students with disabilities. |
| Jeff White | Executive Director | Volusia/Flagler Coalition for the Homeless | Homeless programs | Provides services for low income households, households with disabilities. |
| Kelvin Miller | General Manager | Votran | Transportation | Provides transportation services to low income residents. |
| Brielle Goldberg | Executive Director | WaterSafe, Inc. | Water safety promotion and education | Provides water safety instruction to low income families. |
| Jennifer Coen | Representative | West Volusia Hospital Authority | Hospital taxing district leadership | Taxing District provides special healthcare programs for low income and uninsured residents. |
| Georgia Turner | Executive Director | West Volusia Tourism Advertising Authority | Community leadership | Has initiatives focused on vulnerable populations. |

## Secondary Data

The secondary data collection portion of the CHA was designed to establish a comprehensive picture of the health care environment in the FVC Service Area. By collecting and analyzing data from a great breadth of publicly available data sources, direct care providers, proprietary databases, and other sources, the FVC team developed a granular picture of the Flagler and Volusia population and community health needs by county.

The FVC team used data from diverse sources to develop demographic and lifestyle profiles of each county (and aggregately for the region). The team also developed “Equity Profiles” which provide highly detailed insight to data variations based on gender, race, ethnicity, and other community characteristics. Sources include, but were not limited to, the following:

* American Community Survey
* Community Commons
* County Health Rankings and Roadmaps
* FLHealthCHARTS
* Florida Office of Data Dissemination and Transparency
* Kids Count
* Health Equity Data Analysis (HEDA) system (University of Minnesota)
* ESRI / ArcGIS / Business Analyst Online
* Kaiser Family Foundation
* CPD Maps / UDS Maps
* The Surveillance, Epidemiology, and End Results (SEER) Program database
* Law Enforcement Assisted Diversion (LEAD)
* U.S. Department of Housing and Urban Development, CHAS Database

# The Findings

Throughout the assessment process there were several themes from community input that rose to the top, which were mentioned across numerous issues and health needs, including:

1. Access to affordable, quality housing.
2. Affordable housing for “cost-burdened” homeowners and renters.
3. Quality, affordable childcare.
4. Childcare services for special needs children.
5. Recruiting and retaining mental health providers.
6. Mental health outpatient services for children under age 18.
7. Workforce needs and labor supply.
8. Initiatives supporting households in ‘extreme’ poverty.
9. Improve mental health and substance use disorder transition care for inmates being released from jail.
10. Substance use disorder treatment programs.
11. Systems to improve the ability of schools, the justice system, health care providers, and public health departments to safely share information.
12. Outpatient medical and mental health care services for children with special needs.
13. Increase the percentage of people who have health insurance.
14. Behavioral health initiatives to prevent suicide among targeted populations (e.g., youth).
15. Mental health outpatient services for adults.
16. Access to nutritious, affordable food
17. Additional services to address cancer, heart disease, and diabetes

# Prioritization Process

The Volusia/Flagler CHA Collaborative through data review and discussion, narrowed down the health needs of the community. Community partners on the Collaborative were identified to represent the broad range of interests and needs, from public health to the economic, of underserved, low-income and minority people in the community. During the Spring of 2022, the Collaborative met three times to review and discuss the collected data and select the top community needs.

Members of the Volusia/Flagler CHA Collaborative included:

* David Alfin, Mayor, City of Palm Coast, leader of city government.
* David Ayers, General Manager, Flagler Broadcasting, radio hosts several public radio shows.
* Carrie Baird, CEO, Flagler Cares/One Voice for Volusia, community impact organizations that facilitate public health projects.
* Pam Birtolo, Executive Director, Flagler OARS, recovery community organization.
* Andy Dance, Commissioner, Flagler County Board of County Commissioners, leader of county government.
* Amanda Lasecki, Vice President of Operations, United Way of Volusia-Flagler Counties, part of leadership team at local grantmaking organization.
* Courtney Edgcomb, President, United Way of Volusia-Flagler Counties, leader at local grantmaking organization.
* John Fanelli, Coordinator of Student Supports and Services, Flagler Schools, responsible for student discipline and liaison with Department of Juvenile Justice.
* Brandy Williams, Coordinator of Counseling Services, Flagler Schools, leads school behavioral health team.
* Andrew Williams, Vice President of Flagler Services, SMA Healthcare, Flagler leader of largest public behavioral health provider in Flagler County.
* Alvin Jackson, City Manager, City of Bunnell, leader of city government.
* Cheryl Massaro, Board Member, Flagler County School Board, leader of county school board.
* Myra Middleton, Retired educator, community leader and activist.
* Shelley Ragsdale, President, Flagler NAACP, leadership of community advocacy organization.
* Kathy Gover, Chief Nursing Officers, AdventHealth Palm Coast, leadership of AdventHealth Palm Coast.
* Nicole Sharbono, Senior Vice President Clinical Services, SMA Healthcare, part of leadership of largest public behavioral health provider in Flagler County.
* Robin King, CEO, CareerSource Flagler Volusia, leader of workforce development board.
* DJ Lebo, CEO, Early Learning Coalition of Flagler and Volusia, leader of early childhood agency responsible for volunteer pre-K and subsidized childcare programs.
* Mamie Oatis, Community Director, Food Brings Hope, leadership of community-based organization and community activist.
* Jeff White, Executive Director, Volusia/Flagler Coalition for the Homeless, leader of continuum of care for homeless services in the region.
* Kelvin Miller, General Manager, Votran, leader of county transportation system.
* Mike Delahanty, Detective, New Smyrna Beach Police Department, law enforcement
* Kelly Amy, Manager of Strategic Partnerships, Volusia County Schools, representative of Volusia County School district.
* Dona Butler, Director of Community Services, County of Volusia, leader of county operated health and social service programs.

Public Health Experts:

* Steve Bickel, Medical Director, Department of Health in Flagler County, leading HIV clinic.
* Bob Snyder, Health Officer, Department of Health in Flagler County, leader of county public health organization.
* Ethan Johnson, Assistant County Health Department Director, Department of Health in Volusia County, part of leadership at Volusia County public health organization.
* Danyell Wilson-Howard, PhD, Associate Professor & Project Lead; Health Disparities Liaison, Bethune-Cookman University; Department of Health in Volusia County, professor and public health expert working on health equity projects.

The Volusia/Flagler CHA Collaborative participated in a prioritization process based on the Delphi method that consisted of two rounds of online surveying and 3 facilitated discussion sessions. The final collaborative priorities were then aligned with the AdventHealth priority framework that considered four factors:

* A. Alignment: Does this issue align with public health or community goals?
* B. Impact on Community: What is the scope, size, and seriousness of this issue? What are the consequences to the health of the community of not addressing this issue now?
* C. Resources: Are there existing, effective interventions and opportunities to partner with the community to address this issue?
* D. Outcome Opportunities: Can an impact on this issue be made in a demonstrable way and will interventions have an impact on other health and social issues in the community?

# Hospital Health Needs Assessment Committee

The Medical Center of Deltona convened an internal stakeholder group on August 19, 2022 to review the results of the collaborative CHA process and the resulting Priority Health Issues. The Committee reviewed primary and secondary data, discussed existing community and Hospital assets and finalized the Priority Health Issues that will be address directly by the Hospital.

Medical Center of Deltona Participants:

* Bill Griffin - Director of Research and Planning (System Administration)
* Lisa Tyler - Controller (System Administration)
* Shawn Remington - VP Finance (System Administration)
* Tyna Rodrigues - Manager, Accounting (System Administration)
* Todd Aldrich - Manager, Finance (System Administration)
* James Terry - Service Line Administrator, Behavioral Health Services
* Amber Fryman - Director, Discharge Planning (System Administration)
* Tonja Williams - Director of Operations, Halifax Health/UF Health Medical Center of Deltona
* Johnny Svajko - CPA with Olivari & Associates

# Priority Health Issues

At the conclusion of the research, data review, community engagement and prioritization process, three Priority Health Issues were identified encompassing 21 Priority Components. Some components are specific to Flagler or Volusia counties where others are shared by both counties.

|  |
| --- |
| **Access to Behavioral Health Services:** Behavioral Health includes mental health and substance use disorder.  The access barriers faced by youth, adults and seniors are unique and require specific actions to address these issues equitably.   * Mental health * Substance use disorder * Access for particular populations including children, adults, and seniors |
|  |
| **Economic and Social Barriers:** Economic and Social barriers have a profound impact on health and wellness.  Equitable access to affordable quality housing, quality childcare and stable income are critical components.  These barriers are sometimes more challenging for people with special needs.   * Affordable quality housing * Income supports * Affordable quality childcare * Health insurance |
|  |
| **System Infrastructure:** The systems created to support health and stability often include inadvertent barriers that prevent people in need from equitably accessing needed services and supports.  Systems need the ability to safely share information with one another and raise community awareness of local resources.   * Awareness of resources * Ability to access services * Ability to safely share information across sectors * Systemic barriers to health insurance |

# Community Asset Inventory

When evaluating the top issues in the community a review of the available resources addressing these issues was conducted to understand where the greatest impact could be made.

| **Top Issues** | **Current Community Programs** | **Current Hospital Programs** |
| --- | --- | --- |
| Access to Behavioral Health Services   * Adult Mental Health * Adult Substance * Issues specific to older adults (ages 75+) | * Alcoholics Anonymous Meeting Locations * Atlantic Center for the Arts * Baker Act receiving facilities * Break the Cycle Outpatient Program * Recovery Support Specialist Peers at Halifax Health ER * Faith based counseling centers and private counseling opportunities * Halifax Health * Halifax Humane Society * Healthy Start Coalition of Flagler & Volusia Counties, Inc. * Substance Exposed Newborns Task Force * Family Place and Healthy Families * Heroes’ Mile – addiction recovery for veterans by veterans * Lutheran Services of Florida (LSF) * National Alliance on Mental Illness (NAMI) * Narcotics Anonymous Meeting Locations (almost 100 in the area: http://www.na.org/MeetingSearch/) * New Smyrna Beach Police Department * One Voice for Volusia/Flagler Cares * Salvation Army * SMA Healthcare: Adult Outpatient Substance Abuse Program (AOP) and Mental Health Counseling; Medication Assisted Treatment; Psychiatric Medication Outpatient Program; Florida Assertive Community Treatment (FACT) Program; Forensic Case Management; Family Intervention Services (FIS); Family Intensive Treatment Team (FITT); Community/Court Liaison (Outreach) Services; SMA Treatment Team at the Volusia County Corrections Department; Enrichment Program Industries for persons with developmental disabilities or co-occurring disorders; Chet Bell 24-hour Crisis Stabilization and Detox Services and Screenings; Reality House, Re-Entry and Work Release Programs; Residential substance use treatment for adults and adolescents; Family Education Programs, Speakers Bureau and Mental Health 1st Aid; SMA walk-in clinics, Primary Care; Mobile Response Team * Team Red White and Blue * The Chiles Academy * Volusia Sheriff’s Office * Volusia-Flagler Behavioral Health Consortium and Circuit 7 Behavioral Health Consortium * Volusia/Flagler Substance Use Disorder Committee * Volusia Recovery Alliance | Family Therapy Program |
| Access to Behavioral Health Services   * Youth Mental Health * Youth Substance Use | * Adapt Behavioral Services * AMIkids Behavioral Health, Inc. (Associated Marine Institutes) * Behavioral Screening Tools now on Volusia County Schools’ report cards and * Problem Solving Teams * Café Dialogues and Healthy Start Initiatives * Children’s Home Society * Circle of Friends * Circuit 7 System of Care * Circuit 7 Early Childhood Court Team * Community Partnership for Children/Community Based Care * The Chiles Academy and MicroSociety * Devereux * E.S.P. Case Management Professionals, Inc. (Empowerment Service Providers) * Florida United Methodist Children’s Home * Grief Related: GriefShare, Begin Again, Hospice, Tears Foundation, Hospital Support Groups (http://www.volusia.com/local-support-groups/) * Guardian ad litem * Halifax Behavior Services (HBS) * Healthy Start Coalition of Flagler & Volusia Counties, Inc. * Substance Exposed Newborns Task Force * Family Place and Healthy Families * Help Me Grow/211 screening tools and referrals * PACE Center for Girls, Inc. * Pediatricians * Port Orange Counseling Center * Presbyterian Counseling Center * Prevention: Boys & Girls Clubs, Mentoring Programs, Youth Sports Leagues/Programs, Police Athletics/Activities League (PAL), After School Programs, Arts programs, Recreation Departments, Clubs, Youth Groups, Girls on the Run (GOTR) * School Health Advisory Committee (SHAC) * SMA Healthcare * Children/Families In Need of Services (CINS/FINS) * BEACH House * Residential Adolescent Program (RAP) * Adolescent Outpatient Program (ADOP) * The House Next Door * Volusia Department of Juvenile Justice Council * Programs offered through Domestic Abuse Council | CAT Program across  Volusia County |
| Economic and Social Barriers – access to health care services, social and economic issues | * ACCESS (Medicaid, Requests for Assistance) sites * African American Entrepreneurs Association (AAEA) * Black Homeschoolers of Central Florida, Inc. * Boys & Girls Clubs of Volusia/Flagler Counties * CareerSource Flagler Volusia * Council on Aging services for seniors * Department of Children & Families * Easterseals * Family Health Source * Family Renew Community * FBH Community Inc. (Food Brings Hope, Homes Bring Hope) * First Step Shelter * Florida Shots * Florida Breast and Cervical Cancer Prevention/Early Detection Program * Florida Department of Health in Volusia County (four sites) * Florida United Methodist Children's Home * Good Samaritan Clinic * Greater Union Life Center * Habitat for Humanity of Greater Volusia County * Halifax Health and other partners providing Healthcare to the homeless * Halifax Health Community Clinics * Halifax Urban Ministries – multiple locations, school and community partners * Hope Place * Bridge of Hope * Health Equity Zones – collaborative community partner efforts * Health Navigators to help with insurance coverage access * Hispanic Health Initiatives * Jesus Clinic * One Voice for Volusia/Flagler Cares * Our Two Stories, Inc. DBA Backpack Buddies * Project WARM (Women Assisting Recovering Mothers) * Speech and Language Therapy (SALT) * Salvation Army * Supplemental Nutrition Assistance Program (SNAP) (food stamps) * Sports leagues * The Early Learning Coalition of Flagler and Volusia Counties, Inc. * The House Next Door * United Way of Volusia-Flagler Counties: Grants to community organizations; Community Impact; ALICE Report (Asset Limited, Income Constrained, Employed); Volunteer Income Tax Assistance (VITA); 211 * Volusia-Flagler County Coalition for the Homeless * Volusia Volunteers in Medicine Clinic * YMCA Programs - Health and Wellness that includes Diabetes Prevention Program and Nutrition programs | Charity Care for  Indigent Patients  seeking healthcare at  HH/UFH MCD |
| System Infrastructure | * Action for Healthy Kids * Alliance for Healthier Generation * Bethune-Cookman University/Pandemic Win Initiative * County and City Recreation Departments * More than 50 miles of multi-use trails * Mayor's Fitness Challenges * EPIC Behavioral Healthcare * Family Health Source * Good Samaritan Clinic * Healthy Volusia and Partnerships with the Florida Department of Health * Jesus Clinic * Local churches * Local colleges * Local hospitals * Local schools * LINC Flagler Volusia system * Northeast Florida AHEC (Diabetes and Smoking Cessation) * One Voice for Volusia/Flagler Cares * The Community Connector * Popularity and ease of use of fitness and health tracking "apps" * Seminars and education programs offered by the hospitals and health departments (i.e. 5210) * School Health Advisory Committee (SHAC) * VCan * Volusia County Moms * Volusia County Schools * Volusia Volunteers in Medicine Clinic * Worksite Wellness | Case Management  leads efforts in  applying for health  insurance for the  uninsured with these  companies:  Change Healthcare  Health Fund Solns |

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**Community Health Improvement Plan 2022**

January 12, 2023

The Medical Center of Deltona (MCD) **Community Health Improvement Plan** is outlined in bold, addressing the priority issues identified through the 2022 Community Health Needs Assessment (CHNA).

The priority issues related to Economic and Social Barriers identified in the CHNA are:

* affordable housing,
* income supports,
* affordable child care,
* health insurance.

**Economic and Social Barriers**

* **The MCD offers assistance to individuals who present as a patient with applying for health insurance coverage, either through governmental programs or the ACA insurance exchange.**

The priority issues identified in the CHNA that pertain directly to health care providers are:

* mental health,
* substance abuse,
* access for particular populations including children, adults and seniors particularly;
  + additional services for cancer, heart disease and diabetes.

**Mental Health**

* **MCD, through its affiliation with Halifax Health, provides mental health counselors in Volusia County Schools.**
* **Halifax Behavioral Services provides behavioral health services for children on both an outpatient and inpatient basis.**
* **Halifax Health is a Baker Act Receiving Facility, providing acute and inpatient mental health services.**
* **Halifax Health has established CAT teams to identify and provide services necessary to ….**
* **MCD, through its affiliation with Halifax Health, works with Stewart-Marchman-ACT Behavioral Health (SMA) to plan and provide mental health services.**

**Substance Abuse**

* **MCD works collaboratively with SMA to provide peer counselors to patients who present to the emergency department as an overdose.**

**Access for particular populations including children, adults and seniors particularly; additional services for cancer, heart disease and diabetes**

* **MCD was developed in a partnership between Halifax Health and UF Health at the request of the City of Deltona to provide greater health care service access to its residents and the residents of the surrounding communities. The investment to date in creating this access is $XXX,XXX,XXX.**
* **MCD has established primary care and pediatric care outpatient services in the medical office building on the MCD campus.**
* **MCD has established general surgical, orthopedic surgical, cardiology, pulmonary and gastroenterology access in the medical office building on the MCD campus.**
* **MCD, through the affiliation of Halifax Health and UF Health has recruited endocrinology physicians, providing access to both adults and children.**
* **MCD, through its affiliation with Halifax Health and Radiology Imaging Associates now offers a full spectrum of imaging services in the medical office building on the MCD campus.**
* **MCD, through its affiliation with the Halifax Health – Brooks Rehab partnership now offers a robust outpatient rehabilitation center in the medical office building on the MCD campus.**
* **MCD offers screening health fairs to identify the development of chronic conditions and cancer for early treatment.**
* **MCD offers educational classes related to maintaining a healthy life style.**

A third category identified in the CHNA is System Infrastructure, particularly means to enhance:

* awareness of resources,
* ability to access services,
* ability to safely share information across sectors,
* systemic barriers to health insurance

**System Infrastructure**

**Awareness of Resources**

* **MCD uses multiple avenues to communicate health service resource availability**

**Ability to access services**

* **MCD provides local access to a robust spectrum of health care services with the additional resources of Halifax Health and UF Health**

**Ability to safely share information across sectors**

* **MCD has committed to an investment of $90,000,000 for the implementation of EPIC as its electronic health record.**
* **EPIC allows for the seamless sharing of patient information between hospitals that utilize EPIC and with physicians who are affiliated with MCD.**
* **This decision results in all the hospital providers in Volusia County to be utilizing EPIC as the electronic health record.**
* This decision and investment promises to significantly enhance the care of patients.

**Priorities to be Addressed**

1) Access to Behavioral Health Services

2) Economic and Social Barriers

3) System Infrastructure

**Priorities Not to be Addressed**

We will focus our efforts on these specific areas of the Priorities identified:

1) Access to Behavioral Health Services - Family Therapy and CAT Programs

2) Economic and Social Barriers - Charity Care provided to Indigent Patients

3) System Infrastructure - Program established to assist indigent patients with insurance applications

**Next Steps**

Bill Griffin to work with Donna Butler to identify vetted organizations with whom HH/UFH MCD can partner for the identified Priorities. Measurable Outcomes agreed upon by the stakeholders are:

1) Family Therapy Program - Target 60 families over three-year period (FY2023-2026)

2) CAT Program - Target 35 families for nine-month periods in collaboration with DCF

**Review of the Strategies in the Previous Community Health Plan**

This is the first Community Health Needs Assessment process implemented by the Medical Center for Deltona, Inc

**The CHNA Stakeholders will meet quarterly.**