



# COMMUNITY HEALTH NEEDS ASSESSMENT

August 4, 2016

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# Acknowledgements

The community health needs assessment for Jupiter Medical Center supports the organization's mission:

*To deliver excellent and compassionate health care advancing the well-being of the people we serve.*

This health assessment was made possible because of the commitment toward addressing the health needs in Martin and Palm Beach Counties. Many individuals across the organization devoted time and resources to the completion of this assessment.

Jupiter Medical Center would also like to thank leaders from the following community organizations who participated in interviews and providing valuable information to be used in the assessment:

- El Sol – Jupiter's Neighborhood Resource Center
- Florida Department of Health in Palm Beach County
- Florida Institute for Health Innovation
- Health Care District of Palm Beach County
- Healthier Jupiter
- Jupiter High School
- Jupiter Medical Center's Medical Staff
- MyClinic
- School District of Palm Beach County
- Town of Jupiter Neighborhood Services

This community health needs assessment has been facilitated by Crowe Horwath LLP ("Crowe"). Crowe is one of the largest public accounting, consulting, and technology firms in the United States. Crowe has significant healthcare experience including providing services to hundreds of large healthcare organizations across the country. For more information about Crowe's healthcare expertise visit [www.crowehorwath.com/industries/healthcare](http://www.crowehorwath.com/industries/healthcare).

## Table of Contents

<b>Steering Committee Members .....</b>	<b>2</b>
<b>Acknowledgements .....</b>	<b>4</b>
<b>I. Executive Summary.....</b>	<b>7</b>
Introduction .....	7
Purpose .....	7
<b>II. Community Served by Jupiter Medical Center .....</b>	<b>8</b>
<b>III. Process and Methods Used to Conduct CHNA .....</b>	<b>9</b>
<b>IV. Health Profile of Community Served .....</b>	<b>10</b>
Population Growth .....	10
Age Distribution .....	10
Income .....	12
Insurance.....	15
Language .....	17
Race.....	18
Education .....	19
Health Profile .....	20
Health Indicators .....	21
Leading Causes of Death .....	22
Cancer.....	23
Heart Disease .....	25
Chronic Lower Respiratory Disease .....	26
Diabetes .....	26
Access to Health Care.....	28
Transportation.....	31
<b>V. Input from Persons Who Represent Broad Interests of the Community.....</b>	<b>32</b>
Purpose .....	32
Community Leader Interviews .....	33
Health Survey Data from the Community.....	37
Comments Received on Prior CHNA / Implementation Strategy .....	43
<b>VI. Prioritized Description of Significant Health Needs of the Community.....</b>	<b>44</b>
Significant Health Needs Identified and Prioritized.....	44
Discussion of Significant Health Needs.....	45

<b>VII. Resources Potentially Available to Address Significant Health Needs.....</b>	<b>47</b>
Community Resources to Address Health Needs.....	47
<b>VIII. Evaluation of Impact of Actions Taken Since Last CHNA.....</b>	<b>50</b>
Cancer.....	50
Cardiac Wellness .....	52
Access to Healthcare .....	54
<b>IX. Works Cited .....</b>	<b>52</b>

# I. Executive Summary

## Introduction

Jupiter Medical Center, Inc. (hereinafter referred to as “JMC” or Jupiter Medical Center) is a not-for-profit regional medical center consisting of 207 private acute-care hospital beds. The affiliates of JMC include a 120-bed long-term care and sub-acute rehabilitation facility as well as a physician group that offers a broad range of specialty services. JMC is reimagining how to restore the community’s health and wellness. Award-winning physicians, world-class partnerships, and innovative techniques and technology enable JMC to provide a broad range of services with specialty concentrations including cardiology, oncology, imaging, orthopedics & spine, digestive health, emergency services, lung & thoracic, women’s health, weight management, pediatric care, urgent care and men’s health.

Founded in 1979, Jupiter Medical Center has approximately 1,500 employees, 575 physicians, and 640 volunteers. JMC continues to perform in the top 10% of hospitals nationwide for patient quality and satisfaction.

JMC’s mission is to deliver excellent and compassionate health care advancing the well-being of the people it serves. JMC fulfills its mission by focusing on the following core values in order to be recognized as the leading health care organization in the region: Respect, Integrity, Excellence, Accountability, Teamwork and Courage.

## Purpose

JMC conducted a Community Health Needs Assessment (“CHNA”) as required by section 501(r) of the Internal Revenue Code of 1986, as amended, which was enacted as part of the Patient Protection and Affordable Care Act of 2010. The objective of the CHNA is to identify and prioritize the health needs in the community served by the hospital, and to identify ways in which JMC can address those needs, in a manner consistent with its mission, capabilities and resources.

This CHNA was conducted by JMC from October 2015 through June 2016, and this final report was adopted by the JMC Board of Directors on August 4, 2016. JMC conducted its immediately preceding CHNA in 2013.

The assessment contains a description of the community served by JMC, an analysis of data collected from primary and secondary sources, a summary of input received from persons who represent the broad interests of the community served, a prioritized description of the significant health needs of the community identified through the CHNA, as well as a review of current resources potentially available in the community to address the significant health needs. In addition, the assessment includes information about the significant health needs identified in JMC’s prior CHNA and an evaluation of

the impact of actions taken since the prior assessment. The significant health needs identified in this CHNA will be addressed and incorporated into JMC’s strategic planning process. The goal is to ensure that JMC continues to offer – and commit resources to – programs and services that address the significant health needs identified within the community served.

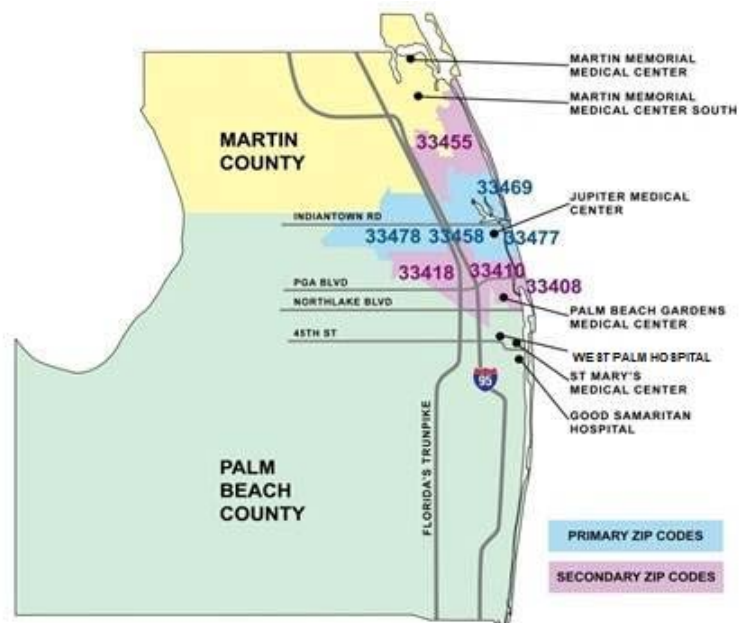
## II. Community Served by Jupiter Medical Center

JMC is located in Jupiter, Florida. A majority of the patients served by the hospital reside in northern Palm Beach County and southeast Martin County. Palm Beach County makes up 1,977 square miles and Martin County makes up 543 square miles. Palm Beach County is the state’s third largest county by population while Martin County is the 31<sup>st</sup> largest county out of 67 counties in the state of Florida.<sup>1,2</sup>

The community served by JMC is defined primarily by four zip codes and secondarily by five zip codes within Palm Beach and Martin Counties; therefore, demographic and health indicators are presented for these two counties.

Within the data presented in the CHNA, zip code level data is used where available, and county level data is presented where zip code level data is unavailable.

Zip Code	Community
<b>Primary Service Area</b>	
33458	Jupiter
33477	Jupiter
33478	Jupiter
33469	Tequesta
<b>Secondary Service Area</b>	
33455	Hobe Sound
33410	Palm Beach Gardens
33418	Palm Beach Gardens
33408	North Palm Beach
33403	West Palm Beach



<sup>1</sup> United States Census Bureau. (2014) *State & County QuickFacts: Palm Beach County, Florida*.

<sup>2</sup> United States Census Bureau. (2014) *State & County QuickFacts: Martin County, Florida*.



### III. Process and Methods Used to Conduct CHNA

Jupiter Medical Center engaged Crowe to facilitate the community health needs assessment in conjunction with the Steering Committee that has been assembled to lead the process. The process started by planning a timeline for completion of the CHNA and Implementation Strategy prior to JMC's September 30, 2016 tax year-end. The timeline that was developed included milestone dates for senior leadership and board review of the assessment and final reports.

A sub-committee was formed specifically to gather input from various segments within the community to assure that broad interests of the community were represented. This sub-committee met multiple times to identify community representatives to interview, assemble electronic mail listings for survey distribution, draft survey and interview questions, and coordinate the scheduling of interviews and survey distribution. After the community leader interviews were conducted and surveys distributed to the community served by Jupiter Medical Center, the sub-committee received and reviewed responses from the surveys and interviews.

The draft report was then reviewed by the full steering committee, which met to complete the process of identifying and prioritizing the significant health needs of the community. Significant health needs were identified and prioritized based on various factors, including the impact of the health need on community health improvement, the scope of the community impacted by the health need, the resources available in the community to potentially address the health need, the threat that the health need poses to long term quality of life, and the consequences of inaction related to the health need.

After the significant health needs were identified and prioritized, the committee prepared an implementation strategy to address the prioritized health needs.

#### **Prioritized Health Needs:**

- 1. Cancer**
- 2. Heart Disease**
- 3. Nutrition, Exercise & Diabetes**

## IV. Health Profile of Community Served

### Population Growth

Table 1 below shows the U.S. Census 2014 population estimates of the community served by JMC. The Census Bureau's Population Estimates Program (PEP) produces annual estimates of the population for the United States, its states, counties, cities, and towns. The population of the primary service area has increased 2.36% from 2010 to 2014, while the population of the secondary service area has increased by 3.13%.<sup>3</sup> The population of the area served by JMC has been growing at a rate similar to that of the populations of Palm Beach and Martin counties as a whole.

Zip Code	Community	Population 2010	Population 2014	Total per Market - 2010	Total Per Market - 2014	Percent Change
33458	Jupiter	49,396	51,400			
33477	Jupiter	13,074	13,368			
33478	Jupiter	12,704	12,334			
33469	Tequesta	14,449	14,637	89,623	91,739	2.36%
33455	Hobe Sound	19,980	21,033			
33410	Palm Beach Gardens	32,570	34,333			
33418	Palm Beach Gardens	36,017	36,169			
33408	North Palm Beach	16,921	17,429			
33403	West Palm Beach	12,042	12,239	117,530	121,203	3.13%
All	Palm Beach County			1,320,134	1,359,074	2.95%
All	Martin County			146,318	149,658	2.28%
Primary Service Area				Secondary Service Area		

Source: U.S. Census Bureau

### Age Distribution

In general, healthcare needs increase as age increases. In 2014, the largest age group of the primary and second service area's population was between the ages of 45 and 64 at 24.4% and 22.6% respectively. Additionally, the elderly population (which consists of two age groups: between 65 and 74, and 75 and older) made up 29.2% of the primary service area and 33.9% of the secondary service area.<sup>4</sup> These figures are consistent with the populations in Palm Beach County and Martin County. Figures 1 and 2 show the population by age groups for both service areas compared to Palm Beach County and Martin County. The number of individuals in the primary and secondary service areas who are older than 60 years old has increased by 7% from 2010 to 2014. This is an increase of more than double the overall population increase.

<sup>3</sup> United States Census Bureau. (2014) *QuickFacts: Florida*.

<sup>4</sup> United States Census Bureau. *2010-2014 American Community Survey 5-Year Estimates: ACS Demographic and Housing Estimates*.

Figure 1: Population by Age Group (2014)

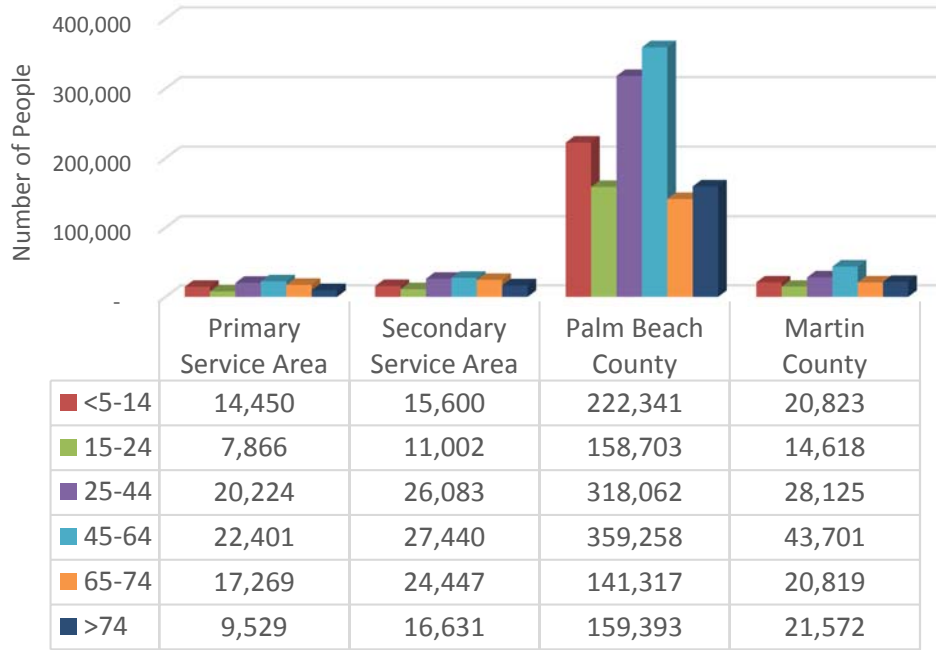
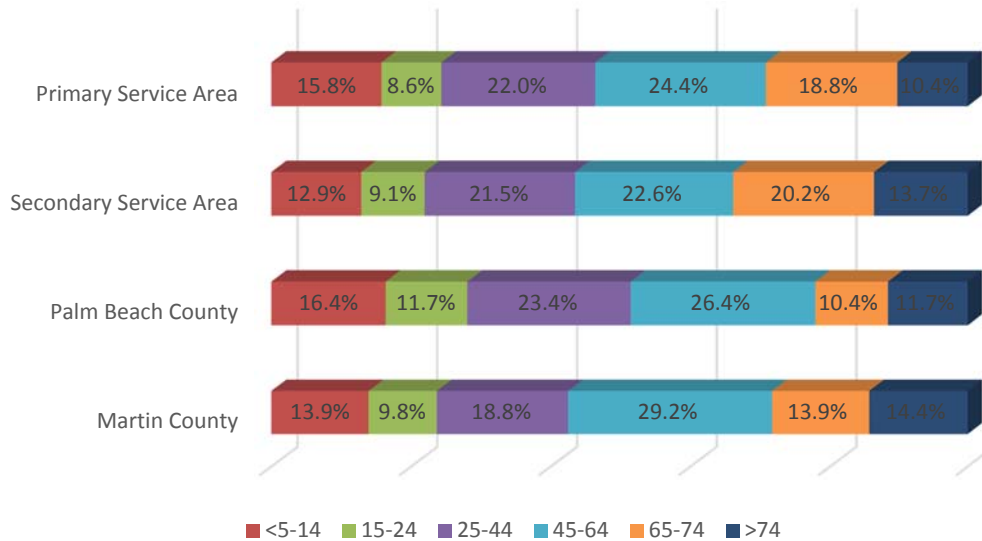
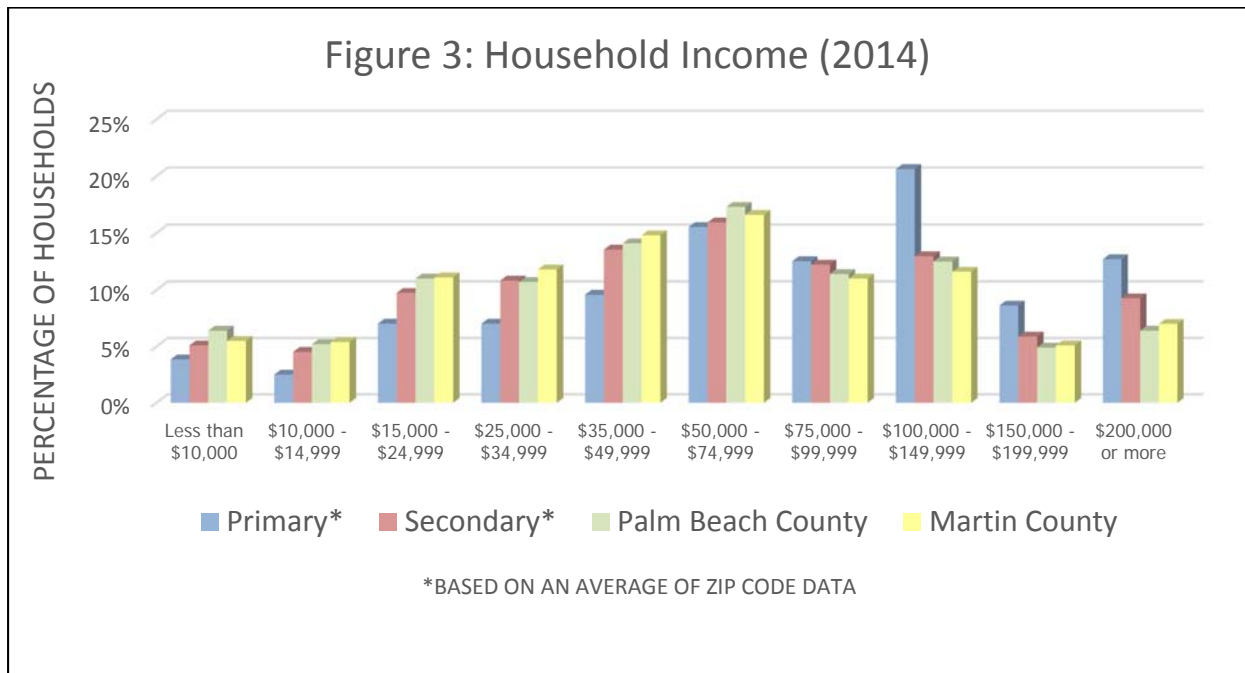


Figure 2: Population % by Age Group (2014)



## Income

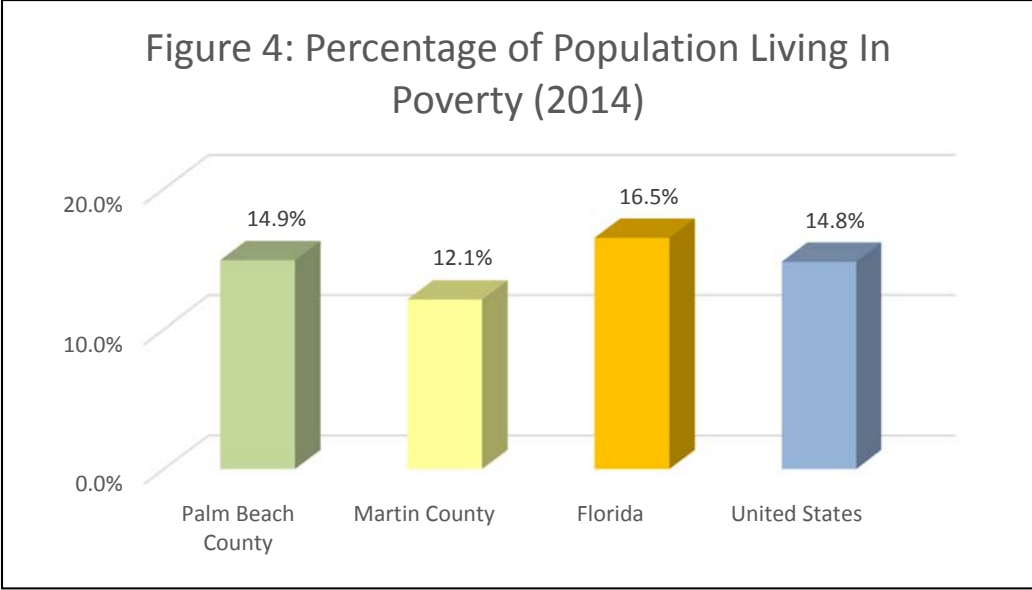
Figure 3 shows household income levels in the JMC service areas as well as Palm Beach and Martin counties overall. The median household income (in 2014 dollars) was \$52,878 in Palm Beach County, \$51,703 in Martin County, and \$47,212 in the state of Florida.<sup>5</sup>



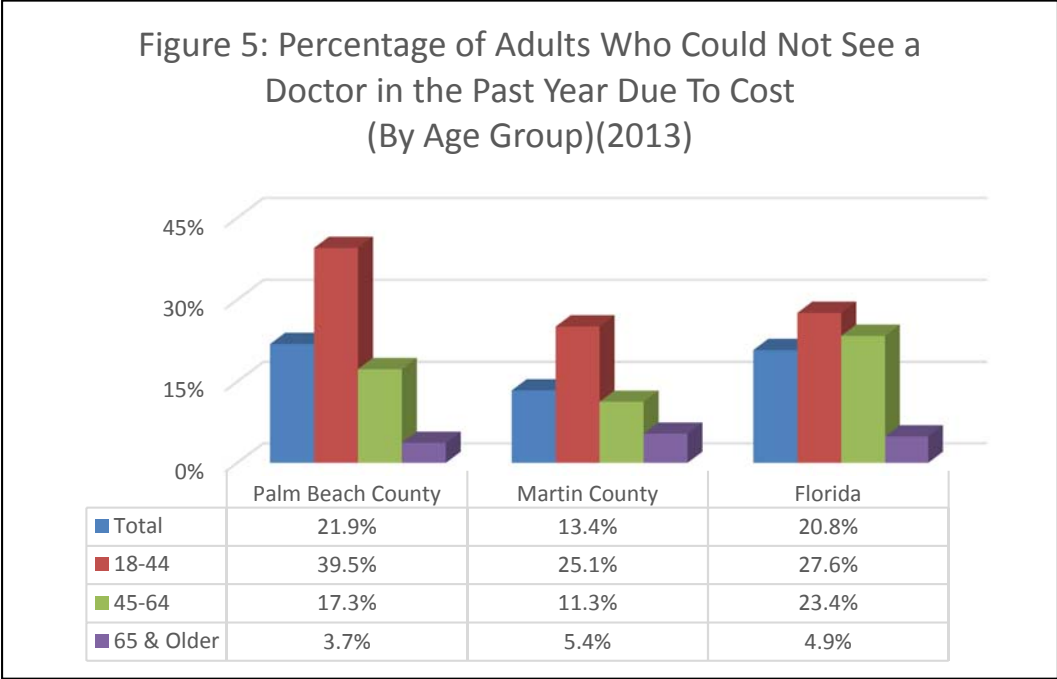
Populations with lower incomes often have increased difficulty receiving adequate health care. The United States Census Bureau uses a set of income thresholds that vary based on family size and composition to determine poverty status. If a household's total income is less than the threshold, then those individuals are considered to be living in poverty. The official poverty thresholds do not vary geographically, however they are updated for inflation using the Consumer Price Index. The official poverty definition uses income before taxes and does not include capital gains or noncash benefits such as public housing, Medicaid, and food stamps. Data at a state level was collected by the American Community Survey (ACS) while data at a national level was collected by the Annual Social and Economic Supplement to the Current Population Survey (CPS ASEC). Figure 4 shows the percentage of the population living in poverty in Palm Beach County, Martin County, Florida, and the United States.<sup>6</sup>

<sup>5</sup> United States Census Bureau. (2014) *QuickFacts: Florida*

<sup>6</sup> United States Census Bureau. (2014) *QuickFacts: Florida*

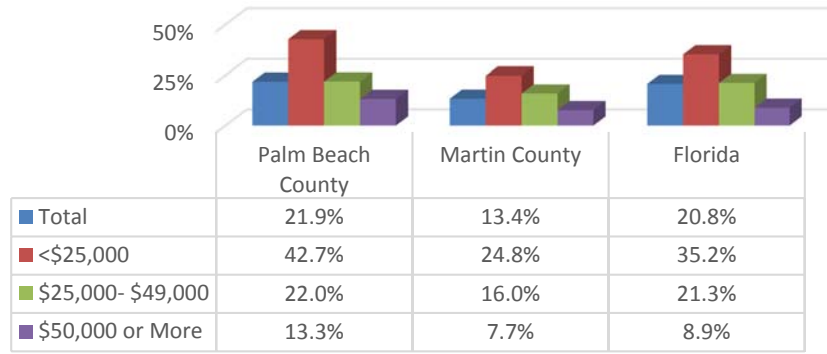


Even with insurance coverage, healthcare services can still be cost prohibitive. Figures 5 and 6 show the percentage of adults who could not see a doctor in the past year due to cost, broken down by age and income groups. Trends show younger people and those with lower incomes are more likely to not see a doctor due to the cost of healthcare. In Palm Beach County, close to 40% of those ages 18-44 could not see a doctor in 2013 due to cost (across the state of Florida almost 28% of those aged 18-44 could not see a doctor due to cost).<sup>7</sup>



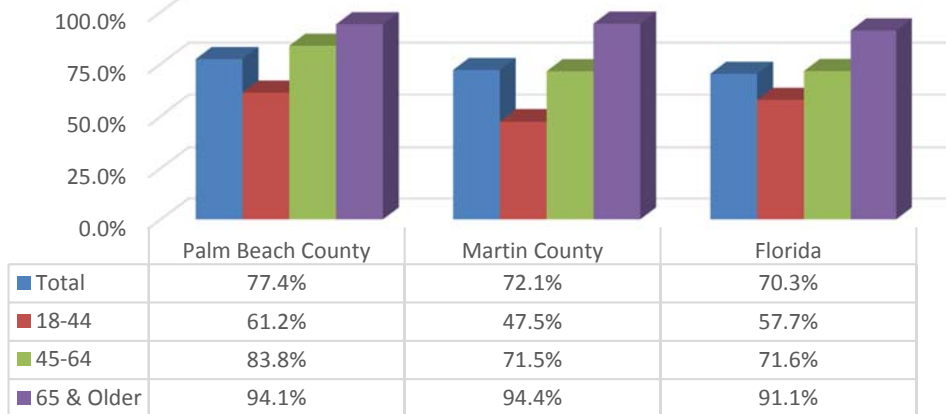
<sup>7</sup> Florida Department of Health, Bureau of Vital Statistics. (2013) *Florida Behavioral Risk Factor Surveillance System (BRFSS) State and County Data Summary*.

Figure 6: Percentage of Adults Who Could Not See a Doctor in the Past Year Due to Cost (By Income Level)(2013)



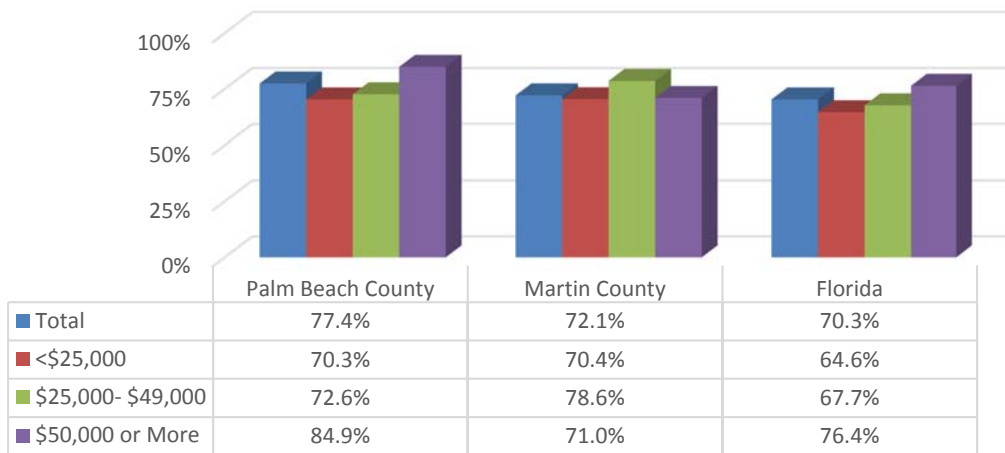
The ability to see a doctor also varied based on income level. In 2013, those with the highest levels of income were less likely to have missed a doctor visit due to cost.

Figure 7: Percentage of Adults Who Had a Medical Checkup In the Past Year (By Age Group)(2013)



Figures 7 and 8 show the percentage of individuals who had a medical checkup in the past year – by age group and by income level. Not surprisingly, those in higher age categories were more likely to have had a medical checkup in the past year. The percentage of individuals who had a medical checkup in the last year did not vary much by income level.

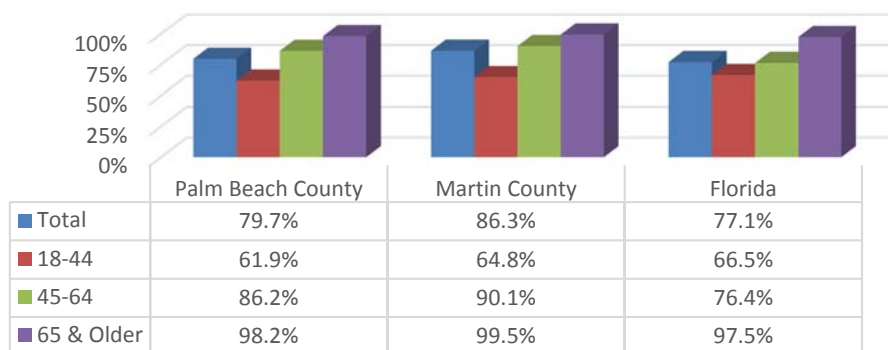
Figure 8: Percentage of Adults Who Had a Medical Checkup In the Past Year (By Income Level)(2013)



## Insurance

Access to health care may be hindered for uninsured and underinsured individuals. Figures 9 and 10 show the percentage of adults in Palm Beach County, Martin County, and the state of Florida who are covered under any type of health insurance coverage by age group and income level in 2013, the latest year of statistics available by county.<sup>8</sup> The percentage of uninsured adults across the state of Florida decreased from 20.3% in 2013 to 16.6% in 2014 although still remained above the national average of 11.7% and ranked forty-eighth of fifty states behind only Texas and Alaska.<sup>9</sup>

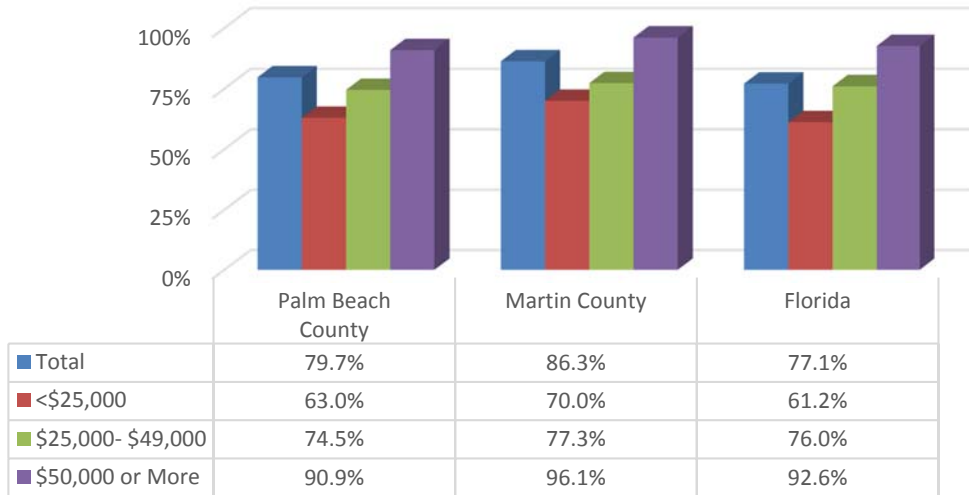
Figure 9: Percentage of Adults With Any Type of Health Insurance Coverage (By Age Group) (2013)



<sup>8</sup> Florida Department of Health, Bureau of Vital Statistics. (2013) *Florida Behavioral Risk Factor Surveillance System (BRFSS) State and County Data Summary*.

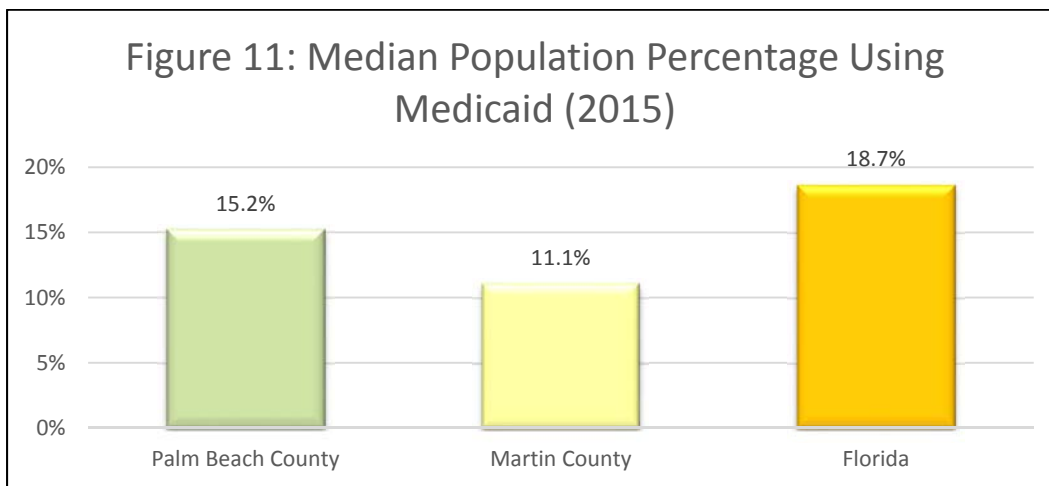
<sup>9</sup> United States Census Bureau. *2010-2014 American Community Survey 5-Year Estimates: Health Insurance Coverage Status by State for All People*.

Figure 10: Percentage of Adults With Any Type of Health Insurance Coverage (By Income Level) (2013)



Many low-income individuals and families are covered by Medicaid. Medicaid enrollment provides an indication of the economic capacity of the population to receive health care. Figure 10 shows the median population percentage eligible for Medicaid at both the county and state level in 2015.<sup>10</sup>

Figure 11: Median Population Percentage Using Medicaid (2015)

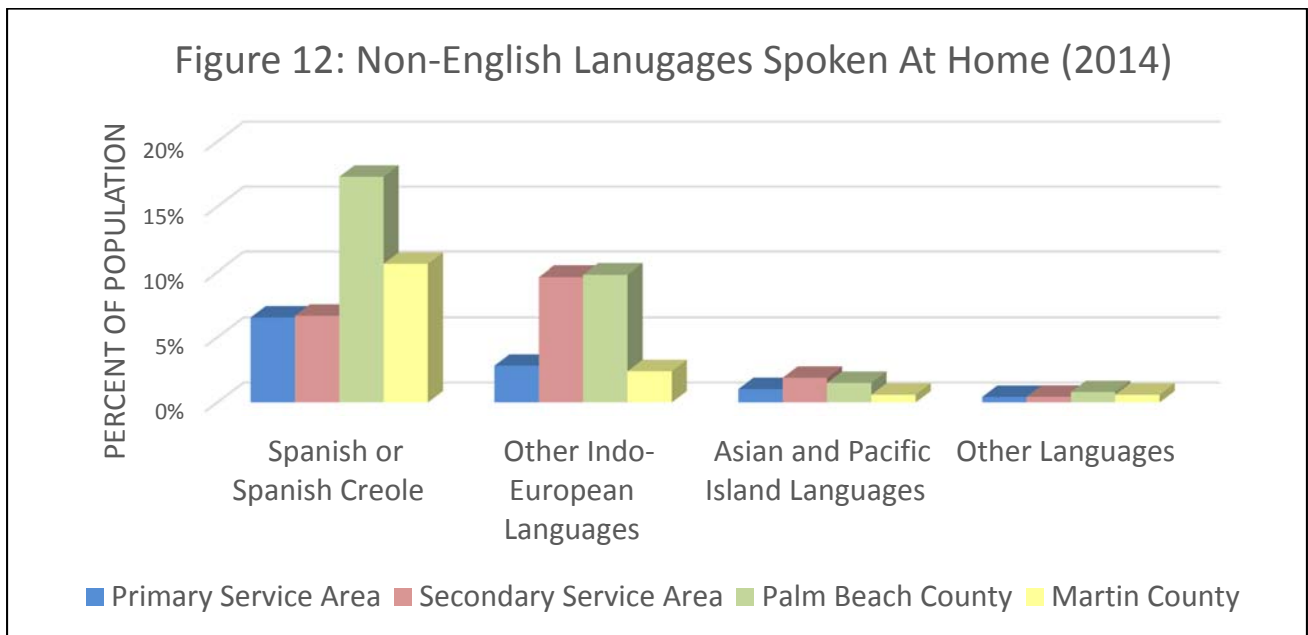


<sup>10</sup> Florida Department of Health, Bureau of Vital Statistics. (2015) *Median Monthly Medicaid Enrollment*.



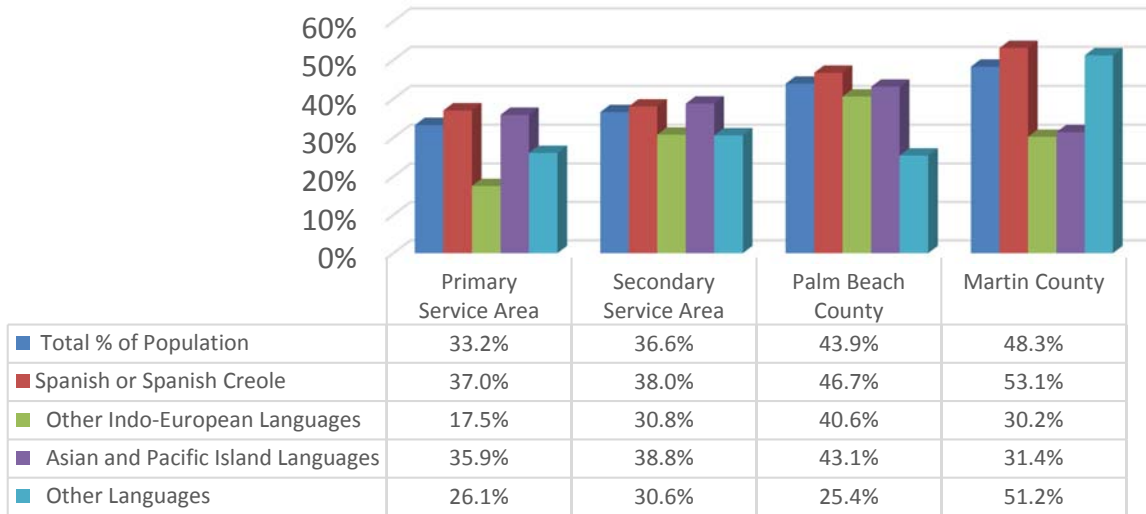
## Language

The diversity of languages spoken within the population creates a need for multilingual health education and services. Figure 12 shows the languages other than English spoken in the home with Spanish as the most common. “Other Indo-European Languages” most prominently features French and Italian speakers. Additionally, Figure 13 represents the approximately 33% and 36% of households that speak a language other than English where no one age 14 or older speaks English “very well”.<sup>11</sup> Language deficiencies have a large impact on the household’s ability not only to understand and comprehend diagnosis information received in English, but also to communicate with healthcare professionals while receiving or trying to receive care.



<sup>11</sup> United States Census Bureau. 2010-2014 American Community Survey 5-Year Estimates: Language Spoken at Home.

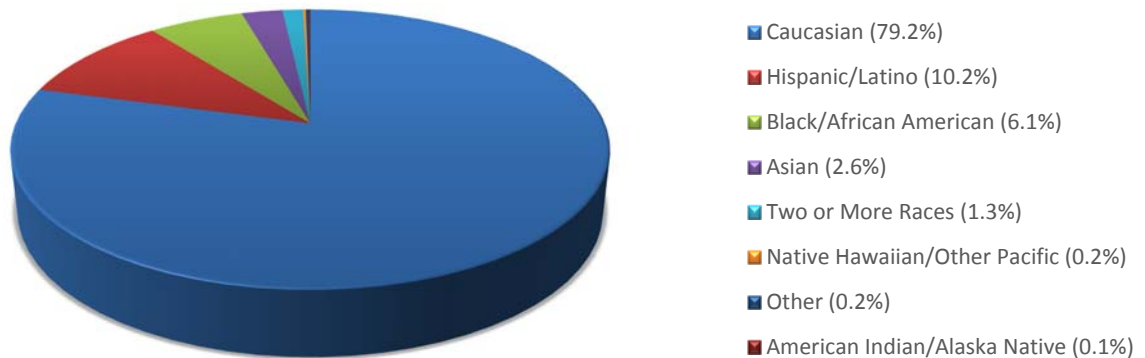
Figure 13: Population That Speaks English "Less Than Very Well" (2014)



## Race

Diversity in racial demographics can reflect the unique health care needs of a population. Figure 14 shows the most represented race after Caucasian is Hispanic/Latino at 10.2% of the JMC service area followed by Black/African American at 6.1%.<sup>12</sup>

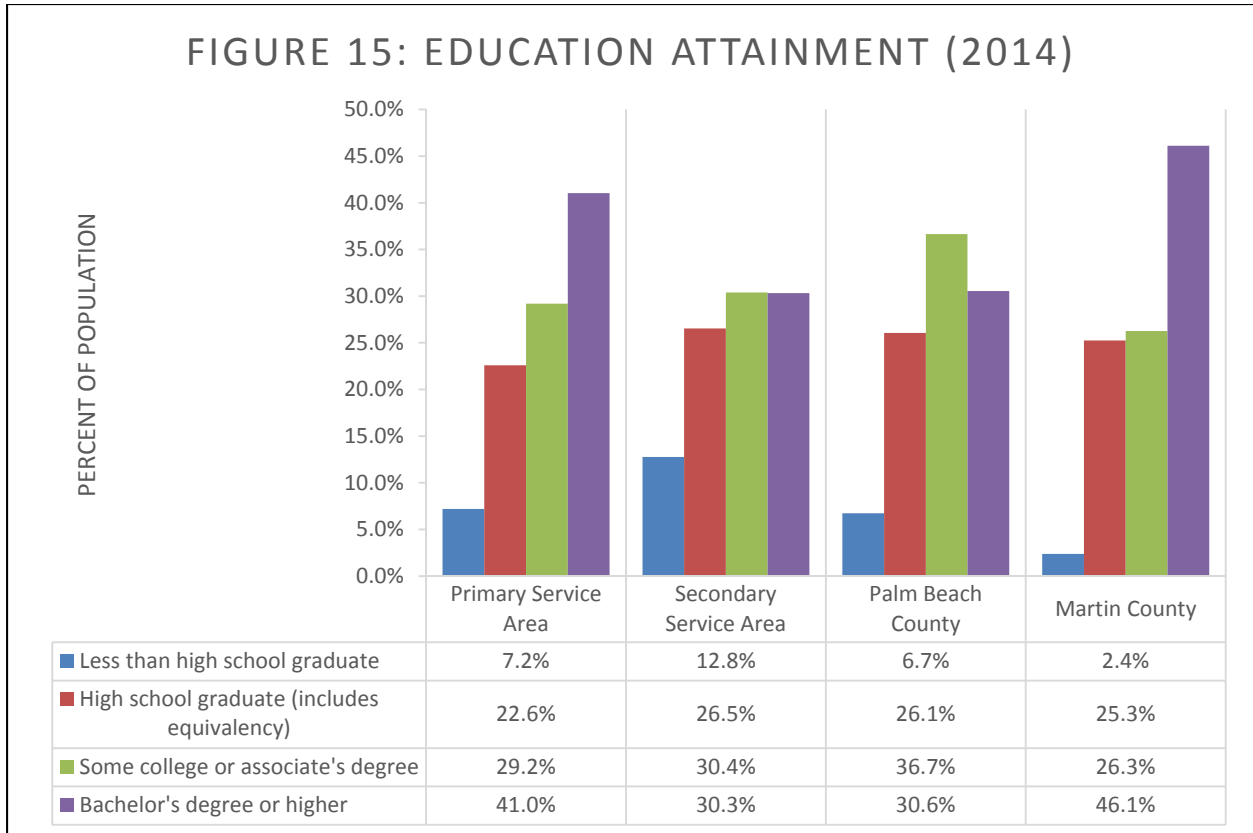
Figure 14: Racial Demographics of the JMC Service Area (2014)



<sup>12</sup> United States Census Bureau. 2010-2014 American Community Survey 5-Year Estimates: ACS Demographic and Housing Estimates.

## Education

In 2014, 41.0% of the population had attained a Bachelor's degree or higher in JMC's primary service area. In the secondary service area, 30.3% of the population had attained at least a Bachelor's degree. The majority of the population in all areas has completed at least some college or an associate's degree. However, 29.8% of people in the primary service area and 39.3% in the secondary service area have earned the equivalent of a high school education or less.<sup>13</sup>



<sup>13</sup> United States Census Bureau. 2010-2014 American Community Survey 5-Year Estimates: Educational Attainment.

## Health Profile

The existence of environmental barriers to healthy eating and active living within a community plays a large role in the overall health of the community. Access to sources of healthy food as well as recreational and fitness facilities are two important components of a community's health. Tables 2 and 3 show the ratios of the population to the establishment of each kind recorded under the North American Industry Classification System. Health food establishments include supermarkets, markets, and smaller grocery stores primarily engaged in retailing a general line of food, such as canned and frozen foods; fresh fruits and vegetables; and fresh and prepared meats, fish, poultry and baked goods. Restaurants, convenience stores, and large general merchandise stores that also retail food, such as supercenters and warehouse club stores, are excluded. Accessibility to recreational and fitness facilities is important in maintaining an active lifestyle.

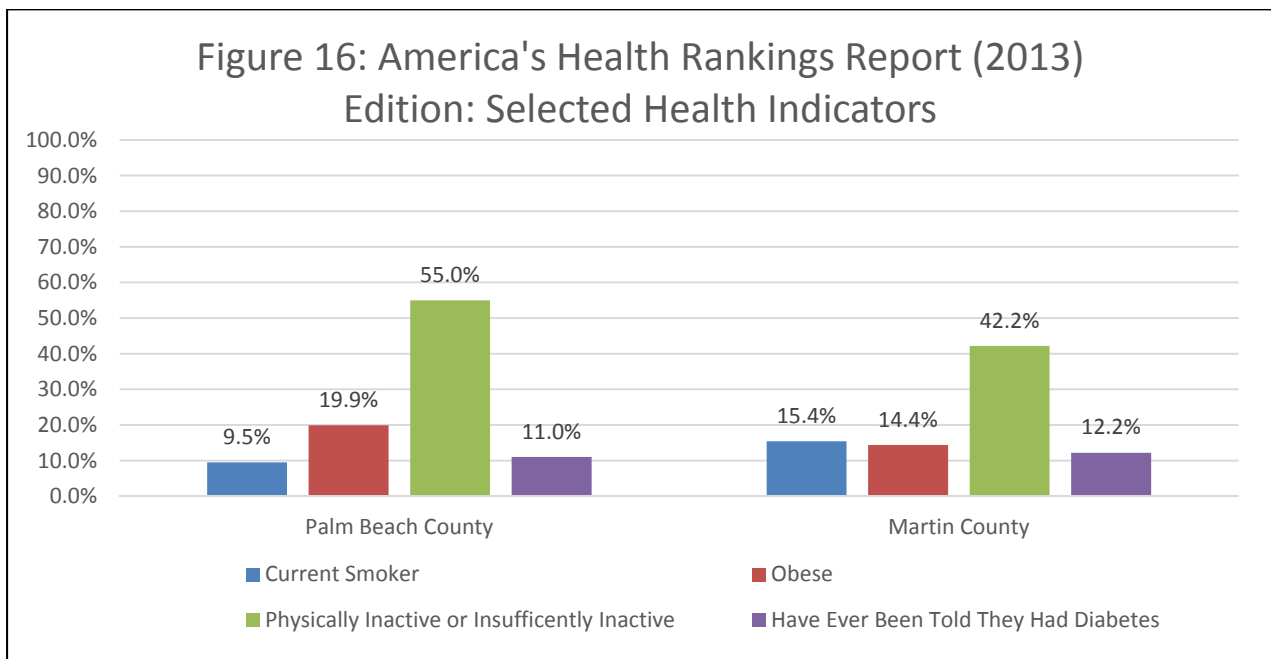
<b>Table 2: Accessibility to Healthy Food</b>			
	<b>2014 Population Estimate</b>	<b>Number of Establishments</b>	<b>Population Per Establishment</b>
<b>Primary Service Area</b>	<b>91,739</b>	<b>21</b>	<b>4,368.5</b>
<b>Secondary Service Area</b>	<b>121,203</b>	<b>30</b>	<b>4,040.1</b>
<b>Palm Beach County</b>	<b>1,359,074</b>	<b>354</b>	<b>3,839.2</b>
<b>Martin County</b>	<b>149,658</b>	<b>41</b>	<b>3,650.2</b>
<b>Florida</b>	<b>19,983,297</b>	<b>4,877</b>	<b>4,097.5</b>
<b>US Census Bureau: County Business Patterns (2013)<sup>14</sup></b>			

<b>Table 3: Accessibility to Recreational and Fitness Facilities</b>			
	<b>2014 Population Estimate</b>	<b>Number of Establishments</b>	<b>Population Per Establishment</b>
<b>Primary Service Area</b>	<b>91,739</b>	<b>14</b>	<b>6,552.8</b>
<b>Secondary Service Area</b>	<b>121,203</b>	<b>30</b>	<b>4,040.1</b>
<b>Palm Beach County</b>	<b>1,359,074</b>	<b>354</b>	<b>3,839.2</b>
<b>Martin County</b>	<b>149,658</b>	<b>41</b>	<b>3,650.2</b>
<b>Florida</b>	<b>19,983,297</b>	<b>1,770</b>	<b>11,290.0</b>
<b>US Census Bureau: County Business Patterns (2013)</b>			

<sup>14</sup> United States Census Bureau. (2013). *Censtats: County Business Patterns (NAICS)*.

## Health Indicators

Every year since 1990, the United Health Foundation and the American Public Health Association have published the America's Health Rankings Annual Report which provides a state-by-state analysis of factors affecting the health of individuals and communities in the United States. In 2013, the Florida Department of Health released the latest Florida Behavioral Risk Factor Surveillance System which provides a statewide overview on a variety of health indicators. Over 34,000 interviews were completed statewide to gather information regarding personal health behaviors, selected medical conditions, and the prevalence of preventative health care practices among Florida adults.<sup>15</sup>



<sup>15</sup> Florida Department of Health, Bureau of Vital Statistics. (2013) *Florida Behavioral Risk Factor Surveillance System (BRFSS) State and County Data Summary*

## Leading Causes of Death

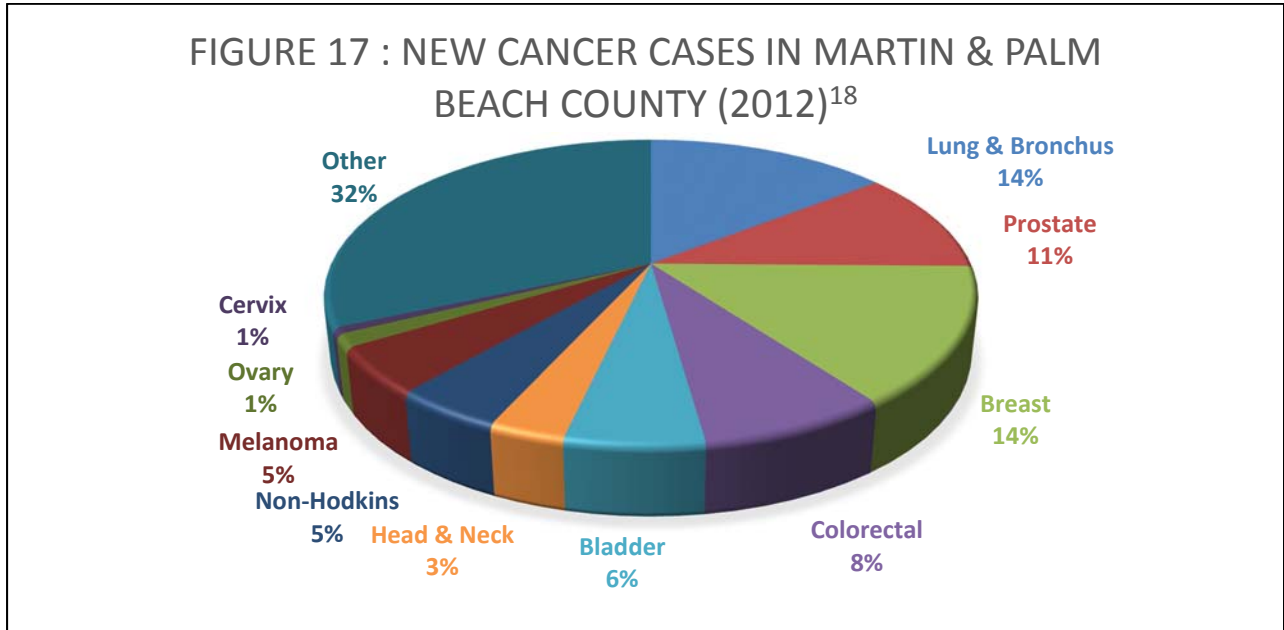
The two leading causes of death in both the primary and secondary service areas are cancer and heart disease. Table 4 page shows the leading causes of death across the services areas, the counties, and the state of Florida.

<b>Table 4: Leading Causes of Death Counts (2014) <sup>16</sup></b>					
	<b>Primary Service Area</b>	<b>Secondary Service Area</b>	<b>Palm Beach County</b>	<b>Martin County</b>	<b>Florida</b>
<b>Heart Diseases</b>	159	302	3,395	433	43,747
<b>Malignant Neoplasm (Cancer)</b>	174	297	3,380	468	42,330
<b>Chronic Lower Respiratory Disease</b>	37	81	740	145	11,089
<b>Cerebrovascular Diseases</b>	57	83	818	114	9,605
<b>Unintentional Injury</b>	37	52	597	78	9,128
<b>Alzheimer's Disease</b>	53	77	658	74	5,814
<b>Diabetes Mellitus</b>	9	16	289	19	5,324
<b>Nephritis, Nephrotic Syndrome, Nephrosis</b>	11	18	241	17	3,026
<b>Chronic Liver Disease &amp; Cirrhosis</b>	5	21	199	35	2,996
<b>Suicide</b>	-	-	237	23	2,961

<sup>16</sup> Florida Department of Health, Bureau of Vital Statistics. (2014) *Death Counts by Year by County*.

## Cancer

Cancer is the first leading cause of death in Martin County, and the second leading cause of death in Palm Beach County. Cancer is also the first leading cause of death in JMC's primary service area, and the second leading cause of death in JMC's secondary service area.<sup>17</sup> There are more than 100 kinds of cancer. Figure 17 shows the types of new cancer diagnoses recorded in 2012 while Figure 18 illustrates the percentages of the population in 2013 that had not recently received cancer screenings.

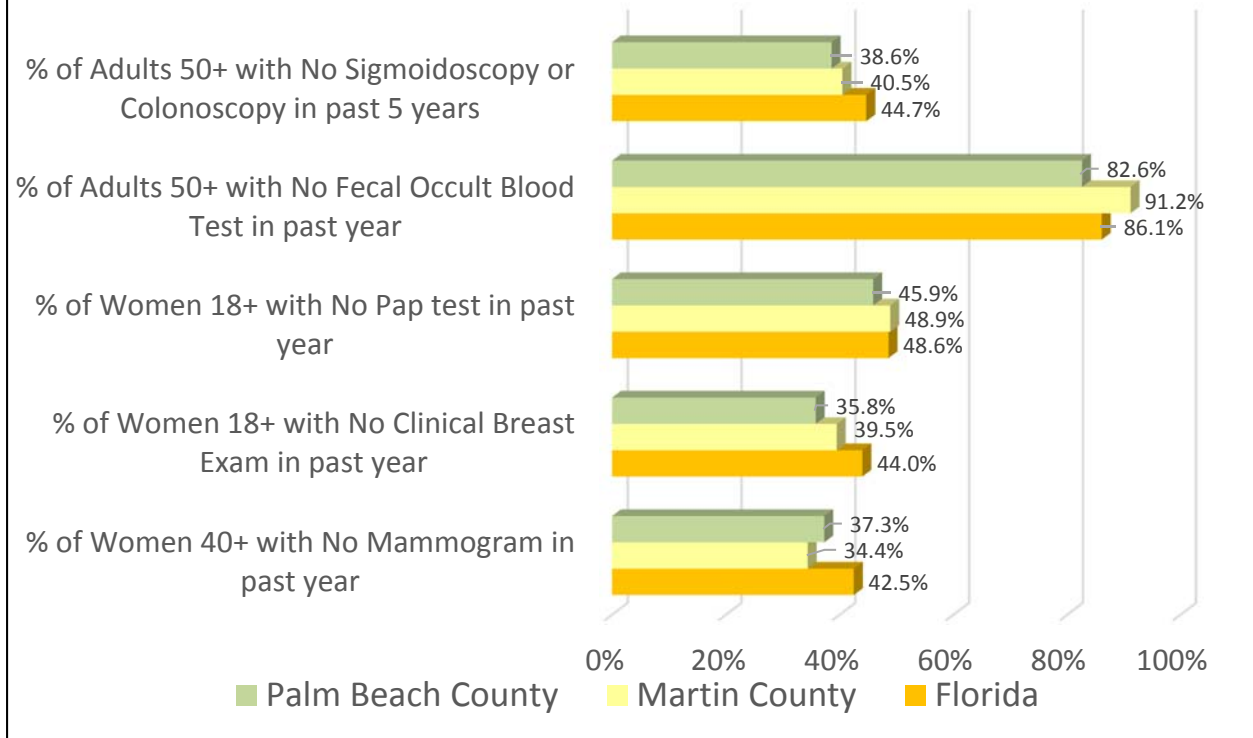


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<sup>17</sup> Florida Department of Health, Bureau of Vital Statistics. (2014) *Cancer Deaths*

<sup>18</sup> Florida Statewide Cancer Registry. (2012) *Number of New Cancer Cases by County*

Figure 18: Cancer Screenings (2013)



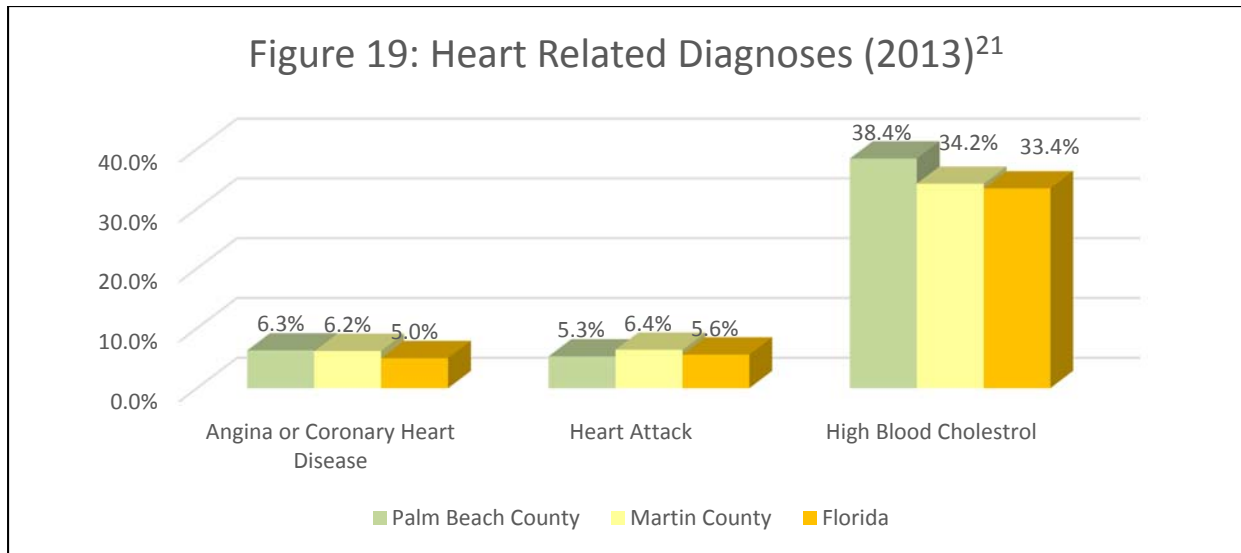
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<sup>19</sup> Florida Department of Health, Bureau of Vital Statistics. (2013) *Florida Behavioral Risk Factor Surveillance System (BRFSS) State and County Data Summary*.

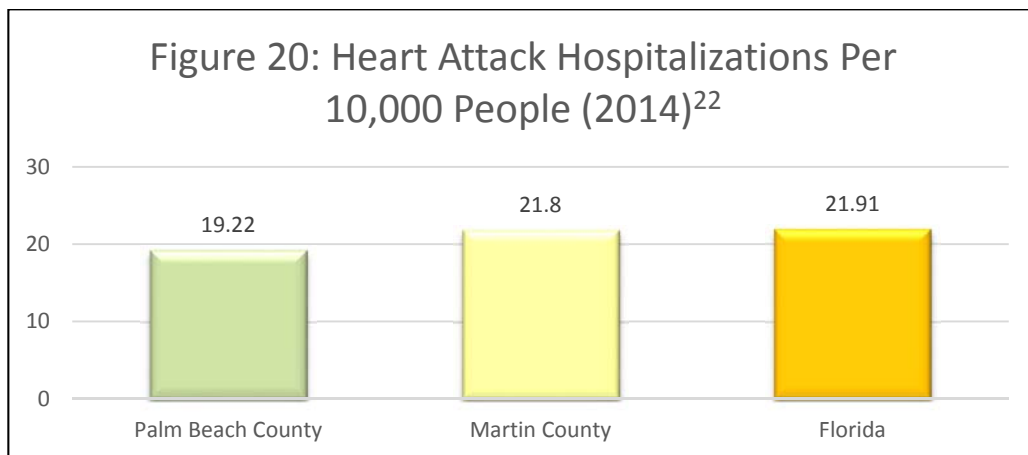


## Heart Disease

Heart disease is the first leading cause of death in Palm Beach County, and the second leading cause of death in Martin County. Heart disease includes conditions affecting the heart, such as coronary heart disease, heart attack, congestive heart failure, and congenital heart disease. Heart disease is also the first leading cause of death in JMC's secondary service area, and the second leading cause of death in JMC's primary service area.<sup>20</sup> Figure 19 shows the percentages of the population that had ever been diagnosed with certain heart related conditions.



21



22

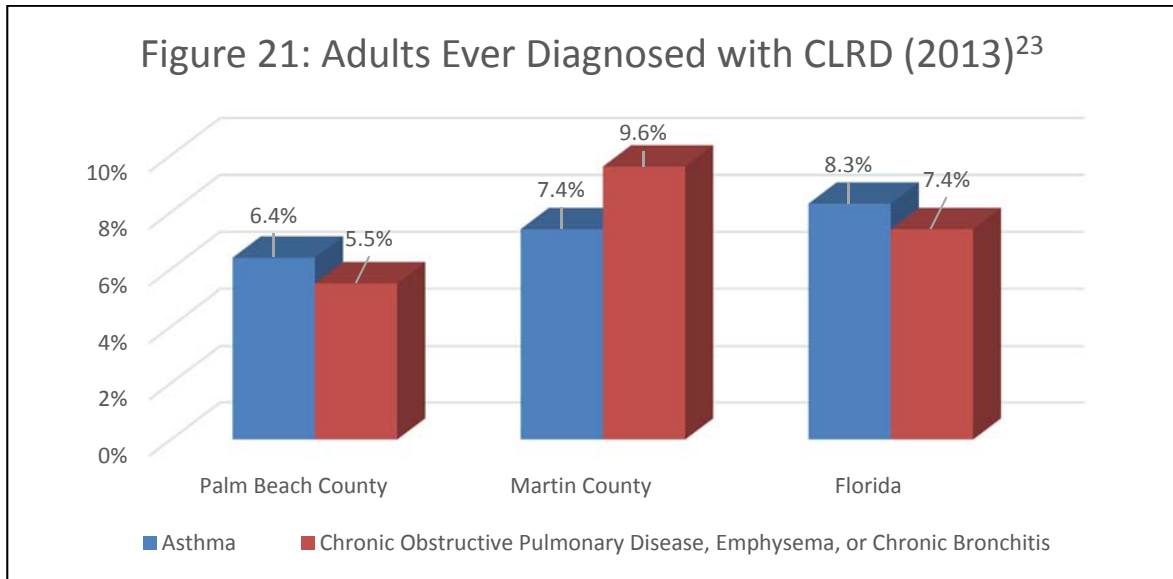
<sup>20</sup> Florida Department of Health, Bureau of Vital Statistics. (2014) *Heart Disease Deaths*.

<sup>21</sup> Florida Department of Health, Bureau of Vital Statistics. (2013) *Florida Behavioral Risk Factor Surveillance System (BRFSS) State and County Data Summary*

<sup>22</sup> The Florida Agency for Health Care Administration. (2014) *Number of Heart Attack Hospitalizations*.

## Chronic Lower Respiratory Disease

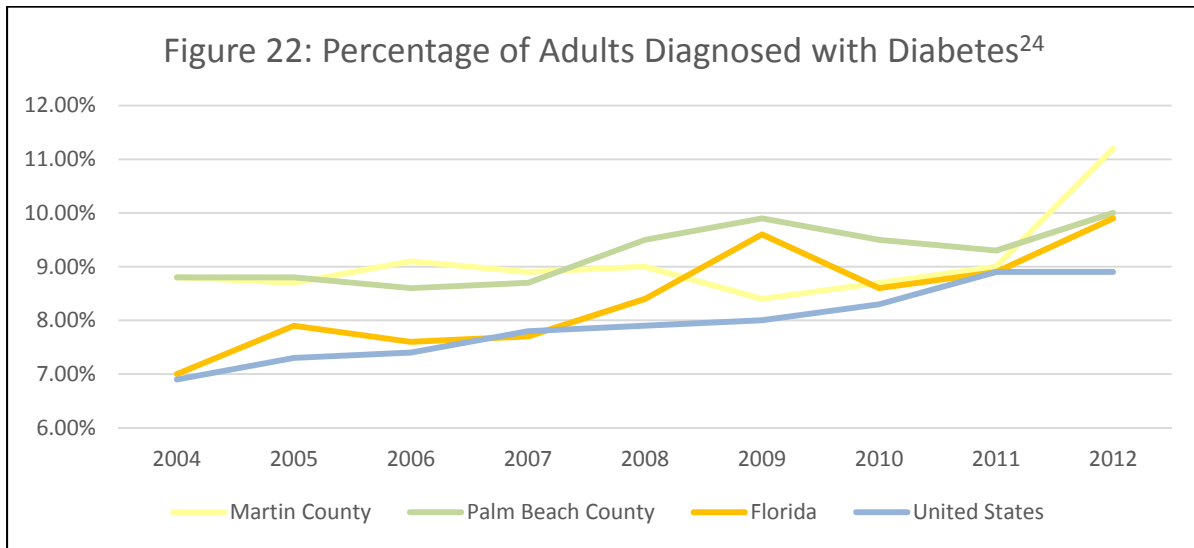
Chronic lower respiratory disease (“CLRD”) includes chronic obstructive pulmonary disease (“COPD”), emphysema, chronic bronchitis and asthma--diseases that are characterized by obstruction to air flow. CLRD ranks in the top 5 most common causes of death in each area and the state of Florida. Figure 21 shows the percentages of adults who had ever been diagnosed with a form of CLRD at both the county and the state level.



<sup>23</sup> Florida Department of Health, Bureau of Vital Statistics. (2013) *Florida Behavioral Risk Factor Surveillance System (BRFSS) State and County Data Summary*

## Diabetes

According to the Centers for Disease Control and Prevention (“CDC”), 9.3% of adults in the United States have diabetes<sup>24</sup>. One out of four people do not know they have diabetes<sup>24</sup>. Diabetes is the seventh leading cause of death in JMC’s primary and secondary service area. Figure 22 shows the percentage of adults who had been diagnosed with diabetes from 2004 to 2012 in Martin County, Palm Beach County, the state of Florida and the United States overall. Almost 120,000 adults have diabetes in Palm Beach County.



There are 28.9 million people with diabetes in the United States<sup>25</sup>. Figure 23 below shows the number of adults with diabetes by age and gender.

Figure 23: Diagnosed and undiagnosed diabetes, United States (2012)

	Number with diabetes (millions)	Percentage with diabetes
<b>By age</b>		
20-44	4.3	4.10%
45-64	13.4	16.20%
65 years or older	11.2	25.90%
<b>By sex</b>		
Men	15.5	13.60%
Women	13.4	11.20%

<sup>24</sup> Centers for Disease Control and Prevention. *Diagnosed Diabetes*

<sup>25</sup> Centers for Disease Control and Prevention, National Diabetes Statistics Report. 2014

Risk factors for diabetes include being overweight, having a family history, and having diabetes while pregnant (gestational diabetes). Steps can be taken to prevent or delay type 2 diabetes including losing weight, eating healthy and being active.

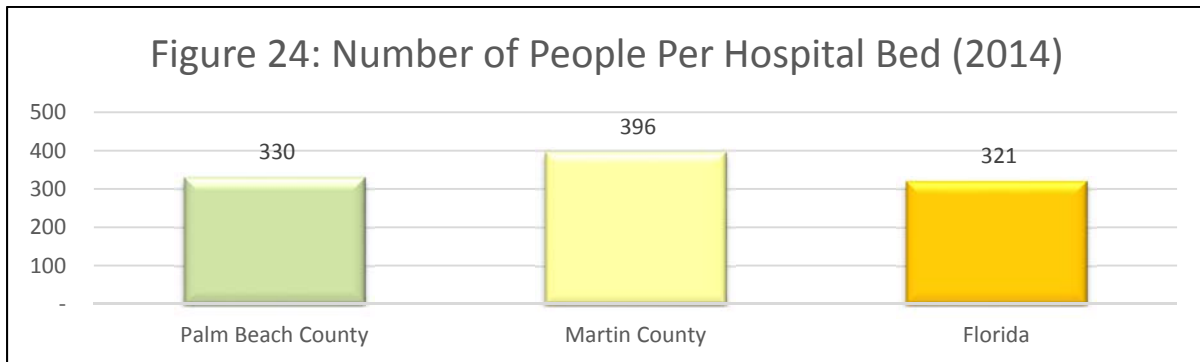
## Access to Health Care

There are many factors that affect access to health care, including the need for adequate transportation to and from health care providers (which is addressed in further detail below), the availability of health resources in languages other than English, the ability of patients to read and understand health information, access to insurance, and patients having access to a “medical home” — a patient’s consistent point of access for health care from a primary care provider who oversees and coordinates their care. For reference, Table 5 lists the inpatient medical facilities serving Palm Beach and Martin Counties including JMC. <sup>26</sup>

<b>Table 5: Licensed beds in Palm Beach and Martin Counties (2014)</b>			
<b>Hospital</b>	<b>City</b>	<b>Zip Code</b>	<b>Licensed Beds</b>
<b>Martin County</b>			
MARTIN MEDICAL CENTER	STUART	34995	244
MARTIN HOSPITAL SOUTH	STUART	34995	100
HEALTHSOUTH REHABILITATION HOSPITAL AT MARTIN HEALTH	STUART	34997	44
<b>Palm Beach County</b>			
DELRAY MEDICAL CENTER	DELRAY BEACH	33484	493
JFK MEDICAL CENTER	ATLANTIS	33462	472
ST. MARY'S MEDICAL CENTER	WEST PALM BEACH	33407	464
BETHESDA HOSPITAL EAST	BOYNTON BEACH	33435	401
BOCA RATON REGIONAL HOSPITAL	BOCA RATON	33486	400
GOOD SAMARITAN MEDICAL CENTER	WEST PALM BEACH	33401	333
WEST PALM HOSPITAL	WEST PALM BEACH	33407	245
WELLINGTON REGIONAL MEDICAL CENTER	WELLINGTON	33414	233
<b>JUPITER MEDICAL CENTER</b>	<b>JUPITER</b>	<b>33458</b>	<b>207</b>
PALMS WEST HOSPITAL	LOXAHATCHEE	33470	204
PALM BEACH GARDENS MEDICAL CENTER	PALM BEACH GARDENS	33410	199
WEST BOCA MEDICAL CENTER	BOCA RATON	33428	195
BETHESDA HOSPITAL WEST	BOYNTON BEACH	33435	80
KINDRED HOSPITAL THE PALM BEACHES	RIVIERA BEACH	33418	70
LAKESIDE MEDICAL CENTER	BELLE GLADE	33430	70
SELECT SPECIALTY HOSPITAL- PALM BEACH	MECHANICSBURG	17055	60
THE JEROME GOLDEN CENTER FOR BEHAVIORAL HEALTH	WEST PALM BEACH	33407	44
<b>Source: Agency for Health Care Administration</b>		<b>Total Beds</b>	<b>4,558</b>

<sup>26</sup> Florida Department of Health, Bureau of Vital Statistics. (2015) *Total Hospital Beds*

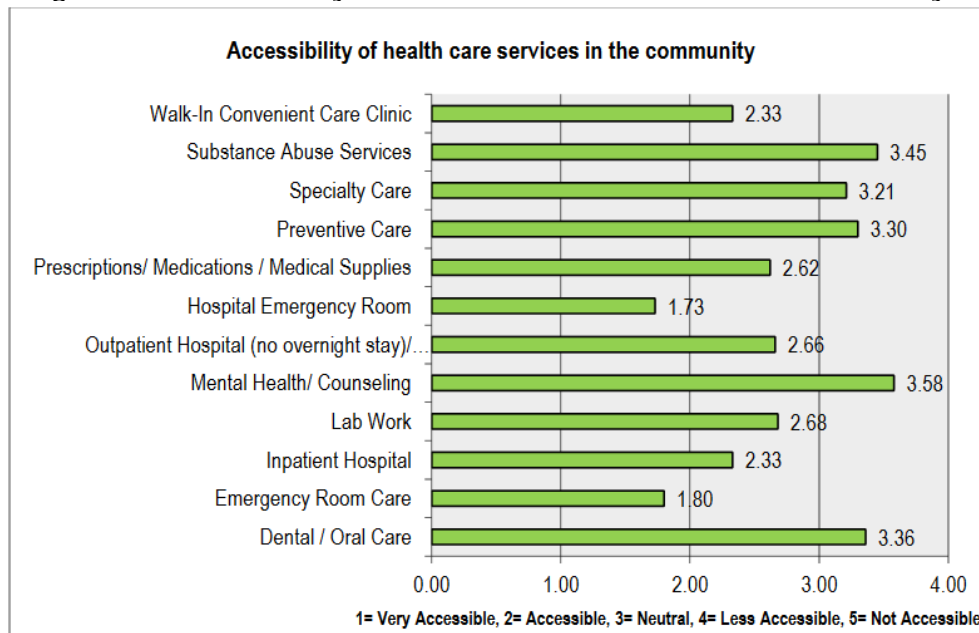
Figure 24 illustrates the resident-to-bed ratio for the populations in the county compared to the state of Florida as a whole.



Other factors that contribute to accessibility of health care include language barriers and which providers are accepted by insurance. As shown previously in Figure 9, 20.3% of adults in Palm Beach County do not have insurance and 13.7% of adults in Martin County do not have insurance.

In 2012, the Florida Department of Health in Palm Beach County conducted a community health assessment. As part of the assessment, providers and stakeholders were surveyed. One question asked was “How accessible are the following types of health care services in your community?” Figure 25 below shows the results to this question:

Figure 25: Accessibility of Health Care Services in the Community<sup>27</sup>



<sup>27</sup> Florida Department of Health in Palm Beach County. (2012) *Palm Beach County Community Health Assessment*.

In JMC's primary service area approximately 1.5% of the population was registered to receive healthcare at a Federally Qualified Health Center in 2014. In the secondary service area, the number of individuals is slightly lower at 1% in 2014 who are registered to receive healthcare at a Federally Qualified Health Center<sup>28</sup>.

MyClinic, which provides primary medical care, referrals for urgent dental services and medical specialists and on-site behavioral health services to low income, uninsured adults who live primarily in the greater Jupiter area, now has over 1,400 registered patients.

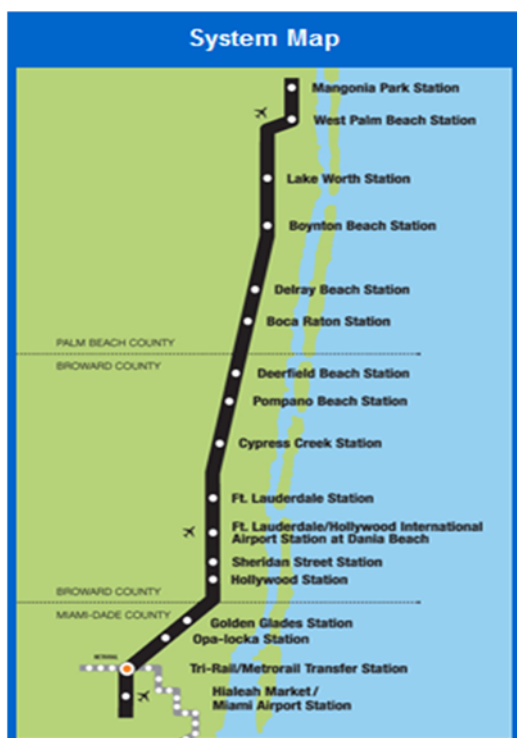
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<sup>28</sup> UDSmapper.gov (2014)

## Transportation

A significant gap exists in public transportation offered in Palm Beach and Martin Counties resulting in a need for transportation options for patients to travel to JMC for medical appointments. Some households don't have a vehicle or share one between multiple family members. Many parts of the county are not close to the bus or train routes and the service may be unreliable. As a result, some people may find themselves without a way to get to doctor visits and to the hospital.

Within Palm Beach County, Palm Tran serves more than 3,200 bus stops with 150 buses. Weekday peak services run every thirty minutes, while off-peak services run every sixty minutes, and weekend services run hourly on most routes.<sup>29</sup>



Palm Tran offers rides for \$2.00 for adults. Seniors (65 and older), students (21 and under with valid school ID), and those with disabilities can ride for \$1.00. Reduced daily passes and reduced monthly QUIK passes are also available for \$3.50 and \$55.00 respectively. Palm Tran only offers one route around the town of Jupiter. Route 10 follows Military Trail north/south starting at Burns Road in Palm Beach Gardens on the south end and going as far north as Indiantown Road in Jupiter.

In addition to Route 10, the Palm Tran Connection is a shared ride, door-to-door service for qualifying individuals who are unable to transport themselves to health care, employment, education, shopping, social activities, or other life-sustaining activities.

Tri-Rail also provides public transportation to South Florida in the form of trains that run from Miami and Hialeah to West Palm Beach.<sup>30</sup> The northernmost trains stop at Mangonia Park Station, which is located in West Palm Beach approximately eight miles south of the service areas of JMC. Therefore, the Tri-Rail also does not sufficiently fulfill the need for accessible health care within the JMC community.

<sup>29</sup> PBC.gov.com. (2016). *Palm Tran Public Transportation Quick Facts*.

<sup>30</sup> South Florida Regional Transportation Authority. (2016) *Tri-Rail*.

# V. Input from Persons Who Represent Broad Interests of the Community

## Purpose

As part of the CHNA process, JMC solicited and took into account input received from a variety of sources in identifying and prioritizing significant health needs and in identifying resources potentially available to address those health needs. Interviews were conducted with community leaders in order to identify the health needs of the community. In addition, surveys were distributed electronically to over 3,600 individuals, representing a broad range of persons in the community served by Jupiter Medical Center.

## Community Leader Interviews

Community leaders were selected for interviews based on their expertise in the health of the community and the minority, low-income, medically underserved, or other vulnerable populations they represent. Each leader represented a unique and different segment of the population, giving JMC broad insight into the health needs of the community. The community leaders who were interviewed, as well as the populations represented by their respective organizations, are listed below:

Person Interviewed	Population represented
Dr. Alina Alonso, MD Health Director Florida Department of Health in Palm Beach County	The Florida Department of Health serves the medically underserved throughout Palm Beach County. It provides free immunizations for children and parental education in child care as well as works to provide and ensure quality primary health care in Palm Beach County. The input provided by the Florida Department of Health represents medically underserved individuals across Palm Beach County.



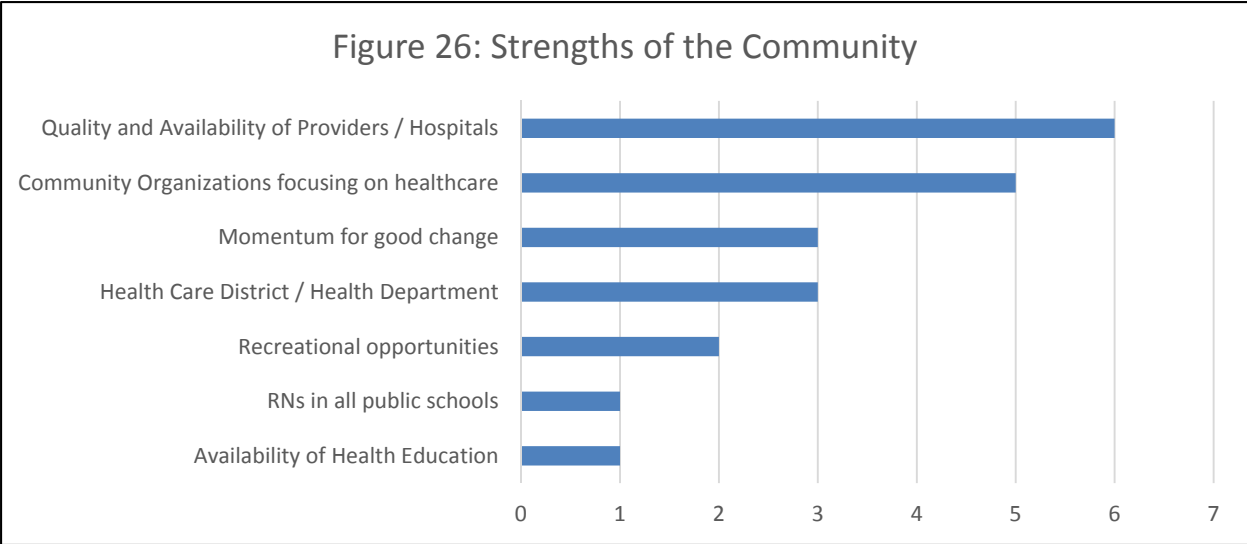
Person Interviewed	Population represented
<p>Dr. Ron Surowitz Chairperson of My Clinic</p>	<p>MyClinic exists so that low-income uninsured and underserved residents in the community have access to quality health services through a well-coordinated system of care. The input provided by MyClinic represents the health needs of low-income, uninsured and underserved individuals in the community.</p>
<p>Lynn Hayes Healthier Jupiter Chairperson</p>	<p>Healthier Jupiter is a community-driven health initiative funded by Palm Health Care Foundation. The goal is to create awareness of the risk factors of Type 2 diabetes in the greater Jupiter area. The input provided by Healthier Jupiter represents the general health needs of the greater Jupiter area.</p>
<p>Dora Valdivia Interim Executive Director and Associate Director El Sol- Jupiter's Neighborhood Resource Center</p>	<p>El Sol is Jupiter's Neighborhood Resource Center to improve the quality of life of all residents of the Town of Jupiter by providing services to those in need, especially day laborers and their families. The input provided by El Sol represents the health needs of the Hispanic population.</p>
<p>Satu Oksanen Manager Neighborhood Services Town of Jupiter</p>	<p>Neighborhood Services is a department of the Town of Jupiter and works with residents to maintain and improve the quality of life in Jupiter. The comments received from the Town of Jupiter include input from the Mayor of Jupiter. This input represents the health needs of residents in the town of Jupiter.</p>

Person Interviewed	Population represented
<p>Ginny Keller, RN, MBA, NCSN  School Health Administrator  Health Care District of Palm Beach County</p>	<p>The School Health Administrator works with school nurses across Palm Beach County to provide necessary healthcare to students and children from the nurse's office of each school facility. The input provided by the School Health Administrator represents the health needs of children in Palm Beach County.</p>
<p>Dr. Cathy Burns, RN, PhD  Health Services Specialist  School District of Palm Beach County</p>	<p>The school district of Palm Beach County provides necessary healthcare to students from the nurse's office of each school facility. The input provided by the School District of Palm Beach County represents the health needs of children across the county.</p>
<p>Dr. Kelly Easterling  Jupiter High School Care Team  School District of Palm Beach County</p>	<p>The Jupiter High School Care Team identifies students that have financial needs that are preventing them from successfully receiving an education. The input provided by the Jupiter High School Care Team represents the health needs of students at Jupiter High School.</p>
<p>Dr. Roderick King, MD, MPH  Chief Executive Officer  Florida Institute for Health Innovation</p>	<p>The input provided by the Florida Institute for Health Innovation represents general health needs across the state of Florida. The organization is based in Palm Beach County, Florida but focuses on health needs across the state.</p>
<p>Chris Irizarry, MPA  Vice President and Executive Director of Clinic Services  Health Care District of Palm Beach County</p>	<p>The input provided by the Health Care District of Palm Beach County represents the general health needs across Palm Beach County.</p>

Person Interviewed	Population represented
Dr. Michael Collins, MD Medical Director of Emergency Services Jupiter Medical Center	The input provided by Dr. Collins represents general health needs through the lens of the emergency room at Jupiter Medical Center. Dr. Collins oversees the physicians and healthcare provided in the emergency room at Jupiter Medical Center.

In March 2016, interview questions were mailed to the community leaders. Some of the interview questions were completed and returned via email, and others were completed over the phone with a member of the Steering Committee. The same questions were asked in each interview. Below is a summary of responses to the interview questions.

The first question asked was **“What are the top three strengths of the community (related to health)?”** A summary of the responses to this question, summarized into general categories, are shown in Figure 26 below.

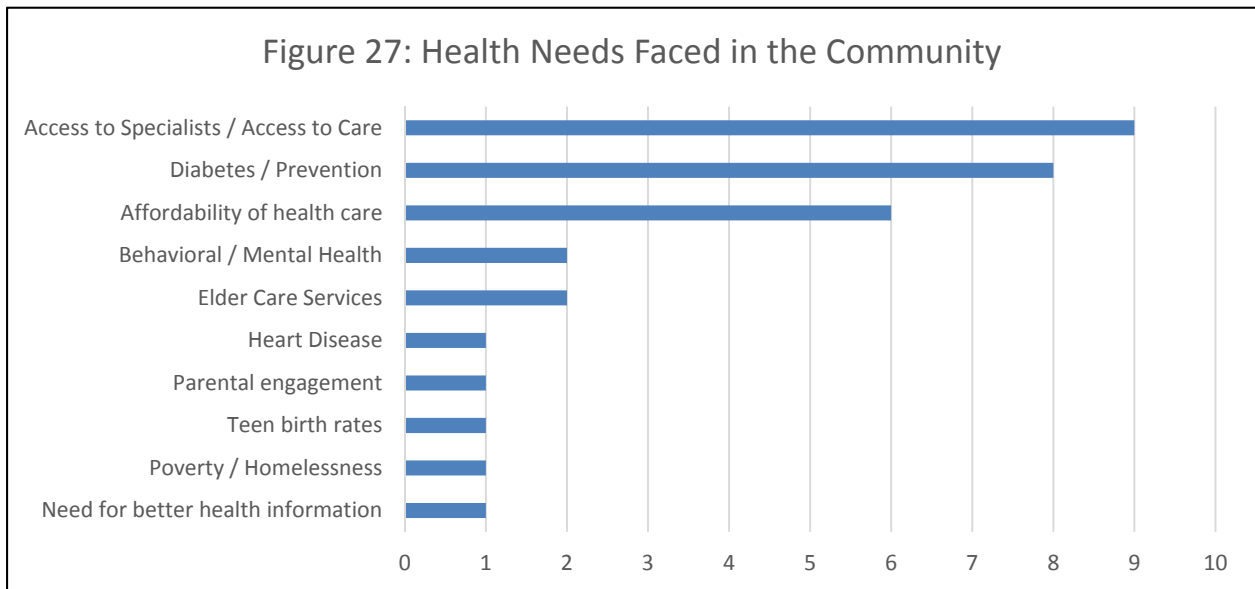


The second question asked in community leader interviews is below, with two follow-up questions.

**What are the top three health issues faced by your constituents (i.e. the segment of the community that you best represent and understand)? For each health issue, please provide:**

- 1. What are the barriers to overcoming this issue?**
- 2. What additional steps should be taken by healthcare providers to address the health issue?**

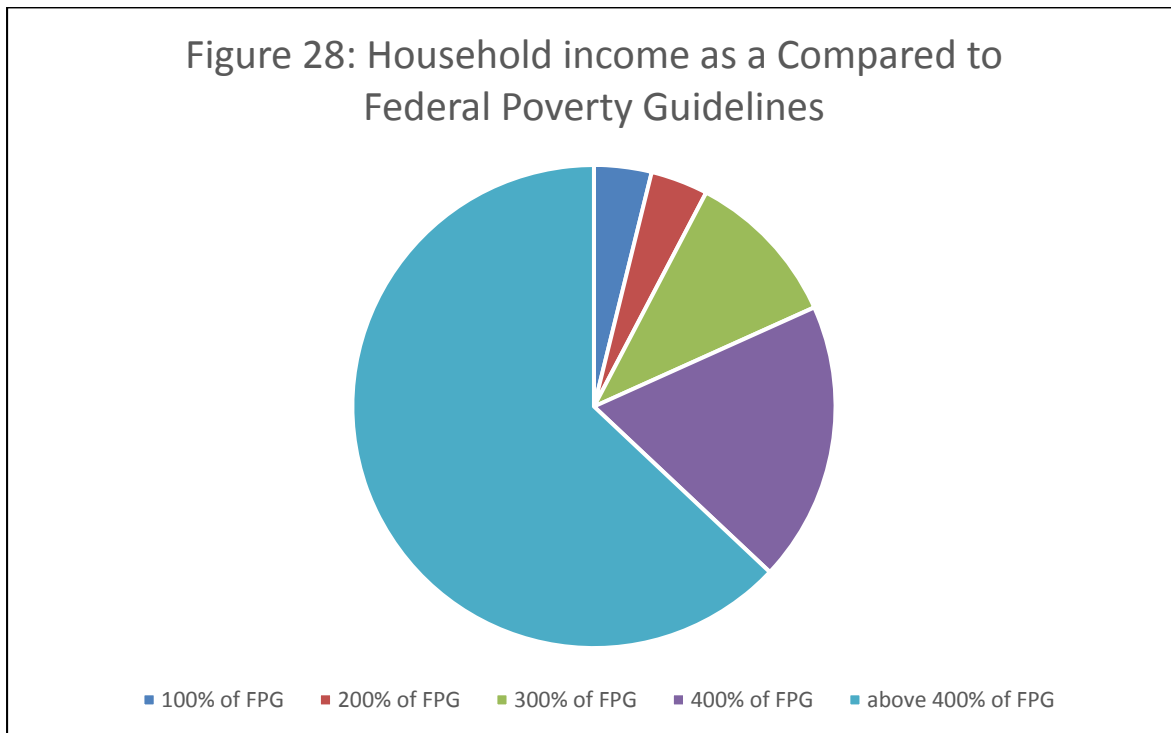
A summary of the health issues is shown in Figure 27 below. Some of the common themes were access to care (including transportation concerns) and affordability of healthcare (including the options available to those who are uninsured or underinsured).



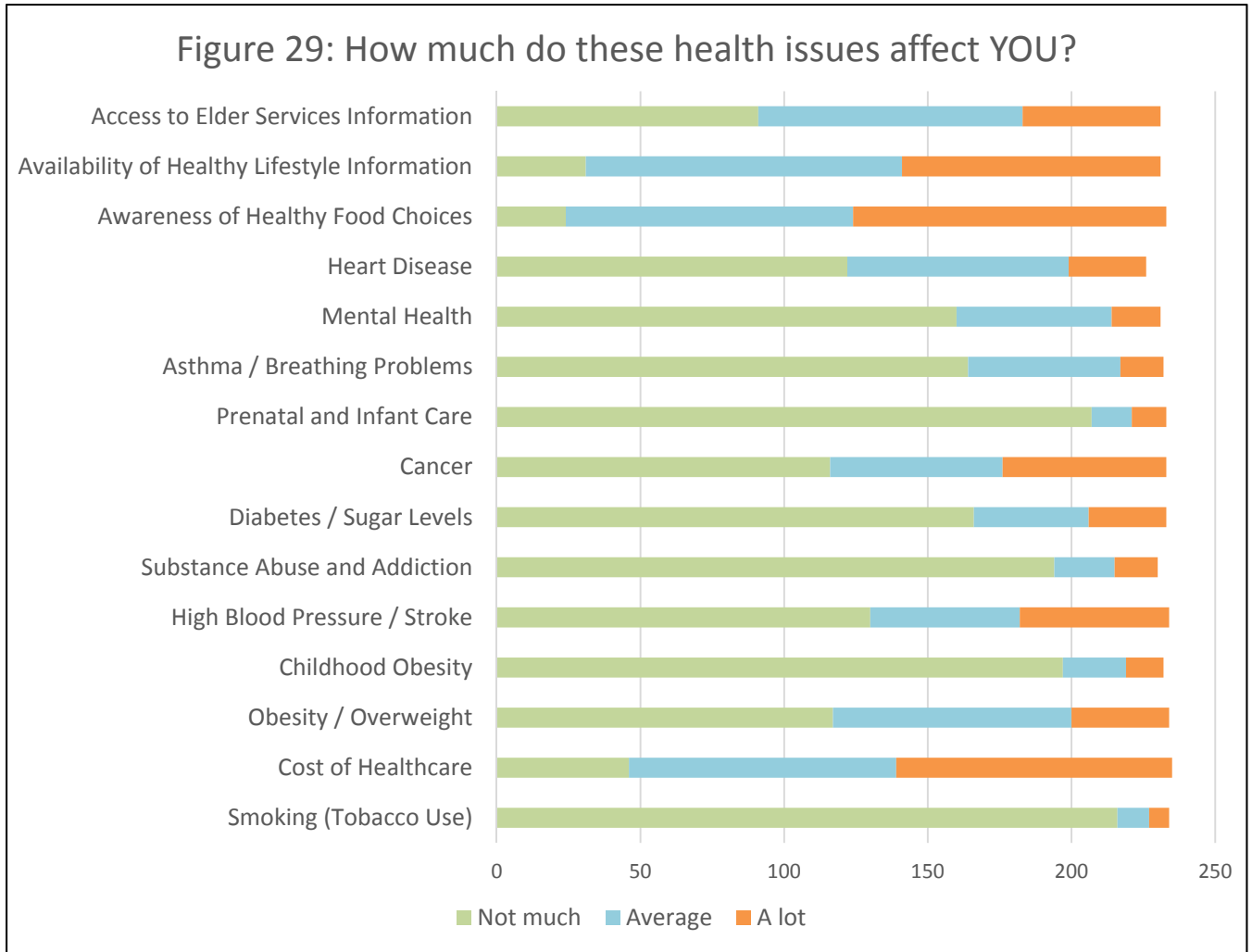
## Health Survey Data from the Community

In order to develop a broad understanding of community health needs, JMC distributed a survey electronically to over 3,600 individuals from the organization's primary and secondary service area. The surveys were sent in March 2016 and the survey response rate was 6.7%. The survey was distributed via email with instructions and a link to the survey questions. After the first email was sent, a reminder email was sent a week later to those who had not yet completed the survey. See Appendix A for the complete survey.

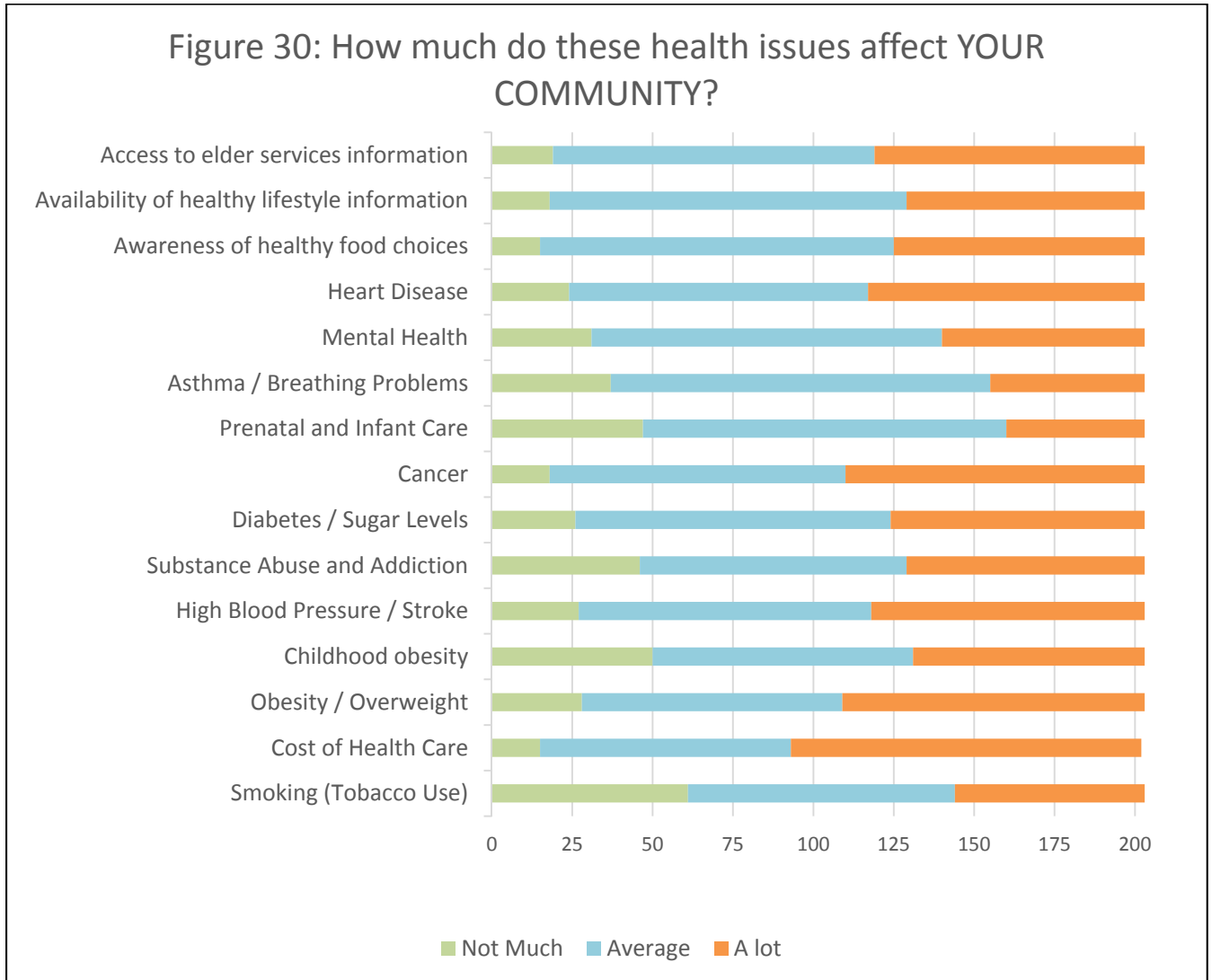
Seventy two percent of the respondents indicated they are age 55 or older. The other demographics of survey respondents are varied, though, with a wide variety of household income levels and ethnicities represented. In fact, 37% of respondents had incomes below 400% of the Federal Poverty Guidelines ("FPG") and 8% of respondents had incomes below 200% of FPG, as determined by the United States Department of Health and Human Services. Figure 28 below shows the number of recipients who were at various levels of FPG (based on number of household size and annual household income).



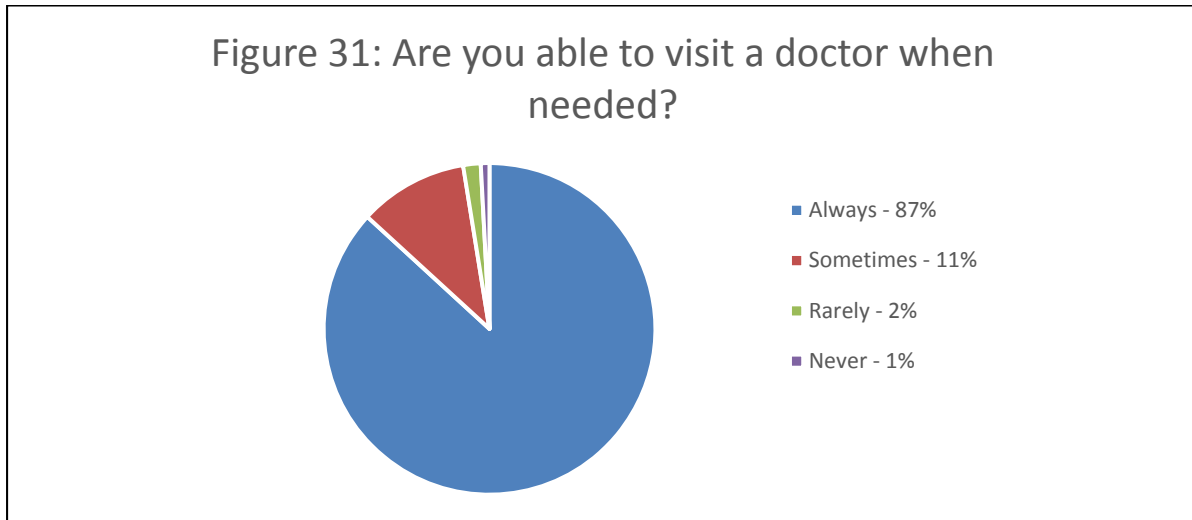
When asked **“How much do these health issues affect YOU”**, awareness of healthy food choices and cost of healthcare were the two issues that affected respondents the most. In the chart below all of the responses to this question are summarized.



When asked **“How much do these health issues affect YOUR COMMUNITY?”**, the cost of healthcare and cancer were the two issues affected the community the most. In the chart below are all of the responses to this question.

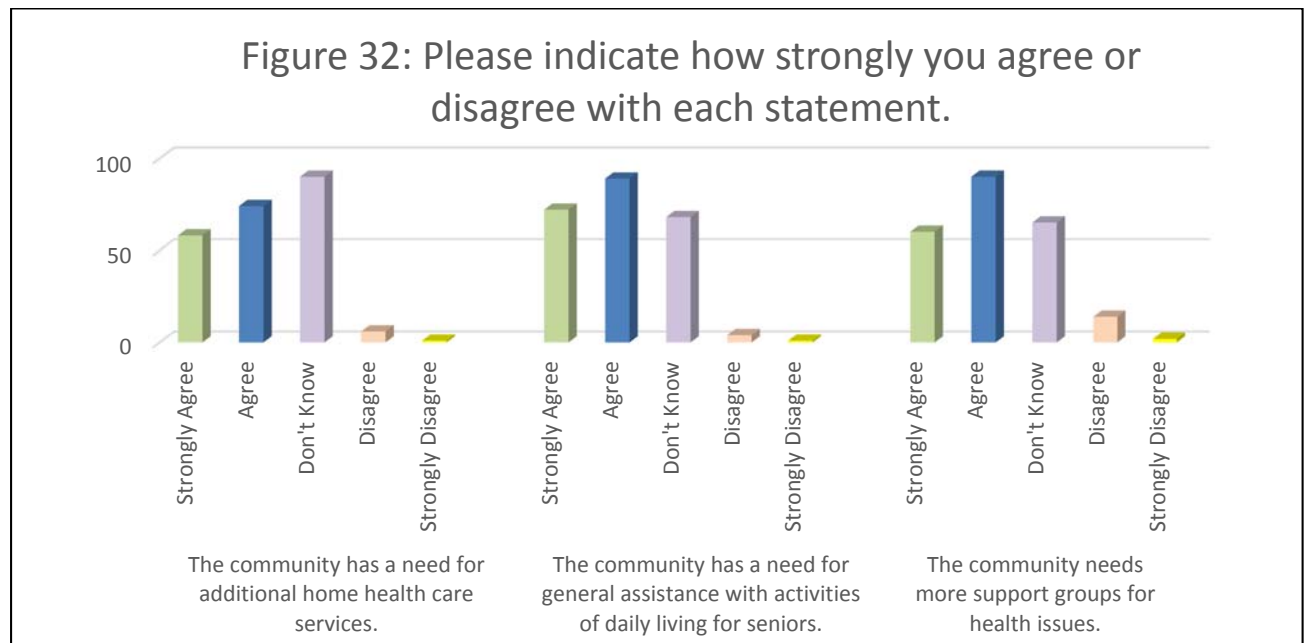


Survey respondents were asked **“Are you able to visit a doctor when needed?”** A large majority of individuals responded that they were always able to see a doctor when needed. The results are shown in the chart below:



Among many questions asked in the survey, a majority of respondents agreed that the community has a need for several new services. The results are shown below for the following three statements:

- The community needs more support groups for health issues.
- The community has a need for general assistance with activities of daily living for seniors.
- The community has a need for additional home health care services.

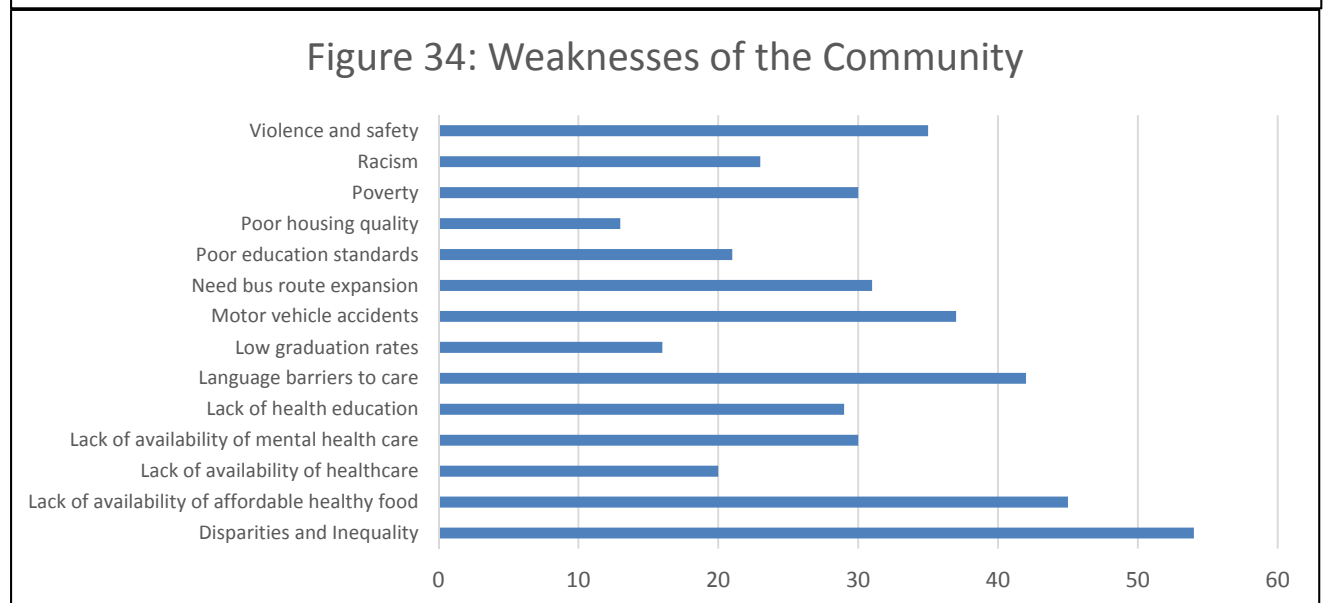
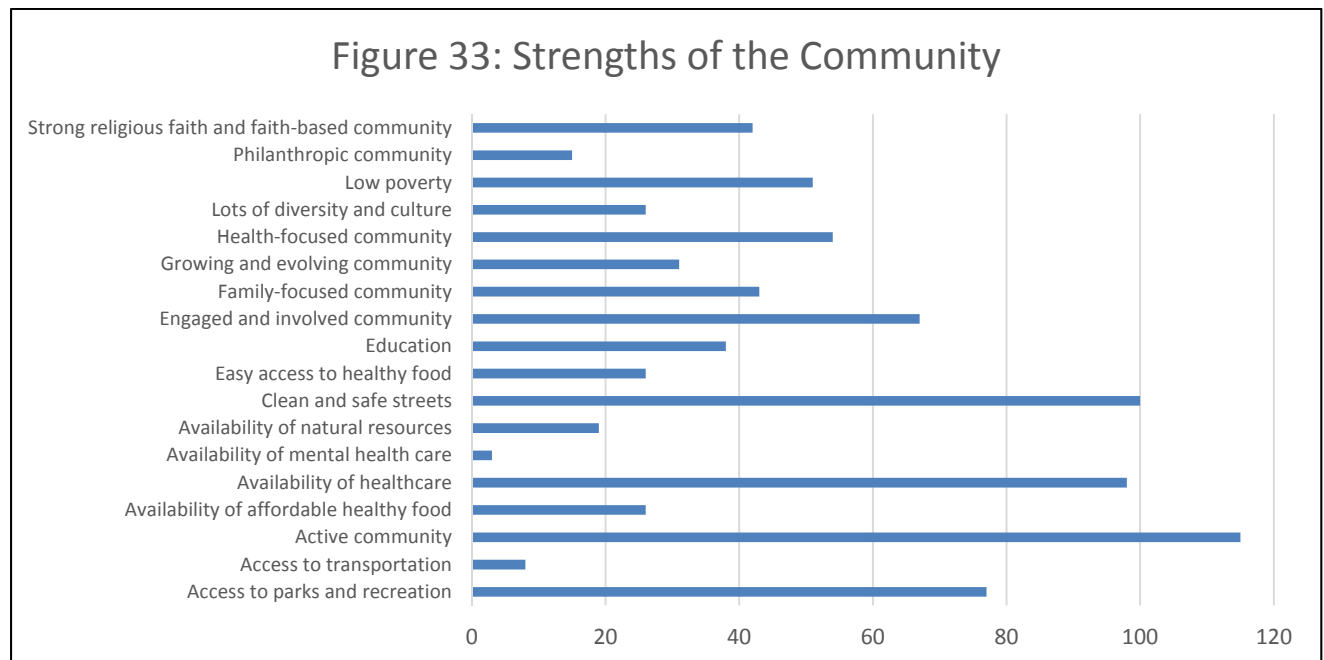




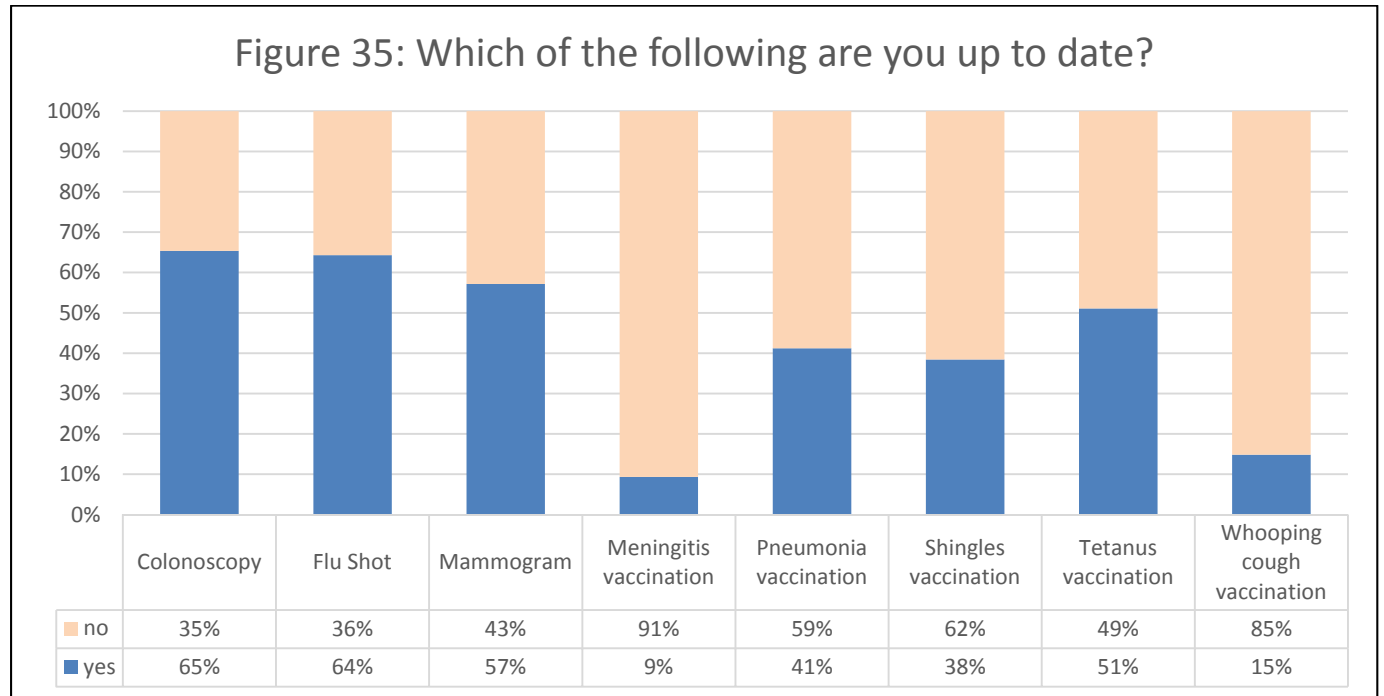
The community survey asked the following two questions:

- What do you believe are the current STRENGTHS of your community?
- What do you believe are the WEAKNESSES of your community?

The responses to these questions were varied. The survey provided predetermined responses that could be selected from the list. Respondents were told to only mark up to five, although many individuals marked more than five selections. It is interesting to note that over 830 responses were provided for strengths of the community but only 425 weaknesses were provided – signaling a general feeling of optimism among survey respondents. Below is a summary of the strengths and weaknesses identified.



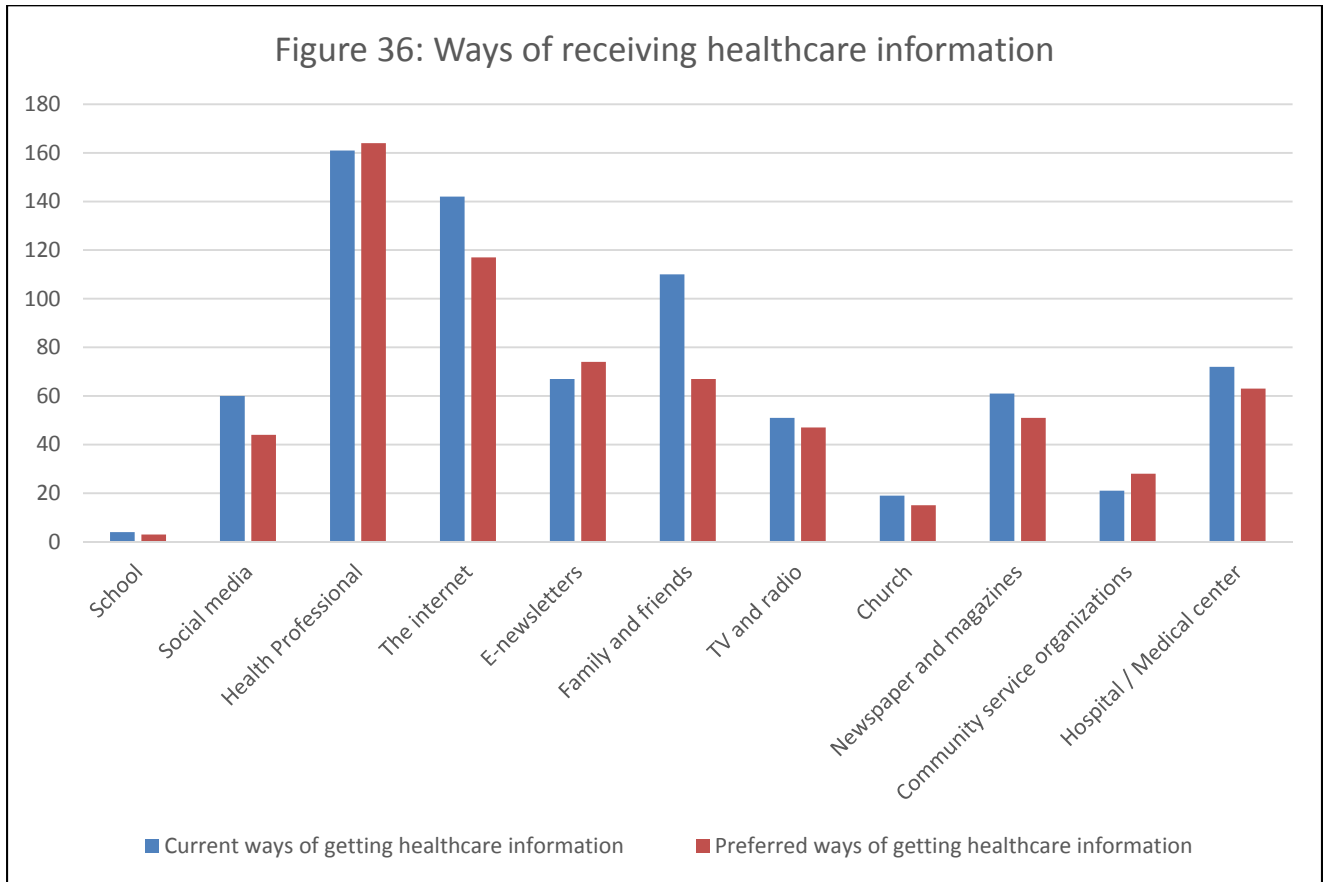
The last question of the survey asked **“Check all of the following of which you are current (up to date)”**. Of the individuals who answered this question, an unchecked box for one of the response options can presumably be interpreted to mean that preventative practice is not up to date. Thus, presumably 35% of respondents are not up to date on a recommended colonoscopy and 36% have not gotten a recent flu shot.



Seventy-seven percent of the female respondents had marked that they were up to date with recommended mammograms. Further analysis reveals that of the female respondents 46 years old and older, 81% indicated they were up to date with recommended mammograms.

Similarly, colonoscopies are generally recommended after age 50. A review of results indicated that of the respondents age 46 and older, 70% had gotten the recommended colonoscopy. Of the respondents age 56 and older, 73% were up to date on a recommended colonoscopy.

Figure 36 below shows how information about health resources in the community is received and how respondents would prefer to receive the information. Seventy percent of respondents indicated they receive information currently from a health professional, 62% indicated they receive information from the internet and 48% indicated they receive health information from family and friends.



## Comments Received on Prior CHNA / Implementation Strategy

Jupiter Medical Center did not receive any written comments on its prior CHNA or implementation strategy.

# VI. Prioritized Description of Significant Health Needs of the Community

## Significant Health Needs Identified and Prioritized

The goal in conducting the CHNA is to identify significant health needs within the community served by JMC, prioritize those health needs, and identify potential resources (such as programs, organizations, and facilities in the community) available to address the health needs.

The health needs identified included the following listed below. The health needs were identified by the Steering Committee based on its review and discussion of the primary and secondary data, including population characteristics and input from community leader interviews and survey information, as well as the collective health care knowledge of the committee members themselves.

- Cancer
- Heart Disease
- Stroke
- Mental Health / Behavioral Health
- Access to Healthcare
- Affordability of Healthcare
- Chronic Lower Respiratory Disease
- Nutrition & Exercise / Diabetes
- Elder Care Services

In order to prioritize the significant health needs, the Steering Committee considered such factors as the impact of the health need on community health improvement, the scope of the community affected by the health need, the threat to long term quality of life, the lack of resources in the community to address the health need, and the consequences of inaction related to the health need.

After considering these factors and assessing the input provided by the community leaders and survey participants, the Steering Committee determined that the prioritized health needs of the community served by JMC are as follows:

- **Cancer**
- **Heart Disease**
- **Nutrition & Exercise / Diabetes**

Additionally, the Steering Committee determined that “Access to Healthcare” is an issue that runs through each of the prioritized health needs. Rather than identifying Access to Healthcare as a separate prioritized health need, however, the Steering Committee

determined that it will consider access issues in each of the three prioritized health needs when crafting the implementation strategy.

## Discussion of Significant Health Needs

This section discusses each of the significant health needs identified in this CHNA:

### **CANCER**

Cancer is the second and first leading cause of death in JMC's primary and secondary service area, respectively. It is also the first leading cause of death in Martin County and the second leading cause of death in Palm Beach County.

Steering Committee members discussed various aspects related to the delivery of cancer care within the community that currently need to be addressed in order to improve cancer care. Although there are a variety of settings within the community that offer cancer care, from screenings through treatment, access to care can be fragmented. The coordination of care requires patients to be able to navigate the health care system including various physician practices, understand risk factors, and have access to financial resources. Patients must either have insurance coverage or the ability to pay for regular screenings, and for those with a cancer diagnosis, they must have the ability to cover the high cost of cancer treatment(s).

The Steering Committee believed there is a need in the community to provide better access to the cancer screening, diagnosis and treatment options in the community, especially to low-income and minority individuals. Access to specialists and the affordability of health care were some of the concerns identified by community leaders during the interview process. Several of the community leaders interviewed thought that the quality of hospitals and providers in the area was excellent but that the coordination of care and the availability of resources to uninsured and underinsured individuals were important issues to address.

The Steering Committee believed that, without further action and continuing to make cancer services easily accessible, patients may search for services outside of the community in order to receive care. In order to avoid individuals experiencing delays in care, which can lead to extensive treatment and increased costs for advanced disease, JMC determined that cancer should be its top priority health need to address over the next few years.

### **HEART DISEASE**

Heart disease is the first and second leading cause of death in JMC's primary and secondary service area, respectively. It is also the first leading cause of death in Palm Beach County and second leading cause of death in Martin County.

Steering Committee members discussed various aspects related to the delivery of cardiac care within the community that currently need to be addressed in order to improve cardiac care. Specifically, prevention of heart disease through cardiac health and wellness is very important. Cardiac wellness programs reduce cardiovascular risk and improve the quality of life of patients. Additionally, embracing a holistic approach to preventing and treating heart disease and to managing chronic diseases is essential—for example, simultaneously managing non-cardiac comorbid conditions, such as diabetes and obesity, which complicate heart disease.

The Steering Committee believed there is a need in the community to promote cardiac wellness in order to prevent heart disease. Several community leaders pointed to risk factors which contribute to heart disease, including obesity and diabetes, as important health concerns in the community. In addition, as mentioned above in relation to cancer care, access to specialists and the affordability of health care were some of the health concerns identified by community leaders during the interview process.

The Steering Committee believed that addressing access to care in relation to heart disease and cardiac wellness would be an important step to ensuring the community has the best treatment and resources available. Without JMC making heart disease a priority, individuals might not have access to resources to diagnose the disease early and aggressively treat risk factors for heart disease.

## **NUTRITION, EXERCISE, AND DIABETES**

Eighty percent of heart disease can be prevented.<sup>31</sup> Many types of cancer are also preventable by making healthy choices. A person's risk for cancer or heart disease can be reduced by eating a diet rich in fruits and vegetables, keeping a healthy weight, and being physically active. These activities which are commonly categorized as prevention measures not only reduce the risk of cancer and heart disease but also reduce the risk of diabetes.

The Steering Committee believed that promoting a healthy lifestyle and providing health education is a significant health need of the community and is important in order to influence overall health. Community leaders interviewed felt strongly that nutrition and exercise were important. Many noted that the lack of good eating and exercising habits was the most important health concern faced by the community. The quantitative data also supports that nutrition and exercise are important factors in preventing serious health issues including cancer and heart disease.

The Steering Committee believed that addressing the need for increased nutrition and exercise focus in the community, as well as addressing the occurrence and management of those with diabetes, are important steps in achieving an overall healthier community.

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<sup>31</sup> American Heart Association. (2015) *Make the Effort to Prevent Heart Disease with Life's Simple 7*.

## VII. Resources Potentially Available to Address Significant Health Needs

### Community Resources to Address Health Needs

This section contains a description of the resources potentially available to address the significant health needs identified.

#### **CANCER**

The Steering Committee discussed the current resources that are available to potentially address cancer in the community. JMC's Ella Milbank Foshay Cancer Center provides a comprehensive scope of services from diagnostic testing, education, prevention and screening to state-of-the-art cancer treatment and rehabilitative care. In addition to the state-of-the-art treatment provided at Jupiter Medical Center, some options outside of JMC that are available to the community include:

- Cleveland Clinic Florida's Maroon Cancer Center (locations across South Florida) – between 4 -75 miles away
- Boca Raton Regional Hospital Lynn Cancer Institute (Boca Raton, FL) – 47 miles away
- Memorial Cancer Institute (Hollywood, FL) – 67 miles away
- University of Miami Sylvester Comprehensive Cancer Center (Miami, FL) – 88 miles away
- Baptist Health South Florida Miami Cancer Institute (Miami, FL) – 98 miles away

While the above programs are notable cancer programs, it would be a hardship on members of the JMC community to seek regular treatment at facilities so far away from their homes.

#### **HEART DISEASE**

The Steering Committee discussed the current resources that are available to potentially address heart disease in the community. Jupiter Medical Center provides the best cardiac care to the community with its new partnership, Mount Sinai Heart New York at Jupiter Medical Center. The partnership encompasses nearly all facets of cardiac care, including interventional cardiology, cardiac rehabilitation, electrophysiology, non-invasive imaging, and congestive heart failure. Although many facets of cardiac care are provided at Jupiter Medical Center, some services are not available at Jupiter Medical Center, such as open-heart surgery. The following organizations provide treatment and care for heart disease, including open-heart surgery:

- Cleveland Clinic Florida's Maroon Cancer Center (locations across South Florida) – between 4 -75 miles away
- The Heart Institute at Palm Beach Gardens Medical Center (Palm Beach Gardens, FL) – 8 miles away
- Boca Raton Regional Hospital Lynn Cancer Institute (Boca Raton, FL) – 47 miles away
- Memorial Cardiac & Vascular Institute (Hollywood, FL) – 67 miles away
- University of Miami Sylvester Comprehensive Cancer Center (Miami, FL) – 88 miles away
- Baptist Health South Florida Miami Cardiac & Vascular Institute (Miami, FL) – 98 miles away

## **NUTRITION, EXERCISE AND DIABETES**

The Steering Committee discussed the current resources that are available to potentially address nutrition, exercise and diabetes in the community.

### **NUTRITION**

Jupiter Medical Center offers nutrition classes and education to promote a healthy lifestyle. The "Nutrition for a Healthier Lifestyle" is taught by a registered dietician and offers a series of three classes and a healthy eating starter kit. Also, JMC offers nutrition coaching which pairs a registered dietician with an individual to provide personal nutrition coaching and weight management services. In addition, JMC provides nutrition and diet programs for other medical conditions outside of diabetes – weight loss, renal disease, pre-diabetes, gluten free diets, diets to help weight gain for those undergoing cancer treatment.

In addition to the nutrition services offered at JMC, there are other companies and organizations that provide nutrition education, classes and counseling to the community:

- Many of the fitness facilities in the area offer nutrition coaching and education, including BGI Fitness, Anytime Fitness, LA Fitness, etc.
- The Supplemental Nutrition Assistance Program offers nutrition assistance to eligible, low-income individuals and families. This is a program offered by the United States Department of Agriculture and available to residents of Florida through the Florida Department of Children and Families ACCESS Florida program.
- American Diabetes Association Southeast provides nutrition education services to the community.
- Many organizations offer a CDC-Recognized Lifestyle Change Program which include a CDC-approved curriculum, a lifestyle coach and a support group to address lifestyle changes including nutrition education and services.



## **EXERCISE**

Jupiter Medical Center's Cary Grossman Health & Wellness Center is a state-of-the-art facility designed to encourage fitness and exercise by providing individual memberships, group fitness classes, personal training options and other wellness services. The center also bridges the gap between therapy and wellness after an individual finishes required physical therapy.

In addition to the exercise options offered at JMC, other companies and organizations offer exercise options in the community. In fact, there are recreational areas open to the public in many of Jupiter's parks and beaches. Some of the exercise options in the area include:

- Many fitness facilities which offer exercise equipment and classes in the area including Orangetheory Fitness, Jupiter Fitness, Anytime Fitness, etc.
- State and local parks including Abacoa Community Park, Daily Park, Jupiter Community Park, Indian Creek Park, Heights of Jupiter Park, Lighthouse Park, Jupiter Village Park, etc.
- The Jewish Community Center in Palm Beach Gardens offers fitness classes in partnership with JMC.

## **DIABETES**

As noted above, JMC offers nutrition and exercise classes and programs in its Cary Grossman Health & Wellness Center. The Diabetes Education and Outpatient Nutrition Services programs are designed to provide preventative education and services to the community to improve the overall health and wellbeing of area residents. The diabetes education program is a recognized program of the American Diabetes Association.

A registered dietician and a registered nurse, both certified diabetes educators, teach diabetes self-management techniques to help achieve blood glucose control, which may help prevent or delay the onset of diabetes-related complications. The diabetes self-management classes provide those with diabetes and their families comprehensive information on nutrition, medications, blood glucose monitoring, exercise, foot care, goal setting, and more. In addition, JMC provides insulin pump training, a free diabetes support group, and an annual Diabetes Resource day (which is open to the community to provide screenings and resources).

In addition to the services offered at JMC, there are other organizations that provide diabetes resources and services to the community, including:

- American Diabetes Association provides a diabetes support group and healthy meal planning workshops.

- The Boca Raton Regional Hospital Diabetes Center provides a comprehensive diabetes program including classes and education on nutrition, exercise, signs and symptoms of diabetes and prevention information.
- MyClinic provides primary medical care and diabetes specialty care as well as lab and imaging tests to low income uninsured people in the community free of charge.
- El Sol provides healthy lifestyle information in English and Spanish including offering supplies and test strips to those who cannot afford them.
- The Healthier Jupiter initiative funded by Palm Healthcare Foundation is actively working to bring community resources together to prevent Type 2 diabetes and provide education to the community.
- In addition, there are many private practice specialty care providers who provide healthcare services and diabetes resources.

## VIII. Evaluation of Impact of Actions Taken Since Last CHNA

JMC conducted a community health needs assessment in 2013 which included input from community leaders, data collected from a health survey of the Hispanic population, and other quantitative and qualitative community data. The priority needs addressed by the 2013 CHNA include cancer, cardiac wellness and access to healthcare.

Since the previous community health needs assessment, JMC has taken actions to address the significant health needs that were identified. JMC has evaluated the impact of these actions and below is a summary of the impact of actions taken since the 2013 CHNA:

### Cancer

*Strategy: Increase the number of prostate and skin cancer screenings.*

JMC offers health events that provide critical health information to men age 40 and older, encouraging them to talk to their doctors about their urologic health and prostate cancer risk. Because prostate cancer is most treatable when caught and managed early, the organization provides health education to the community to encourage early detection. Current prostate cancer screening guidelines recommend that every man have a thorough discussion with his physician about the risks and benefits of prostate screening; therefore, most prostate screenings are done in physician offices. However, JMC continues to offer educational programs and has health information on the hospital website. The additional outreach efforts of JMC have increased the number of prostate cancer patients treated.

In addition, JMC has increased the number of skin cancer screenings offered to encourage early detection. JMC tracks the individuals who follow-up their screening with a visit to a dermatologist. Furthermore, JMC offers health education lectures which provide information on new procedures and technology as well as treatment options for those who may be diagnosed with skin cancer. The health education and screenings offered by JMC has increased the number of skin cancer patients treated.

*Strategy: Increase the amount of community outreach and education regarding risk factors, the importance of a healthy lifestyle and the importance of early screenings.*

JMC's Community Outreach Program provides educational programs, health fairs and screenings throughout the year. These beneficial programs promote wellness, helping to prevent and detect diseases at their earliest and most treatable stages. JMC's Speaker's Bureau provides a significant amount of educational programs and materials to corporate organizations, religious groups, clubs and communities. In the fiscal year ended September 30, 2015, JMC provided over 82 on-site and 19 off-site lectures and 70 health fairs. These coordinated outreach efforts are designed to meet pressing community health needs and help educate adults and children about the importance of disease prevention, early detection and healthy living.

*Strategy: Increase information about transportation services available in the community.*

Jupiter Medical Center's Auxiliary offers a complimentary Motor Aid transportation service which provides non-emergency transportation to JMC's main campus and any facility affiliated with JMC. This service has recently been expanded to a larger geographic service area to provide for patients and families who have no alternative method of transportation. The Motor Aid transportation program provided services to 653 individuals in the year ended September 30, 2015, which aided those individuals in receiving necessary healthcare services.

In addition, JMC's "Wellness in Motion" bus began offering mobile mammography utilizing the new Selenia Digital Mammography Unit. This bus has been involved in numerous community outreach efforts and has been present at major Palm Beach County events and businesses – making JMC's services more accessible and convenient than ever. The "Wellness in Motion" bus has provided services to 226 individuals who received a mammogram or vascular screening in the year ended September 30, 2015. This offering has increased the number of patients who received a mammogram. In addition, the "Wellness in Motion" bus provided information at 80 health fairs and events spanning three counties.

### *Additional actions taken*

JMC has made significant investments in its breast cancer treatment programs by establishing the Margaret W. Niedland Breast Center on JMC's new oncology campus. The Niedland Breast Center houses a full continuum of breast health services in one location. JMC has recruited new physicians who specialize in providing comprehensive, high-quality healthcare services. The new breast center is expected to increase the number of patients served by 2%.

## Cardiac Wellness

### *Strategy: Add Ultrasound Vascular Screenings*

JMC's extensive list of health screening options includes ultrasound vascular screenings. Ultrasound screening of the arteries detects the risk for stroke, abdominal aortic aneurysm and peripheral arterial disease. These screenings include the radiologist's interpretation of screening results to ensure that early detection and prevention services are available to the community. Vascular screenings are offered monthly on an ongoing basis, averaging 4-6 patients per month.

### *Strategy: Add second Cardiac Catheterization lab*

JMC formed a new partnership with Mount Sinai Heart New York and JMC now operates two state-of-the-art cardiac catheterization labs to provide the most advanced technologies to detect anomalies and provide high-quality care. JMC's cardiology program has seen a significant 169 percent increase in patient volume since adding the second cardiac catheterization lab and forming the new partnership with Mount Sinai Heart.

### *Strategy: Add meditation & yoga classes.*

JMC's Cary Grossman Health & Wellness Center offers group fitness classes weekly, plus special classes, health education lectures, screenings and cooking demonstrations. The fitness classes include water aerobics, pilates, yoga, boot camp, flexibility training, and Zumba. These classes encourage a healthy lifestyle and cardiac wellness. In addition, massage therapy is offered to address total wellness. These classes have had hundreds of participants over the last year.

### *Strategy: Increase the number of heart health community lectures.*

JMC offers numerous health lectures each year and many focus on heart health and cardiac wellness. JMC healthcare professionals provided numerous on-site and off-site lectures focused on heart health and cardiac wellness in the fiscal year ended September 30, 2015. In addition JMC offered 70 health fairs. These coordinated outreach efforts are designed to meet pressing community health needs and help educate adults and children about the importance of disease prevention, early detection and healthy living.

JMC's Diabetes Education group provided numerous presentations/ health fairs/screenings focused on diabetes prevention, diabetes management, promotion of healthy lifestyles, which includes reduction in risk factors for diabetes, which are also risk factors for sleep apnea, and heart disease. In addition, many education sessions are offered by JMC employees at MyClinic, a not-for-profit free clinic that provides health services to low income and uninsured individuals. Also, regular sessions are offered at other nonprofit community organizations about heart health and guidance on a healthy lifestyle; some of the organizations where nutrition and education sessions are offered include the Jewish Community Center.

*Strategy: Add Heart Failure Program through home health services*

Through JMC's joint venture with CareServices, patients have access to the Heartwise program which is designed to give patients more control and assist with managing heart health at home, with the focus on controlling or preventing the symptoms of heart failure. CareServices develops a care plan that may include education, medication management, nutrition, weight management and / or lifestyle changes. The services are provided to patients in the privacy and comfort of their own home. This program has increased the number of patients who have received preventative care in the home for managing heart health. In the year ended September 30, 2015, there were 75 patients enrolled in this program.

*Strategy: Increase information about transportation services available in the community.*

As described above, JMC offers a complimentary Motor Aid service which provides transportation to and from JMC facilities. Motor Aid information cards are distributed throughout the organization and Motor Aid transports about 660 patients a year to cardiopulmonary rehabilitation.

## Access to Healthcare

*Strategy: Increase information about transportation services available in the community*

See information provided above about the transportation services available.

*Strategy: Increase collateral materials specific to healthcare information – screenings, healthy living, etc. – in languages other than English*

JMC provides a substantial health library on its website with information on health and wellness, diseases and conditions. The website has specific sections for men's health, women's health, pediatrics, nutrition, recipes and more. The content is available in over 60 different languages.

In addition, many of JMC's health flyers have been translated into Spanish. In addition, the JMC diabetes educator provides monthly programs at El Sol on nutrition, healthy eating and diabetes. These programs are offered in both English and Spanish.

*Strategy: Increase access points to healthcare*

MyClinic, is an independent, not-for-profit free clinic that provides primary medical care, referrals for urgent dental services and medical specialists and on-site behavioral health services to low income, uninsured adults who live primarily in the greater Jupiter area. MyClinic is the result of a collaborative effort among JMC and other community partners and stakeholders. MyClinic's volunteer health professionals cared for more than 1,200 registered patients who accounted for over 2,300 visits last year at no charge. JMC provides imaging, mammography and lab services at no charge to registered MyClinic patients as well as administrative support (including marketing, information technology, and overall project management) and Electronic Health Records. In addition, JMC Diabetes Education and Outpatient Nutrition Services Program provides diabetes education at My Clinic once a month at their diabetes clinic.

In addition, JMC offers a free physician referral service to provide information such as accepted insurance plans, office locations and hours and training and background on more than 600 local physicians. In the year ended September 30, 2015 JMC's Physician Referral Service helped over 2,200 callers.

JMC now has two urgent care centers in Jupiter which offer fast and affordable walk-in service. The urgent care centers offer non-emergency medical treatment, preventative screenings, physicals and vaccines. The centers provide easily accessible points of access so that patients can immediately address healthcare needs.

*Strategy: Enhance information about senior health and insurance options.*

JMC promotes the "Age is Just a Number" program through its Health & Wellness Center, which offers programs and services specifically for seniors in the community. In addition, JMC has provided programs off-site and onsite about understanding Medicare.

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