



2019 COMMUNITY HEALTH NEEDS ASSESSMENT EXECUTIVE SUMMARY IMPLEMENTATION PLAN



COUNTIES:
BOLLINGER
CAPE GIRARDEAU
SCOTT
STODDARD



This assessment identifies the health needs of service area residents. Those needs have been prioritized, and recommendations have been made for programs to be implemented to address those needs.



Saint Francis
HEALTHCARE

211 Saint Francis Drive | Cape Girardeau, MO 63703 | sfmc.net



Saint Francis Healthcare System Community Health Needs Assessment Executive Summary

Saint Francis Healthcare System in Cape Girardeau, Missouri, includes Saint Francis Medical Center, a not-for-profit hospital. Saint Francis Healthcare System conducted the 2019 Community Health Needs Assessment (CHNA). Primary data gathering was done in conjunction with SoutheastHEALTH, which also operates Southeast Hospital, a not-for-profit facility. Saint Francis Healthcare System contracted richmond+blanton, llc. to conduct the CHNA.

CHNA Process and Requirements

A CHNA must be conducted every three years by not-for-profit hospitals in order to comply with federal tax-exemption requirements under the Affordable Care Act. Following the CHNA, the hospital must adopt an implementation strategy to meet the community health needs identified through the assessment, and it must report how it is addressing the needs identified in the CHNA. The hospital must also provide a description of needs that are not being addressed with the reasons why such needs are not being addressed. The ultimate purpose of the CHNA is to improve community health.

The CHNA process consists of the following steps:

1. Define the community served by the hospital facility
2. Identify the partners and individuals representing the broad interests of the community
3. Gather available data and current assessments
4. Develop and conduct primary research
5. Aggregate primary and secondary research
6. Identify and prioritize the health needs in the community
7. Develop and implement a strategy to address the identified priority health issues
8. Widely disseminate the CHNA

The Saint Francis Healthcare System implementation plan for 2019-2022 is attached.

Primary Research

Six focus groups were held in four designated Southeast Missouri counties and the questions were:

1. What do people in this community do to stay healthy? How do people get information about health?
2. In this group's opinion, what are the serious health problems in your community? What are some of the causes of these problems?
3. Where do people go for basic healthcare needs?
4. What are some barriers to receiving healthcare?
5. Of all the issues we have talked about today, what issues do you think are the most important for your community to address?



237 surveys were completed by residents in the four designated counties. The survey was very extensive and consisted of four sections. The survey's demographics were representative of the area's population with respect to uninsured, underserved and at-risk residents.

The four sections of the survey included:

1. **Demographics:** Multiple-choice questions to collect information about the population of the county.
2. **Social and Economic Factors:** Multiple-choice questions to collect information regarding the population's education, employment and income status.
3. **Health Behaviors:** Questions to collect information on the behaviors correlated to health of adults and children in the county.
4. **Medical Care and Services:** Multiple-choice, short-answer and ranked questions to collect information regarding healthcare access, health status, insurance coverage and opinions on health issues.

Key Findings

The following lists represent the key findings of this CHNA by type of need:

Health Needs

- Cancer (leading cause of death)
- Cerebral/Stroke (leading cause of death)
- Heart Disease (leading cause of death)
- Obesity (adults and children)
- Mental Health
- Chronic Lower Respiratory Disease (leading cause of death)

Behavioral Needs

- Smoking (leading attributable)
- Alcohol/Drug Abuse
- Unintentional Injuries

Community Needs

- Availability of Healthcare
- Transportation
- Ability to Afford Prescribed Medications
- Healthcare Affordability
- Counseling and Early Intervention for Mental Health and Substance Abuse

Priority Needs

Prioritization Process

Members of the CHNA team analyzed survey data, focus group data and secondary data in the report to prioritize the community health needs for each county. The priority needs were first identified by primary research or what the community finds most important. The Hanlon Method for Prioritizing Health Problems was used as a tool for prioritization and is recommended by the National Association of County & City Health Officials (NACCHO). These high-priority needs were then validated by the secondary research – looking at the community’s statistics and trends against the state’s statistics and trends. The priority needs were also based on whether the hospital has the ability to have an impact on the need.

Top 5 Priority Needs (and Associated Behavioral Needs)

- Obesity (adults and children)
- Heart Disease (hypertension, diabetes, cholesterol)
- Mental Health (substance abuse, depression, bipolar disorder)
- Cancer (breast, prostate, colon/rectum, lung cancer)
- Healthcare Affordability

Addendum

Top 5 Health Needs by County in 2019

Bollinger County

- Heart Disease
- Mental Health (substance abuse)
- Healthcare Affordability
- Obesity (adults)
- Cancer

Cape Girardeau County

- Heart Disease
- Cancer
- Mental Health
- Obesity (adults and children)
- Diabetes



Scott County

- Heart Disease
- Cancer
- Mental Health (substance abuse, depression, bipolar disorder)
- Healthcare Affordability
- COPD

Stoddard County

- Heart Disease
- Mental Health (substance abuse)
- Obesity (adults)
- Cancer
- Healthcare Affordability



Saint Francis Healthcare System Implementation Plan

Analyzing primary data collected from surveys and focus groups, as well as available data from secondary sources allowed the CHNA team to prioritize the health needs for each county within the “community” served by Saint Francis Healthcare System. The Hanlon Method for Prioritizing Health Problems was used as a tool for prioritization and is recommended by the National Association of County & City Health Officials (NACCHO). The top priority needs from each county were compared with one another, and the following list representing the greatest collective health needs of the community was created:

Top 5 Priority Health Needs

- Obesity (adults and children)
- Heart Disease (hypertension, diabetes, cholesterol)
- Mental Health Treatment (substance abuse, depression, bipolar disorder)
- Cancer (breast, prostate, colon/rectum, lung cancer)
- Healthcare Affordability

Access to care and affordability of care play a role in most of the other major health needs identified. The table below summarizes Saint Francis Healthcare System’s implementation strategies to address these key community health needs.

Saint Francis Healthcare System – 2019-2022 CHNA Implementation Plan			
Identified Health Needs		Strategies to Address Needs	
Problem	Contributing Factors	How?	Specific Strategies
Obesity	Lack of physical activity – Adults	Encourage and facilitate physical activity, improve exercise habits and diet in adults	<p>Provide Fitness Plus scholarships – 25 community members receive a free scholarship on a quarterly basis. Selection based on a sliding scale</p> <p>American Heart Association Heart Walk sponsorship and screenings available at the walk</p> <p>Arthritis Jingle Bell Run/Walk hosted for Arthritis Foundation. Nearly 200 participants annually</p> <p>MFA Worldwide Walking Challenge – Fitness Plus members are challenged to increase exercise and recreation annually during April</p> <p>Offer Exercise is Medicine to patients through physician referrals. Grant funding for this program to patients. Exercise is Medicine is free to Cape Girardeau County residents over age 60.</p> <p>Presence on the Cape Girardeau Healthy Communities Coalition – participate with community agencies and promote healthy activities for adults and children</p>



	Lack of physical activity – Children	Encourage and facilitate physical activity and improving healthy exercise habits in kids	Collection of BMI's in adults to address a larger population
			Offer health fairs with dietary information Provide GoNoodle Premium to every student in every school in Southeast Missouri. Continuance beyond June 2019 will be considered. GoNoodle is teaching children about diet, exercise and activity in home and school. As of March 2019, 14 counties in Southeast Missouri are served by Saint Francis' GoNoodle program.
			Offer Kids Summer Camp developed around physical activity Offer Leaps and Bounds – an exercise program for 2 to 5 year olds, twice weekly, free for Fitness Plus, small fee for non-members

Saint Francis Healthcare System – 2019-2022 CHNA Implementation Plan			
Identified Health Needs		Strategies to Address Needs	
Problem	Contributing Factors	How?	Specific Strategies
Obesity (cont.)	Poor eating habits	Encourage healthy eating and weight management Offer healthy weight loss programs and in extreme cases, weight loss surgery	Offer BMI measurements and demo on sugary drinks at community events via the Healthy Communities Coalition Saint Francis' Wellness Department offers nutrition and diet classes free to the public. Additional classes, called Healthy Bites, are offered monthly and are on many topics including the DASH diet and other healthy weight control strategies. Nutritional counseling sessions are offered for a small fee The Diabetic Education Center provides full day and 2-hour classes covered by Medicare and many other insurances for diagnosed patients. Diabetes educators offer occasional MedTalks and invite community members to learn more about diabetes management. Weight Loss Solutions (bariatric surgery) is covered via Medicare and through many private

			<p>insurances, including Saint Francis' health insurance.</p> <p>Weight Loss Solutions seminars are offered at least monthly.</p> <p>Increasing volume of patient referrals through physician EMR software for bariatric programs</p> <p>Healthy Weigh, one of the top diet plans in the nation is promoted at health fairs and through community partners.</p> <p>Monthly support groups provided for bariatric patients and those considering bariatric surgery</p> <p>Opening of Fresh Healthy Café in Fitness Plus to offer healthy whole foods to visitors and Fitness Plus members.</p> <p>Stoddard County residents can take advantage of a 5K run/walk sponsored by Fitness Plus Dexter and free Zumba demonstrations and class.</p>
--	--	--	--

Saint Francis Healthcare System – 2019-2022 CHNA Implementation Plan			
Identified Health Needs		Strategies to Address Needs	
Problem	Contributing Factors	How?	Specific Strategies
Heart Disease (hypertension, diabetes, cholesterol)	Smoking	Encourage and facilitate smoking cessation	<p>Quarterly smoking cessation classes are offered free to Saint Francis employees and for a fee to members of the public.</p> <p>Smoking cessation is offered to pregnant women and their partners through Saint Francis Baby & Me Tobacco Free. Those who quit can earn \$25 in diapers per month for 6 – 12 months post-partum. The program is grant funded.</p>
	Hypertension	Part of other free screenings	Free stroke screening held annually in the hospital and free to the public by making an appointment (part of hypertension screening)



Saint Francis Healthcare System – 2019-2022 CHNA Implementation Plan			
Identified Health Needs		Strategies to Address Needs	
Problem	Contributing Factors	How?	Specific Strategies
Heart Disease (hypertension, diabetes, cholesterol)	Lack of access to care	Provide education and availability of specialized physicians	<p>Cardiologist Steven Joggerst and Jennifer Cotner, RN, AGACNP-BC, give community outreach talks on heart disease, procedures and prevention multiple times a year.</p> <p>Saint Francis has cardiologists in two of the four CHNA target counties accepting patients beyond the hospital's walls.</p> <p>Cardiac rehab scholarships for uninsured or underinsured patients who need rehab after a cardiac incident to offset expenses and to ensure proper rehab is finished.</p> <p>Cardiac Hope bags provided free to cardiac patients. Items include blood pressure monitor and scales to monitor weight.</p>

Saint Francis Healthcare System – 2019-2022 CHNA Implementation Plan			
Identified Health Needs		Strategies to Address Needs	
Problem	Contributing Factors	How?	Specific Strategies
Cancer	Health habits Smoking	Encourage and offer programs for smoking cessation, healthy eating and weight management	<p>See smoking cessation information above</p> <p>See healthy eating and weight management above</p> <p>See Fresh Healthy Café above</p>

	<p>Cost of preventative screenings</p> <p>Lack of access to care</p>	<p>Offer free or reasonably priced cancer screenings</p> <p>Offer free screening services (mobile or stationary). Arrange or facilitate transportation to specialty care</p>	<p>Dig for Life fundraising and the Screenings for Life Tax Credit program offered by the Missouri Department of Economic Development – Neighborhood Assistance Program to help provide a variety of free cancer screenings</p> <p>Free skin cancer screenings (SPOT ME) are offered annually.</p> <p>The MammVan is a partnership between Saint Francis and the University of Missouri to provide mobile mammography to those in outlying areas in the 4-county region. The MammVan runs twice a year and offers free mammograms.</p> <p>Lung screening – free CT scans – are offered to individuals through a tax credit program on a weekly basis</p> <p>Colon cancer screening – free Cologuard test kit distribution to patients who are medically eligible for colon cancer screening.</p> <p>Coupons provided to purchase gasoline for transportation to oncology appointment based on need.</p> <p>A cancer navigator employed by Saint Francis provides arrangements for Medicaid patient transportation through Logisticare.</p> <p>Public and private transportation are offered and arranged when patients are in need.</p>
--	--	--	---

Saint Francis Healthcare System – 2019-2022 CHNA Implementation Plan

Identified Health Needs		Strategies to Address Needs	
Problem	Contributing Factors	How?	Specific Strategies
<p>Mental Health (substance abuse, depression, bipolar, mood disorders)</p>	<p>Multitude of cultural, chemical, family and environmental issues</p>	<p>Assess, and then treat or refer</p>	<p>Offer behavioral health resources on a limited basis and refer to programs that specialize in these areas – see end notes</p> <p>Behavioral health professional at Saint Francis Medical Partner - Ferguson Medical Group offering a psychologist and other behavioral health social workers and advance practice nurses</p> <p>Psychiatry is offered through a Saint Francis Medical Partner in Poplar Bluff serving Stoddard County</p>



Saint Francis Healthcare System – 2019-2022 CHNA Implementation Plan			
Identified Health Needs		Strategies to Address Needs	
Problem	Contributing Factors	How?	Specific Strategies
Healthcare Affordability	Cost of healthcare	Offer multiple programs to ensure patients receive the best possible care at the lowest price based on review of financial need (All patients)	<p>For the first time ever, Saint Francis announced in 2019 that it is reducing its prices across the board to improve healthcare affordability.</p> <p>To help patients determine the cost of a procedure, the Saint Francis website offers a request for estimate on every web page.</p> <p>Saint Francis has multiple RQHCs to provide and accept Medicaid and uninsured patients.</p> <p>Uninsured patients who self-pay receive a 75 percent reduction of charges.</p> <p>Saint Francis partners with Commerce Bank to arrange no interest loans for unaffordable medical expenses to pay in a lump sum or via other arrangements.</p> <p>Financial assistance (reduction or write off of expenses) is available for patients unable to pay their medical bills through a scoring system.</p> <p>Low income patients receive assistance from the Sister Esther Fund, administered by the Case Management Department, with items they cannot afford like medications, medical supplies and equipment.</p> <p>The Sister Esther Fund helps patients with unaffordable medications and other items.</p>
		Offer multiple programs to ensure patients receive ancillary prescribed care, medication and support based on review of financial need (Cancer – breast, colon/rectum, lung and prostate)	<p>Utilizing funds raised for CancerCare and DFL Cancer funds through the Saint Francis Foundation and any specific grants:</p> <ul style="list-style-type: none"> Overnight lodging Transportation (see cancer section) Multiple cancer screenings Mamm Van visits (see cancer section) Nutritional supplements Genetic counseling Medications Therapies: speech, OT, PT Supplies and equipment Access to national cancer clinical trials Hope bags

		<p>Offer multiple programs to ensure patients receive ancillary prescribed care, medication and support based on review of financial need (Heart Disease – hypertension, diabetes, cholesterol)</p>	<p>Utilizing funds raised for CardiacCare through the Saint Francis Foundation and any specific grants:</p> <ul style="list-style-type: none"> Cardiac rehabilitation Supplies Education Psychotherapy Hope bags that include scales and a blood pressure cuff (shown above under Heart Disease)
		<p>Offer multiple programs to ensure patients receive ancillary services based on review of financial need (Women and children services)</p>	<p>Utilizing funds raised for the Parent’s With Hope Fund and through a grant from the Anthem Foundation, provide to patients in need:</p> <ul style="list-style-type: none"> For NICU families: <ul style="list-style-type: none"> Overnight lodging Meals and snacks Daycare for older siblings For pregnant women who smoke: <ul style="list-style-type: none"> Cessation through the Saint Francis Baby & Me, Tobacco Free program (listed above under Heart Disease)



[Needs identified in the CHNA but not addressed in this plan](#)

While treatment for substance abuse and behavioral health conditions are a significant community health need identified by this assessment, Saint Francis Healthcare System will not fully address this need as part of its 2019-2022 CHNA implementation plan for the following reasons:

- Considerable Saint Francis resources have been allocated to address the other top-priority health needs identified by the 2019 CHNA.
- SoutheastHEALTH, the other community hospital in Cape Girardeau, recently opened a new inpatient behavioral health facility in Stoddard County which serves Saint Francis' service area. SoutheastHEALTH also plans a new \$33 million behavioral health hospital in Cape Girardeau for treating adults and adolescents. Missouri Delta Medical Center in Sikeston (Scott County) plans to open an adolescent behavioral health unit. Duplication of such services in the same communities is not the best use of Saint Francis' resources.
- The significant resources required for Saint Francis Healthcare System to develop its own outpatient substance abuse and/or behavioral health treatment programs from the ground up are not feasible in the service area. Saint Francis will instead continue to work with other community partners that offer such services in the community by making appropriate patient referrals.
- Saint Francis Healthcare System recently acquired a multi-specialty clinic in Ferguson Medical Group, which employs a psychologist and other behavioral health providers. Saint Francis also provides psychiatric service in Poplar Bluff through Kneibert Clinic. Both of these clinics serve a wide range of patients in Scott, Stoddard and Butler Counties.

[Actions taken since 2016 to 2019 to address health needs](#)

- Expansion of lung cancer screenings offering more lung cancer CT imaging free to targeted populations multiple times per week.
- Participation in the Healthy Communities Coalition of Cape Girardeau County. A community committee addressing obesity in adults and children in Cape Girardeau County. Assisted with grant applications to the Missouri Department of Health and Senior Services.
- Worked with minority populations in Southeast Missouri to raise awareness of early detection of cancers (breast, prostate, colon and lung). Mammography van provides access in neighborhoods and counties lacking services.
- Monthly Heart and Health screenings open to the public. Screenings are free to citizens of Cape Girardeau County 60 years and older. Obtained grant funding to provide screenings. Free screenings for veterans one month per year.
- Promote Baby & Me Tobacco Free from the Anthem Foundation.
- Offer Fit Kids program in Fitness Plus facility.
- Tiger Bites summer feeding program for at-risk youth of Jefferson Elementary in Cape Girardeau.
- GoNoodle is a platform designed to engage and motivate students with three to five-minute moderate to vigorous exercise that students can perform next to their desk at school, or at home. GoNoodle has been introduced to 133 public, private and home schools in 14 Southeast Missouri counties.
- Other initiatives available upon request for reporting.
- For more information or questions regarding this report contact the Saint Francis Foundation by calling 573-331-3950.