



## 2014-16 Community Health Plan

Florida Hospital at Connerton Long Term Acute Care, in cooperation with Public Health and other community stakeholders, conducted a Community Health Needs Assessment (CHNA) in 2014. With oversight by a community-inclusive Community Health Needs Assessment Committee, the Assessment looked at the health-related needs of our broad community as well as those of low-income, minority and underserved populations<sup>i</sup>. The Assessment includes both primary and secondary data.

The Community Needs Assessment Committee, hospital leadership and the hospital board reviewed the needs identified in the Assessment. Using the Priority Selection processes described in the Assessment, the Committee identified four issues as those most important to the communities served by our hospital.

1. Family/caregiver burnout and compassion fatigue
2. Community support and referrals for chronic disease – diabetes
3. Community support and referrals for chronic disease – respiratory/asthma
4. Transportation for LTAC families

With a particular focus on these priorities, the Committee helped Connerton Long Term Acute Care develop this Community Health Plan (CHP) or “implementation strategy<sup>ii</sup>.” The Plan lists targeted interventions and measurable outcome statements for each priority. The hospital Board approved the Needs Assessment and this Community Health Plan, and both documents are posted on the Florida Hospital Connerton Long Term Acute Care web site noted below.

Connerton Long Term Acute Care’s fiscal year is January-December. For 2015, the Community Health Plan will be deployed beginning January 1, 2015 and evaluated at the end of the calendar year. In 2016 and beyond, the Plan will be implemented and evaluated annually for the 12-month period beginning January 1 and ending December 31. Evaluation results will be posted annually and attached to our IRS Form 990.

If you have questions regarding this Community Health Plan or the 2014 Community Health Needs Assessment, please contact Debi Martoccio, Chief Operating Officer, at [debi.martoccio@ahss.org](mailto:debi.martoccio@ahss.org)

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<sup>i</sup> The full Community Health Needs Assessment and this Community Health Plan can be found at [www.floridahospital/connerton.com](http://www.floridahospital/connerton.com) under the Community Benefit heading.

<sup>ii</sup> It is important to note that this Community Health Plan does not include all Community Benefit efforts. Those activities are noted on Schedule H of our Form 990.

**Florida Hospital at Connerton Long Term Acute Care**

**2014 Community Health Plan**

OUTCOME GOALS				OUTCOME METRICS										
CHNA Priority	Outcome Statement	Target Population	Strategy	Outcome Metric	2014 Year Baseline	Year 1 Outcome Goal	Year 1 Actual	Year 2 Outcome Goal	Year 2 Actual	Year 3 Outcome Goal	Year 3 Actual	Hospital \$	Matching \$	Comments
Family/Caregiver Burnout & Compassion Fatigue	Help LTAC families, first responders & staff reduce stress levels	Community, first responders & staff	Implement "Caring for Caregivers" program	Number of sessions offered	0	1		1		1				Supported by AHS CREATION Health Investment
		Community, first responders & staff	Implement "Caring for Caregivers" program	Number of attendees	0	10 per session		10 per session		10 per session				
		Community, first responders & staff	Implement "Caring for Caregivers" program	Attendees who give the program favorable reviews in post-test	0	90%		90%		90%				
		Community, first responders & staff	Create a Healing Area for de-stressing	Creation of Healing Area	0	1		1		1				
	Help first responders reduce their stress levels	First responders (EMS, fire, police)	Implement Caring for Caregivers program	First responders who reduce their stress scale score after taking the class	0	10%		12%		12%				
	Help families reduce their stress levels	Patient families	Work with family members to assess and identify stressors	Percentage of families touched	0%	50%		60%		75%				
		Patient families	Work with family members to assess and identify stressors	Overall LTRAX HCAHPS Scores (family satisfaction)	63%	70%		72%		75%				
		Patient families	Provide a means for families to address concerns in a positive manner	Number of complaints as measured in Riskmaster complaint system	15 per quarter	12 per quarter		10 per quarter		8 per quarter				
		Patient families	Train chaplain & staff to provide better channels for families to vent frustrations	Number of complaints as measured in Riskmaster complaint system	15 per quarter	12 per quarter		10 per quarter		8 per quarter				
	Train staff in Critical Incident Responses	Staff	Train selected staff in Critical Incident Response	Number of Staff trained	0	8		12		12				
	Help staff create a healing environment in order to reduce their stress so they can provide high quality care	Staff	Create Healing Circle program for staff	Program created	0	1		1		1				
		Staff	Identify staff at risk for burnout & refer them to the Healing Circle	Number of people referred	0	12		15		15				
		Staff	Provide education (classes and self-study) on stress management	SAQ stress recognition domain score	51%	58%		60%		63%				
		Staff	Identify staff at risk for burnout & refer them to the Healing Circle	Percentage of preventable staff turnover	23.30%	18.30%		17.00%		15.00%				
		Staff	Improve staff engagement	Level of employee engagement as measured by the Gallup mean score	4.2	4.4		4.45		4.5				

OUTCOME GOALS				OUTCOME METRICS										
CHNA Priority	Outcome Statement	Target Population	Strategy	Outcome Metric	2014 Year Baseline	Year 1 Outcome Goal	Year 1 Actual	Year 2 Outcome Goal	Year 2 Actual	Year 3 Outcome Goal	Year 3 Actual	Hospital \$	Matching \$	Comments
				Number of families who are transported	92	95		95		95				
Lodging for LTAC Families	Determine feasibility of closer lodging for LTAC families	Patient families	Reach out to Pasco Economic Development Commission to determine feasibility of new lodging closer than 13 miles away	Discussion with EDC	0	1		TBD		TBD				
Community support and referrals for chronic disease - diabetes	Provide health education referrals (for local patients & families) to other Florida Hospitals	Patients & families	Refer appropriate patients/families to FH Wesley Chapel Wellness Center	Number of referrals	0	4		6		6				
			Refer appropriate patients/families to FH Wesley Chapel Diabetes program	Number of referrals	0	4		6		6				
Community support and referrals for chronic disease - respiratory/asthma		Patients & families	Refer appropriate patients/families to FH Wesley Chapel Smoking Cessation program	Number of referrals	0	4		6		6				
			Refer appropriate patients/families to FH Zephyrhills Smoking Cessation program	Number of referrals	0	4		6		6				
			Refer appropriate patients/families to FH Tampa Smoking Cessation program	Number of referrals	0	4		6		6				
Community Health Needs Assessments	Staff will participate in Pasco County Department of Health 2015 needs assessment efforts	Community	Serve on DOH Needs Assessment Committee	Number of LTAC Staff participants	0	1		1		1				
	Connerton LTAC will begin work on its 2016 Community Health Needs Assessment	Community	Integrate DOH Needs Assessment into 2016 Connerton LTAC Needs Assessment	Integration into LTAC Needs Assessment	1	1		1		1				
Elder Care	Staff will support Division of Children & Families through board participation	Community	Serve on DCF Advisory Board	Number of Staff participants	1	1		1		1				
Cancer	Staff will support American Cancer Society	Community	Conduct activities for Breast Cancer Awareness Month - October 2015	Number of Staff participants	15	18		18		20				
Heart Disease & Stroke	Staff will support American Heart Association	Community	American Heart Association Walk	Number of paid Staff hours	30	35		35		35				
			Fall Festival & Cupcake Wars											
Lung/ Respiratory Disease	Staff will support American Lung Association	Community	American Lung Association Fight For Air Climb -- 3-21-14											
Diabetes	Staff will support American Diabetes Association	Community	Tour de Cure cycling event/fundraiser											