



## COMMUNITY HEALTH NEEDS ASSESSMENT ADVISORY COUNCIL MEETING

<b>GROUP:</b>	BROWARD HEALTH COMMUNITY HEALTH NEEDS ASSESSMENT
<b>FACILITATORS:</b>	Jasmin D. Shirley, VP, Broward Health, Community Health Services Mark Sprada, VP, CCNO, Broward Health
<b>PARTNERS:</b>	BROWARD REGIONAL HEALTH PLANNING COUNCIL Michael De Lucca, President/CEO Regine Kanzki, Division Director Shira Fowlkes, IT / Data
<b>LOCATION:</b>	BROWARD HEALTH NORTH CLASS ROOM 7 & 8
<b>DATE:</b>	JUNE 24, 2015
<b>CALL TO ORDER:</b>	11:25 AM
<b>SCRIBE:</b>	ARLENE FRASER, EXECUTIVE ASSISTANT
<b>ADJOURNMENT:</b>	1:10 PM

### ADVISORY COUNCIL MEMBERS

**Cindy J. Arenberg Seltzer**, Children's Services Council; **Ana Calderon Randazzo**, Children's Diagnostic and Treatment Center; **Charles Gilbert**, Broward Sheriff's Office; **Calvin Glidewell**, Broward Health Medical Center; **Drew Grossman**, Broward Health Coral Springs; **Dr. Robert Hecht**, Medical Director, Broward County Health Department; **Deborah Hill**, Retired Public Health; **Patrick Jabouin**, Broward Sheriff's Office; **Shirley Snipes**, Aging and Disability Resource Center; **Marguerite Luster**, Community Advocate; **Elizabeth Massey**, Florida Department of Children and Families; **Colleen McCrory**, Broward Health Medical Center; **Lt. Daniel McNeil**, Sunrise Fire / EMS; **Ronaldo Montmann**, Brazilian Faith Based; **David L. Roach**, Retired Public Health;; **Shirley Snipes**, ADRC of Broward; **Maria Soldani**, Hispanic Community; **Alice Taylor**, Broward Health Imperial Point; **Paula Thaqi**, Broward County Health Department; **Lynn Warick**, Galt Ocean Community; **Harold Wishna**, Western Community Leader

TOPIC	ISSUE & CONCLUSION	ACTION / RECOMMENDATION														
<p><b>CALLED TO ORDER</b></p> <p><b>WELCOME</b></p> <p><b>INTRODUCTIONS</b></p>	<p><b>CALLED TO ORDER, WELCOME &amp; INTRODUCTIONS</b></p> <ul style="list-style-type: none"> <li>➤ Meeting called to order by Ms. Jasmin Shirley at 11:25 AM.</li> <li>➤ Ms. Shirley welcomed all in attendance and thanked everyone for participating as the Advisory Council for the development of Broward Health’s Community Health Needs Assessment (CHNA)</li> <li>➤ Lunch was provided to all in attendance.</li> <li>➤ Self-introductions were made by all in attendance.</li> <li>➤ Ms. Shirley Introduced Ms. Regine Kanzki, Division Director, Broward Regional Health Planning Council.</li> </ul>	<p><b>INFORMATIONAL</b></p>														
<p><b>Meeting Minutes</b></p>	<p><b>MEETING MINUTES REVIEW</b></p> <ul style="list-style-type: none"> <li>➤ The Advisory Council Members reviewed June 10, 2015 Meeting Minutes with motion to approve Michael De Lucca and seconded by David Roach.</li> </ul>	<p><b>INFORMATIONAL</b></p>														
<p><b>BROWARD REGIONAL HEALTH PLANNING COUNCIL</b></p>	<p><b>Regine Kanzki, Division Director</b></p> <p><b>OVERVIEW OF PRESENTATION FROM BROWARD REGIONAL HEALTH PLANNING COUNCIL.</b></p> <p><b>TIMELINE</b></p> <table border="1" data-bbox="431 1033 1166 1717"> <thead> <tr> <th colspan="2" data-bbox="431 1033 1166 1075"><b>TIMELINE</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="431 1075 594 1188">           April 15 2015   </td> <td data-bbox="594 1075 1166 1188">           1. Introduction: Planning and Process            2. Broward County Quantitative Data Presentation (Part 1)            3. Stakeholder Discussion            Identify Needs &amp; Gaps         </td> </tr> <tr> <td data-bbox="431 1188 594 1285">           April 29, 2015   </td> <td data-bbox="594 1188 1166 1285">           1. Broward County Quantitative Data Presentation (Part 11)            2. Stakeholder Discussion            3. Identify Needs &amp; Gaps         </td> </tr> <tr> <td data-bbox="431 1285 594 1381">           May 13, 2015   </td> <td data-bbox="594 1285 1166 1381">           1. BH Quantitative Data Presentation (Part 1)            2. Stakeholder Discussion            3. Identify Needs &amp; Gaps         </td> </tr> <tr> <td data-bbox="431 1381 594 1486">           May 27, 2015   </td> <td data-bbox="594 1381 1166 1486">           1. BH Quantitative Data Presentation (Part 11)            2. BH Community Services Presentation            3. Stakeholder Discussion            4. Identify Needs &amp; Gaps         </td> </tr> <tr> <td data-bbox="431 1486 594 1604">           June 10, 2015   </td> <td data-bbox="594 1486 1166 1604">           1. SAMH and Senior Health Presentation            2. BH Community Services Presentation            3. Stakeholder Discussion            4. Identify Needs &amp; Gaps         </td> </tr> <tr> <td data-bbox="431 1604 594 1717">           June 24, 2015   </td> <td data-bbox="594 1604 1166 1717">           1. Qualitative Data Presentation            2. Summary of Data/Needs/Gaps            3. Stakeholder Discussion            4. Prioritization Process         </td> </tr> </tbody> </table>	<b>TIMELINE</b>		April 15 2015 	1. Introduction: Planning and Process 2. Broward County Quantitative Data Presentation (Part 1) 3. Stakeholder Discussion Identify Needs & Gaps	April 29, 2015 	1. Broward County Quantitative Data Presentation (Part 11) 2. Stakeholder Discussion 3. Identify Needs & Gaps	May 13, 2015 	1. BH Quantitative Data Presentation (Part 1) 2. Stakeholder Discussion 3. Identify Needs & Gaps	May 27, 2015 	1. BH Quantitative Data Presentation (Part 11) 2. BH Community Services Presentation 3. Stakeholder Discussion 4. Identify Needs & Gaps	June 10, 2015 	1. SAMH and Senior Health Presentation 2. BH Community Services Presentation 3. Stakeholder Discussion 4. Identify Needs & Gaps	June 24, 2015 	1. Qualitative Data Presentation 2. Summary of Data/Needs/Gaps 3. Stakeholder Discussion 4. Prioritization Process	<p><b>INFORMATIONAL</b></p>
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TOPIC	ISSUE & CONCLUSION	ACTION / RECOMMENDATION
<p><b>BROWARD REGIONAL HEALTH PLANNING COUNCIL</b></p>	<p><b>BROWARD COUNTY PRIMARY MEDICAL CARE HPSAs</b>  <b>Regine Kanzki, Division Director</b></p> <p><b><u>TODAY'S PRESENTATION OUTLINE</u></b></p> <p><b>FOCUS GROUPS WITH THE COMMUNITY - QUALITATIVE</b></p> <p><b>FOCUS GROUPS WITH PROVIDERS - QUALITATIVE</b></p> <p><b>KEY INFORMANTS INTERVIEW - QUALITATIVE</b></p> <p><b>DATA RECAP</b></p> <p><b>PRIORITIZING THE NEEDS</b></p> <p><b>FOCUS GROUPS WITH THE COMMUNITY - QUALITATIVE</b></p> <p><b>METHODOLOGY - COMMUNITY FOCUS GROUPS</b></p> <ul style="list-style-type: none"> <li>➤ FIVE COMMUNITY FOCUS GROUPS WERE CONDUCTED (CDTC, COMMUNITY ACCESS CENTER (CAC), NORTH HOMELESS ASSISTANCE CENTER (HAC), WOMEN IN DISTRESS (WID) AND FIRST BRAZILIAN BAPTIST CHURCH (FBBC)</li> <li>➤ REFRESHMENTS AND GIFT CARDS WERE PROVIDED TO THE PARTICIPANTS</li> <li>➤ EACH GROUP LASTED APPROXIMATELY 90 MINUTES</li> <li>➤ THE CONVERSATIONS WERE AUDIO TAPED AND TRANSCRIBED</li> <li>➤ PARTICIPANTS WERE ASSURED THAT NO NAMES WOULD BE ASSOCIATED WITH THE RESPONSES GIVEN</li> <li>➤ THEMES AND NEGATIVE/POSITIVE ATTRIBUTES WERE USED TO THREAD THE RESPONSES WHEN APPROPRIATE</li> </ul> <p><b>QUESTIONS - COMMUNITY FOCUS GROUPS</b></p> <ul style="list-style-type: none"> <li>➤ CAN YOU DESCRIBE THE PROCESS YOU GO THROUGH TO GET HEALTHCARE?</li> <li>➤ DO YOU HAVE ANY BARRIERS?</li> <li>➤ HOW WOULD YOU DESCRIBE THE QUALITY OF CARE YOU RECEIVE WHEN YOU ARE SEEN?</li> <li>➤ WHEN YOU ARE SEEN FOR TREATMENT, HOW ARE YOU TREATED? ARE YOU TREATED WITH DIGNITY?</li> <li>➤ HOW HAS HEALTH INSURANCE IMPACTED YOUR HEALTHCARE?</li> <li>➤ HOW DO YOU THINK THE DELIVERY OF HEALTH CARE SERVICES IN BROWARD COUNTY COULD BE IMPROVED?</li> </ul> <p><b>PROCESS - To OBTAIN HEALTHCARE</b></p> <p><b>REPORTED CHALLENGES / AREAS OF NEED:</b></p> <ul style="list-style-type: none"> <li>➤ DIFFICULTY IN GETTING AN APPOINTMENT OR REFERRAL (WAIT TIME)</li> <li>➤ OBTAINING HEALTH CARE WITHOUT INSURANCE IS TOO COSTLY</li> <li>➤ LACK OF KNOWLEDGE REGARDING COVERAGE (BENEFITS AND DEDUCTIBLES)</li> <li>➤ USE OF EMERGENCY ROOM FOR ROUTINE CARE</li> <li>➤ BRAZILIAN COMMUNITY: SELECTION OF DOCTOR OR CLINIC IS MADE BASED ON RECOMMENDATION FROM FAMILY OR FRIENDS</li> </ul>	<p><b>INFORMATIONAL</b></p>

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<p><b>BROWARD REGIONAL HEALTH PLANNING COUNCIL</b></p>	<p><b>Regine Kanzki, Division Director</b></p> <p><b>PROCESS - TO OBTAIN HEALTHCARE</b></p> <p><b>REPORTED AREAS OF SATISFACTION:</b></p> <ul style="list-style-type: none"> <li>➤ WALK-IN/RETAIL CLINICS</li> <li>➤ MOBILE CLINICS</li> <li>➤ FREE CLINICS</li> <li>➤ HEALTH FAIRS</li> <li>➤ COMMUNITY AGENCIES/CASE MANAGERS PROVIDE INFORMATION/REFERRALS</li> <li>➤ HOMELESS COMMUNITY: W-72 AND W-80 INSURANCE TO ACCESS OUTPATIENT AND INPATIENT CARE</li> </ul> <p><b>BARRIERS - TO ACCESSING HEALTHCARE</b></p> <p><b>REVIEWED</b></p> <ul style="list-style-type: none"> <li>➤ COVERAGE</li> <li>➤ AFFORDABILITY</li> <li>➤ KNOWLEDGE</li> <li>➤ ACCESS TO CARE</li> <li>➤ COMMUNICATION</li> <li>➤ SEE HANDOUT (POWER POINT PRESENTATION) FOR FURTHER DETAILS</li> </ul> <p><b>COMMUNITY – QUALITY OF CARE</b></p> <p><b>REPORTED AREAS OF NEED AND CONCERN:</b></p> <ul style="list-style-type: none"> <li>➤ RESPONDENTS FEEL THAT DOCTORS DO NOT SPEND ENOUGH TIME WITH PATIENTS</li> <li>➤ COMMUNICATION BETWEEN PHYSICIANS/PATIENTS/AGENCIES/HOSPITALS NEEDS TO BE IMPROVED</li> <li>➤ LONG WAIT TIMES</li> <li>➤ LACK OF COURTESY FROM FRONT DESK STAFF</li> <li>➤ POOR TREATMENT OF PATIENTS WHO ARE UNDOCUMENTED</li> </ul> <p><b>REPORTED AREAS OF SATISFACTION:</b></p> <ul style="list-style-type: none"> <li>➤ EXCELLENT CARE RECEIVED FROM DOCTORS, NURSES AND SOCIAL WORKERS</li> <li>➤ HIGH QUALITY EQUIPMENT AND FACILITIES (TECHNOLOGY)</li> </ul>	<p><b>INFORMATIONAL</b></p>

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<p><b>BROWARD REGIONAL HEALTH PLANNING COUNCIL</b></p>	<p><b>Regine Kanzki, Division Director</b></p> <p><b>COMMUNITY -DESCRIPTION OF TREATMENT/DIGNITY</b></p> <p><b>REPORTED AREAS OF NEED OR CONCERN:</b></p> <ul style="list-style-type: none"> <li>➤ MEDICAL STAFF LACKS UNDERSTANDING OF VARIOUS CULTURES</li> <li>➤ SOME RESPONDENTS REPORTED FEELING RUSHED, JUDGED AND BELITTLED</li> <li>➤ LACK OF COURTESY FROM THE FRONT DESK STAFF –DISREGARD FOR PATIENTS’ FEELINGS</li> </ul> <p><b>REPORTED AREAS OF SATISFACTION:</b></p> <ul style="list-style-type: none"> <li>➤ SOME RESPONDENTS REPORTED BEING TREATED WITH DIGNITY.</li> <li>➤ SOME RESPONDENTS REPORTED RECEIVING EXCELLENT CARE.</li> </ul> <p><b>IMPACT – HEALTH INSURANCE ON HEALTHCARE</b></p> <p><b>REPORTED AREAS OF NEED AND CONCERN:</b></p> <ul style="list-style-type: none"> <li>➤ LACK OF HEALTH INSURANCE IMPACTS ACCESS TO CARE</li> <li>➤ CONCERNS ABOUT PHYSICIANS OPTING OUT OF ACA</li> <li>➤ HIGH CO-PAYS REMAIN A CONCERN</li> <li>➤ LACK OF HEALTH INSURANCE LEADS TO:</li> <li>➤ NO OR LIMITED ACCESS TO SOME MEDICATIONS</li> <li>➤ HESITANCY IN SEEKING SERVICES OR DELAYING CARE</li> <li>➤ PAST DUE BILLS THAT END UP IN COLLECTIONS</li> </ul> <p><b>REPORTED AREAS OF SATISFACTION:</b></p> <ul style="list-style-type: none"> <li>➤ WITH HEALTH INSURANCE, MORE LIKELY TO GO TO MEDICAL VISITS FOR PREVENTIVE CARE</li> <li>➤ WITH HEALTH INSURANCE:</li> <li>➤ BETTER CARE</li> <li>➤ BETTER CUSTOMER SERVICE</li> <li>➤ MEDICATIONS ARE MORE AFFORDABLE</li> <li>➤ MORE PROVIDER OPTIONS</li> </ul> <p><b>IMPROVE – DELIVERY OF HEALTHCARE</b></p> <p><b>REVIEWED</b></p> <ul style="list-style-type: none"> <li>➤ ACCESS</li> <li>➤ COST</li> <li>➤ COMMUNITY EDUCATION</li> <li>➤ CULTURAL COMPETENCY</li> <li>➤ SEE HANDOUT (POWER POINT PRESENTATION) FOR FURTHER DETAILS</li> </ul>	<p><b>INFORMATIONAL</b></p>

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<p><b>BROWARD REGIONAL HEALTH PLANNING COUNCIL</b></p>	<p><b>Regine Kanzki, Division Director</b></p> <p><b>DATA RECAP</b></p> <p><b>GAP ANALYSES</b></p> <ul style="list-style-type: none"> <li>➤ INFECTIOUS DISEASES</li> <li>➤ MATERNAL AND CHILD HEALTH</li> <li>➤ AVOIDABLE ADMISSIONS</li> <li>➤ BEHAVIORAL HEALTH</li> <li>➤ MENTAL HEALTH</li> <li>➤ SENIOR HEALTH</li> </ul> <p><b>PRIORITIZING THE NEEDS</b></p> <table border="1" data-bbox="293 716 1307 1835"> <thead> <tr> <th></th> <th>DATA SOURCE</th> <th>PRIORITIZING THE NEEDS</th> <th>DESCRIPTION</th> </tr> </thead> <tbody> <tr> <td>1</td> <td> <u>QUALITATIVE:</u>            Focus Groups            Key Informants            Youth Risk Behavior Survey   <u>QUANTITATIVE:</u>            Florida Charts            BRHPC Health Data Warehouse         </td> <td>PREVENTIVE CARE / CHRONIC CONDITIONS AND MANAGEMENT</td> <td> <ul style="list-style-type: none"> <li>■ SCREENINGS</li> <li>■ OBESITY / OVERWEIGHT</li> <li>■ CHRONIC CONDITIONS AND MANAGEMENT (PREVENTABLE HOSPITAL ADMISSIONS):                CARDIOVASCULAR DISEASE, HIV / AIDS, DIABETES, CANCER, HYPERTENSION, BACTERIAL PNEUMONIA.</li> </ul> </td> </tr> <tr> <td>2</td> <td> <u>QUALITATIVE</u>            Focus Groups            Key Informants   <u>QUANTITATIVE</u>            US BUREAU OF THE CENSUS         </td> <td>COMMUNITY HEALTH EDUCATION &amp; 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	<p><b>PRIORITIZING THE NEEDS</b></p> <p><b>COMMENTS / DISCUSSIONS</b></p> <p><b>Slide 103:</b> Alice Taylor, CEO, BHIP stated that we have huge pockets of people with chronic diseases. Taking care of these insured people that we already have is a balancing act. Now we need to get those people who aren't insured. Jasmin Shirley noted that we need to get these people educated to understand the insurance world so when it is time for them to access care; they will know how to follow an insurance plan.</p> <p>The Advisory Council members discussed Prioritizing the needs (see table above) which list the order of prioritization 1-5 chosen by the council members.</p> <p>The Community Health Needs Assessment will be presented to the North Broward Hospital District Board of Commissioners.</p>	
<b>MEETING ADJOURNED</b>	<b>Meeting Adjourned at 1:10 PM</b>	<b>INFORMATIONAL</b>