Introduction

University Hospital is located in Shreveport, Louisiana, and is part of University Health System, clinical partner and hospital for the LSU Health Shreveport School of Medicine.

The Hospital is an integrated health care provider serving residents of North Louisiana. The Hospital proudly offers a wide range of services and specialties to meet the needs of the citizens of University Health – Shreveport. As an academic hospital, University Health upholds a strong commitment to state-of-the-art treatment, clinical research and community education and prevention programs.

The Hospital is home to state-designated Centers of Excellence including the Feist-Weiller Cancer Center and a Center of Excellence in Arthritis and Rheumatology. On our main campus you also will find a regional Burn Center and a Level 1 Trauma Center serving communities across North Louisiana, East Texas and Southwest Arkansas. The Hospital is one of only seven hospitals in the nation affiliated with St. Jude Children’s Research Hospital.

University Health Shreveport provides a 24-hour trauma center and is home to health care providers committed to improving the health of all local citizens. Profits are reinvested in our communities, allowing preservation of the safety net mission, along with facility and technology improvements.
Identifying Health Needs

A community health needs assessment was conducted from May 2015 to April 2016. Community input obtained through interviews of key informants, including representatives from:

- University Health System
- Social service agencies
- Local school systems and universities
- Public health agencies
- Other medical providers

Population demographics and socioeconomic characteristics of the community were gathered and reported utilizing various third parties. The health status of the community was then reviewed. Information on the leading causes of death and morbidity information was analyzed in conjunction with health outcomes and factors reported for the community by CountyHealthrankings.org and other third parties.

This data was analyzed and reviewed to identify health issues of uninsured persons, low-income persons and minority groups, and the community as a whole. As a result of the analysis described above, the following health needs were identified as the most significant health needs for the community:

1. Poor nutrition/limited access to healthy food options
2. Lack of access to services
3. Cost of prescription drugs
4. Healthy behaviors/lifestyle choices
5. Lack of primary care physicians/hours
6. Children in poverty/homelessness
7. Physical inactivity
8. Lack of health knowledge/education
9. Obesity
10. Lack of dental services
11. Utilization of emergency room for episodic care
12. Uninsured/Limited Insurance
13. Lack of mental health services
14. Transportation
15. Diabetes
The identified health needs were reviewed by hospital management and priority areas, included in the table below, were determined based on their assessment of the qualitative and quantitative data.

<table>
<thead>
<tr>
<th>University Health Priority</th>
<th>Correlated Community Health Need</th>
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<tbody>
<tr>
<td><strong>Chronic Disease Prevention and Management</strong></td>
<td>• Healthy Behaviors/Lifestyle Choices&lt;br&gt;• Physical Inactivity&lt;br&gt;• Obesity&lt;br&gt;• Diabetes&lt;br&gt;• Lack of Health Knowledge</td>
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<tr>
<td><strong>Access to Health Services</strong></td>
<td>• Lack of Access to Services&lt;br&gt;• Lack of Primary Care Physicians/Hours&lt;br&gt;• Utilization of Emergency Room for Episodic Care&lt;br&gt;• Uninsured/Limited Insurance&lt;br&gt;• Lack of Mental Health Services</td>
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<td><strong>Poor Nutrition/Limited Access to Healthy Food Options</strong></td>
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**PRIORITY 1: Chronic Disease Prevention and Management**

Key stakeholders noted that education on health issues and preventative care is limited. They reported there is a significant need for community outreach programs aimed to educate patients and those within the CHNA Community. Diabetes, asthma, cardiovascular disease, cancer and obesity are considered as a health and quality of life issue.

Approximately 35% of the CHNA Community is obese and approximately the same percentage reports physical inactivity. Adult smoking rates for the community are above national and state rates with many parishes and counties in the service area reporting adult smoking rates of 25% to 29%. Nearly 35% (approximately 163,000 adults) of adults in the CHNA Community have high blood pressure and over 11% (approximately 56,000 adults) have diabetes. Poor dental health and low birth rates are also health concerns.

**Goal 1:** Educate community members on the importance of healthy lifestyles, disease prevention and chronic disease management.

**Strategies:** A. Continue to expand Congregational Health outreach with the continued goal of 5 events per month within congregations in the community. Topics covered are determined through a survey administered to members of each
individual congregation to ensure topics covered are relevant to its members.

B. Commence "95210 Program" at Bossier and Caddo School Systems. The focus of the 95210 is to educate students on healthy living including:
   - 9-hours of sleep per night
   - 5-servings of fruits and vegetables per day
   - 2-hours of screen time per day
   - 1-hour of exercise or physical activity per day
   - 0-sugary sweets per day

C. Provide monetary support to other organization’s aimed focused on chronic disease prevention.

D. Continue expansion of the breast feeding and lactation education program while seeking the Gift designation

E. Provide community education on Stroke Prevention through events hosted at local libraries.

Goal 2: Increase collaboration with primary care providers

Strategies: A. Pursue providing education to providers in rural communities in Region 7 related to medical specialties. Oncologists travel to rural communities to hold education seminars for primary care related to cancer and services provided.

        B. Implementation of population health indicators within the electronic medical record system to identify patients in need of care and contacting them to arrange appointments.

Goal 3: Provide opportunities for preventive screenings and diagnostic tests

Strategies: A. Provide health fairs to the community including: Men’s Health Fair, Feist-Weiller Family Health Day, Fit for Life Health and Wellness Expo and 1st Annual Congregational Health Fair

        B. In partnership with the Feist-Weiller Cancer Center, provide free screenings and education including programs for head and neck cancer, men’s and women’s health.

        C. Continue partnerships with Northwest Louisiana Cancer Foundation and American Cancer Society to enhance education and assess to care.

        D. Continue to expand participation with local high schools to provide cardiology screening including electrocardiogram testing. Advocate for
legislation requiring electrocardiograms to be part of all high school physicals.

PRIORITY 2: Access to Health Services

Nearly 125,000 persons in the primary service live in poverty and over 85,000 persons do not have insurance in the CHNA Community. Over 25% of the population reported they have no regular doctor. Nearly 82% of the population is living in a health professional shortage are as designated by the U.S. Department of Health and Human Resources. Key informants noted the emergency room at the hospital is utilized as an outpatient clinic as a result of low access. There was also consensus among the key informants that there are not enough physicians and specialists in the community and that poverty and homelessness impacts access to care. Key informants noted the need for more accessible ambulatory care offering convenient hours for the CHNA Community.

Goal 1: Increase community awareness and availability of services provided by University Health.

Strategies:  
A. Distribute “We’re Here for U” booklets to the community to provide education on how to access care.

B. Participation in local community groups including service organizations, business groups, and local government to provide presentations on health topics and available health services in the community.

C. Continue partnership with North Louisiana Area Health Education Center and continue to support enrollment in Medicaid through the Affordable Care Act.

D. Expand collaborative endeavors with the faith-based community and establish “non-traditional” community partnerships.

E. Work collaboratively with other healthcare and related entities to address primary and preventive care, to include health promotion and health education to reduce health disparities.

Goal 2: Increase Access to Physicians/Medical Services

Strategies:  
A. Provide telemedicine programs for disciplines such as cardiology, oncology, orthopedics, etc. to federally qualified health centers in the community.

B. Continue physician participation in congregational health outreach programs.

C. Complete process to be designated as the only heart failure service provider serving Northwest Louisiana including utilization of remote monitoring implants for heart failure monitoring.
D. Enhance access to advanced cardiology services with expansion of cardiology clinics for both adult and pediatric populations.

E. Pursue development of a regional network to provide pre-appointment lab services to cancer patients that reside outside of the Shreveport Bossier area.

F. Through programs such as health fairs, screenings and congregational health events participants will receive assistance on how to navigate the health system in order to schedule needed appointments.

**Goal 3: Medical Education**

**Strategies:**

A. Continue to serve as the primary teaching hospital in the region and strive to enhance graduate medical education.

B. Continue to provide clinical rotation opportunities for nursing and other allied health professionals.

**Goal 4: Provide support to families and patients undergoing treatment**

**Strategies:**

A. Provide housing for Bone Marrow Transplant patient when prolonged stays are necessary

B. Provide transportation assistance to those in need through use of gas cards and vouchers.

C. Continue providing low-cost prescription medications through the U Care program.

**PRIORITY 3: Poor Nutrition/Limited Access to Healthy Food Options**

Over 215,000 persons or 34.46% of the population is living in census tracts designated as food deserts. The high poverty level for the community also indicates there is likely a high degree of food insecurity in the community. Healthy food access is also a concern as the grocery stores per 100,000 populations are reported as 13.11 for the CHNA Community compared to 21.88 and 21.2 for Louisiana and the United States respectively.

**Goal 1: Support Healthy Eating Choices**

**Strategies:**

A. Provide volunteers and food donations to Northwest Louisiana Food Bank

B. Support in house food bank through our Volunteer Service program

C. Continue healthy food offerings in University Health Facilities and maintain Well-A-Head WellSpot designation.

D. Provide nutrition and diabetes education for our patients and community
E. Provide nutrition education to patients undergoing chemotherapy including cookbooks designed for cancer patients.

**Needs Not Addressed**

Some issues identified through the Community Health Needs Assessment have not been addressed in this plan. In initial discussion and subsequent prioritization, University Health considered the levels to which some needs were already being addressed in the service area. Additionally, some community needs fall out of the scope of expertise and resources of University Health. The following chart outlines how some of the needs identified in the assessment are addressed by others or in different ways:

<table>
<thead>
<tr>
<th>Community Need</th>
<th>How Need is Addressed</th>
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<tbody>
<tr>
<td>Lack of Health Services</td>
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Eye glasses - University Heath staff has initiated a branch of the Lyons's Club to help raise money to give eyeglasses to people who cannot afford them.

Hearing Aids – Provide cancer patients access to local programs that provide free hearing aids to patients who have lost hearing due to chemotherapy.

University Health has partnered with community organizations to provide car seats to new mothers

| Transportation |  

Bus vouchers, gas cards are provided to assist patients with transportation needs. In addition, local organization and faith based groups provide additional assistance.

**Next Steps**

This Implementation Plan will be rolled out over the next three years, from FY 2017 through the end of FY 2019. The Hospital will work with community partners and health issue experts on the following for each of the approaches to addressing the identified health needs:

- Develop work plans to support effective implementation
- Create mechanisms to monitor and measure outcomes
- Provide on-going status and results of these efforts to improve community health

University Health is committed to conducting another health needs assessment within three years.
Adoption/Approval

University Health’s Board of Directors approves the Implementation Strategy that has been developed to address the priorities of the Community Health Needs Assessment conducted in FY 2016.

The Hospital will utilize this Implementation Strategy as a roadmap to collaborate with their community to address the priorities, particularly for the most vulnerable.

Chair, University Health Board of Directors

Date

Chief Executive Officer, University Health

Date