

HOOD MEMORIAL HOSPITAL
COMMUNITY HEALTH NEEDS ASSESSMENT
SEPTEMBER 2019

Hood Memorial Hospital (HMH) is a Critical Access Hospital providing health care services to Tangipahoa Hospital Service District No. 2 and the surrounding areas. HMH opened its doors in April 1971 as an acute care hospital with 45 beds and approximately 75 employees. In April 2003, HMH converted to a Critical Access Hospital (CAH) with 25 acute care beds that can also be used as swing beds.

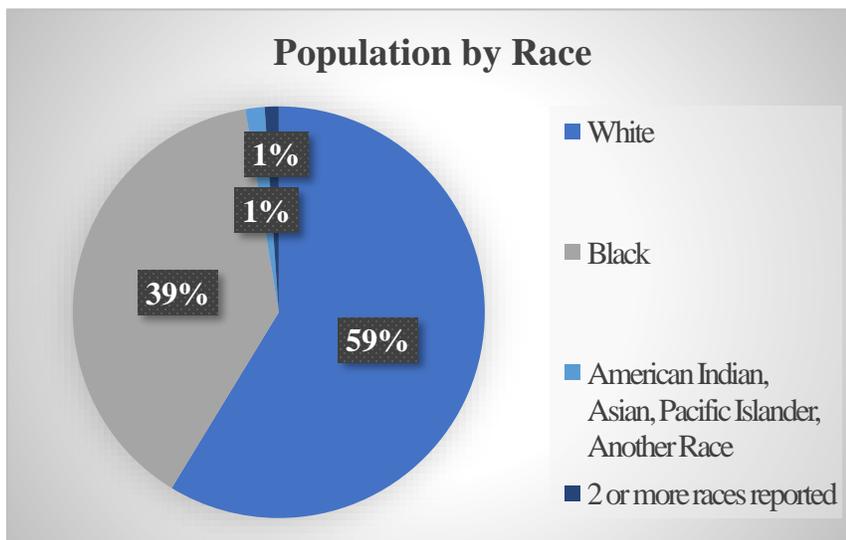
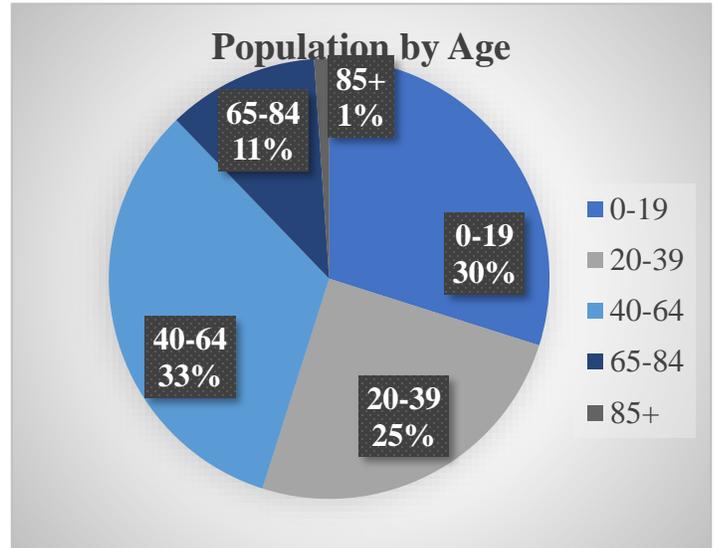
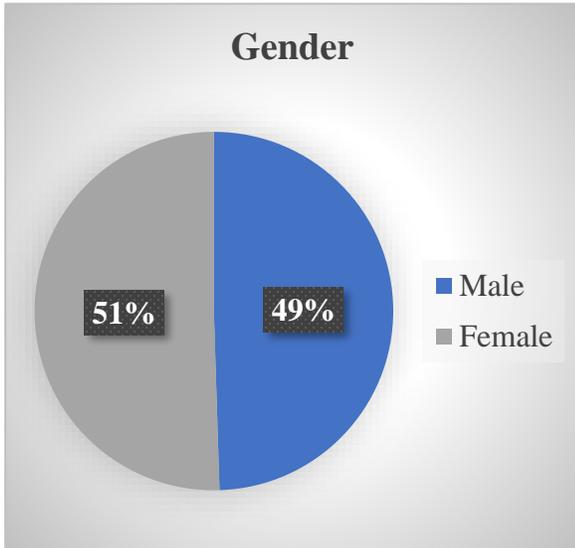
In 2010 the Patient Protection and Affordable Care Act, also known as the Affordable Care Act (ACA), requires hospitals classified as non-profit/tax-exempt to conduct a Community Health Needs Assessment (CHNA) every three years. Hospitals must identify the health needs of their community and devise an implementation strategy to address the identified needs. Hood Memorial Hospital (HMH), as a not-for-profit, tax-exempt organization, is honored to serve this community and share this 2019 CHNA report. This report provides an overview of the community health needs identified in the primary services area, Tangipahoa Parish, Louisiana. This CHNA will provide a picture of the health needs of the community with the goal of guiding the efforts in planning and implementing strategy to address the health needs identified as significant to this community.

Community Demographics

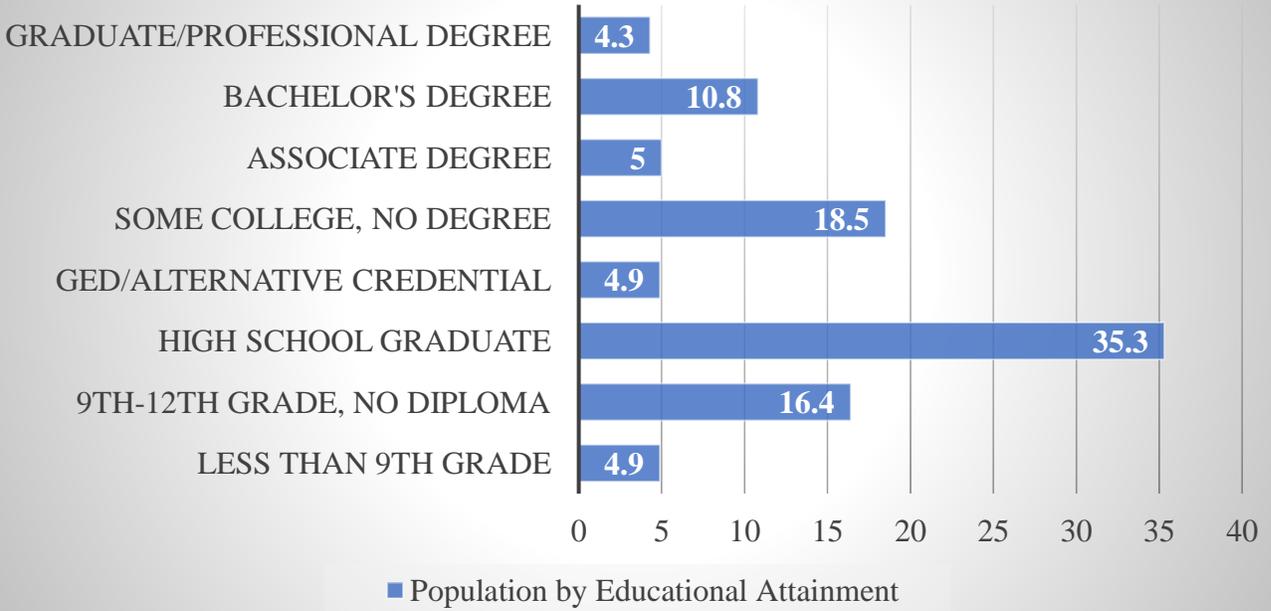
A community's demographics significantly impact the health profile. Differences in ethnicity, age, gender, and socioeconomic factors may create unique needs and require varied approaches. This section of the Community Health Needs Assessment (CHNA) focuses on the demographics of residents of Tangipahoa Parish Hospital District No. 2; the area defined as the Hood Memorial Hospital primary service area.

Population

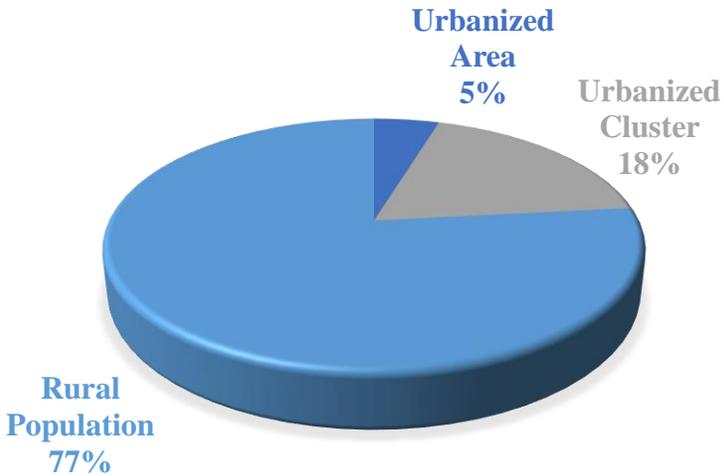
In 2018, Southeastern Louisiana University Business Research Center documented the Tangipahoa Parish Hospital District No. 2 population to be 36,129 individuals. The number of households documented in 2018 is 13,153 with the average household size as 2.69. The median age of individuals in District No. 2 is 37.3 years and median household income is \$37,473. In 2018 the community of District No. 2 spent \$54,745,929 on healthcare.



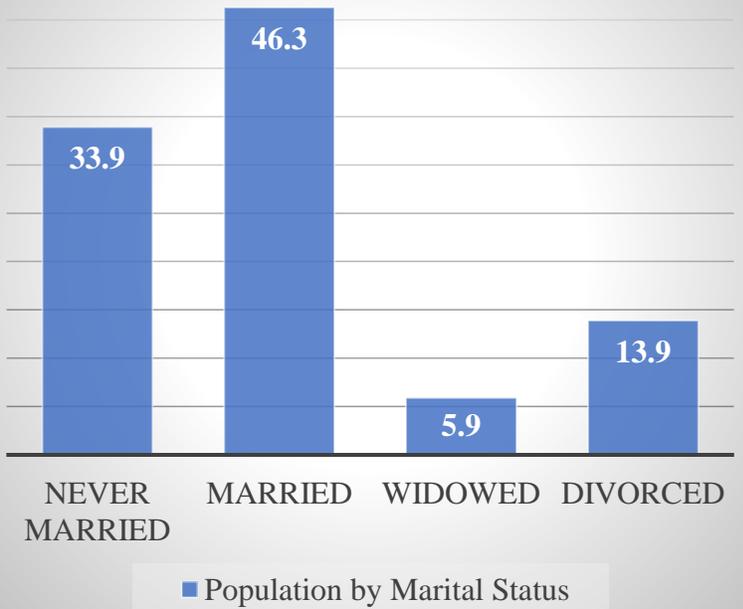
Population by Educational Attainment



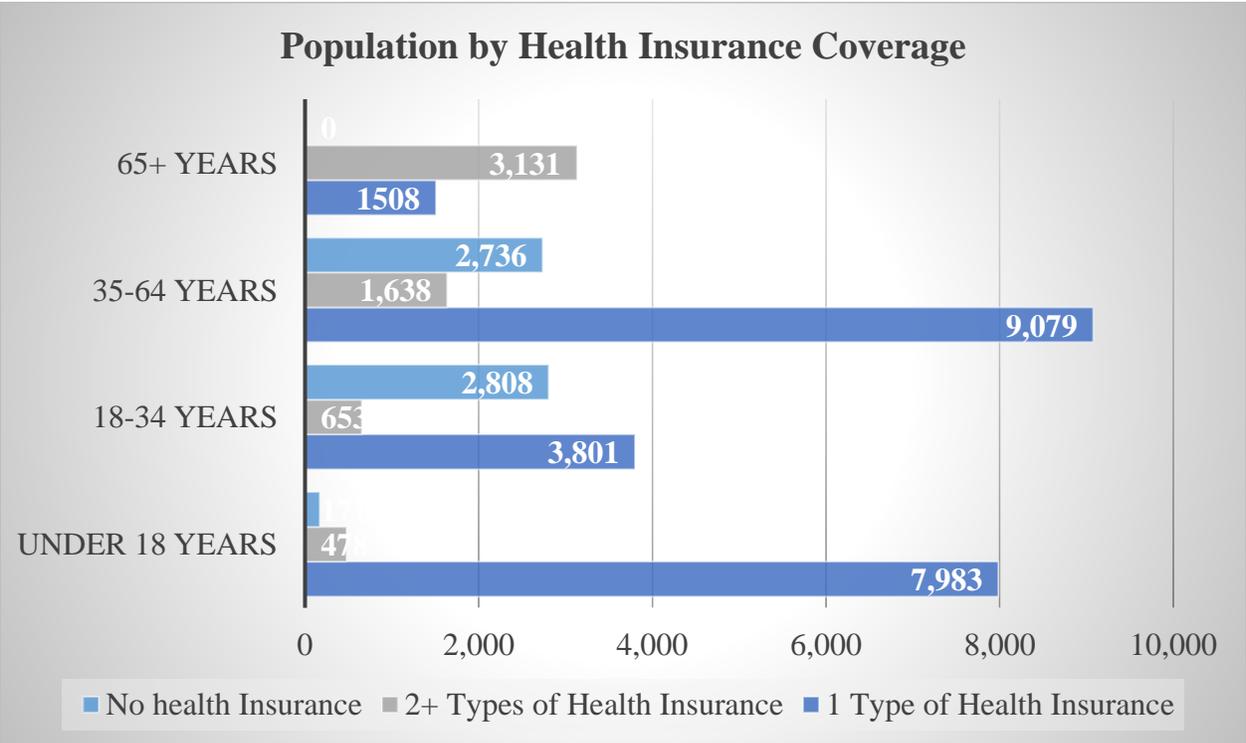
2010 POPULATION BY URBAN/RURAL STATUS



Population by Marital Status



Household Statistics		
	Number of Households	Percentage
Total Number of Households in Hospital district No. 2	12,141	100%
Households by Poverty Status		
Income in the past 12 months below poverty level	2,839	23.4%
Income in the past 12 months at or above poverty level	9,302	76.6%
Households by Public Assistance income in the past 12 Months		
Households with public assistance income	123	1.0%
Households with Food Stamps/SNAP	3,245	26.7%
Households with 1+ persons with disability	5,418	44.6%



Conducting the Assessment

Hood Memorial Hospital (HMH) conducted a Community Health Needs Assessment (CHNA) in keeping with the IRS guidelines for non-profit/tax-exempt hospitals. The CHNA incorporated input from community stakeholders and public health experts. HMH used the information to establish action plans addressing the significant community health needs identified. The CHNA provided an opportunity for HMH to address the needs of the defined community as identified by the community. The goals of the CHNA include:

- Identify and understand community health care needs
- Collaborate with community partners to address the needs of the community
- Recognize and provide resources for solutions to gaps in services in the community
- Ultimately improve the health of the HMH service area

Lunch & Learn Evaluation

The first method used to collect information from the identified community was to utilize the educational events hosted by HMH, Lunch & Learn. Each educational event is one hour in which participants are introduced to a hospital representative, the sponsor representative from a local resource, and an expert in different fields of interest. During the event, a qualified presenter educates participants regarding a popular health concern facing the community. At the conclusion of each event, an evaluation is provided to each participant to complete. The evaluation measures the efficiency of the current program. In addition to evaluating the success of the event this document also asks each participant to identify the most important health need for this community, in the participants' own opinion.

Civic Organization Questionnaire

The second method used to identify community health needs was a questionnaire submitted to members of civic organizations within the HMH service area. The first organization identifies as the Amite Chamber of Commerce. This organization is comprised of owners and leaders of many local businesses that make up a large section of the HMH service area. The second organization identifies as the Amite Rotary Club. This organization is comprised of community leaders, including the mayor of Amite, Louisiana. The questionnaire asked members to identify three community health needs and rank each need by importance.

Community Leaders Interview

The third method used to identify community health needs was a personal interview between a HMH representative and a community leader.

The community leaders included:

- Amite Chamber of Commerce, Carol Brooke
- *The Guide to Living in Amite* Editor, T.J. Reid
- Law Offices of Regina Scott Wedig, LLC, Regina Wedig

The interview questions included:

- What do you see as health-related concerns or issues in Tangipahoa Parish and neighboring communities?
 - What resources exist with the goal of improving the identified health-related concern?
- What do you think might be barriers to improving health in Tangipahoa Parish and neighboring communities?
 - Do you have any suggestions on ways to overcome those barriers?
- Are there any health topics or related concerns you would encourage Hood Memorial Hospital to make a priority?
- Are there any organizations, agencies, or groups you suggest be contacted for further information or who may be interested in collaboration on a population health improvement plan?

Solicited Interest of the Community

Lunch & Learn Evaluation

Hood Memorial Hospital (HMH) conducted six Lunch & Learn educational events. The number of participants educated during these events was over 80 participants. Through utilization of the evaluation tool, HMH learned over 90% of participants strongly agreed the speaker was knowledgeable and informative, the presentation was organized and comprehensible, and the overall program was well organized and educational.

In response to the question, “What do you feel is the most important health need of this community,” the participants identified 12 major health needs including: mental health services, transportation, resources, education about diseases and prevention, caregiver stress, opioid addiction/crisis, losing Hood Memorial Hospital, long term care information, end of life concerns, brain injuries, spinal cord injuries, and emergency department services. The majority of participants focused on four major health needs plaguing the HMH service area. Participants identified “mental health” as the number one health need of Tangipahoa Parish. The second most prevalent health need identified by Lunch & Learn participants is the lack of transportation offered to individuals without available private transportation. Participants recognized the third and fourth health needs equally concerning. Participants agree a lack of available resources is a major concern as well as the lack of education the community receives regarding common health concerns, including: colon health, diverticulitis, medicine usage, proper nutrition, diabetes, and high blood pressure.

Civic Organization Questionnaire

HMH received the result of the questionnaire submitted to the members of two civic organizations within HMH service area; the Amite Chamber of Commerce civic organization and the Amite Rotary Club. The questionnaire required participants to identify three community health needs and rank each need by importance.

The result of the questionnaire was enlightening. Identified community health needs include: community physicians, electronic records, mental health, older adult specific healthcare, and public transportation. Questionnaire participants stated the service area is in need of physicians who will make this community a priority. The participants also stated electronic records would be useful as many residents in this service area must seek specialists in other areas, specifically south Tangipahoa Parish. Participants also identified limited mental health resources in the service area which aligns with many health needs of other rural areas. Questionnaire participants stated the older adult population in the service area are in need of specific resources for specific needs. Lastly, participants identified a concern many rural areas struggle to address which is the lack of public transportation.

Community Leaders Interview

To gain a further understanding of the data collected from the participants of the Lunch & Learns, and community needs assessment questionnaire, a representative from HMH contacted community leaders to probe more into the health needs of the community. During this process, HMH learned of barriers residents of the HMH service area may face that ultimately negatively impact the health of the community.

In discussion with the Administrative Assistant of the Amite Chamber of Commerce, Carol Brooke identified a main barrier faced by many individuals in the HMH service area to be a lack of sufficient income. Brooke's concern of the low-income population highlights a significant portion of the HMH service area. Brooke also suggested physicians with established practices in the HMH service area would be well received by the public. Brooke stated the Amite Chamber of Commerce would be interested in assisting in a public forum to continue discussions on improving the health of the community.

T.J. Reid is the editor of a locally published resource, *The Guide to Living in Amite*. In responding to questions regarding the community health needs, Reid focused on the lack of local physicians with established practices within the community. Although, south Tangipahoa Parish has many more options for health care, many individuals in the HMH service area must travel to receive specialized care.

Regina Wedig, an attorney from Law Offices of Regina Scotto Wedig, LLC, also completed an interview discussing community health needs. Wedig stated the main health-related concern in the HMH service area is access to affordable health care. This focus again correlates to a large portion of the HMH service area population which identifies as low income. Wedig also suggested more health education could be an avenue to improve the health of the overall community. Wedig identified educational topics including: nutrition, exercise, as well as tobacco and drug misuse. Wedig identified several civic organizations that may be interested in partnering with HMH to develop programs to improve the overall health of the community such as the Amite Chamber of Commerce, the Amite Rotary Club, and the Amite Kiwanis Club.

Identified and Prioritized Health Needs

Based on the data collected in the Community Health Needs Assessment (CHNA), Hood Memorial Hospital (HMH) has identified five of the most significant health needs of the HMH service area. Realistically there are other needs mentioned during the assessment in which HMH acknowledges may be experienced by a portion of the service area population. However, these have been identified as the most substantial because of the amount of the population which is affected and therefore labeled as HMH priorities. The top five health needs of the HMH service area are listed below:

1. Financial assistance for low income individuals
2. Health education
3. Electronic records facilitating collaboration
4. Public transportation
5. Mental health resources

The first identified priority of HMH is to address the individuals struggling to find affordable health care. The second priority identified by HMH is community education regarding healthy choices as well as specific health concerns such as heart disease, diabetes, and other life-threatening conditions. The third priority acknowledged by HMH is an avenue in which health care facilities may collaborate through electronic recording, which may lead to more appropriate individualized health care. Public transportation has been identified as a constant barrier in rural areas including the HMH service area. The final significant health care need identified by the HMH CHNA is the lack of resources responding to mental health.

HMH values the community that surrounds this hospital and is determined to respond to the health care needs identified by the CHNA. Three of the five priorities listed have been chosen by the HMH Board of Directors to be addressed as soon as possible including: financial assistance for low income individuals, health education, and electronic records facilitating collaboration. These three are plaguing the accessibility of healthcare in this area and therefore will be addressed more specifically along with the HMH strategy to assist in rectifying these barriers.

Lack of resources for mental health concerns is a problem not only for the HMH service area, but for the entire state of Louisiana. The issue is so great, the task of undertaking possible solutions demands the partnership of many other organizations; civic, political, public, and private. HMH is honored and excited to work with outside assistance to address concerns within the service area, as well as, in the outlining area for the greater good of the entire state of Louisiana.

Transportation is a necessity for any population and can be a heavy burden which may affect the health care of any individual. For this reason, companies, both private and public, have begun to attempt to provide transportation specifically for rural areas. Transportation options available in the HMH service area include both Medicaid, which offers transportation to health care facilities for medical appointments, and the Tangipahoa Parish Council on Aging, which offers transportation within the parish lines to medical appointments and/or Tangipahoa Parish Council on Aging centers. HMH partners regularly with both entities to ensure transportation is available and utilized as an individual seeks to maintain health concerns.

Strategy to Address Health Needs

Hood Memorial Hospital (HMH) has learned a great deal from the Community Health Needs Assessment (CHNA). HMH has chosen to focus efforts on the three significant health needs identified by the community. This section will outline the strategy presented to the HMH Board of Directors and adopted as the plan of action to respond to each health need identified by the community.

Financial Assistance

One of the top priorities identified by the HMH CHNA is financial assistance for the low-income population. HMH acknowledges a large portion of the population in the service area identifies as low income. Therefore, HMH will respond to this need by positioning itself to be a Medicaid Application Center for the community to utilize. The HMH service area is resided by many individuals who lack proper health insurance. HMH will respond to these individuals by offering assistance in navigating the Medicaid application process. As a Medicaid Application Center HMH will offer assistance in completing a Medicaid application as well as providing counsel as needed until the individual is successful in obtaining health insurance. This will allow an opportunity for individuals in the HMH service area to gain access to healthcare regardless of ability to provide compensation.

Health Education

Health literacy was found to be a priority of the HMH community upon the conclusion of the CHNA. Providing education is a proactive measure and will provide individuals information regarding many health concerns. HMH currently hosts nine educational programs throughout the year. HMH will respond to this need by continuing these events with more health specific topics and more advertisement. The topics will be gathered by local health care professionals and common health concerns patients struggle to understand. Advertisement will be allocated to the program increase awareness of the opportunities. The program is, and will continue to be, free to participants. The program will focus on educating participants on health care concerns along with local resources available to the public.

Electronic Records

The third healthcare need identified by the HMH CHNA that will be addressed by HMH, is the ability to collaborate with other healthcare facilities electronically. This is a priority to ensure patients are being provided with the most effective treatment with the least amount of overlap. HMH will utilize the Epiccare Link electronic health records with the goal of collaborating with other healthcare systems to ensure proper medical treatment is continued consistently. This database will respond to the community health need to be cared for by health care facilities willing to collaborate for the good of the patient.

Community Resources

Health related and other community resources available to the residents of the Hood Memorial Hospital service area include:

Advocacy

Northshore Families Helping Families – (985) 875-0511

Advocacy Center – (800) 960-7705

CASA Services Inc – 303 E. Oak Street Amite, LA 70422 – (985) 747-0868

Assistance

Louisiana Senior Prescription Program – (800) 280-0908

Partnership for Prescription Assistance – (888) 477-2669

Emergency Food/Clothing, Utility Bills, Rental Assistance

American Red Cross/Northshore – (985) 892-4317 or (800) 229-8191

Department of Children and Family Services – (888) 524-3578

St. Helena Catholic Church – 122 1st Street Amite, LA 70422 – (985) 748-9057

Council on Aging of Amite – 113 East Central Avenue Amite, LA 70422 –
(985) 748-7617

United Way of Southeast Louisiana – (985) 732-2305

Our Daily Bread – 1006 West Coleman Avenue Hammond, LA 70403 – (985) 542-4676

Tangi Food Pantry – 2410 West Thomas Street Hammond, LA 70403 – (985) 429-8551

St. Vincent de Paul Society – 824 North Morrison Boulevard, Hammond, LA 70403 –
(985) 542-8900

USDA Rural Housing Development – 805 West Oak Street Amite, LA 70422 –
(985) 748-8751

Crisis Intervention Services and Domestic Violence

Louisiana Domestic Violence Hotline/Southeast Advocates for Family Empowerment
(SAFE) – (985) 542-8384 or (888) 411-1333

Child Protective Services – (855) 452-5437

Adult Protective Services – (800) 898-4910

Elderly Protective Services – (833) 577-6532 or (225) 342-0144

Suicide Prevention/Crisis Intervention Hotline – (800) 273-8255

Dental

Multipractice Clinic – 281 West 4th Street Independence – (985) 878-0066

Operation Blessing – (985) 788-2736

Disability Services

Florida Parishes Human Services Authority/Developmental Disabilities – (985) 543-4730

Adult Programs for Developmental Disability

Office of Citizens with Developmental Delay – 835 Pride Drive Hammond, LA 70401 – (985) 543-4370

Emergency Preparedness

Tangipahoa Parish Homeland Security – 114 North Laurel Street, Amite, LA 70422 – (985) 748-9602

Family Planning

Nurse-Family Partnership – (985) 543-4165

Sellers maternity Ministris (Louisiana Baptist Children’s Home) – (225) 261-8886

Sanctuary for Life Maternity Home (Catholic Charities) – (225) 336-8708

Women’s Hope Center – (225) 686-1123

Take Charge (Family Planning Medicaid Services) – (888) 342-6207

Planned Parenthood of Louisiana – (225) 387-1167

Danielle Inn – (985) 898-3559

Women’s Life Ministries Pregnancy Center – (985) 747-0602

Government Agencies

Social Security and Medicaid Office – 121 Robin Hood Hammond, LA 70403 – (985) 543-4216

Office of Public Health – 15481 West Club Deluxe Road, Hammon, LA 70403 – (985) 543-4880

Long Term Care Facilities

Tangi Pines Nursing Center – 709 East North Place Amite, LA 70422 – (985) 748-9464

Heritage Healthcare – 800 South Oak Street Hammond, LA 70403 – (985) 345-7210

Belle Maison Nursing Home LLC – 15704 Medical Arts Drive Hammond, LA 70403 – (985) 542-0110

Hammond Nursing Home – 501 Old Covington Highway Hammond, LA 70403 – (985) 542-1200

Landmark Nursing Home – 42250 North Oaks Drive Hammond, LA 70403 – (985) 542-8570

Camelot Community Care – 1560 Highway 51 Ponchatoula, LA – (985) 467-8150

Oak Park Village – 17010 Old Covington Highway Hammond, LA 70403 – (985) 269-0697

Summerfield Senior Living of Hammond – 16170 East Minnesota Park Road Hammond, LA 70403 – (985) 985-6300

Legal Services

Southeast Louisiana Legal Services – (985) 345-2130

Medical Services

Hood Memorial Hospital – 301 West Walnut Street Amite, LA 70422 – (985) 748-9485

Children’s Special Health Services/Hammond Health Unit – (985) 543-4165

Lallie Kemp Hospital – 52579 Highway 51 Independence, LA 70443 – (985) 878-9421

Mental Health

Tangipahoa Parish Coroner – 15479 West Club Deluxe Road Hammond, LA 70403

Florida Parishes Human Services Authority – (800) 272-8367

Family Counseling Center – (985) 732-5580

Oceans Behavioral Hospital – 921 Avenue G Kentwood, LA 70444 – (985) 229-0717

Transportation

Council on Aging Transportation – (985) 748-6016

Medicaid Transportation – (800) 864-6034

Impact Evaluation

An evaluation of the impact the adopted strategy has had on the Hood Memorial Hospital (HMH) service area will be continuously reviewed. A formal evaluation will be presented to the public within the proceeding three years in the form of the Community Health Needs Assessment (CHNA). Obviously, the HMH Board of Directors hopes to observe a positive impact as the result of these strategies adopted to improve the health of the HMH service area.